

User Wifi Reconnect with Touchless

Guide for Partners

Background

Enabling and using the touchless feature requires that a machine is online. However, once connected, there can be issues reconnecting the wifi, requiring a Bevi partner to visit the customer site.

That's why Bevi has added a new feature that enables the customer to reconnect their own wifi without the need for a partner visit. This will minimize machine and touchless feature downtime for customers and reduce partner visits. While on a service visit, it is also now easier for partners to see if the internet connection is down and to reconnect the wifi without needing to go into the Bevi service panel.

Although not part of this release, Bevi will soon be simplifying the process where a wifi network requires additional authentication via a captive portal*.

This 'user connects to wifi' feature is only available if touchless dispensing is enabled. As a next phase, Bevi may also provide this feature on non-touchless enabled machines.

**Captive portal is a webpage that prevents internet access until either terms of service are accepted, or a login is input.*

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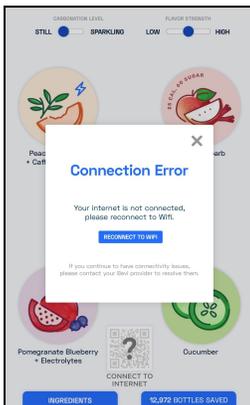
1. Users know they are disconnected from wifi if they see a '?' on the grayed out QR code (see below):



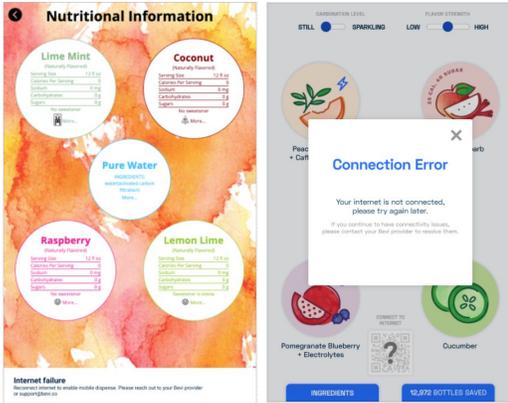
OR if the Ingredient's Page displays 'Internet Failure' (see below):



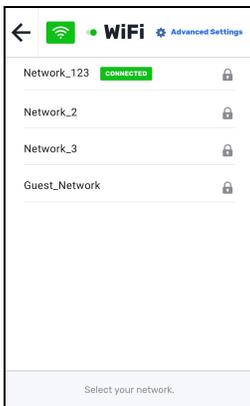
2. User clicks on '?' and a popup appears with 'Reconnect to wifi' button** (see below):



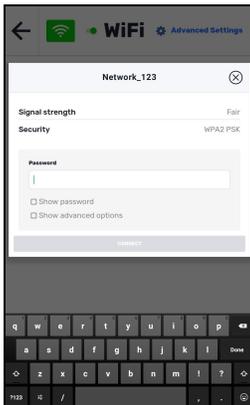
**Note: If the unit was previously connected via ethernet or OptConnect, then a blue button to 'Reconnect to Wifi' is not shown since wifi may not be the approved method of connection for this company. Instead the user is informed to contact their Bevi provider or support@bevi.co. Here is what the user would see:



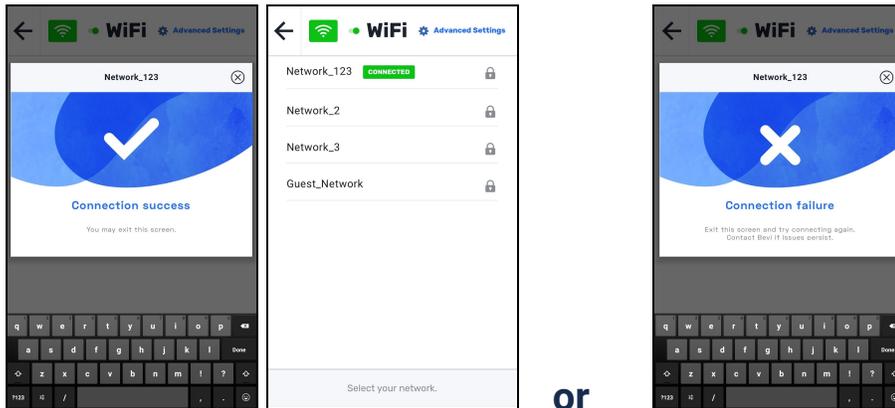
3. User presses the blue 'Reconnect to Wifi' button (from either the '?' popup on dispense or Ingredient Screen and is presented with the network options (see below):



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



5. A popup should appear to validate that the connection is working correctly. The user will either see a check mark or an 'x' (see below examples):



If a user sees the 'x' popup that says 'Connection failure' they should repeat the connection process.

6. IF the network has a required captive portal step, a popup will appear with an 'x' on it (see below) asking for additional authentication. A user can try another network or reach out to their Bevi provider for assistance. For partner techs: to connect a network that requires web authentication, this method should still be used: Access Service Panel (Advanced > Show system UI > restart > launch browser > authentication > hide system UI):



7. Once the check mark/success popup appears, the user should x out of the popup. They should see that their selected network is also connected on the wifi picker menu. The user can then navigate back to the dispense screen by pressing the left arrow button at the top of the screen.

8. The user should wait for the QR code and the 'Mobile Dispense' message to appear. The user can now start scanning the QR code to access the touchless feature.

