[TECHNICAL BULLETIN] UPGRADING 3G OPTCONNECT UNITS TO 4G

Title	UPGRADING 3G OPTCONNECT UNITS TO 4G
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For Questions Contact	SUPPORT@BEVI.CO 1-866-704-2384

Description
Before the end of 2021 OptConnect 3G AT&T devices will no longer be able to connect. 4G replacement devices will sent free of charge by reaching out to Bevi support. 3G devices will need to be returned once the unit has been swapped on the machine.

FAQs

- **How to identify a 3G OptConnect unit?**
    - To check your OptConnect device, simply look on the back of the unit and find the model number as shown in the photos below. Near the top right hand side of the label you will find the model number. The first number after the "OC-" on the label will tell you what cellular technology is inside of that unit.

- **What if my unit Model No. doesn't start with OC?**
    - If you see any of these model numbers on your devices, they are 2G/3G and will need to be upgraded to 4G:
    - OC-250, OC-3250, OC-3251, OC-3252, OC-3500, OC-3501, OC-500

2G/3G	4G
OC-2xxx	OC-4xxx
OC-3xxx	Most 4G units will also include a 4G LTE sticker

- **How so I get 4G OptConnect units?**
    - Email support@bevi.co with 3G device model numbers and a replacement order will be placed.
- **How do I upgrade the units on the Bevi machine?**
    - Remove the old 3G device and replace it with 4G modem
    - Replace the antenna with upgraded antenna
    - Power supply and ethernet cord may be reconnected and do not need to be changed
    - Test the connection
        - If technical support is needed or assistance with installation, please call OptConnect's Customer Care Center at 877-678-3343 Opt. 3
- **How do I return 3G units?**
    - Return labels will be included in the 4G package that arrives. Please use this label and the same box to return the 3G units.

- **How do I document the new OptConnect model number?**
    - Please make sure to update the information for the OptConnect model number on The Well for the unit it is associated with.

TABLET

TOUCHSCREEN ID
11f8991c63b116c3

SERIAL NUMBER
10018AO0100

OPTCONNECT SERIAL #
S40604

As always, if you have any questions please feel free to contact our support team at support@bevi.co.