

# Tech Bulletin: Internet Connection Type Icons on The Well



The Well's All Units screen shows a column for 'Internet'. Previously, it showed one of two icons: a red WiFi icon (internet not connected) or a green WiFi icon (internet connected). Now, we also show the specific type of connection: a red, crossed out cloud icon when not connected to the internet or a green icon with a specific symbol when connected to WiFi, Ethernet, Cellular, or OptConnect.

If you want to see whether a unit is connected to the internet and which type of connection is being used...

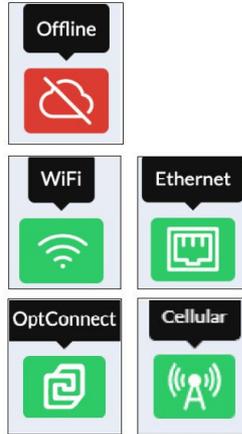
## Step 1

Login to The Well. Filter to your unit. Under the Unit View, look at the Internet column.

UNIT	MACHINE ALERTS	INTERNET	EXPECTED RESTOCK	LAST SERVICE DATE	LAST DISPENSE	CO2	FILTER
SU20 DVP-07 BEVI Bevi Bevi OTHER			OUT AND EXPIRED	9/30/21	10 lb 0%	3M filter 79% DUE 2/5/22	Line
SU20 DVP-04 BEVI Bevi Bevi OTHER			4/26/22	1/31/22	10 lb 100%	3M filter 97% DUE 2/5/22	Line
SU20 DVP-13 BEVI Bevi Bevi OTHER			5/8/22	2/7/22	02/07/22 1:57 PM	3M filter 84% DUE 2/5/22	Line

## Step 2

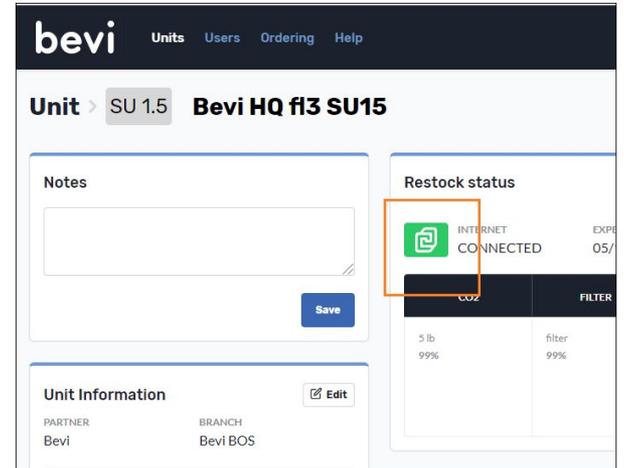
One of the following icons will be displayed in the Internet column. You can also hover over the icon if you need a reminder as to what each icon means.



REMINDER: Only the CURRENT status of the connection is displayed.

## Step 3

If you click on the row to see the Unit screen, you will also see the same icon under the Restock Status section.



### FAQS

- **Q: On The Well's Summary View, if I filter to Internet 'Out', what will I see?**
  - A: Same as before, in the Unit View you will see units that are not connected to the internet. You'll just see the red, crossed out cloud icon instead of the red WiFi icon.
- **Q: If I try to filter the Unit View by 'Connected via OptConnect', what will I see?**
  - A: In the Unit View, you will only see units that are CURRENTLY connected to an OptConnect device. Previously, you would have seen units that are currently or were formerly connected to an OptConnect device– we are exploring if this is really needed by field teams.
- **Q: Can I filter by Internet type?**
  - A: As mentioned, you can use the Unit View 'OptConnect' filter, but there's no way to filter by the other Internet types. This is something we will be adding soon. For now, please feel free to sort the Internet column by clicking the column header.
- **Q: How do these icons correspond to what I see on machines' Service Panel?**
  - A: These same icons are found on the Bevi Standup 2.0's Service Panel. They are being added shortly for existing machines– for now you will still just see the red or green WiFi icon.