
[Guide] Introduction of Bevi Standup 2.0 Alert Center

Overview

The purpose of this guide will be to provide a functional overview of the Alert Center within our Bevi Standup 2.0 unit

Frequently Asked Questions

Q. What is Alert Center and will I have access to it?

- A. Alert center is an area of both "The Well " and the Service Panel within a Bevi Unit. The Alert Center proactively shows any machine abnormalities that prevent the machine for dispensing a drink - OTHER than a restocking issue. AlertCenter is an easier way to identify, troubleshoot and help fix a non functioning Bevi Standup 2.0 machine.*

Q. What happens when I see an alert?

- A. AlertCenter will tell you what prompted the alert, and direct you to an area of the machine that is having trouble. AlertCenter will also allow you to download appropriate troubleshooting documentation to help you fix the problem.*

Questions Answered in this Document

1. Where are alerts presented and viewed
2. What are the Alert notifications and how to respond to them
3. I am a manager, how can I use AlertCenter
4. I am a tech, how can I use AlertCenter

Required Tools & Materials

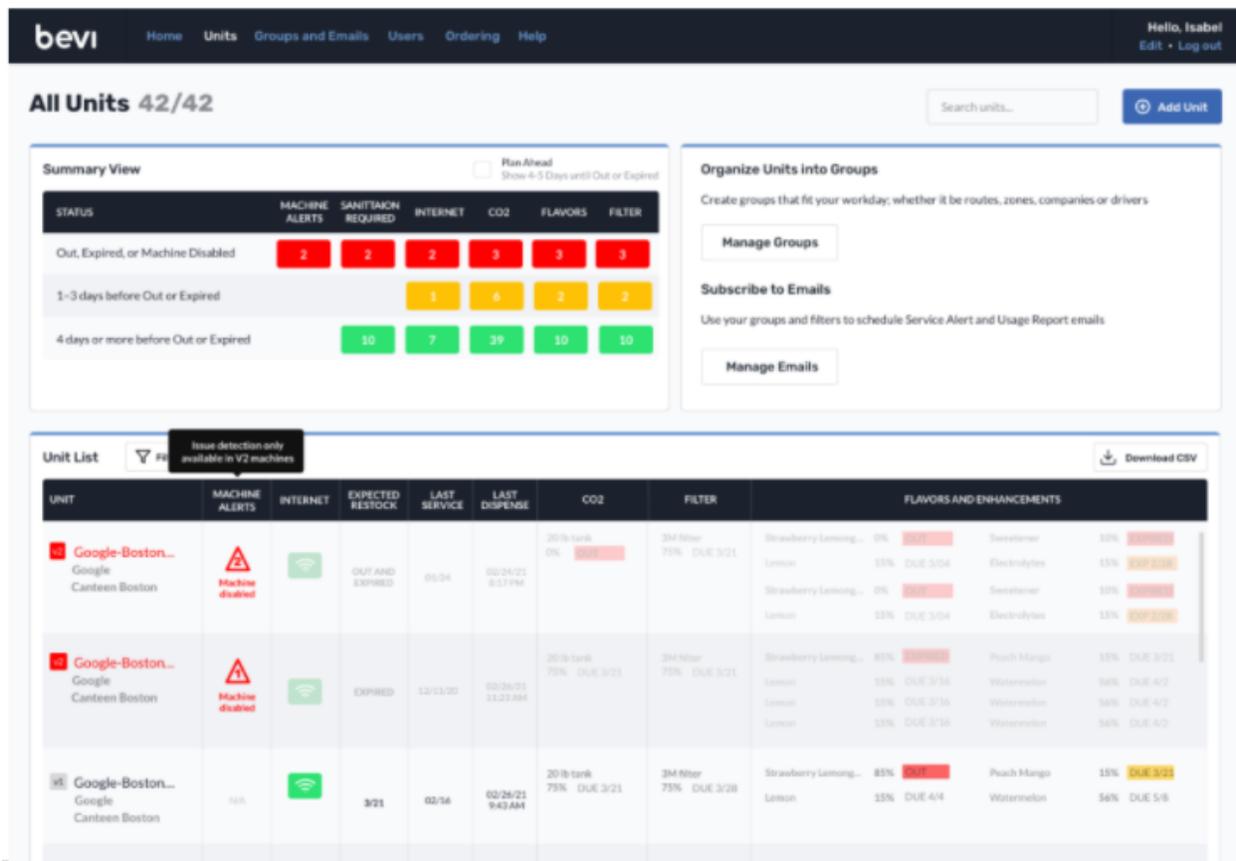
Pin code to access the service panel (1986)

General parts to service your Bevi (Screwdrivers, pliers, and a small nut driver set all depending on the service needed to be performed)

Alert Center For Managers

As a Bevi Operations Manager you will see Alerts via “The Well”. Alerts will appear in both the Unit Summary indicators - telling you how many machines have alerts to be addressed, and then the Unit List in the second column to show you which machines have alerts to be addressed.

NOTE: If there is an AlertCenter alert, the rest of that Units consumables (found in the Unit List) will be greyed out, as the alert indicates that there is a mandatory action that needs to be taken to get the unit back to an active dispense state.



The screenshot displays the Bevi Alert Center interface. At the top, there is a navigation bar with 'bevi' logo and links for Home, Units, Groups and Emails, Users, Ordering, and Help. The user is identified as 'Hello, Isabel' with options to Edit or Log out. The main heading is 'All Units 42/42'. Below this, there is a search bar and an 'Add Unit' button.

The interface is divided into two main sections:

- Summary View:** A table showing the status of units across various categories. A 'Plan Ahead' checkbox is visible, with a note 'Show 4-5 Days until Out or Expired'.

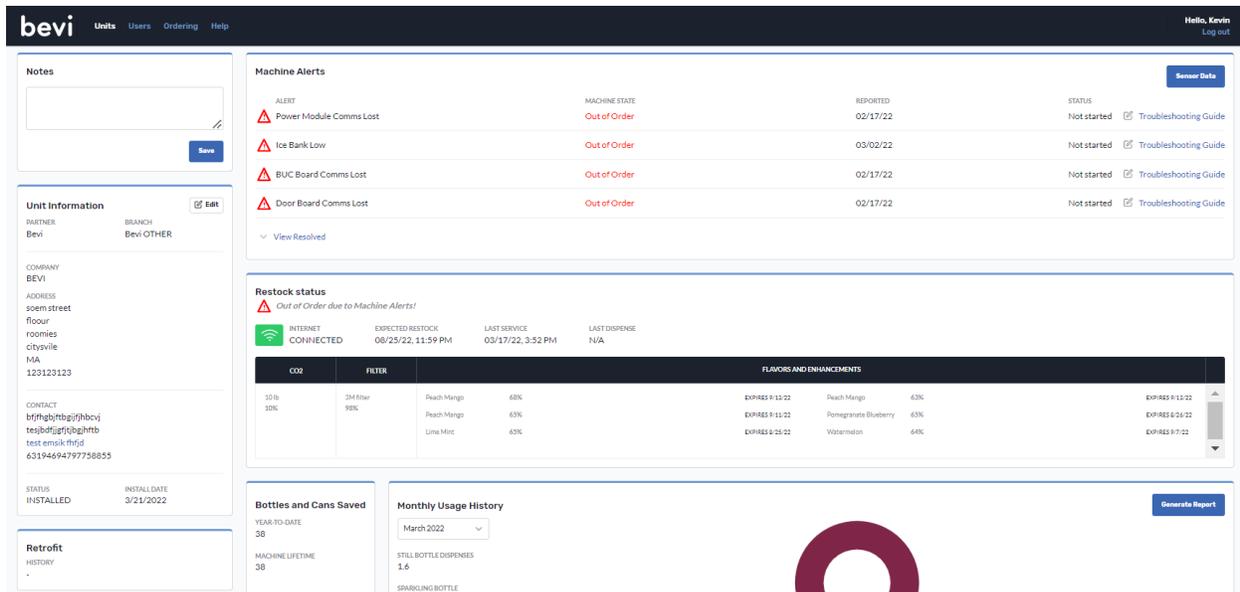
STATUS	MACHINE ALERTS	SANITATION REQUIRED	INTERNET	CO2	FLAVORS	FILTER
Out, Expired, or Machine Disabled	2	2	2	3	3	3
1-3 days before Out or Expired			1	4	2	2
4 days or more before Out or Expired			10	7	39	10
- Organize Units into Groups:** A section for creating groups and managing emails. It includes a 'Manage Groups' button and a 'Subscribe to Emails' section with a 'Manage Emails' button.

Below these sections is the **Unit List**, which is a table with the following columns: UNIT, MACHINE ALERTS, INTERNET, EXPECTED RESTOCK, LAST SERVICE, LAST DISPENSE, CO2, FILTER, INTERNET, and FLAVORS AND ENHANCEMENTS. The table lists three units from 'Google-Boston... Google Canteen Boston'. The first two units have a 'Machine disabled' alert, and their consumables are greyed out. The third unit is active, with consumables listed and their due dates.

Task 1 for managers - Identify the Machine issue and the nature of the Alert

Once a unit has been identified as needing service via Alert Center, the Unit should be clicked on by selecting and clicking on the unit name, expanding the detail in order to explore what exactly is happening with the machine.

In the example below you will see that there are three alerts for this machine that need to be addressed.



The screenshot displays the bevi management interface. On the left, there is a sidebar with 'Notes', 'Unit Information', and 'Retroft' sections. The main area is divided into several panels:

- Machine Alerts:** A table listing four alerts:

ALERT	MACHINE STATE	REPORTED	STATUS
Power Module Comms Lost	Out of Order	02/17/22	Not started
Ice Bank Low	Out of Order	03/02/22	Not started
BUC Board Comms Lost	Out of Order	02/17/22	Not started
Door Board Comms Lost	Out of Order	02/17/22	Not started
- Restock status:** Shows 'Out of Order due to Machine Alerts' and a table of flavors and enhancements.

CO2	FILTER	FLAVORS AND ENHANCEMENTS
10%	3M filter	Peach Mango 45%
10%	98%	Peach Mango 45%
		Line Mint 45%
		Peach Mango 45%
		Pomegranate Blueberry 45%
		Watermelon 45%
- Bottles and Cans Saved:** Shows 38 year-to-date.
- Monthly Usage History:** Shows 1.6 still bottle dispenses for March 2022.

As you can see here, there are a few things to look at: Comms has been lost to more than one board and the Ice Bank is low. This gives you valuable information to convey to your tech BEFORE they visit the machine and with regard to what they will experience when they get to the machine. This will prepare them to know what parts or tools they may want to take with them to address the problems in one call - eliminating the need to go and assess the situation in one call, and go back to fix it in the next. As well, you can download

appropriate troubleshooting documentation should you want them to look at it prior to the visit.

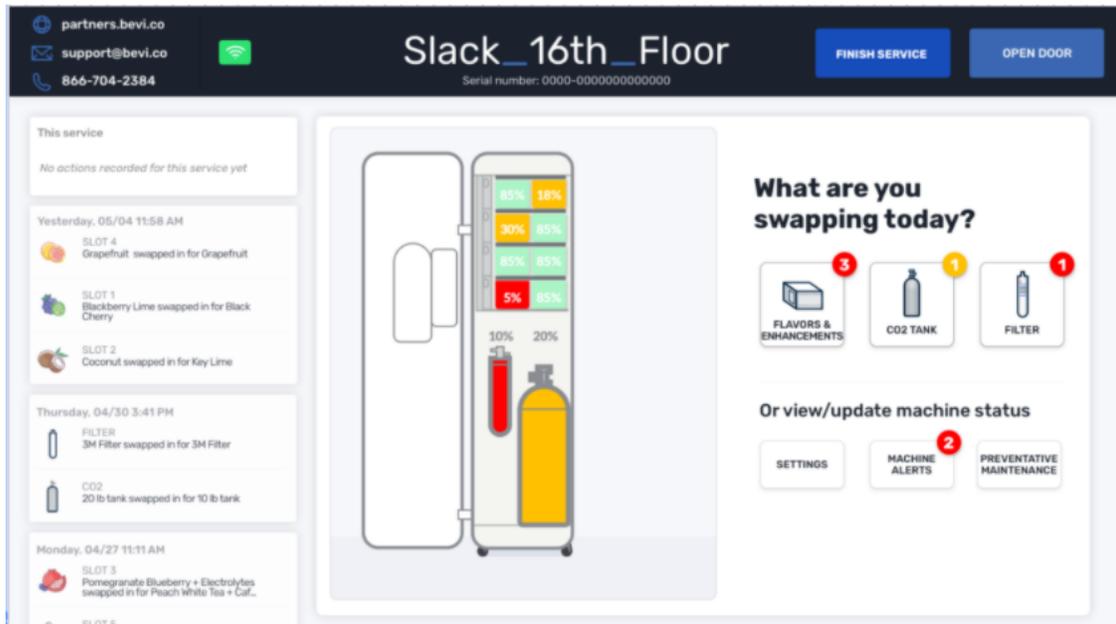
AlertCenter - As a Service Technician

Upon getting to the machine you will experience the following screen indicating that the machine has detected something wrong

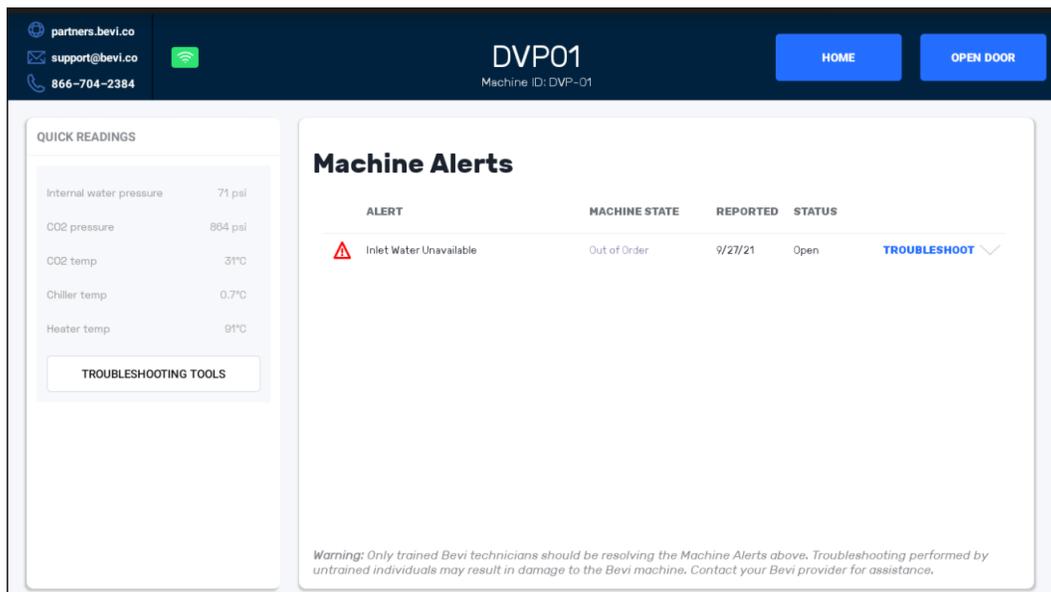


Task 1 for Technicians: Enter the service Panel

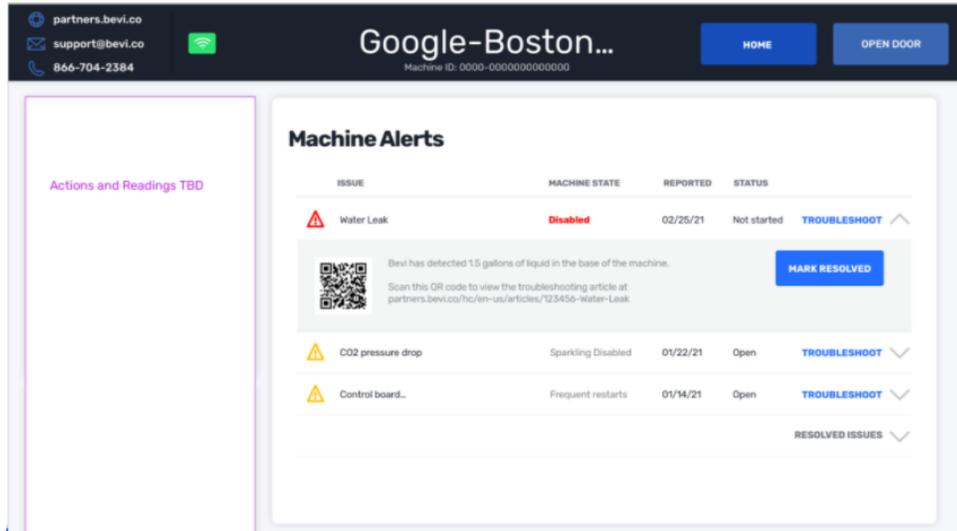
1. To enter the service panel of the Bevi Standup 2.0, Select the “Explore Button” on the left side of the main screen. From the ingredients screen select “Service” You will be presented with the Main Service Panel.



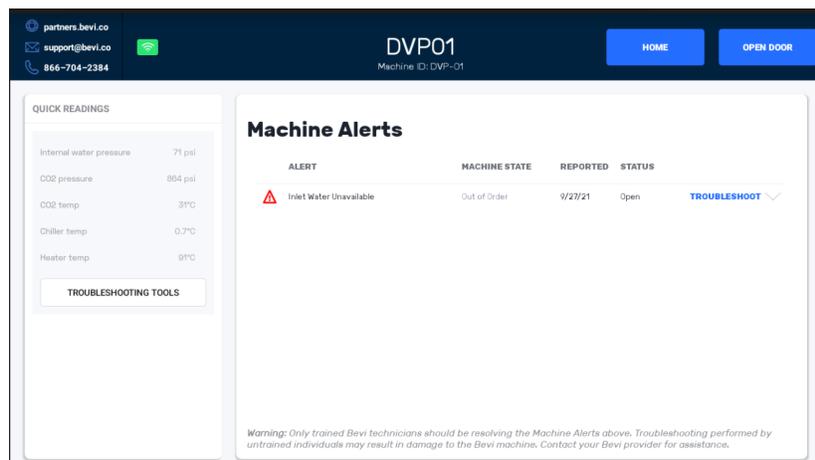
- To view the issues the machine has detected, select the Machine Alerts button. This will bring you into the main Alerts screen.



3. Select the troubleshoot button and scan the QR Code to get the appropriate troubleshooting documentation in order to fix the issue,



4. Once you have the troubleshooting document open the Troubleshooting Tools by selecting the button on the left hand side of the screen. This will open up various toggle options to perform actions to help you diagnose the issue.

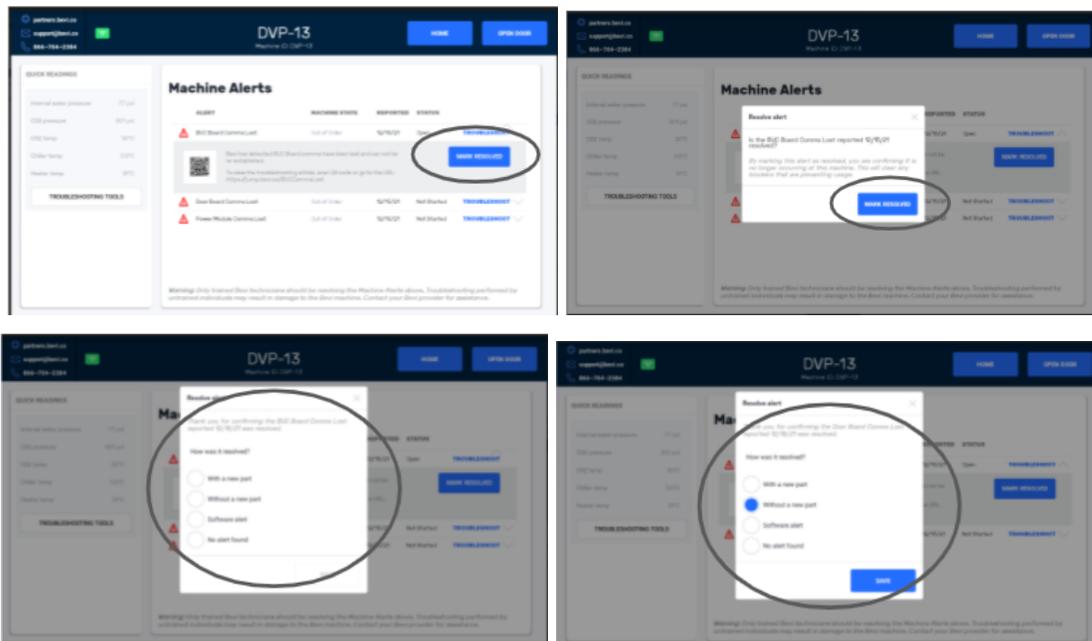


Task 2 - diagnose and fix the issue

1. Read through the troubleshooting and follow the steps to diagnose where the problem is.
2. Address the issue by either fixing the issue or replacing the part

Task 3 - Resolve the issue in the AlertCenter

1. Go back to the main screen of the AlertCenter and Resolve the issue by selecting the “Mark Resolved” Button.



2. Enter what you did to fix the issue by selecting the right choice
 - a. If you did not resolve the issue and need to return make sure that is marked appropriately
3. If the issue has been resolved the machine should clear the alert and return to its active state.