

# SOPHIA

## TOUCHLESS SOLUTIONS



Offer the latest technology to your customers while providing answers to any concerns they might have in the wake of COVID-19. At least with their daily dose of caffeine.

**Sophia Touchless Solutions** enables people to order coffee without having to touch anything else than the most trusted item that you have on you today: your smartphone.

Scanning the QR code directly on the brewer screen, your clients will be able to order the recipes they love from their smartphone: the exact same drink selections and options that are on the touchscreen. Simple, elegant and intuitive.

It is the perfect way to impress – all you need is a connection. It relies on the highest security standards and the most reliable wireless technology available on the market.

**It is the peace of mind way to get your coffee.**

To cover all your needs, we also developed a scanner accessory that can be installed on the machine for locations with limited or no network coverage.

The icing on the cake, it is retrofit.

In these particular times, evolutions in technologies are needed to answer customer demands. Welcome to the new world.



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**Cafection**

**EVOC**A  
G R O U P

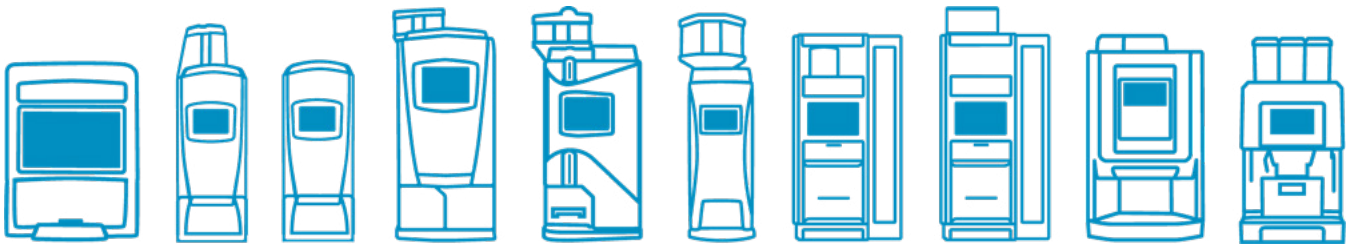


### What is Sophia?

Sophia is a web-based application that enables the configuration of brewers from anywhere you can access Internet through a connected device. Sophia creates value on different levels: know what is going on with your fleet, save on maintenance costs with route planning and remote troubleshooting, extend brand awareness with on-screen personalization and be aware of what people want with drink statistics and analytics.

### What machines is it compatible with?

Most Cafecion models equipped with a screen are compatible, the Necta Krea Touch, the Gaggia G150 and the Wittenborg 9100 models are all compatible.



### Can I use this app on the brewers I have in the field?

Yes, if they figure on the list of compatible models. You will simply need to upgrade your unit in order to enable the touchless option

### Do I need to send a service tech out to upgrade my current machines?

Yes. Most Cafecion brewers, all Krea Touch brewers and all Wittenborg brewers will require a physical software update to enable the app. A technician is also required on-site to install the scanner or the modem on the unit.



**NEW**

### Is it available on new brewers?

Yes, always ! It is available as an option when you purchase any compatible brewer.

### Do I need to purchase anything for the software upgrade of my existing brewers?

A software upgrade kit is provided with every modem or scanner ordered, but needs to be purchased separately for Cafecion units already equipped with a modem. The softwares of Cafecion units equipped with the Cafecta motherboard (serial number ending with «CM») were automatically updated , if they were connected.



### Do I need to purchase anything for the scanner option?

Yes, an upgrade kit is necessary.

### Does the customer have access to the same drink selection?

It allows the same ordering options as the touchscreen, from available selections to cup sizes and strengths. Even your custom coffee names will be accurate.





### Does my brewer need to be cellular connected?

Online connection with the Sophia license is the best way to go. This requires a cellular connection. The scanner option does not require any cellular connection.

However, to access the web application, the user's device needs to be connected to the Internet.

### Do I need Sophia?

If you are using the connected solution, yes, your brewer needs a Sophia license. The wireless transmission of information goes through our Sophia server.

Sophia is not required if you choose the scanner solution.



### What about the Gaggia G150?

You can now get a scanner kit to upgrade your Gaggia G150 and make it touchless. Contact your sales representative to order yours.

### Are my payment system compatible with the touchless technology?

At this time, only Cafecion brewers equipped with a Cafecta motherboard (serial number ending with "CM") can enable touchless ordering with payment systems.



### Will installing the scanner void the warranty on my machine?

No, your machine will still be covered by the remainder of your warranty period.

### Can I use my ADA keyboard and a scanner?

You will be able to use **either** the ADA **OR** the scanner, not both.

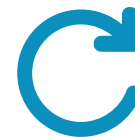


### Is the NSF certification still viable?

Yes, the touchless option is designed in accordance of NSF regulations.

### How do I know if my brewer can be upgraded and what solutions are available?

Refer to the Option tree document (also [available on our website](#)).



### Do I need to download something on my phone to use it?

No, this is a web application. However, depending on the phone model, a QR code scanning app may need to be downloaded.

### I am having troubles scanning the QR code, why?

You need an app to scan the QR code. Some phones can scan directly from the camera, while you may have to download an app on others. Try changing the angle on your phone to help the camera catch the QR code on the screen. Check your signal strength. Switching from Wi-Fi to cellular or the other way around may help.



	ONLINE	SCANNER
CONNECTIVITY REQUIRED	Yes	No
CONNECTIVITY OPTIONS	LTE (all models) or Wi-Fi (Cafection units)	N/A
CARRIERS	AT&T, T-Mobile Bell (Canada)	N/A
APPLICATION TYPE	Web-Based	Web-Based
SOPHIA LICENSE REQUIRED	Yes	No
INSTALLATION LEVEL	Low	Medium
IMPACT ON MACHINE WARRANTY	No Impact	No Impact
IMPACT ON CERTIFICATIONS (UL, NSF, NAMA LISTED)	No Impact	No Impact
COST	Yearly License	One Time Fee
SOFTWARE COMPATIBILITY	2019/2020 Production	2019/2020 Production



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