

Egro NEXT / BYO: Reset Password

Observe the safety instructions in the installation manual of each machine!

This operation should only be conducted by trained and qualified technicians!

Machine:	Egro NEXT / Egro BYO
Serial number:	-
Software:	no special version required
Tools needed:	none
Expected working time:	5 Min.
Material:	none

No.	ID	Description	Amount*
-	-	-	-

*Amount is written as pieces except marked different. 2149

Initial situation

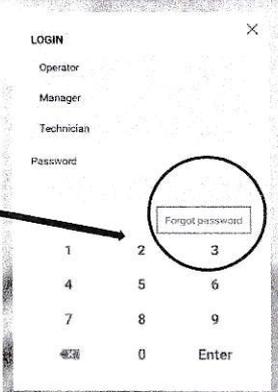
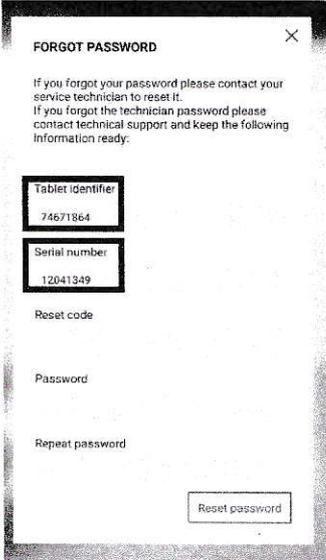
- The password has been changed on a Egro NEXT or on a Egro BYO
- The password gets lost and was not written down, or
- The technician knowing the password has left the company.
- The current password can be reset.

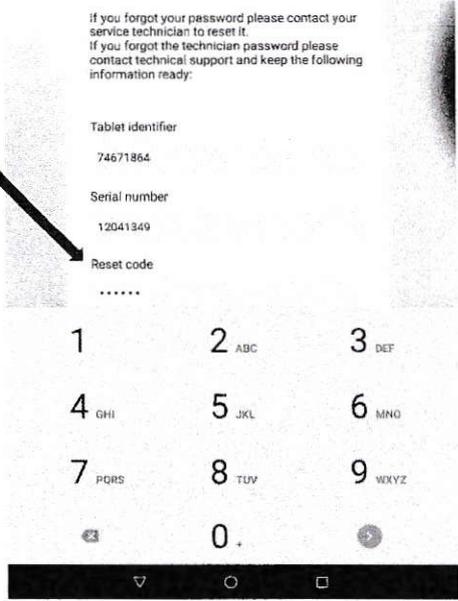
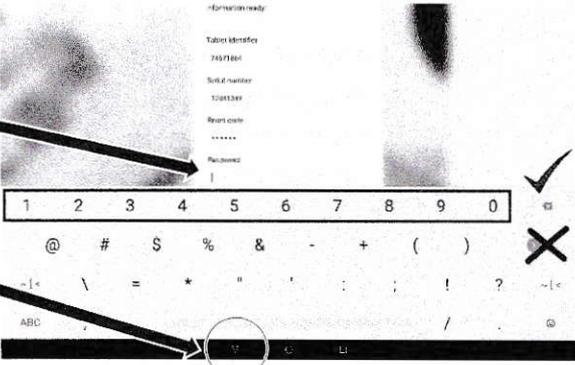
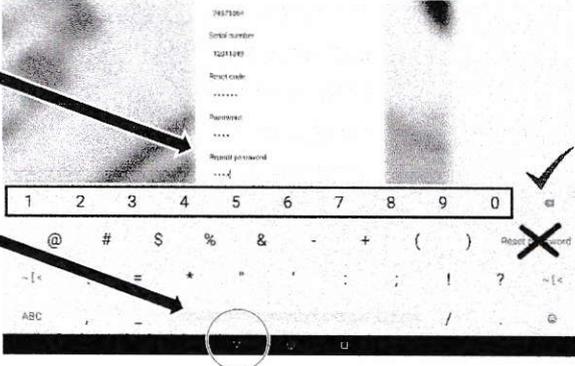
Procedure

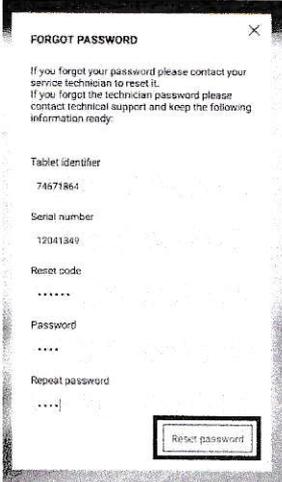
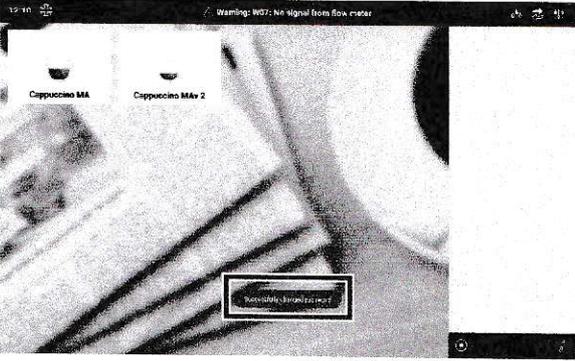
For the procedure to be successfully implemented, it is necessary:

1. that the technician is on site with the machine;
2. and can provide the following information to the support:
 - the number of the "Tablet Identifier";
 - the "Serial number" of the coffee machine.

The "Reset Code" which is then passed on is only valid on the current date!

Instructions	Pictures										
<p>1. Once the password was insert incorrect in the Login window the soft key "Forgot password" appears.</p> <p>2. Press the soft key.</p>											
<p>3. The window with the following information appears:</p> <ol style="list-style-type: none"> "Tablet Identifier" "Serial number" (requires that the serial number has been entered in the EgroTech app!) <p>4. These two details must be communicated to the support department by the technician on site!</p>											
<p>5. The support enters these details into the password generator:</p> <ol style="list-style-type: none"> the "Tablet Identifier"; the "Serial Number"; the current date. <p>6. From this the "Reset Code" is generated, which is communicated to the technician.</p> <p>Note: The "Reset Code" is only valid on this date!</p>	<table border="1" data-bbox="911 1373 1347 1619"> <tr> <td colspan="2" style="background-color: black; color: black;">[REDACTED]</td> </tr> <tr> <td>Tablet Identifier</td> <td>74671864</td> </tr> <tr> <td>Serial Number</td> <td>12041349</td> </tr> <tr> <td>Date (yyyymmdd)</td> <td>20200812</td> </tr> <tr> <td>Reset Code</td> <td>558212</td> </tr> </table>	[REDACTED]		Tablet Identifier	74671864	Serial Number	12041349	Date (yyyymmdd)	20200812	Reset Code	558212
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<p>7. The technician type in the "Reset Code".</p>	
<p>8. The technician defines a new password.</p> <p>Note:</p> <ul style="list-style-type: none"> • Only enter a numeric password! • Do not press "Next"! • Do not press "Reset password" on the alphanumeric keyboard! • Instead press the softkey ▽. 	
<p>9. Repeat password.</p> <p>Note:</p> <ul style="list-style-type: none"> • Do not press "Reset password" on the alphanumeric keypad! • Instead press the softkey ▽. 	

<p>10. Press "Reset password."</p>	
<p>11. Message appears: "Successfully changed password"</p>	
<p>12. Test new password</p>	

Note:

In one of the next new software for NEXT, only the numeric keypad will be activated.

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