

## Smartwell® Touchless FAQs

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### Managers and Owners – Responsible for Units

#### **What are the advantages of touchless dispensing?**

In today's changing world, users are often apprehensive about touching appliances, handles, etc., that numerous other people may have touched before them. Leading manufacturers of appliances for commercial spaces are looking to provide solutions to address this concern.

#### **How secure is the unit?**

This touchless solution provides a secure connection. Users cannot access admin screens or override the dispense time-out.

#### **How secure is user data?**

No personal data can be accessed if the software was to be compromised.

#### **Why didn't the unit receive the update?**

Confirm your unit is connected to the internet and that it is running on the newest version of the Smartwell software. The touchless enhancement is available with software version 1.0.0.1.0 and newer. Smartwell Customer Care is available to help via phone at 866.699.4507 or email at [smartwellcare@elkay.com](mailto:smartwellcare@elkay.com), Monday-Friday, 7 a.m. – 5 p.m. CST .

#### **My unit received the update, but I don't want to use it.**

You don't need to use the feature. Users can still experience Smartwell using the touch screen. The touchless feature will be set to active as a default setting. It can be disabled by turning it off in the Admin/Settings screen.

#### **I own my Smartwell. Do I have to install this new software?**

The software will be pushed to the unit over the air. Once installed, the new terms and conditions must be accepted to activate the feature. When accessing the Admin screen, a pop-up box will appear to complete the feature update.

#### **What smartphone versions are compatible with the app?**

- Compatible with iOS versions 12 and 13 (+85% of iOS users are in range)
- Compatible with Android versions 9 and 10 (~60% of Android users are in range)

The total U.S. market split is iOS 60%, Android 40%. The software will be compatible with future iOS and Android versions as they are released.

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### End Users

#### **Why doesn't the unit recognize me?**

Make sure your cell reception is strong or connected to a strong Wi-Fi connection.

#### **My connection is slow. What can I do to improve the connection?**

Ensure strong Wi-Fi network or cellular connection. In some instances, closing other apps may help to improve speed.

#### **What personal information is collected when I use Smartwell?**

No personal information is collected or stored. Only drink data is stored at the unit.

#### **I took a picture of the QR code. Why isn't my app connecting to/locating the unit?**

Check your phone settings. Ensure phone camera is enabled to scan QR codes.

#### **Can I connect my Smartwell app to other health apps?**

Not at this time.

#### **The app says I'm connected to the unit, but it's not dispensing?**

Disconnect and reconnect to unit. If the problem persists, please contact site manager or service provider.

#### **What is the current app version?**

Version 1.0.0. Go to the app store to check for latest version. Update as needed.

#### **Will I get automatic app software updates?**

Yes. Ensure settings allow for automatic updates.