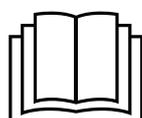


User manual

OnE Connected platform

For the owner of a Self Service Laundromat



Electrolux
PROFESSIONAL

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The manufacturer reserves the right to make changes to design and component specifications.

1 General

This operating manual is made to help the laundry owner to set up the system.

Note!

Some of the menus are only valid for users with “customer care or full admin role”.

1.1 Glossary

The following is a description of different words and phrases used in the user interface and documentation.

Access Point (AP)

A device that allows wireless devices to connect to a wired network using Wi-Fi.

Attendant

The on-site person responsible for supporting daily activities within the laundromat and interactions with customers within the laundromat

Balance Top-Up

The process of adding money to your account using a credit card, debit card, kiosk, PayPal, apple pay, google pay, and more.

Capacity

The amount of laundry a washer or dryer can handle, usually measured in pounds. Laundromats often have machines with capacities ranging from 15 pounds for regular loads to 130 pounds for larger items like comforters.

Card-Operated Machines

Machines equipped with readers that accept credit or debit cards, or other forms of electronic payment, offering a cashless option for customers.

Technology allowing payments via smartphone (Apple or Android) APP and digital wallets (like Apple Pay, Google Pay and more), credit cards, debit card, loyalty or RFID cards, eliminating physical cash handling.

Channel

A specific frequency range within the 2.4 or 5 GHz bands used for wireless transmission.

Chargeback

The reversal of a credit card transaction, initiated by the shop owner to refund the end user in case of undesired activity or system malfunction.

Coin-Operated Machines

Traditional laundromat machines that operate when customers insert coins (typically quarters) to start a cycle.

Contactless Payment

Technology allowing payments via smartphone (Apple or Android) APP and digital wallets (like Apple Pay, Google Pay and more), credit cards, debit card, loyalty or RFID cards, eliminating physical cash handling.

Credit

Is the process of returning money to a customer when they have paid for a service that was not delivered, partially delivered, or failed due to machine or service issues.

Customer

The customer is, in this manual, referring to the end-user in the laundry who is using the app and doing the laundry in the laundry equipment.

Cycle Notification

A text or app alert sent to your phone to let you know that a specific action has been initiated and / or a laundry program has completed.

Cycle Time

The duration of a complete wash or dry cycle. In laundromats, wash and dry cycles can vary depending on machine content size, weight, and program(s) selected.

Debit

Is the cost of a service already provided but not yet paid for. Typically, the attendant or the owner enables a run on a machine than manually charge the debit on the customer account.

Default Gateway

The router's LAN IP address, used by client devices to send traffic outside their local network.

DHCP (Dynamic Host Configuration Protocol)

Automatically assigns IP addresses to devices on the network. This is a service provided by the local router

Digital Wallet

The secure section of an app where you store your payment methods and pre-loaded funds.

Domain Name Server (DNS)

A Domain Name Server (DNS server) is a server that stores, manages, and provides the information needed to translate human-friendly domain names (like google.com) into machine-friendly IP addresses (like 142.250.74.14). In other words, it acts like the phonebook of the Internet.

Error Code

A short code displayed on the machine screen (e.g., "12:14") indicating a specific issue like a failed payment or a machine problem.

Firewall

A security system that monitors and controls incoming and outgoing network traffic based on predefined rules.

Free run

The store owner can offer the customer the possibility to use the machine for free. If a customer experienced an issue (like a machine jam) to compensate them, the store owner can offer a free run without a physical refund.

Frequency Bands

2.4 GHz – Longer range, more interference, lower speeds. The frequency we are using to connect the appliances to internet.

5 GHz – Shorter range, less interference, higher speeds.

Kiosk

A kiosk is a device supplied by the store owner. This kiosk allows the customer to top up the wallet using cash.

LAN (Local Area Network) Ports

Ports used to connect local wired devices (PCs, switches, APs) inside the internal network.

Laundromat Manager

Is the responsible of the laundromat site, that supports the customer directly or indirectly.

Laundry App

A smartphone application (like OneConnectedLink) used to select machines, add time, pay, and track cycle progress. The app receives notifications when a laundry cycle is complete.

Laundry pay system

A cashless payment system that allows customers to pay for laundry services using a mobile app (like OneConnectedLink).

Loyalty points

The loyalty points work like a reward for the customer when spending money / paying for using the machines in the laundry.

Loyalty program

Is a rewards program, integrated into OneConnectedLink app, that incentivizes repeat customers.

Customers earn loyalty points for each wash or service and can redeem them for discounts or free washes determined by the store owner

MAC Address

A unique hardware identifier assigned to network interfaces.

Machine Availability

A real-time feature in OneConnectedLink app that lets you see what machines are available for use, time remaining until a “busy” machine is available while on site or off site

Mobile Payment Systems

Payment technology that allows customers to pay for laundry services via smartphone app (like OneConnectedLink), eliminating the need for coins or cards.

NAT (Network Address Translation)

A process that allows multiple devices on a LAN to share a single public IP address.

Offline Mode

A state where the machine or app cannot connect to the internet; this system allows “offline payments” that sync once the connection returns.

Organization

It is the container for a multi-store operation. Provides fleet reports to the multi-store manager.

Owner

Is the responsible of the laundromat site, that supports the customer directly or indirectly.

Point of Sale (POS) System

The technology used to manage orders, take payments, and track sales metrics for additional services like wash-and-fold or on-site detergent sales.

QR Code Login

A square code on the machine that you scan with your phone to instantly identify and pay for that specific washer or dryer. This code will also direct you to the download site of the mobile app designed for your device for new users.

Real-Time Data

Information on machine usage, revenue, and status that is instantly available to the manager via a cloud-based dashboard, enabling remote monitoring.

Refund

Is the process of returning money to a customer when they have paid for a service that was not delivered, partially delivered, or failed due to machine or service issues.

Revenue

A metric that calculates how much income a shop generates over a period, such as daily, weekly, or monthly.

Rewards

For the customer spending money / paying for using the machines or service in the laundry the owner can provide rewards usable for discounts or free washes.

Router

A networking device that forwards data packets between networks, typically between a local network (LAN) and the internet (WAN).

RSSI (Received Signal Strength Indicator)

Signal strength measurement (typically from -30 dBm to -90 dBm).

Higher (closer to zero) = better.

-65dBm = good

Site / Shop / Store

Is the physical location of the laundry where you can find washers, dryers, kiosk, detergent dispensers and specific services that can differ by shop.

SSID

The name of a Wi-Fi network that appears in the list of available wireless networks.

Top up

Top up for the customer it basically means to load the wallet with additional credit to be able to pay using the payment app.

Top up is possible with cash via the kiosk or credit card directly via the app.

Transaction history

A digital receipt log within the app showing the history of various transactions made with your account.

Wallet

The wallet is the secure electronic storage of a customer's funds the customer is using when paying using the payment app.

Wallet container

Every site must be associated to a wallet-container in order to be able to pay.

A wallet-container is a combination of:

- payment provider account;
- virtual currency;
- wallet parameters (minimum/maximum top up amount, etc...);
- loyalty program

WAN (Wide Area Network) Port

The router port used to connect to an external network, such as an ISP modem.

Wash-and-Fold Service

An additional service offered by some laundromats where staff washes, dries, and folds laundry for customers. This service is typically charged by the pound.

WPA / WPA2 / WPA3

Wi-Fi security protocols.

WPA2 is the secure standard we are currently using.

2 Login and organization tree

2.1 Login

2.1.1 How to log in as an external user

Make sure you have got an invitation to OnE Connected platform in your e-mail.

- Open the e-mail and click on “Accept invitation”.
- You will now be asked to set up a password. Make sure to set a password matching the rules.
- When the password is set make sure to accept the terms and conditions by ticking in the box.
- Click on “Register”.

You will now be directed to the OnE Connected log in page.

- Log in with your e-mail ID and the set password.

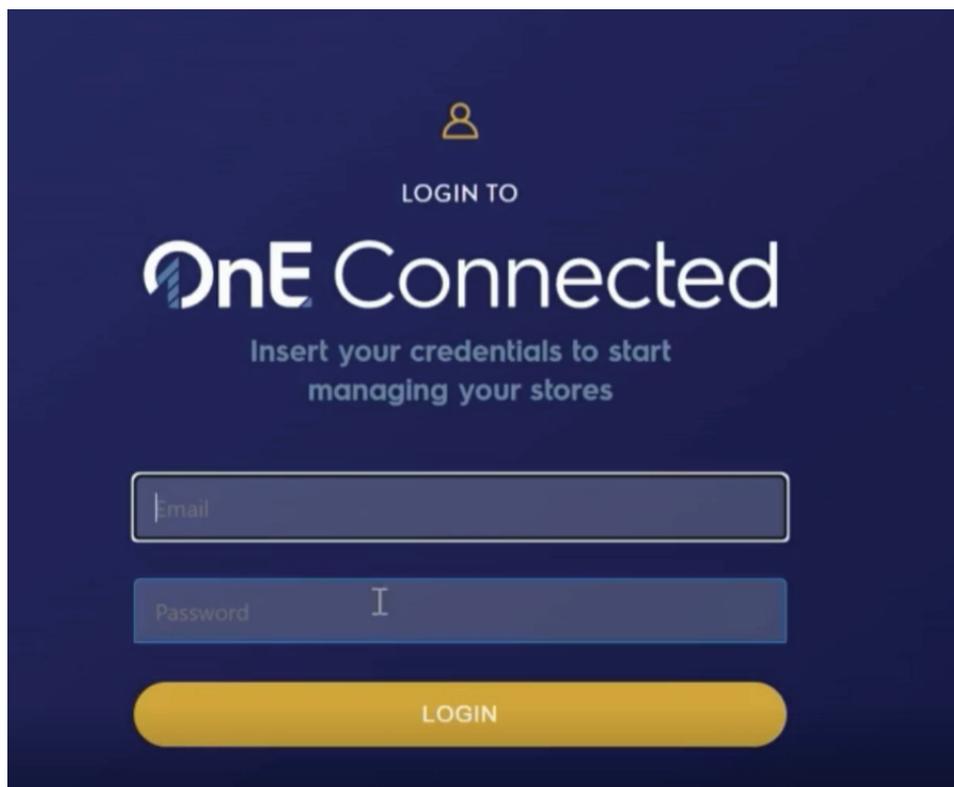


fig.X03164

- Next time you shall log in you can use the URL-address: <https://oneconnected.epr-apps.com>

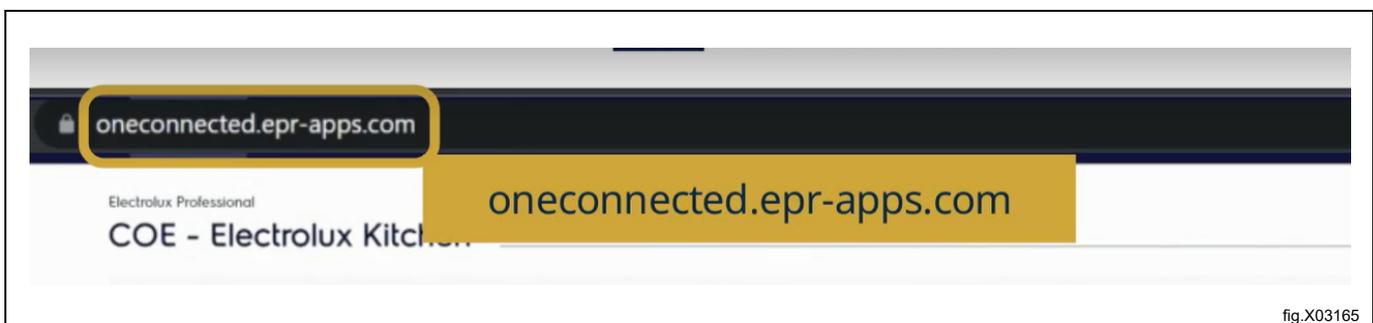


fig.X03165

2.1.2 How to log in as an internal user

Here the definition of “internal user” is a user that already have an Electrolux Professional account and use this account to login on his laptop.

Thanks to this login and the Single-Sign-On feature, the OnE Connected platform is able to authenticate this user without asking for a new password.

Make sure you have got an invitation to OnE Connected platform in your e-mail.

- Open the e-mail and click on the provided link.
- You will now be directed to the OnE Connected platform.
- Select location from the list on the screen.
- Next time you shall log in you can use the URL-address: **<https://oneconnected.epr-apps.com/epr>**

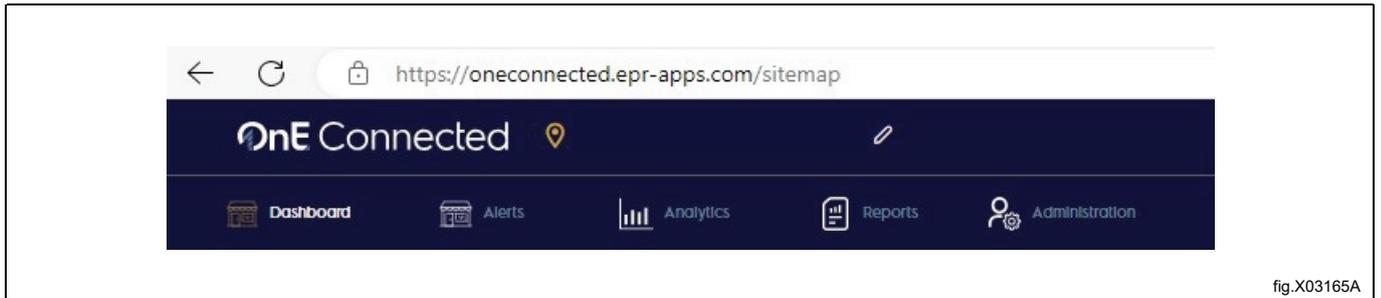


fig.X03165A

2.2 Administration

2.2.1 Organization tree

The organization tree is a logical representation of the organization hierarchy, with suppliers (dealer, distributor or service partners), customers, groups and sites.

The tree creation is controlled by a hierarchy that defines which type of level you can add, based on the level where you are.

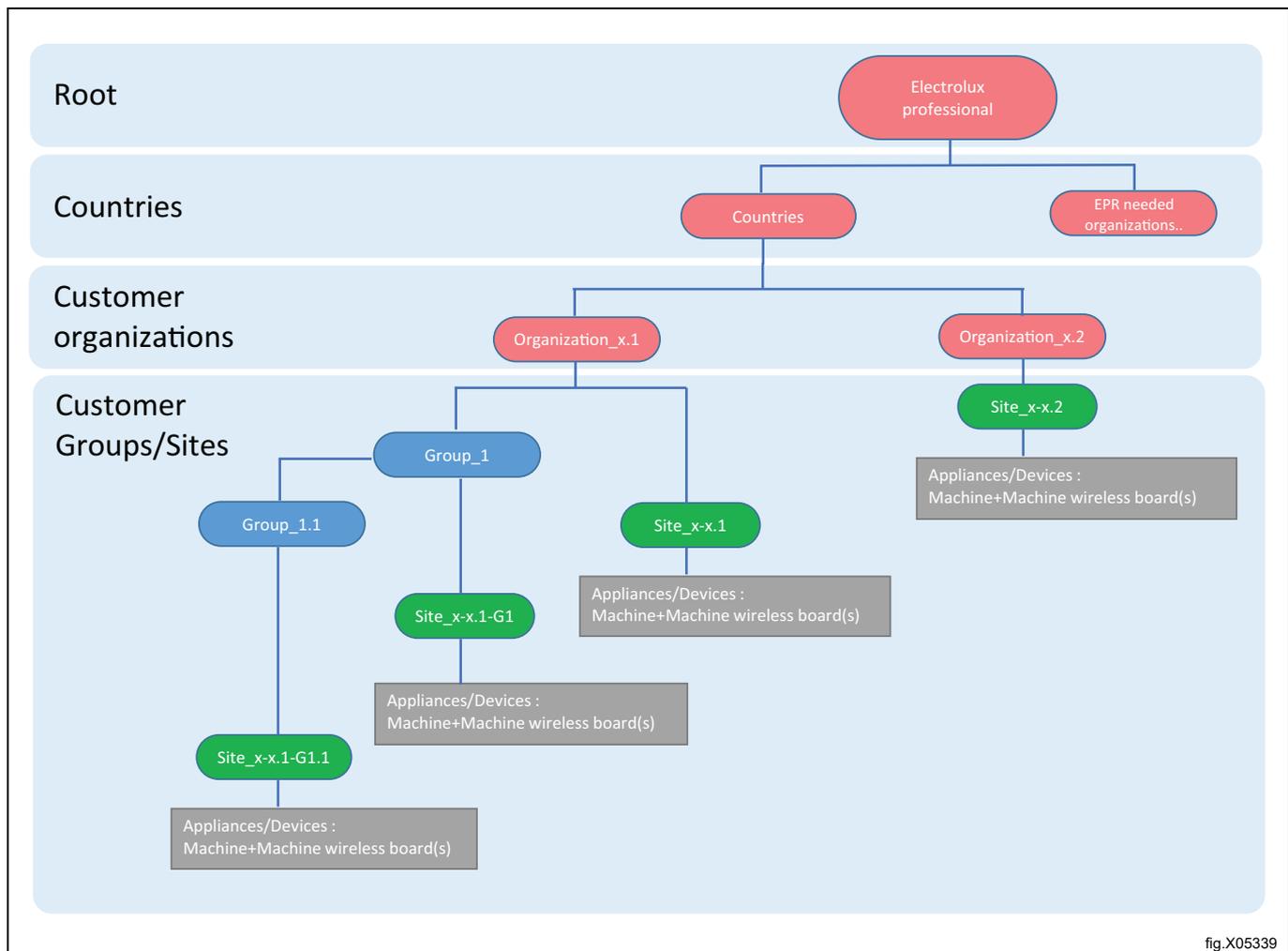
Rules for tree creation

1. The root is Electrolux Professional and this is fixed by the administrator.
2. The first level of organizations refer to a specific country or to EPR needs.
3. The second level of organizations contains the customers organization.
4. The third level of organizations contains customer groups or sites.

Under Group, if you want to create another level, you can only add other Groups or Sites (not Organizations). Appliances cannot be provisioned to groups.

The Appliances/Devices can only be added to Site.

The following illustration shows an example of an organization tree:



Creation of the Organization is the first step of creating the organization tree.

The process to create the Organization is explained in the section: Create and manage the Organization. The organization tree is created after creating the Organization.

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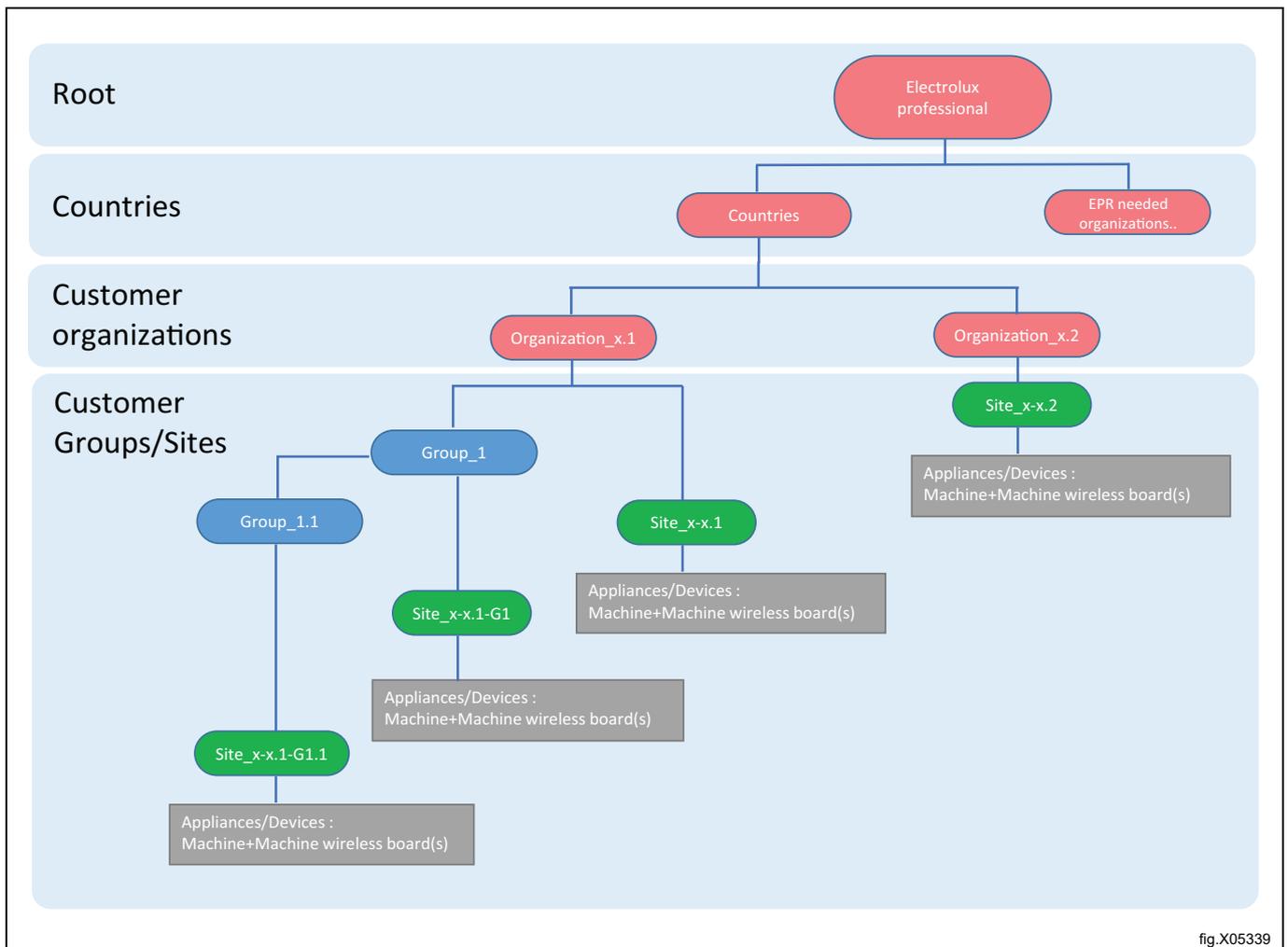
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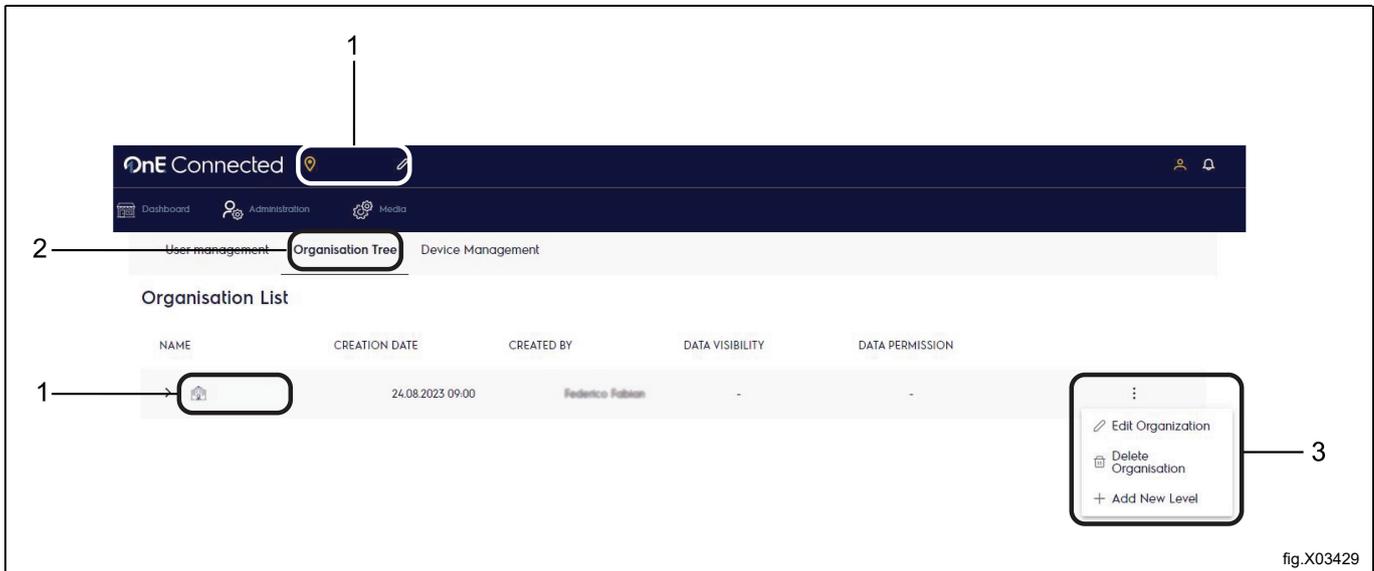
The process to create the Organization is explained in the section: Create and manage the Organization. The organization tree is created after creating the Organization.

2.2.1.1 Create and manage the Organization

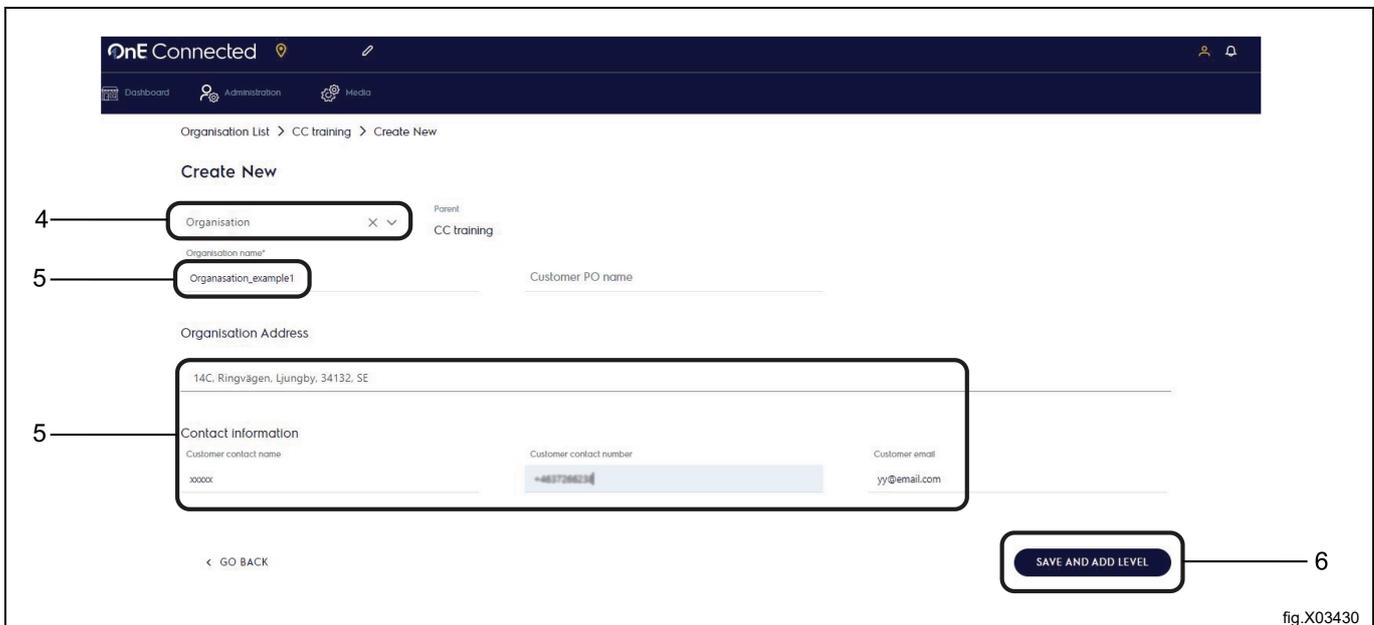
To create an Organization, you must have permission to create and manage the organization tree in that Organization.

When you shall add a new Organization, you must do the following steps:

- Click on the Organization you want to create a sub organization under (1).
- Click on the Organization tree in the Administration tab (2).
- Click on the 3 dots and click on "Add new level". (You will be redirected to the "Create new" page) (3).



- In the type drop-down, click on "Organization" (4).
- Continue to fill in the fields and note that the mandatory fields marked with "*" must be filled in (5).
- Click on "Save and add level" (6).



- The created Organization can be edited, deleted or added a new level by clicking at the 3 dots in the Administration/Organization tab.

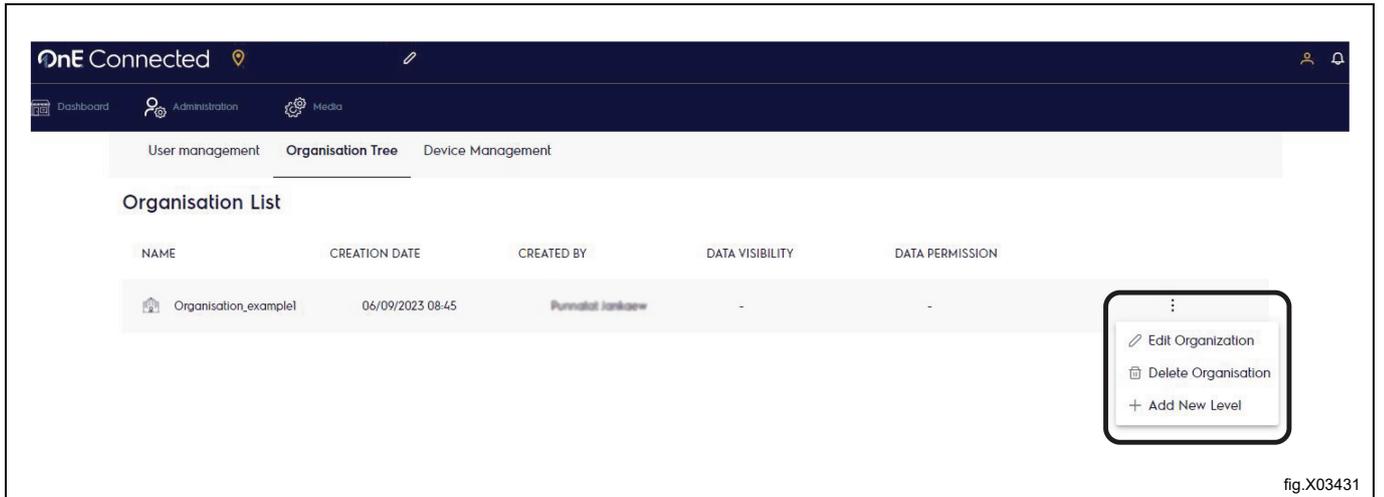


fig.X03431

2.2.1.2 Create and manage the Group

Groups are sub-levels associated with the parent group and can be used by customers who wish to build a hierarchy system. They are an optional entity in the organization tree. Any number of groups can be added to an organization. A Group can be associated only to 1 Organization or Group. When you add a Group, you are required to fill in some information. To see a list of all attributes associated with "Group". Once the Group is created, you should be able to view and edit the group information or delete the Group at anytime. Groups can for example be; name of countries, regions, cities, etc.

To create a Group, you must have the permission to create and manage the organization tree in that Organization. When you shall add a new Group, you must do the following steps:

- Click on the Organization you want to create a Group under (1).
- Click on the Organization tree in the Administration tab (2).
- Click on the 3 dots and click on "Add new level". (You will be redirected to the "Create new" page) (3).

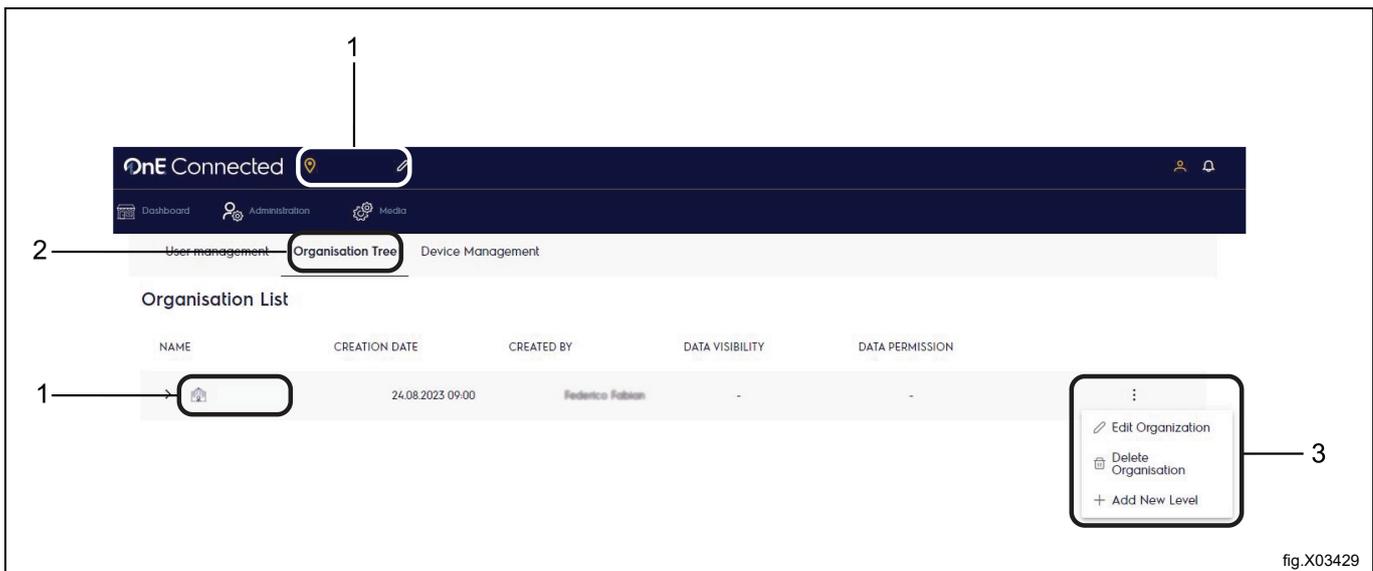


fig.X03429

- In the type drop-down, click on "Group" (4).
- Continue to fill in the fields and note that the mandatory fields marked with "*" must be filled in (5).
- Click on "Save and add level" (6).



fig.X03432

- The created Group can be deleted or added a new level by clicking at the 3 dots in the Administration/Organiza-tion tab.

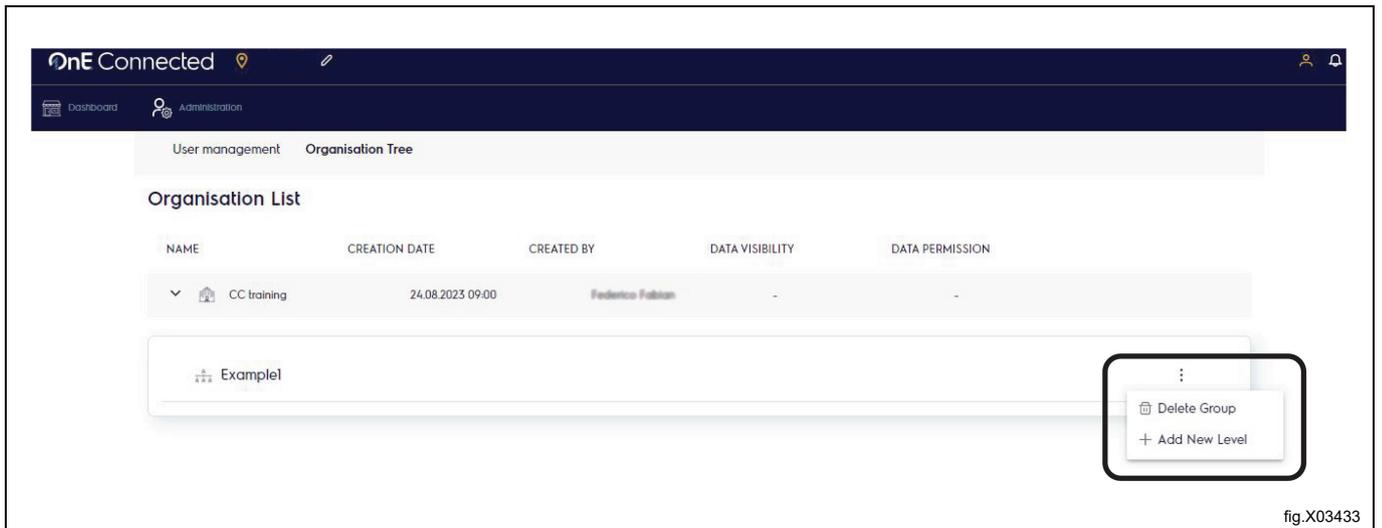


fig.X03433

2.2.1.3 Create and manage the Site

A Site can be added under a Group or under an Organization tree.

The devices can only be added to the site.

When you shall add a new Site, you must do the following steps:

1. Click on the Organization you want to create a Site under.
2. Click on the Organization tree in the Administration tab.
3. Click on the 3 dots and click on "Add new level". (You will be redirected to the "Create new" page).

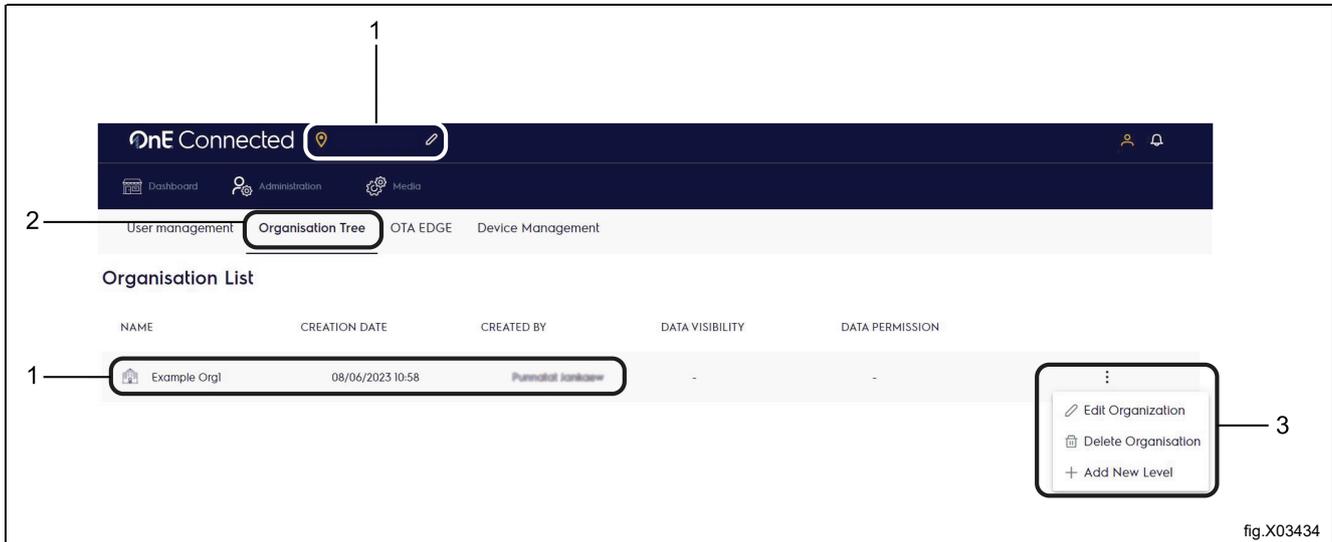


fig.X03434

4. In the first drop-down menu, select "Site" and then select the "Laundry site" type.
5. In the Installation type, select the "Wireless installation".
6. In the Laundry type, select the "On Premises Laundry" type.
7. Continue to fill in the fields and note that the mandatory fields marked with "*" must be filled in.

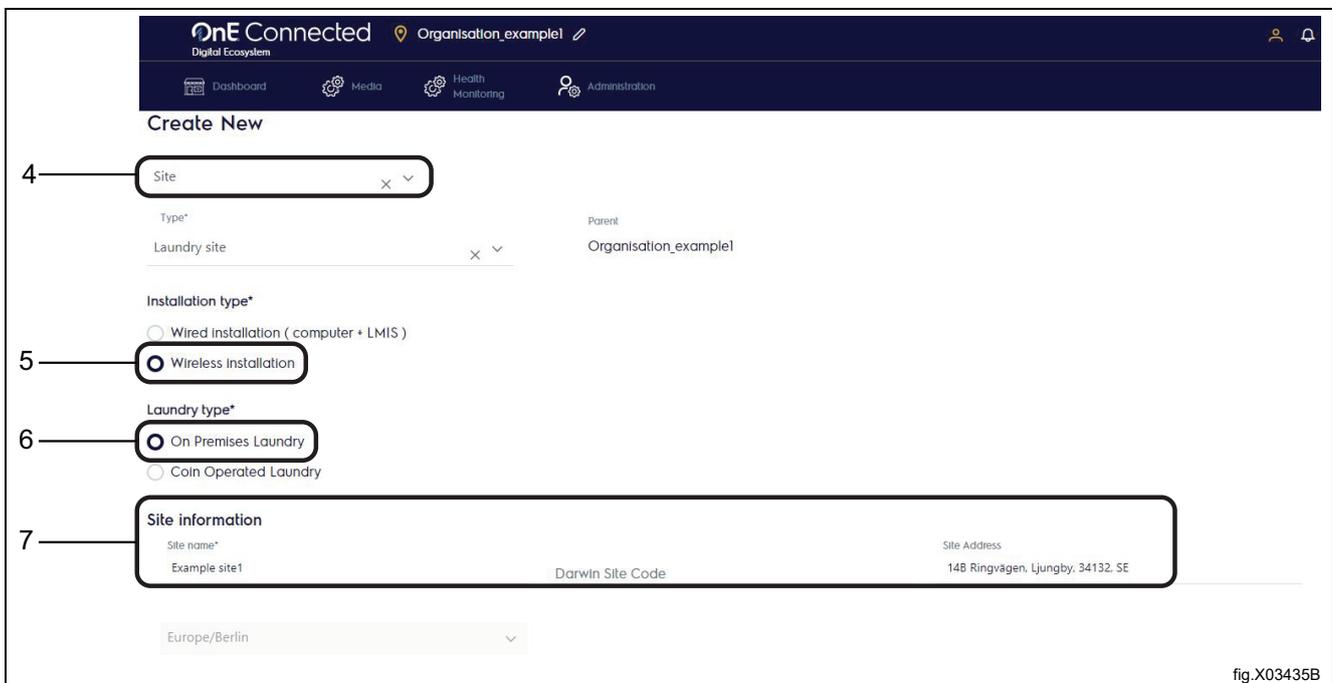


fig.X03435B

8. Regarding the "Alert Notifications", for each site, you can configure whether you would like to receive email notifications when there is an alarm or not. If enabled, the system will send an email to the configured email IDs every time there is an alarm that meets the rules.
There will be some rules defined to understand which alarms should send out email notifications and when it should be sent.
9. Regarding the "Business hours", select or fill in a customized business or open hours.

Note!

It is not possible to mark “Open 24h” / “Closed” and then fill in a customize business time. If a customize business time is to be set, those boxes need to be kept unmarked.

10. Click on “CREATE”.

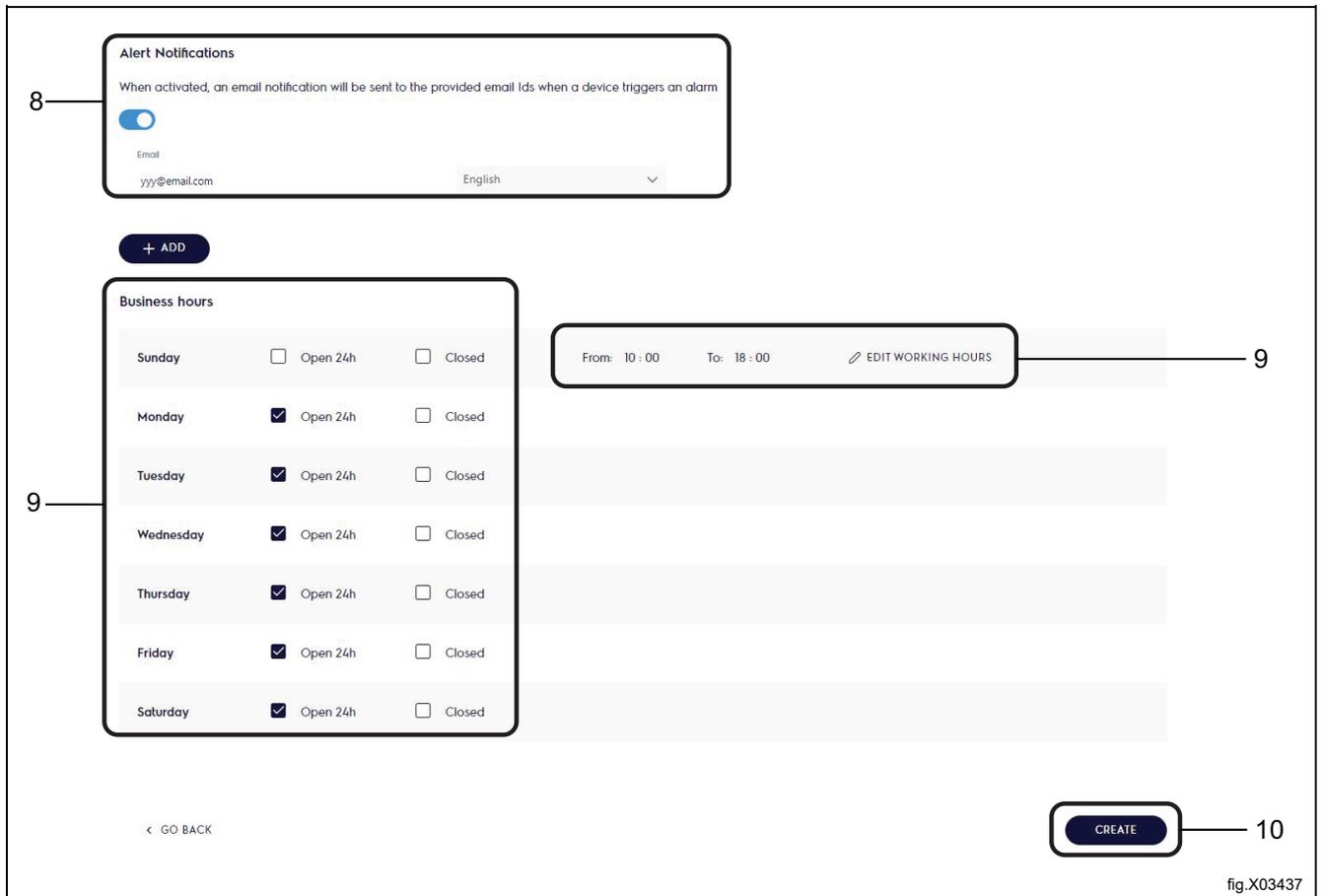


fig.X03437

The created Site can be edited or deleted by clicking at the 3 dots in the Administration/Organization tab (11).

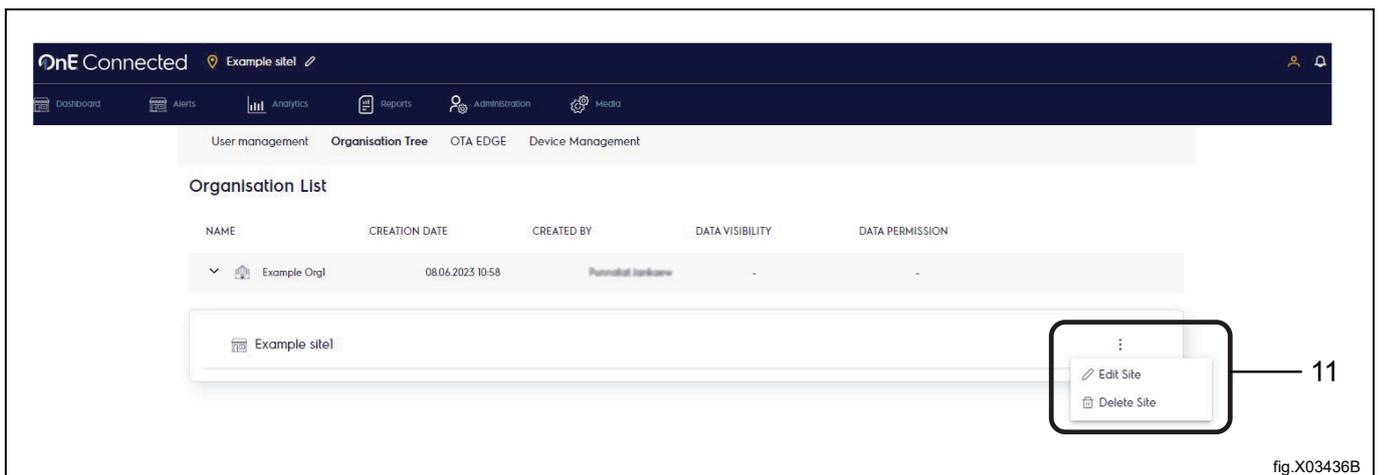


fig.X03436B

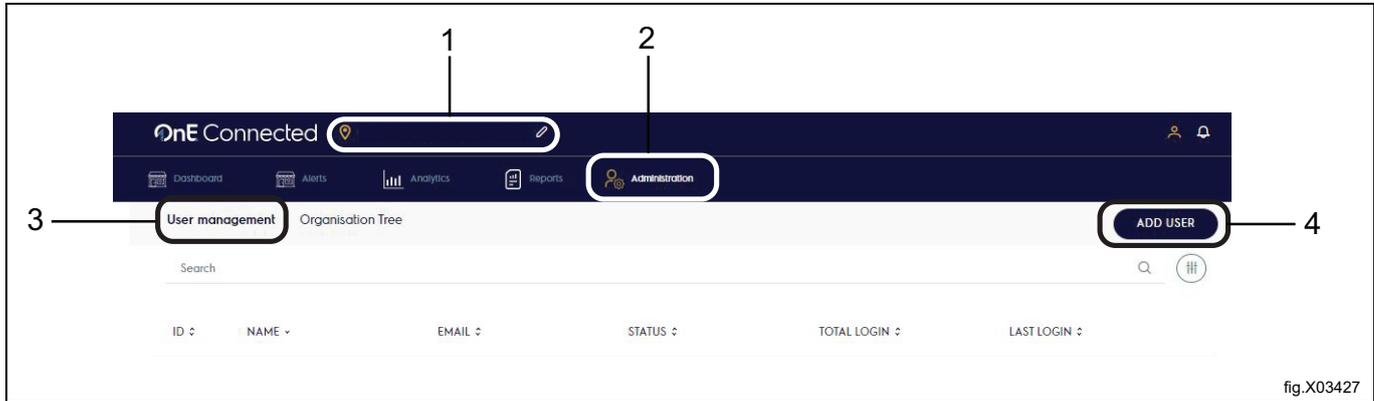
2.2.2 Invitation process / add a new user

Make sure you have opened the OnE Connected platform.

Click on the location icon and choose a location where the new user should be added to (1).

- Click on the Administration tab (2).
- Click on the User management tab (3).
- Click on “ADD USER” to start the invitation process (4).

The following illustrations in the following instructions are just examples.



- Fill in the fields and note that the mandatory fields marked with “*” must be filled in. It is also possible to select in which language the invitation shall be send.
- If the user shall have more than one role you can simply add more by clicking Add role and select from the drop down list. (For more information about the roles, please refer to the section: “User roles and portal features”).
- When ready, click on “SEND INVITATION”.

fig.X03163A

- The invitation to OnE Connected platform has now been send to the specified user who will receive an automatic e-mail and can log in to your system.

3 Header navigation

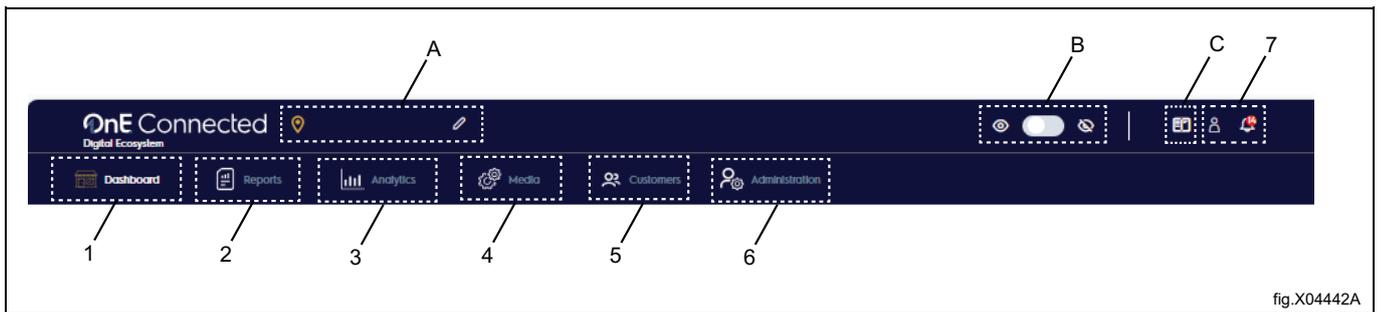


fig.X04442A

The header contains the following tabs:

1. Dashboard

The "Dashboard" tab is the main page showing the site overview.

Also editing machine map, provisioning, adding more devices and editing appliances can be managed here.

2. Reports

Reports of activity (for example: Revenue, Cycle log and Error log) can be downloaded.

3. Analytics

Graphics and logs of representing activity, productivity and efficiency of the laundry.

4. Media

Training area for user to learn how to use OnE Connected.

5. Customers

Customer list and "management" including acquisition, behaviour, funds, statistics, and transactions can be viewed here.

6. Administration

Manage OnE Connected portal profiles / accesses, organization and sites setting, Device, Payment, Machine command and control.

7. User profile, Setting & Notifications

User settings (Languages, date and time formats, time zone, measurement unit system) and notification area.

Note!

Select time zone according the site location.

Recommend to enable "Synchronize with site time zone" (Z).

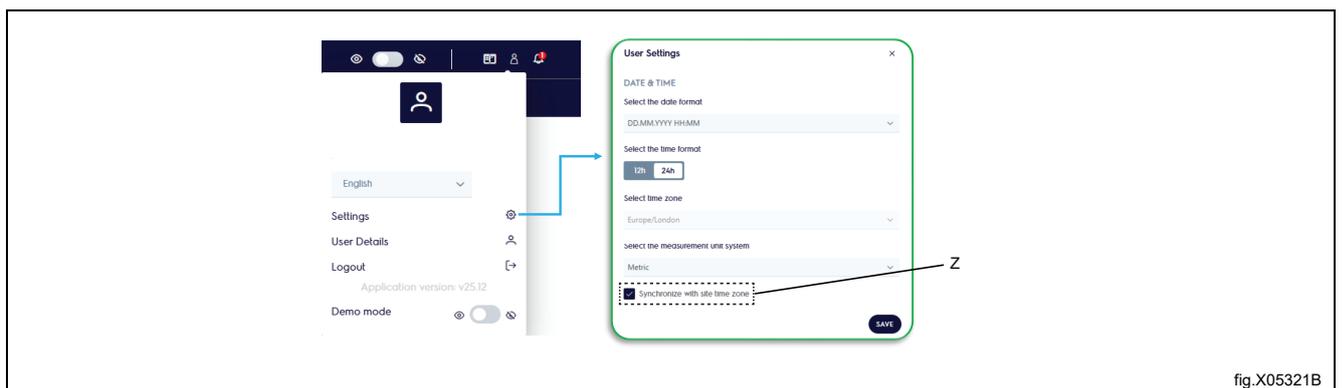


fig.X05321B

A = Site selection (The selected laundry is displayed here).

B = Show / Hide toggle.

C = Documentation and manuals download (Search by PNC to find the manuals that you need).

- Click and select a language for the downloaded manuals (C1).
- Fill in the appliance's PNC of the needed manual (C2).
- Click "SEARCH" to find the manuals (C3).
- Click on the download icon to get the manual (C4).

The screenshot shows a web interface for searching user manuals. At the top left, it says "User manuals" and "Search by PNC to find the manuals that you need." There is a search bar with "PNC" and the value "9867720324" (callout C2). A "SEARCH" button is next to it (callout C3). In the top right, there is a language selector showing "ENGLISH (US)" (callout C1). Below the search bar, a table of results is shown. The table has columns for NAME, DESCRIPTION, FILE FORMAT, and LANGUAGE. The first row shows a PDF file for models WED720-WED785, with language "en-US" (callout C1) and a download icon (callout C4). The second row shows a PDF file for models WED720-WED785, with language "en-US" and a download icon.

NAME	DESCRIPTION	FILE FORMAT	LANGUAGE	
ELS/IN/IN_WED720_WED725_WED730_WED745_WED765_WED785_Wascomat_438917560_US.pdf	WED720-WED785	Pdf	en-US	Download icon (C4)
ELS/OM/OM_WED720_WED725_WED730_WED745_WED765_WED785_Compass...	WED720-WED785	Pdf	en-US	Download icon

fig.X05321A

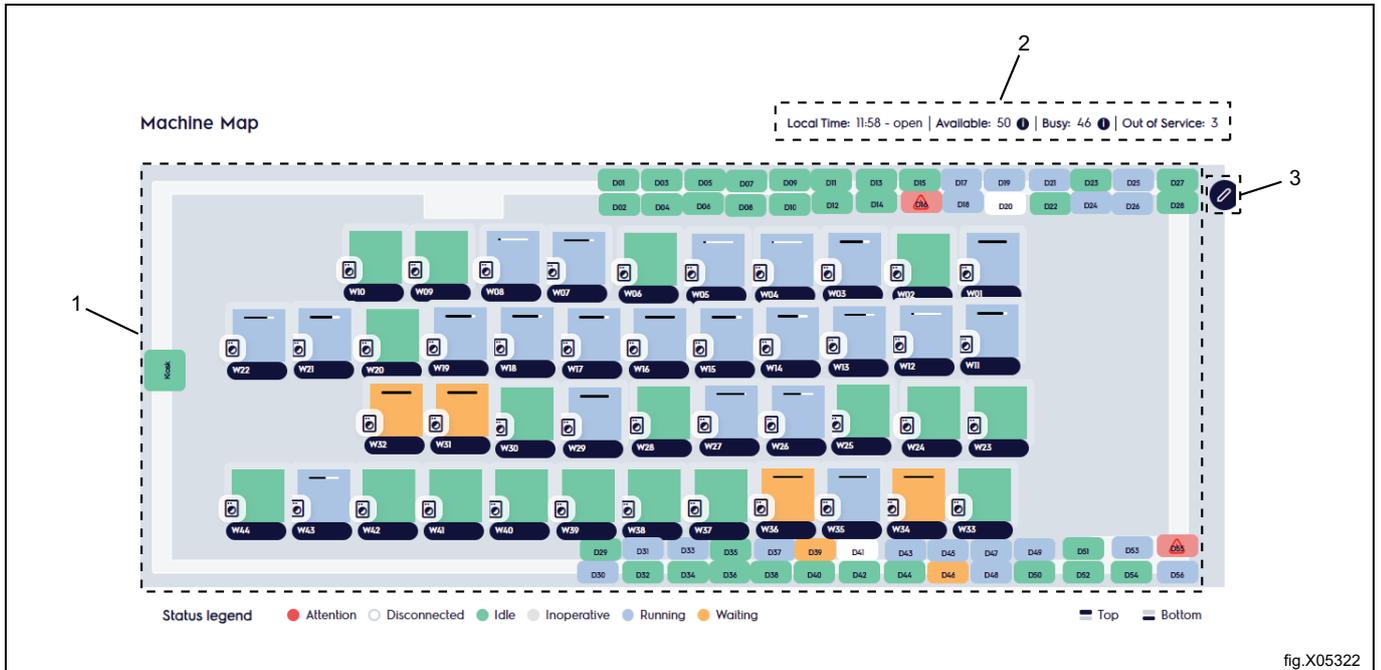
Note!

The illustrations in the following instructions in this manual are examples only as your view may vary depending on location.

3.1 Dashboard

The dashboard contains the following:

1. Site overview representing the selected laundry site and its connected devices.
All connected machines are displayed here.
2. Current availability — Local time, available, busy, out of service.
Current local time at site and machine status summary.
3. Edit mode of the site overview.
Editing machine map, provisioning, adding more devices and editing appliances can be managed in this menu.



3.1.1 Site overview

1. Cycle progress bar
2. Machine type icon
 - Washer, dryer, etc.
3. Machine friendly ID
 - Local friendly machine identification name given at time of installation. E.g. W22 = Washer 22, D01 = Dryer pocket 01
4. Mouse over a machine to see the summary of the actual status.
5. Current status pop up.
 - Click on one machine to open the “Current Machine overview”.
Here it is possible to:
 - See machine display (5.1)
 - Give free run (5.2)
 - Go to detail page of the selected machine (5.3)
6. Status legend are as follows:
 - **Attention:** Possible error on the machine
 - **Disconnected:** No connection between machine and cloud
 - **Idle:** Machine in idle
 - **Running:** Program running
 - **Waiting:** Waiting action from the operator
7. Identifier for stacked machines.
8. Kiosk (Optional, if installed)
Click on a Kiosk icon to see detail and its status.

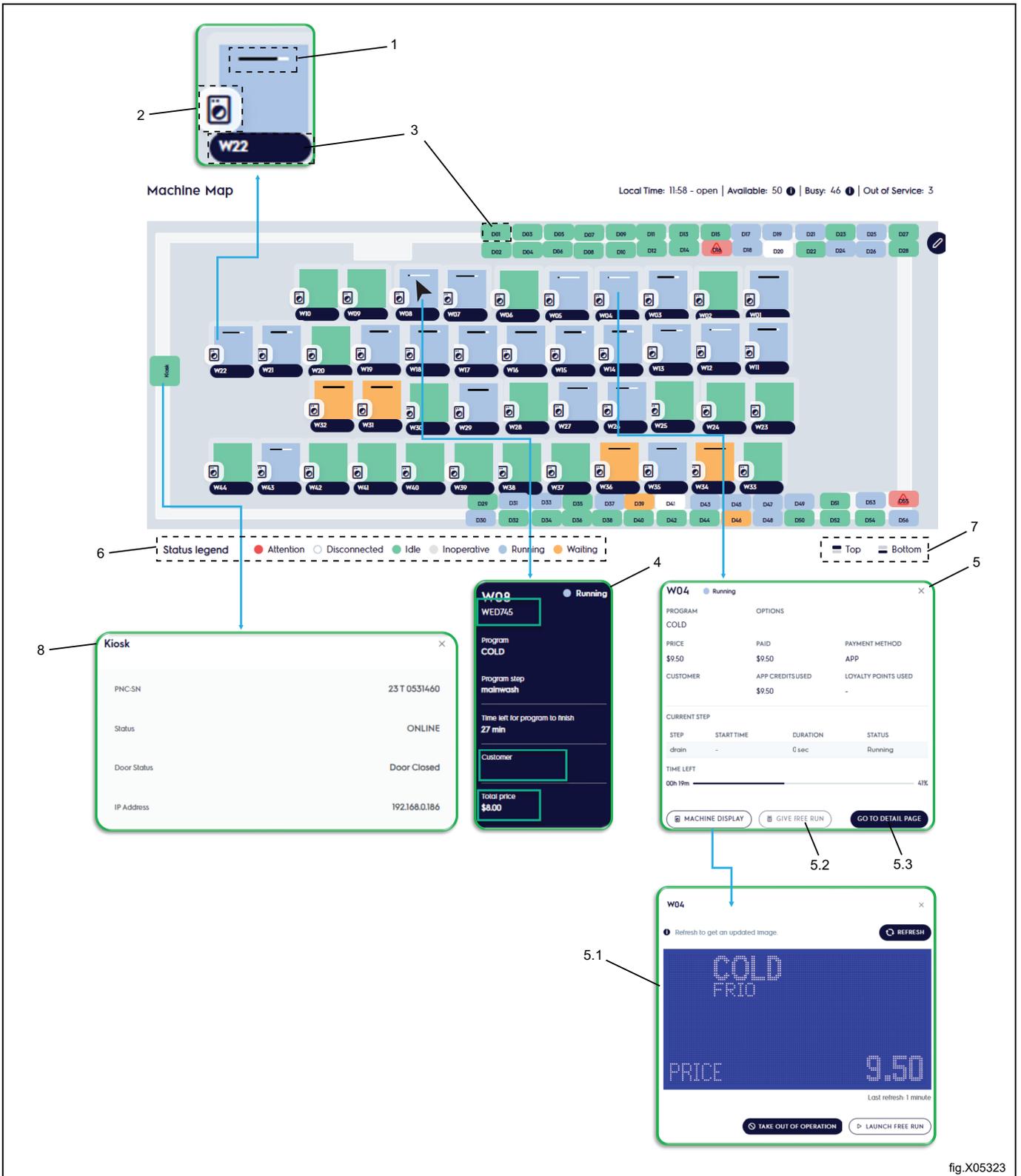


fig.X05323

Scroll down to see the Site overview graphs:



fig.X05338

3.1.1.1 Revenue

The revenue graph helps the user to understand quickly how much revenue is generating daily over a period of time. The revenue graphs shows a stack bar graph showing the daily total revenue generated by the store during the time period selected in the calendar.

For days abbreviation use the following:

- S - Sunday
- M - Monday
- T - Tuesday
- W - Wednesday
- T - Thursday
- F - Friday
- S - Saturday

The following illustration shows the revenue graph with “Last 8 days” selected:

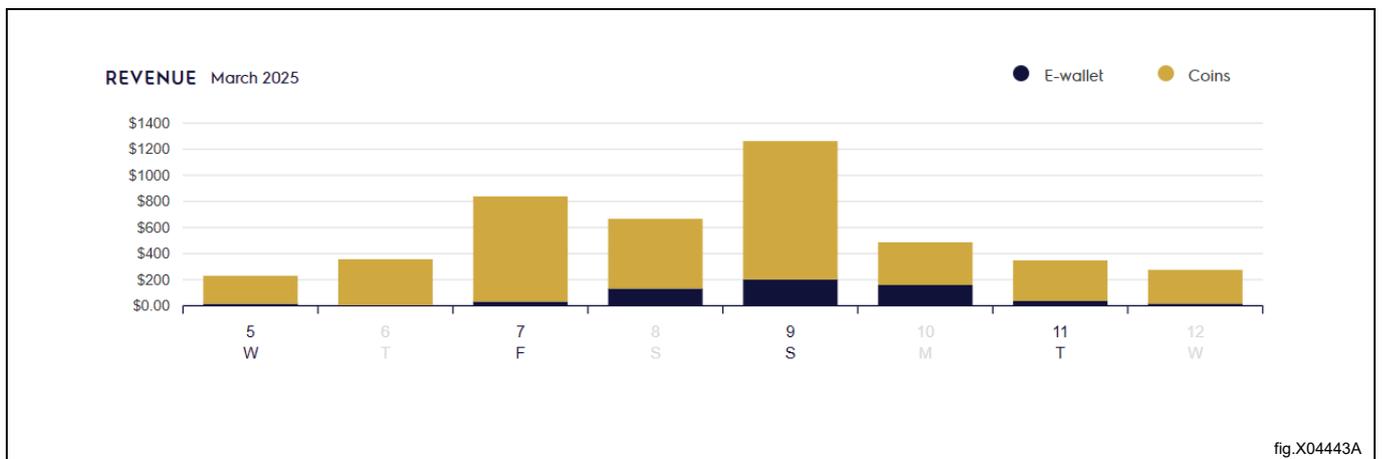


fig.X04443A

The following illustration shows the revenue graph with “Today” selected. Hours of the day and on the row below am/pm indication according the User setting preference on time format (12h/24h):

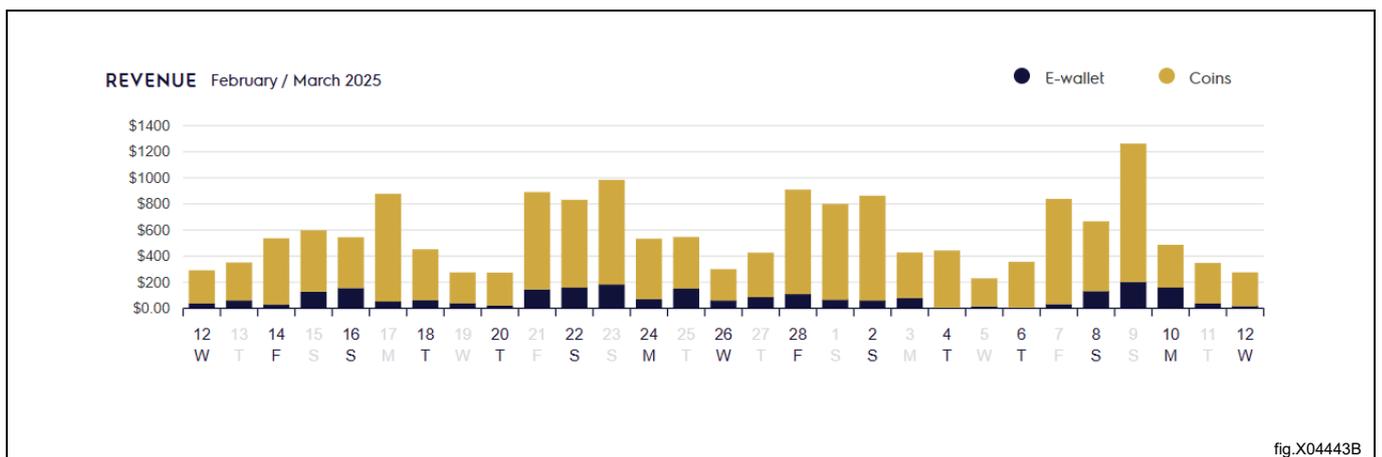


fig.X04443B

3.1.1.2 % of revenue

This information helps you to understand which payment method is most popular among your customers. The information is shown as a donut graph showing the split of revenue in percentage. The total revenue generated in the time period which has been selected.



fig.X04443C

3.1.1.3 Turns per day

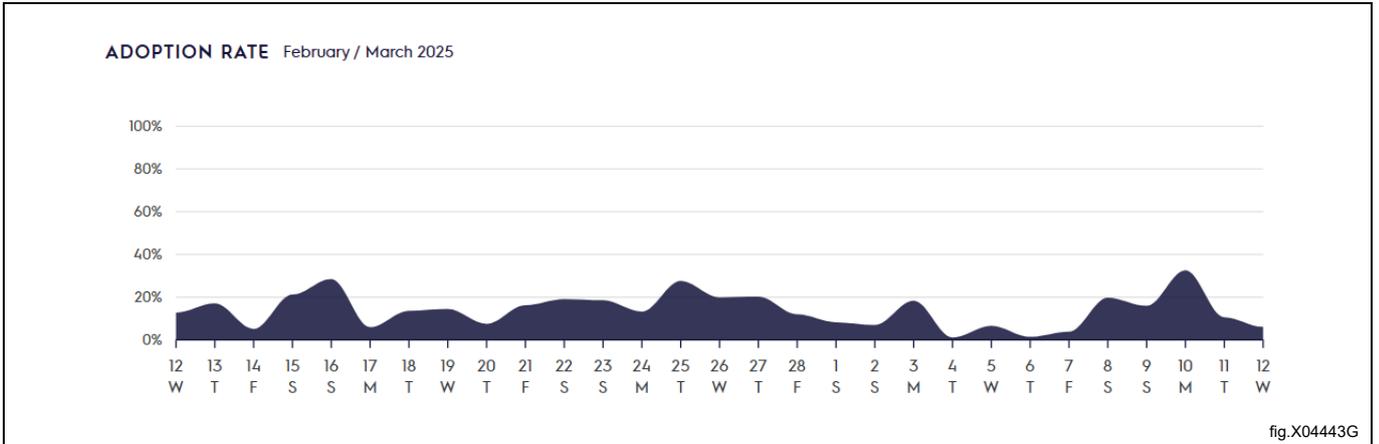
The turns per day graph shows the approximately number of cycles run in the store by all the washers and dryers. The information is shown as a bar graph showing the split between washers and dryers. Shows the turns per day comparison for the current period vs the previous period selected.



fig.X04443D

3.1.1.4 Adoption rate

The adoption rate graph shows the percentage of users paying using the Laundry Pay vs Coins over the selected period of time. The graphs shows the split of usage in a area graph.

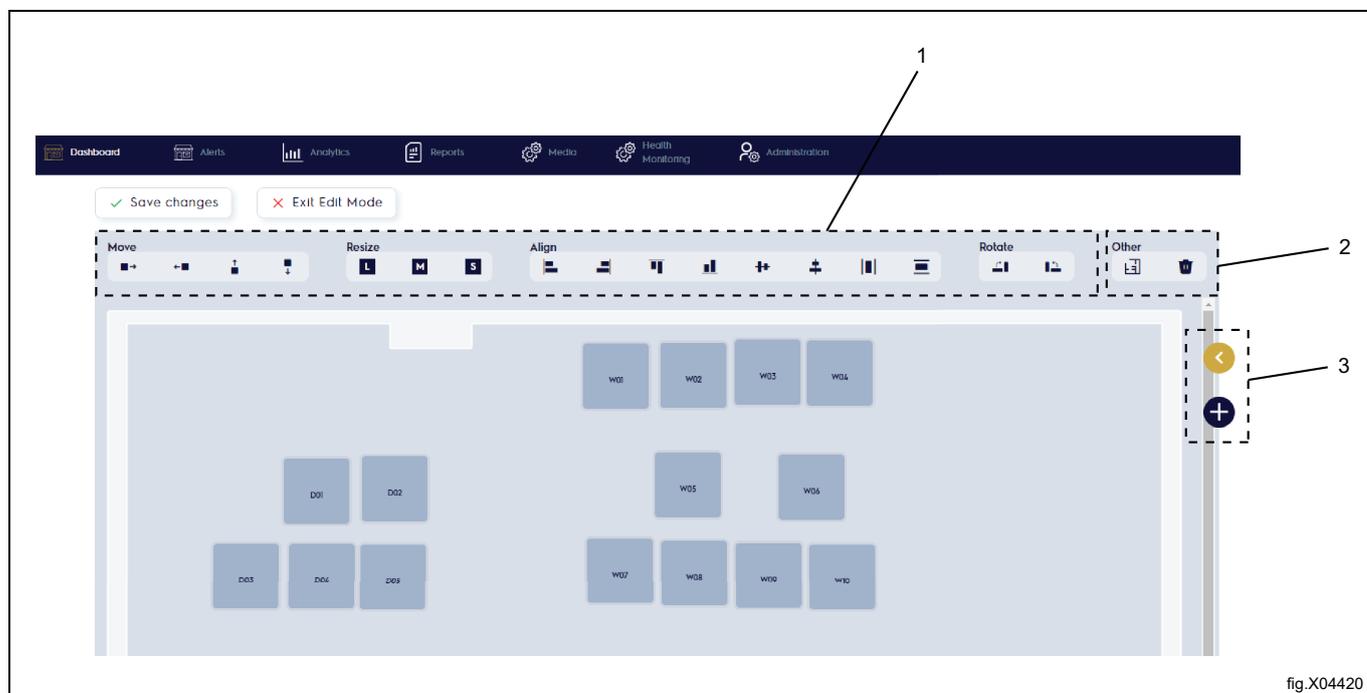


3.1.1.5 Dashboard edit mode

From the Dashboard / Site overview, click on the “Pen” icon.

Use the following tools to customize the laundry view:

1. Tools to organize each machine on the layout.
2. Customize the background. Possibility to download a picture.
3. Tools to add / modify machines (appliances).



3.1.2 Machine overview

When clicking on each of the available machines in the laundry, it's current status will pop up. There are various options on this pop up, including the **“GO TO DETAIL PAGE”** which takes you to the Machine “Overview” page.

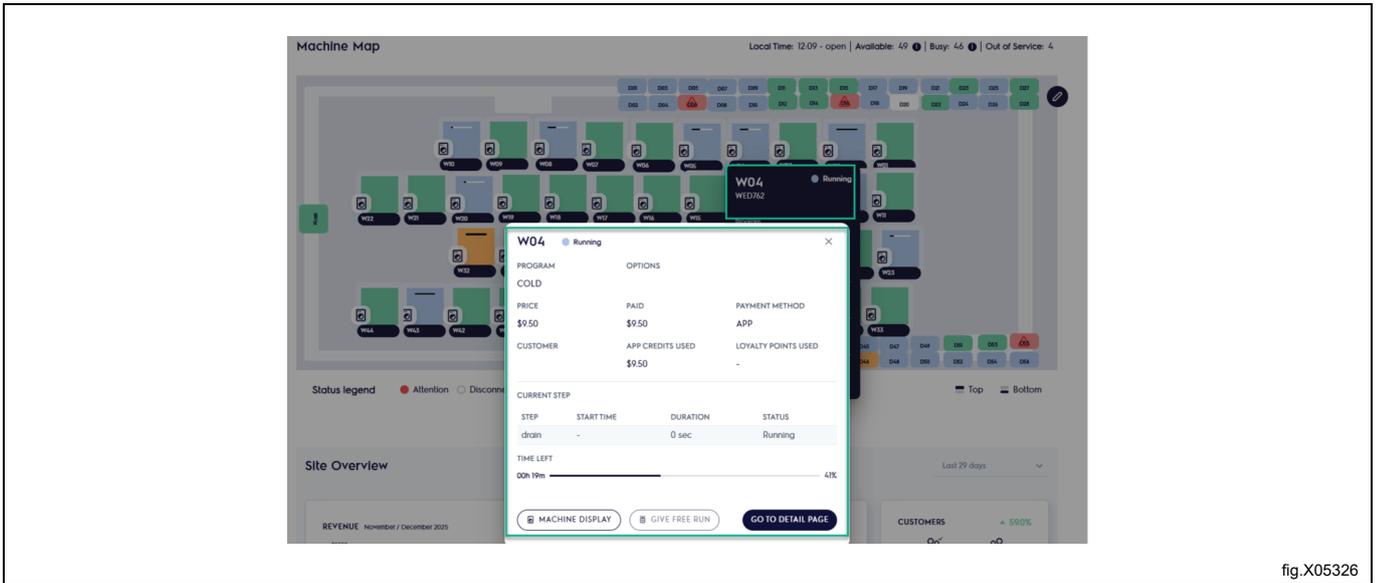


fig.X05326

In the Machine "Overview" page you can set:

1. Rename the machine
Click on the "Edit tool" to rename the machine. This is your Friendly ID / Machine number.
2. Overview
3. Machine settings
4. Service
5. Programs
6. User manuals
7. Click on the 3 dots icon, you can go to the machine wireless board, machine details and able to see the present machine screen
8. Launch free run to the selected machine
9. Organization >>> site name.
10. Status details
11. Productivity and maintenance indicators
12. Machine status and cycle run

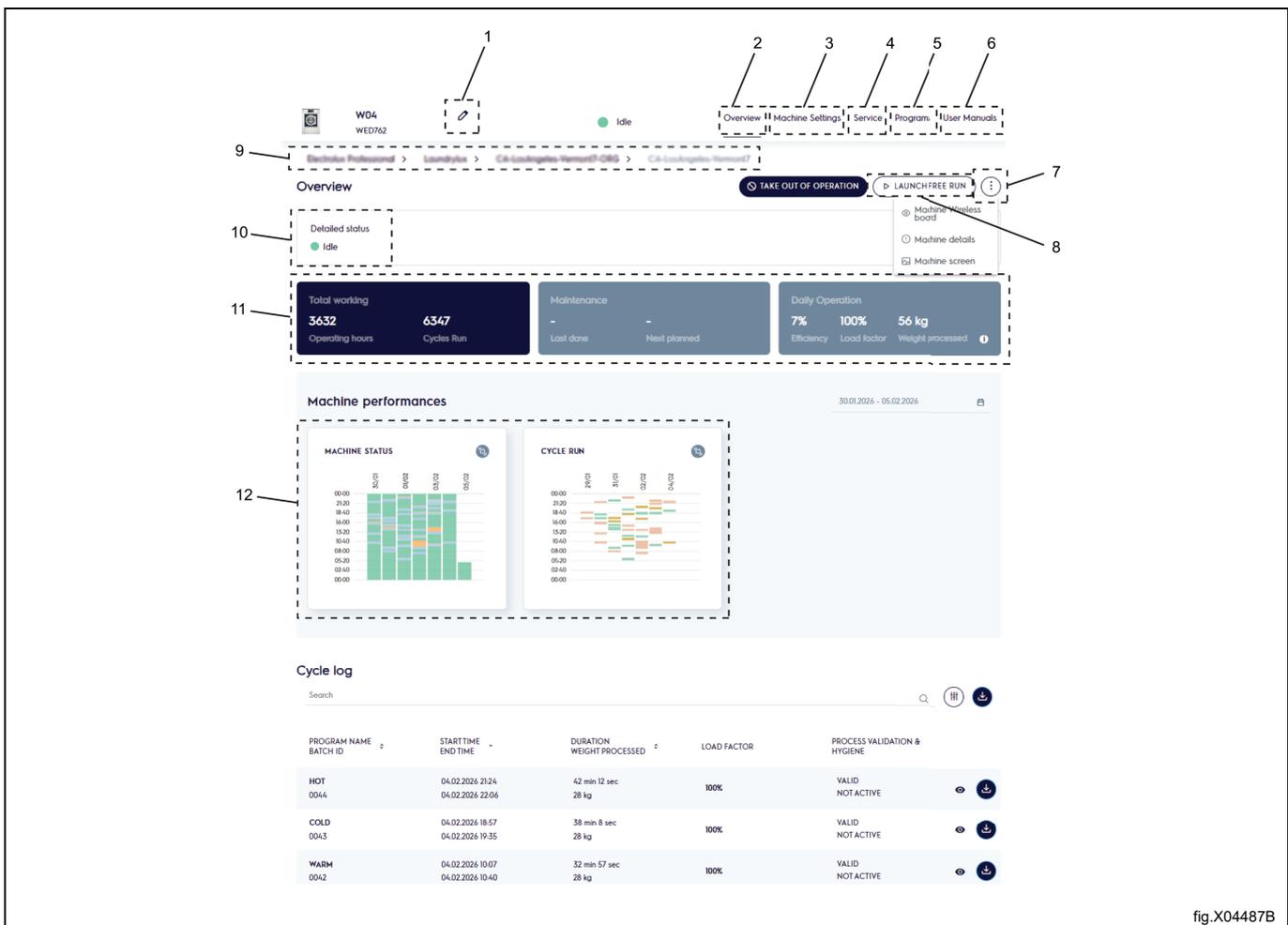


fig.X04487B

Each of these menus shows more information about each part.

Read more details in the [Machine command and control](#) section.

You will find for example:

Machine settings, General setting, Regret time, Auto start paid, Coin value, price reductions...till offline payment

Machine settings/Happy hours settings

Consumptions, Connectivity & View Wi-Fi strength of a machine to internal network

Change connectivity after provisioned, Programs, Pricings, Deactivate & Activate programs list, Publish QR-codes of appliance(s), etc.

In “Machine status” there is further information regarding the machine:

1. Zoom in a specific time period
2. Select a specific date period
3. Original global view
4. Mouse over a cycle to get more details
5. Total time in each status during the selected date period

- **Attention**
Possible error on the machine
- **Disconnected**
No connection between machine and cloud
- **Idle**
Machine in idle
- **Running**
Program running
- **Waiting**

Waiting action from the operator. (Cycle has completed, waiting for removal of contents etc).

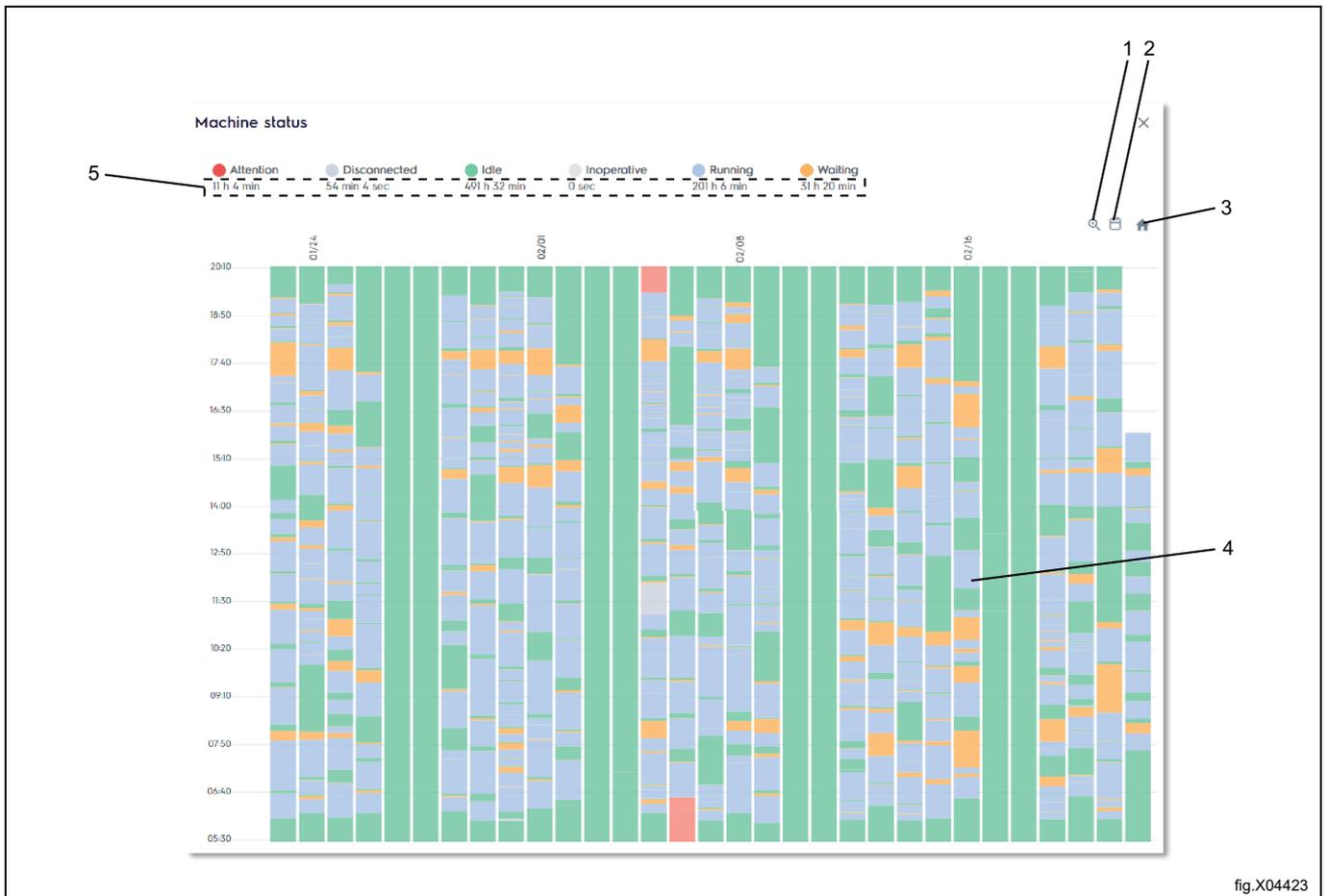
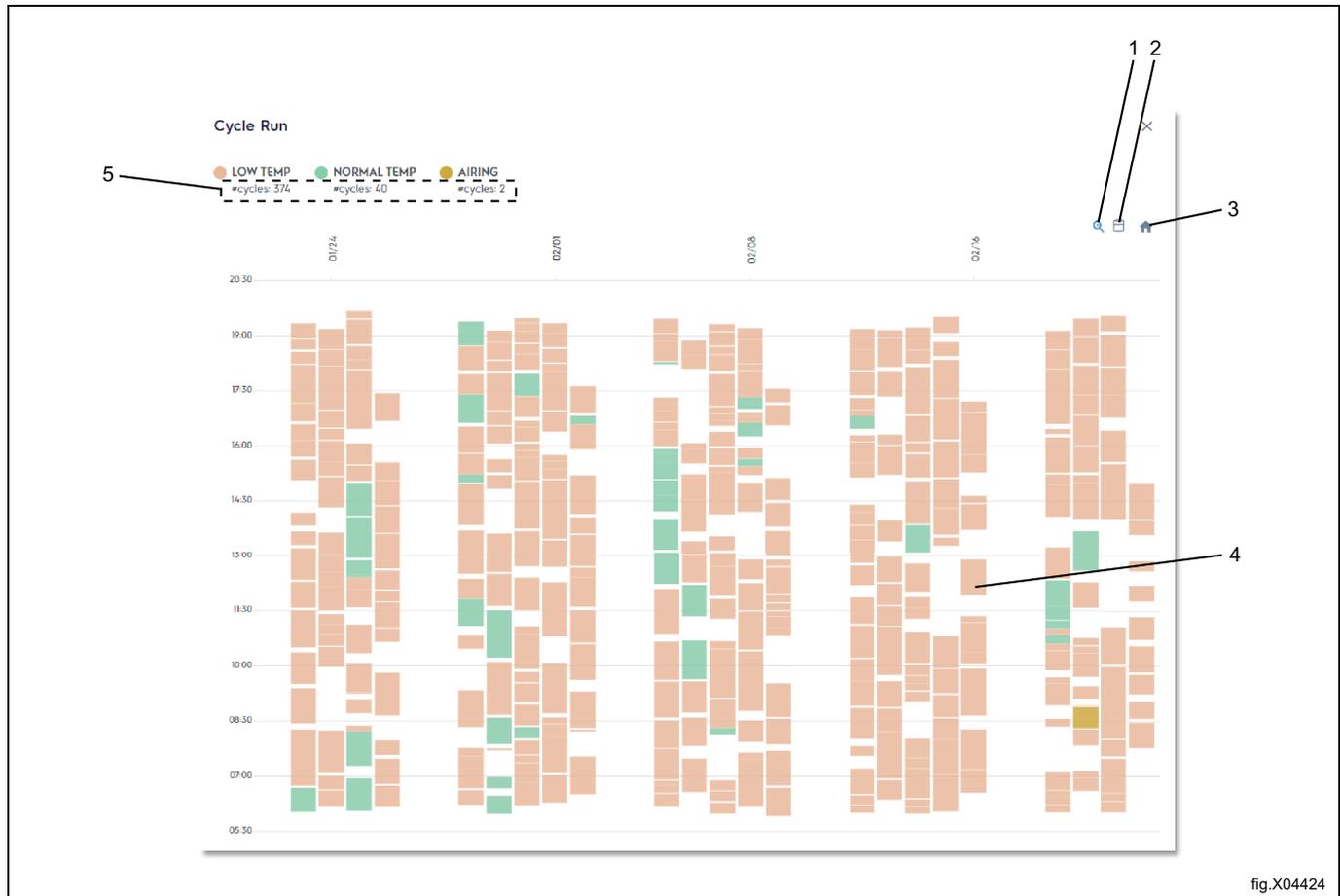


fig.X04423

In “Cycle run” there is further information regarding the machine:

1. Zoom in a specific time period
2. Select a specific date period
3. Original global view
4. Mouse over a cycle to get more details
5. Total cycle proceed for each program during the selected date period



In “Cycle log” there is further information regarding the cycle:

1. Filter on a specific period and rank consumptions (increasing / descending)
2. Download table
3. Detail of cycle
4. Download cycle report
5. When hygiene validation is activated (in the machine settings), the process validation include the hygiene parameters as conditions to validate the cycle
6. Search a specific equipment, cycle or Batch ID
7. Sort table by clicking on the header

Cycle log

Search 🔍 📄 📄

PROGRAM NAME BATCH ID	START TIME END TIME	DURATION WEIGHT PROCESSED	LOAD FACTOR	PROCESS VALIDATION & HYGIENE	
HOT 0044	04.02.2026 21:24 04.02.2026 22:06	42 min 12 sec 28 kg	100%	VALID NOT ACTIVE	👁️ 📄
COLD 0043	04.02.2026 18:57 04.02.2026 19:35	38 min 8 sec 28 kg	100%	VALID NOT ACTIVE	👁️ 📄
WARM 0042	04.02.2026 10:07 04.02.2026 10:40	32 min 57 sec 28 kg	100%	VALID NOT ACTIVE	👁️ 📄
HOT 0041	03.02.2026 21:45 03.02.2026 22:25	39 min 44 sec 28 kg	100%	VALID NOT ACTIVE	👁️ 📄
HOT 0040	03.02.2026 20:55 03.02.2026 21:36	41 min 1 sec 28 kg	100%	VALID NOT ACTIVE	👁️ 📄
WARM 0039	03.02.2026 19:38 03.02.2026 20:16	37 min 32 sec 28 kg	100%	VALID NOT ACTIVE	👁️ 📄
COLD 0038	03.02.2026 18:15 03.02.2026 18:57	42 min 46 sec 28 kg	100%	VALID NOT ACTIVE	👁️ 📄
HOT 0037	03.02.2026 12:48 03.02.2026 14:38	1 h 50 min 28 kg	100%	VALID NOT ACTIVE	👁️ 📄
COLD 0036	03.02.2026 09:22 03.02.2026 10:04	41 min 38 sec 28 kg	100%	VALID NOT ACTIVE	👁️ 📄
WARM 0035	02.02.2026 20:00 02.02.2026 20:40	40 min 52 sec 28 kg	100%	VALID NOT ACTIVE	👁️ 📄

« < 1 2 3 4 5 > » 10 ▾

fig.X05328

3.2 Reports

Here you find all the different kinds of reports.

The screenshot displays a web application interface with a dark blue header containing navigation links: Dashboard, Reports, Analytics, Media, Customers, and Administration. Below the header is a secondary navigation bar with links: Revenue, Cycle Log, Error Log, Transactions, Free Runs, Wash & Fold, Kiosk Collection, and Kiosk Log. The 'Revenue' link is active. A date range selector shows '05.01.2026 - 05.02.2026'. A table with 7 columns (DATE, TOTAL, COINS, APP, LOYALTY POINTS, FREERUN VALUE, WASH & FOLD) displays daily revenue data from 05.01.2026 to 05.02.2026. A 'Total' row is at the top of the table. The table is followed by a grid icon and a download icon.

DATE	TOTAL	COINS	APP	LOYALTY POINTS	FREERUN VALUE	WASH & FOLD
Total	\$58,649.60	\$45,973.00	\$11,562.88	\$738.50	\$92.25	\$1,113.72
Thu 05.02.2026	\$1,471.25	\$1,126.75	\$324.00	\$22.25	\$0.00	\$20.50
Wed 04.02.2026	\$1,213.00	\$886.75	\$291.00	\$20.00	\$0.00	\$35.25
Tue 03.02.2026	\$1,929.50	\$1,547.25	\$348.75	\$18.25	\$8.00	\$33.50
Mon 02.02.2026	\$2,237.00	\$1,715.25	\$466.50	\$47.25	\$9.50	\$55.25
Sun 01.02.2026	\$2,583.00	\$2,049.50	\$470.75	\$24.50	\$0.00	\$62.75
Sat 31.01.2026	\$2,030.75	\$1,659.00	\$371.75	\$13.75	\$4.50	\$0.00
Fri 30.01.2026	\$1,805.25	\$1,397.25	\$342.00	\$9.00	\$0.00	\$66.00
Thu 29.01.2026	\$1,314.50	\$979.25	\$280.25	\$11.00	\$0.00	\$55.00
Wed 28.01.2026	\$1,693.50	\$1,448.00	\$206.00	\$14.25	\$6.75	\$39.50
Tue 27.01.2026	\$1,378.25	\$1,036.75	\$341.50	\$10.00	\$0.00	\$0.00
Mon 26.01.2026	\$1,766.38	\$1,198.00	\$537.13	\$47.50	\$0.00	\$31.25
Sun 25.01.2026	\$2,687.25	\$2,010.00	\$645.50	\$51.50	\$8.00	\$31.75
Sat 24.01.2026	\$2,534.50	\$2,044.25	\$464.75	\$35.75	\$13.50	\$25.50
Fri 23.01.2026	\$1,736.75	\$1,488.75	\$240.00	\$34.75	\$0.00	\$8.00
Thu 22.01.2026	\$1,524.50	\$1,125.75	\$327.75	\$28.00	\$0.00	\$71.00
Wed 21.01.2026	\$1,487.50	\$1,131.00	\$313.50	\$45.00	\$0.00	\$43.00
Tue 20.01.2026	\$1,562.25	\$1,227.25	\$295.50	\$10.00	\$8.00	\$39.50
Mon 19.01.2026	\$2,693.50	\$2,023.25	\$637.25	\$28.00	\$0.00	\$33.00
Sun 18.01.2026	\$2,247.75	\$1,701.50	\$500.75	\$61.00	\$0.00	\$45.50

fig.X04476B

3.3 Analytics

Graphics and logs of representing revenues, efficiency and machines of the laundry (1).

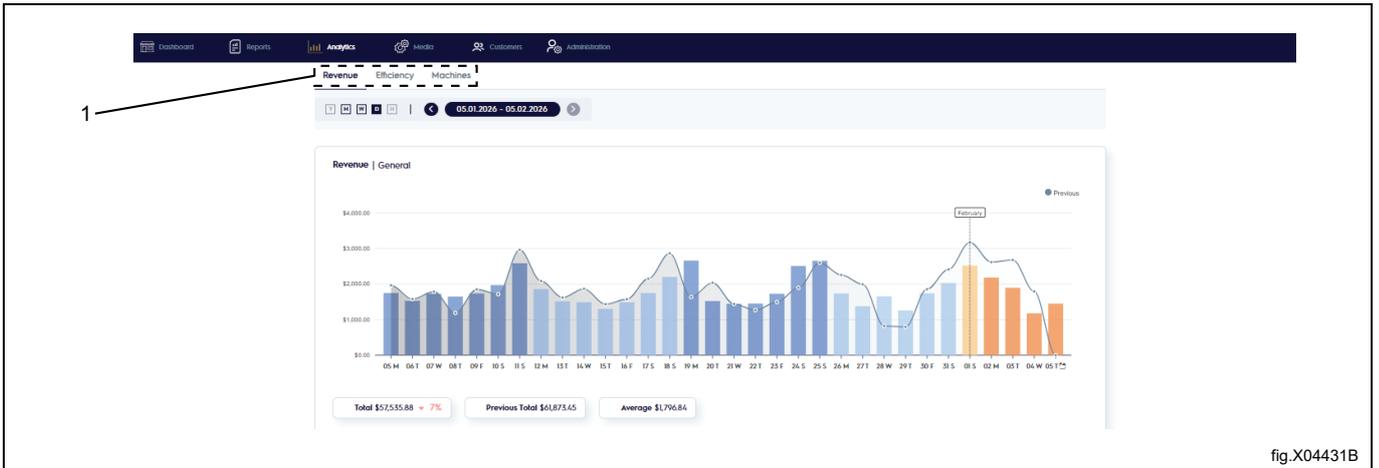


fig.X04431B

3.3.1 Revenue

The objective of this page is to help a Coin laundromat owner understand the revenue they have generated from the shop over a period of time. Moreover, they can understand what time period they have generated more revenue, or source of their revenue, or the machines they are making the most money from.

In the **Analytics > Revenue** menu, there are 4 kinds of revenue graphs:

1. Revenue general
2. Revenue by source
3. Revenue by program
4. Revenue by machine

Select in which Time slice the data shall be displayed with the buttons (A). Time slice means; hourly, daily, weekly, monthly or yearly basis.

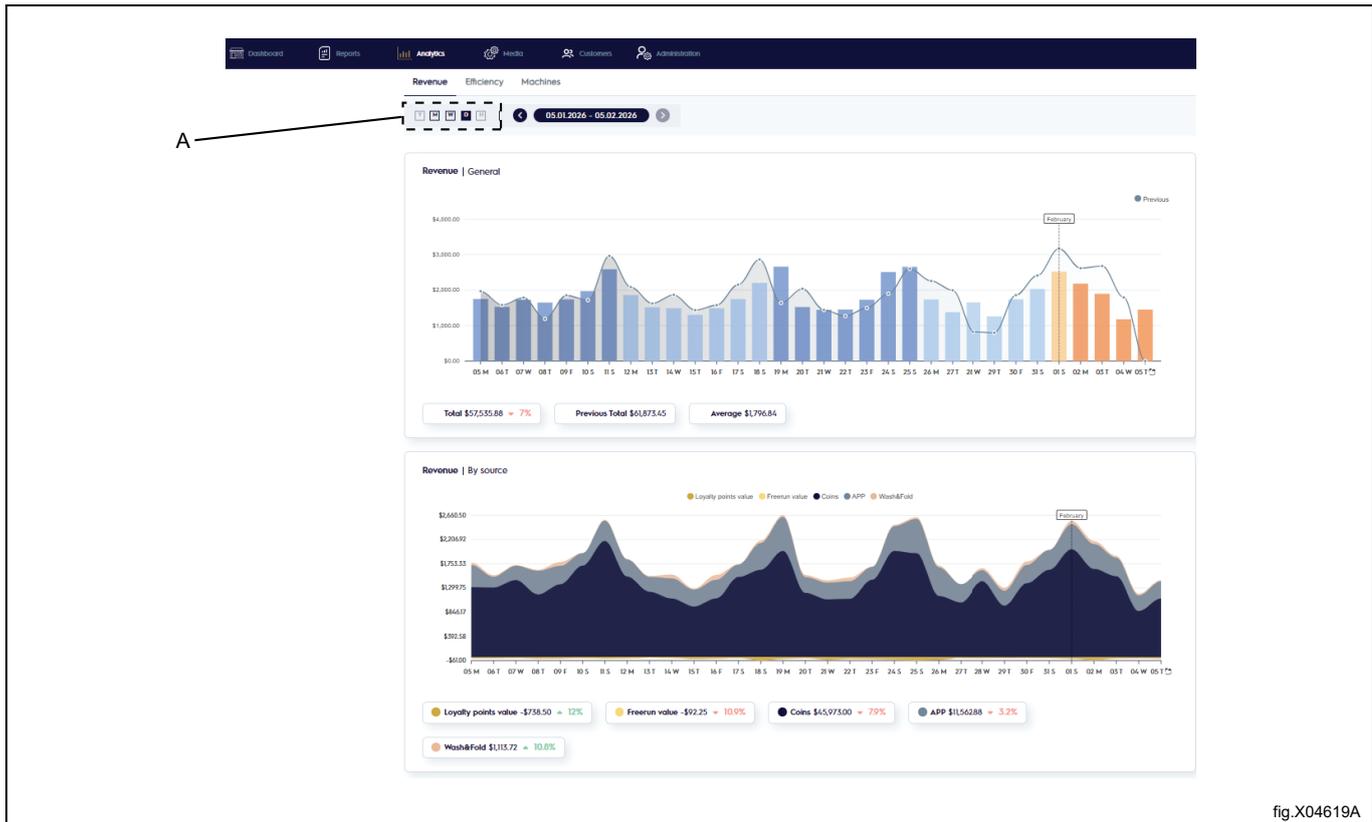


fig.X04619A

The selection made will apply to all the revenue graphs. The different options of time slice are:

Value	Description	Value in the X-axis	Format
H	Total revenue generated in an Hour	Hour	[hh]
D	Total revenue generated in a Day	Date	[Day and first letter of the day of the week]
W	Total revenue generated in a week	Week number	If selection made is 1-9 wks [wk number, (from date, to date) example W35(29/08-28/09) If selection made is 10-52 wks [wk number]
M	Total revenue generated in a Month	Month	[first 3 letters of month] example Aug
Y	Total revenue generated in a Year	Year	[year]

By default, the analytics shows the data of last 31 days (including today).

3.3.1.1 Revenue general

The “Revenue general graph” helps you to understand the revenue generated by the store over time. You can see the revenue generated during the time frame selected in the date filter and in the time slice.

The X-axis shows the time period selected in the time filter. The time period value will reflect the “time slice” selected. If the time slice selected is weeks, week numbers will be shown in the x axis.

The following illustration shows an example of 1 weeks data with the time slice selected as Daily.



fig.X04620

3.3.1.2 Revenue by source

The “Revenue by source graph” helps you to understand how much revenue the store has generated through each source over time.

The X-axis shows the time period. The time depends on the dates selected in the calendar.

The following illustration shows an example of 1 weeks data with the time slice selected as Daily.

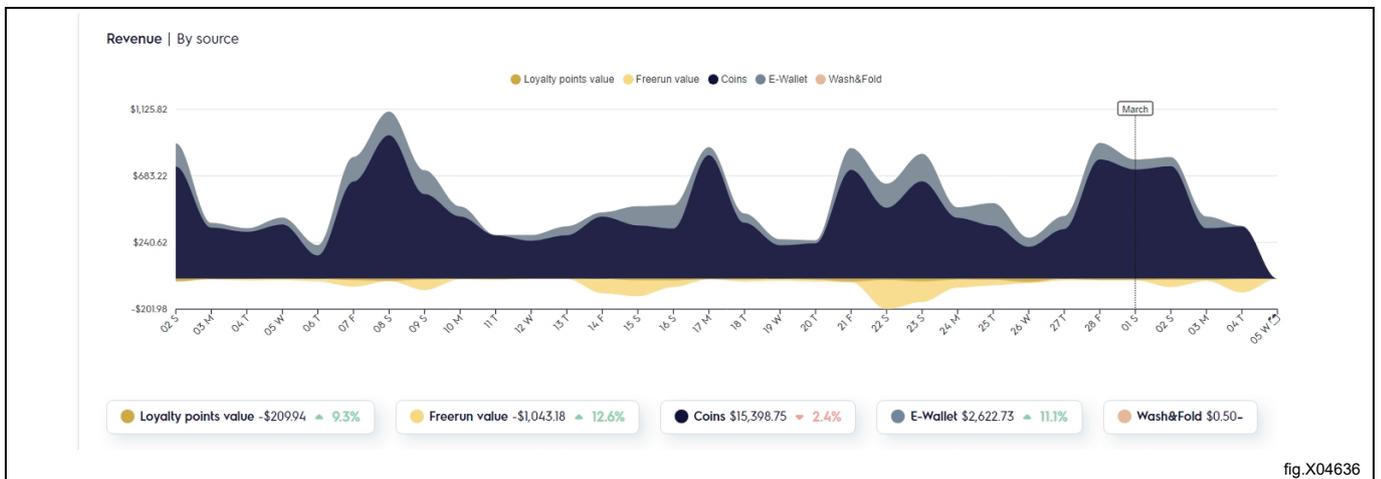


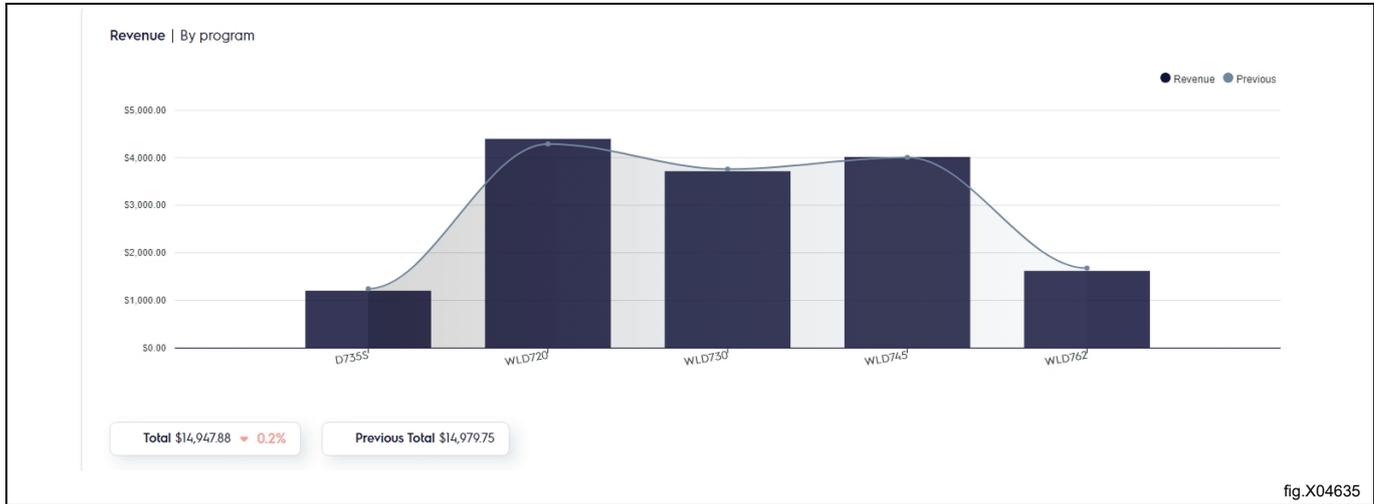
fig.X04636

3.3.1.3 Revenue by program

The “Revenue by program graph” helps you to understand which program in which model of machine is giving them the most revenue. The first level of the graph explains the total revenue generated by each model in the selected time frame and the drill down will show the sum of revenue generated by each program in all the machines in that selected model within the time selected in the time filter.

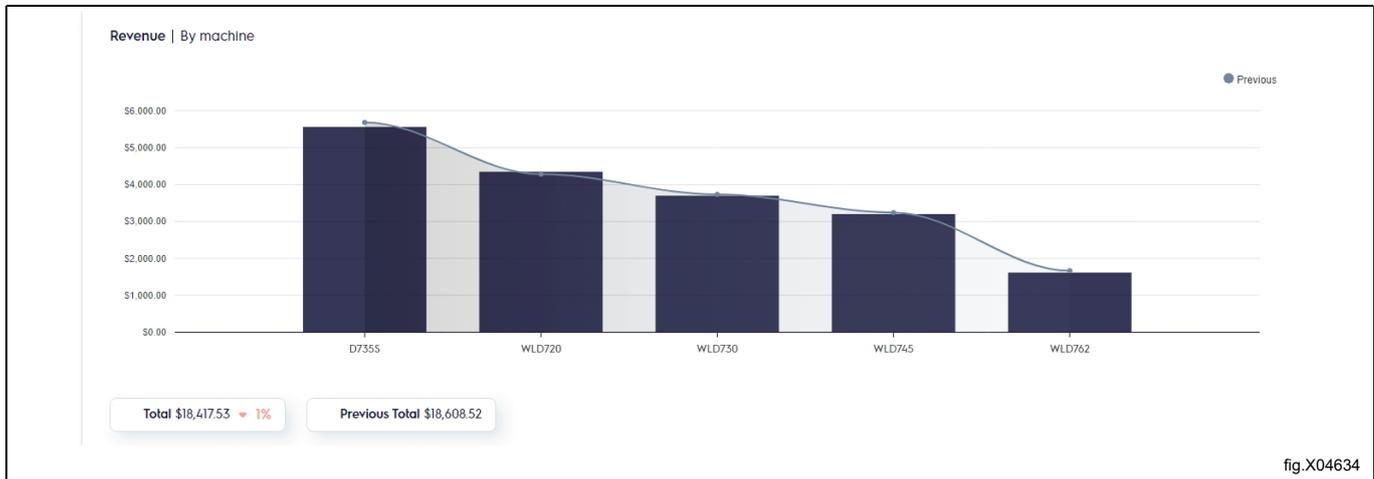
The y-axis shows the revenue generated (\$) in the selected time frame.

The X-axis shows the different models that have at least a revenue in the selected time range (both washers and dryers). Model name should be in chronological and alphabetical order.



3.3.1.4 Revenue by machine

The revenue by machine graph helps the user to understand which model of machine is giving them the most revenue. So the first level of the graph explains which model is giving them the most revenue and the drill down will show which machine is giving them the most revenue. This information will help store owners to decide which model of machines to buy more.



3.3.2 Efficiency

In the **Analytics > efficiency** menu, you can view site efficiency etc including able to download the cycle logs.

1. For all machines on site, total cycles run since installation of OnE Connected
2. For all machines on site, total cycle of the actual day
3. Average efficiency of all machines compares usage / idle status:
Site capability (number of machines and opening time of the laundry) vs reality (usage of the machines)
4. Site load factor shows how the washer extractors are correctly loaded:
Averages the load factor of all washer extractors equipped with IS, IWS, and AS
5. Total operating hours of the laundry since installation of OnE Connected (all status except disconnected and standby status)
6. For washer extractors equipped with IS, IWS, and AS, total weight measured of the actual day

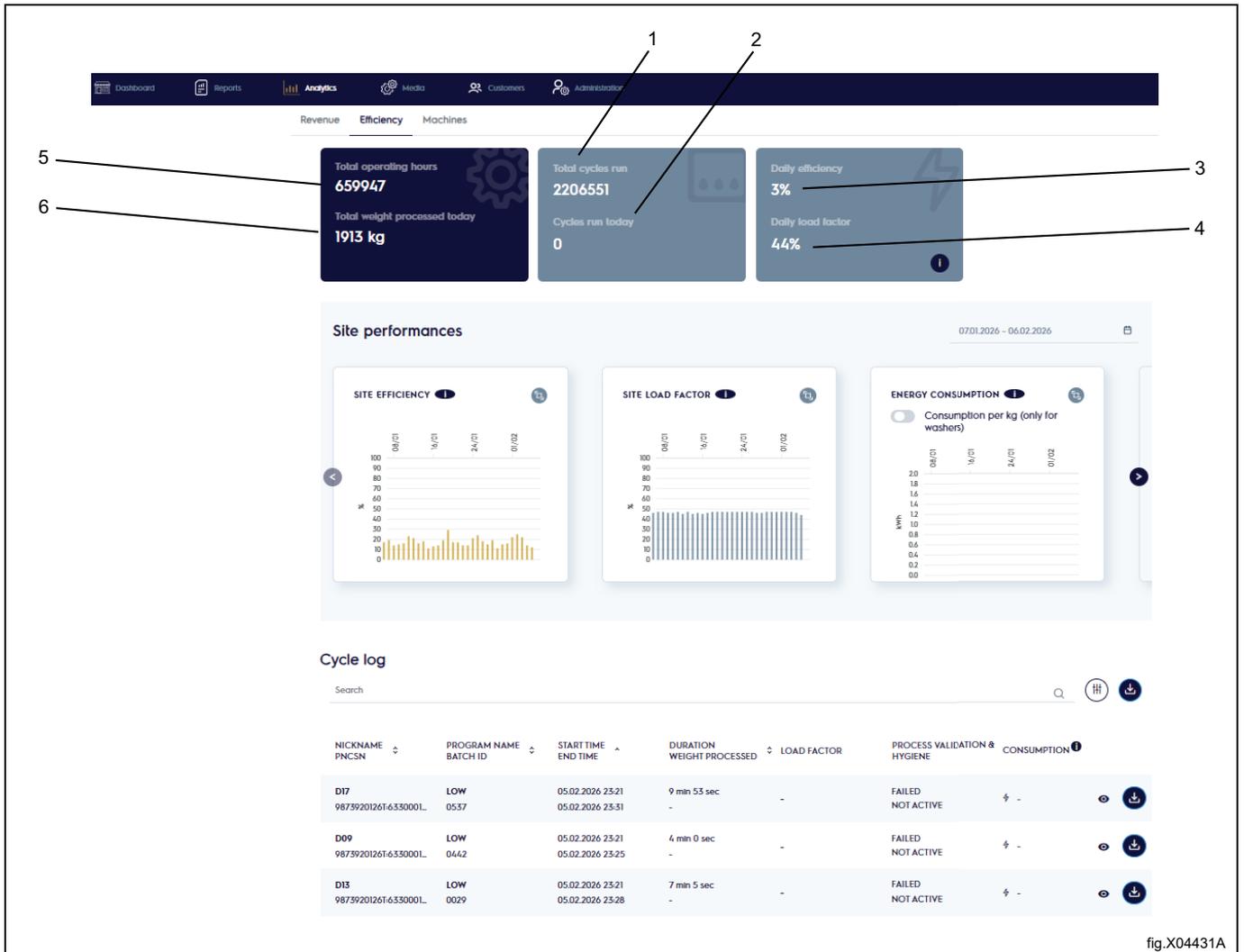


fig.X04431A

3.3.3 Machines

In the **Analytics > Machines** menu, you can view the machine utilization report.

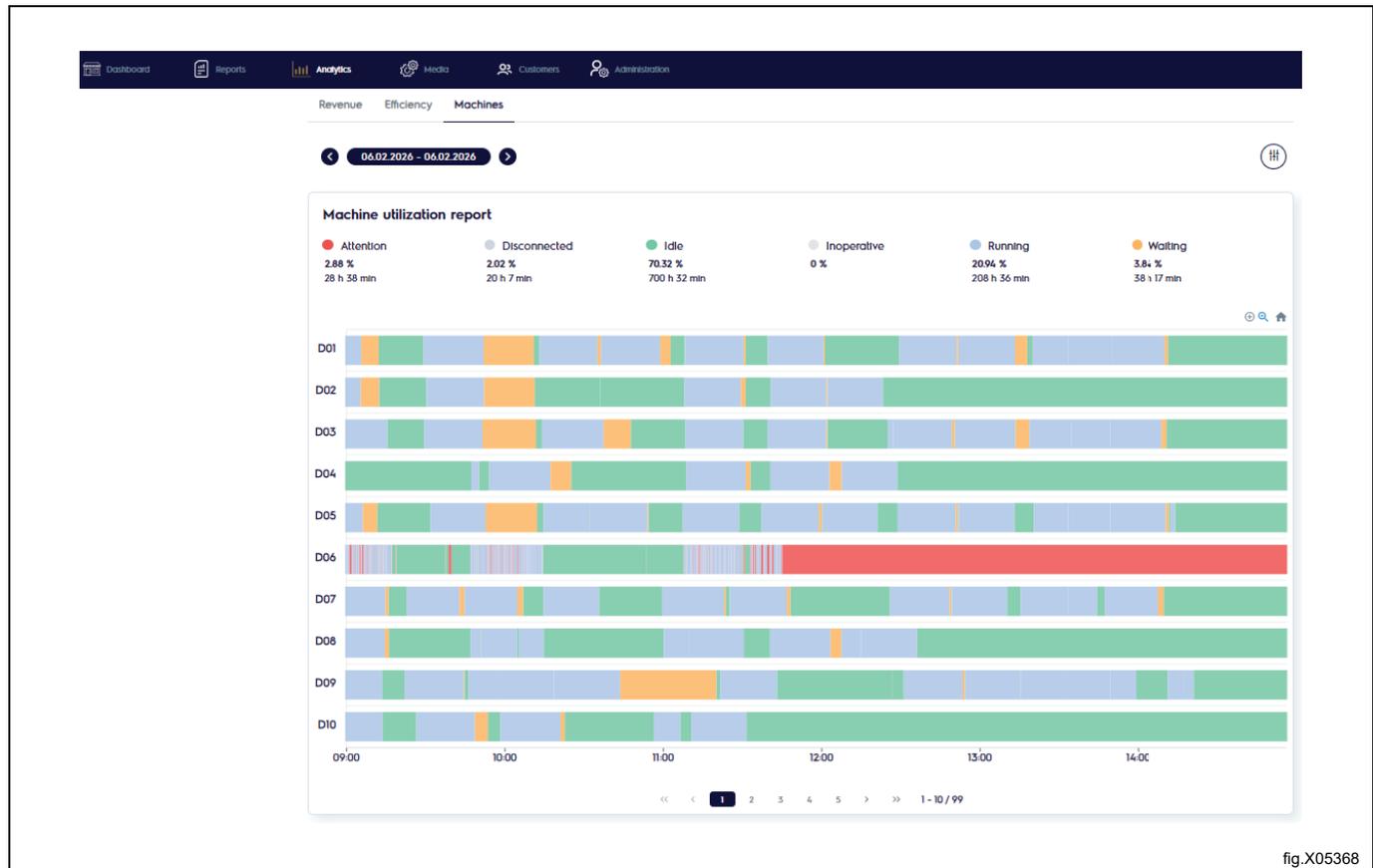


fig.X05368

3.4 Media

Training area for user to learn how to use OnE Connected.

The screenshot displays a 'Media Library' interface. At the top left, the title 'Media Library' is present. Below it is a search bar with the placeholder text 'Search' and a magnifying glass icon on the right. The main content area contains seven video thumbnails arranged in two rows. Each thumbnail includes a video player preview, a duration, a title, an upload date, and a view count. The first row contains five thumbnails, and the second row contains two. At the bottom right of the interface, there is a pagination control showing '<< < 1 > >>' and a dropdown menu with '10'.

Thumbnail	Duration	Title	Upload Date	Views
1	02:35	OnE Connected - Laundry site overview	Uploaded on 11.30.2023	17 views
2	02:11	OnE Connected - Kitchen site overview	Uploaded on 11.30.2023	16 views
3	02:35	OnE Connected - How to provision a Laundry site...	Uploaded on 09.07.2023	57 views
4	04:04	OnE Connected - How to create an organization t...	Uploaded on 09.07.2023	35 views
5	01:15	OnE Connected - How to login as external user l...	Uploaded on 09.07.2023	46 views
6	48	OnE Connected - How to login as internal user l...	Uploaded on 09.07.2023	33 views
7	01:15	OnE Connected - How to invite a new user Elec...	Uploaded on 09.07.2023	48 views

fig.X04438

3.5 Administration

Manage user profiles / accesses, organization and sites settings.

- The settings in this part are made to work together / collaborate with the payment app that is used by the customer in the laundry.
- Note that the customer must have downloaded the payment app in order to be able to use it.

3.5.1 User management

1. List of user authorized on this specific site
2. Site / multisite organization
3. IoT boards, machines, firmware management
4. User details: profile, site(s) authorization, approved by, modification and deletion
5. Reset password or delete user

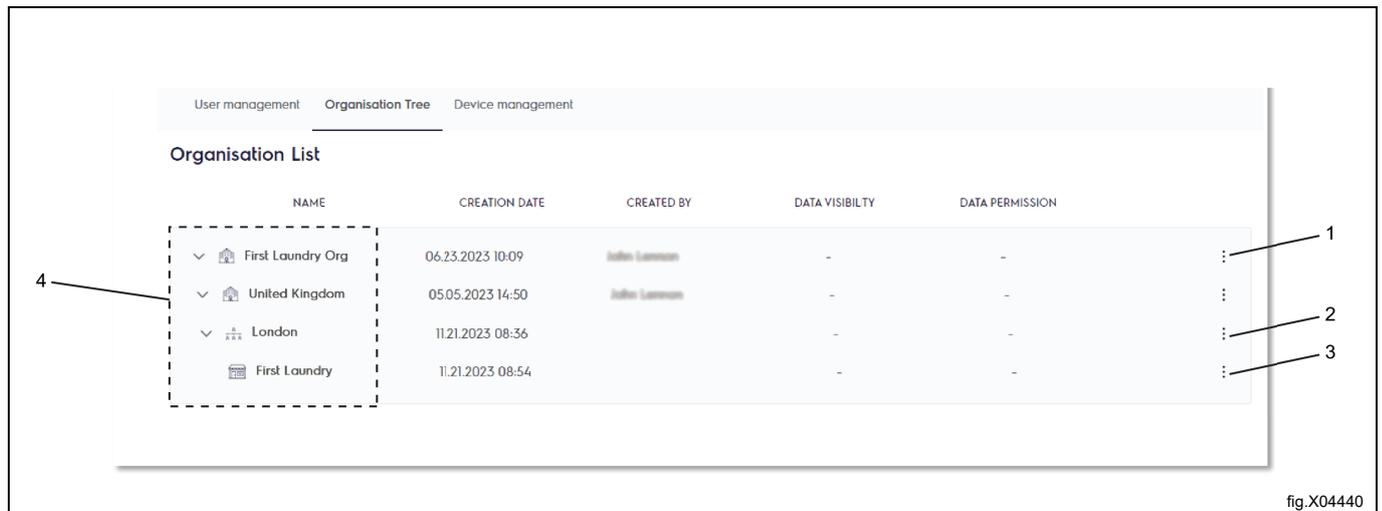
The screenshot displays the 'User management' section of a web application. At the top, there are three tabs: 'User management' (annotated with '1'), 'Organisation Tree' (annotated with '2'), and 'Device management' (annotated with '3'). A search bar is located below the tabs. The main content is a table with the following columns: ID, NAME, EMAIL, STATUS, TOTAL LOGIN, and LAST LOGIN. The table contains four rows of user data. The first row is for user ID 1545, John Lennon, with status 'ACTIVE' and last login 'Wed Dec 27 2023 11:10'. The second row is for user ID 3520, Paul McCartney, with status 'INVITATION EXPIRED' and last login '-'. The third row is for user ID 4234, George Harrison, with status 'ACTIVE' and last login 'Mon Jan 22 2024 13:07'. The fourth row is for user ID 3462, Ringo Starr, with status 'ACTIVE' and last login 'Mon Mar 18 2024 21:28'. To the right of each row, there are two icons: an eye icon (annotated with '4') and a vertical ellipsis icon (annotated with '5'). At the bottom right of the table, there are pagination controls showing '1' of 10 items.

ID	NAME	EMAIL	STATUS	TOTAL LOGIN	LAST LOGIN
1545	John Lennon	john.lennon@lga.com	ACTIVE	13	Wed Dec 27 2023 11:10
3520	Paul McCartney	paul.mccartney@lga.com	INVITATION EXPIRED	0	-
4234	George Harrison	george.harrison@lga.com	ACTIVE	1	Mon Jan 22 2024 13:07
3462	Ringo Starr	ringo.starr@lga.com	ACTIVE	10	Mon Mar 18 2024 21:28

fig.X04439

3.5.2 Organization tree

1. Here it is possible to do the following:
 - Add new level
 - Edit organization: organization details, contact
 - Delete organization
2. Here it is possible to do the following:
 - Add new level.
 - Edit group: group details
 - Delete group
3. Here it is possible to do the following:
 - Edit site: site details, contact details, service partner details, opening time
 - Delete site
4. Levels of the organization



An organization can look like the following example:

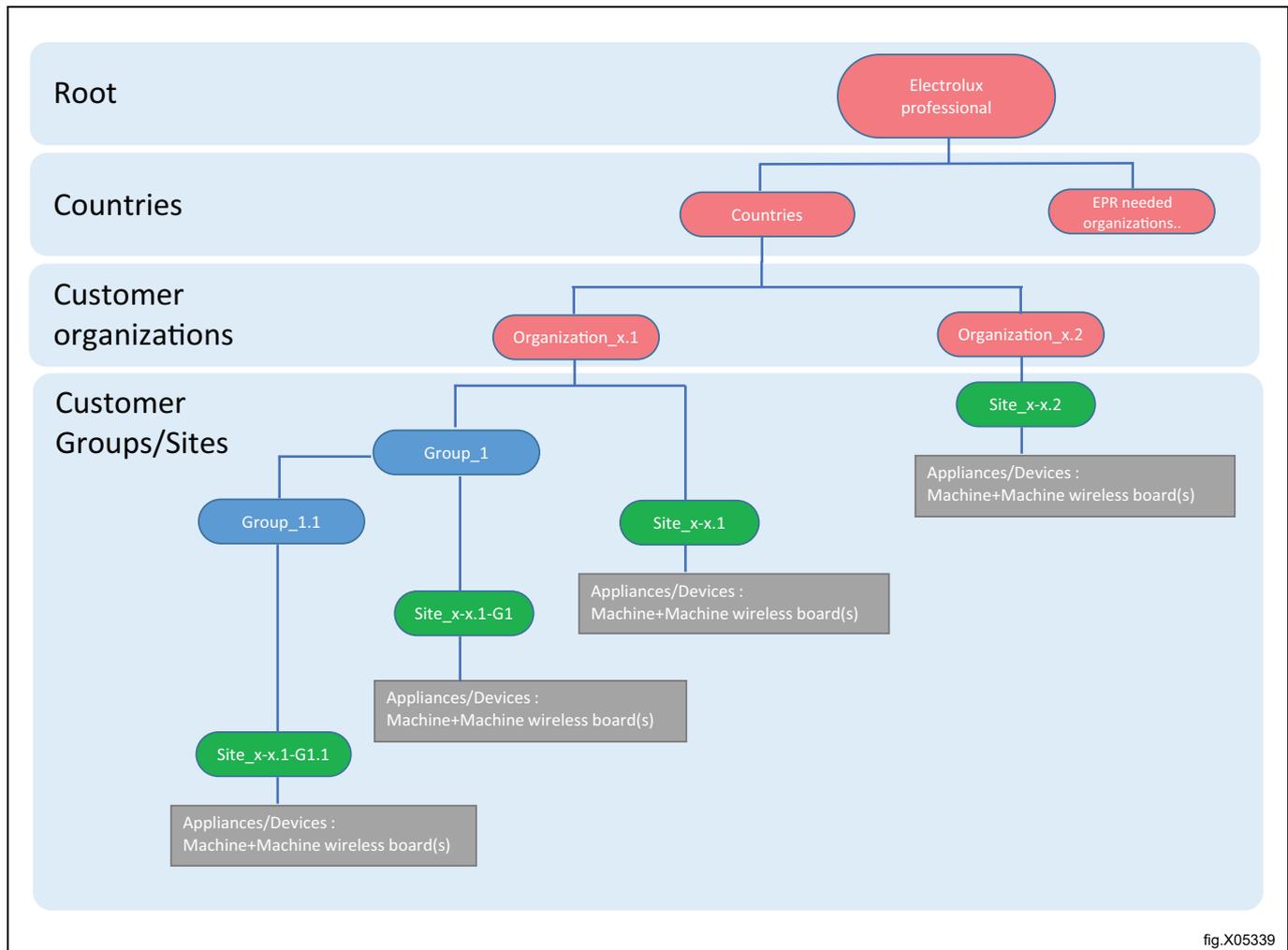


fig.X05339

3.5.2.1 Organization list

Here you set up all relevant data regarding the store like the address, business hours etc that will be shown in the payment app.

The payment app uses the address and the GPS of the phone to suggest nearby stores to the user. If the user is within 200 meters (656 feet) from the address of the store, the payment app will show a “pop up” asking the user if wanting to add the store. If no or wrong address is set this will not work.

Do the settings for each store:

- Click on the dots (1).
- Click on “Edit site” (2).

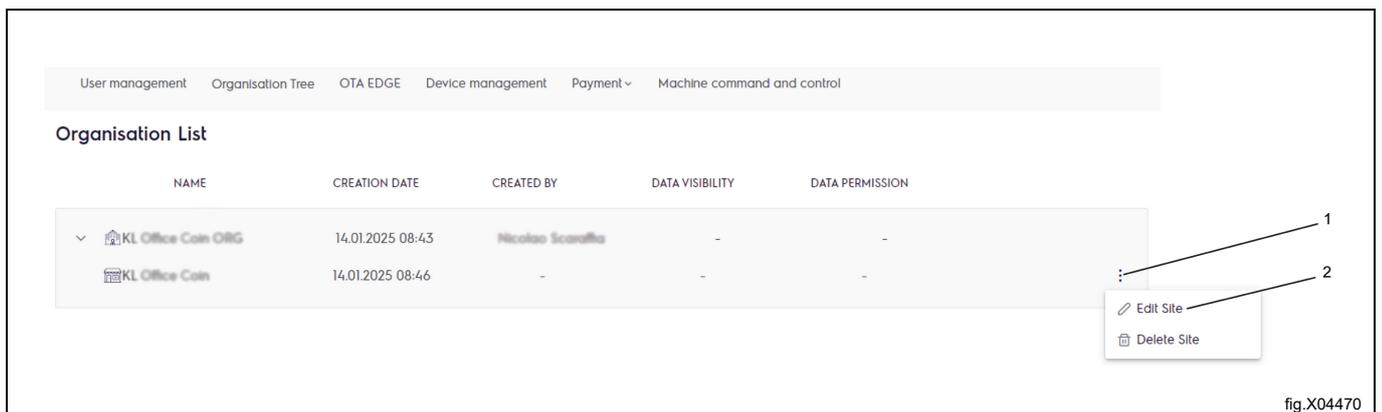


fig.X04470

- Fill in all the relevant data.
- Click on “Save” when ready.

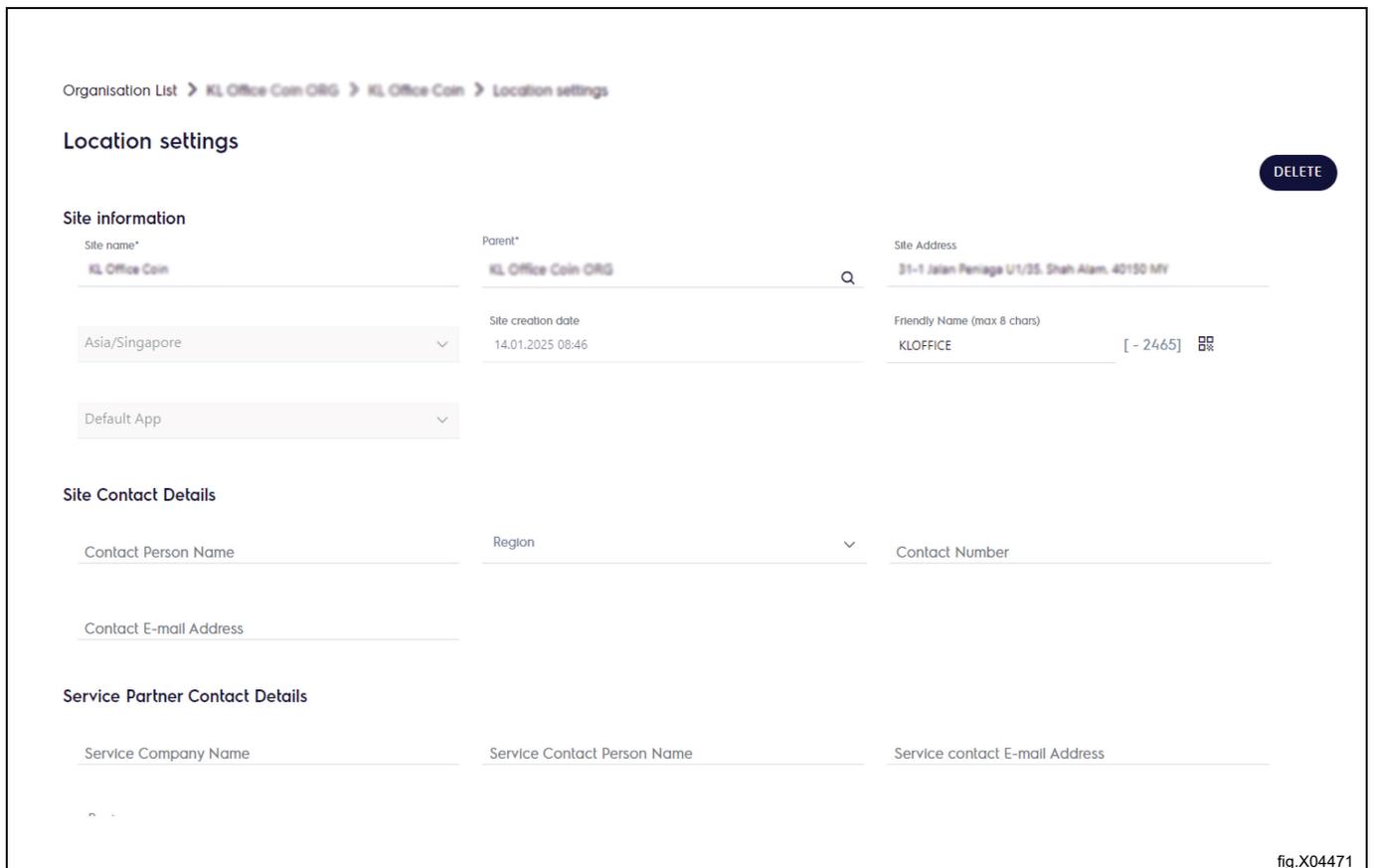


fig.X04471

3.5.3 Device management

In the “Device management” you can monitor the IoT installation.

MACHINE PNC:SN	TYPE	DEVICE PNC:SN	CERTIFICATE ID	STATUS	STATUS DETAIL	CONNECTION SIGNAL (DBM)	FW VERSION	LOCATION
-	Machine Wireless ...	432689401:230803...	512ef06b-8095-47f...	Connected	since: 04.02.2026	-74	2.1.1	Electrolux Professi...
-	Machine Wireless ...	432689401:240420...	cf9c5a1-c07a-4ff...	Connected	since: 04.02.2026	-75	2.1.1	Electrolux Professi...
-	Machine Wireless ...	432689401:240420...	cf7232b-d7b6-43...	Connected	since: 04.02.2026	-60	2.1.1	Electrolux Professi...
-	Machine Wireless ...	432689401:240420...	8ec86bd7-04c2-4...	Connected	since: 04.02.2026	-70	2.1.1	Electrolux Professi...
-	Machine Wireless ...	432689401:240420...	7ebd2359-c0ff-4a...	Connected	since: 04.02.2026	-82	2.1.1	Electrolux Professi...
-	Machine Wireless ...	432689401:240420...	4ebc730b-92dc-4...	Connected	since: 27.01.2026	-69	2.1.1	Electrolux Professi...
-	Machine Wireless ...	432689401:240420...	d7e77866-5601-4e...	Connected	since: 27.01.2026	-76	2.1.1	Electrolux Professi...
-	Machine Wireless ...	432689401:240420...	df17d58f-5e78-463...	Connected	since: 04.02.2026	-70	2.1.1	Electrolux Professi...
-	Machine Wireless ...	432689401:2411280...	3c2623de-0992-4...	Connected	since: 04.02.2026	-63	2.1.1	Electrolux Professi...
-	Machine Wireless ...	432689401:2411280...	578d0ab6-a2d4-4...	Connected	since: 28.01.2026	-61	2.1.1	Electrolux Professi...

fig.X04441

3.5.4 Payment

To be able to see the payment configuration menu/section an organization has to be selected. Click on “Payment” to set up all necessary configurations for the payment system.

The following sub-menus are used:

- Wallet containers
- Configurations
- Operation reason
- Automatic reports

3.5.4.1 Wallet containers

3.5.4.1.1 General

The wallet is basically what the customer is using when paying from the payment app.

Every site must be associated to a “Wallet-Container” in order to be able to pay.

A “Wallet-Container” is a combination of:

- payment provider account;
- virtual currency;
- wallet parameters (minimum/maximum top up amount, etc...);
- loyalty program

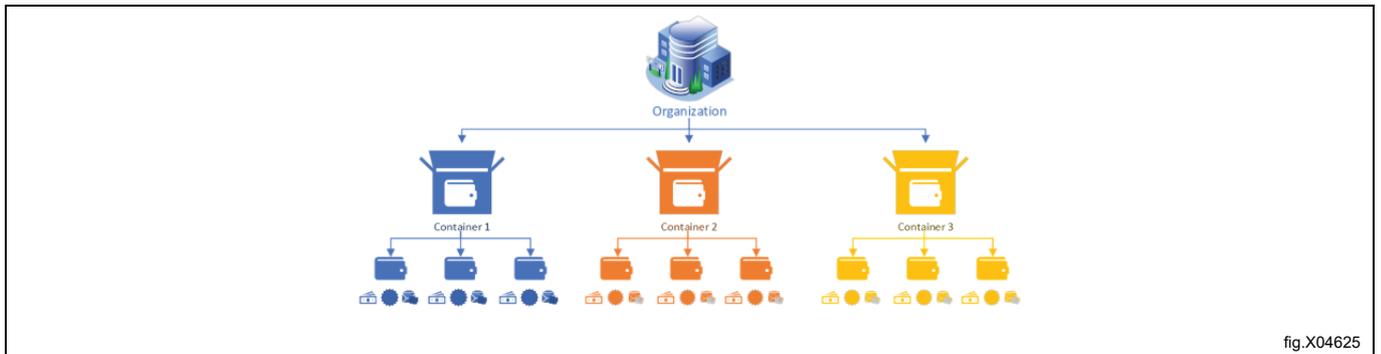


fig.X04625

The “user e-wallet” is associated one to one with the Wallet-Containers: the credit balance can be used in any store using the same Wallet-Container and the same applies to the loyalty program, therefore it makes the consumer able to earn and use loyalty points in all stores associated to the same Wallet-Container.

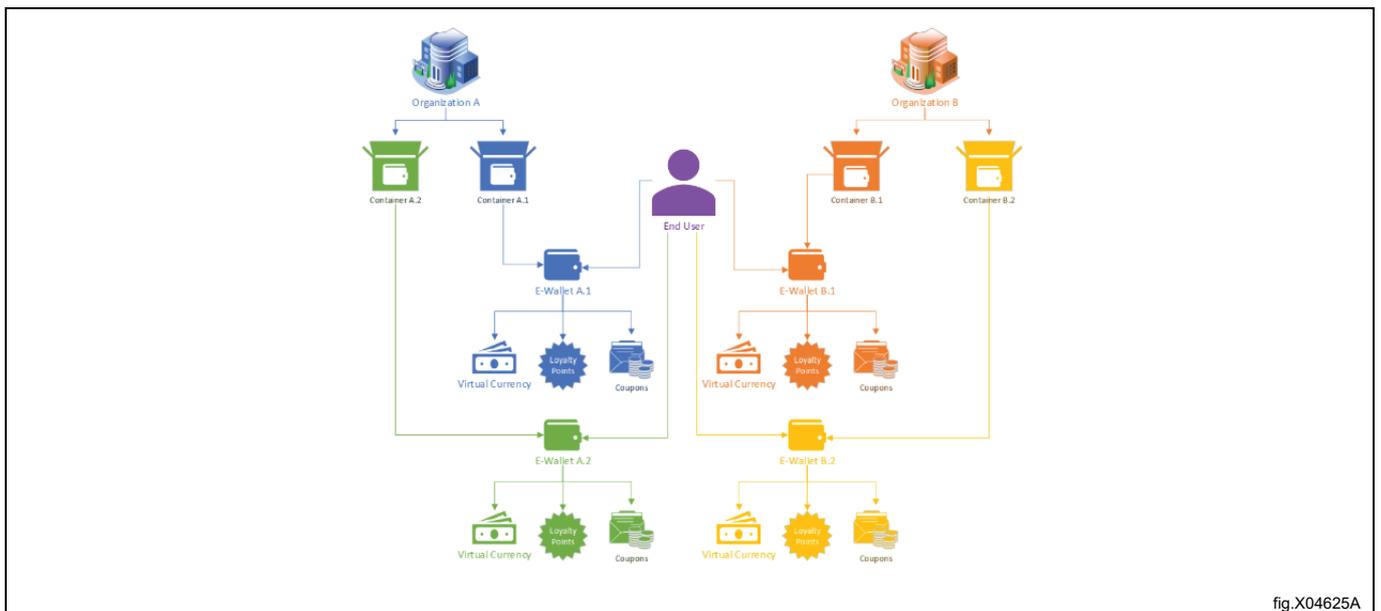
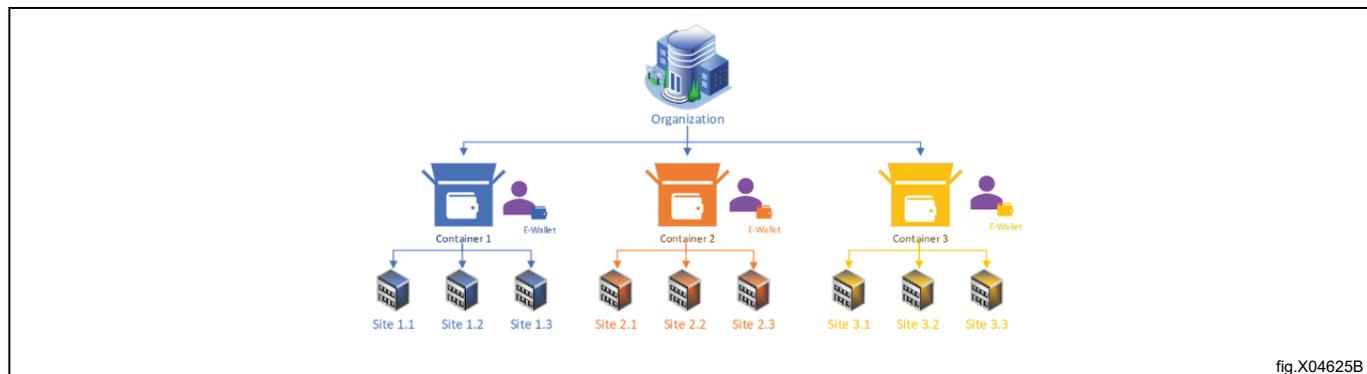


fig.X04625A

Wallet-Containers are needed in order to have a clear definition of end-users wallet characteristics and scope. Simply associating configuration templates to sites would not clearly define wallets validity scope; Associating wallets directly to organizations would generate issues with the sites using different payment provider and would force all sites using same parameters.

Wallet-Containers might also be useful to define some minor customization at app level because they group up site with same formalities.



Please note that:

- Usage of different Wallet-Containers does not mandate using different payment provider accounts: sites can be grouped under two different Wallet-Containers because they belong to two different brands and the site owner might want to differentiate them, but the end they can refer to the same payment provider account owned by the store owner.
- “Price lists»” do not belong to Wallet-Containers setup because they might be very specific to sites and appliances: they are handled in a different way.

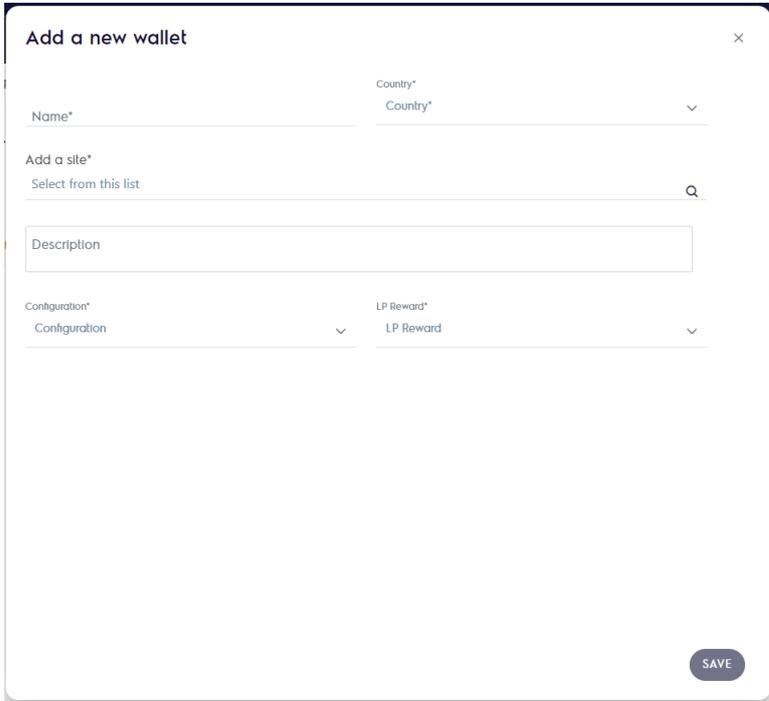
3.5.4.1.2 Set up

Access menu: **Administration > Payment > Wallet Containers**

Here you set up all parameters to build the wallet.

To copy the set up for a specific wallet and use it in different laundries proceed as the following instructions:

- Click on the “Add new” icon and fill in all data to add the new wallet.
- Click on “Save” when ready.



The screenshot shows a modal window titled "Add a new wallet" with a close button (X) in the top right corner. The form contains the following fields and controls:

- Name***: A text input field.
- Country***: A dropdown menu.
- Add a site***: A section with the text "Select from this list" and a search icon (Q).
- Description**: A text input field.
- Configuration***: A dropdown menu with "Configuration" selected.
- LP Reward***: A dropdown menu with "LP Reward" selected.
- SAVE**: A button in the bottom right corner.

fig.X04457

3.5.4.2 Configurations

The following sub menus are used to set up the configurations:

- All configurations
- Payment provider / payment account
- Virtual currency
- Wallet parameters
- Loyalty points
- Kiosks

3.5.4.2.1 General

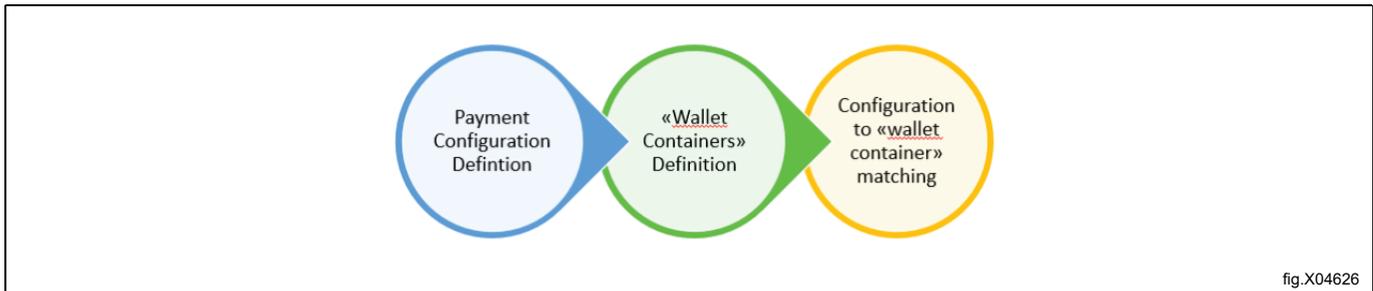
The payment service configuration consists of two main steps:

- definition of one or more configurations at organization level;
- application of the before mentioned configurations on selected wallet containers.

This is conceived in order to have a single place where to define common payment setups (accounts, virtual currencies, etc...) that then can be applied to multiple sites. In this way the configuration coherence among the different sites is guaranteed and there is no need of manually copying settings from one site to another.

This also enforces accounts and configuration properties: since accounting is at organization level also the accounts which allow the owner to get his payments must be at the same level. Another example could be the loyalty program, where the end-user should be able to collect points in all the enabled stores and therefore for each of them the setup should be the same.

When the configuration is defined it can be applied to sites belonging to the organization allowing multiple sites re-configuration with a single procedure, avoiding manually reconfiguring site by site with high risk of potential mistakes.



3.5.4.2.2 All configurations

Access menu: **Administration > Payment > Configurations > All configurations**

Use the “All configurations” menu to easily set up all of the configurations step by step with the help of a “wizard” guide.

- Click on “Add new” to start the set up and follow the steps in the “wizard” guide.

fig.X04458

When ready, the configuration setting must be added to the wallet to be used.

- Open the wallet you want to add the configuration to by clicking on the “Pen” symbol (1).

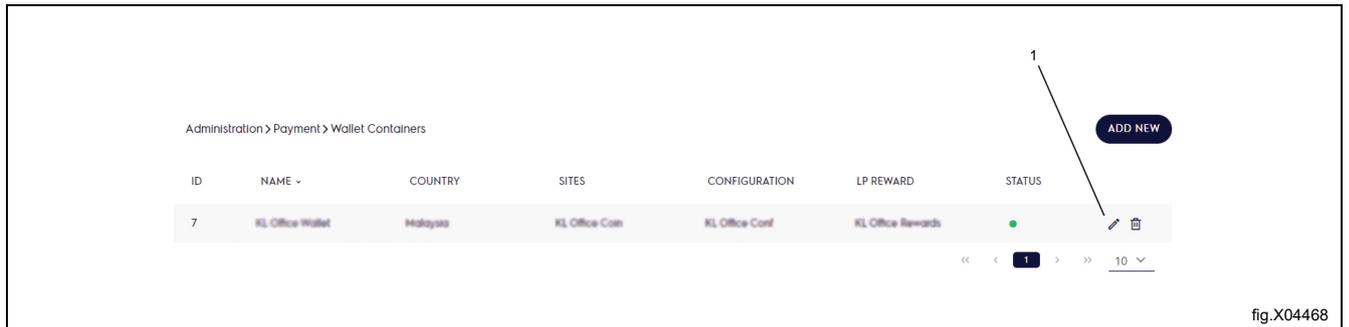


fig.X04468

- Add the configuration from the drop down list (2).
- Click on “Save” when ready.

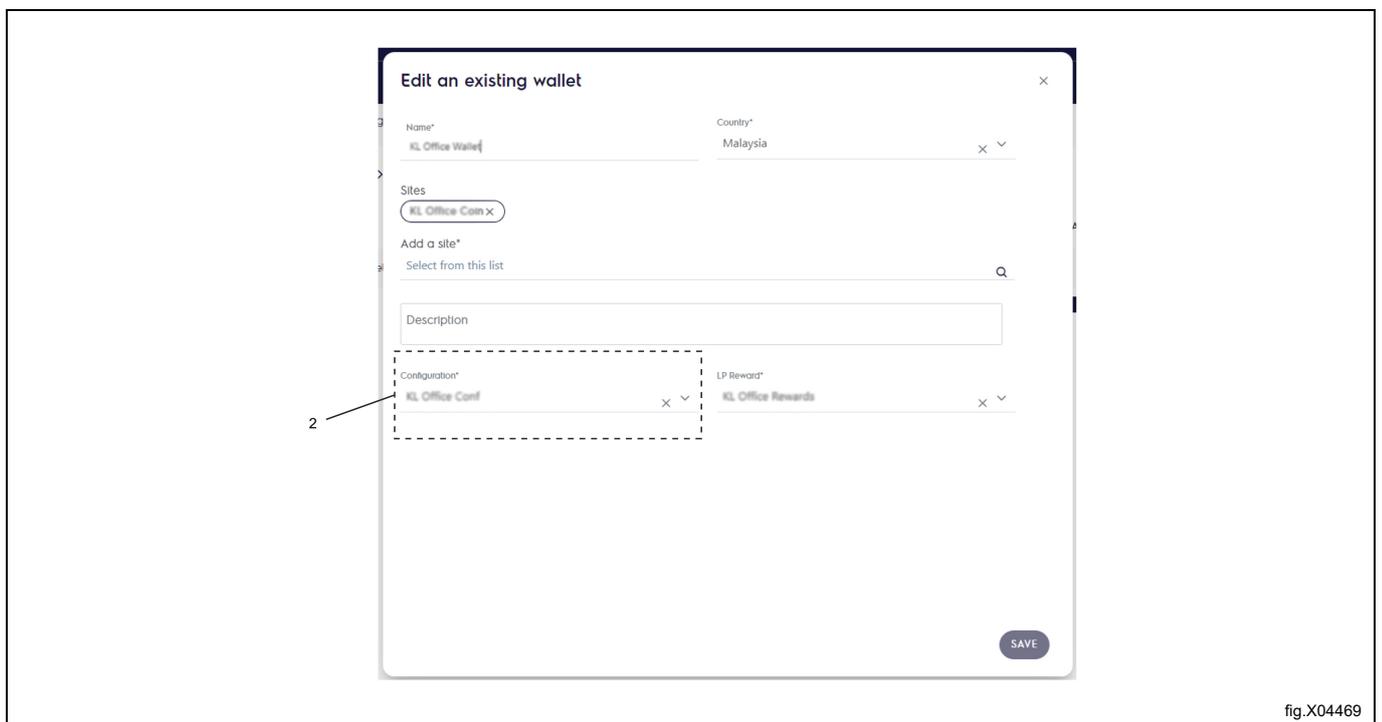


fig.X04469

The following steps can be done from the “Wallet container” sub menus according to the following sections.

3.5.4.2.3 Payment provider / payment account

Access menu: **Administration > Payment > Configurations > Payment provider**

In order to let the customer to pay by using a credit card and transfer the payment to the store owners bank account, this has to be set up here.

- Click on the “Add new” icon and fill in all data to set up the payment.
- Click on “Save” when ready.

Please note that the only supporter of the money transfer at the moment is Braintree.

Note!

The store owner has to get all approvals and access to use Braintree before this set up can be finalized. If not, the payment will not work.

Add new provider

Name* Braintree

Description

Add a Country*
Select from this list

Currency*

Merchant Id* [Register on Braintree](#)

Public Key* Private Key*

Environment * Production

Merchant Account * Merchant Account

SAVE

fig.X04459

3.5.4.2.4 Virtual currency

Access menu: **Administration > Payment > Configurations > Virtual currency**

In order to let the customer to pay by using a “virtual currency” this can be set up here.

It can be used if the store owner for any reason do not want to use Dollars, Euro etc. but instead using an own currency as for example “laundry coins” or similar.

- Click on the “Add new” icon. Here it is possible to add a new currency from the drop down list.

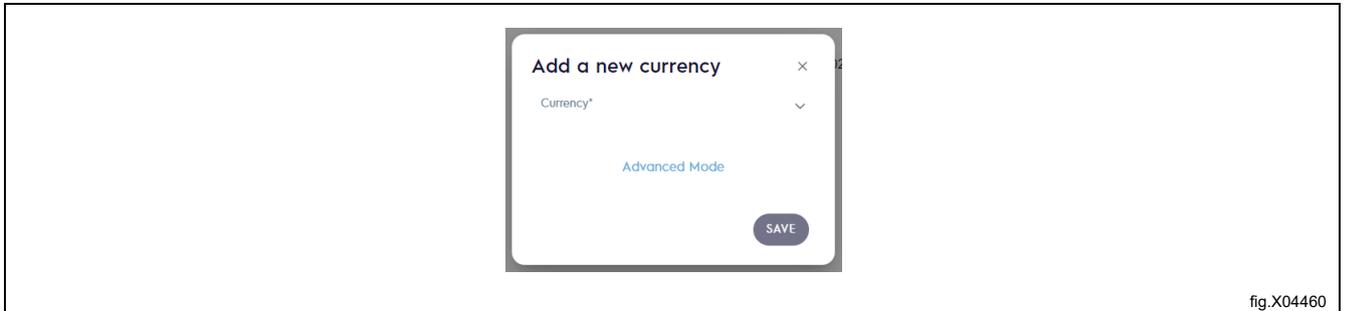


fig.X04460

- Click on “Advanced mode” to be able to set up a “virtual currency”.
Fill in all data to set up the “virtual currency”.
If you want to go back to set up a basic currency instead you click on “Basic mode”.

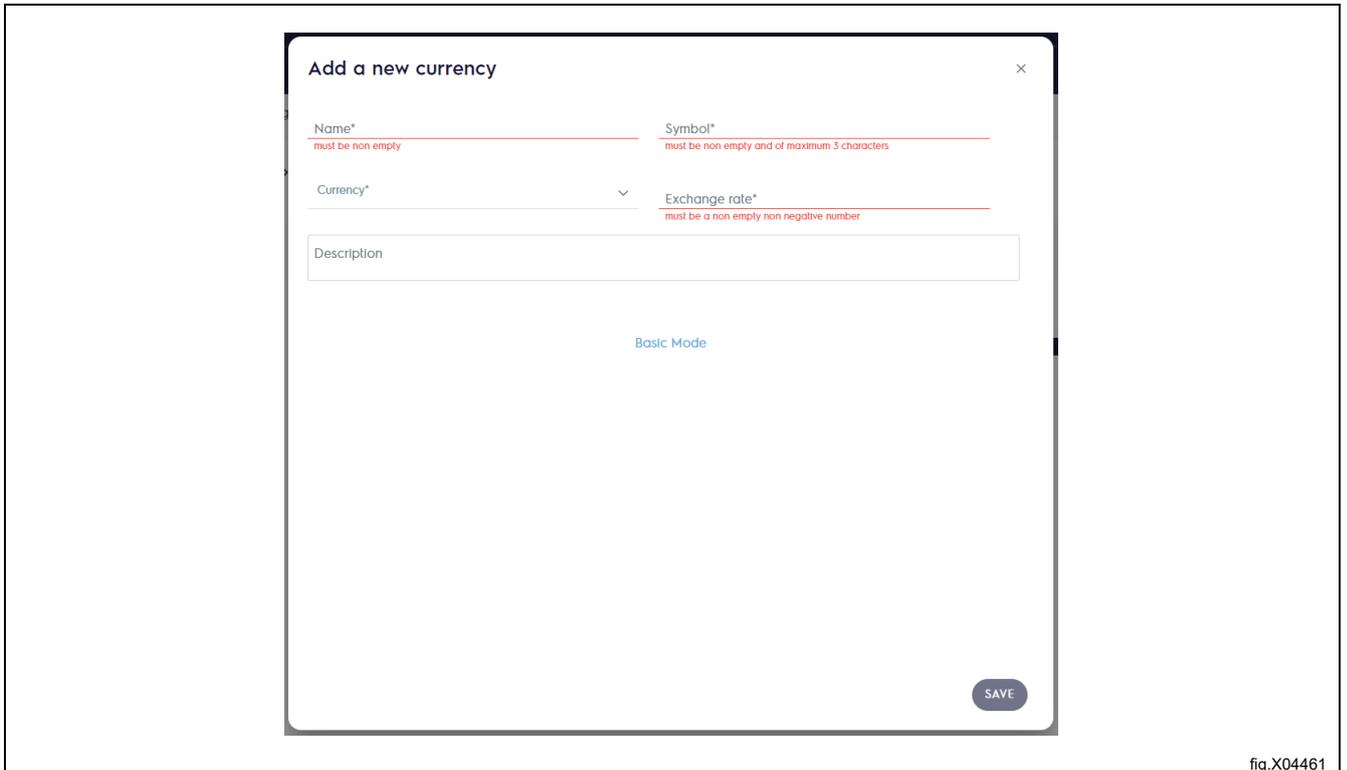


fig.X04461

- Click on “Save” when ready.

3.5.4.2.5 Wallet parameters

Access menu: **Administration > Payment > Configurations > Wallet parameters**

Set up all parameters for the payments like minimum and maximum account, credit, fee etc. The parameters are used in the payment app when the customer shall top up the “wallet” for future payments.

- Click on the “Add new” icon and fill in all data to set up the “Wallet parameters”.
- Name
Write the name of the wallet.
- Min. amount
Set the minimum amount to be used.
- Max. amount
Set the maximum account to be used.
- Max. credit
Set the maximum amount of credit to be used.
Please note that the legal maximum credit limit of each country are always overriding the value inserted in “Max credit”.
- Example:
If you insert 1000.000 as Max credit and the legal maximum credit in your country is 10.000 that will be used instead of 1000.000.
- Fee
Set a value if the store owner would like to charge a pre-defined fee for every payment done in the payment app.
- Fee %
Set a % value if the store owner would like to charge a pre-defined fee for every payment done in the payment app.
- Default step
- Step
Set up the step you like the payment app to show when the customer shall top up the wallet.

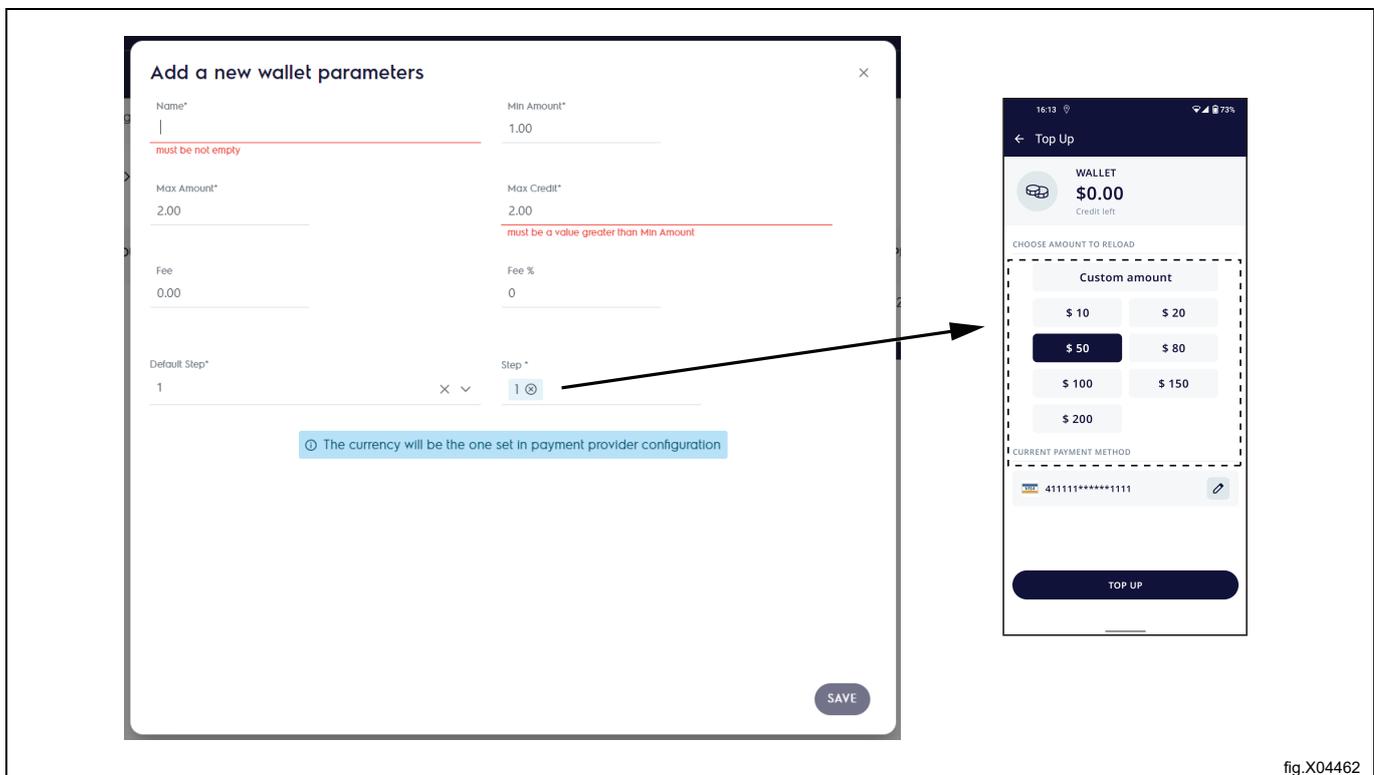


fig.X04462

- Click on “Save” when ready.

3.5.4.2.6 Loyalty points / Point generation

Access menu: **Administration > Payment > Configurations > Loyalty points > Point generation**

Here it is possible to for the store owner to add loyalty points. The loyalty points work like a reward for the customer when spending money / paying for using the machines in the laundry.

- Click on the “ADD NEW” icon and fill in all data to set up the loyalty points.

Please note that the value set in “Expiration days” are used like a “time window” when the customer can use the loyalty points. If the set value is 30 days and the customer visit the laundry after 5 days and pay again, the 30 days will start again from that day. It will always start counting from the last day the customer pay.

The loyalty points can be used at any time within the set days.

The loyalty points will be lost if the customer does not visit the laundry within the set days.

Add new loyalty points configuration

Name*
|
must be not empty

Virtual Currency *
Malaysian ringgit X v

Expiration Days*
1

Conditions for generation

From*
16.01.2025 📅

To
📅

Week Day	Ratio
Sunday	1 VC = 0 LP
Monday	1 VC = 0 LP
Tuesday	1 VC = 0 LP
Wednesday	1 VC = 0 LP
Thursday	1 VC = 0 LP

SAVE

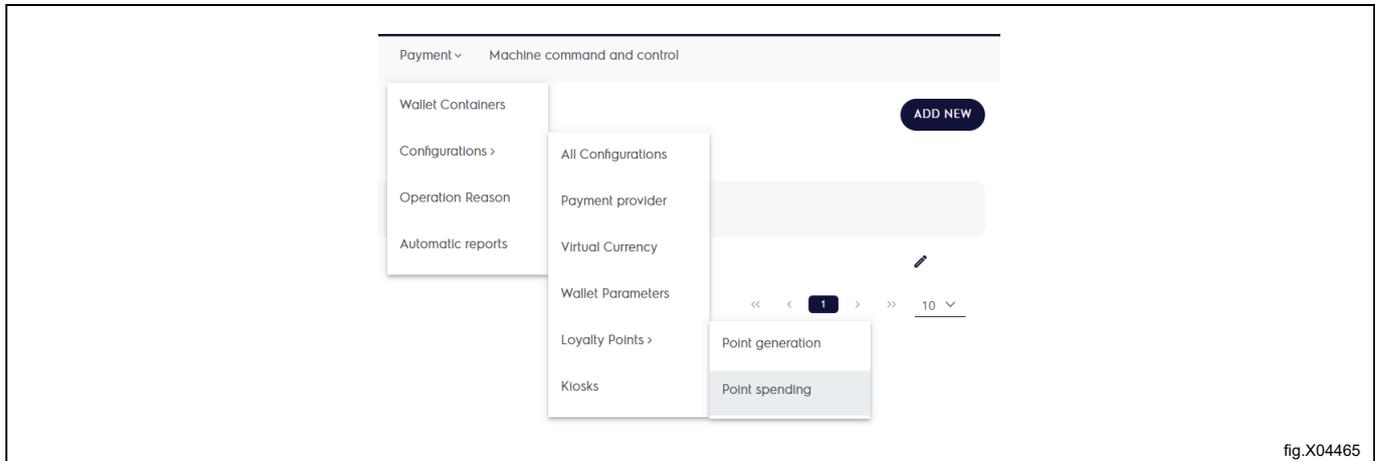
fig.X04463

3.5.4.2.7 Loyalty points / Point spending

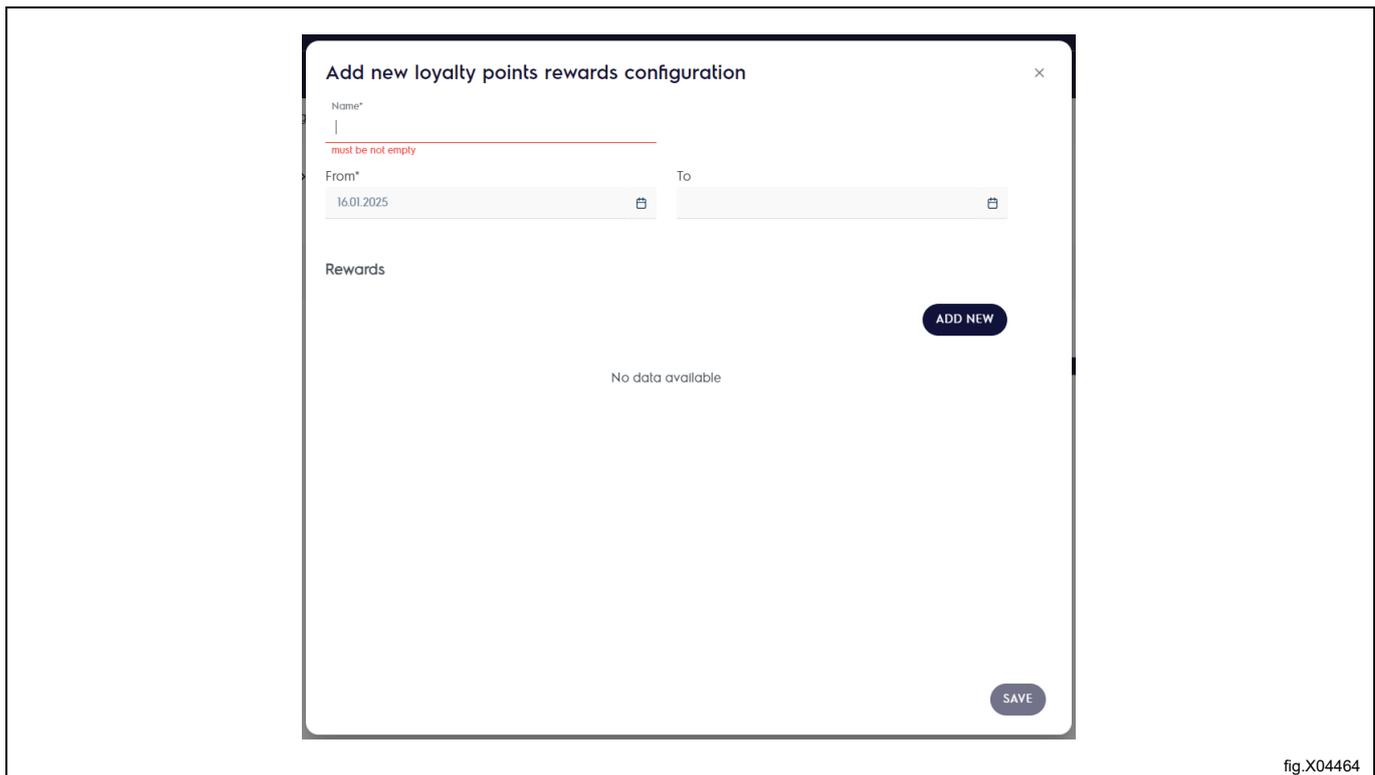
Access menu: **Administration > Payment > Configurations > Loyalty points > Point spending**

The set up of the Loyalty points / Point spending are not available through the “wizard” guide.

Follow the menus and click on “Point spending”.



- Click on the “ADD NEW” icon.
- Fill in the name and date.



- Click on the “Add new” icon to set the parameters for the reward.
- Name
Write the name of the reward.
- Icon
Select an icon that will be showed in the payment app.
- Price (LP)
Set the amount of laundry points (LP) that must be spent in order to get the reward.
- Type
Set the type of reward.
The type can be discount, discount % or a free cycle.
- Capacity from
Specify if the reward only can be used from a specific capacity of machines. Select from the drop down list.
If “Empty” is selected = the reward can be used on all machines
- Capacity to
Specify if the reward only can be used up to a specific capacity of machines. Select from the drop down list.
If “Empty” is selected = the reward can be used on all machines
- Value
- Condition

Add new loyalty points rewards configuration ×

Name* | Icon*
| | 🐷 OFF

must be not empty

Price(LP)* | Type*
1 | Discount

Capacity from | Capacity to
Empty × | Empty ×

Value* | Condition*
0.00 | No

must be greater than 0

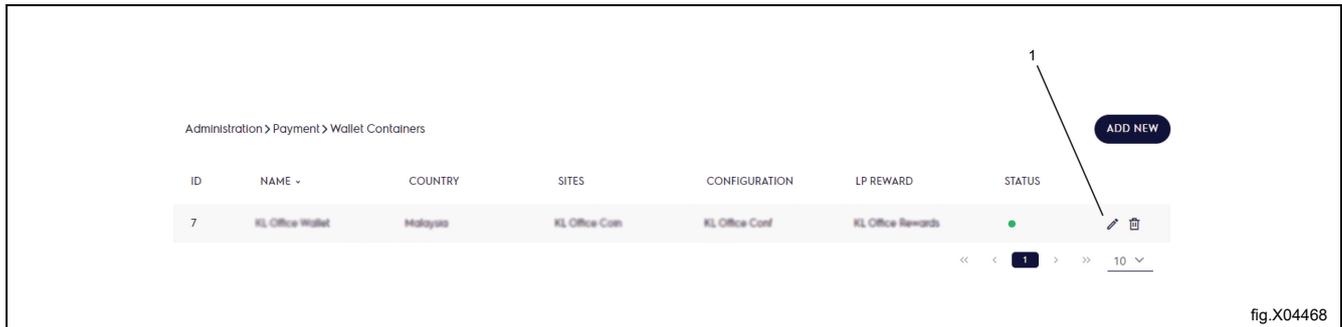
ADD

fig.X04466

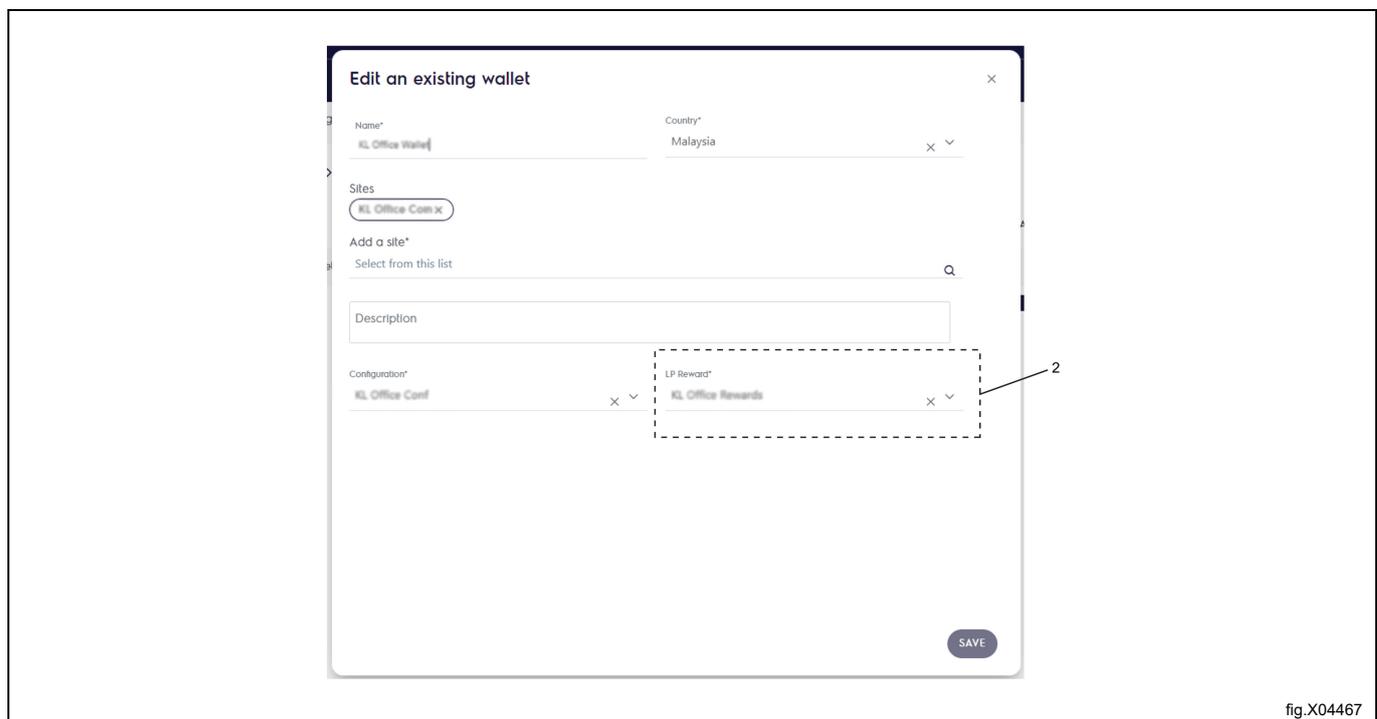
- Click on “SAVE” when ready.

When ready, the reward setting must be added to the Wallet to be used.

- Open the wallet you want to add the reward to by clicking on the “Pen” symbol (1).



- Add the reward from the drop down list (2).
- Click on “SAVE” when ready.

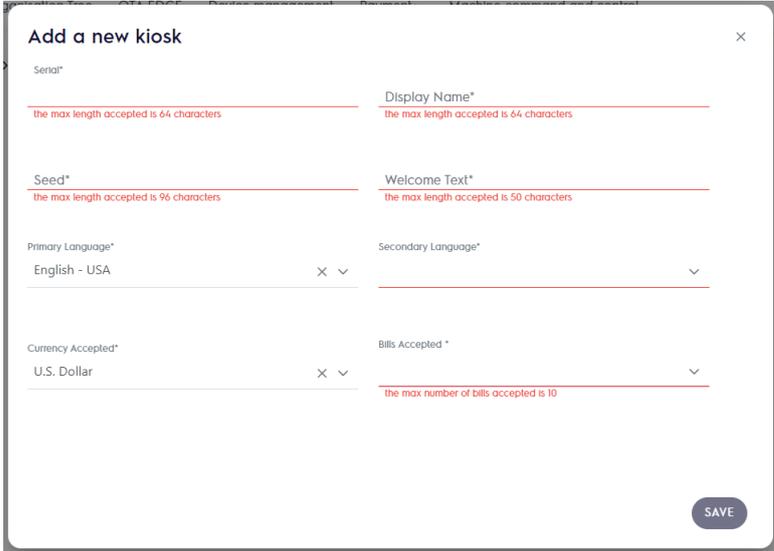


3.5.4.2.8 Kiosks

A kiosk is a device supplied by the store owner or other 3rd party. This kiosk allows the customer to top up the wallet using cash.

Access menu: **Administration > Payment > Configurations > Kiosks**

- Click on the “Add new” icon to set the parameters for the kiosk.
 - The “Serial” and “Seed” menus are provided by the device of the kiosk and can be found together with the device.



The screenshot shows a modal window titled "Add a new kiosk" with a close button (X) in the top right corner. The form contains the following fields:

- Serial***: Input field with a red error message below it: "the max length accepted is 64 characters".
- Display Name***: Input field with a red error message below it: "the max length accepted is 64 characters".
- Seed***: Input field with a red error message below it: "the max length accepted is 96 characters".
- Welcome Text***: Input field with a red error message below it: "the max length accepted is 50 characters".
- Primary Language***: Dropdown menu showing "English - USA" with a close (X) and expand (v) icon.
- Secondary Language***: Empty dropdown menu with an expand (v) icon.
- Currency Accepted***: Dropdown menu showing "U.S. Dollar" with a close (X) and expand (v) icon.
- Bills Accepted ***: Dropdown menu with a red error message below it: "the max number of bills accepted is 10".

A "SAVE" button is located at the bottom right of the form.

fig.X04472

- Click on “SAVE” when ready.

When saved, the kiosk will be visible in the laundry set up together with the other machines.

3.5.4.3 Operation reason

Here the user can define the options that can be selected as "Reason" when issuing:

- Free run (from portal or from app).
- Credit and debit (from transactions page on the web portal).

Access menu: **Administration > Payment > Operation Reason**

Click on "ADD NEW".

Edit an existing operation reason ×

Name*
Field Test Credit

Is available in credit operation

Is available in debit operation

Is available in free run operation

SAVE

fig.X04472A

The operation reason in the list can be edited or removed.

NAME ◊	CREDITING ◊	DEBITING ◊	FREE RUN ◊	LAST UPDATE ◊	
appliance malfunct...	●	●	●	30.04.2025 08:41	✎ 🗑
app malfunction	●	●	●	26.03.2025 00:57	✎ 🗑

fig.X04472B

3.5.4.4 Automatic reports

Here the user can define the frequency (daily, weekly, monthly) and a list of recipients (email addresses) of revenue reports sent by email.

Access menu: **Administration > Payment > Automatic report**

- Activate the revenue reports (1).
- Activate the periodicity (Monthly, Weekly, Daily) as needed (2).
- Add recipient's email(s) (3).
- Click on "SAVE CHANGES" (4).

Administration > Payment > Automatic reports

Revenue Reports

Periodicity

Monthly Weekly Daily

Email	English	×	DELETE
Email	English	×	DELETE
Email	English	×	DELETE

+ ADD

SAVE CHANGES

fig.X04472C

3.5.4.5 Support requests

In the payment app there is a "Support request" page that can be used by app users to inform the store owner about issue occurred when using the app (problems with payment, with the appliance, etc...). This page in the portal displays the requests sent by app user.

Also, whenever a user opens a new request, an email is sent to the address set in Administration > Organization Tree > [on a site] 3 dots > Edit site > "Contact Email Address".

Access menu: **Administration > Payment > Support Requests**

The following illustration is an example of support requests sent by customers.

Click on the eye icon of each request to see its details, contact the customers, and support them as fast as possible.

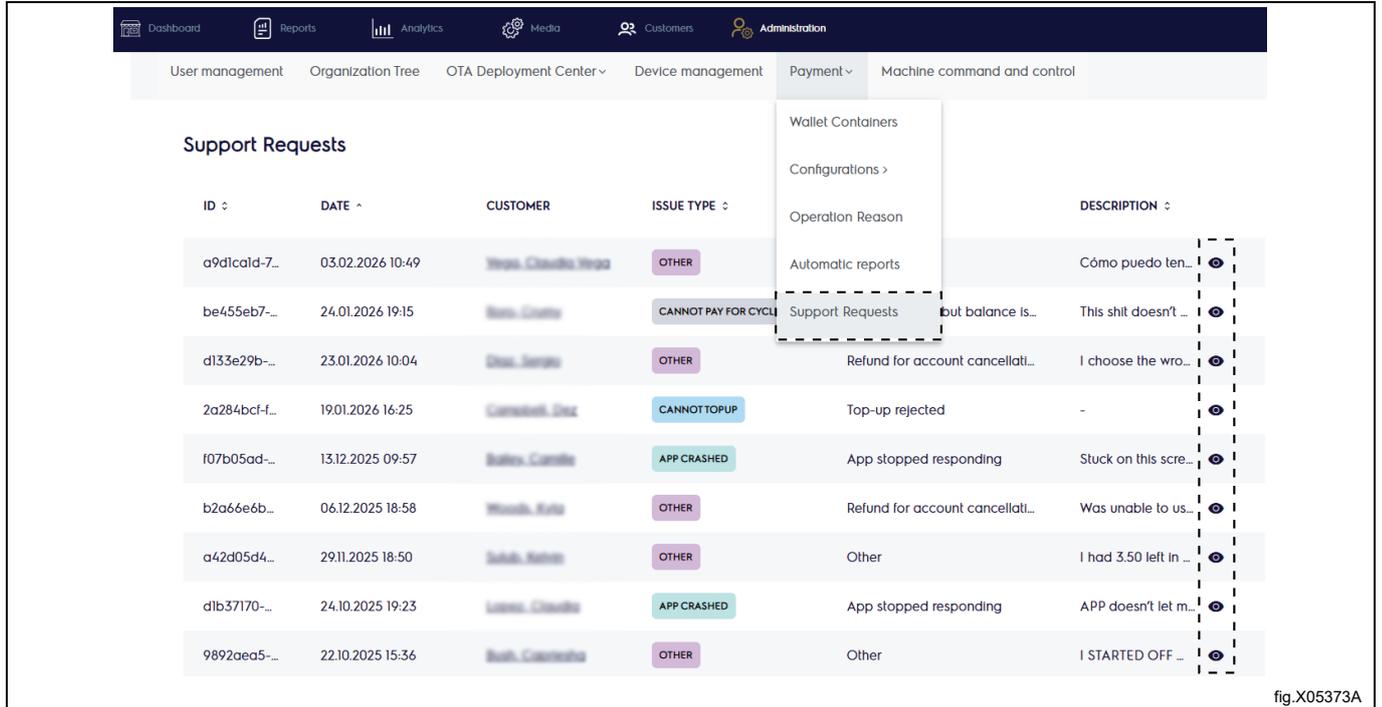


fig.X05373A

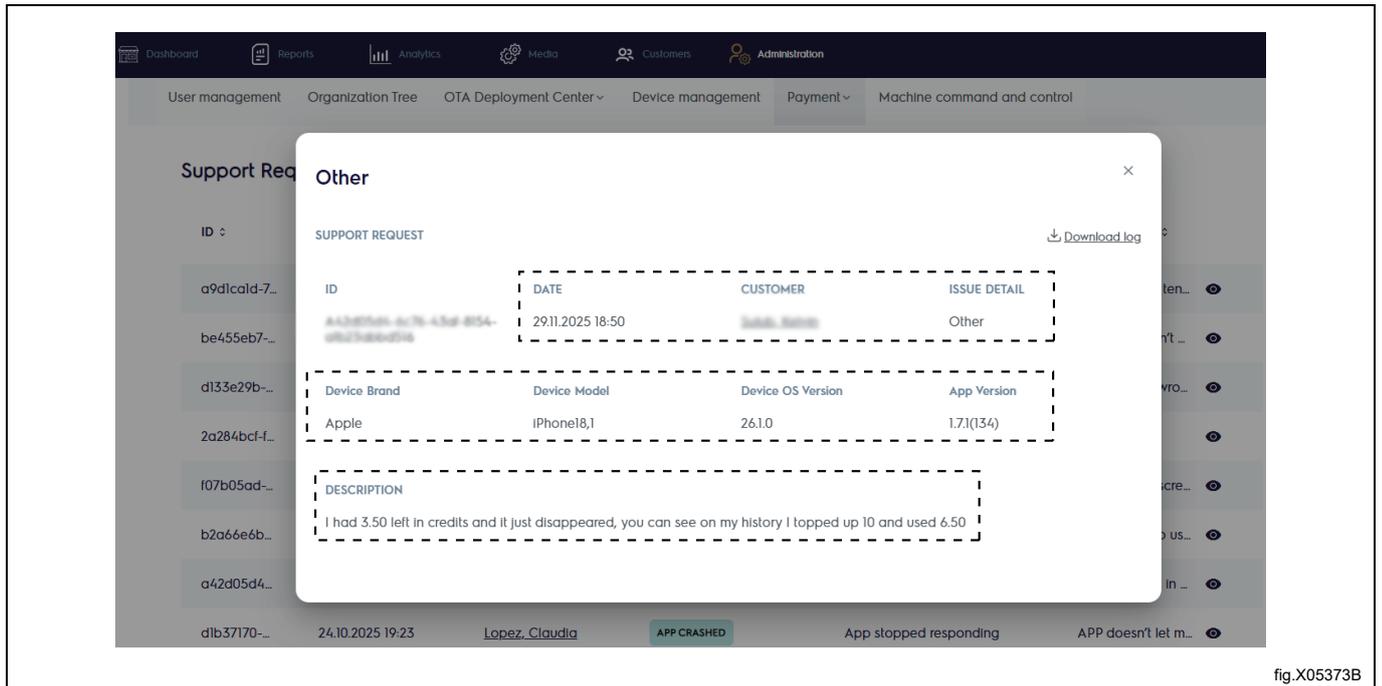


fig.X05373B

Support Request: Kiosk Problems

SUPPORT REQUEST [Download log](#)

ID	DATE	CUSTOMER	KIOSK
959f5330-40ba-4028-8862-32378849278c	16.07.2025 10:53	M. Lorena	Kiosk

Device Brand	Device Model	Device OS Version	App Version
Apple	iPhone16,2	18.5.0	1.5.0(101)

ISSUE DETAIL	DESCRIPTION
Balance not updated correctly	I topped off for 6 dollars I had a balance of 10.50 and it dropped me down to 4.50 but the machine didn't start and it wants me to pay again

ID	DATE	CUSTOMER	STATUS	REASON	DETAILS
331b3d1b-...	16.07.2025 10:44	M. Lorena	CANNOTTOPOP	Top-up rejected	I had 10.50 and it...
2034ba92-...	15.06.2025 16:30	Martinez, Clarissa	MACHINE PROBLEMS	The selected program (or pric...	I paid for a delic...
382bc77f-...	05.06.2025 07:57	ScarUS, ScarUS	OTHER	Other	White screen afte...

fig.X05373C

3.5.5 Machine command and control

In this menu you can view all machines that are listed in the selected site, status of all machines and update monitoring details.

You can also use this menu to reach each machine overview, machine settings, program settings including pricing, service and user manuals etc.

- Click on "Administration" (1).
- Click on "Machine command and control" (2).

The following illustration is shown as an example:

- All machines in the selected site are shown in the list: when **"All machines"** is selected.
- All update logs are shown in the list: when **"Update monitoring"** is selected.

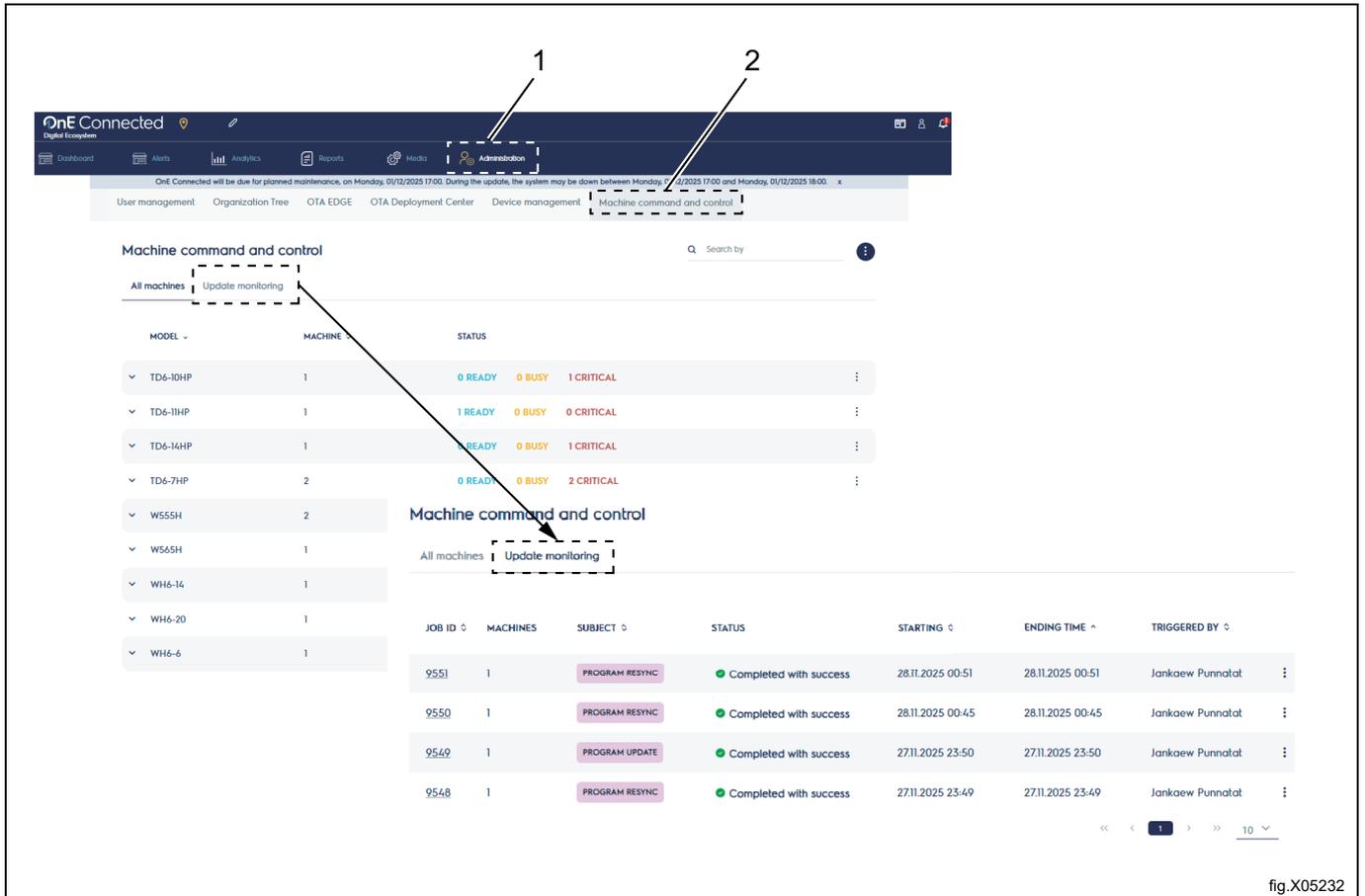
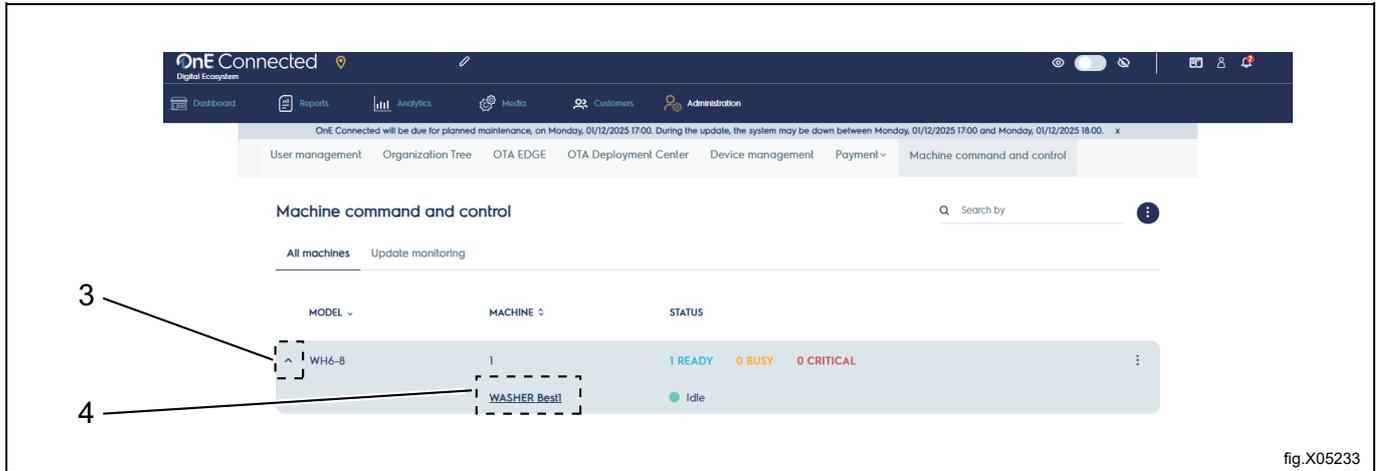
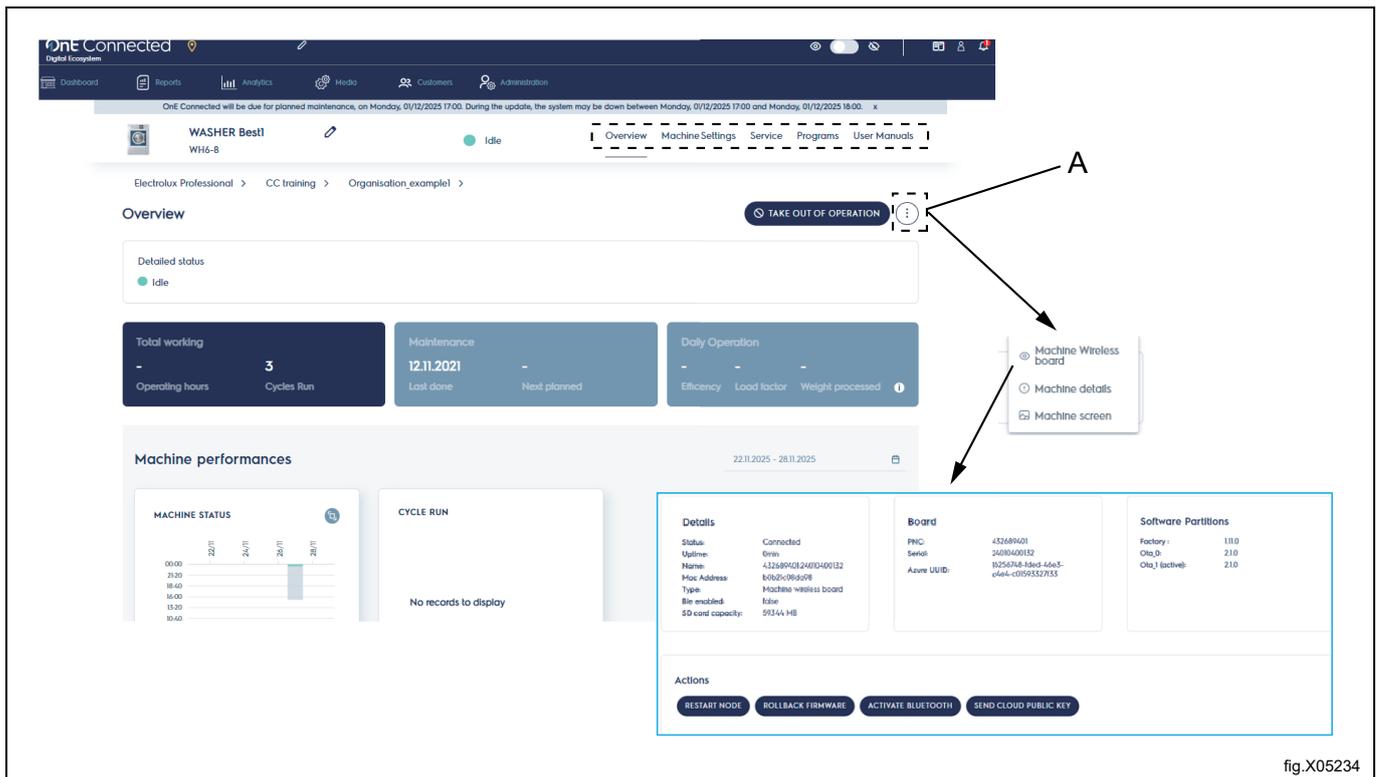


fig.X05232

- To reach each machine overview, machine settings, program settings including pricing, service and user manuals etc, click on the “drop down icon” (3).
- Click on each machine you need (4).



- In the “machine's detail page” you can reach the machine overview, machine settings, program settings including pricing, service and user manuals etc. Also in the overview tab, you can view and reach "Machine wireless board" by clicking on the icon (A).



The “machine's detail page” can also be reached by clicking on the machine icon on the Dashboard:

- Click on the appliance you need on the Dashboard (1).
- Click on "GO TO DETAIL PAGE" (2).

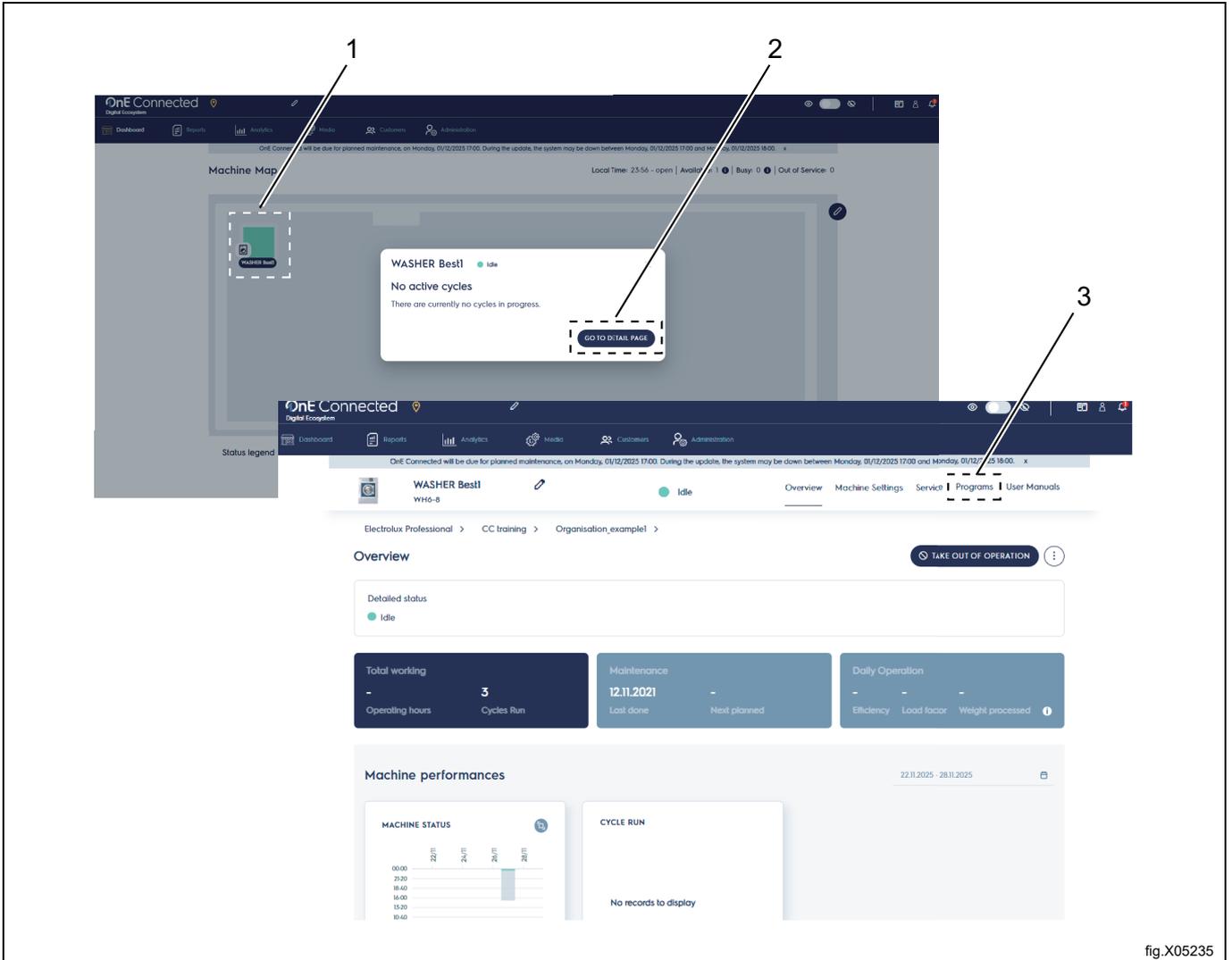


fig.X05235

3.5.5.1 Machine settings

In the Machine settings menu, you can do the General setting, Happy Hours setting, Consumptions, Hygiene Operation log and Connectivity setting.

- Click on the appliance you need on the Dashboard (1).
- Click on "GO TO DETAIL PAGE" (2).
- Click on "Machine setting" (3).

The following illustrations in the following instructions are just examples.

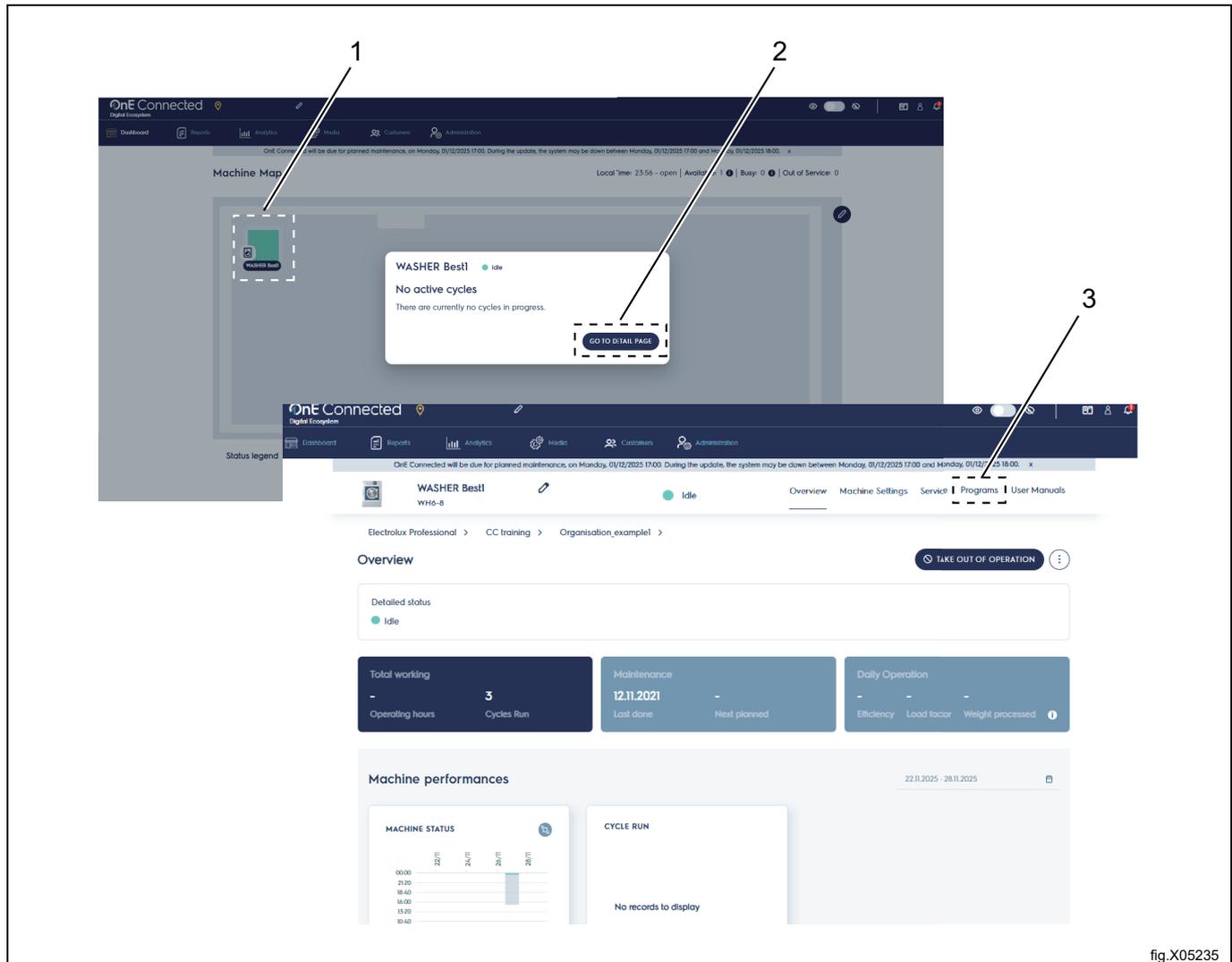


fig.X05235

3.5.5.1.1 Machine settings/General setting (e.g. Regret time, Auto start paid, Coin value, price reductions...till offline payment)

- Click "Machine settings" (1).
- Click "General" (2).
- Set for example the Coin value and parameters as you need (3).
- When the settings are ready, at the bottom of the screen click "SAVE AND UPDATE" (4).

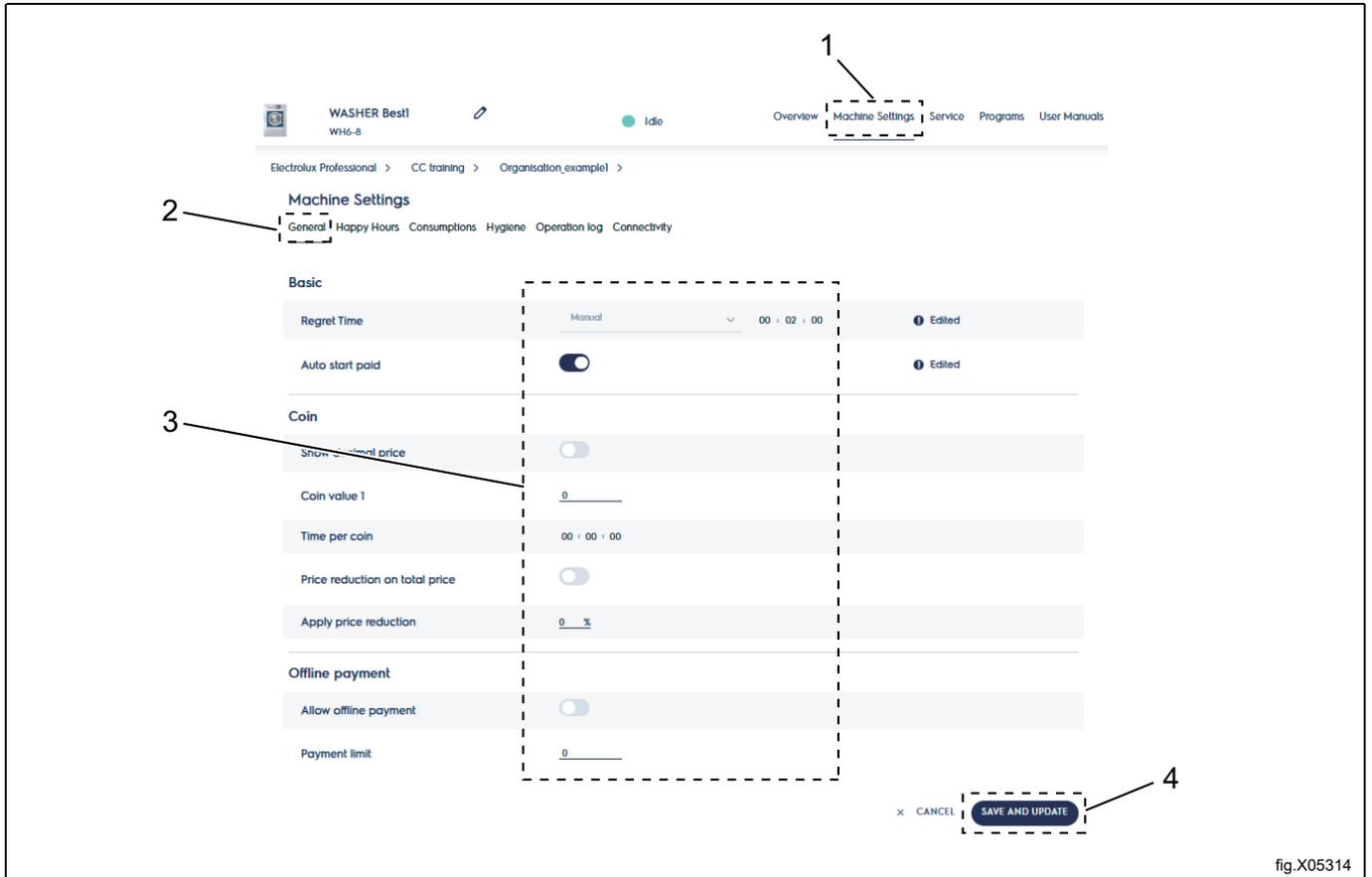


fig.X05314

- Confirm by clicking on "LAUNCH" (5).
- If there is more than one machine, there is a feasibility to click "LAUNCH ON OTHER MACHINE" (6.1), then select machines as needed.
- Click "APPLY" (7).

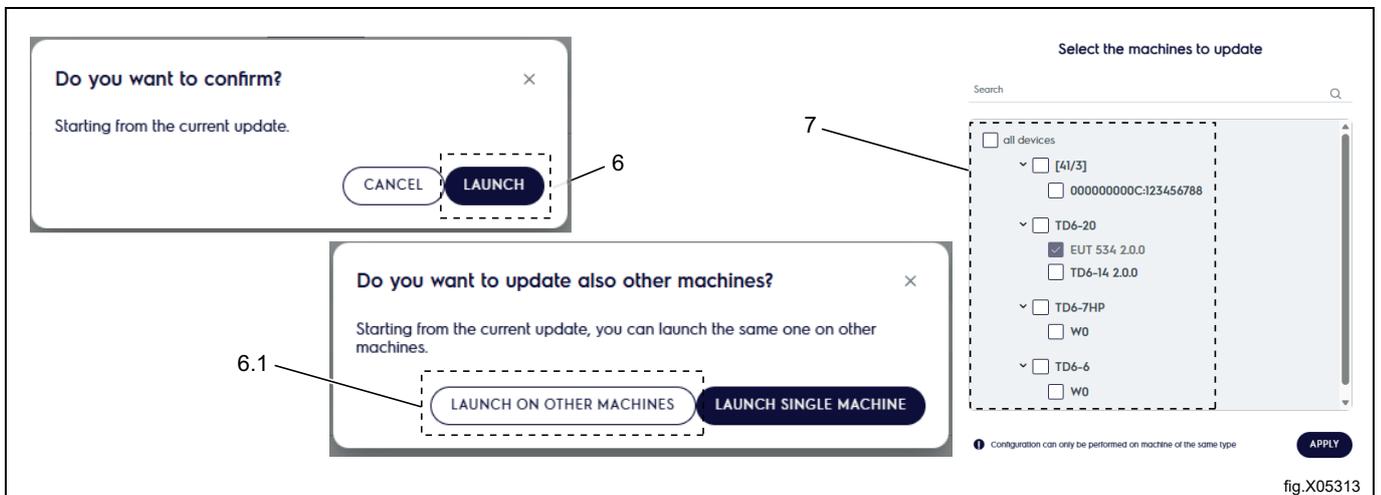
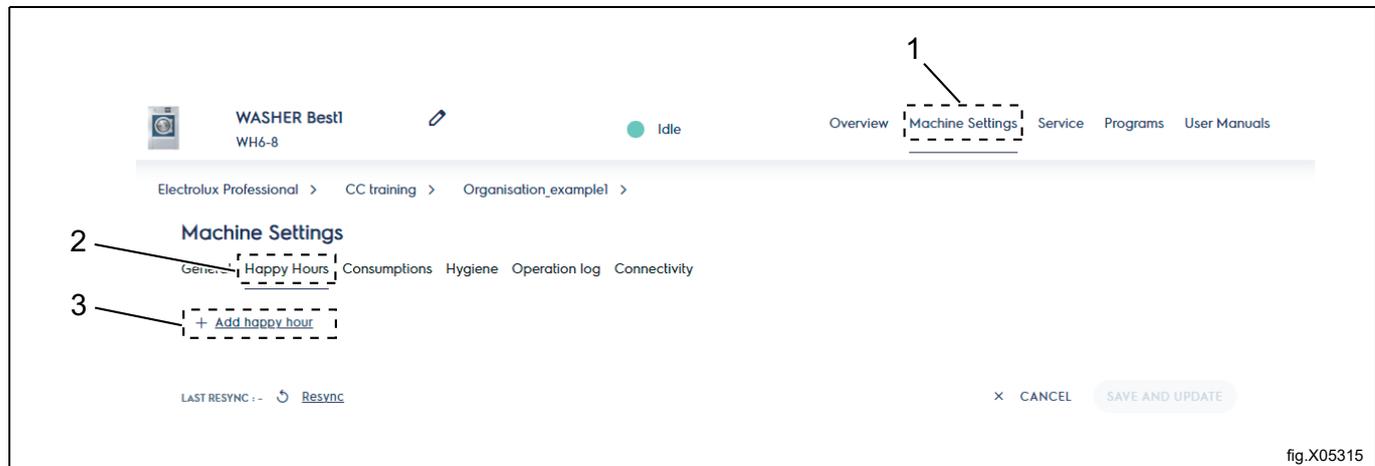


fig.X05313

3.5.5.1.2 Machine settings/Happy hours

- Click "Machine settings" (1).
- Click "Happy hours" (2) and click "Add happy hour" (3).

The following illustrations in the following instructions are just examples.



- Set the Happy hour parameters as you need (4).
- More Happy Hour ...3, 4, 5... tables can be added by clicking on "Add happy hour" again if needed (5).
- Turn "On" or "Off" the Happy Hour(s) as you need (6).
- When the settings are ready, at the bottom of the screen click "SAVE AND UPDATE" (7).



fig.X05316

- Confirm by clicking on "LAUNCH" (8).
- If there is more than one machine, there is a feasibility to click "LAUNCH ON OTHER MACHINE" (8.1), then select machines as needed.
- Click "APPLY" (9).

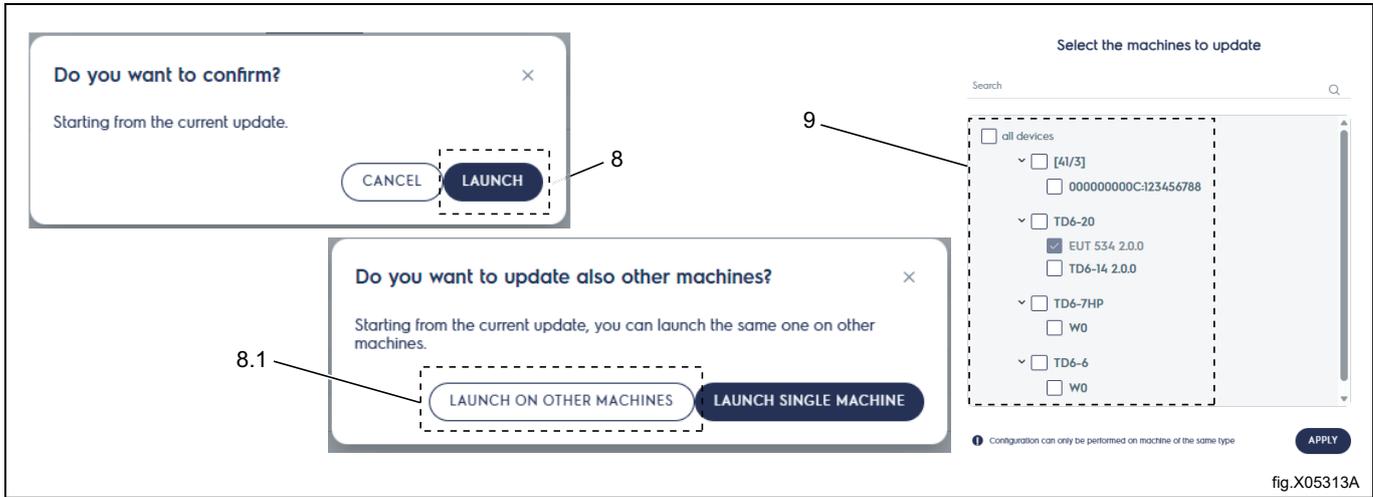


fig.X05313A

3.5.5.1.3 Machine settings/Consumptions

To get more precise consumption calculations report from the machine, you have a challenge to set the parameters closest to the fact.

- Click "Machine settings" (1).
- Click "Consumptions" (2), turn on which kind of consumptions you need to be calculated (3).
- Set the parameters closest to the fact (4).
- When the settings are ready, click "SAVE CHANGES" (5).

The following illustrations in the following instructions are just examples, the parameters can be different depending on which selected appliance type.



fig.X05317

3.5.5.1.4 Machine settings/Hygiene

In the hygiene control is needed on the selected appliance.

- Click "Machine settings" (1).
- Click "Hygiene" (2).
- Set the parameters (3).
- When the settings are ready, click "SAVE CHANGES" (5).

The following illustrations in the following instructions are just examples, the parameters can be different depending on which selected appliance type.

The screenshot displays the user interface for the 'WASHER Best! WH6-8' machine. At the top, the machine name and status 'Idle' are shown. A navigation menu includes 'Overview', 'Machine Settings' (1), 'Service', 'Programs', and 'User Manuals'. Below this, a breadcrumb trail reads 'Electrolux Professional > CC training > Organisation_example1 >'. The 'Machine Settings' section (2) has tabs for 'General', 'Happy Hours', 'Consumptions', 'Hygiene', 'Operation log', and 'Connectivity'. The 'Hygiene settings' panel contains two settings: 'Min Temperature (°C)' with a value of 70 and a range of 0 °C to 100 °C, and 'Time in min temp (°C)' with a value of 15 and a range of 0 MIN to 100 MIN. A 'SAVE CHANGES' button (4) is located in the top right of the settings area.

fig.X05318

3.5.5.1.5 Machine settings/Operation log

To see or download the operation log(s) of the selected appliance.

- Click "Machine settings" (1).
- Click "Operation log" (2).
- Click on the eye icon to see more detail of the selected operation log (3).
- The operation log can be filtered, click on the filter icon (4).
- The operation log can be downloaded, click the on download icon (5).

The following illustration is just an example.

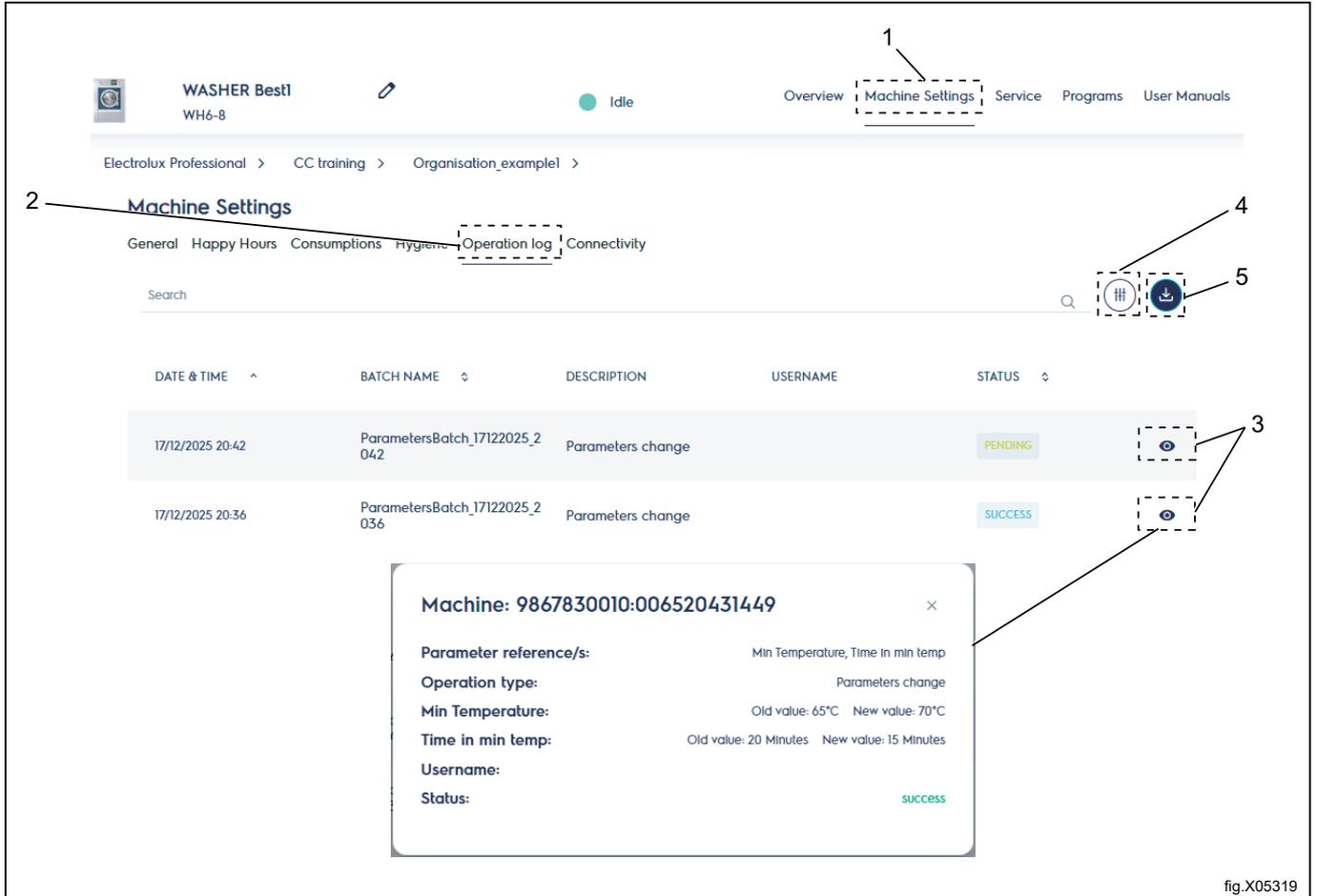


fig.X05319

3.5.5.1.6 Machine settings/Connectivity

3.5.5.1.6.1 View Wi-Fi strength of a machine

- Click on an appliance on the Dashboard and then GO TO DETAIL PAGE.
- Click on “Machine settings” (1).
- Click on “Connectivity” (2), then you can see the Wi-Fi strength.

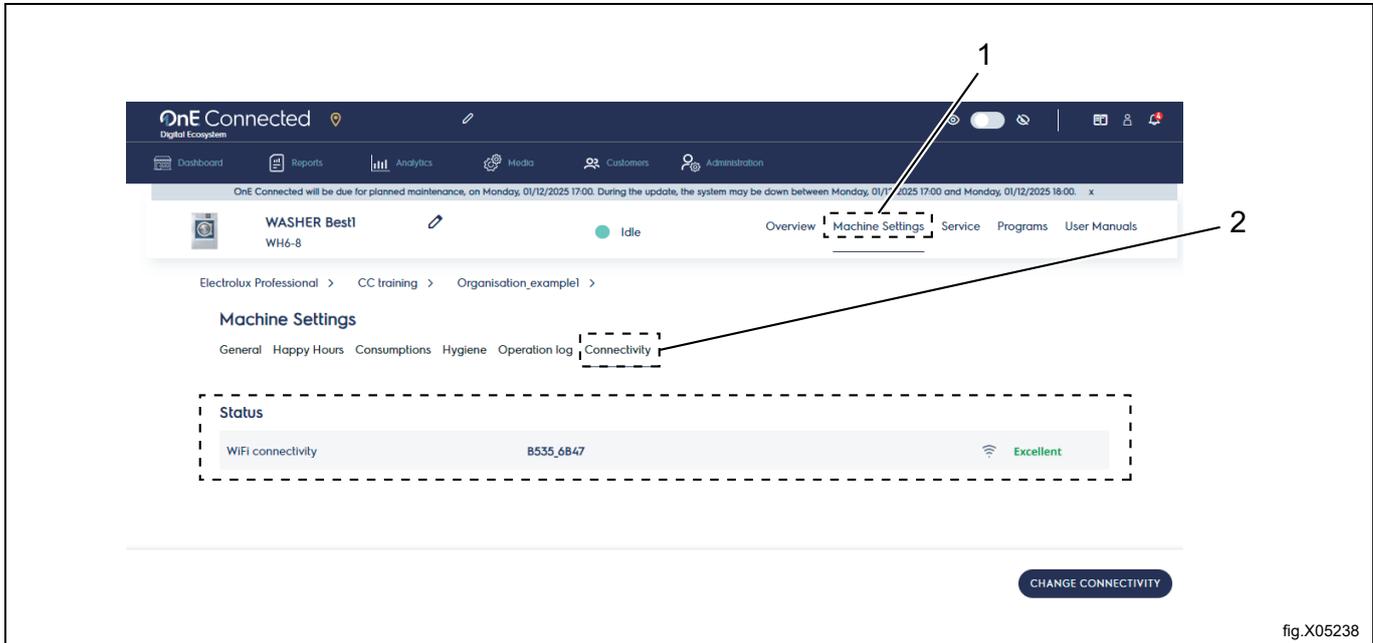


fig.X05238

3.5.5.1.6.2 Change connectivity after provisioned (Change Network name (SSID) & Password)

In some case the connectivity must be changed from one to another one e.g. you need to switch the present connection from an **old router/old access point** to the new **router/new access point**.

To change Network name (SSID) & Password from the web portal when the appliance is already provisioned:

- Click on an appliance on the Dashboard and then GO TO DETAIL PAGE.
- Click on “Machine settings” (1).
- Click on “Connectivity” (2).
- Click on "CHANGE CONNECTIVITY" (3).

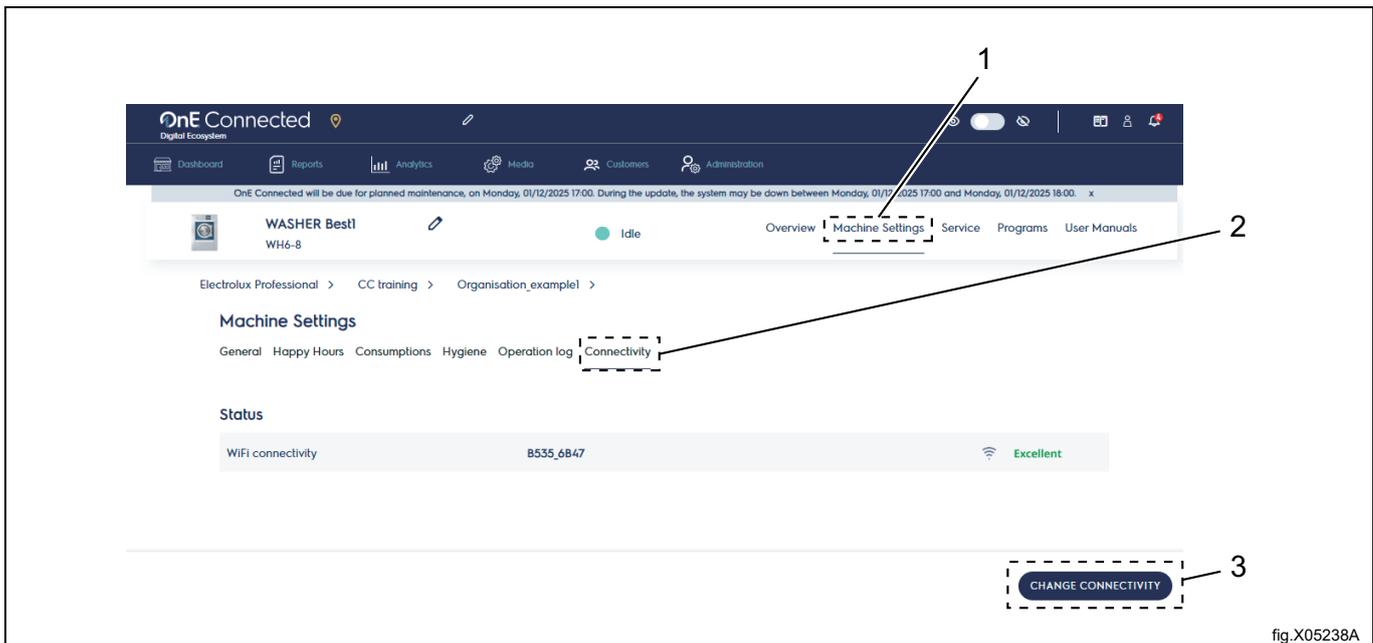


fig.X05238A

- Fill-in the “Network name” and “Password” (SSID & password of the MWB) as you want. e.g.change to be the same SSID and password of a new router/access point.
The following illustration is showing an example to reset the SSID and password of the MWB to be default from the factory.
- If the user clicks on “LAUNCH ON OTHER MACHINES” (a) to make a batch change or select all of them.

Note!

The MWB/appliance will be offline if the SSID & password is not matched to the SSID & password of the router/access point.

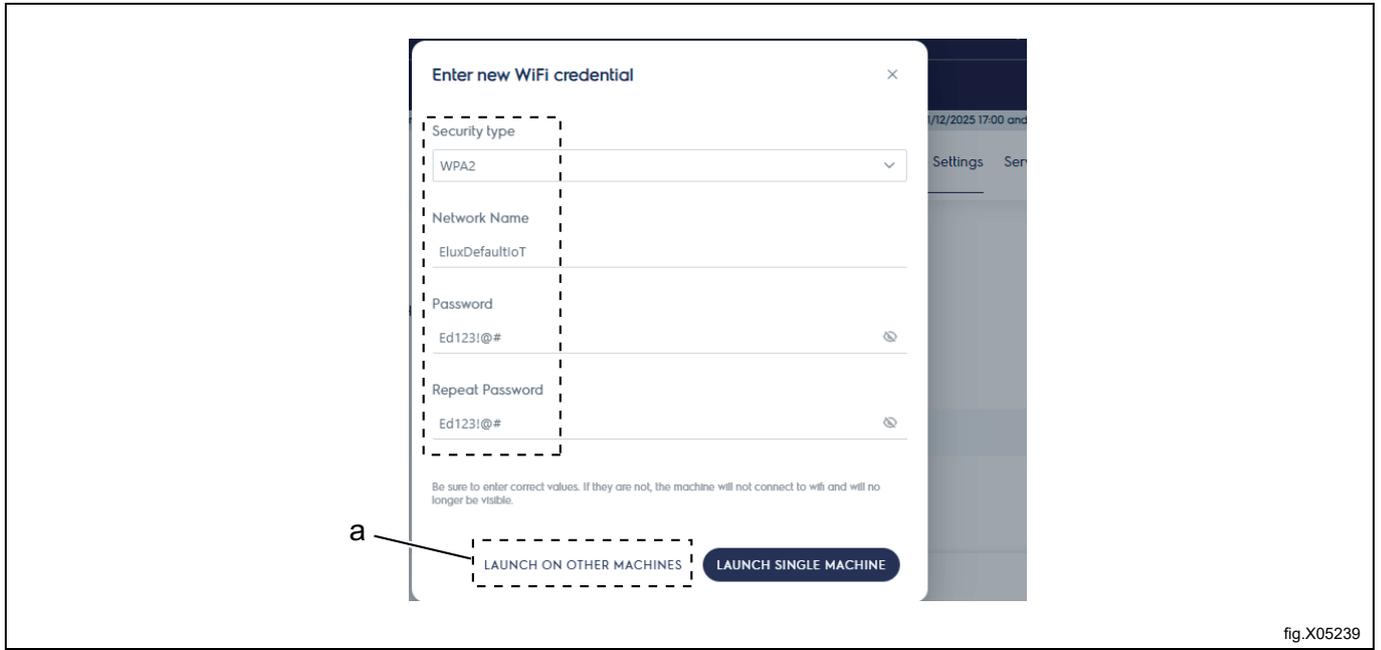


fig.X05239

- Click on "APPLY" and follow the instructions on the screen.

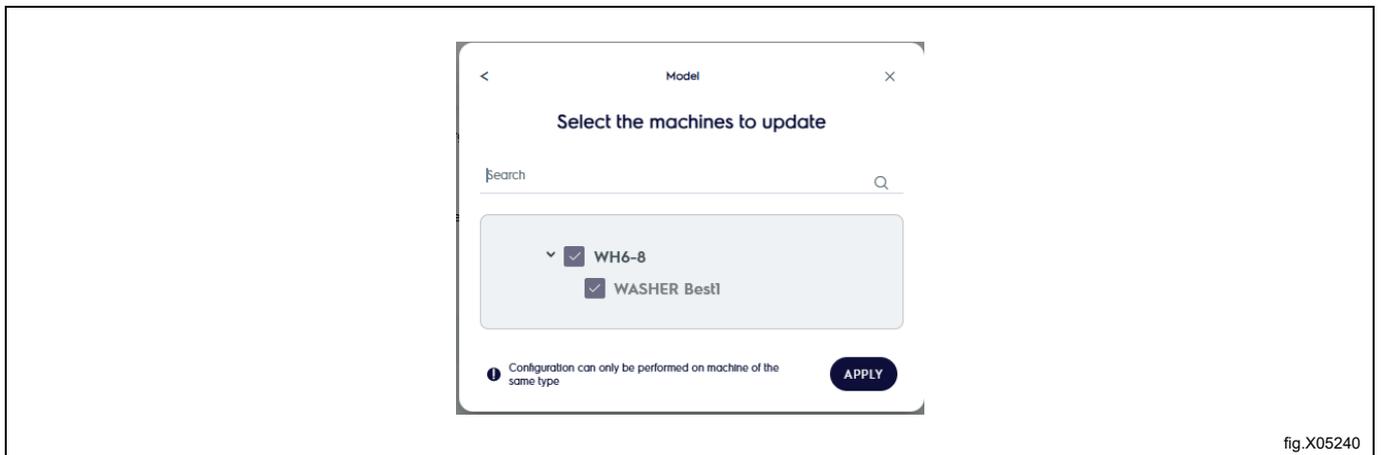


fig.X05240

3.5.5.2 Programs, Pricings, Deactivate & Activate

- Click on the appliance you need on the Dashboard (1).
- Click on "GO TO DETAIL PAGE" (2).
- Click on "Programs" tab (3).

The following illustrations in the following instructions are just examples.

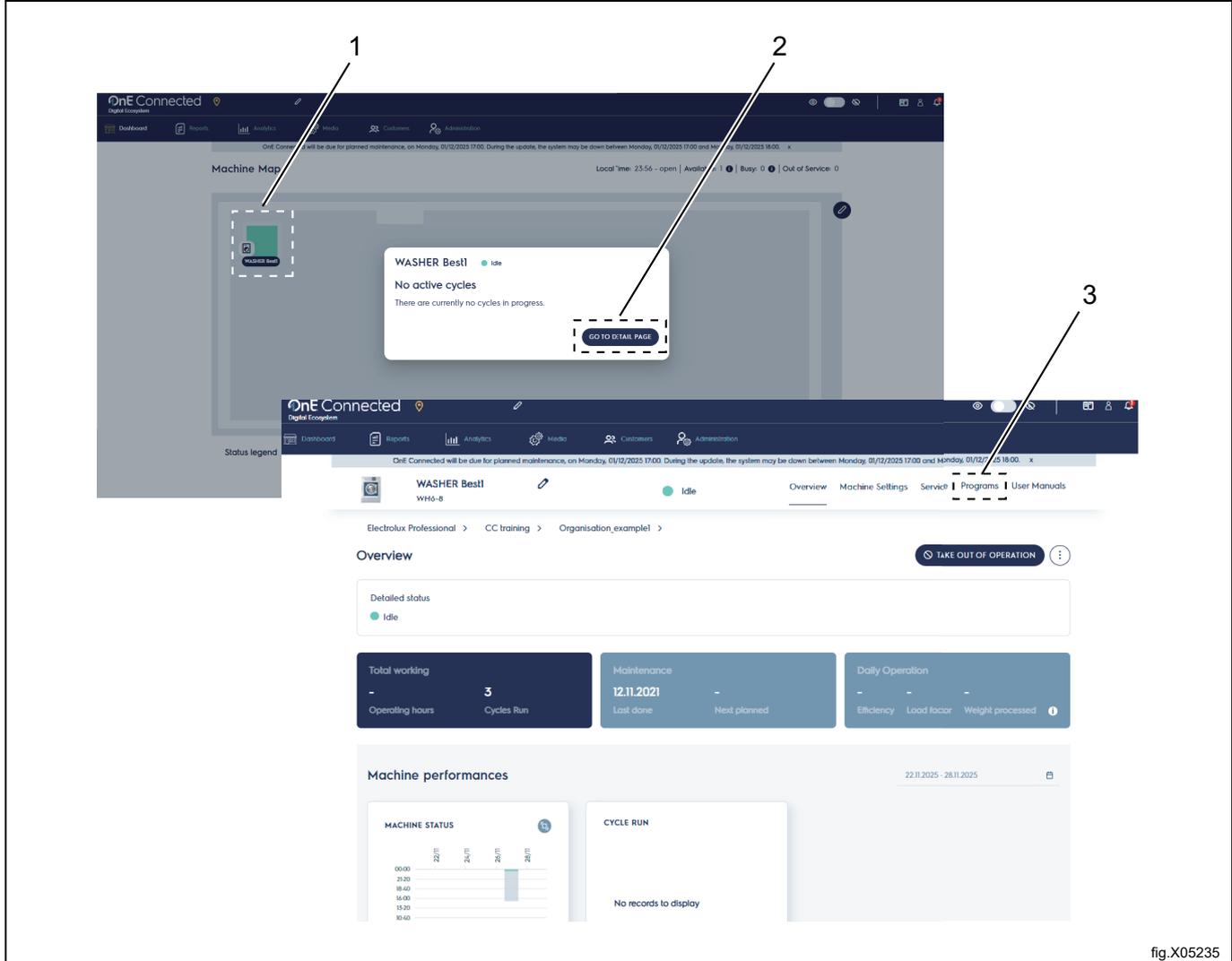


fig.X05235

- Change the program's price, option's price as you need (4).
- In this "Programs" tab, there is a feasibility to deactivate/active the programs list by clicking on 3 dots icons (4.1).

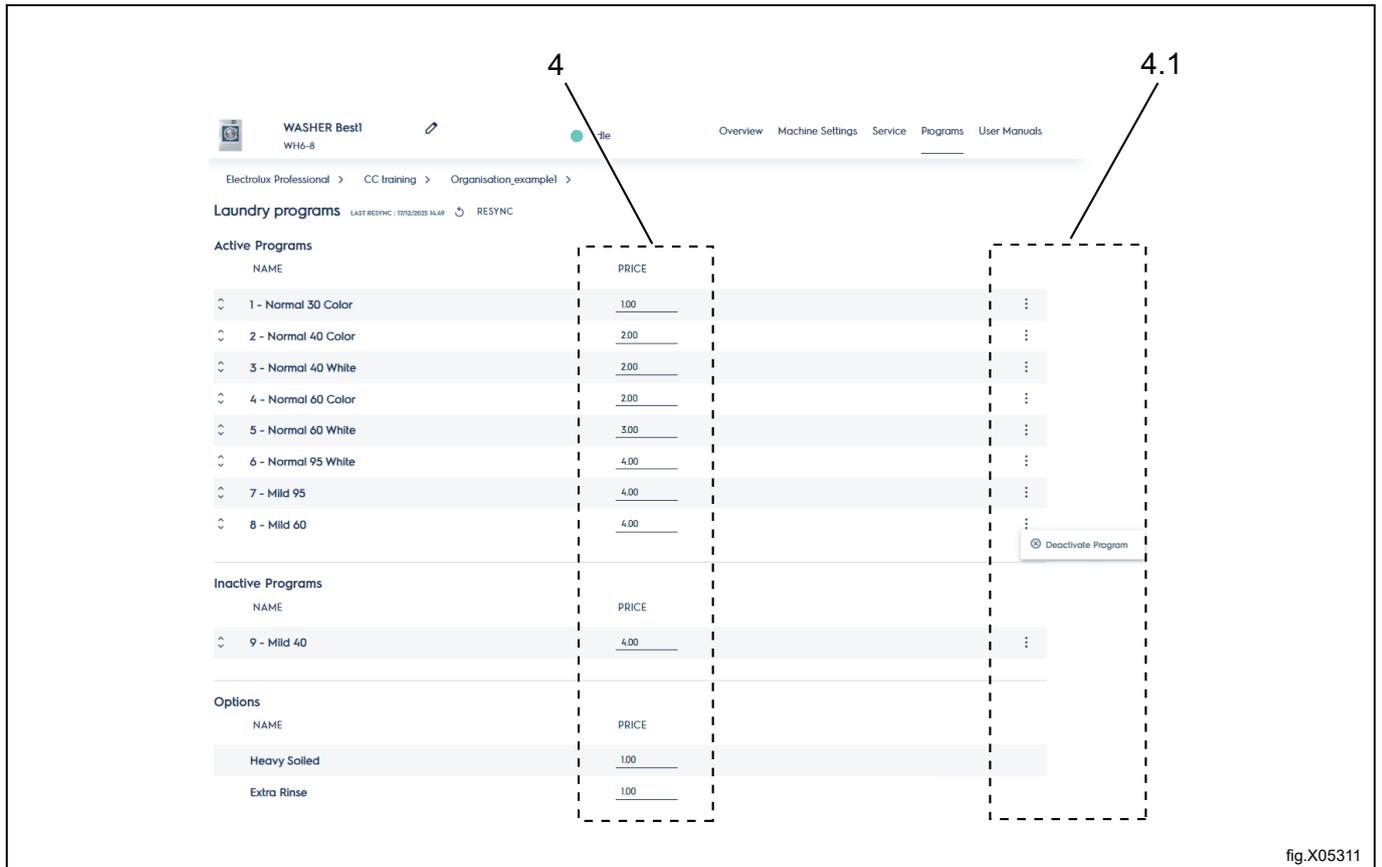


fig.X05311

- When the settings are ready, at the bottom of the screen click "SAVE AND UPDATE" (5).

The screenshot shows the OnE Connected Digital Ecosystem interface. At the top, there is a navigation bar with icons for Dashboard, Reports, Analytics, Media, Customers, and Administration. Below this is a table of programs:

Program ID	Program Name	Price	Status
3	Normal 40 White	2.00	Edited
4	Normal 60 Color	2.50	Edited
5	Normal 60 White	3.00	Edited
6	Normal 95 White	4.00	Edited
7	Mild 95	4.00	Edited
8	Mild 60	4.00	Edited
9	Mild 40	4.00	Edited

Below the table, there is a section for "Inactive Programs" with the message "no inactive programs available".

At the bottom, there is a section for "Options" with a table:

Option Name	Price	Status
Heavy Soiled	1.00	Edited
Extra Rinse	1.00	Edited

At the bottom right, there are two buttons: "CANCEL" and "SAVE AND UPDATE". The "SAVE AND UPDATE" button is highlighted with a dashed box and labeled with the number 5.

fig.X05312

- The the setting prices are ready, click "LAUNCH" (6).
- If there is more than one machine, there is a feasibility to click "LAUNCH ON OTHER MACHINE" (6.1), then select machines as needed.
- Click "APPLY" (7).

The screenshot shows three overlapping windows from the OnE Connected interface:

- A confirmation dialog titled "Do you want to confirm?" with the text "Starting from the current update." It has "CANCEL" and "LAUNCH" buttons. The "LAUNCH" button is highlighted with a dashed box and labeled with the number 6.
- A second confirmation dialog titled "Do you want to update also other machines?" with the text "Starting from the current update, you can launch the same one on other machines." It has "LAUNCH ON OTHER MACHINES" and "LAUNCH SINGLE MACHINE" buttons. The "LAUNCH ON OTHER MACHINES" button is highlighted with a dashed box and labeled with the number 6.1.
- A "Select the machines to update" dialog with a search bar and a list of machines. The list includes "all devices", "[4/3]", "000000000C:123456788", "TD6-20", "EUT 534 2.0.0" (checked), "TD6-14 2.0.0", "TD6-7HP", "W0", "TD6-6", and "W0". The "APPLY" button at the bottom right is highlighted with a dashed box and labeled with the number 7.

fig.X05313

3.5.5.3 Publish QR-codes of appliance(s)

Access menu: **Administration > Machine command and control > All machines**

In this section it is possible to create and publish QR-codes to put on the machines in the laundry.

- Select the machines from the list. Clicking on "Machine" will automatically select all of the machines in the list.
- Click on the 3 dot and then click on the "QR code" (1).

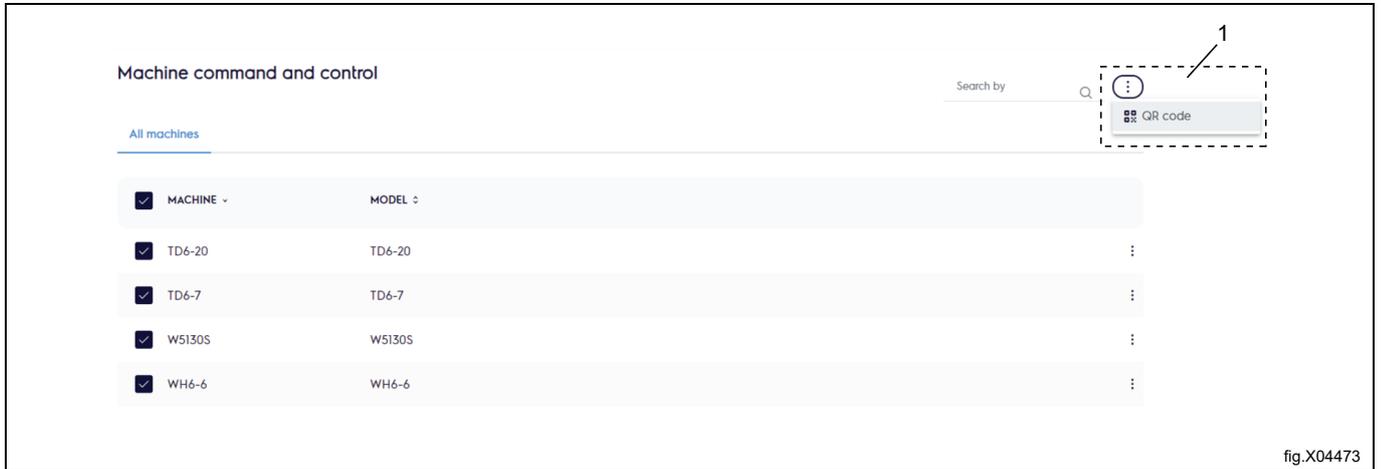


fig.X04473

- In the following menu the QR code can be customized.

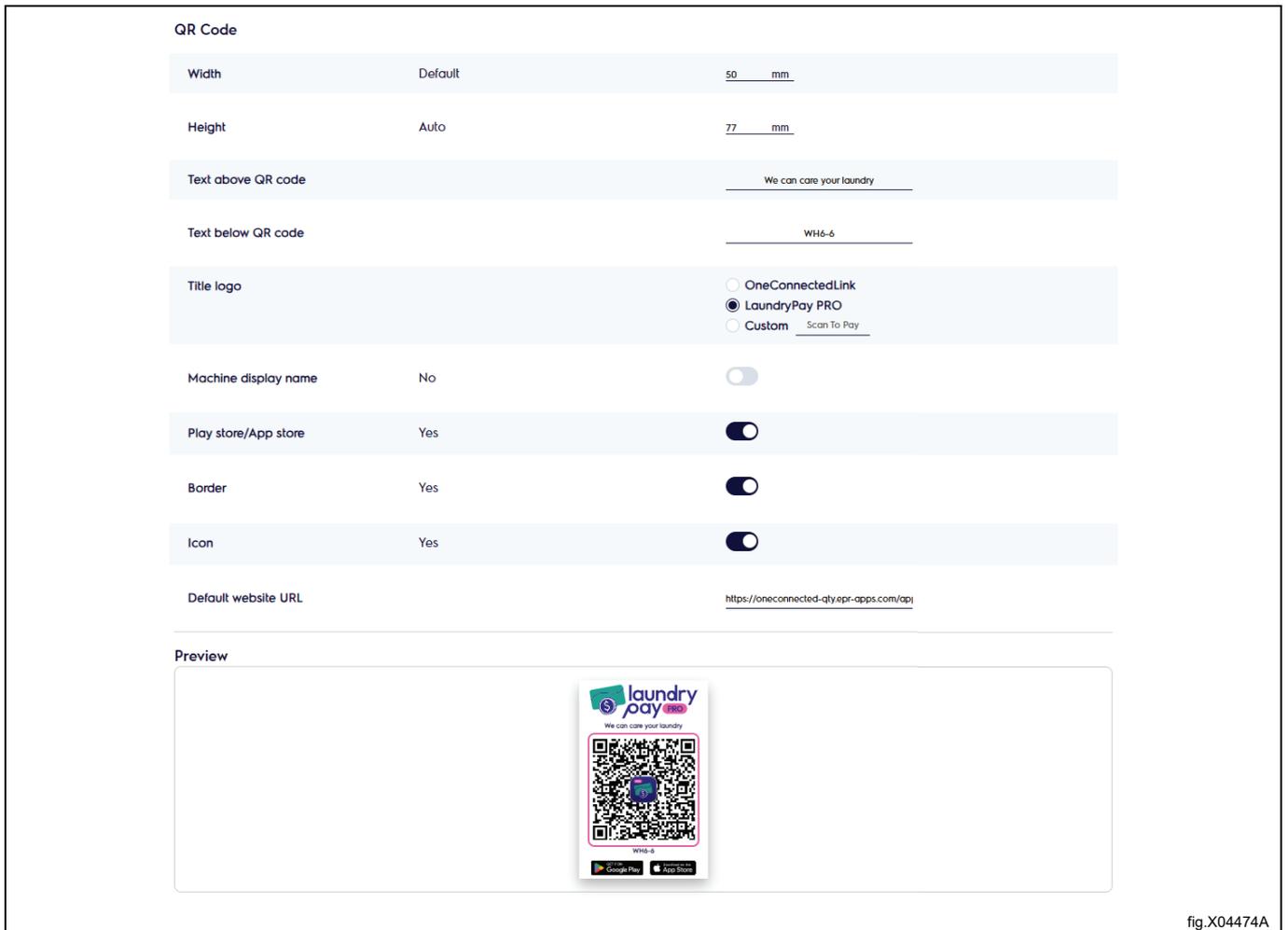


fig.X04474A

- Select machines again and click on "Print" to publish the pdf-files for the QR-codes.
- The QR-codes must then be printed out locally and put on the machine.

3.6 Customers

In this section you can handle the customers that are using the specific laundry.

When a new customer downloads the payment app and register it will automatically pop up in the “Customer list” (5).

1. List of all new customers this week
2. Shows how many of the customers that have been active this week
3. Shows an average sum spend per cycle
4. Shows the total sum spend by all of the customers
5. List of all the customers using the laundry

The dashboard is divided into two main sections: **Customer acquisition** and **Customer behavior**.

Customer acquisition includes:

- NEW CUSTOMERS THIS WEEK**: 5 (42 this month, 619 totalcustomers)
- ACTIVE CUSTOMERS THIS WEEK**: 38 (243 this month)

Customer behavior includes:

- AVERAGE AMOUNT PAID BY APP FOR WASHING CYCLES**: \$ 7.20 (\$ 6.95 average amount paid by coins)
- CREDIT BALANCE**: \$ 2403.69 (2,243,007 loyalty balance)

Customer list (5):

Ab Q

Search X 1 filter applied X CLEAR ALL

NAME	CONTACTS	LAST OP.	CREDIT BALANCE	LOYALTY BALANCE	TOT. SPENT	VISITS	TAGS
Rosales Abel	+15257877502	20.01.2026 03:41 SPENT	\$ 2.00	4,575	\$ 385.75	85	
Saenz Elizabeth	+323367625	20.01.2026 00:31 SPENT	\$ 4.50	1,550	\$ 175.50	37	
Contreras Abraham	+3103867870	18.01.2026 18:01 SPENT	\$ 0.50	5,150	\$ 171.50	35	
Cristales Sabrina	+3232109956	17.01.2026 18:02 SPENT	\$ 2.50	9,250	\$ 372.50	63	
Sarabia Kenya	+3236490408	15.01.2026 20:06 SPENT	\$ 9.75	1,600	\$ 376.00	53	
Lara Elizabeth	+8184572163	26.11.2025 05:51 SPENT	\$ 8.75	11,675	\$ 126.75	7	
sarabia Alberto	+3236809468	12.11.2025 16:12 SPENT	\$ 5.50	4,450	\$ 44.50	4	

fig.X04479AB

3.6.1 Customer data (Setting: Tag, Lock/Unlock and Attendant role)

In the customer list you can search for a specific customer using the search function or simply scroll down in the list and pages.

Click on a customer to see more details.

Customer list

search  

NAME	CONTACTS	LAST OP.	CREDIT BALANCE	LOYALTY BALANCE	TOT. SPENT	VISITS	TAGS
Flores Oscar	+3234240268	23.01.2026 21:13 SPENT	\$ 13.75	1,625	\$ 276.25	52	
Arto Ariel	+3234506940	23.01.2026 20:06 TOPUP	\$ 20.75	14,925	\$ 189.25	28	
VWegns Corina	+3233044355	23.01.2026 19:37 WASH & FOLD	\$ 17.00	600	\$ 1249.75	577	ATTENDANT
Diaz Sergio	+3239457294	23.01.2026 19:00 SPENT	\$ 7.75	12,425	\$ 244.25	29	
Yareno Perla	+5627940019	23.01.2026 18:58 SPENT	\$ 7.50	1,750	\$ 456.50	86	

fig.X04479AA

1. Customer information
2. Device information

This can be useful to know if a customer for example complains about something does not work properly in the payment app. It might be the case that the customer is using an old version of the payment app and need to update.

< BACK TO CUSTOMER LIST

Sam Logresti
ATTENDANT

Data Statistics Transactions

Customer Information

Name* Sam Surname* Logresti Email

Mobile* +3244872886

SAVE

Device Specification

BRAND	MODEL	VERSION	APP NAME	OS VERSION	LAST REFRESH
Apple	iPhone16,2		OneConnectedLink	iOS null	Apr 9, 202516:15
Apple	iPhone 15 Pro Max	1.71(134)	OneConnectedLink	iOS 26.2.0	Jan 15, 202612:34

fig.X04480AB

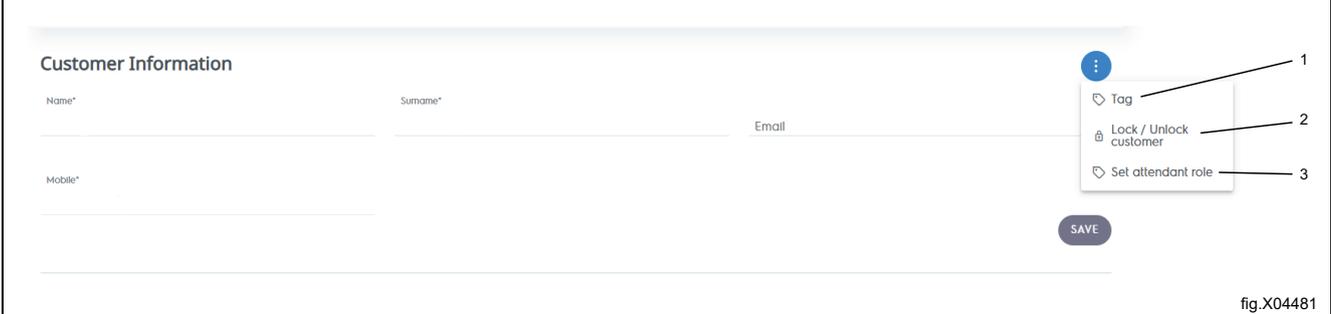
1. Tag

Here it is possible to put a tag on the customer from a drop down list. The tag will be visible together with the customer details

2. Lock / unlock customer

Here it is possible to lock a customers wallet for any reason.

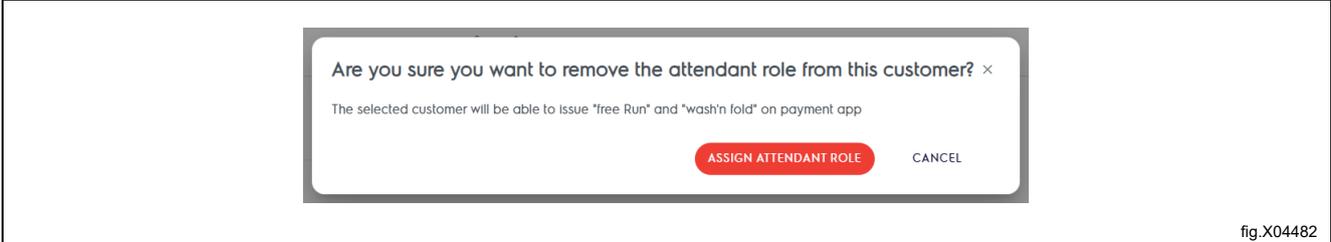
It is also here you unlock the locked wallet for the customer again.



The screenshot shows a form titled "Customer Information" with input fields for Name*, Surname*, Email, and Mobile*. A "SAVE" button is located at the bottom right. A dropdown menu is open, showing three options: "Tag" (labeled 1), "Lock / Unlock customer" (labeled 2), and "Set attendant role" (labeled 3). The label "fig.X04481" is in the bottom right corner.

3. Set attendant role

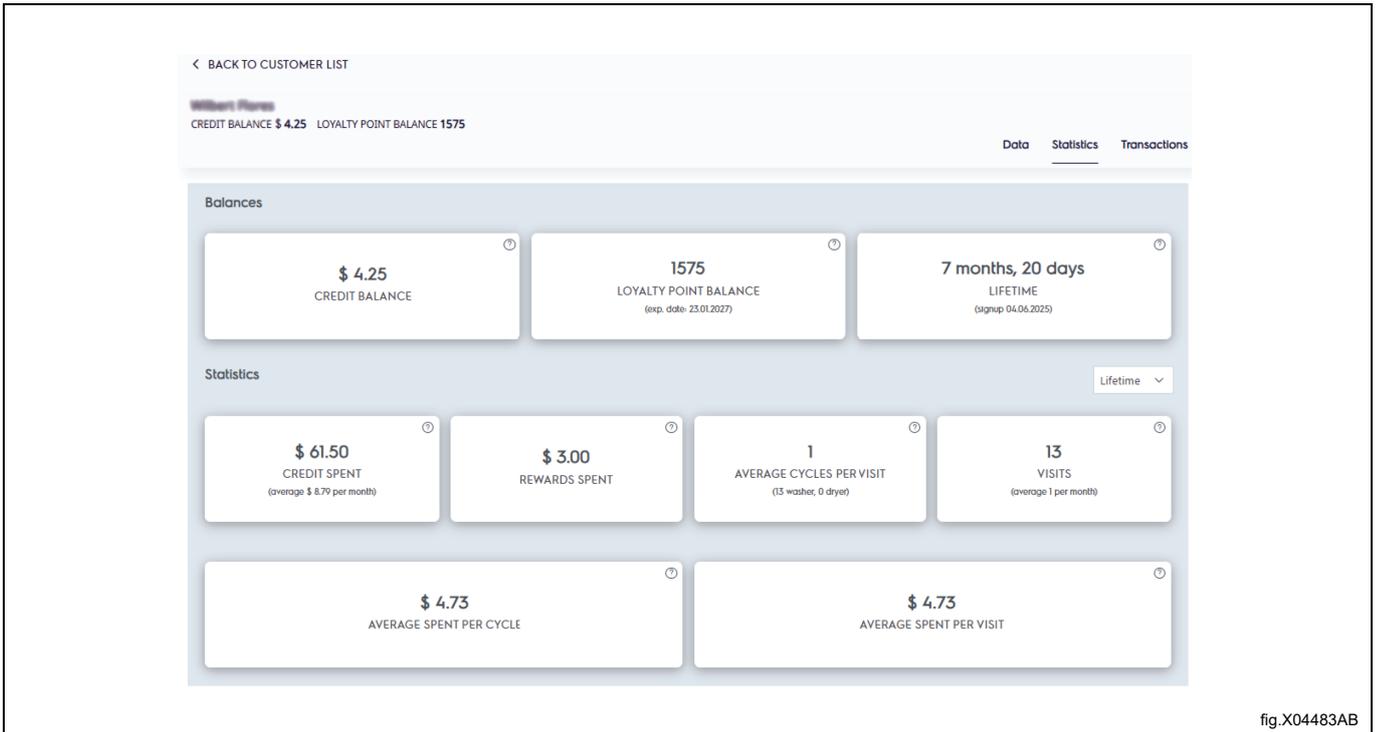
The attendant role is giving the customer possibility to choose a free run and a wash'n fold service in the payment app.



The screenshot shows a confirmation dialog box with the text: "Are you sure you want to remove the attendant role from this customer? ×". Below this, it says: "The selected customer will be able to Issue 'free Run' and 'wash'n fold' on payment app". At the bottom, there are two buttons: "ASSIGN ATTENDANT ROLE" (in red) and "CANCEL". The label "fig.X04482" is in the bottom right corner.

3.6.2 Customer statistics

For the selected customer it is also possible to see balances and statistics of credits, loyalty points, visits etc.



3.6.3 Customer transactions (Setting: Credit & Debit)

For the selected customer it is also possible to see all the transactions made, which type of transaction and which machine that was used etc.

< BACK TO CUSTOMER LIST

Data Statistics Transactions

William Flores
 CREDIT BALANCE \$ 4.25 LOYALTY POINT BALANCE 1575

Customer Information

+ CREDIT - DEBIT

SUM TRANSACTION \$4.25 +
SUM REWARDS \$3.00
SUM LOYALTY +7575

FILTERS

DATE	TYPE	TRANSACTION	TRANSACTION DETAIL	LOYALTY POINTS	REWARD SPEND	
23.01.2026 20:38	SPENT	- \$ 4.75	W17	+475	\$ 0.00	⋮
10.01.2026 16:58	SPENT	- \$ 3.75	W16	-1625	\$ 1.00	⋮
10.01.2026 16:38	TOPUP	+ \$ 10.00	Visa 481582*****17...			⋮
03.12.2025 14:08	SPENT	- \$ 3.75	W43	-1625	\$ 1.00	⋮
01.12.2025 14:36	SPENT	- \$ 4.75	W19	+475	\$ 0.00	⋮
01.12.2025 14:34	TOPUP	+ \$ 10.00	Visa 481582*****17...			⋮

fig.X04484AB

Here it is possible to give the customer a credit or a debit.

- Click on the “Credit” button and fill in the necessary data.
- Click on the “Debit” button and fill in the necessary data.

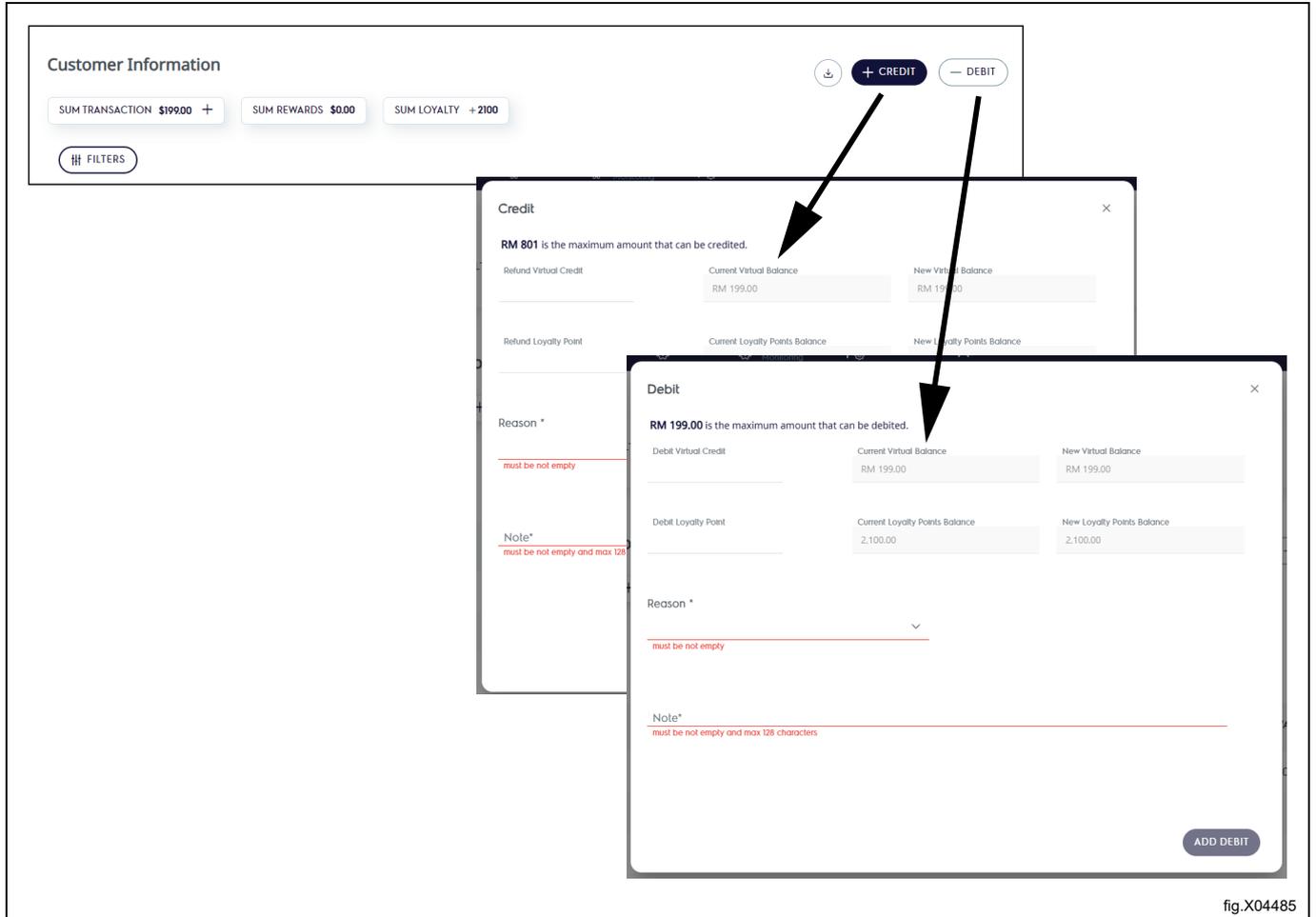


fig.X04485

4 The payment app (OneConnectedLink)

The payment app is used by the customer. The settings for the payment app are made by the laundry owner / store owner.

The customer must first of all set up an account to be able to start using the payment app.

A good idea is to set up a poster with information regarding the payment app and QR-code labels attached on every machine.



fig.X04512

The following sections describes the functions of the payment app.

4.1 Setting up the payment app (OneConnectedLink)

Download the free **OneConnectedLink** app on the App-store.

1. Confirm that the terms are accepted.
2. Write and log in with the correct country code and phone number.
3. Confirm the account by the security code provided by the system.



fig.X04496

4.2 OneConnecedLink main menu

In the upper part of the main menu is your profile. you can edit your name or able to delete your account. The main menu contains the following menus:

- My stores
- Transaction history
- Settings
- Support request
- Help
- Sign out



4.3 My stores (Finding a laundry store)

It is important to allow geolocation and confirm in the payment app which laundry you are in.

1. You can also search for available laundries in the area from a list or the map view.
2. Click on “Show more” to see the opening hours of the laundry.

If you are within 200 meters (656 feet) from a laundry, that laundry will automatically pop up in the payment app as a suggestion.

It is also possible to scan a QR-code in the laundry to start the set up process.

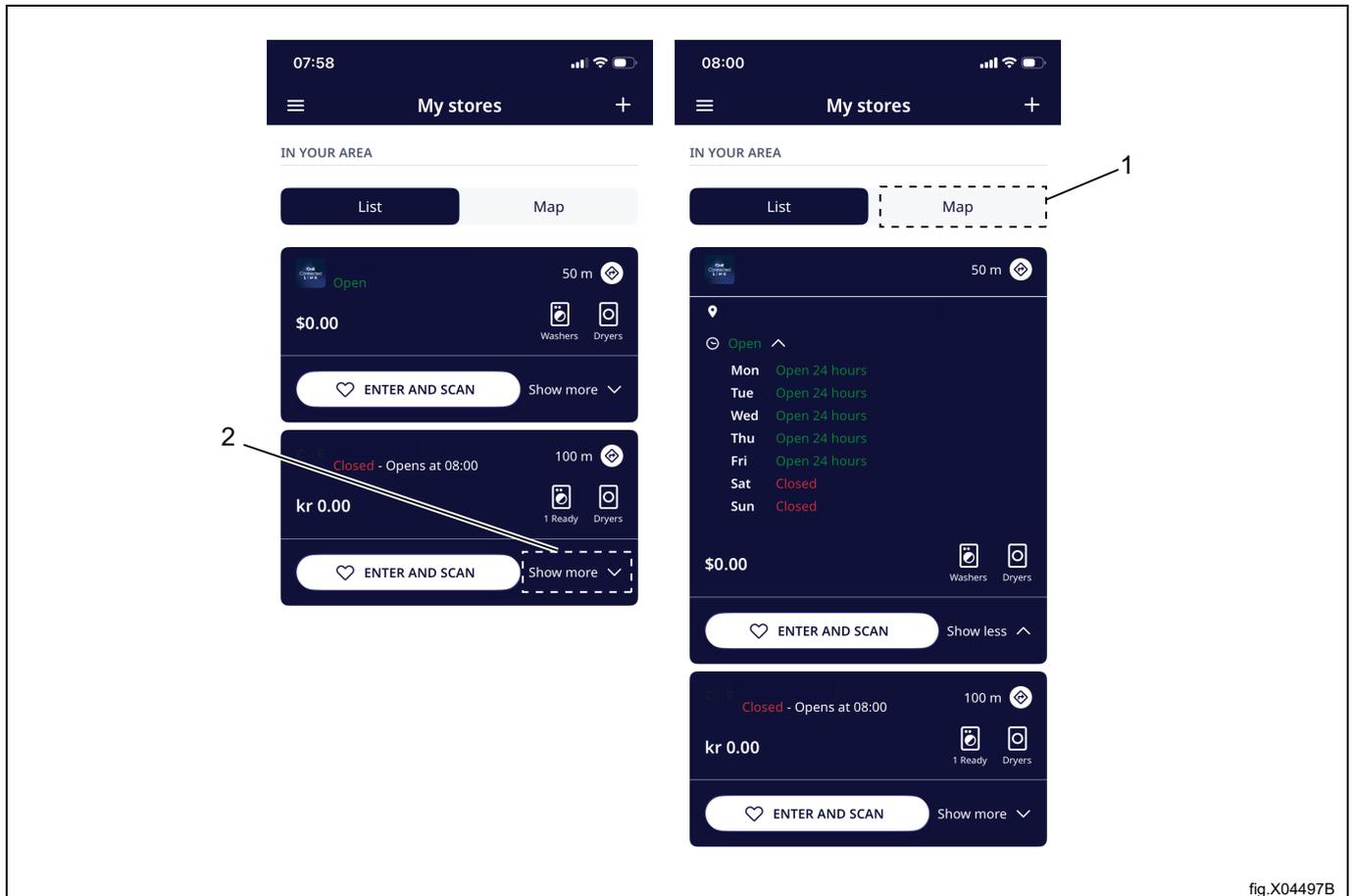


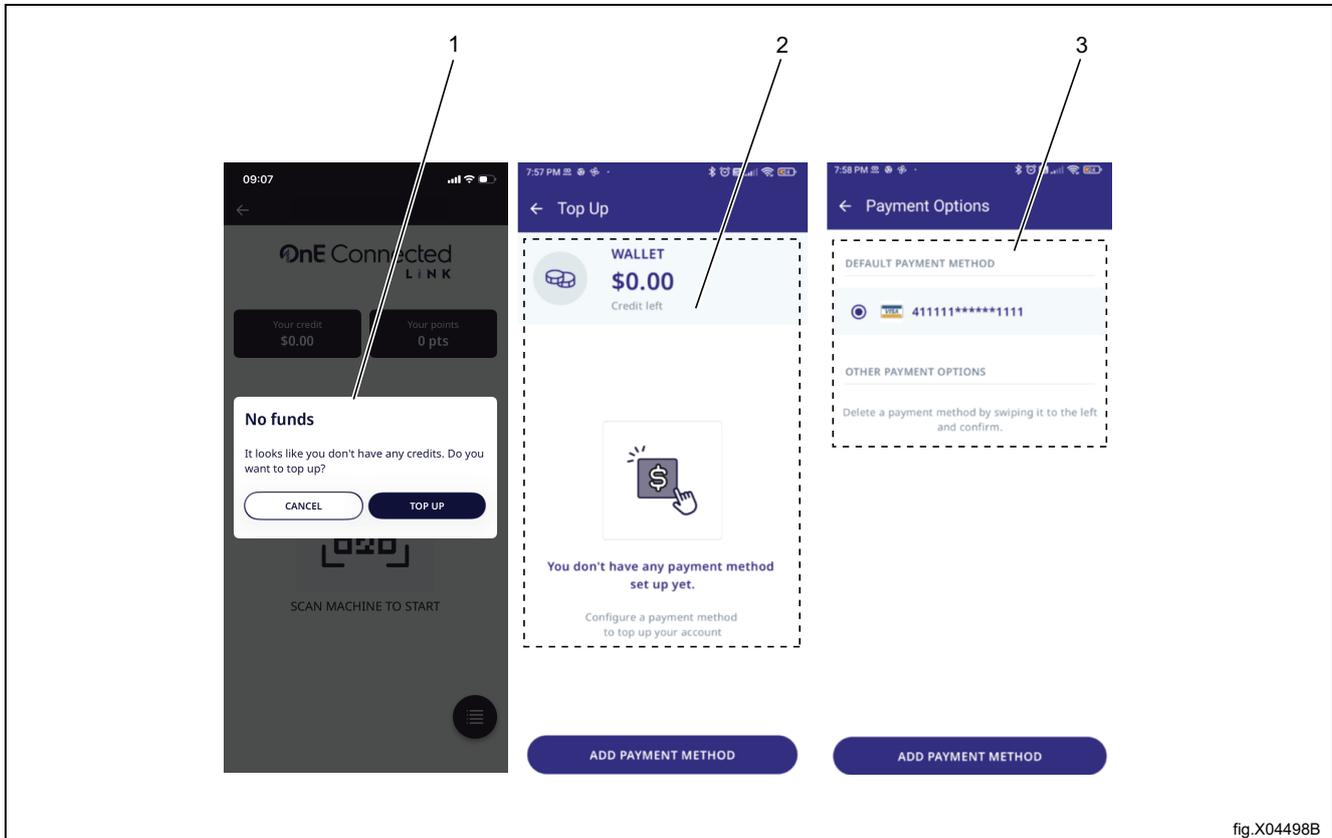
fig.X04497B

- In order for this to work it is important that the correct address and the business hours are set in the section “[organization list](#)”.

4.3.1 Top up the wallet

After a laundry store has been selected, the next step to do is to top up the wallet in order to be able to pay. "Top up" means adding money into your wallet so it can be used for laundry payment.

1. The first time the app will ask if you want to top up the wallet.
2. Set up the payment method and follow any additional steps on the screen.
3. Fill-in the credit card detail and follow any additional steps on the screen.



4. Select the amount of credit to top up your wallet with.
5. Check the payment details and confirm the order by sliding the bar.

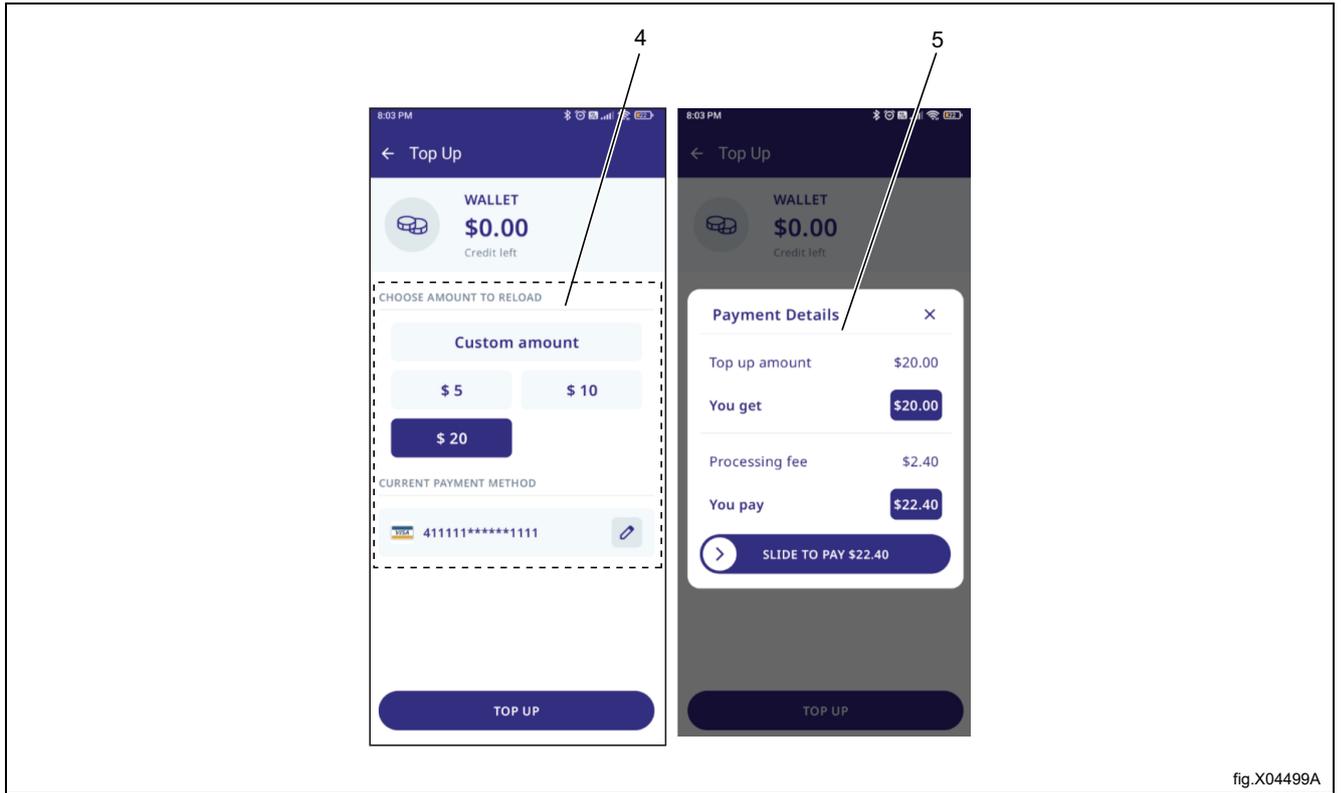


fig.X04499A

- The steps (4) showed in the payment app for the amount are set in the section "[Wallet parameters](#)".

When the top up has been done the payment app will show the actual credit in your wallet like in the following example (6).

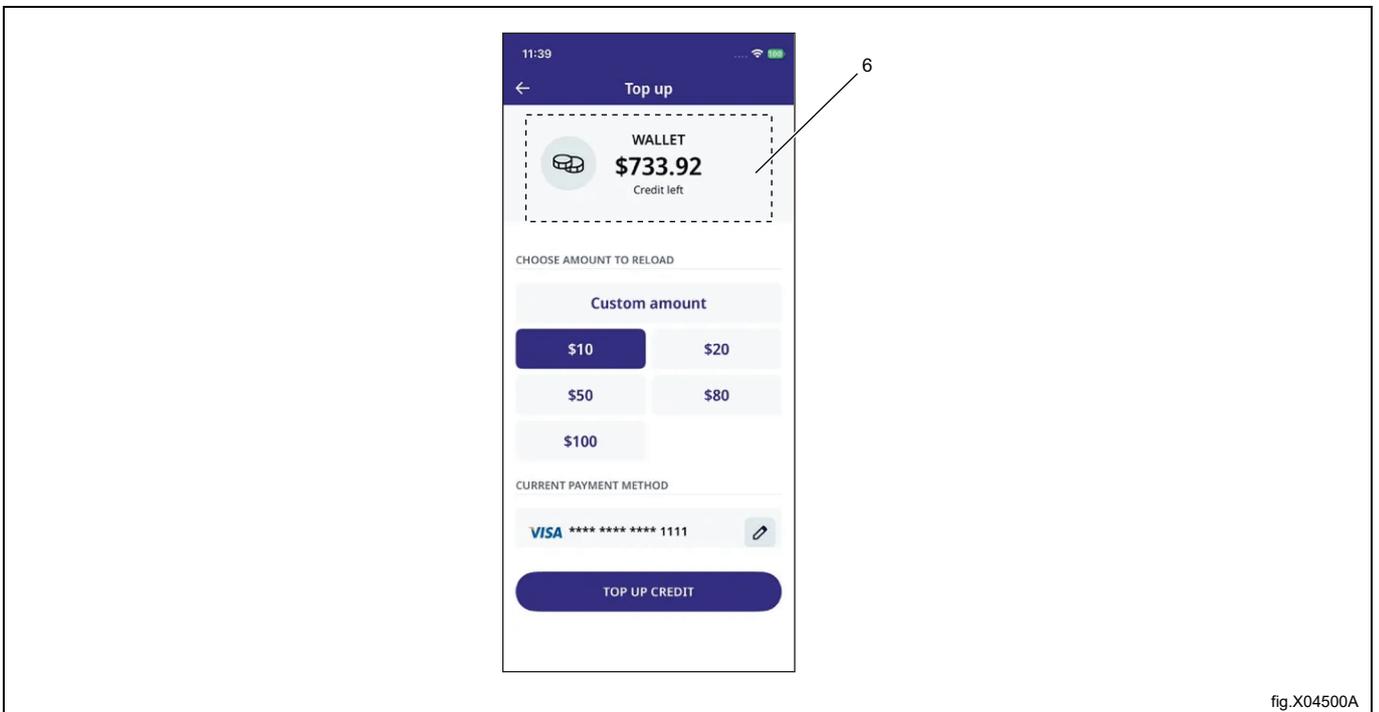


fig.X04500A

4.3.2 Rewards and loyalty points

The owner of the laundry might have given you some rewards. If so, they will be shown here. Use the loyalty points when paying.

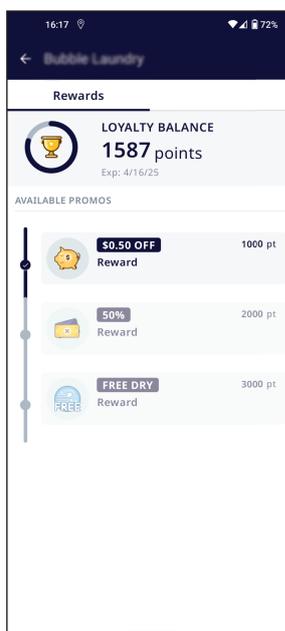


fig.X04502

All rewards and loyalty points that may show up here are set in the section "[Loyalty rewards](#)".

4.3.3 View machines in the laundry

All available machines will be displayed in the list of selected type (washers or dryers).

- A green dot indicates that the machine is free to use.
- A red dot indicates that the machine is occupied.

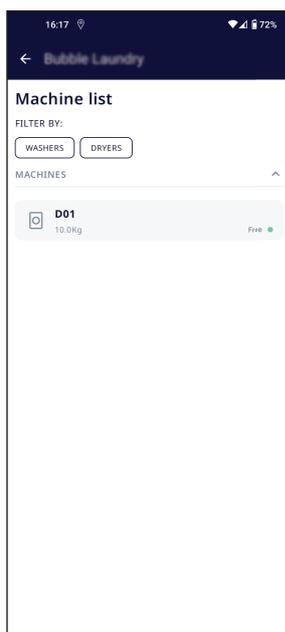


fig.X04503

4.3.4 Select a machine and start

When you have selected machine and prepared everything on the machine (loaded the laundry, selected program etc.) you are ready to pay.

This example shows payment for a drying program for 35 minutes and using a reward to pay.

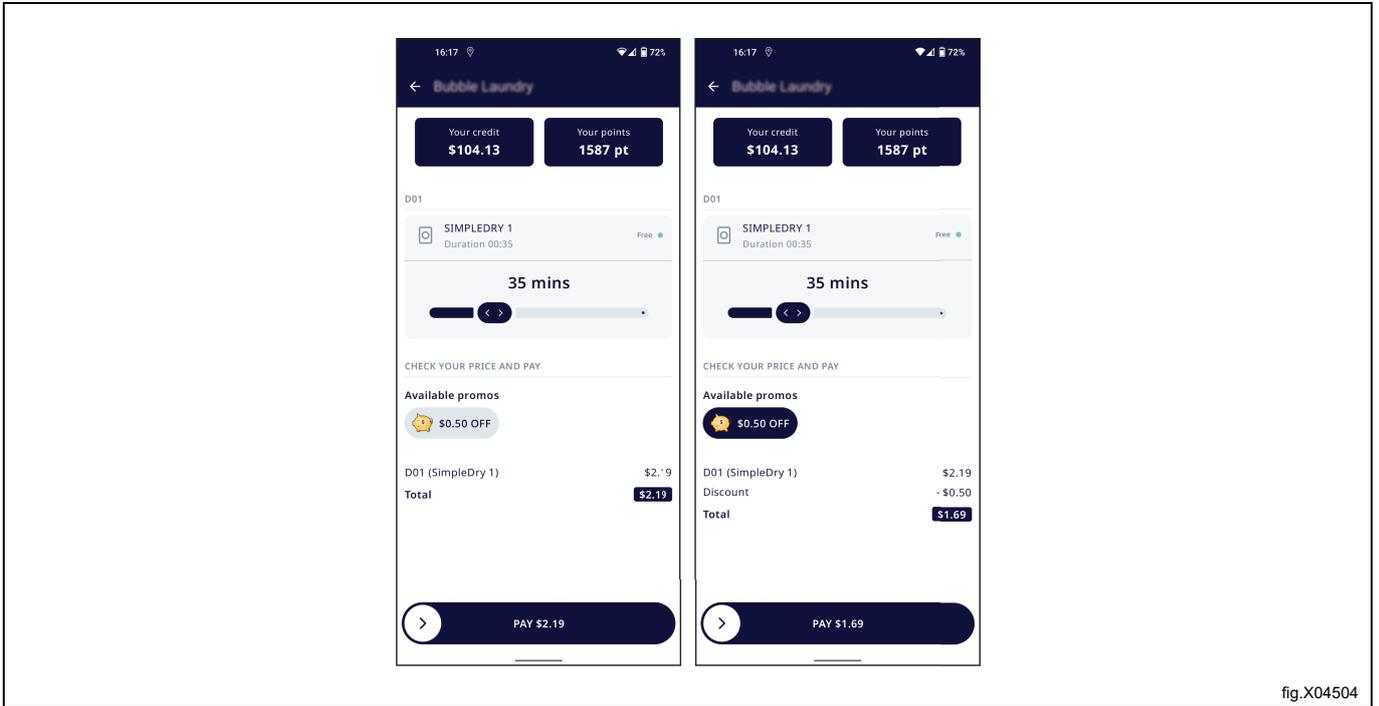


fig.X04504

When the payment is done the payment app shows a message that you can start the machine.

Note!

Do a final check that all is prepared on the machine.

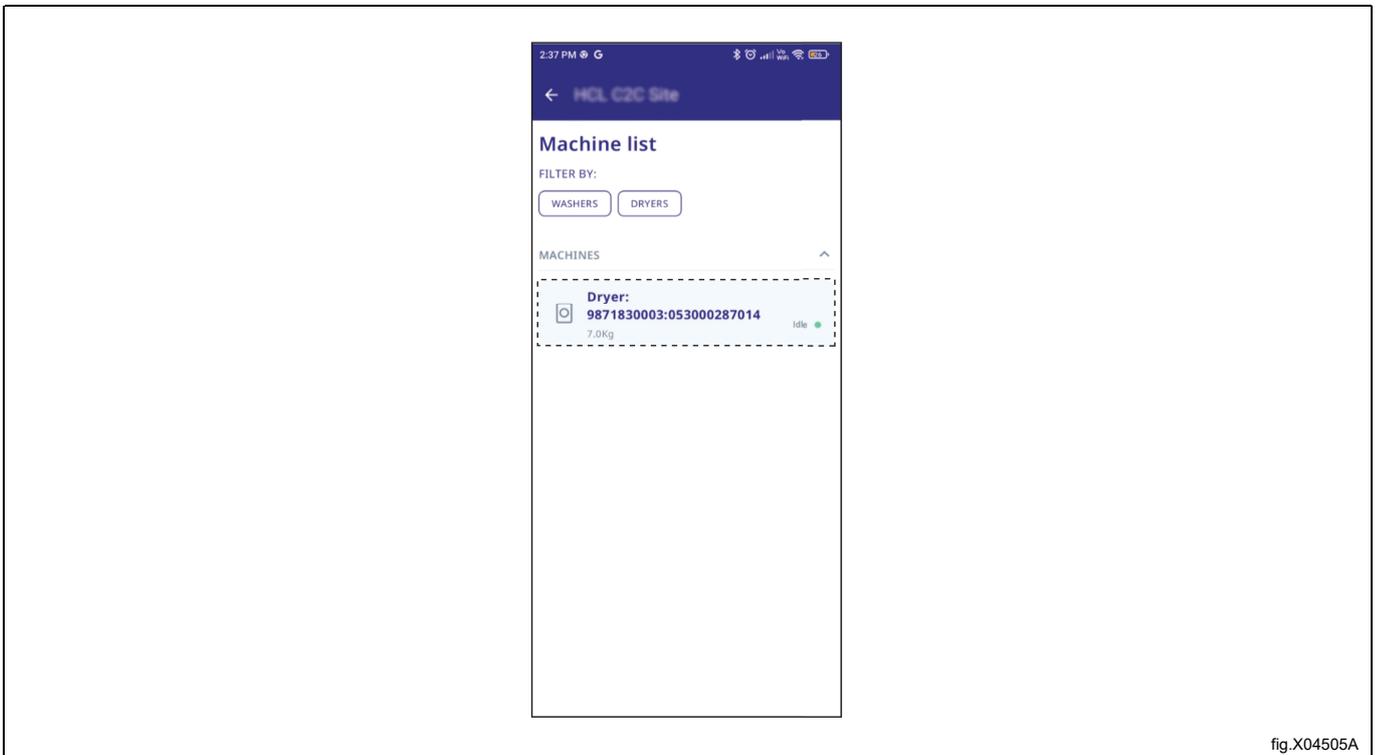


fig.X04505A

The payment app will show the time left of the cycle running.



fig.X04506

4.4 Transaction history

The transaction history can be filtered by store or transaction types.

Click on any transaction as you want to see its details.

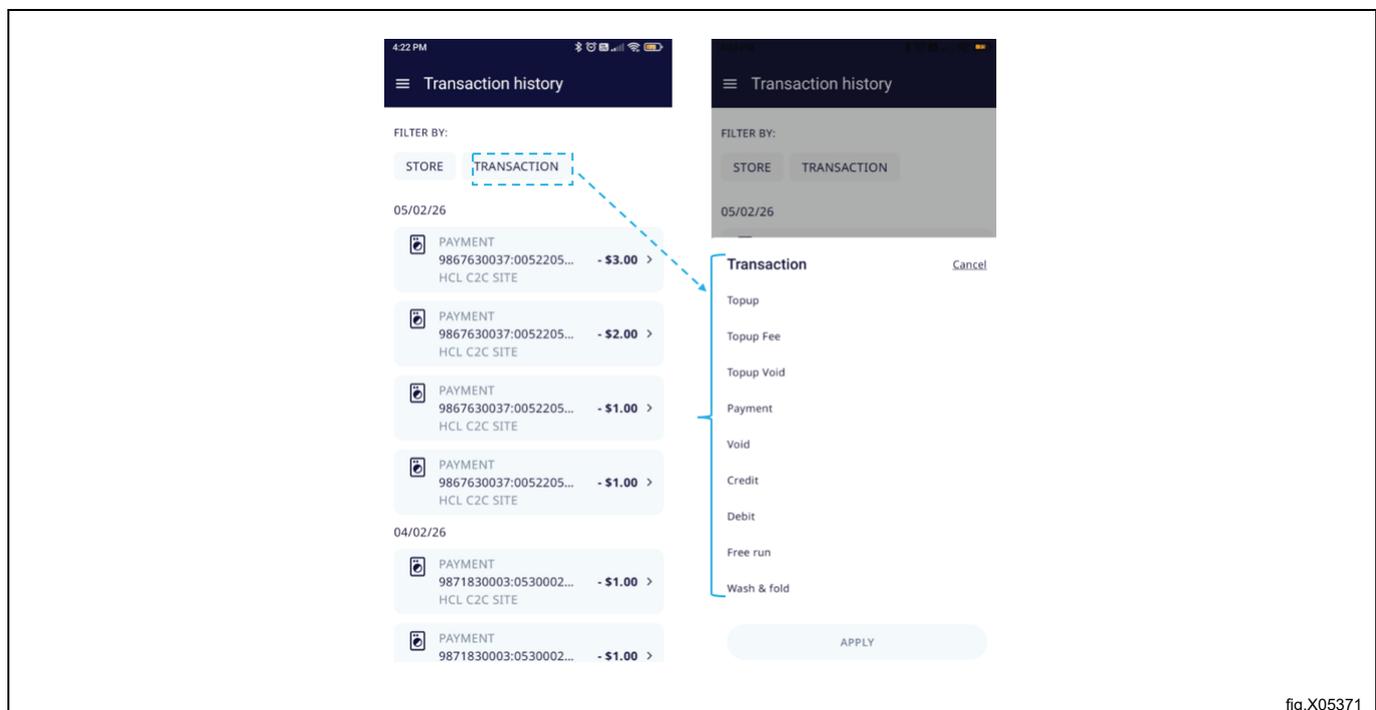


fig.X05371

4.5 Settings in the payment app

Select if you want to get push notifications with for example “End of cycle” notifications (1).
 If this is set the message will be displayed at the end of the cycle (2).

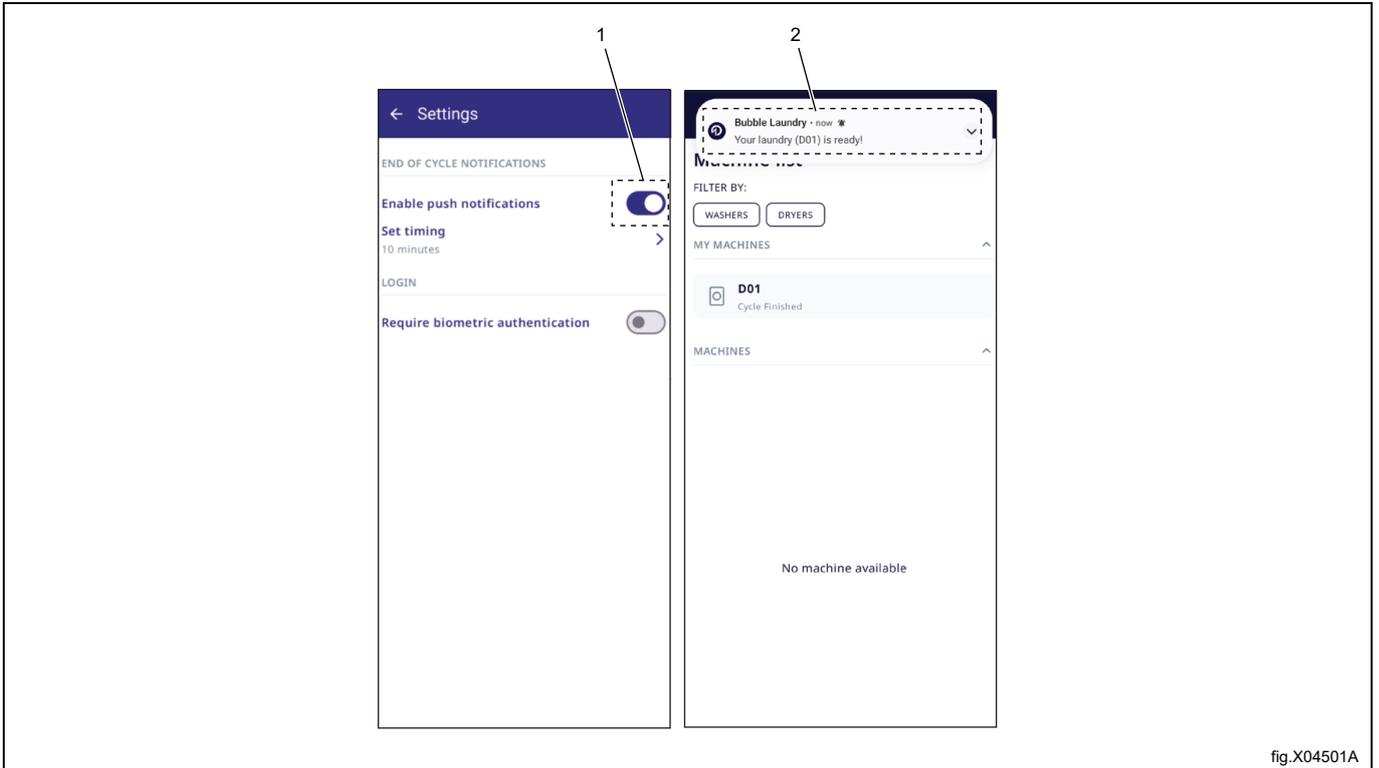


fig.X04501A

4.6 Support request

If you need any support from a laundromat manager, e.g. you can't pay for a cycle, the machine has problems, can't top up, app crashes, etc.

Select main menu > **Support request**.

Select a laundry store that needs the support, fill in the issue type, requirement issue details(*), description, attach media if there is any, and then click "SEND".

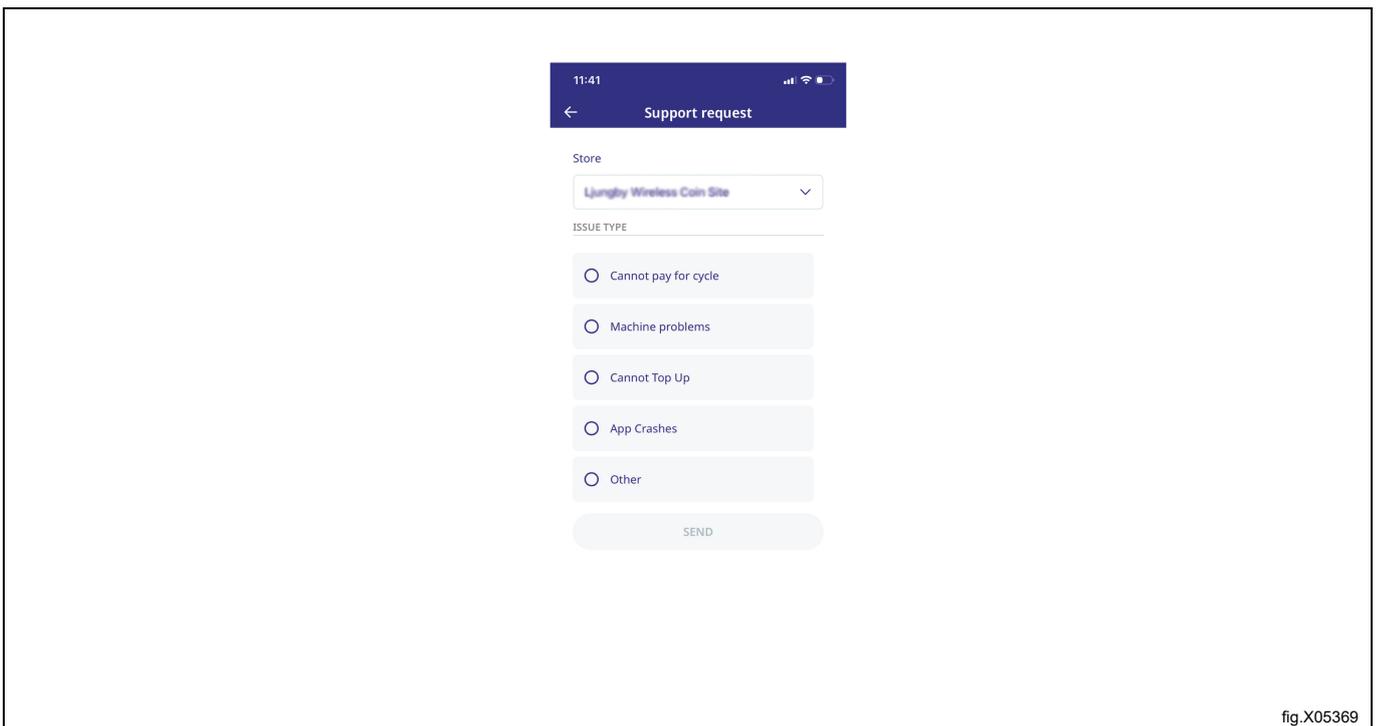


fig.X05369

4.7 Help

In the upper part of help menu, you can read a quick-guide how to install the OneConnectedLink app.

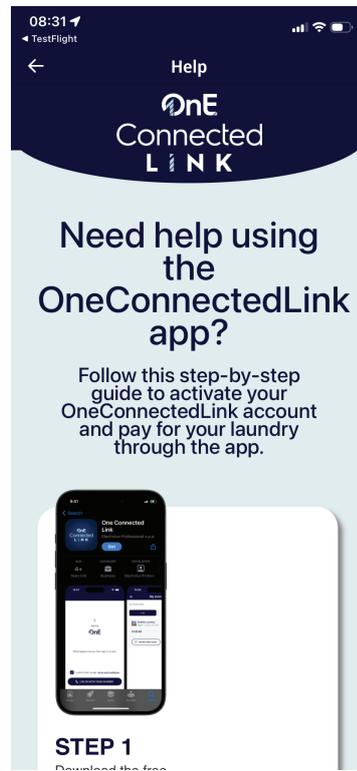


fig.X05370A

In the bottom part you can see the answers to OneConnectedLink's most frequently asked questions.

For example:

- **What is OneConnectedLink?**

OneConnectedLink is an app, available in the App Store and on Google Play, that lets laundromat customers pay for their laundry and interact with the store through their smartphone.

- **What device do I need to use OneConnectedLink?**

OneConnectedLink is compatible with iPhones running iOS 17.0 or later and Android devices running 8.0 or later.

- **Can I use OneConnectedLink in any laundromat?**

No. Look for the OneConnectedLink logo, it will only function in stores that support the system. It is exclusively available in select stores with Electrolux Professional, Wascomat and Encore washers and dryers in the US, Canada and other selected countries. If your local laundromat is equipped with Electrolux Professional or Wascomat washers and dryers, ask if they have installed OneConnectedLink.

- **How do I add funds to my OneConnectedLink balance?**

After creating a payment card for the laundry, choose the option to top up the balance. You have to add a payment method. Enter any Visa, Mastercard, American Express or Discover Card. Most Bank Debit cards work as well. Then choose an amount to add.

- **What if I want to pay by cash?**

Some stores have a kiosk that allows users to topup by cash. If it is present: press the button present on the kiosk scan the QR code that appears on the display insert the bills press again the button present on the kiosk to complete the operation.

- **How do I pay for my wash/dry?**

With the application open, choose your local laundry. That will bring you to the main screen. You will see a big camera button in the middle of the screen. Press that button, allow access to your camera if the phone requests it, then aim your camera at the QR code on the machine you wish to start. If it doesn't work you can connect by selecting a machine from the machine list.

- **How can I see machine availability at my local laundromat?**

Just start the application, the number of machines available in all the OneConnectedLink laundries you have joined will appear in their wallet cards.

- **How do I gain loyalty points?**

You will gain one loyalty point for every penny you spend on laundry. But keep in mind, that you only get points when you spend your credit, not when you load the application and the amount of earned points can vary depending on the location.

- **What can I use my loyalty points on?**

Loyalty points can be exchanged with rewards that can be applied as a discount on a washer or a dryer. The option to add a reward appears in the payment page when you have earned enough points to redeem it in your app.

- **Where can I see my rewards?**

With the application open, choose your local laundry. Tap on loyalty points number and then you will see the rewards that you can redeem and the ones that you still can't. Tapping on a reward allows you to see details and applicability: some might be applicable only to washers or dryers of a certain size.

- **Can I use OneConnectedLink at more than one laundromat?**

Yes you can, but each laundromat will have its own card in your application, and you cannot spend credit from any other laundromat, except the one that you are in.

- **Need help or in-store customer service?**

The local attendant is your best source for help inside the laundry. If you encounter any problems, please bring it to the attention of an attendant, and they can help you resolve the issue.

- **Refunds**

Each store using OneConnectedLink has its own policies regarding refunds. Please see a manager at the store if you wish to request a refund. Please note that the OneConnectedLink technical support team cannot issue refunds on behalf of individual laundromats.



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