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| T.I. no.: 2021-13 Updated: - | Thema: SCS / SOUL Software V4.24.9 |
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|------------------------------------|-----------------|--------------------------------|
| Date: 21.04.2021 | Priority | Need for action |
| Affected machines: SCS/SOUL | High | As soon as possible |
| From serial number: - | X Medium | X On next visit to the machine |
| As of date: Immediately | Low | FYI only |

INFORMATION

Software-Update

With the new software update V4.24.9, further features have been integrated and the software optimised:

- > Schaerer 2nd Screen (QR code)
- > Reducing milk wastage
- > Update media manager
- > Software update note

GENERAL NOTE

Further technical information can be found in the SCS/SOUL Technical Support training documentation.

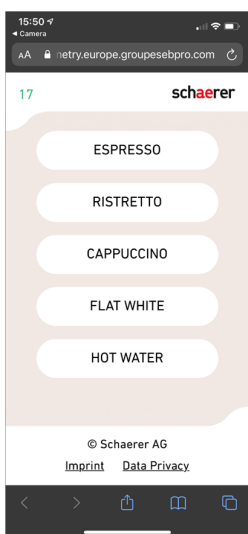
Title: Training modules / Reference manual

Edition: V12.0 | 04.2021

Languages: DE, EN, ZH und TH (available on the Schaerer Coffee Link from mid-May 2021)

NEW FEATURES

Schaerer 2nd Screen (QR code)



This function enables touchless operation of the machine via QR code on a mobile end device (smartphone or tablet). An additional app installation is not necessary. This ensures more hygiene and flexibility in self-service.

A coffee order in just two simple steps:

1. Communication through a separate application on the mobile device.
2. Drink menu appears and the desired drink can be selected.

Overview:

- Compatible with any mobile operating system
- No download/installation of an app necessary
- Free software update
- Normal operation via touch screen still possible

Requirement:

- Telemetry must be active
- No registration of the machine on Schaerer Coffee Link necessary



Reducing milk wastage

With this functionality, milk waste can be optimised while adjusting the quality of the milk beverages. There is an interaction between beverage quality and milk waste (milk residues).

Different quality levels can be defined for:

- Hot and cold milk foam
- Hot and cold milk

Quality levels

- High quality: (default after a software upgrade)
 - > results in the best beverage quality, but the highest milk waste (Depending on the type of milk beverage).
- Reduced quality: (default setting)
 - > results in a considerably lower milk waste.
- Advanced mode: manual setup of the system.
 - > for test purposes.

Update media manager

SOUL 12: Media package with video sequences

The video replay on the Schaerer Coffee SOUL (SOUL 12) is supported with this software version.

We have put together a sample media package for you to adapt an existing media package for the SOUL 12. It can be downloaded free of charge via the <Schaerer Coffee Link> in our Media Pool.



<https://mediapool.coffeelinkng.schaerer.com/admin/share/5d7151b8>

INFORMATION

Detailed instructions can be found in the SCS/SOUL training documentation from Technical Support.

Specification of the video format

Recommended MP4 video format:

- 1024 x 768 Video resolution
- 4:3 Landscape aspect ratio
- 50 MB Maximum file size
- 3 Minuten Maximum video length
- 25fps Maximum frame rate
- 3MB/s Maximum bitrate
- Audio, no audio stream

Software update note

With the programme change of the development environment, different software versions will be provided for the Schaerer SCS and SOUL machines in the future.

SOUL 10/12

- > Linux operating system
- > Example file: SOUL_4.22.9.5812c31_P5.sca3

SCS

- > WindowsCE operating system
- > Example file: SCS_4.20.2.45e4ec5_P1_P2.sca3