

FAQ - Melitta® Connect App



- 1) Which fully automatic coffee machines are supported by the Melitta® Connect App?

The Melitta Barista T Smart® and Melitta Barista TS Smart® fully automatic coffee makers are supported by the Melitta® Connect App.

- 2) Which mobile phones are supported by the Melitta® Connect app?

The Melitta® Connect app can be used on all Android smartphones with Android 4.3 or higher. Apple devices from iPhone 5s or higher using iOS 10 and higher are supported. Bluetooth low-energy support is also essential.

- 3) Where can I download the Melitta® Connect App?

First, make sure your smartphone is supported by the Melitta® Connect app. The installation requires 50MB (Android) or 70MB (iOS) free disk space.

The app can be downloaded from the Google Play store or the iOS app store under 'Melitta® Connect'. To fully synchronize the app content a stable Internet connection is required when the app is initially launched.

4) Why must location access be allowed to connect the Android app?

Location sharing is a system requirement of Android to use Bluetooth.

In addition to permission, location access to your Android setting must also be enabled. However, no location data is recorded or stored by our app.

5) The smartphone cannot connect to the fully automatic coffee machine!

First, make sure that neither the smartphone nor the fully automatic coffee machine is connected to another device.

The Bluetooth connection must be made through the app, not via the device settings of the smartphone. If you have already connected the smartphone via the device settings, first delete the pairing and establish a connection via the app afterwards.

To connect to the fully automatic coffee machine, successful pairing (initial connection) must have taken place first. Activate Bluetooth on your smartphone and make sure you are connected to the Internet. Activate Bluetooth pairing (60 seconds counter counts down) in the menu of your coffee machine under Bluetooth -> Connect. In the app under Connection to device, search for your fully automatic coffee machine (serial number) and select it to connect. After this one-off pairing, the connection to the fully automatic coffee machine only has to be activated from the App. To do this, search for your fully automatic coffee machine (serial number) in the App under connection to appliance and select it to connect.

The smartphone must be in the reception area (about 5 to 10 meters) and Bluetooth must be activated.

If you have problems with the connection, delete all existing connections in the menu of your Barista Smart® under Settings-Bluetooth-Factory reset. If necessary, delete the pairing in your mobile phone under Settings-Bluetooth-Barista select serial number-Cancel/delete connection. Now you can pair and connect again.

6) Expert settings or appliance settings are not accepted!

For the expert settings and appliance settings to be successfully accepted, they must be actively saved after being changed (by pressing Apply/Save). Scrolling may be necessary for this.

7) Barista TS Smart®: When Auto-Bean-Select is deactivated, the beans are only taken from one coffee bean compartment!

If the Auto-Bean-Select is deactivated, both bean compartments are treated as one large bean compartment. The coffee bean compartment is only changed when one of the bean chambers is empty. This only makes sense if the same type of coffee is used in both bean chambers.

If different beans are used, the Auto-Bean-Select must be activated.

The bean compartment can then be changed for each recipe.

The MyCoffee function can also be used to personalise the type of coffee for individual users:

User 1: Coffee with bean compartment 1

User 2: Coffee with bean compartment 2

8) Can I use the Melitta® Connect App with my tablet?

Although our app is optimized for smartphones, it is generally compatible with tablets and functional. In order to install the app on an iPad, the filter in the app store must be changed from "iPad apps only" to "iPhone apps only". Then the Melitta® Connect app can be found and installed on the iPad.

9) I have a problem with the Melitta® Connect App!

If you have a problem with the Melitta® Connect app, please make sure that the current version of the app is installed.

If you are still experiencing problems with the app please contact customer support.

Please include the following information when describing the problem:

- Serial number of the fully automatic coffee machine
- Software version used with the fully automatic coffee machine (menu: Settings-Software version)
- Smartphone manufacturer, model and operating system
- App version (to be found in app's legal information)
- Step-by-step description of how the problem occurred (if necessary including images).