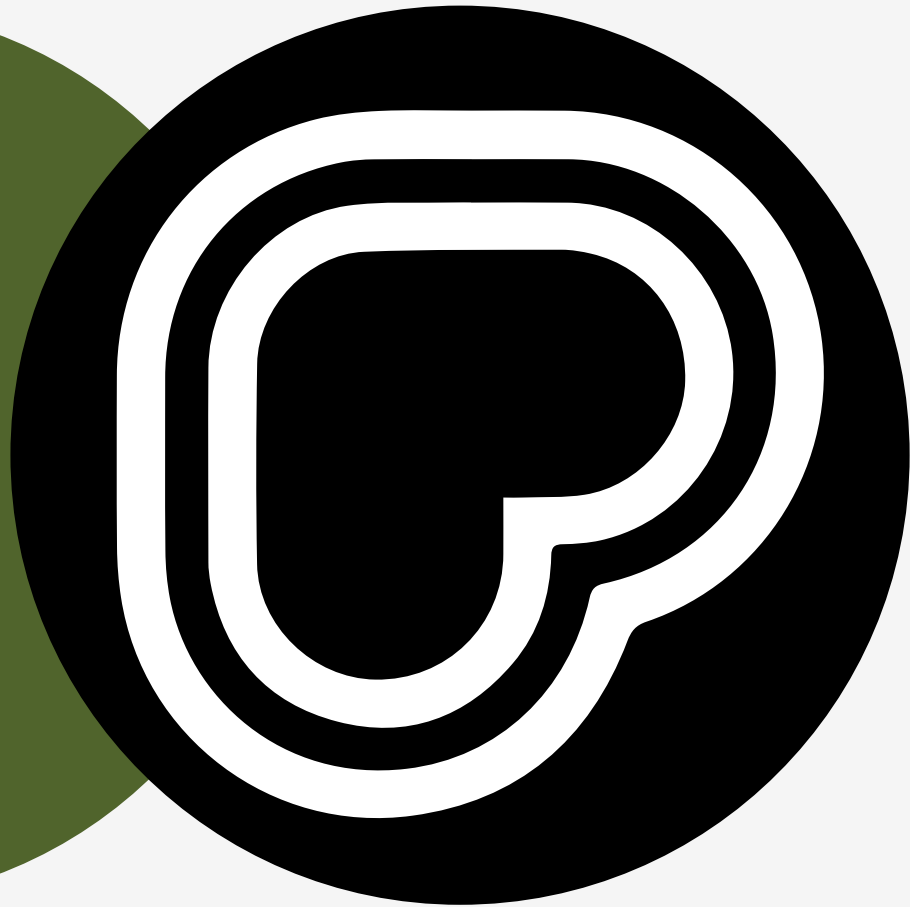# RIPPLE MAKER II
# RIPPLE MAKER II PRO GUIDE

# CONTENT

1. **Getting started** with your Ripple Maker

2. Your **first print**

3. Master your **routine**

4. Ripples' **resources & support**

# GETTING STARTED

This section guides you through:

1. Unboxing
2. Setting up
3. Onboarding your Ripple Maker

ripples

# RIPPLE MAKER – 1ST SETUP



**Unboxing**

Ripple Maker II & Ripple Maker II Pro

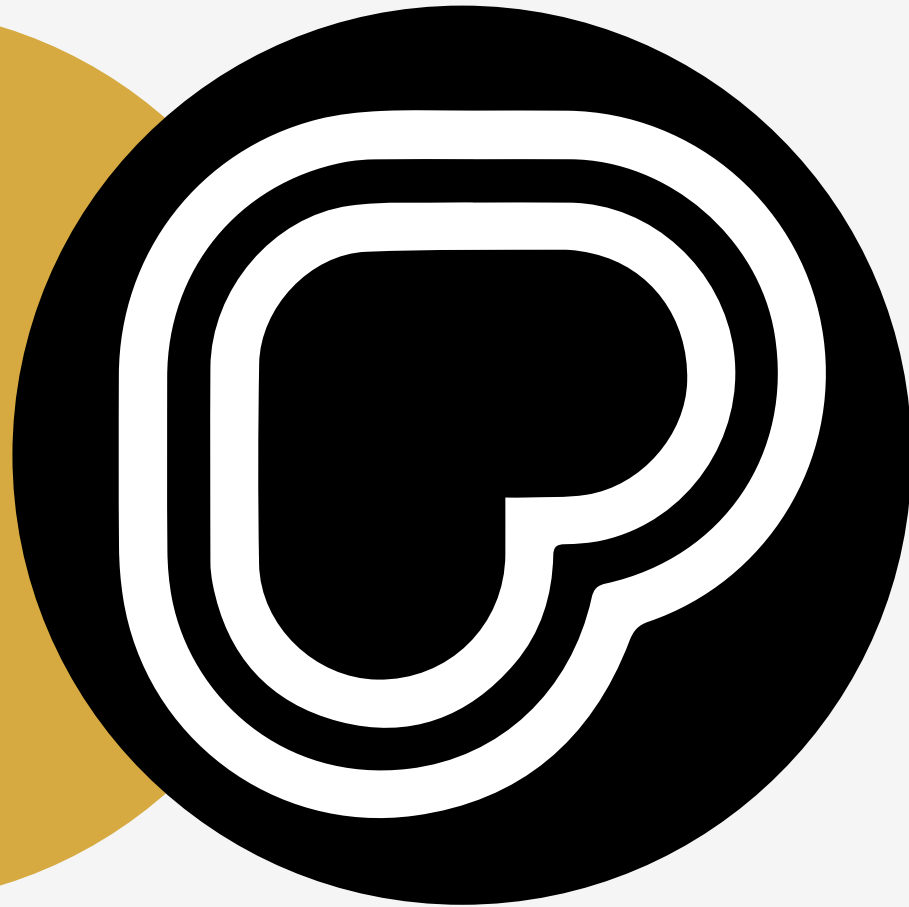This video demonstrates the unboxing process for both Ripple Maker II and Ripple Maker II Pro models



**Onboarding**

Ripple Maker II        Ripple Maker II Pro

This video guides you through the initial setup and activation process

# YOUR FIRST PRINT

This section explains how to print stunning designs on your drinks using the Ripple Maker

ripples

# PRINTING ON VARIOUS DRINKS AND DESSERTS

- Coffee
- Beer
- Cocktails
- Milkshakes
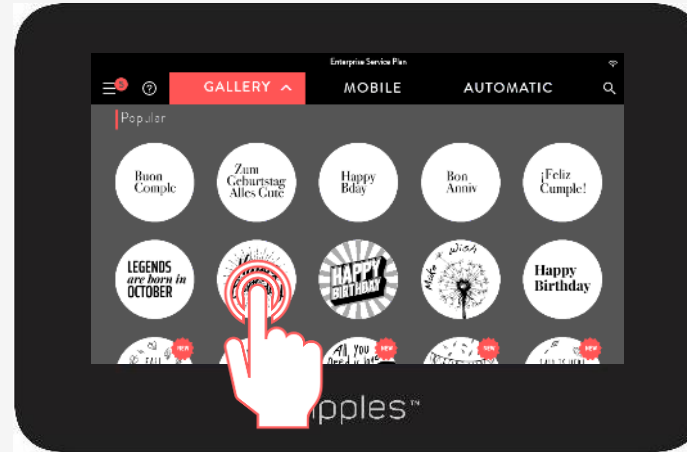- Macarons
- Tiramisu

    And more!

# PRINTING ON DRINKS

## 4 simple steps to print:



1. Prepare the beverage



2. Place the cup with the handle facing towards you



3. Choose a design



4. Enjoy

ripples

# IMPORTANT TIPS

## How to get the best printed beverages

### Prepare the beverage

- Ensure the foam reaches the cup's brim

Perfect foam height

Foam too low

- Ensure foam is smooth/silky and avoid bubbles

Bubbly foam

Smooth foam

### Position the cup

- Place the cup in the center of the tray, within the white circle.

- Ensure the cup handle is facing you with the logo facing left

### Learn more

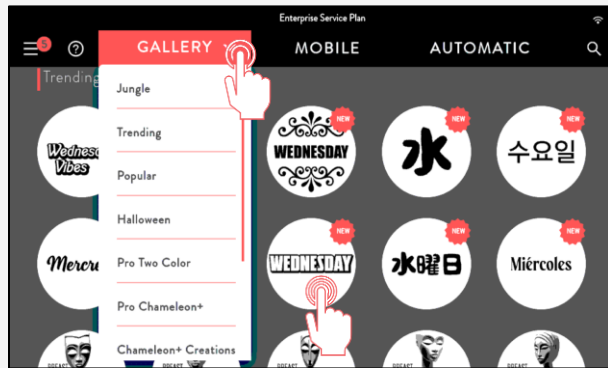Go to the <u>Beverage Guidelines</u> to make the perfect foam.

### Choose design

- Select the desired channel from the gallery.

- Your favorite channel will appear at the top of the list.

- **Tap the desired design to print**
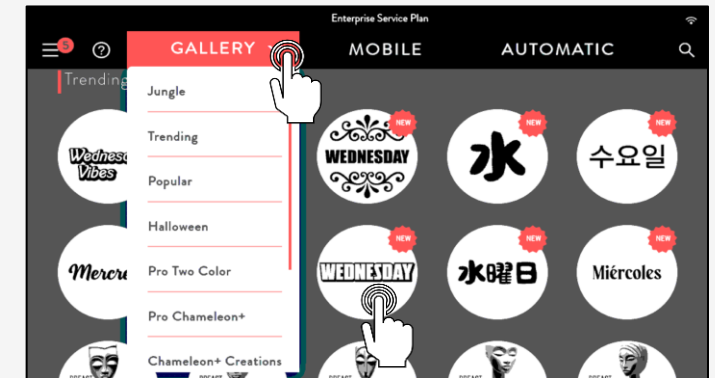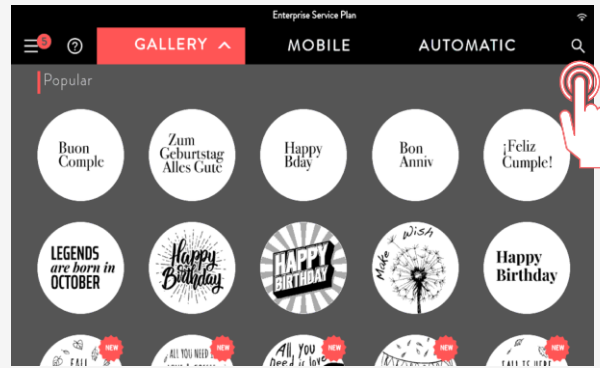
# DRINK CUSTOMIZATION OPTIONS

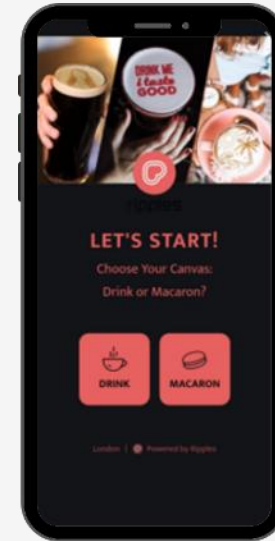## 4 options to choose or create your own designs
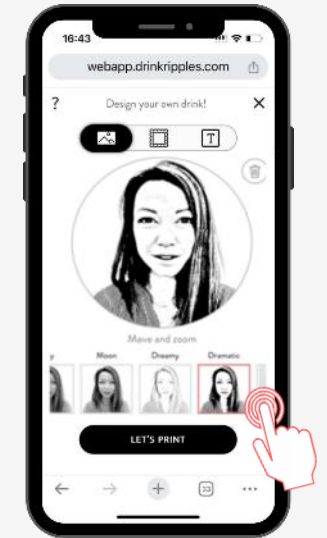
**A**



Choose from pre-loaded Ripples designs

**B**



Search in Ripples library

**C**



Upload permanent designs using the Mobile Portal
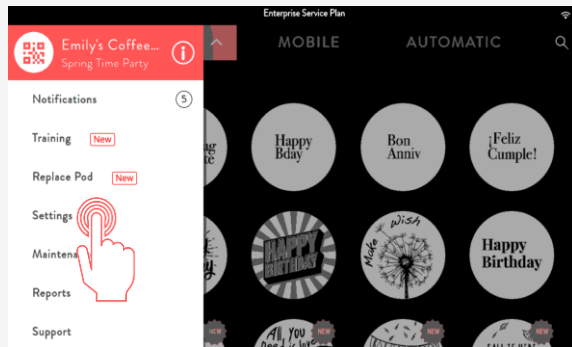
**D**



Create real-time designs using the WebApp.

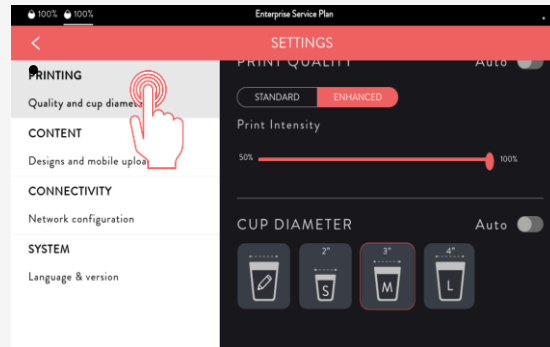Design Guide

ripples

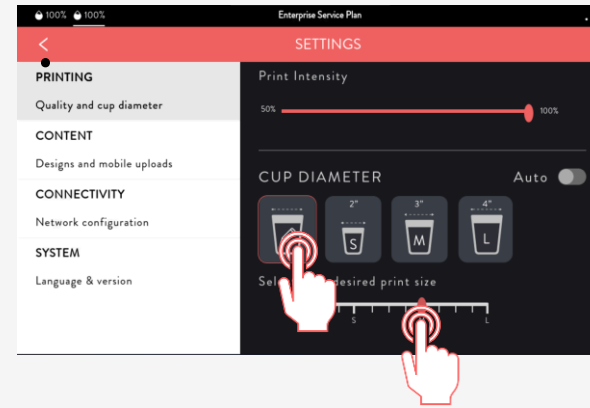# SETTINGS FOR DRINKS
## Default Print Settings

**1.**



Tap Menu -> "Settings" tab

**2**



Select the "Printing" tab

**3**



Set your default cup size.
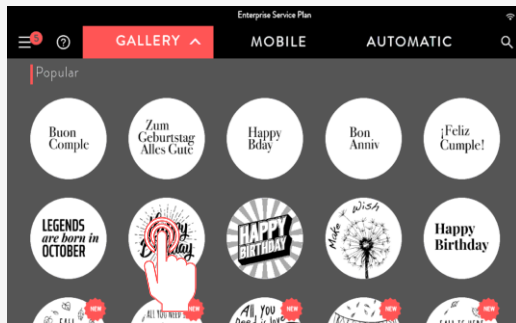Tap the pencil to select between sizes via the ruler

 Full tutorial video
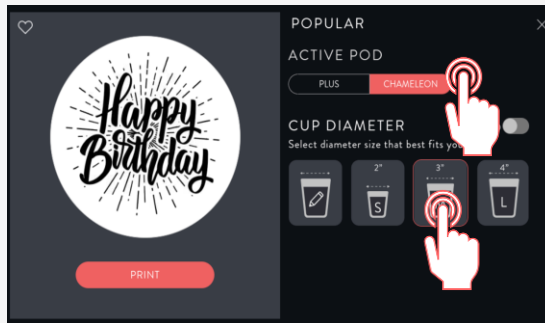
ripples

# SETTINGS FOR DRINKS
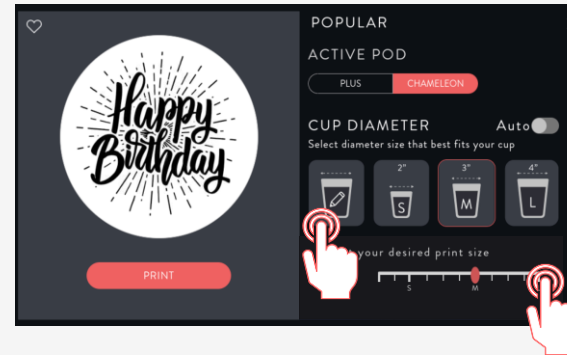## Single Print Settings

**1.**



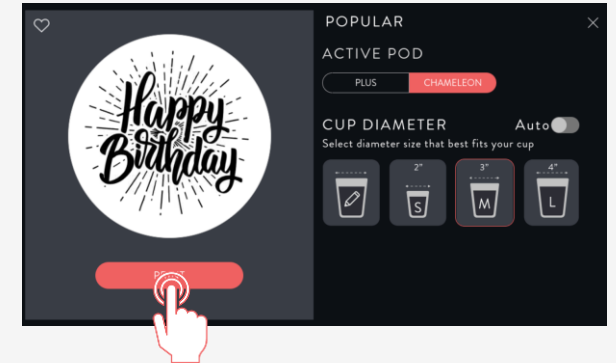Long tap on the design you wish to print

**2**



Select the Pod type
Select the preferred size

**3**



Tap the pencil to select between sizes via the ruler
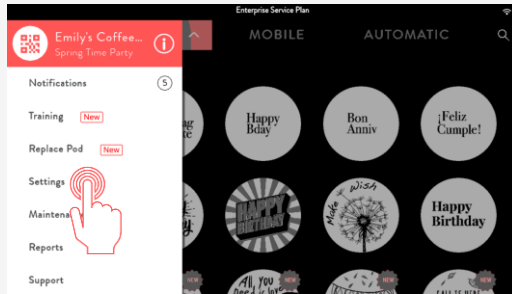The next prints will use the Default size Setting

**4**



Tap "Print".
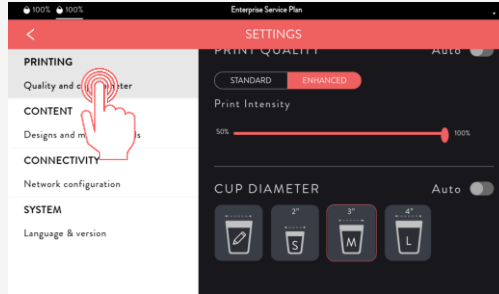
 Full tutorial video

ripples

# SETTINGS FOR DRINKS

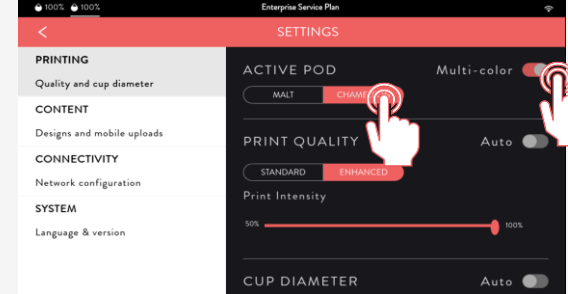Ripple Maker II Pro – Setting your default Pod type
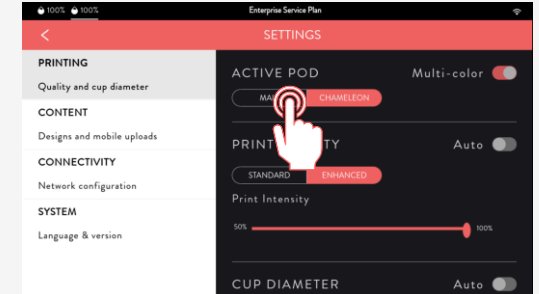
**1.**



Tap Menu ->  "Settings" tab

**2**



Select the "Printing" tab

**3**


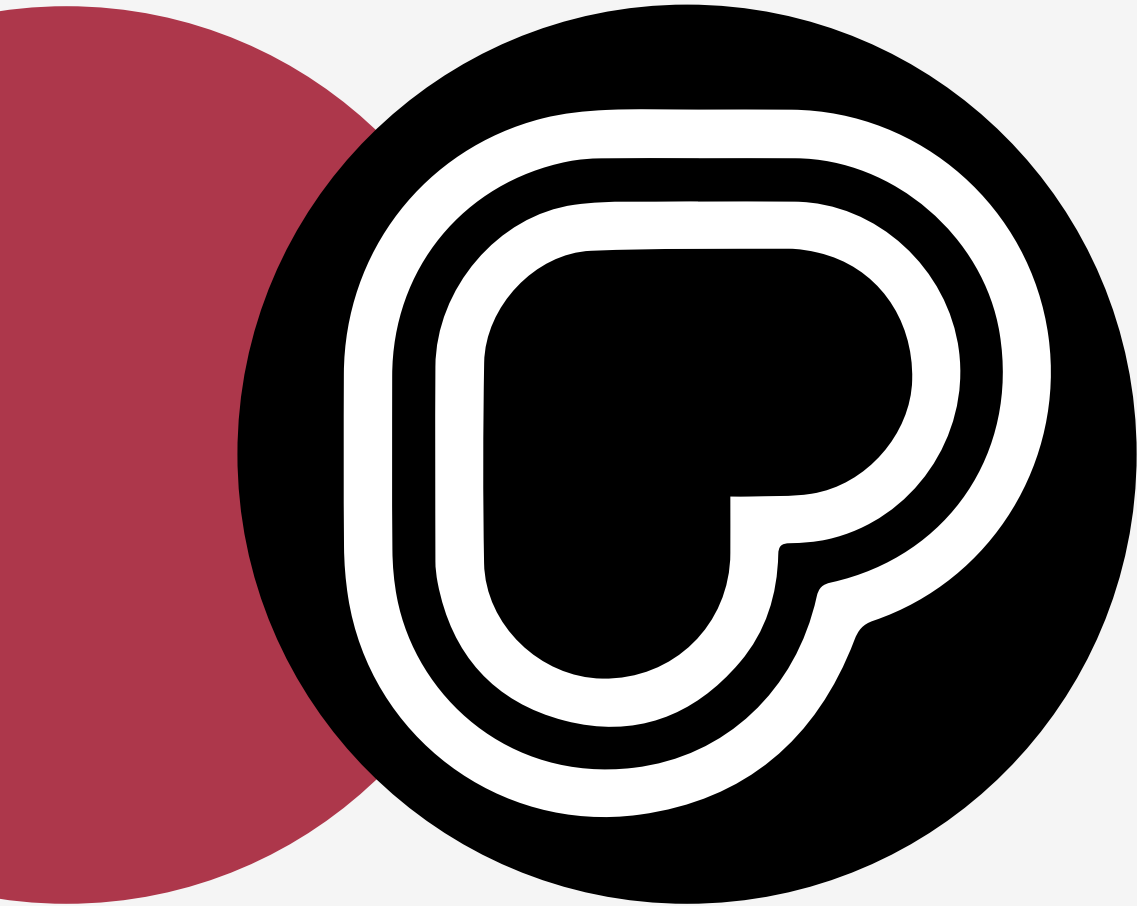
Make sure the "Multi-color" function is toggled on

**4**



Select your default Pod type.

 Full tutorial video

ripples

# REAL TIME DESIGNS

This section explains how to customize designs on your drinks

ripples

# INSTORE COLLATERAL
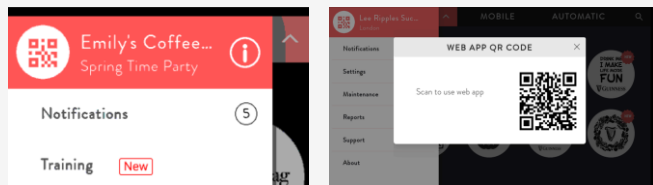
Drive customer demand for customized beverages



Download links
Posters
Table Tents
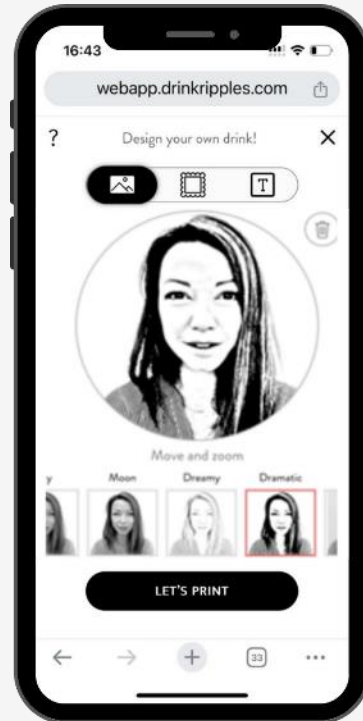
ripples

# CREATE REAL-TIME DESIGNS WITH THE WEBAPP

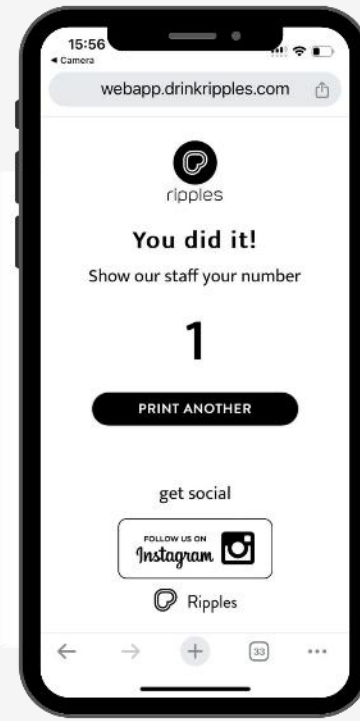This design will be deleted after 30 minutes due to your customers' privacy

**1.**



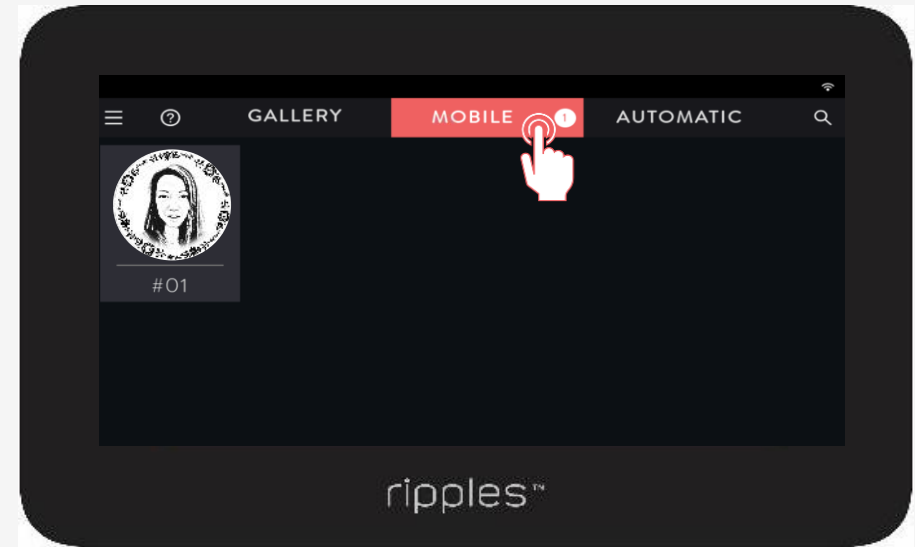Scan the QR code from a poster or directly from the Ripple Maker

**2**



Create a design and tap "LETS PRINT"

**3**



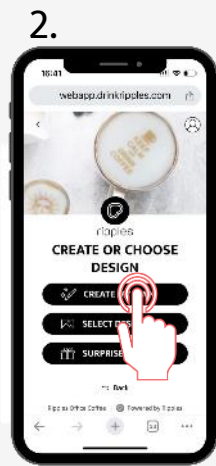The number indicates your design on the Ripple Maker

**4**



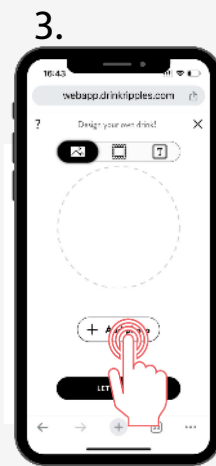The design will appear in the "Mobile" tab

# CUSTOMIZED DRINK – PHOTO
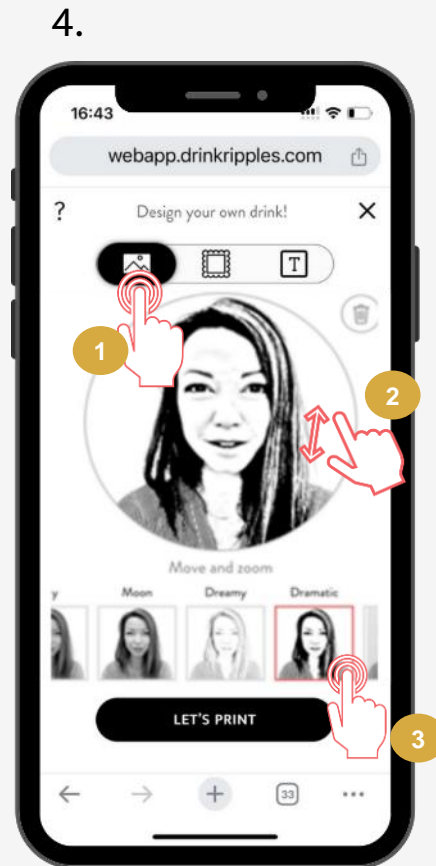
## Customize a drink with a photo

**1.**



Tap "DRINK"
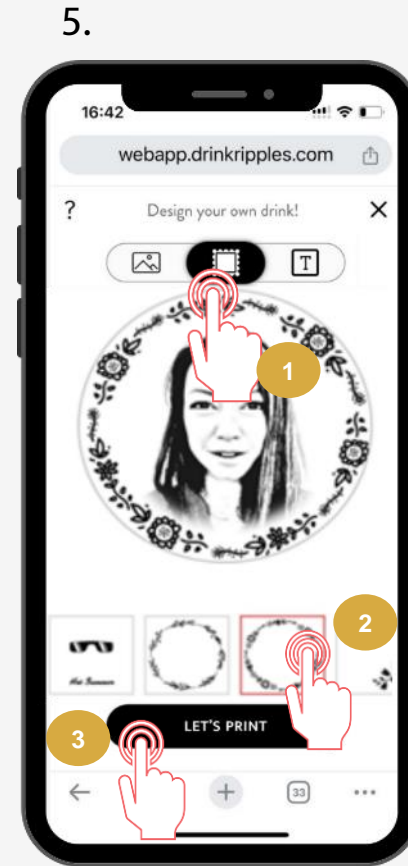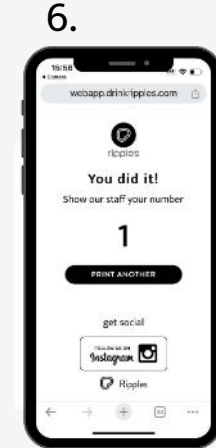
**2.**



Select "CREATE MY OWN"

**3.**



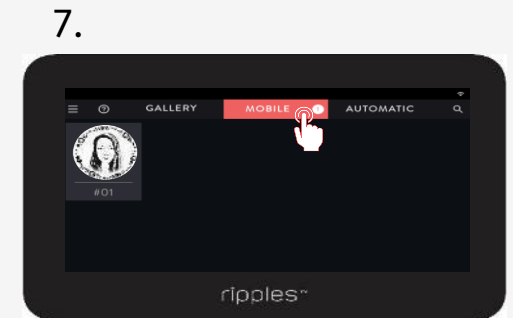Add a photo from the phone's gallery or from Camera

**4.**



1. Move the photo around to fit in the frame.
2. Pinch the image to adjust size
3. Slide to choose filter for best contrast image ; Double tap to adjust the filter

**5.**



1. Tap the frame tab
2. Select the desired frame
3. Tap "let's print"

**6.**



The number indicates your design on the Ripple Maker

**7.**



The design will appear in the "MOBILE" tab on your Ripple Maker

▶ Full tutorial video

ripples

# CUSTOMIZED DRINK – TEXT

## Customize a drink with a text

**1.**

Tap "DRINK"

**2.**

Select "CREATE MY OWN"

**3.**

1. Tap the "T" tab
2. Double tap on "YOUR TEXT"

**4.**

Type your text and click "I'M DONE" when ready

**5.**

1. Slide to choose a font
2. Pinch to adjust size and position

**6.**

1. Tap the "Frame" tab
2. Select the desired frame
3. Tap "let's print"

**7.**

The number indicates your design on the Ripple Maker

**8.**

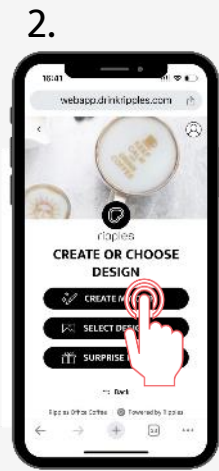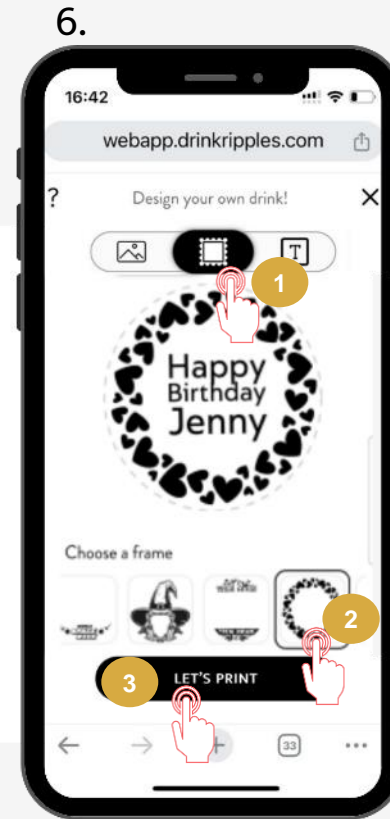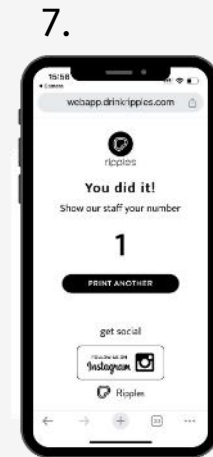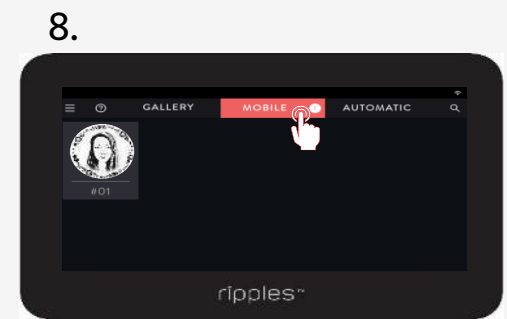The design will appear in the "MOBILE" tab on your Ripple Maker

[▶] Full tutorial video

ripples

# CUSTOMIZED MACARONS

## Customize macarons



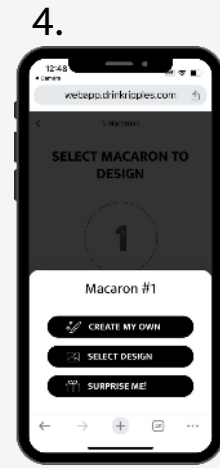**1.**

Tap "MACARONS"

**2.**

Select how many macarons would you like to customize

**3.**
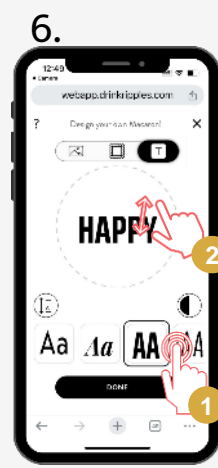
Select which macaron to customize

**4.**

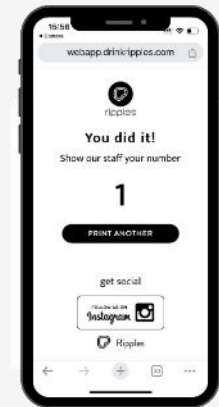Select "CREATE MY OWN" or "CHOOSE FROM EXISTING"

**5.**

1. Tap the "T" tab
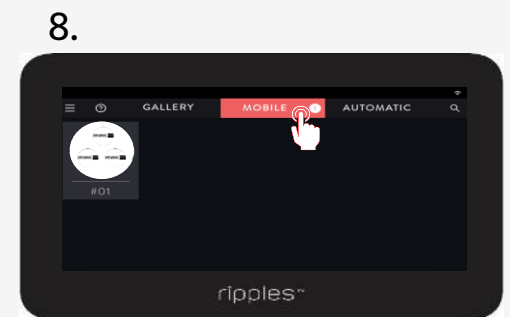2. Double tap on "YOUR TEXT"

**6.**

1. Slide to choose a font
2. Pinch to adjust size and position
Click "DONE"

**7.**

Repeat the process to the other macarons, or tap ⦙ to duplicate the design

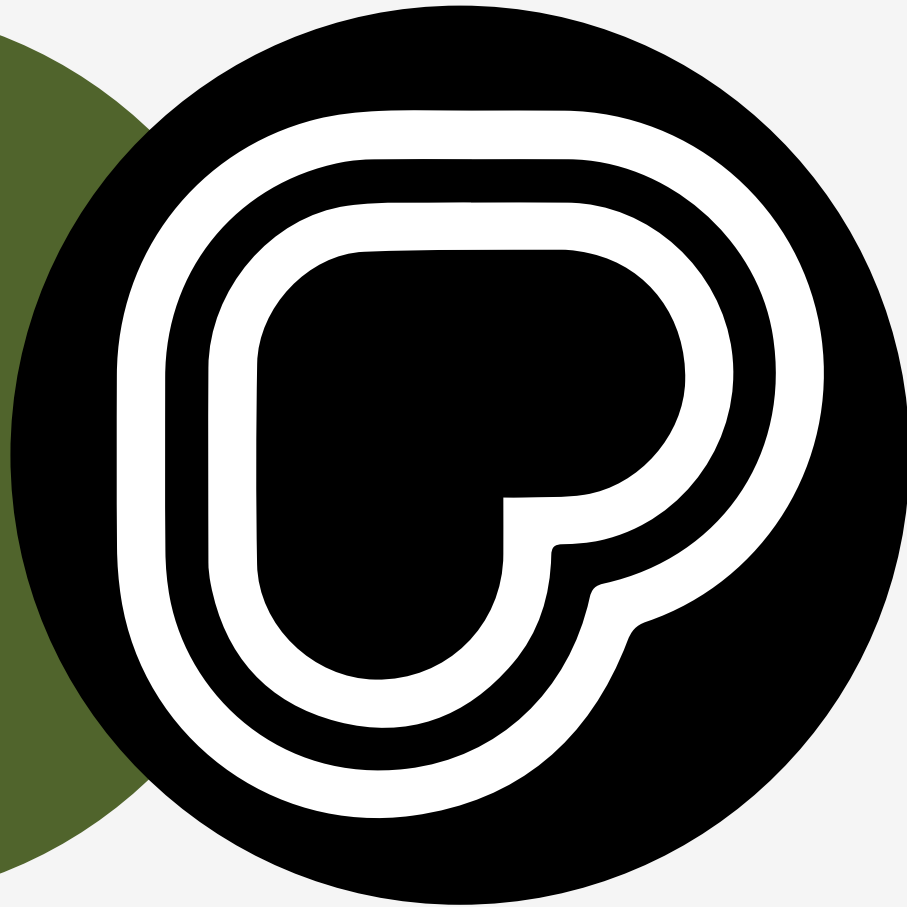The number indicates your design on the Ripple Maker

**8.**

The design will appear in the "MOBILE" tab on your Ripple Maker

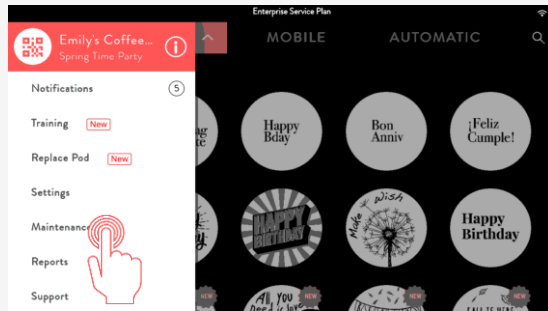Full tutorial video

Macaron guide

ripples

# MASTER YOUR ROUTINE

This section covers important daily cleaning routines, assuring printing quality, and advanced settings to maximize your Ripple Maker's potential.
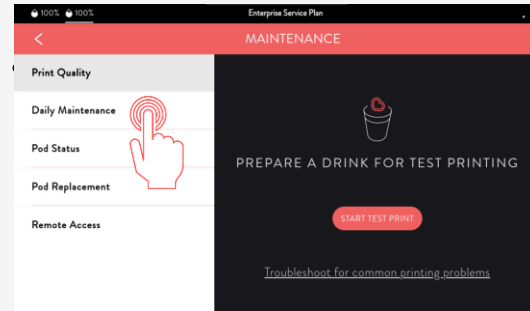
ripples

# DAILY MAINTENANCE

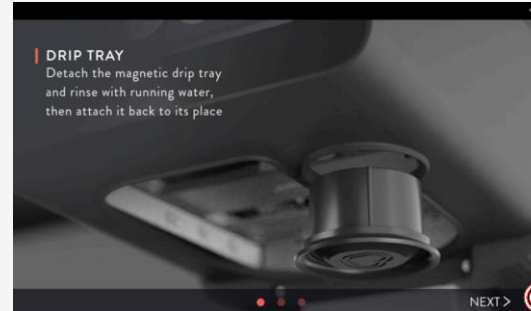## Recommended daily maintenance for optimized print quality

**1.**



Tap Menu -> "Maintenance" tab
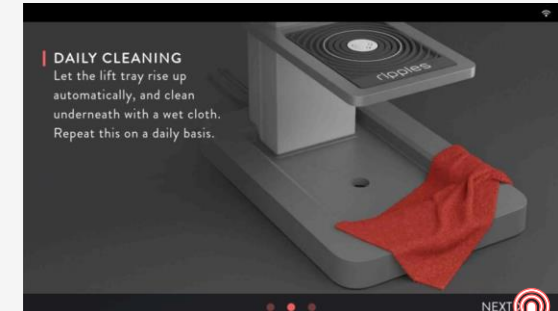
**2**



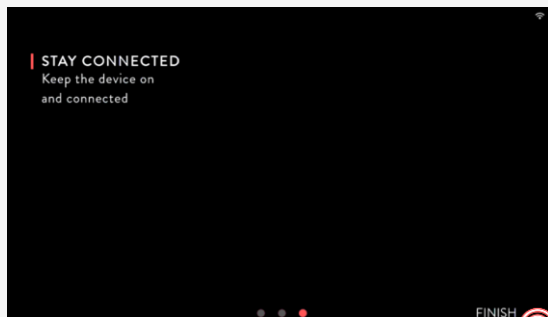Select the "Daily Maintenance"

**3**



Ensure the Drip Tray is rinsed and placed back.
Once complete tap "NEXT"

**4**



Clean under the Tray;
once complete tap "NEXT"

**5**



- Stay connected to Internet to get new designs and updates
- Tap "FINISH" once completed



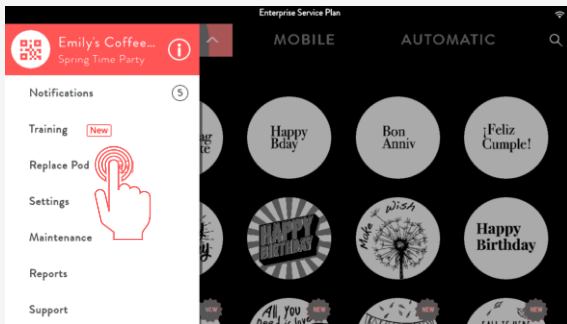Daily Maintenance resets the machine to default position (Pod and Tray)



The tray doesn't go up or down all the way?
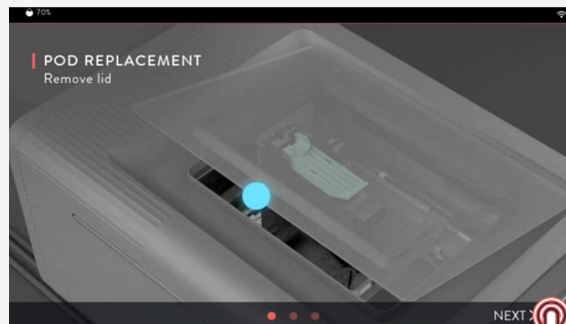View - <u>Troubleshooting video</u>

# REPLACING THE POD

Ripples Pods are made from natural ingredients
and for best results should be used within 30 days of opening
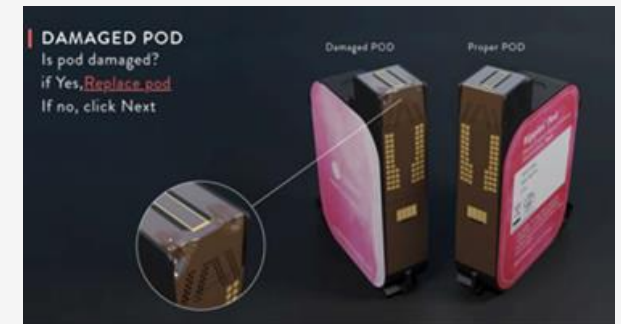
**1.**



Tap Menu ->"Replace Pod" tab

**2**



Follow the onscreen prompts and tap "NEXT"

**3**



Handle the Pod with care and only use 1 finger of pressure

**4**



It is important to take care when handling the Pods as they are fragile. Keep an eye out for any damage to the Pod.

 <u>Pod best practices - Tutorial</u>
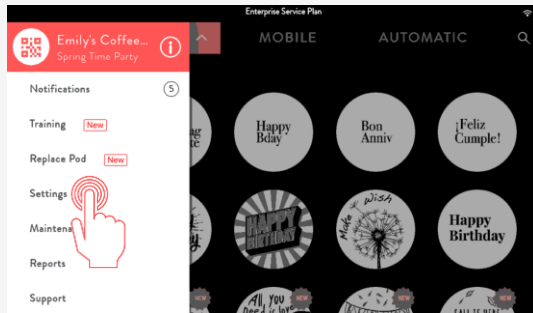
 <u>Ripple Maker II – Pod replacement</u>

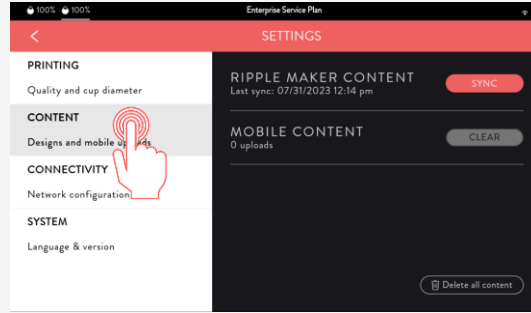 <u>Ripple Maker II Pro – Pod replacement</u>

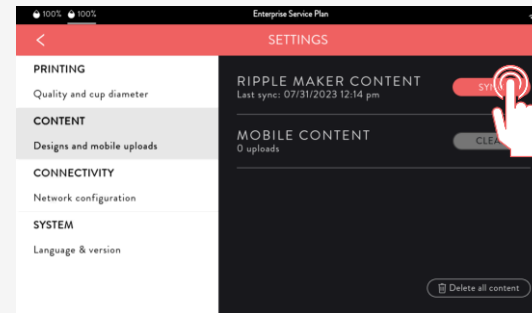# UPDATING CONTENT

How to update and/or sync designs
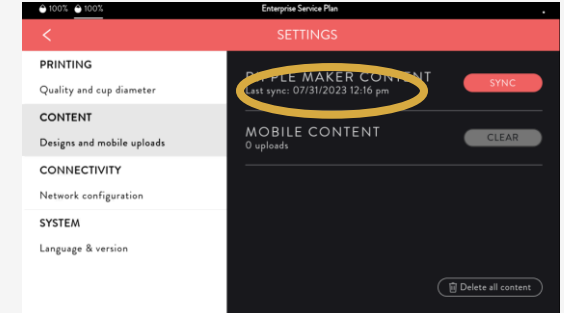
**1.**



Tap Menu -> "Settings" tab

**2**



Select the "CONTENT" tab

**3**



Tap the "SYNC" button to sync the latest content

**4**



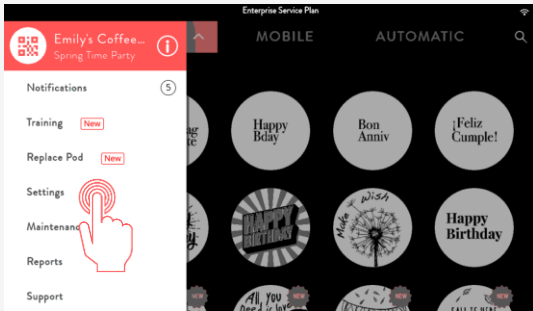Allow a few seconds to update. You should now have an updated sync time.

 Content update tutorial

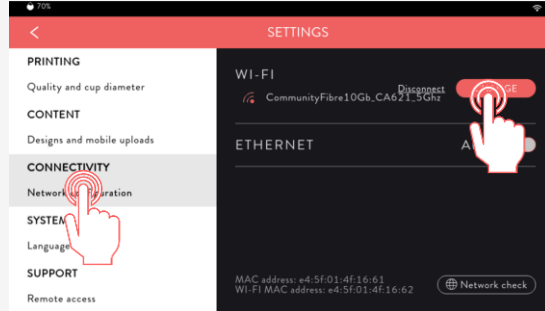ripples

# CONNECTIVITY SETTINGS

## Set up your network connection

**1.**



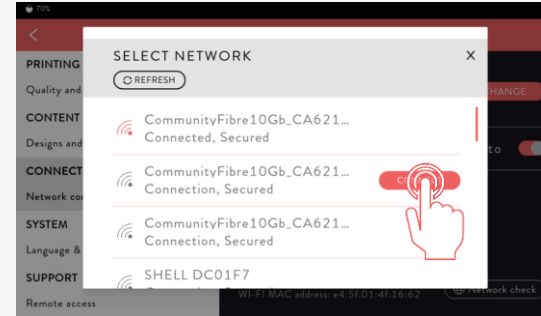Tap Menu -> "Settings" tab

**2**



Select the "CONNECTIVITY" tab and tap the "CHANGE" button
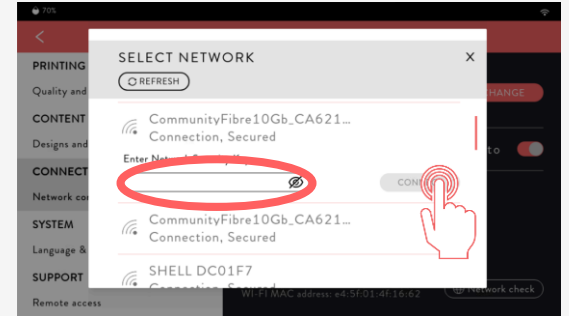
**3** Visible Network



Scroll to find the desired network and tap "CONNECT"
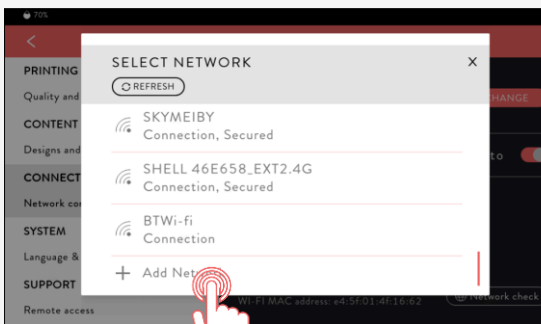
**4**



Type in the password, then tap "CONNECT"
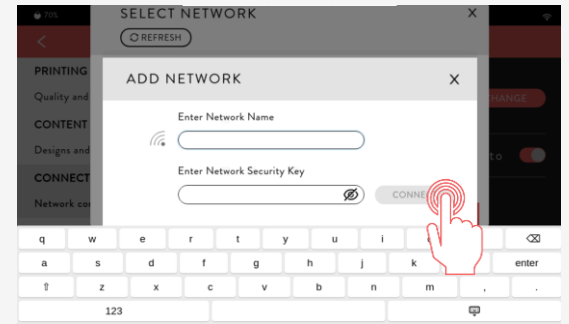
**3** Hidden Network



Scroll to the bottom and tap "Add Network"

**4**



Type in the network name and password, then tap "CONNECT"

For testing the internet connection to Ripples Servers and open relevant ports – check: Troubleshooting connectivity issues
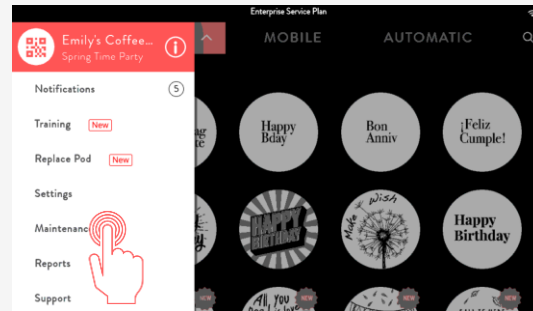
# PRINT QUALITY
## How to improve your print quality
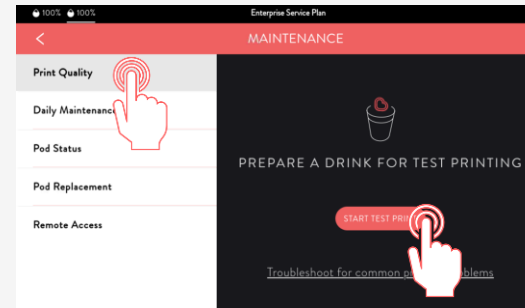
**Print issues can be caused by:**

- Bad foam / print canvas
- Clogged / Damaged Pod nozzles
- Empty Pod
- Misaligned print
- Expired Pod
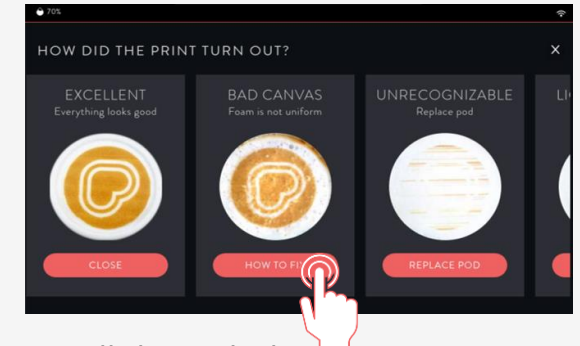- Pod opened for more than 30 days

**1.**



Tap Menu -> "Maintenance" tab

**2**



Select the "Print Quality" tab and tap the "Start Test Print" button
(make sure you have a cup with paper to run a test print)

**3**



Scroll through the onscreen examples to find your issue, tap the relevant issue and follow the onscreen messages
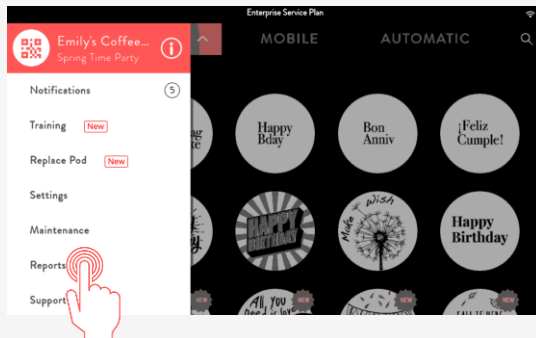
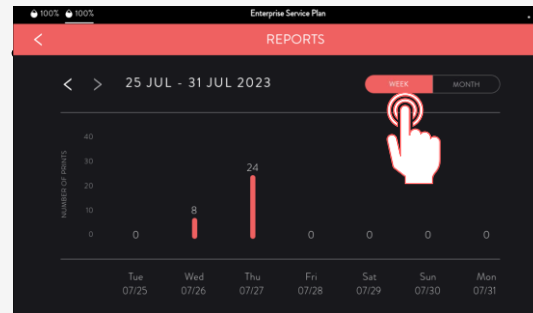Print quality tutorial

ripples

# REPORTS

Check your print volume on the Ripple Maker II

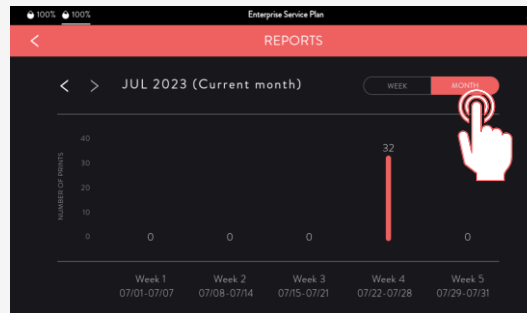**1.**



Tap Menu -> "Reports" tab

**2**



View your daily print numbers by day in the "WEEK" view

**3**



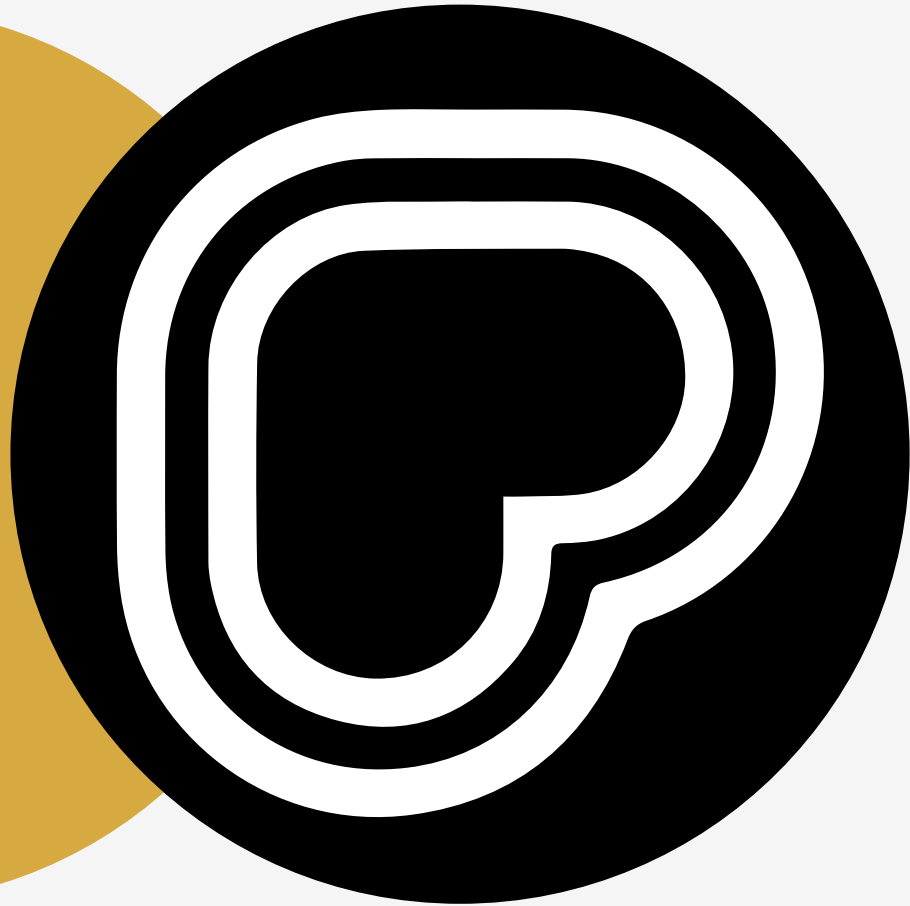View your weekly print numbers in the "MONTH" view

**4**



Tap the previous arrow to view the previous month's prints
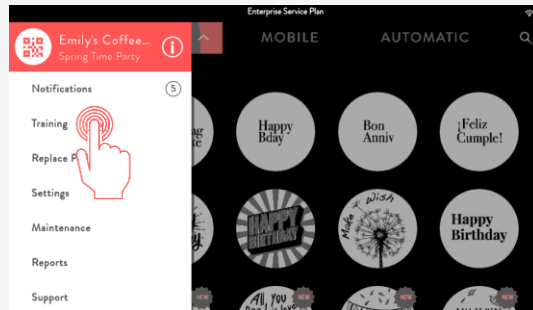
 Reports tutorial

# RESOURCES & SUPPORT

This section provides access to online tutorials, helpful troubleshooting guides, and ways to connect with Ripples support for individual help
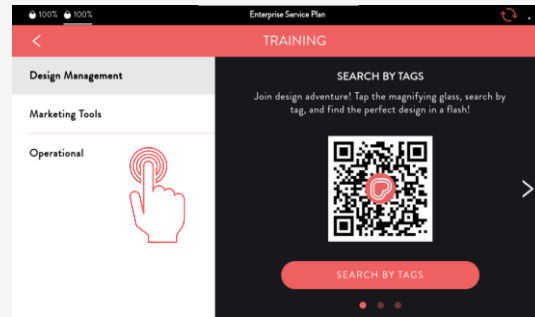
ripples

# TRAINING

Access training materials right from your Ripple Maker screen
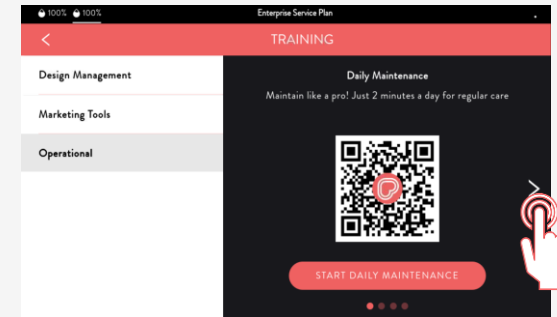
**1.**



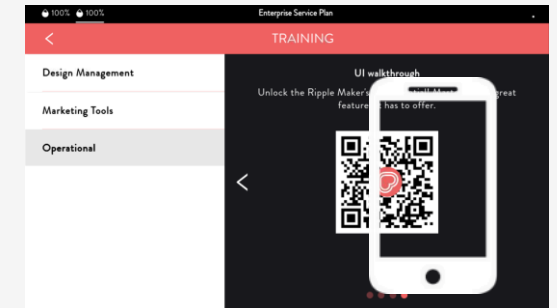Tap Menu -> "Training" tab


Tutorial

**2**



Select your desired training section

**3**



Tap through the options to the one that fulfils your need

**4**



Scan the QR code and follow the link.
This will direct you to our Help Center articles and instructional videos

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# OTHER TRAINING RESOURCES

Search designs on your Ripple Maker

Customize your WebApp skin tutorial

Ripples Cloud desktop version tutorial

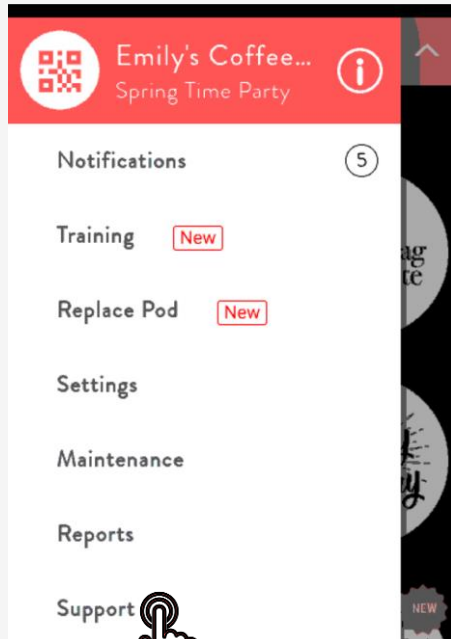Create and print multi-color designs

Managing your Ripple Maker designs from your mobile device

Beverage guidelines – how to create the perfect beverage

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# CONTACT SUPPORT

For additional assistance, contact the Ripples Support Team



Tap Menu ->"Support" tab

## SUPPORT INFORMATION

WhatsApp (Scan the QR code)

+44 7480 488599

support@drinkripples.com

**OPEN A SERVICE CALL**
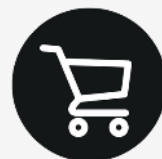
WhatsApp - scan the QR code to open a conversation

Call us - your machine will show the local phone # ;
Global Contact Options

"OPEN A SERVICE CALL" -
Tap on the button directly to fill a "contact me" form
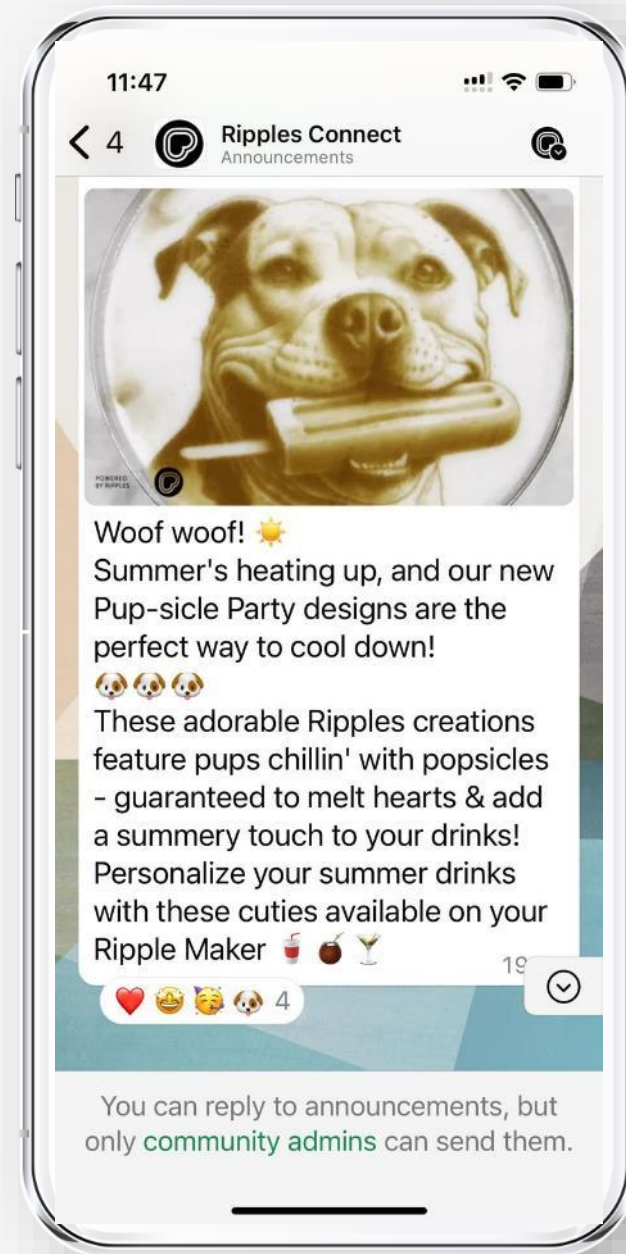
Email -
support@drinkripples.com

Need more Pods?
Go to the Ripples Store

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# GET INSPIRED

Join the **Ripples Connect community** on WhatsApp to get tips, inspiration and the "coolest" updates.



Follow us:

 @drinkripples     @ripplesofficial

# YOU'RE ALL SET, LET'S MAKE YOUR DRINKS GO VIRAL!

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