

Latte Art Factory Remote Service Setup

LAF Classic, LAF Bar

July 2026



Latte Art Factory Remote Service Setup



Remote access through the web portal is available only for LAF machines powered by a Raspberry Pi and running software version 3_2_0_2 or later.

Raspberry Pi-based machines can be identified by the message "Please wait, the system is starting..." displayed while the machine is starting.

Step 1

Request access to the Datamole web portal by emailing support@latteartfactory.com or filling out the [Support Request](#) form.

Follow the link in invitation email and complete account registration

Step 2

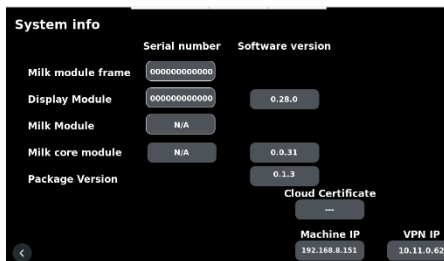
Connect LAF to internet using RJ45 port on the back. The Internet connection can be provided by a Wi-Fi receiver, SIM-card modem, network switch, or any other network device.



In case the machine does not go online do to customer's firewall, tell their system administrator to configure the following exceptions:

Address	IP	Port	Protocol
cupcino.dataplatform.datamole.cloud		443	TCP
cdp-device-cloud-endpoint-prd1- iot.azure-devices.net		443, 8883	TCP
c1.vpn.cupcino.datamole.cloud	20.123.142.29	9411	UDP
cckaffee{1-8}.vpn.datamole.cz	52.136.198.196	1191, 1192, 1193, 1194	UDP
cckaffee.vpn.datamole.cz	40.114.255.21	1194	UDP

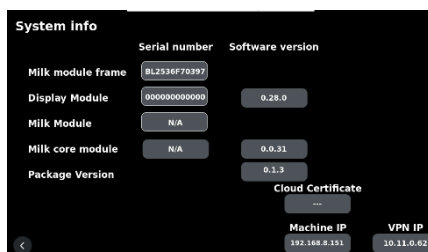




Step 3

Check the software version. Open Menu > Technician > Techn.Settings > System Info.

Display version needs to be 0.28.0 and Package Version 3.2.0.2 or higher. If it is not, update the software to v3_2_0_3_x and install recipe configuration before moving to the next step.



Step 4

Press “000000000” next to Milk module frame.

On the keypad, enter “0” and press OK. Then, using the keyboard, enter the machine’s full serial number and confirm by pressing ↵ (Enter).



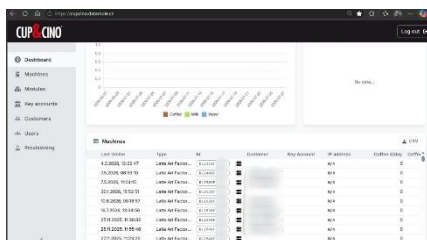
If the machine is a Bar or Bar Pro model, use the serial number from the Bar module, not the IMS module.

Installing the software or recipe configuration file will erase the serial number from the software. Please re-enter it after update.

Step 5:

Trigger any dispense cycle to ensure the settings are saved (e.g. press Test in Phase Settings page).

Reboot the LAF by switching off and on.



Step 6

Log into cupcino.datamole.cz

At the bottom of the Dashboard you will find a list of your machines. Identify the one you want to connect to by its serial number.

To connect to LAF’s screen press  next to it.

Alternatively, click on the machine’s serial number to open details and press  Live connect at the top-right corner.



If the machine is not listed in the Dashboard, please send the serial number to support@latteartfactory.com, and we will add it for you.

When trying to connect, „Connection error” means LAF is not online