FAQs and checklist for J.O.E.®

FAQs

Questions	Answers / Approach
J.O.E.® is not displayed in the App Store or the message 'This app is not compatible with any of your devices' appears	The smartphone or tablet does not meet the technical requirements of J.O.E.®. J.O.E.® works on the following operating systems: Android version 5.1.1 or higher iOS version 10.3.2 or higher Bluetooth 4.0 or higher
Is the app free?	Yes, you do not have to pay to use this app.
Can I also use / program J.O.E.® offline?	Yes. You only require an Internet connection to watch the support videos, access the instructions for use, use the shop or send messages by e-mail.
Can I also download the app in another language?	The language in J.O.E.® sets itself according to the language set on the end device. If that language is unavailable, J.O.E.® is automatically displayed in English. The following languages are currently available:

German	French	English	Dutch
Spanish	Italian	Portuguese	Russian
Swedish	Polish	Czech	Norwegian
Estonian	Taiwanese	Danish	Finnish
Japanese	Korean	Latvian	Lithuanian
Slovakian	Turkish	Hungarian	Chinese

| Questions	Answers / Approach
Saving settings / product preferences on multiple devices	In order to save settings / product preferences on multiple devices, you need to log into J.O.E.® with your personal login details. You must do this in order to save your details in your account. After that, you will be able to transfer data between smartphones and tablets by logging into the app. However, we do not want to force our customers to log in and therefore offer access to many J.O.E.® options without the need to do so.
My friend is connected to the CM; why can't I connect to the CM at the same time?	Since the connection is Bluetooth-based, an automatic coffee machine cannot connect to two smartphones or tablets at the same time. If your friend's smartphone is connected to the automatic coffee machine, any connections to other devices are automatically terminated.

What do I do if J.O.E.® does not detect
my automatic coffee machine?

Deleting the J.O.E.® app cache
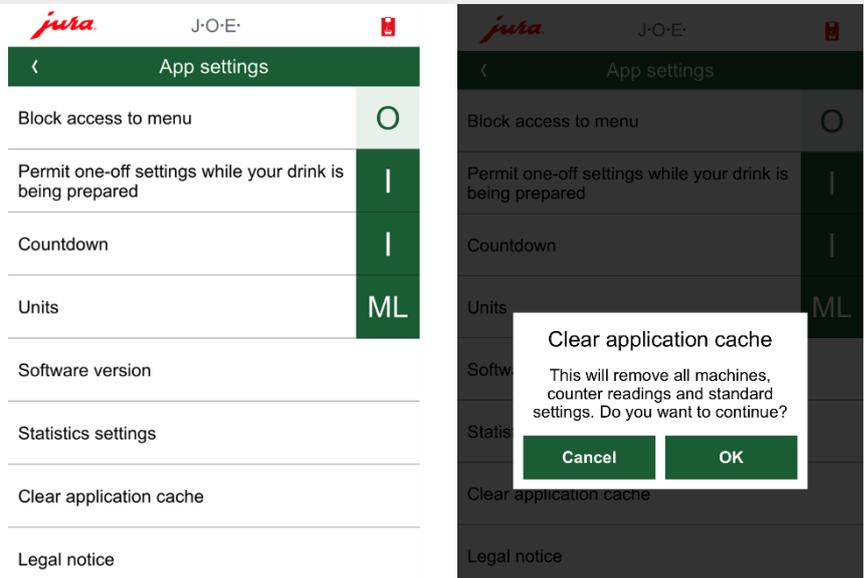
• Disconnect the connection to the Smart Connect via 'Settings /
  Bluetooth'
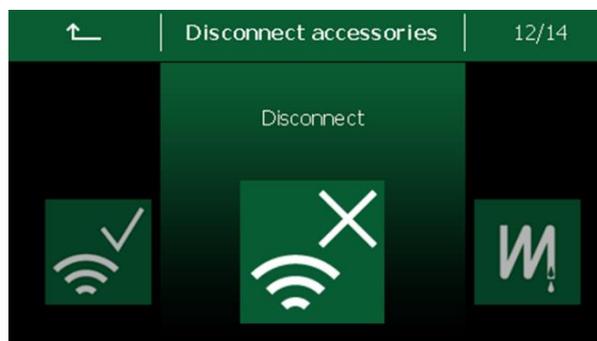
Disconnecting the Smart Connect
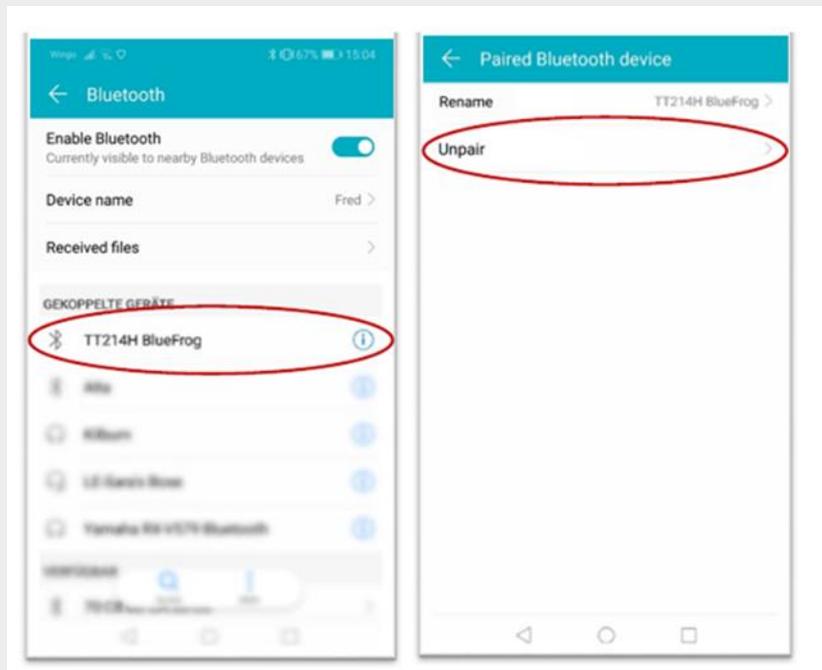
- Manually: Press and hold the Smart Connect button for approximately 5 seconds using a paper clip

Resetting the Smart Connect

- Electronically: reset via the 'Disconnect accessories' programme item in the machine settings

Reconnecting J.O.E.®

- Switch the automatic coffee machine off and on again
- Start J.O.E.® and scan for machines

I still need to go and place a cup under the spout. So what's the advantage of the app?

J.O.E® brings state-of-the-art and supremely intuitive operation to your smartphone or tablet. J.O.E.® offers you the entire JURA range of specialities. Customise your favourite speciality coffees according to your personal preferences with a name, image and settings of your choice. J.O.E.® also lets you record your guest's orders. J.O.E.® assists you in maintaining your automatic coffee machine and guides you through all maintenance programmes. J.O.E.® keeps you informed of current status reports so that you know, for example, when you need to top up the water or coffee beans. J.O.E.® provides a clear statistical overview which can be quickly forwarded by e-mail when required for evaluation. J.O.E.® also makes it very easy to shop in the official JURA online store.

You can find further information on the options provided by J.O.E.® on our website at www.jura.com/joe.

As a technical prerequisite for using all the functions and services offered by J.O.E.®, you must grant J.O.E.® certain permissions for functions and data on your end device. If you do not want to grant certain access permissions, or if you choose to withdraw these permissions manually at a later point, you may find that you cannot use some of the functions and services offered by J.O.E.®. Different manufacturers program their permission categories in different ways; sometimes there are no individual permissions and permission categories are used instead. Point (a) in Article 6(1) of the GDPR serves as the legal basis in this case. The permissions required by J.O.E.® are as follows:

Access to network connection

- This permission is only required so that J.O.E.® content can be reliably downloaded to your device.

Device ID

- J.O.E.® uses the device ID to establish the connection between the smartphone / tablet and the automatic coffee machine.

Access to Bluetooth

- This permission is only required for the purpose of identifying and controlling your coffee machine (locally installed Bluetooth transmitter).

Location

- The location is required so that the app can identify exactly where your automatic coffee machine is (network location, GPS location, wireless networks).

Access to memory card

- The permissions in the 'Storage/USB storage contents' group are only required for the purpose of storing J.O.E.® content on your device so that it can be accessed quickly.

Access to media data

- The permissions in the 'Photos/Media/Files, Modify or delete the contents of USB storage, Read SD card' group are required for the purpose of storing J.O.E.® on the SD card and accessing the SD card. In addition, access to your photo gallery is required to customise your speciality coffee. The standard J.O.E.® images are saved in your photo gallery when you first install the app and remain there until deleted manually.

Access to Google account

- J.O.E.® needs permission to access your Google Mail account so that it can send the counter readings / messages it has obtained from your automatic coffee machine.

You can find further information in the data protection policy.

Why does J.O.E.® need access to functions and data on my end device?

Where can I program my settings so that they are stored on the CM?	Under Settings / Machine settings. This function is machine-specific.
To send data, I need to enter my e-mail address and the app requests a password. What password do I need to enter?	Please enter the password for your e-mail account. The data is sent directly via your e-mail account.
How do I use J.O.E.® to find a suitable filter for my automatic coffee machine?	Under Maintenance settings / Filters.
I have a Cool Control. Why is J.O.E.® not working?	Please note that the Smart Connect inserted into the automatic coffee machine can only be connected to either J.O.E.® or to a Cool Control or accounting system.
Why do I need to switch the location permission on to use J.O.E.®?	If you are using an Android smartphone, we recommend that you enable the location permission in your smartphone settings to ensure that J.O.E.® works correctly. This is not related to the J.O.E.® application, but to the Android operating system. JURA does not collect, use or store any location-specific data.

Checklist

End device	☐ Smartphone	☐ Tablet
Type / name		
Operating system	☐ Android (5.1.1 and higher)	☐ Apple (10.3.2 and higher)
Which one?		
Bluetooth	☐ 4.0 and higher	
Which one?		
J.O.E.® software version		
Smart Connect software version		
Automatic coffee machine name		
Automatic coffee machine article number		
Automatic coffee machine software version		

Smart Connect inserted?	☐ Yes	☐ No – insert Smart Connect
Did you insert the Smart Connect when the CM was switched on?	☐ Yes – please switch the CM off and on again	☐ No
Is Bluetooth activated?	☐ Yes	☐ No – please activate Bluetooth
Does the blue light on the Smart Connect light up when the CM is switched on?	☐ Yes	☐ No – Smart Connect is probably faulty; we suggest replacing it
After scanning for machines, does the display show a machine with its machine name?	☐ Yes – tap the machine to establish the connection	☐ No – is there an error message? If so, which one?
Is a Cool Control Wireless connected?	☐ Yes – J.O.E.® & Cool Control Wireless cannot be used at the same time. Reset Smart Connect and switch the CM off and on again	☐ No
Is there an error message after establishing the connection?	☐ Yes – which one?	☐ No
Is the connection established and does it disconnect again automatically after some time?	☐ Yes	☐ No – reset Smart Connect, switch CM off and on again. Re-establish the connection
Is another end device (smartphone / tablet) connected to the CM?	☐ Yes – disconnect the first end device	☐ No
Does it work with another end device?	☐ Yes – selected end device may not be compatible	☐ No

Notes

Information, hints and tips

J.O.E.® works on the following operating systems:
Android version   5.1.1 or higher
iOS version   10.3.2 or higher
Bluetooth   4.0 or higher

Supported smartphones and tablets

J.O.E.® has been tested and works correctly on the following smartphones and tablets.
This is not an exhaustive list, however, so it may also work with other models.

Android operating system		Apple operating system	
Google Pixel XL	Android 8.1.0	iPhone 7 Plus	iOS 11.x
Huawei Honor 7	Android 6.0.0	iPhone 6 Plus	iOS 11.x
Huawei MediaPad M2	Android 5.1.1	iPhone 6	iOS 11.x
LG Nexus 5	Android 6.0.0	iPhone 5s	iOS 11.x
Nexus 7	Android 6.0.1	iPhone 5	iOS 10.3.3
Samsung Galaxy S8	Android 7.0	iPad Air 2	iOS 11.0.2
Samsung Galaxy S7	Android 7.0		
Samsung Galaxy S6 Edge+	Android 7.0		
Samsung Galaxy S6 Edge	Android 7.0.0		
Samsung Galaxy Tab S3	Android 7.0		

This list of versions is not exhaustive and is subject to change.

Note on the JURA Smart Connect

Please note that the Smart Connect inserted into the automatic coffee machine can only be connected to either J.O.E.® or to a Cool Control or accounting system. If you experience general problems with the Smart Connect (e.g. connection problems), you can reset it to its factory settings. To do so, press the reset button on the Smart Connect for approximately 5 seconds. The LED flashes 5 times to confirm the reset.

Deleting the J.O.E.® app cache
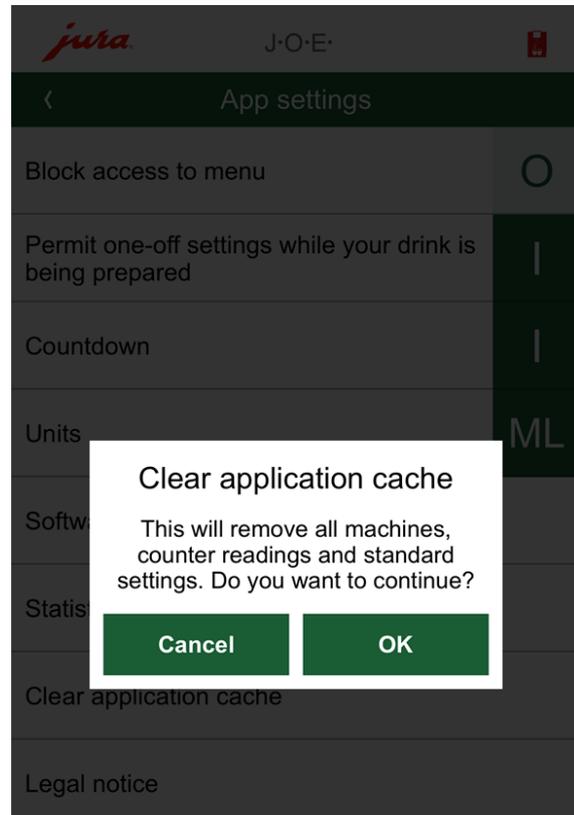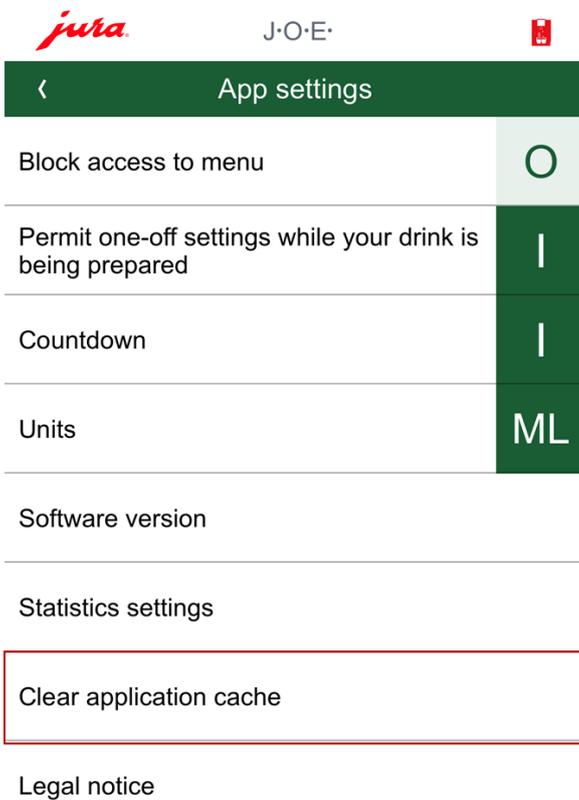
Disabling the Bluetooth connection
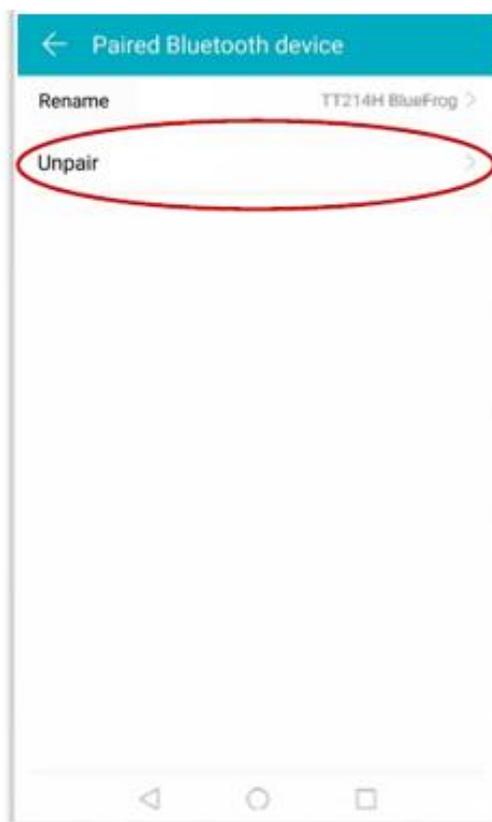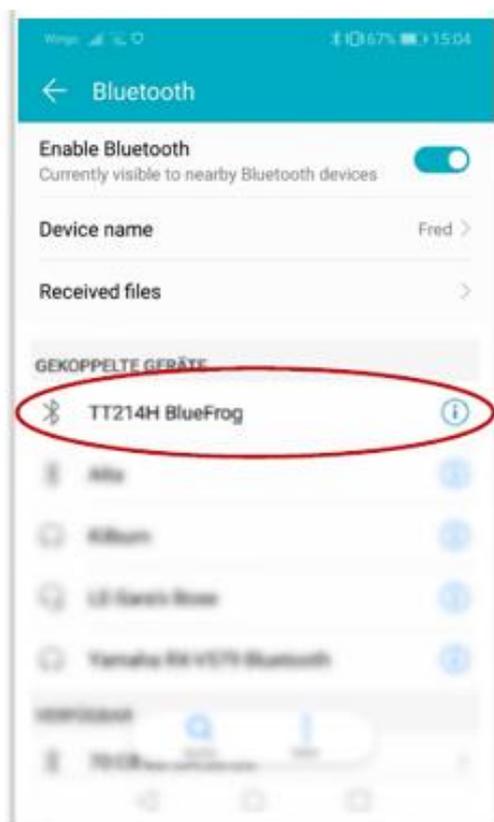
Connection stability

These steps can be used to improve the connection stability between an Android smartphone and J.O.E.®.
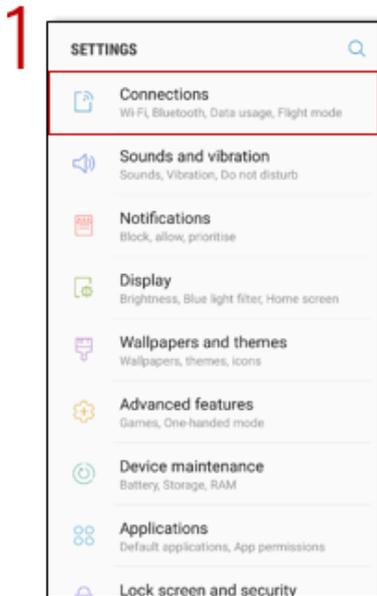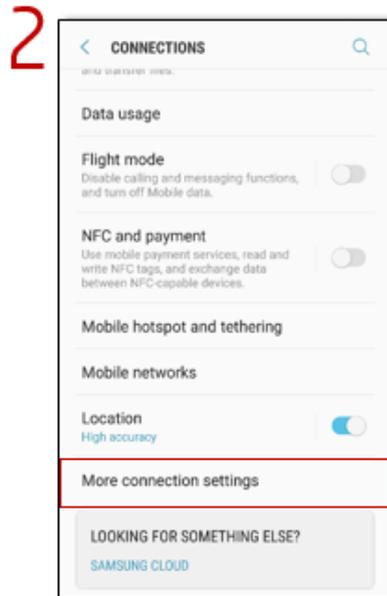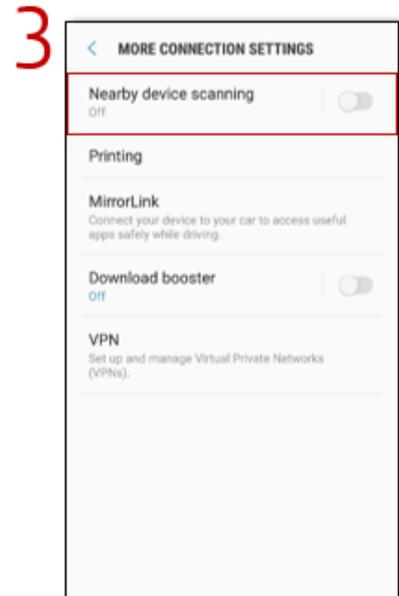
1

SETTINGS	
Connections Wi-Fi, Bluetooth, Data usage, Flight mode	
Sounds and vibration Sounds, Vibration, Do not disturb	
Notifications Block, allow, prioritise	
Display Brightness, Blue light filter, Home screen	
Wallpapers and themes Wallpapers, themes, icons	
Advanced features Games, One-handed mode	
Device maintenance Battery, Storage, RAM	
Applications Default applications, App permissions	
Lock screen and security	

- Settings
- Connections

2

< CONNECTIONS	
Data usage	
Flight mode Disable calling and messaging functions, and turn off Mobile data.	
NFC and payment Use mobile payment services, read and write NFC tags, and exchange data between NFC-capable devices.	
Mobile hotspot and tethering	
Mobile networks	
Location High accuracy	
More connection settings	
LOOKING FOR SOMETHING ELSE? SAMSUNG CLOUD	

- Connections
- Further connection settings

3

< MORE CONNECTION SETTINGS	
Nearby device scanning Off	
Printing	
MirrorLink Connect your device to your car to access useful apps safely while driving.	
Download booster Off	
VPN Set up and manage Virtual Private Networks (VPNs).	

- Further connection settings
- Search for nearby devices → Off