J.O.E.®

JURA Operating Experience (J.O.E.®)

Instructions for use

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1 What is the JURA Operating Experience (J.O.E.®)?

J.O.E.® conveniently brings the various setting and programming options of your coffee machine* to your smartphone/tablet. Customise your favourite specialities, give them creative names or assign any image you want to them. The preparation can of course also be started from the smartphone/tablet.

All you need is the optional Bluetooth® transmitter Smart Connect from JURA and this app.

*The latest list of compatible coffee machines is always available at www.jura.com/joe

⚠
Under certain circumstances, the app may not contain the latest list of machines. If this is the case, connect to the Internet before launching the app.

2 Requirements for using J.O.E.®

To make full use of J.O.E.®, you will need

- The **Smart Connect** from JURA, which is plugged into a compatible coffee machine.
- A smartphone/tablet with
    - **Android version 5.1.1** (or higher).
    - **Bluetooth version 4.0** (or higher).

⚠
If the app doesn't work despite the above requirements being met, this may be due to the particular system settings of the smartphone/tablet manufacturer.

3 First steps

3.1 Smart Connect from JURA

3.1.1 Inserting the Smart Connect

The Smart Connect must be inserted into the coffee machine's service socket. This is usually on the top or back of the machine, beneath a removable cover. If you don't know where the service socket of your coffee machine is, ask your dealer or visit www.jura.com.

3.1.2   Connecting to the machine

Once the Smart Connect is inserted, it automatically searches for all machines within range (approx. 3 m).

Tap on the machine you want to connect to.

PIN function (optional):
The PIN function on the Smart Connect is deactivated by default.

If the PIN function has been activated, at this point you will be prompted to enter the PIN.

If the correct PIN was entered when the connection to the machine was established, this is stored in the app and does not have to be entered again to re-connect. If the PIN is changed later on, it must be entered again in order to connect.

The PIN function can be changed in the Smart Connect settings.

Information about the JURA Smart Connect: Please note that the Smart Connect fitted in the coffee machine can only connect either with J.O.E.® or with a Cool Control or accounting system.

3.2   The J.O.E.® interface

The J.O.E.® user interface can be split into two areas:

- **Upper area**
    - Symbol for connection status
    - Name of the current screen
    - Symbol for switching between preparation page and menu
- **Lower area**
    - Adjustable area where the products available on the connected machine or the menus with the various settings are shown.

3.2.1   Preparation page

You can start the preparations from this screen.

3.2.2   Menu

You can call up the various menus from this screen.

4 Connection

In order to use the app functions you must connect to a machine within range.

If you are on the start screen, tap on the red machine symbol in the top right or on the appropriate button in the "Connection" menu.

Information about the JURA Smart Connect: Please note that the Smart Connect fitted in the coffee machine can only connect either with J.O.E.® or with a Cool Control or accounting system.

4.1 Connecting the app to the machine

To show the machines available within range, tap on "Scan".

The range of the Bluetooth connection is approx. 3 m. Available machines are now shown on this screen. Select the machine to which the app is to connect.

Please note that under some circumstances the app cannot connect to all the machines listed. The app cannot connect to any 'unknown' or 'unsupported' machines.

4.2 Connected to machine

Once you have selected an available machine, after a short wait the connection is established.

5 Preparation / Configuring the preparation page

5.1 Preparing a product

Selection

The available products may vary depending on the connected machine. Scroll down to display more products.

Tap the icon of the desired product to start preparation.

If an accounting system is connected to the coffee machine, preparations cannot be started by the app.

Countdown

After a product is selected, the countdown to the start of preparation is displayed. You can disable the countdown or adjust the times in the app settings.

If you don't want to prepare the selected product, tap on "Cancel preparation".

Settings while your drink is being prepared

On the screen you can track the progress of preparation, change the quantities or cancel preparation:

- Slide the scroll bar to the left or right to change the relevant quantity (e.g. amount of milk foam).
- Tap on "Cancel" to stop preparation. If the product has more than one ingredient, e.g. milk foam and coffee, the machine only stops preparing the current ingredient.

5.2 Adjusting the preparation page

You can configure the preparation page as you wish. Tap on a product and hold for **approx. 2 seconds** until it **shakes slightly.** You can now make different settings:

Repositioning products

Tap and hold the symbol for a product and slide it to a different position.

Deleting products

Tap on the "X" of the product to delete it from the preparation page.

6 Order

In the "Order" area, you can temporarily save several products in a list. This is useful if you have guests and would like to treat them to various types of speciality coffee, for example.

Tapping on "+" takes you to the product selector view where you can select additional products.

You can change the settings for every product that you would like to add to the order list and decide between

- "Order & Save" or
- "Order".

The products in the list can now be prepared one after the other. Please note that the preparation for each product must be started separately.

7 Product settings

In the "Product settings" area you can configure all available products on the currently connected machine, as well as add more products to the preparation page.

7.1 Product configuration

When you tap on a product in "Product settings", the product configuration page opens. Here you can change the individual parameters for the product.

Slide the scroll bar to the left or right to change the relevant value.

Tap on the product name or on the image in order to make changes to these.

Then confirm the changes by pressing "Save".

7.2 Adding products to the preparation page

To add more products to the preparation screen, tap on "+" (top right).

In this product selector you can select the products to be displayed on the preparation screen. You can also select the same product more than once in order to change and personalise the various parameters later on.

The selected products are added to the bottom of the preparation page.

8 Maintenance instructions

J.O.E.® supports you during the process of maintaining your coffee machine:

- View PDF
  - You will be redirected to the JURA website, where you will be able to download PDFs of all instructions for use.
- Video instructions
  - You will be redirected to an instruction video on JURA's YouTube channel (if available).
- Buy online
  - You will be redirected to the shop on the JURA website.

9 Shop

Here you will be redirected to the shop on the JURA website.

10 Statistics

In the "Statistics" area, you will find the following programme items:
- Product counter
- Day counter (not available on all coffee machines)
- Maintenance counter
- Archive (if you have connected to different machines)

10.1 Updating the product counter, day counter and maintenance counter

To update these counters, the smartphone/tablet must be connected to the coffee machine. Then swipe across the display from top to bottom to update the counter in question.

10.2 Product counter

Here you can see the date on which data was last read from the connected machine. The various readings for the connected machine are displayed below this.

Pie chart
You can also display the data as a **pie chart.** To do this, tap on "Show diagram". The pie chart is divided into the following groups:

- Speciality coffees
- Products with ground coffee
- Specialities with milk
- Hot water

10.3 Day counter

(not available on all coffee machines)

Below the day counter button you can also see the date on which data was last read from the connected machine. Please note that the day counter always provides readings for a certain period and not the total number of products ever prepared. You will find these readings under "Product counter".

At the bottom of the screen you can **reset the day counter.**

10.4 Maintenance counter

The number of maintenance programmes carried out (cleaning, descaling, etc.) can be seen under "Maintenance counter". You can also see the current maintenance status, i.e. when the machine next needs maintenance. This information can also be viewed in the "Maintenance instructions" menu.

10.5 Archive

This programme item is only displayed when you have connected to different machines.

You can access data records from previous connections in the "Archive". As well as the machine name and location, the date and time of the connection are also shown.

The data records listed in the connection history are always saved as soon as you read the counters and/or messages on a connected machine.

The data records within the archive correspond to those that you can read during a live connection, e.g. pie charts of day counters or messages. This information can also be sent by e-mail.

11 Settings – App settings

In the general app settings, you can configure the basic functions of the app:

- Block access to menu
- Switch off machine display
- Permit one-off settings while your drink is being prepared.
- Countdown
- Select unit ml/oz
- Software version
- Statistics settings
    - Enter e-mail sender
    - Start wizard – allow the configuration wizard to guide you through various settings
- Clear the app cache (this deletes all settings and data)

11.1 Block access to menu

Enter a PIN to prevent access to app functions and settings. If an incorrect PIN is entered three times in a row, access to the app is blocked for one hour. During this time you cannot re-enter the PIN.

If you forget the PIN, you can have it sent to an e-mail address you have previously saved. You can enter this e-mail address in the statistics settings.

11.2 Permit one-off settings while your drink is being prepared.

Enable or disable the function that allows product settings to be made during preparation.

11.3 Countdown

Define the duration of the countdown before the product is prepared.

11.4 Software version

Here you can find out the app version and the file version of the supported machine at any time.

11.5 Statistics settings

Enter e-mail sender

In order to correctly use the app you will need a Google e-mail account.

Different e-mail recipients
Within the app you can define different addresses for e-mail recipients who receive different kinds of notifications. This is explained in the next few sections.

Specify recipient e-mail address

Specify an e-mail address to which you want to send readings for the connected machine.

E-mail format

Here you can choose between HTML and plain text.

CC sender

Specify whether a copy of the e-mail containing the readings should be sent to the sender too.

11.6 Clearing the application cache

If this function is confirmed with OK, all machines, readings and default settings are removed from the app/smartphone/tablet.

12 Settings – Smart Connect settings

Make different settings for the JURA Smart Connect being used in the coffee machine:

- Software version (of JURA Smart Connect)
- Machine name
- Machine location
- Defining the current position (allow the app to access your location)
- PIN function (for JURA Smart Connect)
- Changing the PIN
- Smart Connect software update

12.1 Machine name / Machine location

You can individually adapt the name and location of the connected machine. The adapted information is automatically updated throughout the app.

12.2 Defining the current position

You can allow the app to access your current position.

12.3 PIN function

You have the option of assigning a PIN to the Smart Connect installed in the coffee machine; for example, to prevent unwanted readout of data. The PIN function on the Smart Connect is deactivated by default.

If the correct PIN was entered when the connection to the machine was established, this is stored in the app and does not have to be entered again to re-connect. If the PIN is changed later on, it must be entered again in order to connect.

Activating the PIN function

Tap on "0" to activate the Smart Connect PIN function. Then follow the steps as prompted:

- Enter new PIN
- Confirm new PIN

Deactivating the PIN function

To deactivate the PIN function you must enter the current PIN for the Smart Connect.

Changing the PIN

You can change the PIN. To do this, tap "Change PIN" and follow the steps as prompted:

- Enter old PIN
- Enter new PIN
- Confirm new PIN

12.4 Smart Connect software update

The firmware version of the Smart Connect can be updated if a newer version is available. This requires an Internet connection.

Tap on "Smart Connect software update". If a new version is available, you can now update the app.

To finish the update process the connected machine is switched off. You are requested to switch the machine on again to complete the update.

13 Settings – Machine settings

With some coffee machines, you can make different settings directly via the app, e.g.:

- Program products on machine
- Setting the water hardness
- Language
- Switch-off time
- Units (ml/oz)

Please note that the functions may differ from machine to machine.

To make settings, the smartphone/tablet must be connected to the machine.

14 Support for different languages

J.O.E.® is available in several languages. The app automatically selects the language set on the smartphone/tablet. If the set language is not available, the app is displayed in English.