



**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 this app and either the JURA WiFi Connect to connect via your home network or the JURA Smart Connect Bluetooth® transmitter.

\*The latest list of compatible coffee machines is always available at [jura.com/joe](http://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 **WiFi Connect** or **Smart Connect** from JURA, plugged into a compatible coffee machine
- A smartphone/tablet with
  - **iOS version 11.0** (or higher).
  - **Bluetooth version 4.0** (or higher) if using the Smart Connect
  - **WatchOS Version 5.0** (or higher, when also using the Apple Watch)
- A functioning home network, if you intend to connect J.O.E.® to your coffee machine with a WiFi connection using WiFi Connect



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 Inserting WiFi Connect / Smart Connect

The WiFi Connect / 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 go to [jura.com/joe](http://jura.com/joe).

## 3.2 Connecting to the machine

The first time you launch J.O.E.®, a wizard opens to help you connect J.O.E.® to the coffee machine.

Choose between

- **WiFi Connect** (WiFi connection via home network)
- **Smart Connect** (Bluetooth connection)

### 3.2.1 WiFi Connect (WiFi connection)

On the selection screen, tap "WiFi". If there is no **connection between the home network and the smartphone**, connect them now. You will need the name and password of your home network.

Then tap "Next".

Next, you need to activate the WiFi connection **on your coffee machine**. This step depends on the model. If you aren't sure how to activate this function on the machine, tap "Problems? Touch here.". This will take you to a web page ([jura.com/wifi](http://jura.com/wifi)) where you can select the type of coffee machine you own and see step-by-step instructions.

Once this has been activated, you will be asked to scan a **QR code** with J.O.E.®. There are two possibilities:

- If the QR code is shown on the coffee machine display, use this.
- If you have a machine with a symbol display, use the QR code in the WiFi Connect instructions for use.

Scan the QR code and follow the instructions in J.O.E.®.

### 3.2.2 Smart Connect (Bluetooth connection)

On the selection screen, tap "Bluetooth".

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.

**Note:** 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.

## **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.

**Note:** The PIN function can be changed in the WiFi Connect / Smart Connect settings.

## **3.3 The J.O.E.® interface**

### **Start screen:**

From this screen you can start preparation and access product settings.

### **Menu:**

Tap the menu symbol in the top left to access the menu options.

# **4 Preparation / product settings**

## **⚠ WARNING**

### **Danger of scalding**

If a preparation or maintenance programme is started via J.O.E.® unsupervised, it could result in a third party being scalded if any part of their body is located underneath a spout or nozzle.

Make sure no one is endangered when starting unsupervised.

## **4.1 Preparing a product**

### **Selection**

The available products may vary depending on the connected machine. Swipe to the left or right 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.
- If you have made any adjustments during the preparation phase, you can save these settings locally within J.O.E.®. To do this, tap "Save" after the preparation phase.





## Preparation via Apple Watch

You can also use J.O.E.® with your Apple Watch. In this case, the product last prepared via J.O.E.® is always displayed. Tapping 'Prepare' sends the product (with the parameters specified in J.O.E.®) via Bluetooth to the coffee machine for preparation.


You can save up to three products on your 'Apple Watch'. Various messages such as 'Fill in the tank' are also displayed.

## 4.2 Opening product settings

Tap and hold a product on the start page for **around 2 seconds** to **call up the product settings**:

-  Change product parameter
-  Shrink product button
-  Enlarge product button
-  Remove product from start screen

### 4.2.1 Configuring products

Tap the edit symbol  for a product to go to the settings. Here you can change the individual parameters for the product.

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

Then confirm the changes by pressing "Save".

## Adding products to the Apple Watch

You can add the relevant product to the Apple Watch as part of the product configuration. You can save up to three products on your 'Apple Watch'.

## Adding products to Siri – Siri shortcuts

You can add the relevant product to Siri as part of the product configuration. You can then, for example, save a Siri voice command.

### 4.2.2 Customising the start screen

#### Shrinking or enlarging product buttons


You can change the size of the product buttons on the start screen. To do this, tap the enlarge symbol  or the shrink symbol .

#### Adding a product to the start screen

To add more products to the start screen, tap the “+” in an available space.

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

#### Removing a product

Tap the trash can symbol  for a product to remove it from the start screen.

## 5 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.

Tap "Add product" to go to the product selection screen.

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

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.



## 6 Maintenance

J.O.E.® supports you with coffee machine maintenance:

- The maintenance status shows when the next maintenance action is due.
- View video
  - You will be redirected to an instruction video on JURA's YouTube channel (if available).
- Buy maintenance products online
  - You will be redirected to the shop on the JURA website.
- Start a maintenance programme
  - Start the required maintenance programme directly from J.O.E.®.

## 7 Cockpit

In the cockpit you can see lots of information at a glance:

- Maintenance status (when is the next maintenance action due?)
- Direct contact with customer support
- Various statistics
- Information about caring for your coffee machine

### 7.1 Directly contacting customer support

Tap the button to speak directly to the customer support team for your country. You will exit J.O.E.® and use the normal phone function of your smartphone. Additional charges may apply depending on your mobile phone provider.

### 7.2 Statistics (product counter / maintenance counter)

The statistics area (pie chart symbol) has the following menu options:

- Product counter
- Maintenance counter

#### Pie chart

The pie chart shows all products prepared as percentages of the total, divided into these groups:

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

### **Product counter**

Under "Product counter" you will find the various readings for the connected machine.

### **Maintenance counter**

The number of maintenance programmes carried out (cleaning, descaling, etc.) can be seen under "Maintenance counter".

## **8 Shop**

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

## **9 Settings – App settings**

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

- Countdown
- Select unit ml/oz
- Software version
- Clear the app cache (this deletes all settings and data)

### **9.1 Countdown**

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

### **9.2 Software version**

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

### **9.3 Clear the application cache**

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

## 10 Settings – WiFi Connect / Smart Connect

Make various settings for the JURA WiFi Connect / Smart Connect installed in the coffee machine:

- Software version (of JURA WiFi Connect / Smart Connect)
- Machine name
- PIN function (for JURA WiFi Connect / Smart Connect)
- Change the PIN
- Software update for WiFi Connect / Smart Connect

### 10.1 Machine name

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

### 10.2 PIN function

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

Activate the PIN function on the WiFi Connect / Smart Connect using the scroll bar. 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 WiFi Connect / Smart Connect.

#### Changing the PIN

To change the PIN, you first need to remove the existing PIN. Then enter a new PIN.

## 10.3 Software update for WiFi Connect / Smart Connect

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

Tap on "WiFi Connect / 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.

## 11 Settings – Machine settings

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

- Program products on machine
- Adjust 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.

## 12 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.

### 12.1 Connecting the app to the machine

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

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.

## 12.1.1 Connecting J.O.E.® to WiFi Connect

To connect J.O.E.® to the WiFi Connect installed in the machine, the WiFi Connect must be connected to the home network.

If, after scanning, no available machine is shown, tap "+" to add a new machine. In this case, proceed as described in 3.2.1.

## 12.1.2 Connecting J.O.E.® to Smart Connect

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.

## 12.2 Connected to machine

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

## 12.3 Resolving connection problems

Connection problems between J.O.E.® and the WiFi Connect / Smart Connect installed in the coffee machine can be caused by different factors. The following solutions can resolve these problems.

### 12.3.1 Resetting the WiFi Connect / Smart Connect in the coffee machine

After inserting the WiFi Connect / Smart Connect into the coffee machine, please reset it to factory settings. This enables a better connection to be established between the WiFi Connect / Smart Connect and your machines.

- Resetting the WiFi Connect / Smart Connect electronically
  - Many JURA coffee machines have an automatic connect function for Smart Connect and accessories (refer to the machine's instructions for use). In this case, the WiFi Connect / Smart Connect can be reset in programming mode by selecting "Disconnect accessories".
- Resetting the Smart Connect manually
  - Press the reset button of the Smart Connect for approximately 5 seconds (e.g. with a paper clip). The LED flashes 5 times to confirm the reset.

## 13 Information

In this section you will find

- J.O.E.® instructions for use
- Instructions for use of the connected coffee machine
- Link to the JURA spare parts shop (not available in all countries)

## 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.