



**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 for 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 the optional JURA **Smart Connect** Bluetooth® transmitter

\*The latest list of compatible coffee machines is always available at [www.jura.com/joe](http://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
  - **iOS version 11.0** (or higher).
  - **Bluetooth version 4.0** (or higher).
  - **WatchOS Version 5.0** (or higher, when also using the Apple Watch)



If the app does not work despite the above requirements being met, this may be due to the specific smartphone/tablet manufacturer system settings.

## 3 First steps

### 3.1 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 do not know where the service socket on your coffee machine is, ask your dealer or look at [jura.com/smartconnect](http://jura.com/smartconnect).

### 3.2 Connecting to the machine

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

Tap the machine you want to connect to.

**PIN function (optional):**

The PIN function of 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, 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.

### 3.3 The J.O.E.® interface

**Home page:**

You can start the preparations and open the product settings from this screen.

**Menu:**

Tap the Menu symbol in the top left to access the different programme items.

## 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 they reach below 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 left or right to display more products.

Tap the icon for the desired product to start the preparation.

**** If an accounting system is connected to the coffee machine, preparations cannot be started using 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 do not want to prepare the selected product, tap 'Cancel preparation'.

## Settings while your drink is being prepared

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

- Slide the scroll bar to the left or right to change the relevant quantity (e.g. amount of milk foam).
- Tap 'Cancel' to stop the 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

Press a product for **approximately 2 seconds** on the home page to **open the product settings**:

-  Change product parameters
-  Reduce product button
-  Enlarge product button
-  Delete product from home page

### 4.2.1 Configuring products

Tap the Edit symbol  for a product to access the possible 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 Adapting the home page

#### Enlarge/Reduce product buttons

You can change the size of the product buttons on the home page. To do this, tap the Enlarge symbol  or the Reduce symbol .

#### Adding products to the home page

To add more products to the home page, tap '+' in a free position.

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

#### Deleting products

Tap the waste bin symbol  for a product to delete it from the home page.

## 5 Order

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

Tap 'Add product' to open the product selection page.

You can change the settings for every product that you want 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 in the maintenance of your coffee machine:

- The maintenance status shows you when the next maintenance actions are required.
- 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.
- Starting a maintenance programme
  - Start the relevant maintenance programme directly from J.O.E.®.

## 7 Cockpit

In the cockpit you will find lots of information at a glance:

- Maintenance status (when is the next maintenance action required?)
- Direct contact with your designated customer support
- Various statistical displays
- Information on maintenance of your coffee machine

### 7.1 Direct contact with customer support

Tap the button to directly call your customer support team. You will exit J.O.E.® and use the normal phone function on your smartphone. This may involve additional costs, depending on your mobile phone provider.

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

In the statistics area (pie chart symbol), you will find the following programme items:

- Product counter
- Maintenance counter

#### Pie chart

The pie chart shows you the percentage shares of all prepared products, divided into the following groups:

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



### **Product counter**

The various readings for the connected machine are displayed under 'Product counter'.

### **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 Clearing the application cache**

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

## 10 Settings – Smart Connect settings

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

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

### 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 Smart Connect installed in the coffee machine; for example, to prevent unwanted readout of data. The PIN function of 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, it must be entered again in order to connect.

#### Activating the PIN function

Activate the Smart Connect PIN function 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 Smart Connect.

#### Changing the PIN

To change the PIN, you must first remove the existing PIN. Then add a new PIN.

### 10.3 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 '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
- Set 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.

When you are on the start screen, tap 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 '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.

## 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 Smart Connect used in the coffee machine can be caused by different factors. The following solutions can resolve these problems.

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

Please reset the Smart Connect to factory settings after inserting it into the coffee machine. This enables a better connection to be established between the Smart Connect and your machines.

- 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.
- Resetting the Smart Connect electronically
  - Many JURA coffee machines have an automatic connect function for Smart Connect and accessories (refer to the respective machine's instructions for use). In this case, the Smart Connect can be reset in programming mode by selecting the 'Disconnect accessories' programme item.

## 13 Information

In this section you will find

- J.O.E.® instructions for use,
- instructions for use for the connected coffee machine, as well as
- Access 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.