J.O.E.® Onboarding

Check smartphone and J.O.E.® app version:

- Is the latest app version installed?
- Android-Version 8.0 (or higher)
- iOS-Version 16.0 (or higher)

Check permissions:

- Are Location Services for the app J.O.E.® turned ON?
- Are all permissions given to J.O.E.®?
- Is the WLAN allowing everything?
- Is your Bluetooth ON?

Check WLAN settings:

- Router frequency set to 2.4 GHz (not 5 GHz)
- Channels 1 to 11 (not higher)
- Disable the 20/40 MHZ Coexistence
- The Wi-Fi password must be known
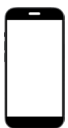
‣ Connect your smartphone to the WLAN and switch on Bluetooth.
‣ Open the location settings.
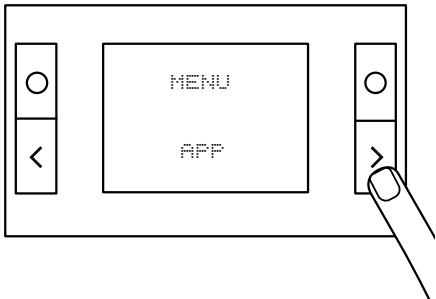‣ Always allow location access for the J.O.E.® app.
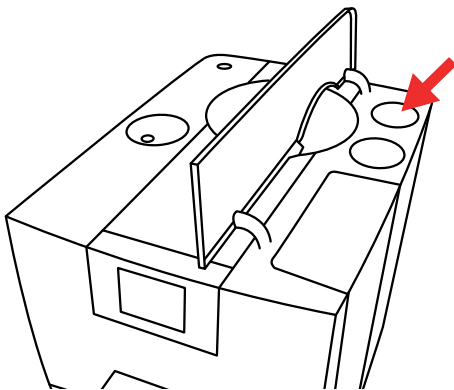
‣ Open the Water tank cover.
‣ Plug the Wi-Fi Connect into the coffee machine's service socket. (Some models already have it plugged in)
‣ Switch on the coffee machine.
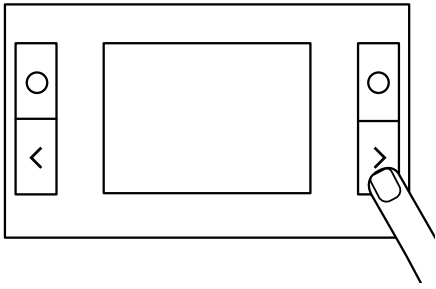
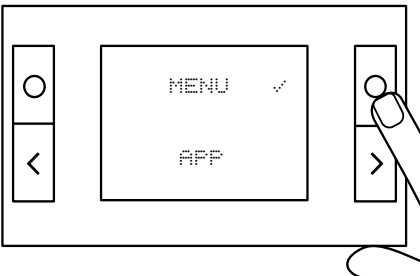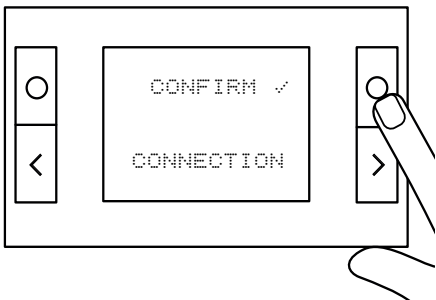▸ Press the ⟩ button several times to access the third page of the start screen (MENU).
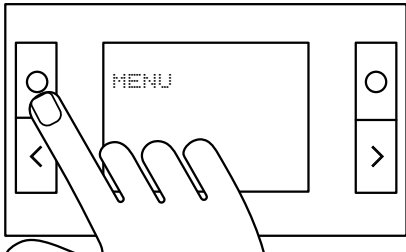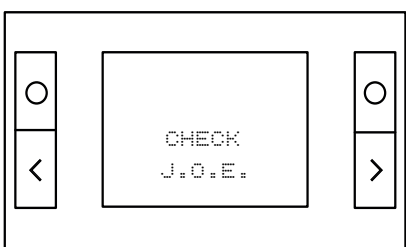
▸ Press the MENU button to access the menu.
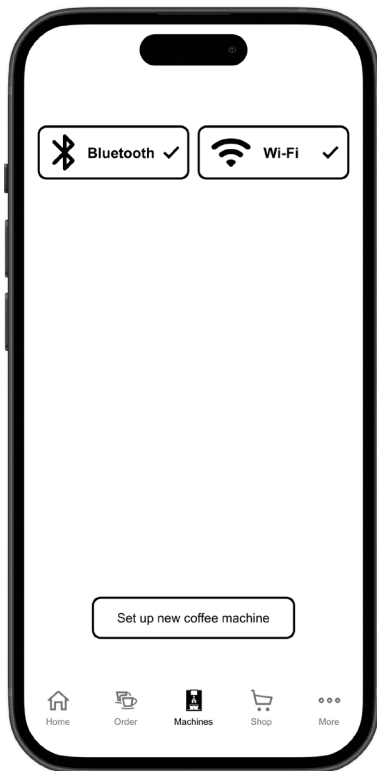
▸ Press the ⟩ button several times until APP is displayed.

▸ Press the ✓ button.
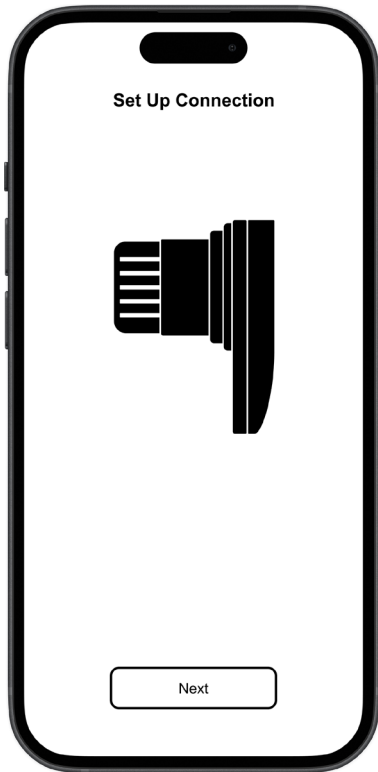
▸ Press the ✓ button to confirm the connection.

▸ Continue with the next step of these instructions.

- ▸ Open the J.O.E.® app on your device.
- ▸ Touch 'Machines'.
- ▸ Touch 'Set up new coffee machine'.

- ▸ Check whether Bluetooth and Wi-Fi are active (outlined green).
- ▸ If not, connect your device to your WLAN and switch on Bluetooth.
- ▸ Touch 'Next'

Set Up Connection

Next

▸ If you have already plugged in the Wi-Fi Connect, you can touch 'Next'. Otherwise, first plug in the Wi-Fi Connect as described on page 1.

Set Up Connection
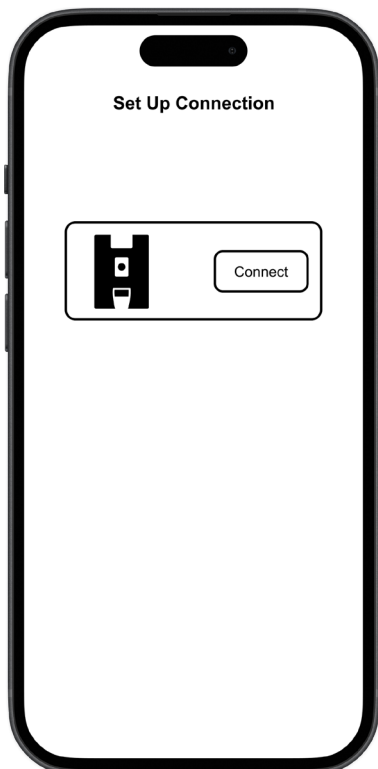
Connect

Your coffee machine should now be displayed.
▸ Touch 'Connect'.

Name your machine

Display Name
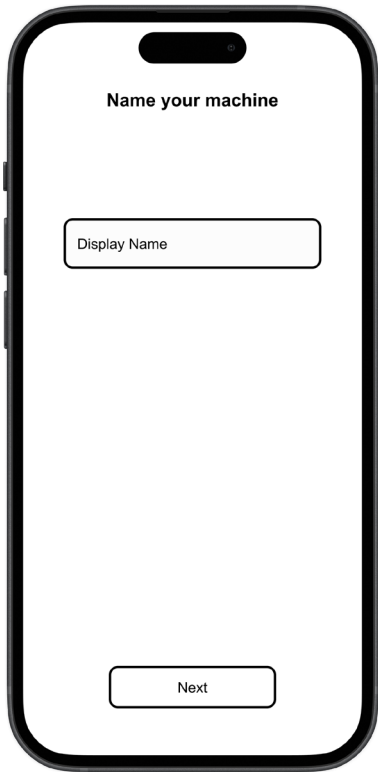
Next

▸ Give your coffee machine a name and touch 'Next'.

PIN

Enter PIN

Enter PIN

Skip

Next

▸ Enter the desired pin or skip this step.

Wi-Fi Password

Wi-Fi Password

Next

‣ Enter Wi-Fi password. It must be the same as the one you used to connect your smartphone.
‣ Touch 'Next'.

Set Up Connection
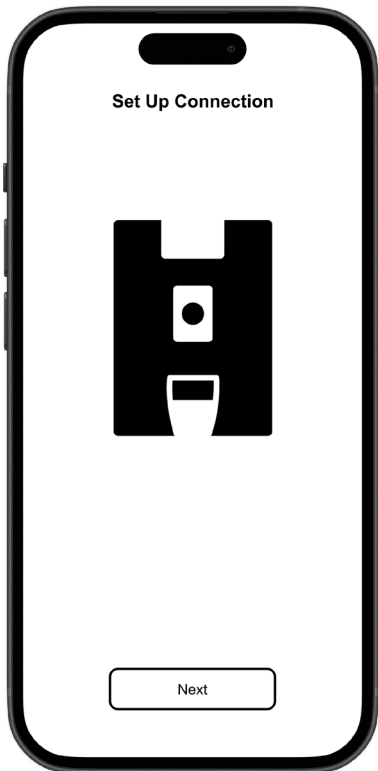
Next

‣ Touch 'Next'.
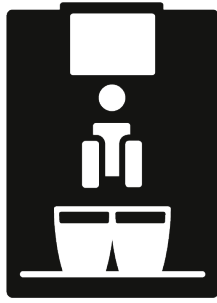
▸ Go back to the the start screen.
  (Some machines do this automatically)

Set Up Connection
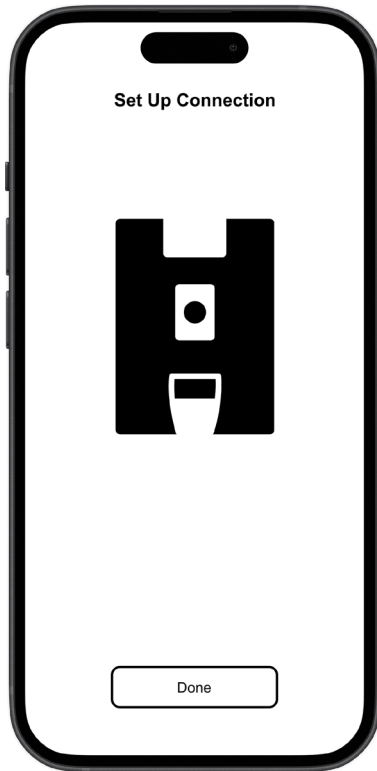
Done

▸ Touch 'Done'.

CONFIRM ✓

J.O.E.
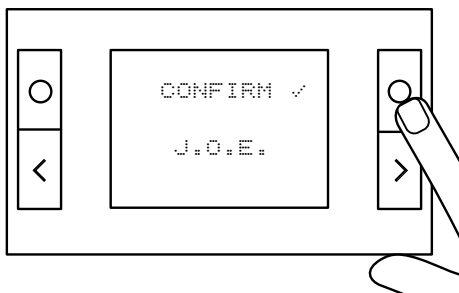
▸ Press the ✓ button to confirm the connection with J.O.E.®.
  You have 30 seconds to do this.

i If you were unable to connect, check all the settings from the prerequisites and try again.
If you still have problems with the onboarding, go to the J.O.E.® app under 'More' (bottom right)
and call our Digital Customer Support.