S10 (EA/SA/INTA/NAA)

J.O.E.® Onboarding

Check versions:

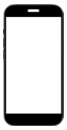
- Is the latest J.O.E.® app version installed?
- Android-Version 8.0 (or higher)
- iOS-Version 16.0 (or higher)
- WatchOS 7.0 (or higher)
- Bluetooth-Version 4.0 (or higher)

Check permissions:

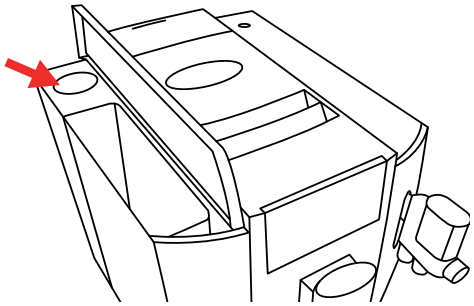
- Are Location Services for the app J.O.E.® turned ON?
- Are all permissions given to J.O.E.®?
- Is your Bluetooth turned ON?

Check Wi-Fi settings:

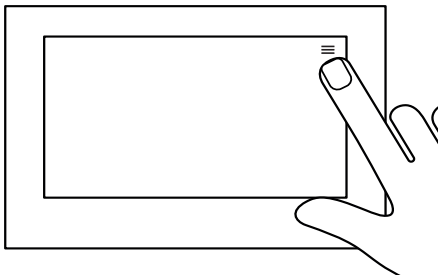
- Router frequency set to 2.4 GHz (not 5 GHz)
- Channels 1 to 11 (not higher)
- Disable the 20/40 MHZ Coexistence
- The Wi-Fi password must be known



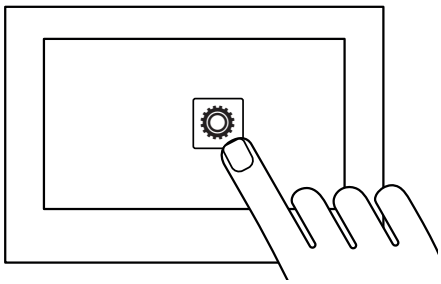
- ▸ Connect your smartphone to Wi-Fi and switch on Bluetooth.
- ▸ Open the location settings.
- ▸ Always allow location access for the J.O.E.® app.



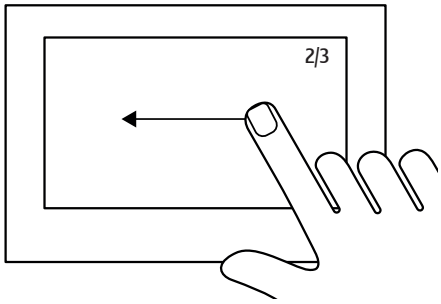
- ▸ Turn off the coffee machine.
- ▸ Open the powder chute cover.
- ▸ Pull out the filler funnel.
- ▸ Plug the Wi-Fi Connect V2 into the coffee machine‘s service socket. (Some models already have it plugged in)
- ▸ Switch on the coffee machine.



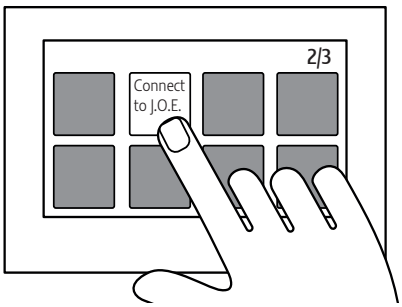
▸ Touch ☰ at the top right.



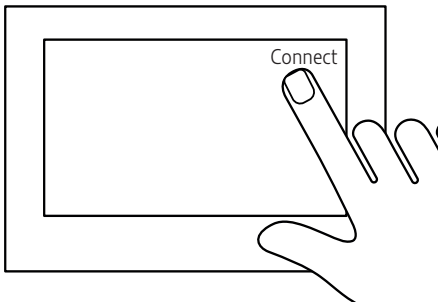
▸ Touch the ⚙ button.



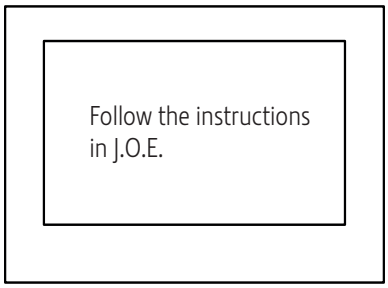
▸ Swipe from right to left across the display to show page 2/3.



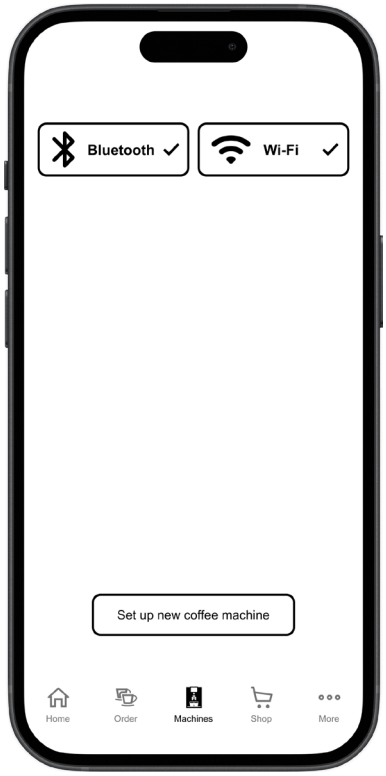
▸ Touch the ‘Connect to J.O.E.’ button.



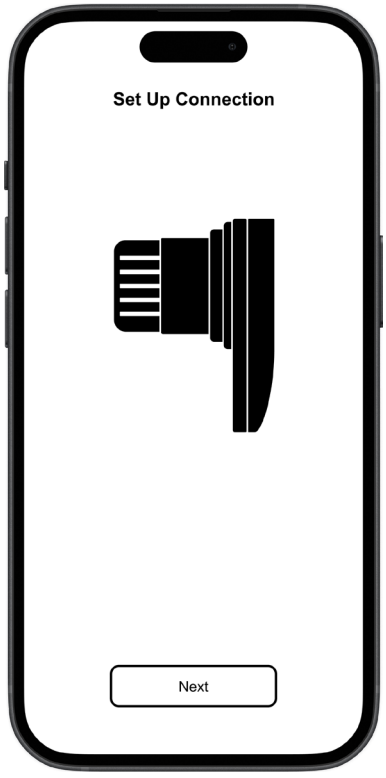
▸ Touch the ‘Connect’ button.



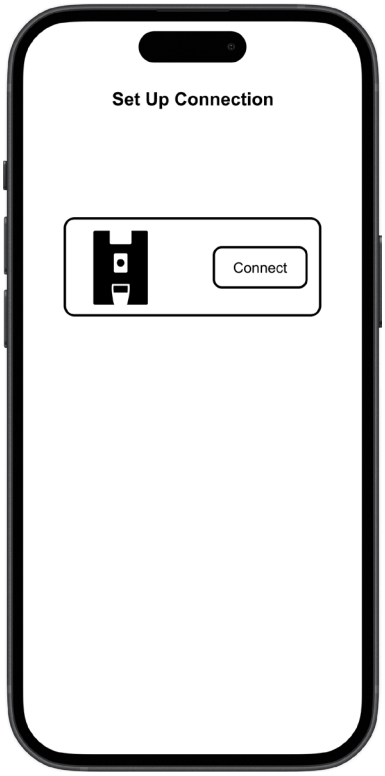
▸ Continue with the next step of these instructions.



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

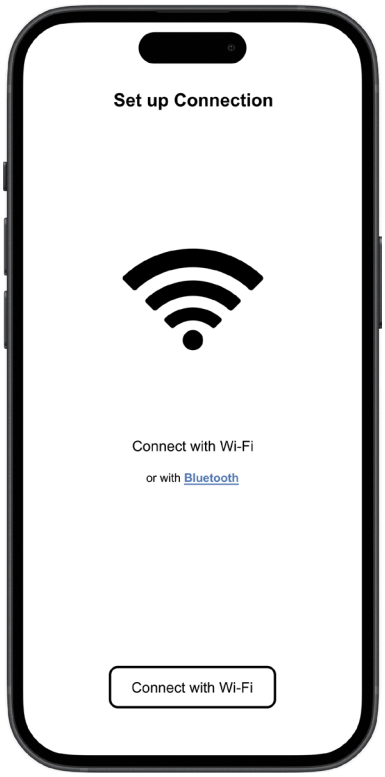


- If you have already plugged in the Wi-Fi Connect V2, you can touch ‘Next’. Otherwise, first plug in the Wi-Fi Connect V2 as described on page 1.



Your coffee machine should now be displayed.

▸ Touch ‘Connect’.

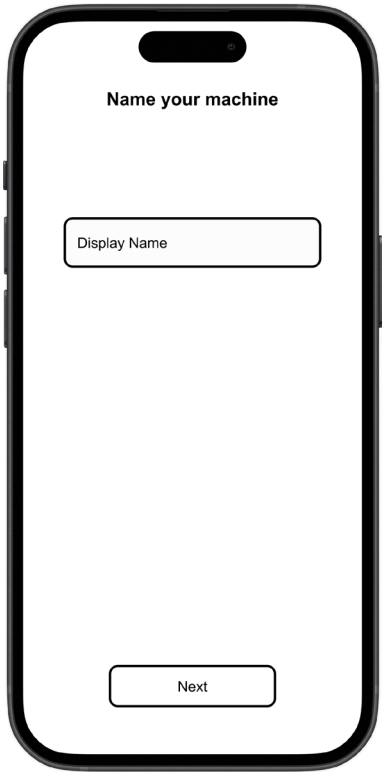


Select whether you want to connect via Wi-Fi or Bluetooth.

▸ Touch ‘Connect with Wi-Fi’ **or** ‘Bluetooth’.

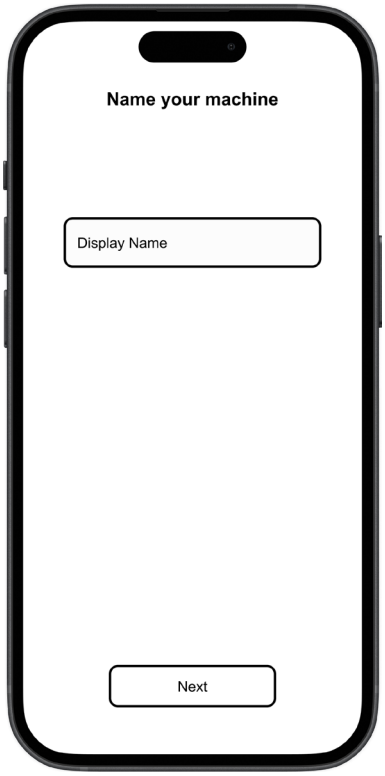
Wi-Fi

If you are already connected to your Wi-Fi network and the network is outlined in green, touch Next. If not, connect to your Wi-Fi network first.



- Give your coffee machine a name and touch ‘Next’.

Bluetooth



- Give your coffee machine a name and touch ‘Next’.

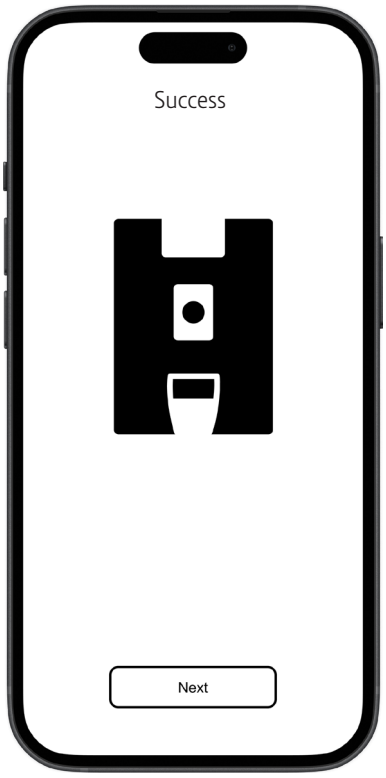
- Enter the desired pin or skip this step.

Wi-Fi

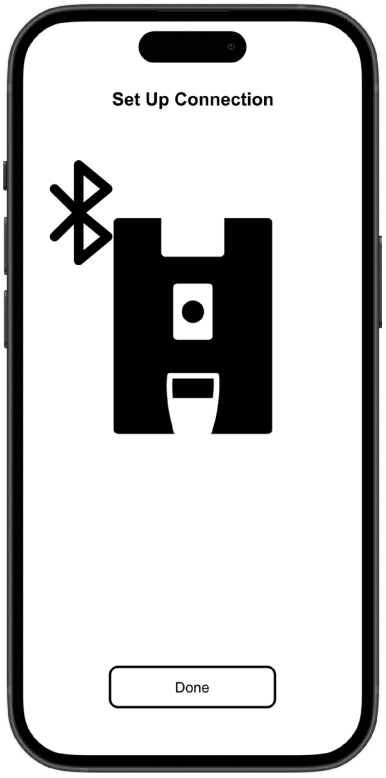
- Enter the desired pin or skip this step.

- Enter Wi-Fi password. It must be the same as the one you used to connect your smart phone.
- Touch ‘Next’.

Bluetooth

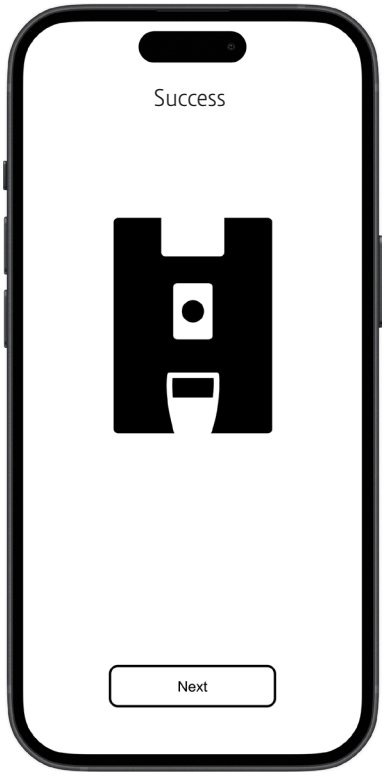


- Touch ‘Next’.

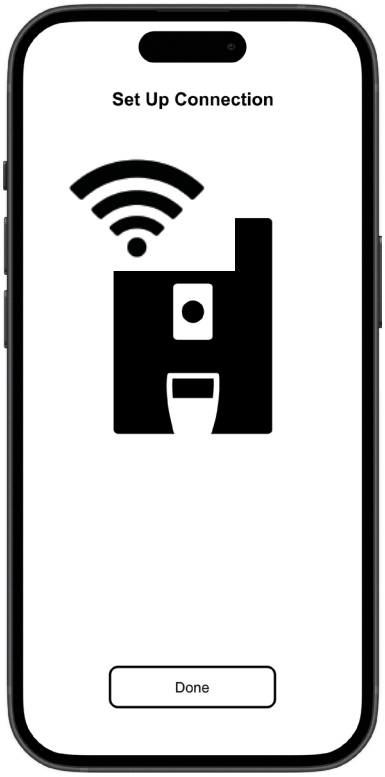


- Press back on your coffee machine screen until you are back on the product screen. (Some machines do this automatically)
- Touch ‘Done’ on your smartphone.

Wi-Fi

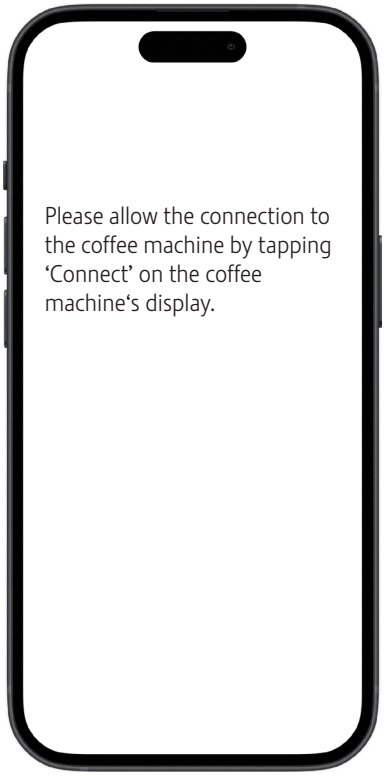


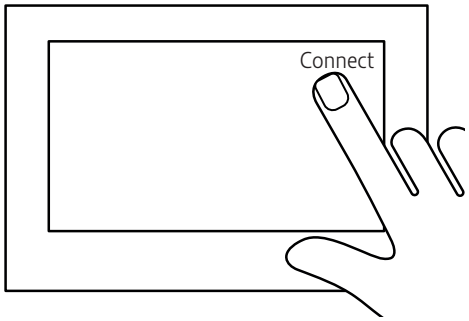
- Touch ‘Next’.



- Press back on your coffee machine screen until you are back on the product screen. (Some machines do this automatically)
- Touch ‘Done’ on your smartphone.

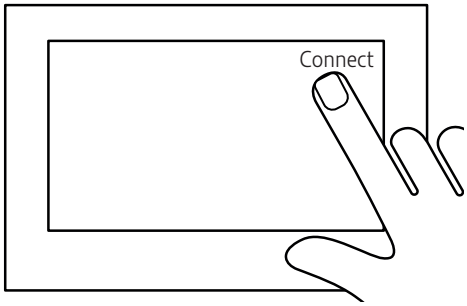
Bluetooth





- Press the ‘Connect’ button.
  You have 30 seconds to do this.

Wi-Fi



▸ Press the ‘Connect’ button.
You have 30 seconds to do this.

Bluetooth

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 Customer Support.