

Data Communicator FAQs

Before configuration / Prerequisites

Questions

Answers / What to do

The websites that are referred to are not being displayed.

Your Internet connection is down. Contact your network/IT operator.

It is not possible to download the configuration wizard using the link provided.

First, check whether the upper-case and lower-case lettering in the link is correct. It may be that your Internet connection is down and/or that you do not have local administrator permissions for installing programmes. Contact your network/IT operator.

Is it possible to use the configuration wizard on an Apple iOS operating system?

No, the configuration wizard will only run on Windows.

Google Authenticator is not available in the Play Store, or the message 'This app is not compatible with any of your devices' is appearing.

Your smartphone or tablet does not meet the technical requirements for running the app.

I have registered and created a new user account, but have not received a confirmation e-mail containing the security key for the Google Authenticator app.

- Check the spam folder of your e-mail account.
- Close the configuration wizard and double-click to restart it.
- Try creating a new user account again.
- Refresh your inbox.

Is the app free?

Yes, you do not have to pay anything for the app.

Is it possible to use Google Authenticator on a laptop or PC?

Yes, there is also a desktop version.

Can I download the Google Authenticator app in another language?

Yes, it is available in English plus 30 other languages: Arabic, Catalan, Croatian, Danish, Dutch, Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Malay, Norwegian, Polish, Portuguese, Romanian, Russian, Simplified Chinese, Slovak, Spanish, Swedish, Thai, Traditional Chinese, Turkish, Ukrainian, Vietnamese.

Does the coffee machine only have to be switched on?

The machine has to be switched on and ready for use. This means that the start screen must be displayed and it should be possible to prepare a speciality at the touch of a button.

Is it possible to use/program the Data Communicator offline?

No, an Internet connection is required to download the latest software and perform the final function test.

During configuration with the coffee machine

The laptop does not recognise the Data Communicator.

- Wait until the configuration wizard has started, connect the Data Communicator, and then click 'Next'.
- Close the configuration wizard and try again.

I do not have any login details for the server.

- Click on 'Create a new user ...' at the bottom left.
- Enter the login details you would like to use.
- Choose an e-mail address that you can access.
- In Google Authenticator, create an account using the security key you received in the confirmation e-mail.
- You can use the six-digit code (which refreshes every 60 seconds) to log in to the configuration wizard and on to the website.

I cannot perform any updates.

The configuration wizard automatically displays whether a software update is available for your Data Communicator, and if so, automatically downloads it to your device. You cannot make any settings at this point.

The Data Communicator/configuration wizard is unable to find the Wi-Fi network that I want to use.

- Update the list of Wi-Fi networks using the button on the right.
- Switch the Wi-Fi network off and back on again.
- Contact your network/IT operator.

I am unable to connect to the Wi-Fi network that I want to use.

If your Wi-Fi network has 2-step authentication, you will not be able to connect the Data Communicator to it. To connect the Data Communicator, your Wi-Fi network must only have single-step authentication (network name and password), not the kind of 2-step authentication referred to above. If necessary, try using an external GSM router with an integrated SIM card.

There is no Wi-Fi network with single-step authentication available at the required location.

Ask your network/IT operator whether it is possible to set up a Wi-Fi network of this kind. Otherwise, you can also operate the Data Communicator via a GSM router.

The configuration wizard/Data Communicator is unable to find the coffee machine that I want to connect it to.

- Have you inserted the Smart Connect device?
- Is the coffee machine switched on, and is the Smart Connect LED lit up? If not, replace the Smart Connect device.
- Is the Smart Connect device in pairing mode (press the reset button on the Smart Connect device briefly so that the LED starts flashing)?
- Is the distance between the Data Communicator and the Smart Connect device no more than 0.5 m?

An error occurred when I performed the final function test. What should I do?

- Are both LEDs on the Data Communicator lighting up?
- Proceed as follows:
 1. Switch the Smart Connect device to pairing mode (by pressing the reset button on the Smart Connect device briefly so that the LED starts flashing).
 2. Click 'Next' in the configuration wizard.
 3. After the connection signal sounds or the Smart Connect LED permanently lights up blue again, the coffee machine will display the start screen.
 4. The distance between the Data Communicator and the Smart Connect device is less than 0.5 m.

General and daily operation

What do the LED displays mean?	<p>LED displays with coffee machine symbol (white):</p> <ul style="list-style-type: none">• Permanently lit up: Coffee machine is switched on and connected• Permanently flashing: Data exchange between Data Communicator and coffee machine• Double flashing: Problem with communication between Data Communicator and coffee machine• Off: Coffee machine is switched off or not connected to the Data Communicator <p>LED display with Wi-Fi symbol (blue):</p> <ul style="list-style-type: none">• Permanently lit up: Wi-Fi connected (connection is terminated after data exchange; LED only lights up during data exchange)• Permanently flashing: Data transfer• Double flashing: Internet connection not currently available• Permanent, but with brief interruptions: No Wi-Fi connection• Flashing every 3 seconds: Wi-Fi connection OK; Data Communicator in standby mode• Off: Data Communicator is switched off
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Will the Data Communicator still work even if I do not make any settings on the website?

Yes, JURA has selected settings that will ensure the machine works correctly in most cases. However, we advise that you check these settings and amend them if you need to.

Why can't I prepare coffee while the Data Communicator is reading out data from the coffee machine?

During this process, the coffee machine reads out all the data and information, and sends it to the Data Communicator wirelessly. The process only takes a few seconds, but the coffee machine cannot prepare coffee while it is happening. Once the data and information have been read out and transmitted, you can start preparing coffee again.

The Data Communicator is no longer working properly or is not transmitting any data, and is issuing error messages.

1. Switch off the coffee machine and then switch it back on after a minute → Both LEDs on the Data Communicator should now light up permanently.
2. Disconnect the cable from the Data Communicator for a minute. Then reconnect the cable → Both LEDs on the Data Communicator should now light up permanently.
3. Disconnect the Smart Connect device from the coffee machine and then reconnect it after a minute → Both LEDs on the Data Communicator should now light up permanently.
4. If you have followed the tips above but still have not had any success, try to connect the Data Communicator to the coffee machine again using the configuration wizard.

Is the blue light on the Smart Connect device supposed to light up when the coffee machine is switched on?

No – this means that the Smart Connect device is probably defective and needs to be replaced.

Is it possible to test the Data Communicator's Internet connection (Wi-Fi)?

Yes: try connecting to the Wi-Fi network using your smartphone or tablet. Then visit any website in the Internet browser on the smartphone or tablet.

When are changes made on the Data Communicator website adopted (such as a new readout time)?

The changes are adopted the next time that data transmission is carried out correctly (based on the settings that existed prior to the changes). The Data Communicator will then transmit data to the server and align its settings with those on the website. However, it is also possible to adopt the changes on the website immediately. To do this, you need to disconnect the Data Communicator from the power supply briefly.

What data does the Data Communicator read out from the coffee machine?

- Day counter
- Number of preparations per speciality
- Number of cleaning operations
- Number of descaling operations
- Number of milk system rinses
- Number of coffee system rinses
- Number of milk system cleaning operations
- Progress display until next cleaning operation
- Progress display until next filter replacement
- Progress display until next descaling operation
- Current prompts and messages, as well as errors that are pending during the readout