

Joule FAQ/Knowledge Base

JOULE

Category: FIRST THINGS FIRST

1. **Will the current version of Joule work outside the US / internationally?** We currently have only a 120 V version available for purchase and shipping within the US. However, we are very committed to our international members, and we plan to expand to some international markets with a 240 V version. We hope to expand to international markets as soon as possible, but we do not currently have a firm ETA.

Please note that the current design is not capable of operating safely on 220 or 240 VAC power, even with a transformer or converter, and will not be covered by our warranty when used outside of the US.

2. **Will Joule be sold internationally? Or just in the US?** Currently, Joule will be sold for use in the United States only. We hope to expand to international markets as soon as possible, but we do not currently have a firm ETA. If you're interested in getting updates about availability in your country, go to chefsteps.com/joule and click "Keep me posted."

Please note that the current design is not capable of operating safely on 240 V power and will not be covered by our warranty when used outside of the US.

3. **Can I use Joule without a smartphone?** Controlling Joule requires an iOS or Android device—there are no manual controls. This means there is no display screen to break, and you can take advantage instead of the powerful screen you already have in your pocket—along with frequent software updates that bring you new recipes and techniques to improve your experience. Wherever you are, you can check in on your food, receive helpful notifications at key points during cooking—such as when your water is preheated and when your food is done—and access tips and recipes.

In addition, once you've done the initial setup on your smartphone or tablet, you can also [control Joule with your voice using Amazon Alexa](#).

4. **How do I cook with Joule?** Joule is controlled by your iOS or Android phone—you easily control it from wherever you are, and it notifies you when your food is ready. Just put Joule into a pot, fill the pot with water, and start cooking in seconds, or follow step-by-step instructions for dishes like perfect ramen eggs and smoky chuck steak. For simple proteins like steak and fish, use our Visual Doneness feature to see and choose exactly the results you want. Because Joule works seamlessly with your phone, there's no display on the tool itself.
5. **Do I need to get a special kind of pot or pan to cook with Joule?** Joule will work with almost any kitchen pot or pan, preferably 4 quarts (3.75 liters) or larger. In fact, you can use Joule in your kitchen sink or in a cooler at a tailgate—anywhere you have access to a standard power outlet. We do love the way Joule's magnetic

foot clicks firmly into place in a magnetic steel pot or induction-ready cookware. However, it has an easy-to-use, universal clip for just about any other type of container you want to use it with, and we'll also have bigger clips available for purchase, y'know, in case you want to cook in the bathtub.

And, you can cook sous vide in a pot on any surface—no need to use precious stovetop space. Remember, however, that when you are cooking with Joule, the water in your pot will get hot enough to heat your food—so treat your work surface accordingly. Because countertop materials vary widely, we suggest you protect your work surface by placing a [trivet](#) or potholder underneath the pot or container every time you cook. Use whatever precautions you would when exposing your counter to a dish, pot, or pan you just removed from the oven or stove.

Category: MY ORDER & SHIPPING

1. **When will my order ship? Joule (US Edition)** To get more information on when to expect your Joule, or to view your shipping status, you can [check out your order info page here](#).

Orders will arrive in 3–5 business days.

2. **I'd like a refund.** We're happy to cancel your order and provide you with a full refund at any time.

Simply submit a ticket by clicking the link below, and we will assist you as promptly as possible.

3. **Do you ship internationally?** We don't ship internationally yet, but we're eager to get Joule to our international community members in the future. We will share updates [here](#).
4. **What is the return policy for Joule?**



Return and Order Cancellation Policy

If you are not satisfied with your Joule after receiving it, ChefSteps offers 90-day returns with our Happiness Guarantee. This means a full refund of your purchase price for all products purchased directly from [chefsteps.com](#) or any other authorized vendors.

To initiate a refund and arrange for the return of your product, please submit a ticket to our support team using the link below.

Before your Joule ships, you can cancel your order at any time for a full refund. Please simply submit a ticket to our support team using the link below, and we will cancel your order. Your order isn't cancelable after it ships; however, you can return it within 30 days for a full refund.

Shipping charges incurred in connection with the return are paid for by ChefSteps via prepaid shipping label, which will be provided by the customer support team.

Damaged and Defective Items

We provide a one-year warranty for defective or damaged products. [Click here to read our full warranty.](#)

5. **Does Joule have a warranty?** Yes, Joule comes with a one-year limited warranty. You can view the full details of the warranty [here](#).

Category: JOULE WHITE

1. **Why does Joule White cost less than the original Joule Stainless? Is there a difference in power or other features?**

Joule White features the same compact size, powerful heater, and magnetic base as our flagship Joule, but with a simple white finish.

Why is it less expensive? Because without stainless steel finishes, it's less expensive for us to make—and we get to pass the savings on to you!

Category: JOULE APP

1. **How do I reset my password?**

You may reset your password at any time by visiting chefsteps.com, clicking on the "Sign In" button in the top right corner, and then clicking the "Forgot Password" link in the bottom right corner of the pop-up box.

If for any reason your password reset email does not arrive in your inbox, please check your junk/spam folder and then feel free to reach out to us for assistance by clicking the link below to open a support ticket.

2. **Where can I find a list of known issues with the Joule app?** You can visit [this link](#) at any time to check on any known issues our team is currently tackling.
3. **My update keeps failing. A little help?** If you're having trouble updating your Joule, here are some tips:
 - Make sure Joule is connected to WiFi and plugged in within 10 feet of your wireless router.
 - Keep your phone or tablet close to Joule until the update is complete.
 - Keep the app open until the update is complete. And no backgrounding it either! (Nice try, though.)

- Please check that Joule's LED is not red, yellow, or off. If it is, unplug Joule and plug it back in, and try the update again.
4. **Why can't I sign in?** First, check whether your email address and password are correct. (You may have created your account through Facebook; if so, you will need to use the corresponding email address.) If you think you might have forgotten your password, [click here](#) for instructions on how to reset it.

Next, make sure that your phone or tablet is connected to the internet.

If you're still having trouble, please feel free to submit a ticket using the link below.

5. **What does it mean to be Joule's owner?** The first person to connect Joule to a WiFi network is the owner. In almost all cases, this is you, dear reader. Only the owner will be able to connect Joule to WiFi; this means you won't be bombarded with notifications and such if you lend Joule to someone else. Your friends and family will be able to use Joule with Bluetooth.
6. **How do I stop being the owner of Joule?** You can stop being the owner of Joule by navigating to "Settings " > "My Joules" > [Joule's Name] > Disconnect while Joule is plugged in and you are within Bluetooth range. This will allow someone else to pair with Joule and connect to WiFi.

Watch the video below to see how it's done.

7. **Can I let someone else borrow Joule and use WiFi?** As long as someone has the Joule app, they can connect to and control Joule with Bluetooth. If they want to use WiFi as well, you will have to disconnect from Joule first by navigating to "Settings" > "My Joules" > [Joule's Name] > Disconnect with Joule plugged in and within Bluetooth range.

Watch the video below to see how it's done.

8. **How do I change the default temperature unit?** The Joule app defaults to Fahrenheit, but if you want to change to Celsius, you can select "Default Temperature Unit" under "Settings."

Watch the video below to see how it's done.

9. **How do I set a cooking temperature?** You can set a temperature manually by connecting to Joule, then tapping the red power button in the lower right corner of the app.

Watch the video below to see how it's done.

10. **How do I set a timer?** You can set a timer during a "manual mode" cook (accessed by tapping the power button in the lower right corner of the app) by tapping the "Set a timer" button in the center of the screen. The timer will start immediately.

Watch the video below to see how it's done.

11. **What is a sous vide guide?** Our sous vide guides provide you with step-by-step instructions on how to cook sous vide. With an ever-increasing collection of guides that lead you through everything from the humble chicken breast to upgraded poached eggs, the app puts a wealth of sous vide knowledge at your fingertips.

Check out this video walkthrough of a sous vide guide.

12. **My phone is dead! How can I stop my cook?** You can stop Joule at any time by pressing and holding the top button for one second.

Watch the video below to see how it's done.

Category: JOULE APP DATA USAGE

1. **How do I make the Joule app use less cellular data?** The Joule app automatically restricts data usage when not connected to WiFi. This means that videos will not autoplay when your phone or tablet is not connected to the internet via WiFi. You can change this setting by tapping "Data Usage" in the "Settings" screen.

Watch the video below to see how it's done.

2. **Why don't videos autoplay when I'm not connected to WiFi?** When your phone or tablet is not connected to WiFi, the Joule app will use your phone or tablet's data plan to download videos. In order to reduce the amount of cellular data the Joule app consumes, videos will not automatically download and play. You can change this by tapping "Data Usage" under "Settings."

See the video below to see how it's done.

Category: HARDWARE & SPECS

1. **Is Joule waterproof?** Joule is water resistant: it is the only sous vide circulator completely sealed against short-term, accidental water intrusion. Because of Joule's unique design, it will continue to work after an accidental dunk in water.
2. **The LED (cute little light thingy) on my Joule is blinking! Why?** Joule's LED communicates with you using a range of colors and states—kinda like the Christmas lights and Winona in Stranger Things. Here's an overview.



Solid white light: Joule is in standby mode. If you're already connected to Joule, this means that Joule is ready to start cooking.

Blinking white light: Joule is ready to pair. Press the top of Joule to continue.

Double-blinking white light: The Joule app has requested that Joule identify itself.

Slowly blinking, or "breathing," orange light: Joule is heating to its set temperature.

Double-blinking orange light: Power was lost during cooking. If you unplug Joule while it is cooking, you may see this when you plug Joule in again.

Solid green light: Joule has reached the set temperature and is holding steady.

Double-blinking green light: A timer has completed its countdown. Your food is probably done!

Solid yellow light: A system failure has occurred. Try unplugging Joule and plugging it back in again.

Double-blinking yellow light: A factory reset is in progress.

Double-blinking blue light: A software update is downloading to Joule.

Solid blue light: A software update has been downloaded to Joule and is being installed. Give it a few minutes to finish, and you'll be back to cooking in no time.

Double-blinking red light: There is an issue with Joule. Check the Joule app for more information. Also, please check to make sure there is enough water and that Joule is standing upright. Joule may also have overheated, so make sure it is properly ventilated.

Solid red light: There is a Joule software error. The device should reset itself in this case. If it does not, attempt to reset Joule by unplugging it for 10 seconds and then plugging it back in.

3. **Do I need to cover the pot once I've placed Joule in it? What if my lid won't fit on top with Joule inside?**

You do not need to put a lid on your pot to cook with Joule. In fact, for regular cooking, we recommend you leave the lid off. However, if you are doing a long cook, water will evaporate over time, so for best results, we do advise covering the pot around Joule with foil or plastic wrap. Do not fully cover Joule during cooking. Doing so will cause Joule to overheat, and your cook will stop. You will also lose your Bluetooth or WiFi connection if you cover Joule completely with a metal lid.

4. **What kind of heating element does Joule use?** Joule delivers 1100 watts of heating power from a unique, compact heater invented by ChefSteps using thick film technology that operates at 99.8 percent energy efficiency for the fastest preheating times on the market.

5. **What are Joule's dimensions, and how much does Joule weigh?** At 11.0 inches (280 mm) in height and 1.85 inches (47 mm) in diameter and weighing just over a pound, Joule is the smallest, most powerful consumer sous vide device available. Joule fits easily into a kitchen drawer or cabinet and can be used with almost any standard pot or pan you already have in your kitchen.

6. **What is Joule made of?** The metal components of Joule are made from surgical-grade stainless steel. All plastic materials are FDA-certified food-safe plastic.

7. **How do I update Joule?** Typically, if there is an update, the Joule app will notify you and walk you through the process. You can also look for an update by going to "Settings" > "My Joules" > [Joule's Name] > "Update Joule's Software." Updates will take a few minutes, so go make a cocktail while your app makes Joule even better.

A few tips:

- Make sure Joule is connected to WiFi and plugged in within 10 feet of your wireless router.
- Keep your phone or tablet close to Joule until the update is complete.
- Keep the app open until the update is complete. And no backgrounding it either! (Nice try, though.)

Release notes for past updates can be found [here](#).

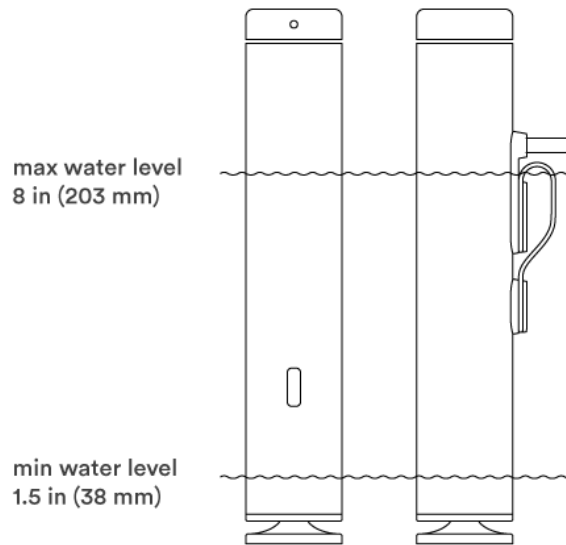
8. **What are the minimum and maximum water depths for Joule, and how much water can Joule heat?**

Minimum water depth
1.5 in (38 mm)

Maximum water depth
8 in (203 mm)

In a well-insulated, covered container—a cooler, say—Joule can heat up to 10 gallons (40 liters) of water. In a covered pot, it can heat about 5 gallons (20 liters). When

you're cooking without a cover, we generally recommend limiting water volume to about 2.5 gallons (10 liters).



However, you can always use the clip to attach Joule to the rim of your container and increase the maximum water level, as demonstrated in the photo below.



9. **What is the maximum temperature Joule will reach?**

Joule's maximum operating temperature at sea level is 208 °F / 98 °C. At any other altitude, the max operating temperature is 3.6 °F / 2 °C below the local boiling point.

If you've ever been up in the mountains trying to cook something, you might have noticed that the boiling point up there was lower—this is because reduced air pressure at higher altitudes lowers boiling point. In pursuit of the best possible experience for all our customers, we chose not to set a one-size-fits-all max temperature. Instead, we added a pressure sensor that determines local air pressure

and in turn automatically calculates the local boiling point to determine max temperature for each individual Joule, no matter the altitude.

10. What is a factory reset, and how do I perform one?

A factory reset restores Joule to its original settings, erasing your device's name, WiFi settings, and authentication information. If you are giving your Joule away to someone else or placing it in the witness protection program, you probably want to perform one of these.

Here's how you do it:

1. Plug in Joule. (If Joule is already plugged in, unplug it and then plug it in again.)
2. Immediately press the top button and hold it for eight seconds, until the light begins blinking yellow.
3. Once the light becomes steady and white, the factory reset is complete.
4. Pair with Joule again.

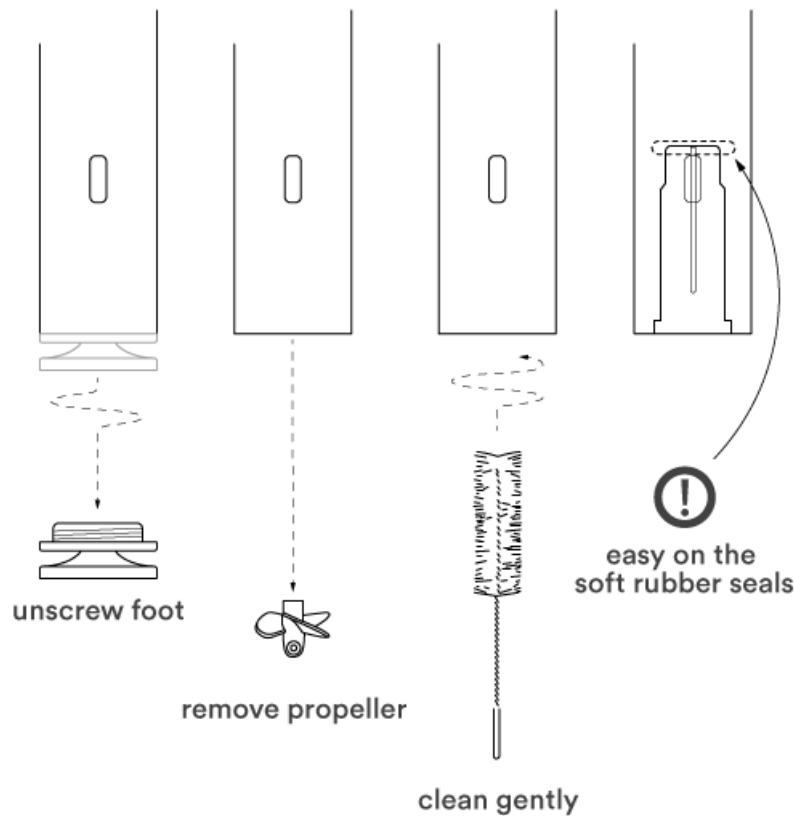
11. How do I operate Joule? Once Joule is plugged in, you can control and monitor it from almost anywhere using your phone or tablet and the Joule app. Once set, Joule will continue to safely operate unattended. The app will allow you to [set cook temperatures](#) and times, and to check in on your food no matter where you are (as long as Joule is connected to WiFi). If you want more guidance, the app has recipes, guides, and Visual Doneness, so you don't have to know what temperature to set or how long something needs to cook to get your dish cooked perfectly to your preferred doneness. You can turn Joule off with the app or by pressing the button on top of Joule and holding it down for one second.

12. Can I use Joule to cook sous vide in anything besides water (like beer or chicken broth)? We do not recommend using Joule with anything other than water. Joule is designed to work only in water. Using Joule in fluids other than water will void your warranty and likely decrease your Joule's lifespan or damage it permanently.

13. How do I clean Joule?

- Thanks to Joule's seamless design, in most cases you can simply clean it with a damp cloth or sponge and then wipe dry.
- Do not put Joule in the dishwasher, and do not submerge Joule in water.
- To keep Joule running smoothly over the long haul, we suggest cleaning it periodically in a vinegar bath. Bath time rules: Pour equal parts water and distilled white vinegar into a small pot. Add Joule, [use manual mode to set the temperature](#) to 140 °F / 60 °C, and allow Joule to heat the liquid. When Joule alerts you that it has reached that temperature, the cleaning is complete. If you have hard water, cleaning with vinegar is an important way to remove buildup inside Joule, which can result in a whistling sound and/or slow heating times. If Joule starts whistling or heating times seem longer than usual, this may be a sign that your sous vide tool is in need of a bath.

- To clean the inside of Joule, take off the metal foot of the device by twisting it counterclockwise, remove the propeller, and then use a wet sponge or bottle brush to gently wipe out the inside. If food has become cooked onto the heater, use a nylon or brass brush to clean the interior, but go easy on the soft rubber seals at the top of the heating cavity.

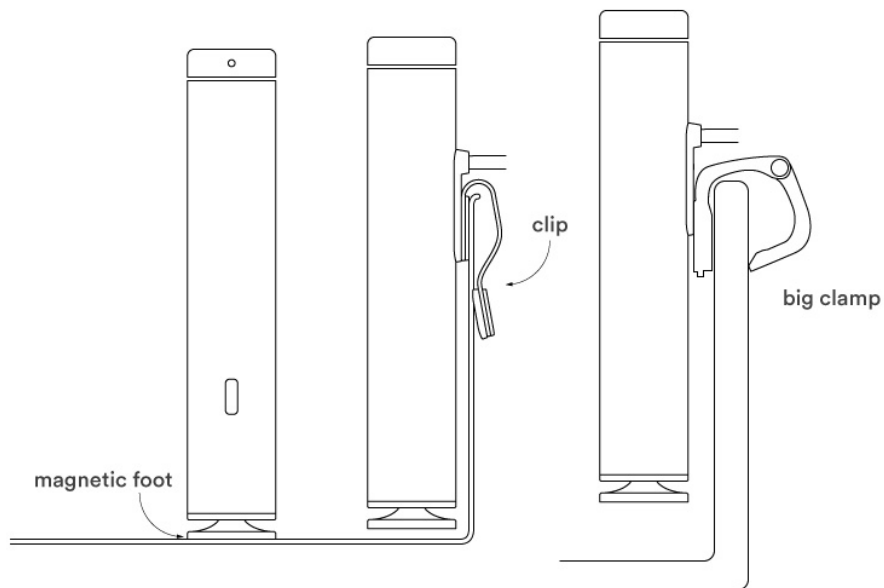


- 14. How do I store Joule?** When you're done cooking with Joule, we recommend using the app to stop Joule and unplugging the device before storing. We also recommend letting Joule cool down before handling, as the lower portion of the device will be quite hot after cooking, and you may risk burning yourself if you handle Joule too soon after the cook is completed.

With its sleek shape and small size, Joule will easily fit in any standard kitchen drawer or cupboard, and Joule's power cord is designed to wrap around the tool. But hey, we think Joule is pretty enough to display proudly on your kitchen counter too!

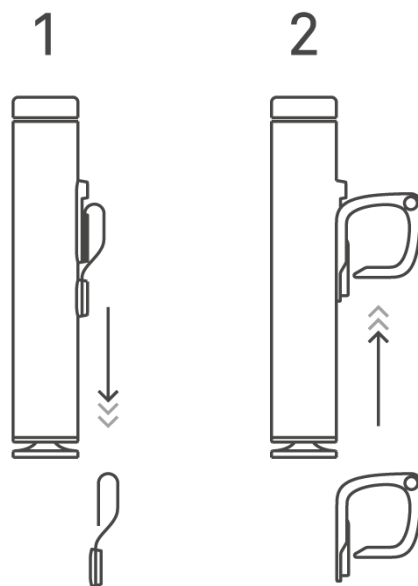
- 15. How does Joule attach to a pot or container?** Joule is equipped with an industrial-grade base magnet, so you can quickly and securely affix it to most magnetic steel pots or induction-ready cookware. However, it has an easy-to-use, universal clip (included with initial Joule purchase) or Big Clamp (available for

purchase [here](#)) for just about any other type of container you want to use it with, such as your trusty Cambro.



How to change the clip

To remove Joule's normal clip and swap in the Big Clamp, simply pull downward on the wire clip until it slides off. Next, slide the Big Clamp up into place until it clicks, and get cooking!



16. **Why do the lights in my house flicker when I cook with Joule?**

Depending on your home wiring, you may experience flickering lights while using Joule. To maintain the precise temperature needed to cook sous vide, Joule's heater power cycles many times a second; think of a microwave's defrost cycle or a refrigerator compressor turning on and off. If your lights flicker while you're cooking with Joule, it's because the heater is cycling on and off.

Here are a few ways you may be able to reduce flickering:

- Using Joule on the same circuit as the light bulbs can lead to flickering. (If you don't know whether this is the case, see whether flipping the breaker for the lights also turns off any appliances on the outlet you're using for Joule.) Most modern wiring actually puts the lights on a separate circuit from high-power-draw appliances to avoid these kinds of issues. To reduce flickering, you can try moving Joule to an outlet on a different circuit.
- The type of light bulbs you're using can also cause flickering. High-wattage bulbs such as incandescents are more sensitive to high-power-draw devices like your microwave, refrigerator, or Joule. Lower-wattage LED bulbs seem to hold up much better to the large initial power draw of Joule's (or any sous vide device's) heater.
- There is also a small chance that your home electrical service isn't receiving enough power from the power company's transformer. If the lights in your entire house dim while you're using Joule, it may be useful to have the power company come out and test their equipment.

Category: JOULE CONNECTIVITY

1. **How do I change the WiFi network for Joule?**

To change which WiFi network Joule is connected to, go to "Settings" > "My Joules" > [Joule Name] > "Disconnect Joule From [Your Wifi Network's Name]." Then tap "Connect Joule to WiFi."

Watch the video below to see how it's done.

2. **Why can't I connect Joule to WiFi?** If you're having trouble connecting Joule to WiFi, there are several possible explanations:

- You may have entered the incorrect password; please try again.
- Please unplug Joule, close the app, plug Joule back in, open the app back up, and try again.
- The Joule app may not be connected to the internet.
- Joule may be too far away from the router it's trying to connect to.
- Your phone or tablet is too far away from Joule.
- You are not the owner of Joule. Please see ["WiFi is unavailable because I'm not Joule's owner."](#)
- You may be trying to connect to a 5 GHz WiFi network; Joule does not support 5 GHz WiFi networks.

- You may be attempting to connect to a network with an unsupported security protocol (WPS, WEP). Joule supports only networks with WPA and WPA2 security protocols.
- Your password may be too long. Passwords can be a maximum of 63 characters.
- To ensure that Joule's WiFi is working, try connecting to an open (unsecured) network or hotspot. If the connection is successful, please check the settings on your router again.
- You may be connecting to an open (unsecured) network with a captive portal (a web page you must pass through to access the network). Joule does not work with captive portals.
- You may be connecting to a router with MAC address whitelisting enabled. You can find Joule's MAC address in the Joule app on Settings > My Joules > [Joule's name] > About Device
- Finally, please refer to your router / access point manual or contact your internet service provider to see how to check these settings on your individual equipment.

Known issues:

ASUS GT-AC5300 Router

Issue: User constantly gets the following error message: "Joule is connected to WiFi but can't connect to the cloud."

Resolution:

1. Log into the router's admin console.
2. Click on "Professional" tab under Wireless.
3. Make sure the options "Enable WMM APSD" is "Disabled."

Sagemcom Fast 5260 Router

Issue: User constantly gets the following error message: "Joule is connected to WiFi but can't connect to the cloud."

Resolution:

1. Log into the router's admin console (instructions [here](#)).
2. Click on "WiFi 2.4 GHz."
3. Click on "Advanced."
4. Make sure the options "WMM" and "WMM-PS" are turned off, then click "OK."

Sagemcom Fast 5250 Router

Issue: User constantly gets the following error message: "Joule is connected to WiFi but can't connect to the cloud."

Resolution: No current resolution, because user is unable to disable WMM options.

Work-around: Set up another router in between Joule and the Sagemcom 5250 router so that Joule can bypass the Sagemcom connection. Joule would be connected to the other router, and in turn, that router would be connected to your main Sagemcom router.

ASUS RT-AC68U Router

Issue: User cannot connect Joule to WiFi.

Resolution:

1. Log into the router's admin console (instructions here).
2. Click on "Wireless" (under "Advanced Settings" on the left side).
3. Select "2.4 GHz" from the "Band" drop-down menu.
4. Select "Disable" from the "Protected Management Frames" drop-down menu.
5. Click "Apply" at the bottom of the page.

3. **WiFi is unavailable because I'm not Joule's owner.** If you saw this alert while trying to connect to WiFi, it may be because you are using a Joule registered to another user. In that case, you can still use this Joule with Bluetooth. To connect to WiFi, you can ask the owner of the Joule in question to unpair within their Joule app, or you can sign in with the owner's chefsteps.com username and password.

If you are the owner and you receive this message, we suggest you perform a factory reset and pair again. And sorry for your trouble! Joule can't wait to get back to cooking with you.

4. **I can't pair with Joule or I cannot find Joule during pairing.** Most pairing issues can be solved by simply attempting to pair again. If you continue to have issues, please troubleshoot by doing the following:
 - Make sure you are not trying to pair with Joule through your phone or tablet's Bluetooth settings.
 - Make sure your phone or tablet's Bluetooth is turned on and that your phone or tablet is close to Joule.
 - Make sure your phone or tablet is connected to the internet.
 - Make sure cellular data is enabled for the Joule app.
 - Toggle Bluetooth off and on again.
 - (Android) Clear the Bluetooth cache.
 - Restart your phone or tablet.
 - Unplug Joule and then plug it in again.
 - Restart the Joule app.

If you continue to experience issues, submit a support request from within the app or use the link below.

5. **I've paired with Joule, but I can't connect.** If you're having trouble connecting to Joule, please make sure that your phone or tablet's Bluetooth is turned on and that you are in close proximity to Joule. If you're still having trouble, try the following:
 - Troubleshoot connection issues by navigating to "Settings" > "My Joules" > [Joule's Name] > "Troubleshoot Connection." This tool will run diagnostics and provide you with suggestions for what to try. Please tap on "Bluetooth

Disconnected - tap here for more information" or tap on "WiFi Disconnected - tap here for more information" and follow the instructions provided.

- Make sure your phone or tablet's Bluetooth is turned on and that your phone or tablet is close to Joule.
- Make sure your phone or tablet is connected to the internet.
- Make sure cellular data is enabled for the Joule app.
- Toggle Bluetooth off and on again. Always connect to Bluetooth from inside the app rather than from your device's Bluetooth scanning screen.
- (Android) Clear the Bluetooth cache.
- Restart your phone or tablet.
- Unplug Joule and then plug it in again.
- Restart the Joule app.
- Disconnect Joule by navigating to "Settings" > "My Joules" > [Joule's Name] > "Disconnect Joule," and then pair with Joule again.
- If Joule is connected to WiFi, try reconnecting it to WiFi by navigating to "Settings" > "My Joules" > [Joule's Name] > "Disconnect From WiFi" and then reconnecting to WiFi from the "Device Settings" screen.
- Check that Joule's LED is not red, yellow, or off. Read more about what different lights mean [here](#).

If you continue to experience issues, submit a support request from within the app or use the link below.

6. **When will the Joule app be available for Windows phones?** At launch, the Joule app will be compatible with both iOS 8.0 or later and Android 4.4 or later. We don't have a timeline for other operating systems at the moment. For now, we're focused on offering excellent support for the operating systems we will launch with.
7. **What smart devices does Joule work with?** The Joule app supports iPhones and iPads running iOS 8.0 or later and Android phones and tablets running Android 4.4 or later. The phones and tablets must support Bluetooth Low Energy (BLE) technology. For the best experience, use with an iPhone 5 or above. While you can operate Joule using both smartphones and tablets, the app is currently optimized for smaller screens, so your viewing experience will be superior on a smartphone. Please view our [Known Issues](#) list for information about issues with specific phone and tablet models.
8. **Do I have to keep my phone near Joule while it is cooking?** To start cooking with Joule, you'll need to use [the app](#) or [voice control](#), but once a cooking session has started, you can leave Joule completely unattended. Closing the app, turning off your phone (even if it dies by accident!), or completely leaving the area where Joule is cooking should not affect your cook. If you've connected Joule to WiFi, you'll be able to check on the status of your cook from anywhere you can access the internet.
9. **Can I control more than one Joule with one smartphone or tablet?** Yes! To learn more about how to control multiple circulators using one smartphone or tablet, take a look at our step-by-step instructions [here](#).
10. **Will Joule keep cooking if my phone dies or shuts off, or my WiFi or Bluetooth goes down?** If your phone dies or shuts off, Joule will continue to cook safely with no further input. You can pick up where you left off whenever your phone

turns back on. If you can't turn your phone back on, you have a couple options: You can connect to the same account using another phone or tablet and pick up where you left off. Or, you can manually track cook time, and when your food is done, you can shut Joule off by pressing the button on the cap and holding it down for one second.

You can always cook without WiFi via Joule's Bluetooth connection. If you lose your connection to both WiFi and Bluetooth or your phone otherwise loses connection, Joule will continue to cook safely with no further input.

11. **What if my power goes out?** If there is a power outage and the power comes back on, Joule will power back up. Whenever there's a connectivity or power outage, the app will attempt to notify you of the issue once it is connected to WiFi or whenever you get back in Bluetooth range.
12. **Can I use Joule without WiFi/Bluetooth?** Joule works only with a WiFi or Bluetooth connection. You can cook without WiFi via Joule's Bluetooth connection, but your phone or tablet needs to be connected to the internet while pairing with Joule.
13. **Does the Joule app integrate with other immersion circulators?** The Joule app is specifically designed to operate and integrate with Joule only.
14. **Can I control my Joule from multiple phones or tablets?** If Joule is connected to WiFi, you are able to control the same Joule from multiple phones or tablets logged in to the same account. That means, for example, that you and your spouse are both able to operate Joule from your respective smartphones when logged in to the same account. Additionally, you can begin the cooking process with one device (such as your iPad) in the kitchen and check in from your phone in the bedroom. However, only one phone or tablet at a time can be connected with Bluetooth.

Category: CONTROLLING MULTIPLE JOULES

1. How do I control multiple Joules with a single account?

1. Make sure you have the latest version of the app.
2. If you've been using multiple accounts to control your multiple Joules, disconnect those Joules from the extra accounts.
3. Open the app.
4. Sign in with the account you want to use to control all of your Joules.
5. Go to Settings > My Joules.
6. Tap "Add a new Joule" and follow the on-screen instructions.
7. Once your second Joule is added, tap the switcher button on the home screen to toggle between your Joules.

VOICE CONTROL: CONNECTING JOULE TO AMAZON ECHO OR DOT

1. **Can I use voice control with Joule? How do I connect it to an Amazon Echo or Dot?** If you have already set up an Amazon Echo, Dot, or other Alexa Voice Service device, you can easily enable it to control Joule with just your voice! This is

incredibly handy when you have sticky hands, are busy helping the kids with homework, or just don't feel like getting up off the couch.

Here's how to set it up: Open the Amazon Alexa app and tap on the menu in the upper left corner. Choose "Skills" from the drop-down options, then type "Joule" into the search bar. Select the skill titled "Joule: Sous Vide by ChefSteps," then tap "Enable Skill." You will then be directed to the ChefSteps sign-in screen. Sign in to your account, and you are good to go.

Once the skill is enabled, make sure Joule is connected to WiFi and ready to cook (plugged in, in a pot of water). Say: "Alexa, open Joule." From here, you can ask Alexa to set the water to a certain temperature. Try saying: "Alexa, ask Joule to heat water to 140 degrees Fahrenheit." If you change your mind about the temperature at which you want to cook, say: "Alexa, ask Joule to change the temperature to 130 degrees Fahrenheit." If you want Joule to stop cooking, say: "Alexa, tell Joule to stop." Say "Alexa, open Joule" whenever you want to check in on the status of a cook.

Don't have an Amazon Echo or Dot? You can also control Joule with Facebook Messenger. [Here's how.](#)

- 2. How do I control Joule with Facebook Messenger?** You can use Facebook Messenger to control Joule using the same language you would use to chat with a friend. Here's how to do it:

Head to <https://www.messenger.com/t/Chefsteps>.

Tap the Messenger icon.

Start chatting!

If you have Joule, you can try things like:

Set Joule to 52 c

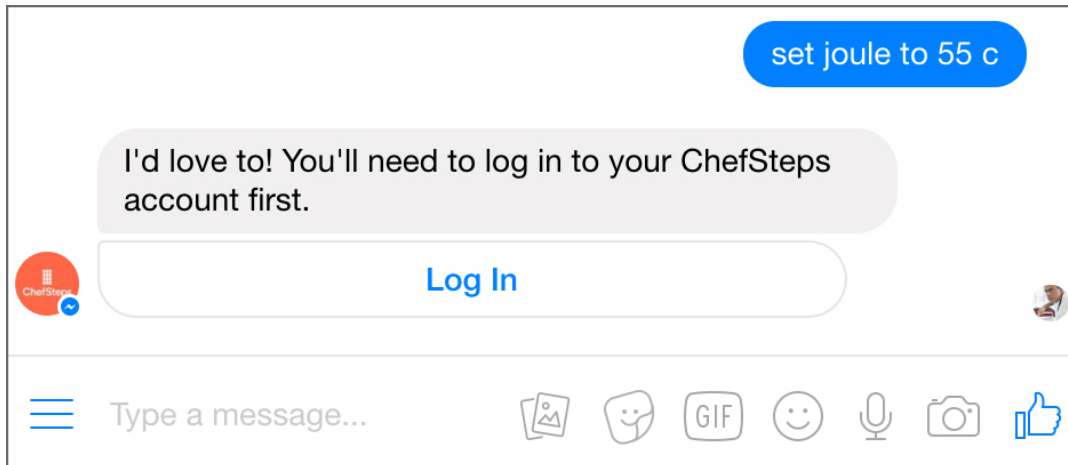
Cook basic steak or Cook lamb chop (or any of the other guide names you know and love from the app)

Joule status

How hot is my water?

Stop Joule

The first time you try it, you'll be prompted to log in with your ChefSteps account and make sure Joule is connected to WiFi. Then chat away.



3. What can I do with the Joule Alexa Skill?

As of 5/4/17, we're excited to announce that the skill is capable of:

- Manually setting the temperature by saying, "Alexa, ask Joule to set the temperature to X."
- Checking the status by saying, "Alexa, ask Joule to check the status."
- Stopping Joule with your voice by saying, "Alexa, ask Joule to stop."
- Cooking basic proteins such as steak, ribeye, chicken breast, and salmon. For example: "Alexa, ask Joule to cook ribeye."
- The skill can also cook a protein the way you've it cooked previously! Simply say, "Alexa, ask Joule to cook ribeye like last time."

4. Do I need to own Joule to use the skill?

The skill allows you to control Joule using just your voice. However, even if you don't own Joule, the skill could still prove valuable. For example, you'll be able to ask the Joule app for time and temperature recommendations for proteins.

If you do own Joule, you'll have the added benefit of the skill automatically setting Joule to your desired temperature.

5. Why can't the skill notify me when my food is finished cooking?

We realize this is a very important feature for closing the loop on cooking with voice control. For a variety of reasons, Amazon does not currently allow developers to notify a user when the user has not prompted Alexa. ChefSteps plans to use this notification ability—when it is available—only to tell you when your food is finished, but you can easily see how some developers could use it to push unprompted advertising. We're confident Amazon is making sure that this feature provides the best experience for users before releasing it.

6. Why can't I use the skill to set a timer?

At the moment, Amazon does not allow third-party developers to set a timer on your behalf. As a result, the best your ChefSteps developers can do (for now) is have the skill tell you how long your cook

time for a protein will be. You can then use that information to set a timer on your Amazon Echo by saying, "Alexa, set a timer for X."

- 7. Is ChefSteps planning to support Google Home?** So far, our developers have been focusing on the Alexa skill. We do, however, plan to work on a Google Home action for Joule in the future.

Category: KNOWN JOULE ISSUES

1. [Click here for a list of known Joule issues](#)

Category: JOULE TOP BUTTON

1. **How do I turn off Joule (stop cooking) with the top button?** You can turn off Joule by pressing and holding the top button for one second. The light will change to the standby white color to let you know that you have been successful.

Watch the video below to see how it's done.

Category: SOUS VIDE & COOKING WITH JOULE

1. **Do I need to protect my countertop/work surface while cooking with Joule?**

You can cook sous vide in a pot on any surface—no need to use precious stovetop space. Remember, however, that when you are cooking with Joule, the water in your pot will get hot enough to heat your food—so treat your work surface accordingly. Because countertops vary widely, we suggest you protect your work surface by placing a [trivet](#) underneath the pot every time you cook and using whatever further precautions you would when exposing your counter to a dish, pot, or pan you just removed from the oven or stove. While we suggest taking this precaution every time you cook, it's especially important to protect work surfaces when you are cooking for a long time or at higher temperatures.

2. **How many pieces of meat or fish can I cook at once? And how do I know if my bag or bath is too crowded?**

You can cook multiple chicken breasts, steaks, or pieces of salmon at one time. The amount you'll be able to cook largely depends on the vessel you're using. In a well-insulated, covered container—a cooler, say—your little Joule can heat up to 10 gallons (40 liters) of water. In a covered pot, it can heat about 5 gallons (20 liters). When you're cooking without a cover, we generally recommend limiting water volume to about 2.5 gallons (10 liters).

The number of items you're cooking will not increase cook time as long as the pieces are all separate (not necessarily in separate bags, but in bags that aren't too crowded). Make sure the pieces of food have plenty of room to move around in the bag—if it's jam packed, it's too crowded. You want each piece of food to cook evenly in the surrounding water; if it's packed tightly in the bag, food will cook unevenly.

Same goes for the pot—leave enough room for water to circulate all around the food you’re cooking. If there are lots of bags jammed together, the water can’t do its job.

3. **Do I need to get a special kind of pot or pan to cook with Joule?** Joule will work with almost any kitchen pot or pan. In fact, you can use Joule in your kitchen sink or in a cooler at a tailgate—anywhere you have access to a standard power outlet. We do love the way Joule’s magnetic foot clicks firmly into place in a magnetic steel pot or induction-ready cookware. However, it has an easy-to-use, universal clip for just about any other type of container you want to use it with, and we’ll also have bigger clips available for purchase, y’know, in case you want to cook in the bathtub.

And, you can cook sous vide in a pot on any surface—no need to use precious stovetop space. Remember, however, that when you are cooking with Joule, the water in your pot will get hot enough to heat your food—so treat your work surface accordingly. Because countertop materials vary widely, we suggest you protect your work surface by placing a [trivet](#) or potholder underneath the pot or container every time you cook. Use whatever precautions you would when exposing your counter to a dish, pot, or pan you just removed from the oven or stove.

4. **What is sous vide, why should I want to cook sous vide, and what foods can I cook sous vide?** Imagine you’re cooking a piece of steak. You probably know exactly the color and texture—the doneness, in other words—you’d like, right? With sous vide (say “sue veed”), you can get that perfect doneness every time: simply bag your food, drop it in a pot of water, and set your sous vide tool to the time and temperature that correspond to the doneness you desire.

Sous vide has been gaining popularity recently with home cooks, but it’s been used by professional chefs and restaurants for decades. It’s a relatively simple method that can easily be used at home to improve your favorite meals, remove unnecessary stress from cooking, or free you from focusing on one aspect of your meal—like getting your steak to the doneness you desire without overcooking—so you can focus on a creative side dish or sauce. Once you’re certifiably obsessed with sous vide, there are tons of amazing things you can make with it, from carnitas to perfect crème brûlée, fried chicken to smoky ribs.

Sous vide recipes you find online tend to focus on steak and fish—two excellent options—but when it comes to cooking in water, proteins are just the beginning. We use sous vide for veggies, sides, desserts, and even homemade yogurt. [Here are 17 fresh ideas you can try tonight](#). Hungry for more? Awesome. We’ve got hundreds of amazing, well-tested recipes on our website.

5. **Is sous vide safe?** We believe not only that cooking sous vide is safe, but also that it may reduce the risk of errors often associated with foodborne illness, such as mishandling food or not allowing it to reach the recommended internal temperature. That said, we recognize that cooking food in plastic is concerning to some people. We totally get it—there have been some alarming reports about heating some types of plastic, and the studies, which sometimes conflict with one another, are also often oversimplified in the news. While we cannot predict what may be discovered in the future, we can assure you that we read the research closely, we understand the science, and we believe the risk involved in cooking food at low temperatures in high-quality plastic bags is extremely small. If we didn’t believe that, we wouldn’t encourage you to use them and we wouldn’t use them ourselves when cooking for

our families and friends. Want to learn more? Check out our [complete guide to sous vide safety and sustainability](#).

6. **Do I need a vacuum sealer to cook sous vide?** “Sous vide” is French for “under vacuum,” but it’s a very confusing name. In fact, you do not need a pricey vacuum sealer—or even an inexpensive countertop one—to successfully cook food at a low temperature in a water bath. To get started with sous vide, regular old ziplock-style bags will do just fine. In fact, for some applications they are preferable to vacuum-sealed bags. You can also use high-grade bags intended for vacuum sealers but not seal them. For more information, check out our [complete guide to sous vide packaging](#).

However, when you cook vegetables with Joule, we strongly recommend using a vacuum sealer. This is the only way to guarantee the fantastic results that make sous vide vegetables the best you will ever try. Properly cooked, vacuum-sealed veggies will also be fully pasteurized, so you can store them in the fridge for weeks at a time or freeze them without fear of freezer burn. But this doesn’t mean you need to invest in pricey equipment. We [recommend sealers](#) that range in price and will all work wonderfully. Once you get one, you’ll find its uses extend beyond Joule—sealers are great for keeping snacks and other foods fresh longer. To see how they work, head to the Vegetables section of the Joule app, and get excited to EAT MORE VEGGIES!

7. **What kind of bags do you recommend?** There are several food-grade plastic bags we recommend for sous vide. You can find information, suggestions, and packaging tips in our [complete guide to sous vide packaging](#).
8. **Do I have to use plastic to cook sous vide?** You can also use [mason jars](#) or reusable silicone bags to cook certain items sous vide. For tons of information on cooking with bags and jars, check out our [complete guide to sous vide packaging](#).