

JOJO CONNECT Router Management Addendum

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This addendum applies to routers integrated with JOJO CONNECT. It supplements the JOJO CONNECT Terms of Service and the applicable merchant or leased-account arrangement.

1. Secure integration model

An integrated router uses a signed outbound agent to poll for authorised, queued work. JOJO CONNECT does not require an unsolicited inbound management port to be exposed to the public internet. Router work is scoped to a known router, logged, time-limited and acknowledged.

2. Authorised actions

Only authorised workspace users may request an installer, repair code, deployment action or configuration change. JOJO Technologies may require secure sign-in and a fresh one-time connection code before a sensitive action. Codes can expire, be revoked or become unavailable after use.

3. Operational boundaries

Router changes can affect live customer access. The account owner is responsible for confirming the target router, maintaining configuration backups, physical access, local network safety, ISP service, cabling and power. Do not run generic setup or reset commands against a live router unless you understand the impact and have an approved recovery plan.

JOJO CONNECT may support router heartbeat monitoring and authorised recovery workflows. It cannot restore external ISP outages, damaged hardware, unavailable power, incorrect local wiring or a router that cannot reach the internet.

4. Ports Wi-Fi and captive portals

LAN-port mapping, Wi-Fi security and portal deployment must be configured for the site and tested after change. Customer-access networks should be separated from management access where practical. Router management credentials, private keys and configuration exports must be protected and never shared in public support chats.

5. Incident response

If a router appears offline, check power, WAN link, upstream connectivity and the local management path before requesting a repair workflow. For urgent support, provide the router name, location, observed status and any non-sensitive error message through the authorised workspace or support channel.