

# Setup & Technical Overview – J2J Bike Diagnostic AI (Lightspeed)

## Quick Setup (5–10 minutes)

**Goal:** Connect Lightspeed → drop widget on your site.

### 1) Authorize Lightspeed (OAuth)

- Click **Connect Lightspeed** in the J2J dashboard
- Sign into Lightspeed and approve requested scopes
- You'll be redirected back to J2J; connection will show **Active**

### 2) Copy Embed Code

From **J2J** → **Settings** → **Web Widget**, copy the code snippet:

```
<!-- J2J Bike Diagnostic Widget -->
<script>
  (function(){
    window.J2J_DIAG = { accountId: "YOUR_ACCOUNT_ID", outletId:
"YOUR_OUTLET_ID" };
    var s=document.createElement('script');
    s.src='https://cdn.j2j.app/diag-widget.min.js';
    s.async=true; document.head.appendChild(s);
  })();
</script>
```

### 3) Paste Into Your Site

- **Squarespace/Wix/Shopify**: add to site-wide **Header**/Custom code injection
- **WordPress**: paste into **Appearance** → **Theme File Editor** → **header.php** (or a site header code plugin)
- Publish. You'll see a floating **"Bike Service Check"** bubble on your site.

### 4) (Optional) Brand It

- In **J2J** → **Appearance**: set logo, brand color, and prompt copy.

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## Data Flow: Essential & Nice-to-Have Endpoints

### Essential:

- **Products** → to get your repair services and pricing
- **Sales** → to create appointments/work orders

#### Nice to Have:

- **Product Categories** → to filter services vs retail items
- **Customers** → for returning customer lookup

**Scope:** Supports **X-Series** today; **R-Series** compatibility on roadmap (same UX, different endpoints).

**Security:** OAuth 2.0, token refresh, least-privilege scopes, encrypted storage.

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## Troubleshooting Basics

- **Widget not showing** → Confirm code is in the site **header** and published; ad-blockers off; no CSP blocking `cdn.j2j.app`.
- **“Connect Lightspeed” loops** → Clear browser cache/cookies, retry; ensure correct Lightspeed account and permissions.
- **Prices look wrong** → Check the **active price book** and tax rules for the outlet; re-sync catalog in J2J **Settings** → **Sync**.
- **Duplicate customers** → Ensure customers enter **same email/phone**; enable “strict match” in **Settings** → **Customer Match**.
- **Rate limits/slow estimates** → High traffic windows may throttle; estimates still complete. Retry in a few seconds.
- **Multi-location mismatch** → Verify the **outletId** in the embed and the selected location in the widget.
- **Still stuck?** → Contact **Hayden Jardine** at [hayden@j2j.com](mailto:hayden@j2j.com) or **914-980-8977** with timestamp, customer email, and site URL.