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MERRYCHEF TECH ASSIST APP AVAILABLE ON APPLE & GOOGLE

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Merrychef® always strives to improve our products based on customer feedback and data.

This guide is for upgrading the conneX oven from version 1.5.5b to version 2.24.6b.

For guidance on updating the conneX oven from version 2.0.0 / 2.0.1 / 2.0.2 to version 2.24.6b please refer to technical advisory TAMCF00025.

NOTE: You will need a FAT32 formatted USB key / pen drive.

(For guidance on how to format a USB key, visit (NICK LEWIS, PUBLISHED MAY 20, 2022) How to Format a USB Drive on Windows 10 (howtogeek.com) for more information)

1. How to download the conneX firmware update.
    1.1.1. Copy and paste the below link into your web browser to access the website where you can download V2.24.6b firmware.
       https://assets.welbilt.com/share/AABD3DB8-1CD0-4FBA-98FF1FDB6B5B55A1/?viewType=grid

    1.1.2. When prompted by the browser, select "save as" to save the file to a known location.
    1.1.3. Extract / Unzip the downloaded file.

(For guidance on how to unzip a file, visit (BENJ EDWARDS, UPDATED SEP 4, 2023. How to Zip (and Unzip) Files on Windows 10 (howtogeek.com) for more information)

2. Definitions
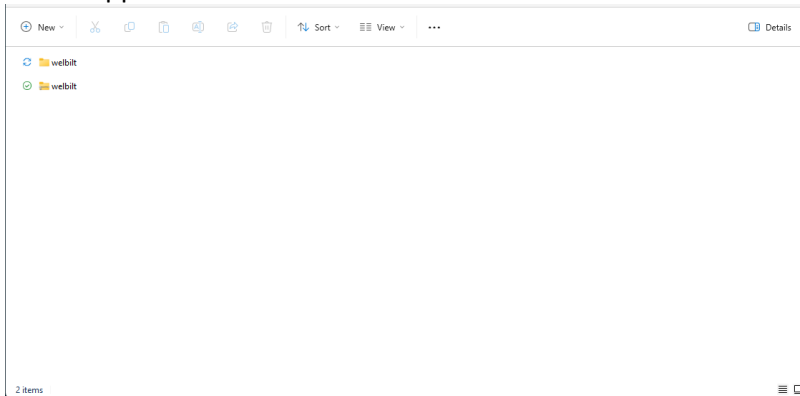
UI	User Interface, Touch screen
IO	Input/output board, IO board

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3. How to put the oven update files on a USB key
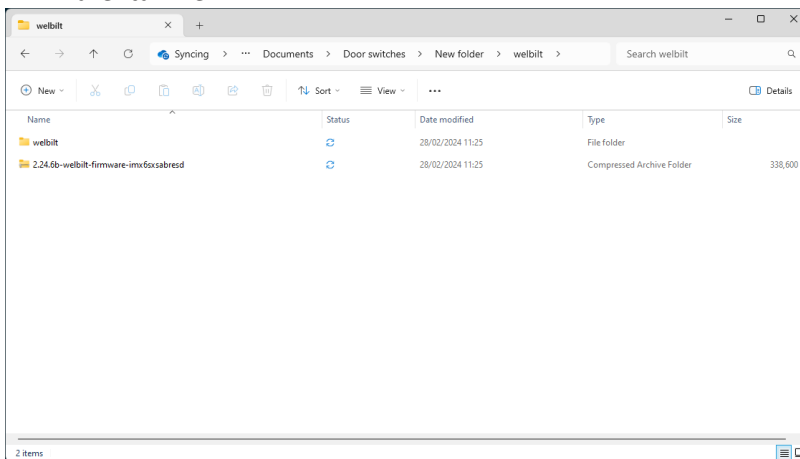   - 3.1.1 Follow the instructions in section 1 of this document to download and unzip the downloaded file.
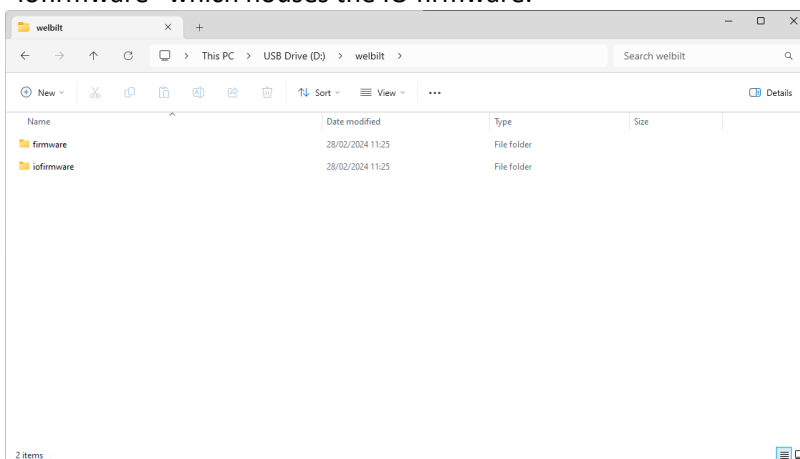   - 3.1.2 The unzipped folder will be called "welbilt".

   - 3.1.3 Open the unzipped welbilt folder.
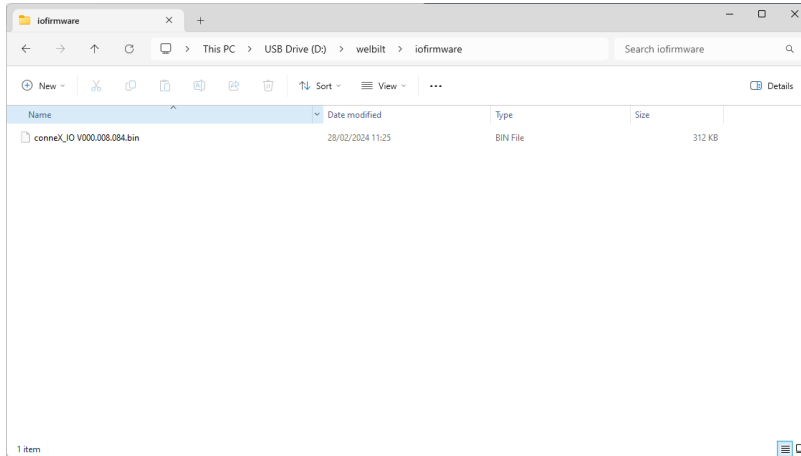   - 3.1.4 Inside is the welbilt folder that needs to be copied over to a USB key
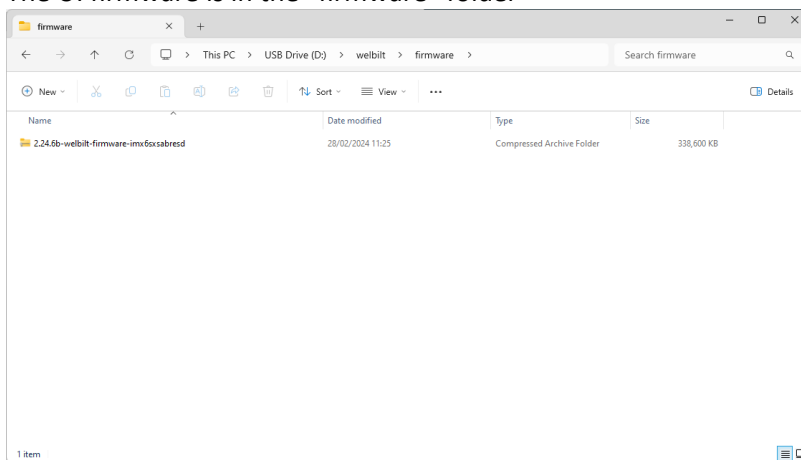   - 3.1.5 When the files have been copied to the USB key, there should be a welbilt folder and a UI firmware .tar file.

   - 3.1.6 There are 2 folders inside the welbilt folder, "firmware" which houses the UI firmware and "iofirmware" which houses the IO firmware.

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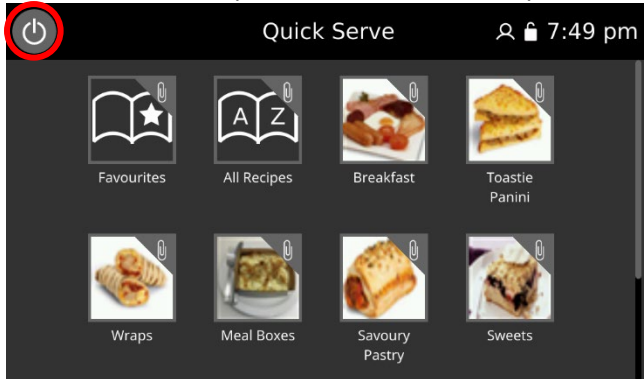### 3.1.7 The IO firmware is in the "iofirmare" folder

3.1.8 The UI firmware is in the "firmware" folder
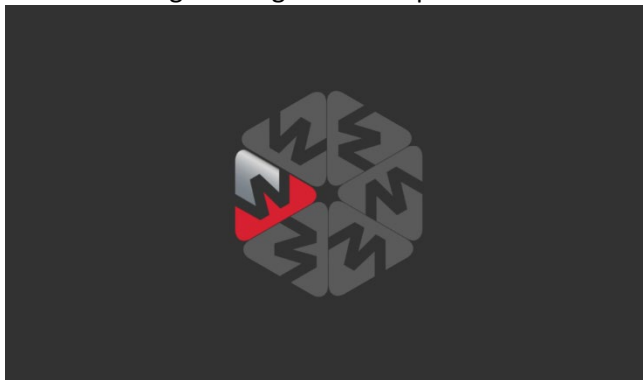
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4. How to update the oven

4.1.1. Insert the USB key into the oven USB slot located on the front of the oven, behind the air filter cover.
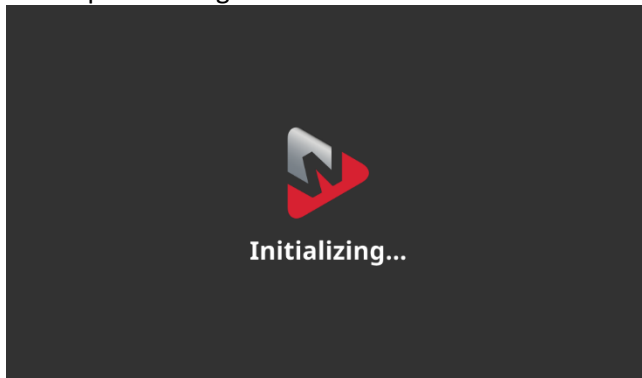
4.1.2. Press and hold the power button located top left of the screen for >5 seconds.

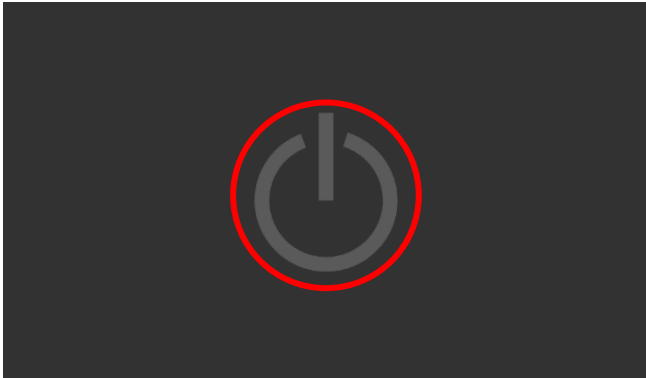4.1.3. The oven will go through a reboot process.
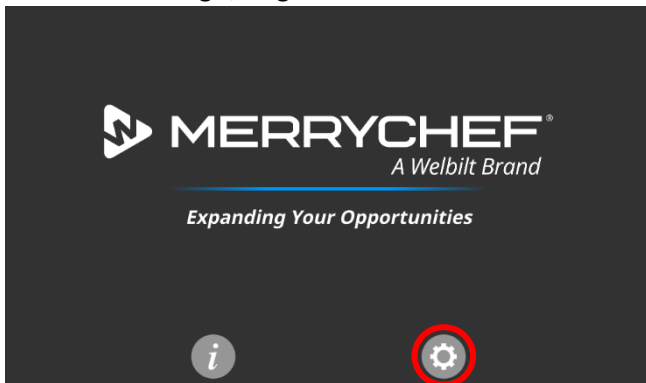

4.1.4. Boot-up initialising screen.

4.1.5. When the reboot has completed, the standby screen will display.
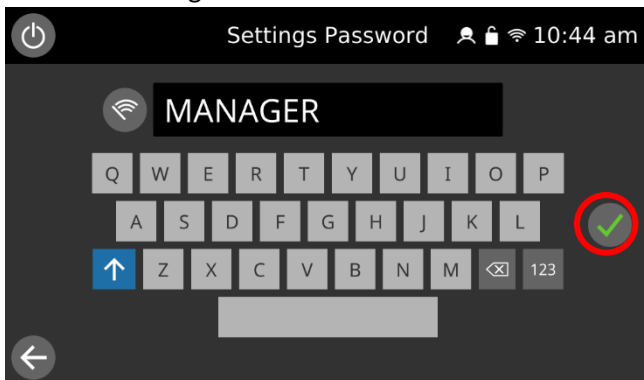
4.1.6. Press the power button to start the oven.
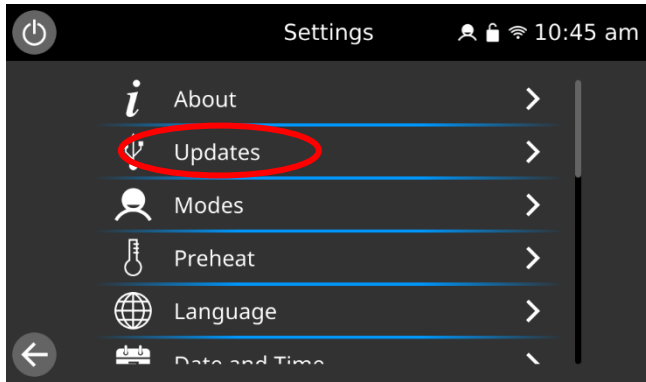

4.1.7. Select the settings / cogs icon

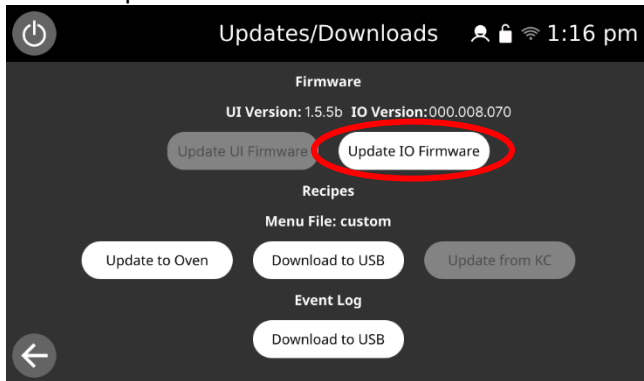4.1.8. Enter the settings MANAGER password.

4.1.9. Then select the green tick.

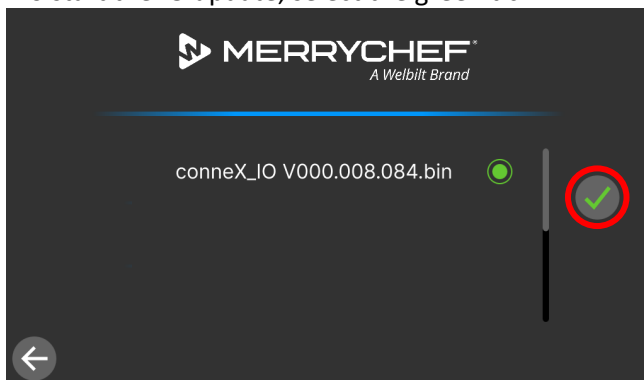4.1.10. Select updates from the list

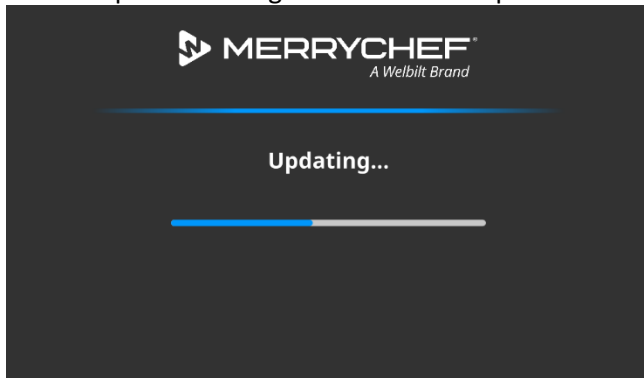![MERRYCHEF logo]

4.1.11. Select "Update IO Firmware"

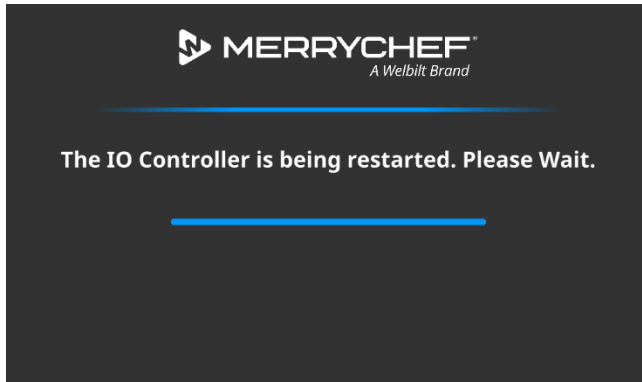4.1.12. The IO update file name will be displayed.
4.1.13. To start the IO update, select the green tick

4.1.14. The IO update will begin. This can take up to 10 minutes.
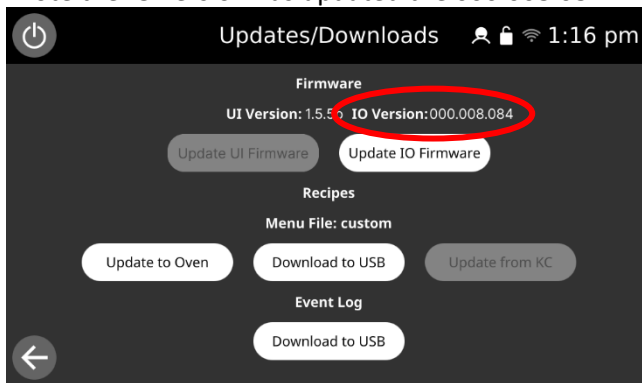

4.1.15. The IO update finishes by reboot the IO board.
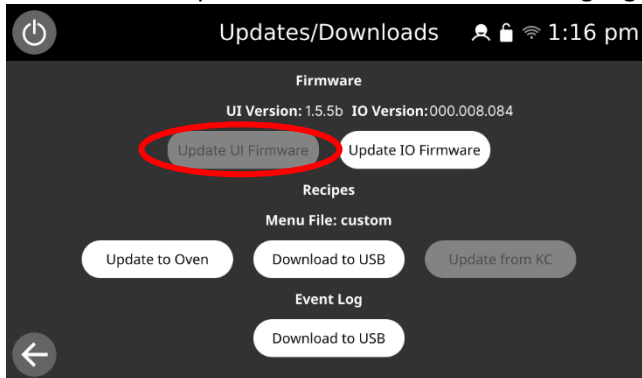
The IO Controller is being restarted. Please Wait.

4.1.16. After the IO update has completed, the touch screen will display the updates page.
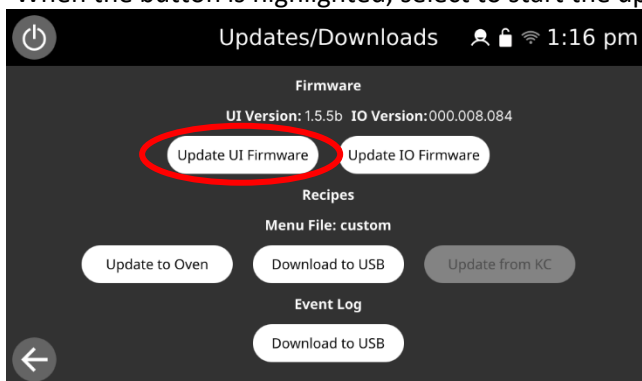
4.1.17. Note the IO version has updated the 000.008.084.

4.1.18. Wait for the "Update UI Firmware" button to highlight / become available. This could take 3 minutes.
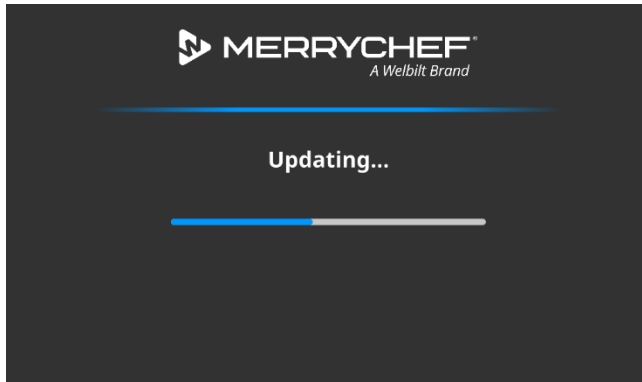

4.1.19. When the button is highlighted, select to start the update.
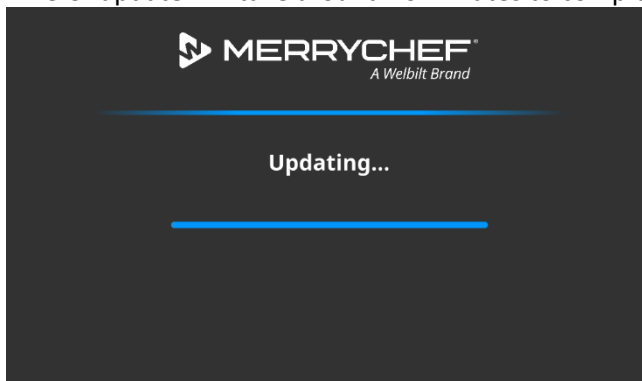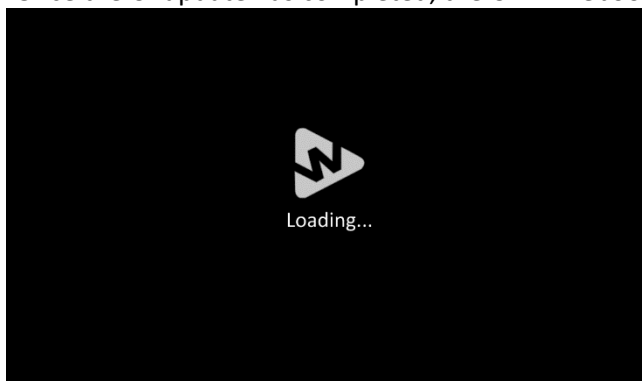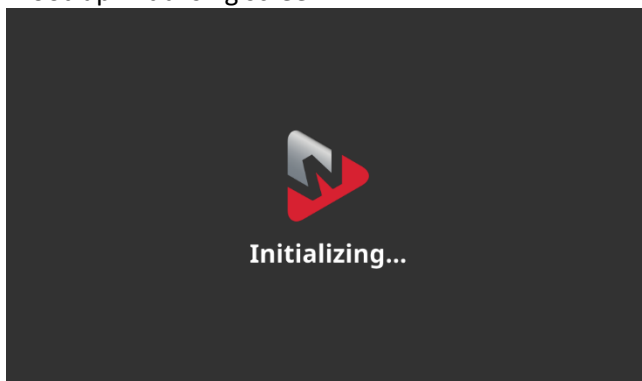

4.1.20. UI update progress status.

4.1.21. The UI update will take around 10 minutes to complete.

4.1.22. Once the UI update has completed, the UI will reboot.
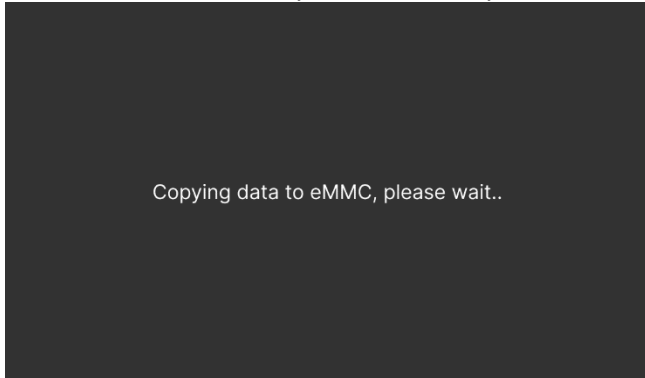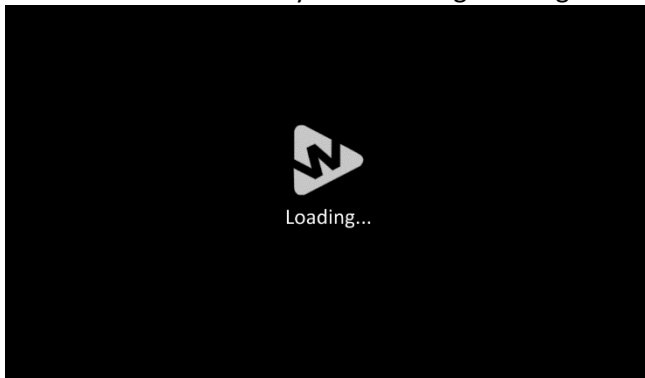
4.1.23. Boot-up initialising screen.

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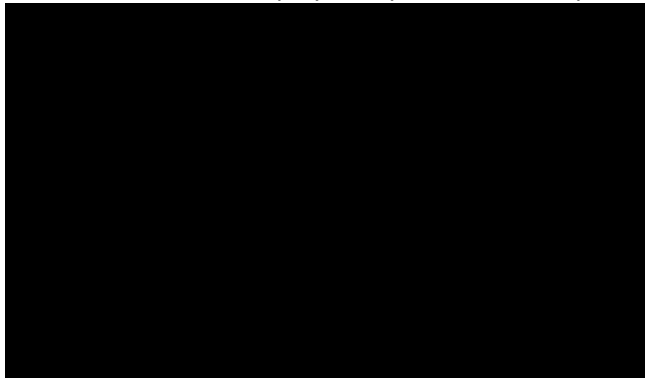4.1.24. Select the standby button, to power the oven on.

4.1.25. The UI will automatically start a memory transfer, this can take up to 10 minutes.

Copying data to eMMC, please wait..

4.1.26. The UI will automatically reboot and go through the boot up sequence.
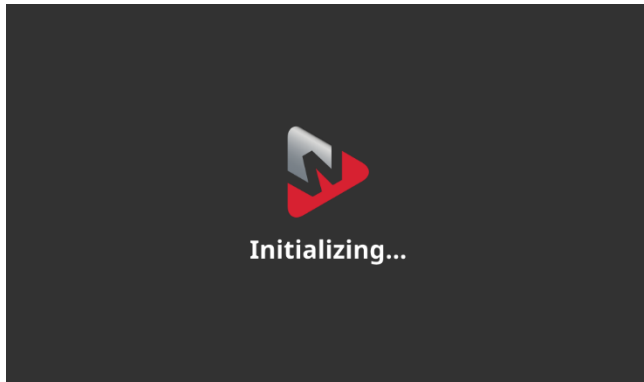

Loading...

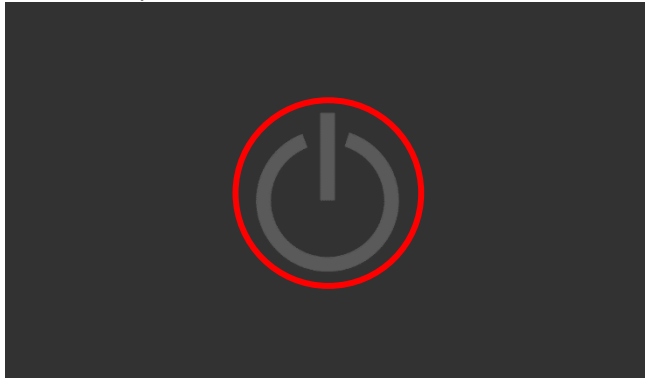4.1.27. A blank screen will display for up to 5 minutes, please wait.

4.1.28. Initialising screen

Initializing...
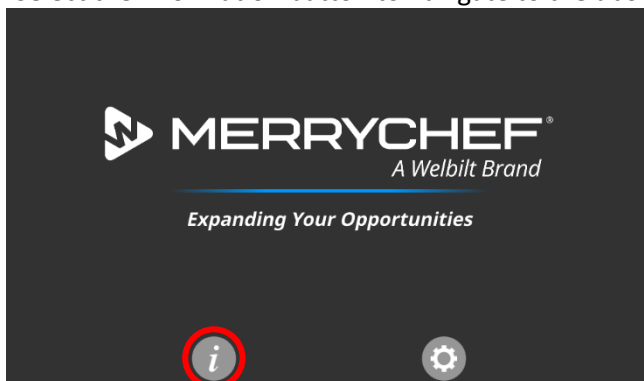
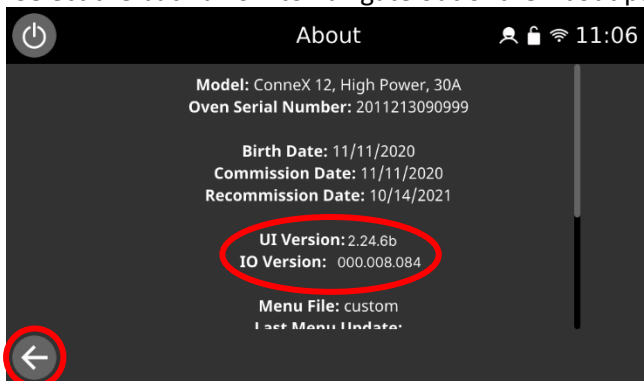4.1.29. Select the power button to turn the oven on.

4.1.30. Select the information button to navigate to the about page.

4.1.31. Confirm the firmware version has been updated for the UI and IO.
4.1.32. Select the back arrow to navigate out of the About page.

About   11:06

Model: ConneX 12, High Power, 30A
Oven Serial Number: 2011213090999

Birth Date: 11/11/2020
Commission Date: 11/11/2020
Recommission Date: 10/14/2021

UI Version: 2.24.6b
IO Version: 000.008.084

Menu File: custom
Last Menu Update:

4.1.33. Updates complete.