



**MERRYCHEF TECH ASSIST APP
AVAILABLE ON APPLE & GOOGLE**

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Technical Advisory Notice: conneX Firmware V2.0.2 Update Instructions – X12 & X16

NOTE – The instructions are in 2 parts.: This guide is for upgrading from 1.5.5b to 2.0.2

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

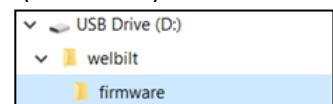
A new firmware version has been released – version 2.0.2, this can be downloaded from the link below.

<https://assets.welbilt.com/share/55BE6BD7-FF99-4E0C-901C0B7FBCBF68EE/>

Part 1 - Firmware Download Instructions

NOTE – You will need a blank “formatted” USB key / pen drive.

- Download the firmware from the link above by copying it into your browser.
- Once fully downloaded the file size will be **250,280 KB**.
- Make a new folder on the USB called welbilt (all lower case).
- Create a new folder called firmware (all lower case) inside the welbilt folder. (See below)
- Unzip / extract the downloaded .tar file into the firmware folder.
- You are now ready to update the firmware on the oven.



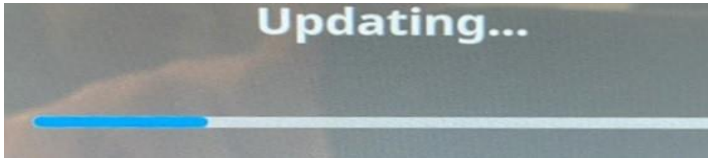
1. Cool down the oven by selecting the power button and run through the cleaning program.
2. Remove the power supply.

Part 2 - Firmware Update Instructions

NOTE- It will take approximately 17 Minutes to complete the update process.

3. Insert the USB key with the version 2 firmware pre-loaded.
4. Connect the power supply.
5. The oven will go through the boot up procedure.
6. Wait for the power symbol to appear and press the symbol to turn the oven on.
7. Select the cog / gear symbol and enter the password MANAGER.
8. Select UPDATES.

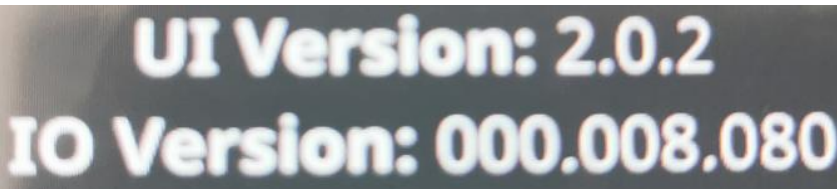
9. Wait for the UPDATE UI FIRMWARE button to turn white and then select the button.
10. The screen will show “updating”.



11. Once the above screen is displayed remove the USB key.
12. The “updating” screen will show for about 8 minutes.
13. The screen will then go dark.
14. The screen will then say “Initializing”.



15. The screen will then say “The IO Controller is being restarted. Please wait”.
16. This will take around 4 minutes.
17. Wait for the power button to appear and then turn the oven on.
18. Go to the “Info button” and check the UI Version says 2.0.2



NOTE – If you need to change your Menu file then you will need to create the folders as below –

USB Key folder structure

Folder called Welbilt – place a folder called menu inside the Welbilt folder – Place the menu file inside the menu folder and then insert the USB and go to the MANAGER settings then select updates – select update to oven – select the menu file and press the green tick to complete.

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