Technical Advisory Notice: Manual conneX Firmware Update Instructions X12 & X16

TA071022 v2

NOTE – *The instructions are in 2 parts.*

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

A new firmware version has been released – version 1.5.5b, this can be downloaded from the link below.

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

MERRYCHEF CONNEX FIRMWARE UPDATE

Firmware Version: 1.5.5b

Urgency: High – Immediate Update

Changes to previous version:

1) The cooling fans now stay off (as long as the oven cavity is below 50C) when the oven is in standby mode.

2) Factory set up will not lose data when the ovens are power cycled.

3) Timeout is changed to 15 minutes when performing firmware updates to avoid false errors being generated.

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.
- Ensure the filename is called **welbilt-firmware-imx6sxsabresd.tar** and rename the file if necessary, for example, remove any numbers and brackets such as (3) that may have been added during the windows download process.
- Save the zipped file to your desktop.
- 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)
    - o Go to the saved zipped file on desktop and right click and select extract all to the USB device
- Move the unzipped file into the firmware folder.
- You are now ready to update the firmware on the oven.

November 17, 2022
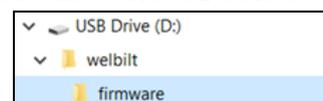
Part 2 - Firmware Update Instructions

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

- Isolate the oven from the mains power supply.
- Insert the USB into the slot next to the air filter behind the compartment
- Reconnect the oven to the mains power supply.

- Wait for the power button to appear on the screen.

- Select settings.

- Enter the password **– MANAGER (All upper case) or the full serial number.**
- Select updates.
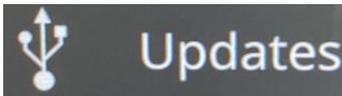
- Wait for the Update UI Firmware button to turn from Grey to White.

- Select the Update UI Firmware button.
- The screen will say Updating…
- The screen will then shut down and turn Black.
- The screen will then come back on and say Loading.
- The screen will then say Initialising.
- The screen will then say Updating.
- The screen will then say IO controller is being restarted.
- The screen will then shut down and turn Black.
- Tap the screen to wake it up from sleep mode.
- Select the Info button.
- Check the oven has updated successfully.
- **Check – UI version 1.5.5b**
- **Check – IO version 000.008.070**
- Remove the USB.
- Check the time & date and correct if required.
- Run a recommission test.
- Let the oven heat up.
- Run a test cook.

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