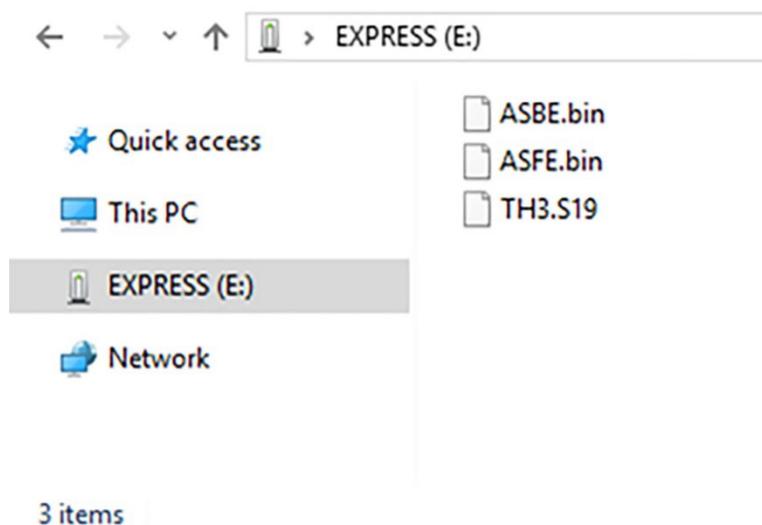# ALTO-SHAAM®

IMPORTANT: Read all of the instructions for your firmware version before attempting a software update. If you need assistance, please call the Alto-Shaam service department at 1-800-558-8744.

Failure to follow the installation instructions exactly as outlined on this page may result in an inoperable oven and a service call.

IMPORTANT: Make sure you have a blank USB drive.

On the Computer:

Step 1. Click on the download link for the latest Cook & Hold Firmware. Open the .zip folder, and copy all files to the top level of the USB drive. Eject the USB drive from your computer after the files have been saved.

On the Oven:

Before you begin: Record the oven serial number, model, and voltage. Navigate to the Oven Info screen, record the Back End (BE), Front End (FE), and Control Board (CB).

Step 2. Touch the menu icon. The menu screen displays.

Step 3. Touch the Settings icon. The general settings screen displays.

Step 4. Insert the USB drive into the Cook and Hold oven's USB port.

NOTE: You must update the Back End (BE), Front End (FE), and Control Board to complete the firmware update.

Step 5. Scroll to System Backup & Update. Touch the Update system software setting.

IMPORTANT: Do not remove the USB drive during the update process.

Step 6. Touch Back End (BE) to update the supporting software between the control board (CB) and interface board (IB). The oven loads the selected software. Touch the check mark when the update is complete to restart the oven.

Step 7. Touch Front End (FE) to update the user interface software. The oven loads the selected software. Touch the check mark when the update is complete to restart the oven.

Step 8. Touch Control Board (CB) to update the control board. The oven loads the selected software. The oven verifies the file and then updates the CB. Touch the check mark to restart the oven.

Step 9. On the Oven Info screen, verify your firmware is the correct versions (BE 8.40.41, FE 8.11.0, and CB 1.13).