



# Alto-Shaam CNH Software Update Instructions

## Purpose

This document is intended to provide instruction for installation of new interface board and control board software.

## Software Update Procedure

1. Ensure that the unit is not currently in a cook or hold mode, if so wait until complete or stop the current operation. The unit update screens are inaccessible when in a cook or hold operation.
2. Insert the USB flash drive into the USB port on the front of the unit.
3. From the home screen, press the  toolbox button and enter the passcode 41201 to access the settings screen.
4. From the settings screen, press the  download button to go to the download screen.
5. From the download screen, press the  unit update button to go to the unit update screen.



The following warning will appear, reminding not to remove the USB drive until the update has completed.

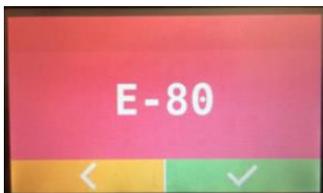
Press the green check to continue.

6. Press the update all button on the unit update screen to install the required updates.



When the update is complete, the unit will reset. The screen on the interface board will turn off for up to one minute while the update is installing.

7. After the updates have been successfully installed and the interface board has restarted, the following error code(s) may appear;



**Note:** These error codes are a normal part of the update process.

Press the green check to continue.



8. After clearing the error codes, the following serial screen will appear;

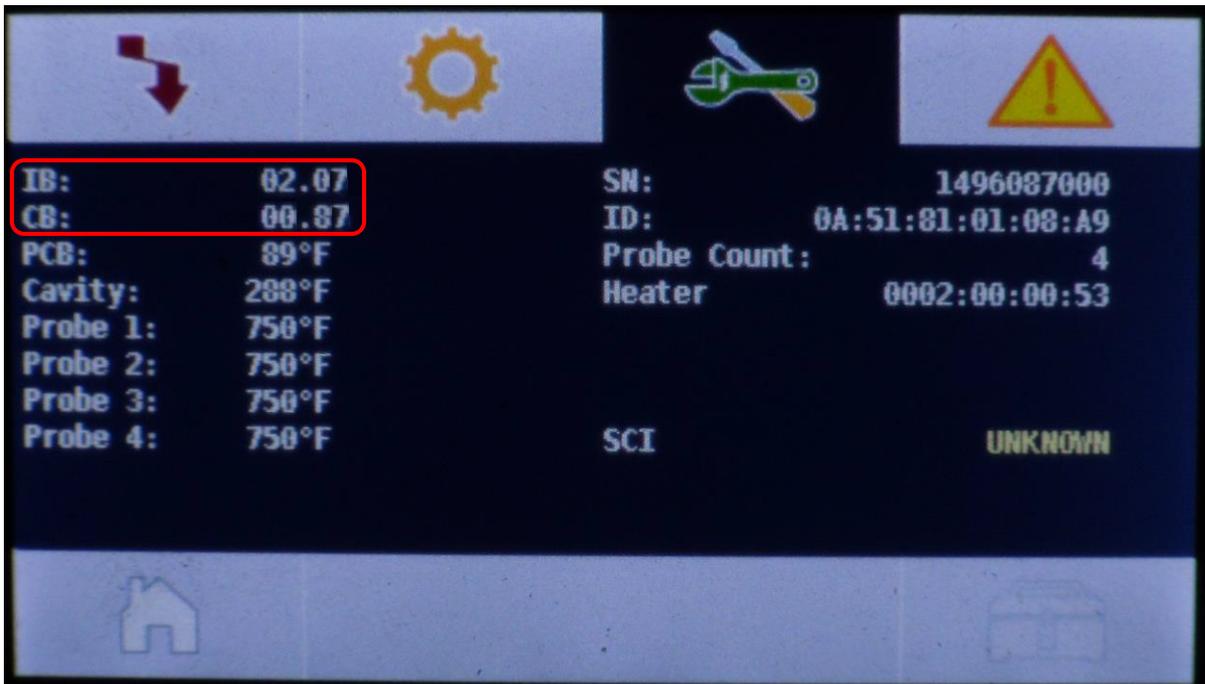


Enter the unit serial number located on the lower left side of the oven, be sure to include the three preceding digits at the end. Press the green check to continue to the home screen.



### Software Verification Procedure

From the home screen, press the  toolbox button and enter the passcode 41201 to access the settings screen, then press the  service button to go to the service screen. The service screen will look similar to the image below;



Check the software versions reported in the upper left of the service screen match the versions expected after the update.

If the update failed to run, the most common cause is the USB flash drive was not detected by the unit, reinsert the flash drive and repeat the steps above.

**Note: If the failure persists or any additional error codes are displayed, please contact Alto-Shaam Service at 1-800-558-8744 for assistance.**