

# Technical Bulletin

**Type** Service Information

**Date:** August 2019

**No:** TCM-0819-A

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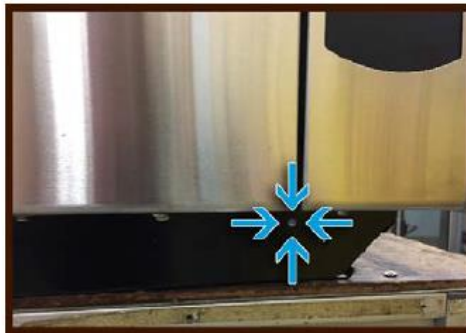
**Attention** Service Managers  
Service Technicians

**Product** 50 and 60hz AXP\* (Amana) & MXP\* (MenuMaster) High Speed Xpress Ovens and ARX\* and MRX\* XPRESS IQ Ovens utilizing Touch Control Displays

**Issue:** During a cook cycle the oven will skip time during countdown or the control may have delayed reactions when making selections. These issues occur when the control is performing more tasks than it can handle—usually when the control has been left on for days/weeks/months at a time. Should you encounter one of these symptoms, perform the following steps before concluding the touch control display board is faulty.

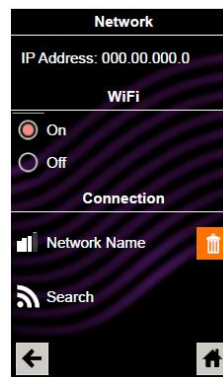
1. Remove power from unit to reset the display board. Shut off power via circuit breaker or, on units produced after July 2017, press the blue reset button found on the front of oven below the main control panel.

Display Reset Button



2. Press the Blue Menu button and select NETWORK from the dropdown menu. Select the "Off" radial button to disable the Wifi. Press "Home" button to exit. *NOTE: Some ovens will require a PIN Code to access. If PIN Code is unknown, enter the Service Mode using 1,3,5,7,9.to find PIN Code..*

WiFi Prompt



3. Update oven to the latest firmware (version 6.6.5 or higher). The latest firmware forces the touch control display to restart itself at the end of each oven cooldown. See Instructions below.

## Xpress® Firmware Field Update Procedure

### **Prepare the flash drive:**

- Download the latest Xpress® Touchscreen firmware  
<https://acpsolutions.com/oven-programming/#firmware-updates>
- Extract the .zip file onto a blank USB flash drive, 2GB or larger.
  - When extracted, the flash drive will have a “firmware\_update” folder on it.
- If the oven is off, power on the oven.
- If the standby (off) screen is showing, press the green power button.

### **Backup the existing recipe files:**

- Press the blue menu button.
  - If the PIN is enabled, enter the PIN to access the user menu.
  - If the PIN is not enabled the menu will appear.
- Scroll down the user menu and select “Load File”.
- Insert any flash drive. It’s ok to use the flash drive with the firmware update.
- Select “Export File” in the box at the bottom of the screen.
- Wait until “Success” appears on the screen. Press the home button.

### **Update the firmware:**

- Press the blue menu button.
  - If the PIN is enabled, enter 1-3-5-7-9 to access service mode.
  - If the PIN is not enabled the menu will appear. Enable the PIN to access the PIN keypad:  
Touch and drag up to scroll to the bottom of the menu and select “User Options”.  
Touch and drag up to scroll through the user options and select “PIN Code”.  
Select On and then select the home button.  
Now press the blue menu button and enter 1-3-5-7-9 to access service mode.
- If the software version displayed is not the most current, select “Software Version”.
  - Insert the flash drive with the new firmware file into the USB port.
  - A box will appear in the lower portion of the screen “Rev x.x.x Available Begin Update”. Press this box to begin firmware update. NOTE: The oven door must be closed. If oven door is open, the update will not proceed.
  - The screen will now display “Entering Standby Mode” for a few seconds and then the screen will go blank. During this time the screen may blank out for 30 seconds or longer. Continue to wait.
  - The screen will blink, then a few seconds later the ACP logo will appear. Underneath will appear the word “Updating” along with a progress bar. Continue to wait. Note: Do not remove the USB stick until AFTER the next reboot is completed.
  - After about three minutes “Rebooting...” will appear and then the oven will automatically reboot. Continue to wait. The screen will be blank for about 30 seconds.

- Once the ACP logo and green power button appear, remove the flash drive.
- A pop-up window will state that the firmware has successfully been updated to the latest version. Press OK to dismiss the popup. The firmware update is complete.

Notes on USB flash drive compatibility: Please note: for ovens with firmware 3.1.0 and older installed (lower number), use of certain types of USB flash drives may result in issues when attempting to update to newer firmware. ACP recommends using a USB flash drive with MLC-type flash memory. Recommended flash drives include: [Transcend JetFlash 600-series](#) USB flash drives (TS4GJF600, TS8GJF600, TS16GJF600, TS32GJF600, and TS64GJF600). Once the firmware has been successfully updated beyond version 3.1.0, any USB flash memory type (SLC, MLC, or TLC) will work for future updates. *If you encounter difficulty loading firmware, contact service and we can send you a known good flash drive to use for updating the firmware.*  
[commercialservice@acpsolutions.com](mailto:commercialservice@acpsolutions.com)

4. Have the customer subscribe to receive firmware change notifications.

<https://us2.list-manage.com/subscribe?u=3553d04537ab83d21385b435a&id=ce5737e380>