Firmware Update

STOP! All work detailed in these instructions must be done by a qualified technician.

Subject: Display and Control Board Firmware Update
Date: May 31, 2023
Models / Parts Affected: TI
Voltages: All Voltages

Overview

The following procedures describe how to update the firmware on TI models..

⚠️ **WARNING!** Sharp edges. Take care when installing, cleaning, servicing, and maintaining the equipment.

⚠️ **WARNING!** Electrical shock or burn hazard. Take care around electrical connections.

Required Tools

Required tools include (but may not be limited to) the following:
- T15 Security Bit
- Phillips Screwdriver or Bit Driver
- Drill (optional)

View Current Firmware

1. In the home screen, press menu ⚙️.
2. In the **Menu** screen, press service settings ⚙️.
3. Press the lower left screen corner. See fig. 1.
4. Note the current firmware version. See fig. 2.

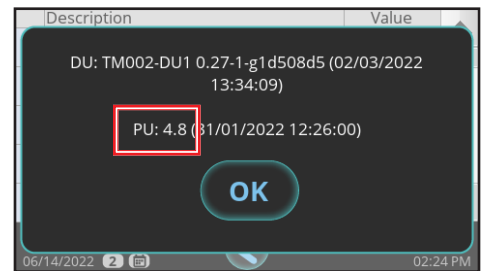*Fig. 1.* Press in the indicated hitbox.

Fig. 2. Version number location.

Update the Firmware

1. Unplug the appliance or turn off the power supply.
2. Remove the display ring. See fig. 1.
3. Slide the display left, and then remove the display from the door panel.
4. Insert the display flash drive (labeled **D**) into the display. See fig. 2.
5. Open the front panel. See fig. 3.
6. Remove the side panel.
   - 22" units: Remove the right side panel
   - 30" units: Remove the left side panel
7. Remove the electrical box cover. Access the control board.
8. Insert the board flash drive (labeled **B**) in the control board. See fig. 4.

   NOTE: Take care moving wires to access control board USB drive. Reconnect any wires removed during this process.

9. Restore power to the appliance. The firmware downloads will start. View the download progress on the display.
10. Wait for the display download to complete. Then, remove the flash drives.
11. Reinstall the electrical box cover, side panel, and the door panel.
12. Check the current firmware version. See "View Current Firmware."

Fig. 1. Pull the display ring from the unit.

Fig. 2. Display USB port and cable locations.
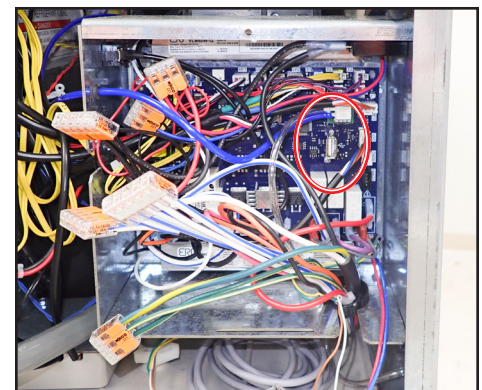

Fig. 3. Front panel screw locations.

Fig. 4. Control board USB port location.

TRUE MANUFACTURING CO., INC.
Technical Service Instruction

Firmware Update

Questions or Concerns

For more information, please contact our Technical Service team. See contact information below.

Contact Us

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