ALTO-SHAAM.

ChefLinc™
Oven Management System

Alto-Shaam Ovens with Deluxe Control

VMC-TS-008357

Manufacturer's Information

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Original instructions	The content in this manual is written in American English.

What is ChefLinc™?

Alto-Shaam's ChefLinc is a cloud-based, remote oven management system that allows a user to interact with their Alto-Shaam oven. The system does the following:

- Connects ovens to the Alto-Shaam data cloud for storing oven operational data;
- Connects ovens to the Alto-Shaam cloud-based recipe libraries for centralized management of recipes across an organization;
- Provides a dashboard for administering and organizing an organization's ovens based on locations and groups;
- Provides a dashboard for creating, managing, and distributing of recipes to one or multiple ovens/locations/groups;
- Provides a dashboard for seeing real-time connectivity status, cooking state, and any alert conditions.

ChefLinc adds convenience and versatility to managing ovens, assigning recipes, and obtaining HACCP data, but it is not required to operate an Alto-Shaam oven. The oven may be operated and programmed directly through its touchscreen controller.

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Before You Begin

There are several items you will need to know before you begin using ChefLinc™. These items include:

- The type of oven(s) you are working with. For Vector ovens, this is determined by the number of chambers it has. For example: VMC-H4H and VMC-H4 have four chambers; VMC-H3H and VMC-H3 have three chambers; and VMC-H2H and VMC-H2 have two chambers.

- The unit's serial number. The serial number can be found on the unit's control panel or on the oven information screen accessed manually through the oven's touchscreen controller. See topic *How to View Oven Information*.

- Like many applications, there are multiple ways to access and enter the information required by ChefLinc. This manual is geared toward the novice user and is written for that audience.

- Throughout this manual, the terms "unit" and "oven" are interchangeable.

OPERATION

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ChefLinc Installation Checklist

Place this form with the oven's records.

Connectivity Pre-Installation Checklist

Will you connect the oven to the Internet using Wi-Fi or Ethernet?	Wi-Fi	Ethernet	Unable to answer

Wi-Fi Connections

Is the Wi-Fi network that is to be used a WPA2 secured network?	Yes	No	Unable to answer
Is this network also used to send and receive point of sale information (credit card data, register receipts)? This is NOT recommended for any installation.	Yes	No	Unable to answer
Have you been provided with the network name (SSID) for the oven to connect to?	Yes	No	Unable to answer
Have you been provided the password for the Wi-Fi network to be used?	Yes	No	Unable to answer
At the final location that the oven will be installed, can you connect to the Wi-Fi system with your phone?	Yes	No	Unable to answer
Using your phones Wi-Fi connection, are you able to connect to alto-shaam.com? You are testing for any additional security on the network to block access to external sites. You will need to turn off your cellular service on your phone to make sure you're using the Wi-Fi network.	Yes	No	Unable to answer

Ethernet Connections

At the final location that the oven will be installed, is there an open Ethernet port conveniently located?	Yes	No	Unable to answer
Is the Ethernet port live (providing Internet access)?	Yes	No	Unable to answer
Is the Ethernet harness accessory ordered with the unit?	Yes	No	Unable to answer

Is there site action required?	Yes	No

Action required:

Continued from previous page

Connectivity Installation Checklist
Refer to Network Status screen

What is your connection type?	Wi-Fi	Ethernet
What color is the network status icon?	Red Yellow Green	
What is the Internet status?	Connected	Not connected
What is the cloud status?	Connected	Not connected
What is the update server status?	Connected	Not connected
What is the SSID (network name)?		
What is the password?		
What is the IP address?		
What is the Front End (FE) software version number?		
What is the Back End (BE) software version number?		
What is the Control Board (CB) software version number?		
Is this the latest software version? Validate via: https://www.alto-shaam.com/en/customer-support/software-downloads	Yes	No

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How to View Oven Information

Background This procedure is to be done through the touchscreen on the Deluxe control, not through the ChefLinc™ oven management system.

The oven information screen shows the system info, serial number, network status, and connection settings.

Procedure To view oven information, do the following.

Step	Action
1.	**Touch** the menu icon ①. The menu screen displays. VMC-TS-006259
2.	**Touch** the Info page icon ②. The oven information screen displays. **Scroll** to view the oven model, serial number, system software, network status, and cleaning timer. VMC-TS-008242

Result The oven's information has been viewed.

How to Set up an Account

Before you begin
- You'll need the email address that will be used as the main point of contact for your company.

Procedure

To set up an account, do the following.

Step	Action
1.	**Go to** https://cheflincv2.alto-shaam.com/#/signup/user. The welcome screen displays. **Enter** the requested information, then click Save and Proceed.

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Follow the prompts.

Enter the requested information on each screen.

- User Data — this will trigger an email confirmation
- Company Data
- Add Location

At this point your account will be set up. Users may go on to

- Add Units
- Create Groups
- Add Users
- Account Settings

For less experienced users, see the following pages for instructions.

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Your account is now set up!

Click below to enter and start your ChefLinc dashboard.

Go To Dashboard

VMC-TS-008380
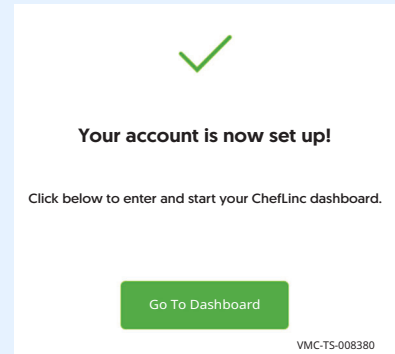
Result   The account is now set up.

How to Change Profile Settings

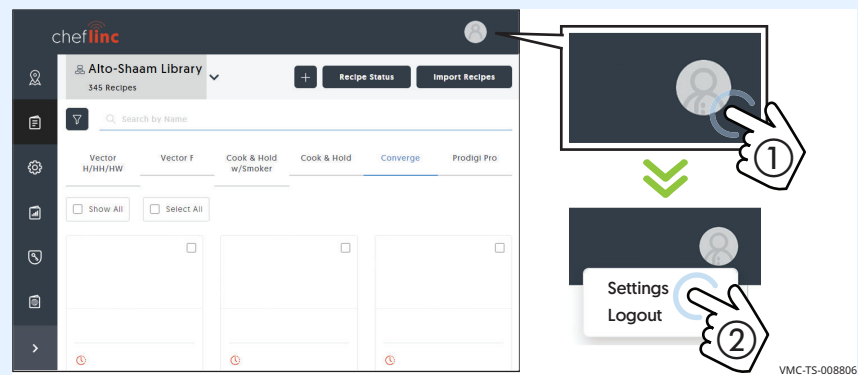| Before you begin	
	■ Make sure you have a **ChefLinc™** account set up. See topic *How to Set up an Account*.
	■ If you want to add a profile photo to your profile, you'll need a photo.

Procedure

To change profile settings, do the following.

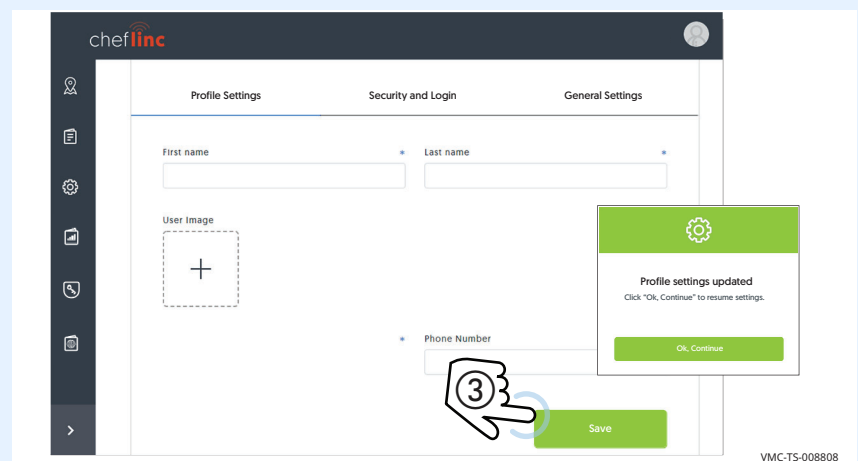| Step	Action
1.	**Sign in** to your ChefLinc account. **Click** profile settings icon ①. **Click** "Settings" ②. The settings screen displays. VMC-TS-008806

Profile settings

2.	This is where you enter a phone number and add a photo. **Enter** your information. **Click** "Save" ③. VMC-TS-008808

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Security and login settings

3. This is where you set or change your password. **Click** "Security and Login" ④.

   Click the pencil icon ⑤.

   Enter the appropriate information. **Click** "Save".

   Click "OK, continue".

VMC-TS-008810
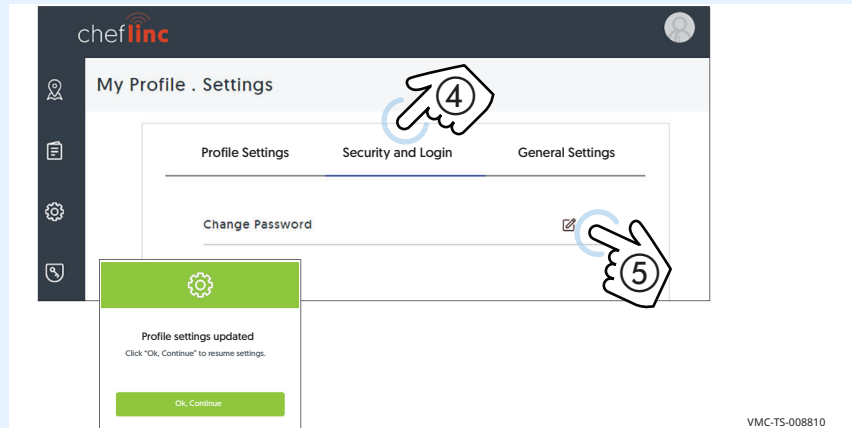
General settings

4. This is where you set your preferred unit of measure, language, and notification method. **Click** "General Settings" ⑥.

   Enter the appropriate information. **Click** "Save".

   Click "OK, continue".

VMC-TS-008812
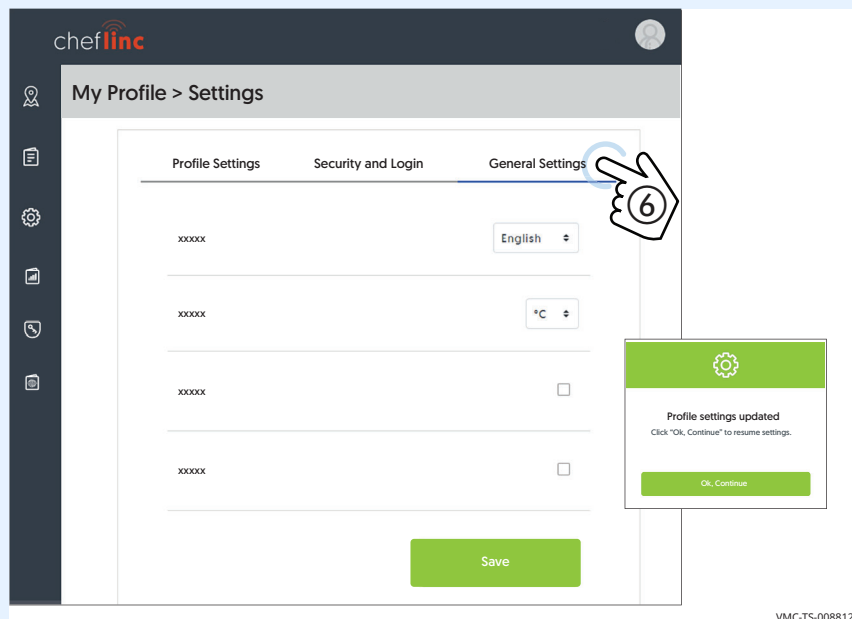
Result

The settings have now been changed.

How to Add a Location

Before you begin
- Make sure you have a ChefLinc™ account set up. See topic *How to Set up an Account*.
- Make sure you know the location address and point-of-contact email address and phone number for the location.

Procedure   To add a location, do the following.

Step	Action
1.	**Sign in** to your ChefLinc account. **Click** the Administration icon ①. The administration screen displays. **Click** "Location Management" ②. VMC-TS-008577
2.	**Click** "+" ③. **Enter** the requested information. **Scroll** to the bottom of the page and **click** "Add". VMC-TS-008587
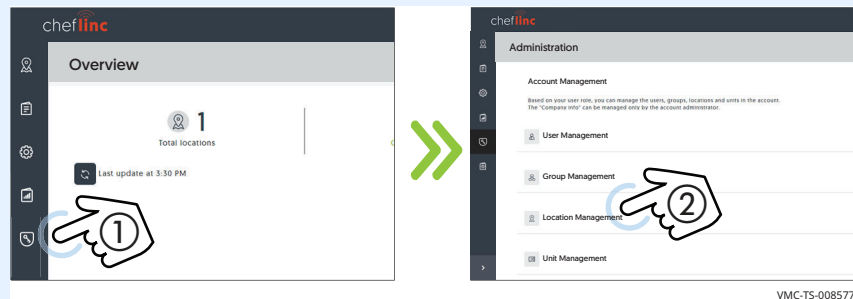
Result   The location has now been added.

ALTO-SHAAM.
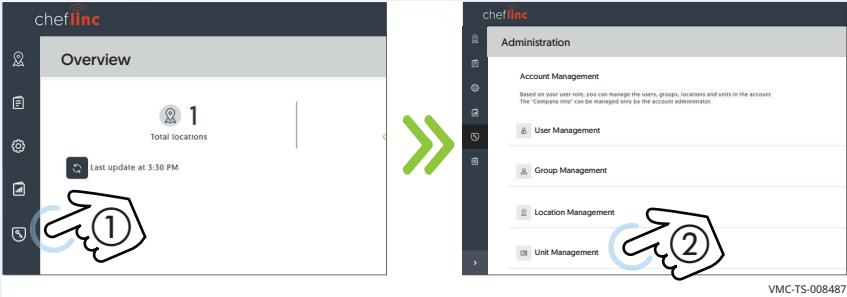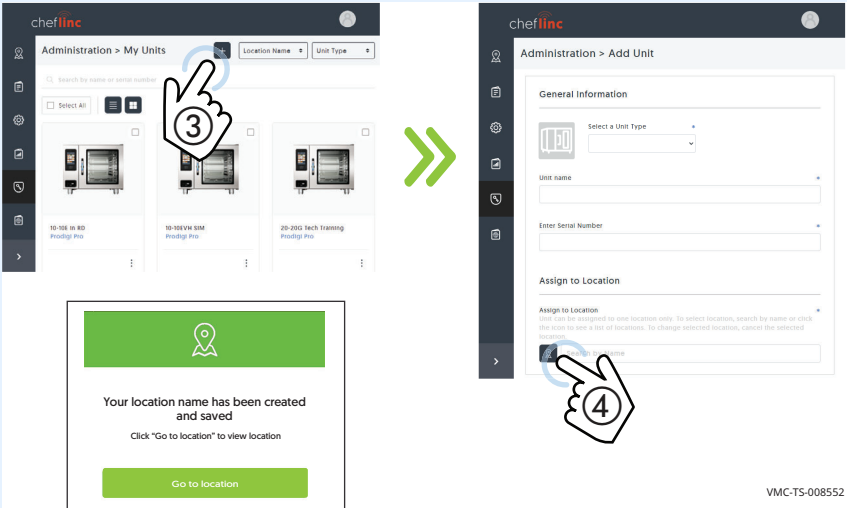
How to Add a Unit

Before you begin
- Make sure you have a location created.
- Make sure you have the serial number from the unit.

Procedure

To add a unit, do the following.
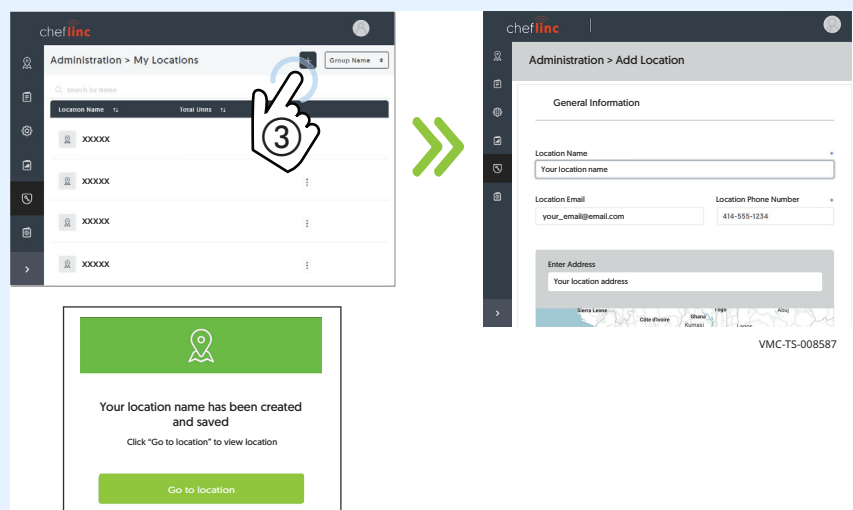
Step	Action
1.	**Sign in** to your ChefLinc™ account. **Click** the Administration icon ①. The administration screen displays. **Click** "Unit Management" ②. VMC-TS-008487
2.	**Click** "+" ③. **Enter** the requested information. **Click** the Assign to Location icon ④. Choose a location from the list. **Click** "Assign". **Click** "Save". VMC-TS-008552

Result

The unit has now been added.

How to Add a User

Before you begin	■ Make sure you know the role that the new user will have.
	■ Make sure you have the new user's phone number and email address.

Procedure

To add a user, do the following.

Step	Action
1.	**Sign in** to your ChefLinc™ account. **Click** the Administration icon ①. The administration screen displays. **Click** "User Management" ②. VMC-TS-009702
2.	**Click** "+" ③. **Enter** the requested information and assign a role for the user. See topic *User Permissions* for details. **Click** "Add" ④. A confirm screen displays. The new user is sent an email. VMC-TS-009704

Result

The new user has now been added.

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How to Create a New Group

Before you begin
- Make sure you have a ChefLinc™ account set up. See topic *How to Set up an Account*.
- Make sure you have the names of the locations to add to the group.

Background
A group in ChefLinc is a set of locations that you want to manage in the same manner.

Procedure
To set up a group, do the following.

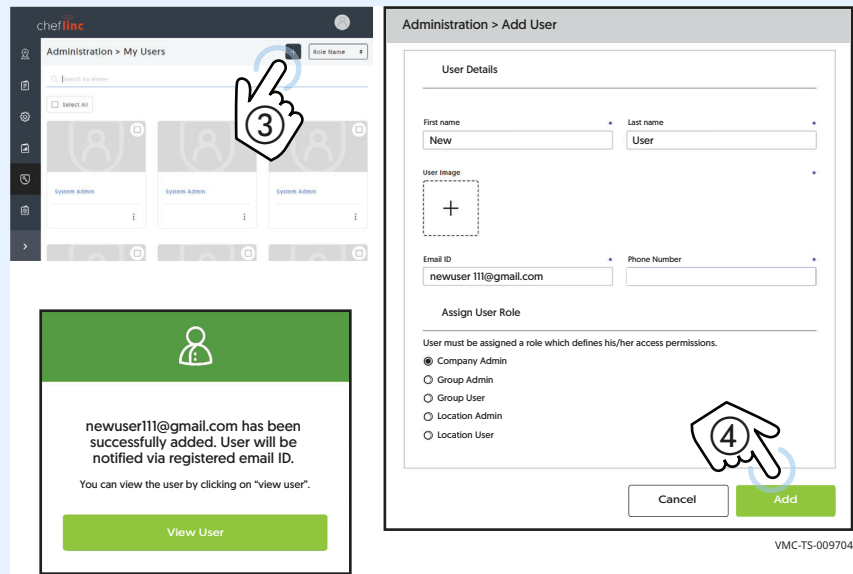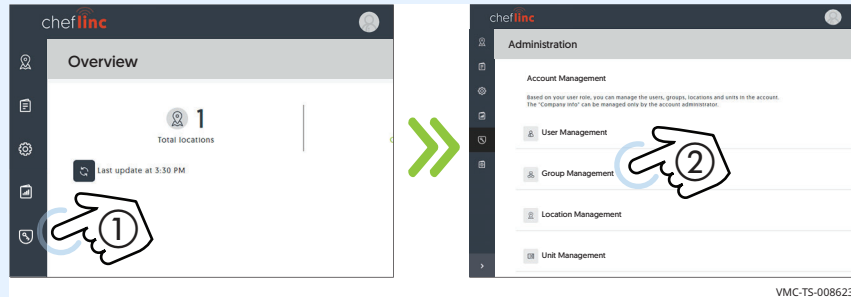| Step	Action
1.	**Sign in** to your ChefLinc account. **Click** the Administration icon ①. The administration screen displays. **Click** "Group Management" ②. VMC-TS-008623
2.	**Click** "+" ③. **Enter** the name of the group you want to create. **Click** "Save" ④. A confirmation screen displays. VMC-TS-008625

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Editing group information

3.   **Click** "Group Info" ⑤. Information for the group is displayed.

Click the edit group icon ⑥.
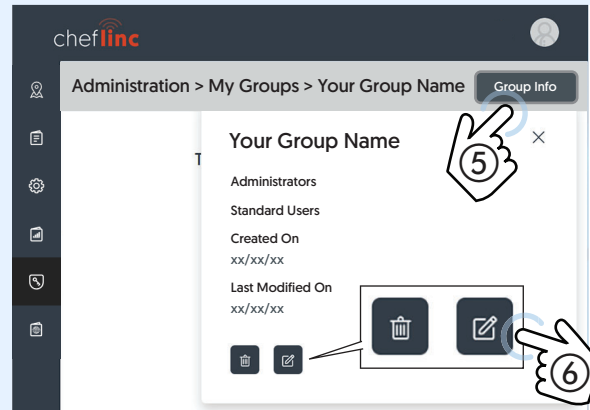
VMC-TS-008635

4.   **Click** the location icon ⑦.

Click the locations you want to assign to the group. **Click** "Assign" ⑧.

Click "Save" ⑨. The locations are saved to the group.
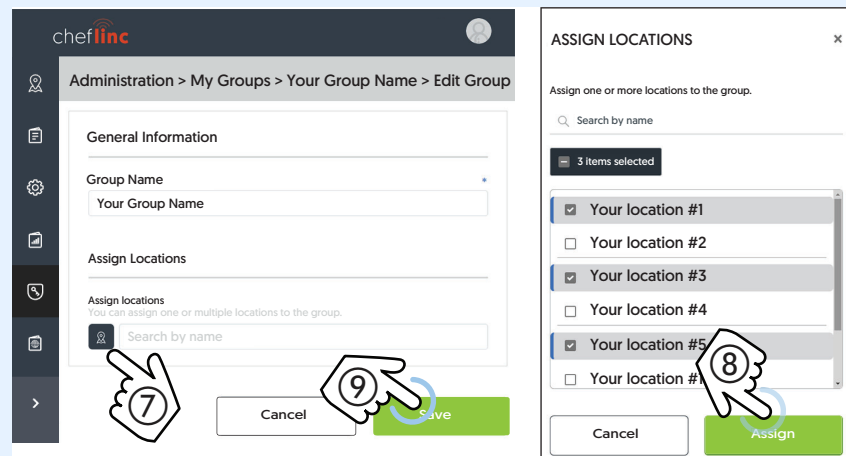
VMC-TS-008640

Result   The group has now been created.
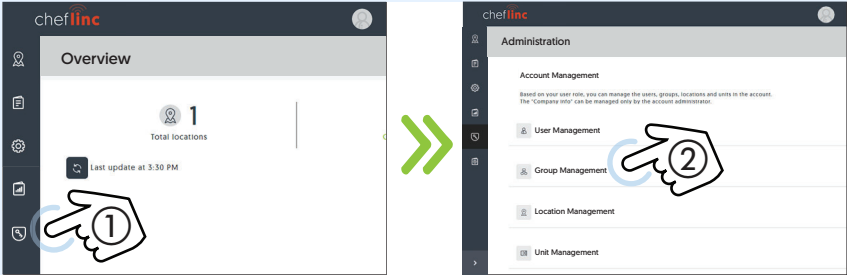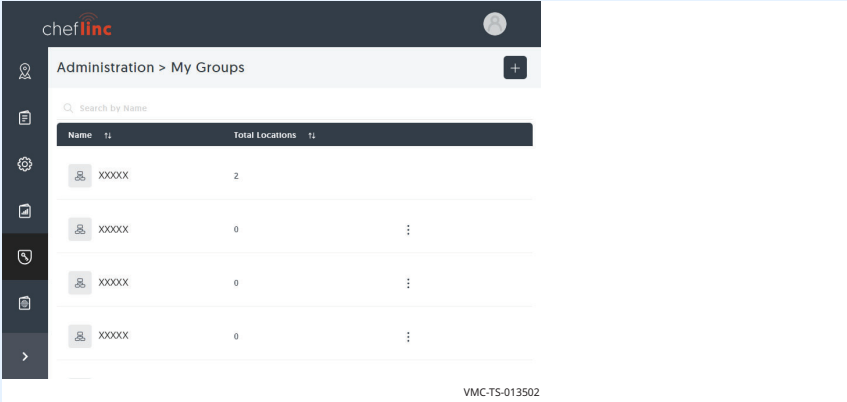
How to Assign Locations to Groups

Before you begin
- Make sure you have a location created. See topic *How to Add a Location*.
- Make sure you have a group created. See topic *How to Create a New Group*.

Procedure

To assign locations to a group, do the following.

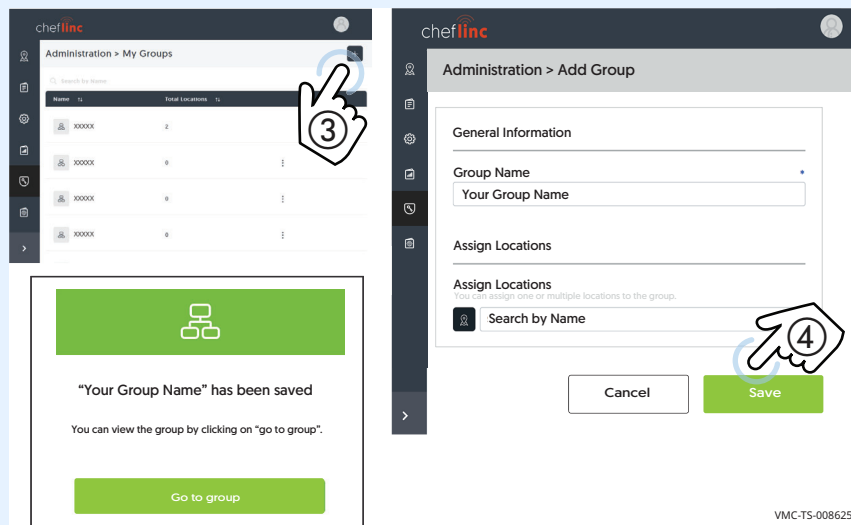| Step	Action
1.	**Sign in** to your ChefLinc account. **Click** the Administration icon ①. The administration screen displays. **Click** "Group Management" ②. VMC-TS-008623
2.	Choose your group from the list. VMC-TS-013502

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3. **Click** "Group Info" ③. Information for the group is displayed.

Click the edit group icon ④.
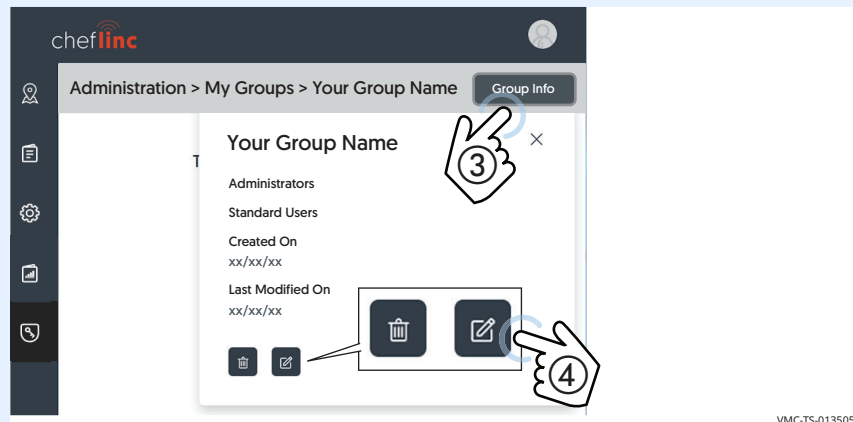
VMC-TS-013505

4. **Click** the Assign to Location icon ⑤.

Click the locations you want to assign to the group. **Click** "Assign" ⑥.

Click "Save" ⑦. The locations are saved to the group.
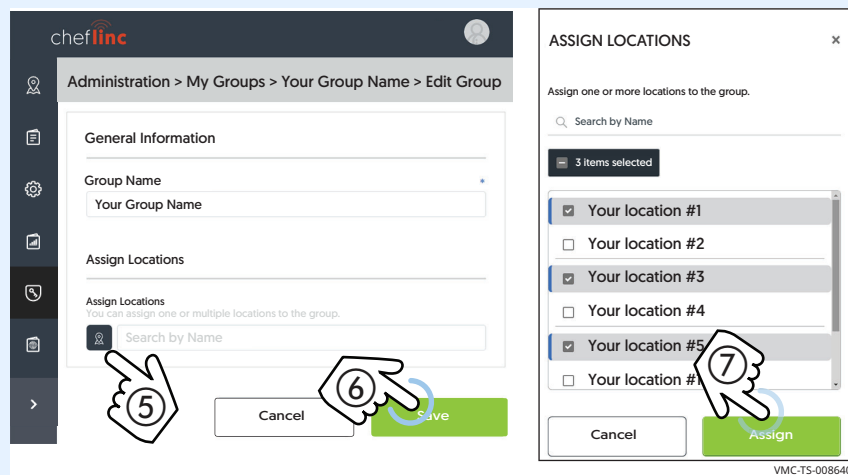
VMC-TS-008640

Result The locations have now been assigned to the group.

How to Create and Edit a Recipe

Before you begin
- Make sure you have a ChefLinc™ account set up. See topic *How to Set up an Account*.
- Make sure you have the recipe parameters: temperature of cook, time of cook, etc.

Procedure

To create a recipe, do the following.

Step	Action
1.	**Sign in** to your ChefLinc account. **Click** the Recipe Book icon ①. **Click** "+" ②. AS-TS-008384
2.	**Click** the unit type ③. **Click** "Proceed" ④. ⓘ **NOTE:** The system will skip this step if you only have one unit type. VMC-TS-008386

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Naming the recipe

3.　**Enter** the information requested. Adding a photo and adding a category will be explained in upcoming steps. **Click** "Save".

VMC-TS-008388
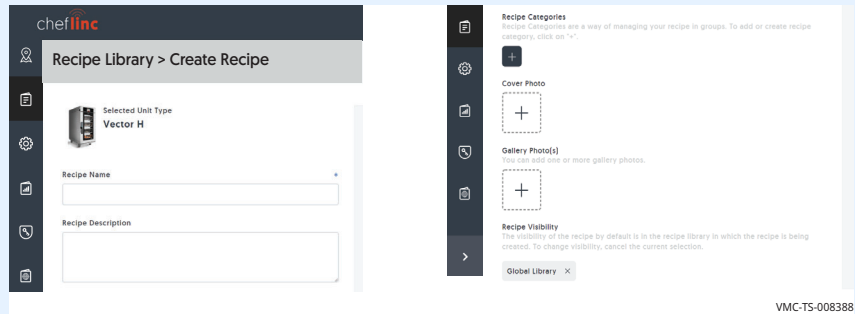
4.　The confirmation screen appears. **Click** "Ok, Continue" ⑤. Your newly created recipe displays.

VMC-TS-008520
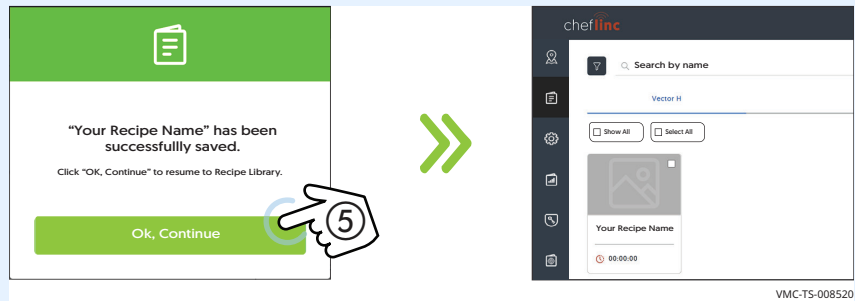
Editing a recipe

5.　**Click** the recipe you want to edit ⑥. Then **click** the edit recipe icon ⑦.

VMC-TS-008530
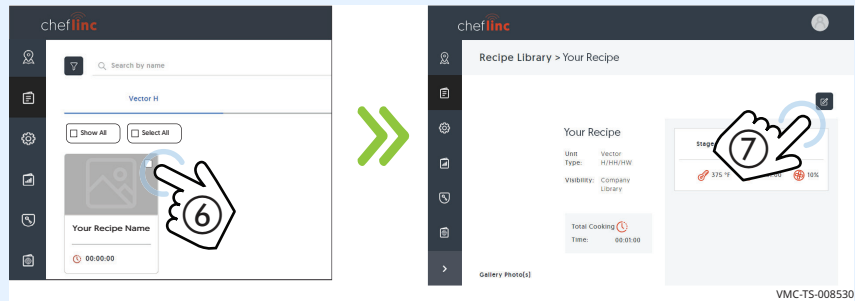
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Building the recipe

6. To start adding stages and actions to the recipe, **click** the "Add instruction" button ⑧. The Add Stage/Add Action screen displays.

"Add Stage" is used to enter temperature, time, and fan speed.

"Add Action" is used to add an action, for example, adding an ingredient such as cheese to the food being cooked.
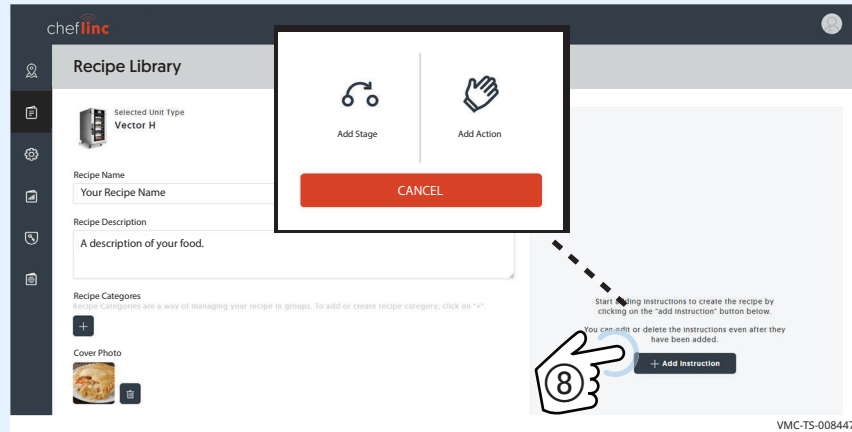
VMC-TS-008447

7. **Click** "Add Stage", then enter temperature, time, and fan speed. **Click** "Save".

The stage will appear on the screen. Up to 10 stages may be added.
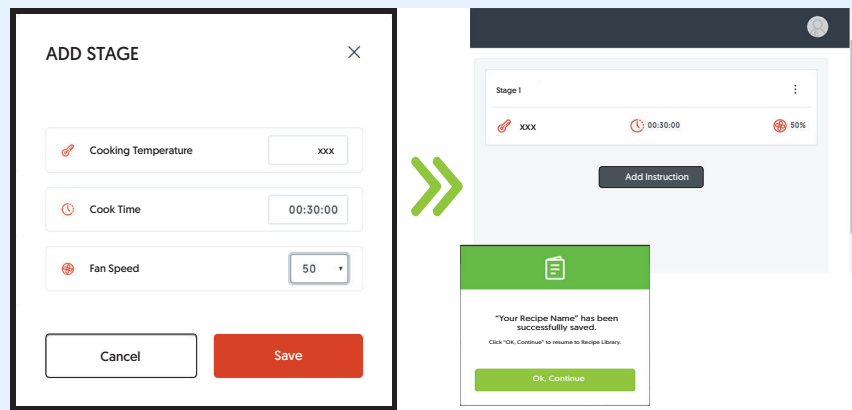
VMC-TS-008458

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Adding a photo

8. Two categories of photos may be added to a recipe: Cover, and Gallery. A cover photo is the photo you want to represent the recipe. Gallery photos are photos that are included within the recipe. To add a photo, **copy** the chosen photo to your desktop. Photos can be either png or jpg. Limit the size of the photo to less than 1 megabyte (1 MB).

Click the cover photo icon ⑨.

Drag and drop the photo to the screen. **Click** "Proceed". The photo is added. **Click** "Save".
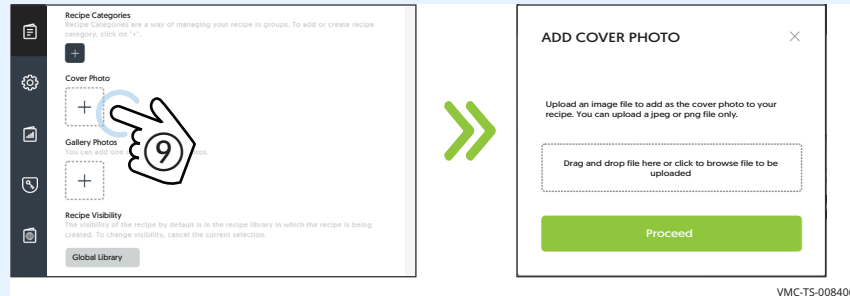
VMC-TS-008406

Adding a category

9. **Click** "+" under Recipe Categories ⑩.

Choose from an existing category and click "Add", or click the "+" sign to add a new category. **Enter** the name of the category and **Click** "Create". Then **Click** "Add" in the "Recipe Category Tag" screen.

Click the check box. **Click** the "Add" ⑪.
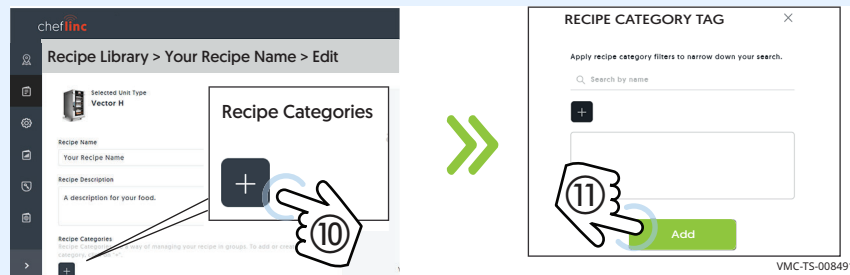
VMC-TS-008491

Result

The recipe has now been created.

How to Create a Recipe Library

Before you begin Make sure you have the recipes created.

Procedure To create a recipe library, do the following.
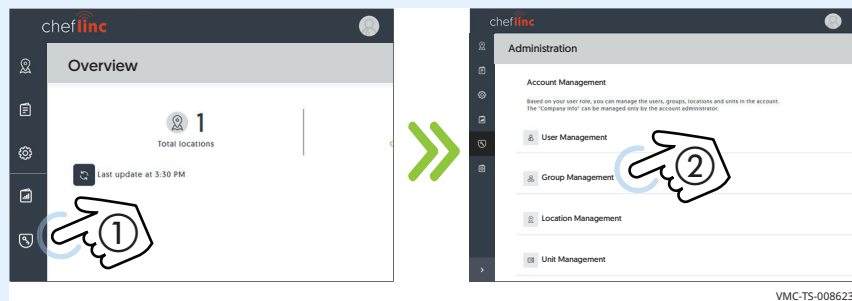
Step	Action
1.	**Sign in** to your ChefLinc account. **Click** the Administration icon ①. The administration screen displays. **Click** "Group Management" ②. VMC-TS-008623
2.	**Click** "Add Group" ③. **Enter** the name of the recipe library you want to create. **Click** "Save" ④. A confirmation screen displays. VMC-TS-008625
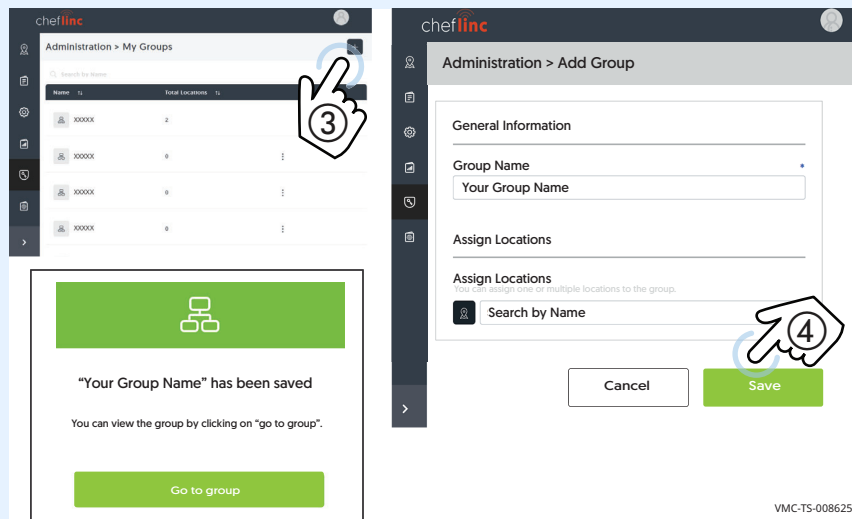
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3. **Click** the Recipe Book icon ⑤.

 Click "+" ⑥.
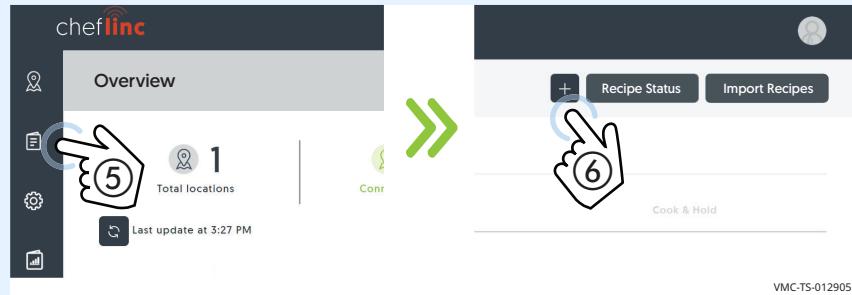
VMC-TS-012905

4. **Click** the unit type ⑦.

 Click "Proceed" ⑧.
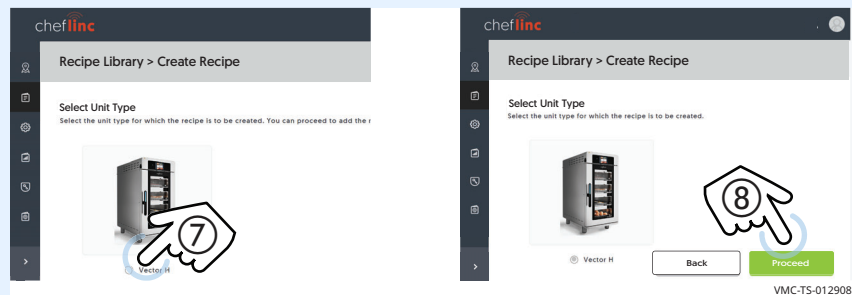
VMC-TS-012908

5. **Scroll** to "Recipe Visibility". **Click** "X" ⑨.
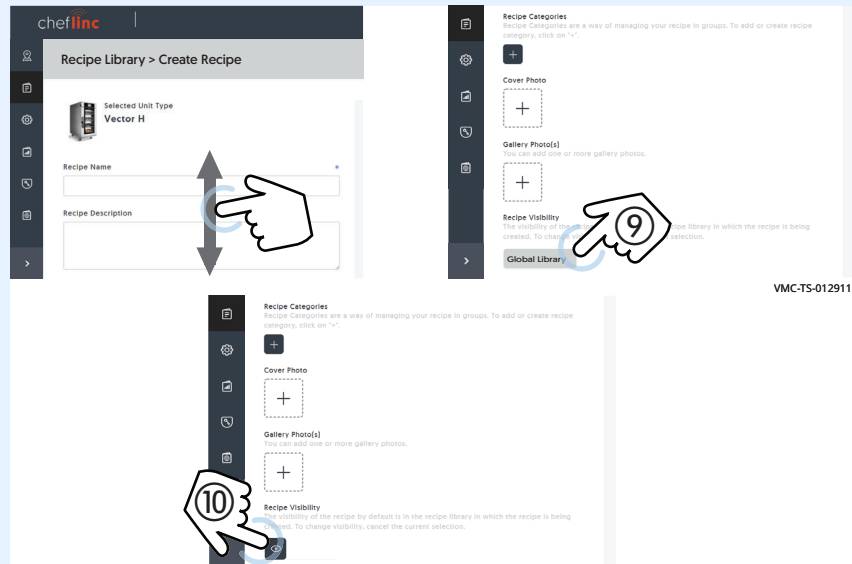
VMC-TS-012911

Then, **click** the eye icon ⑩.

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6. **Click** "+" ⑪.

Select the library you created. **Click** "Assign" ⑫.

Click "Save".
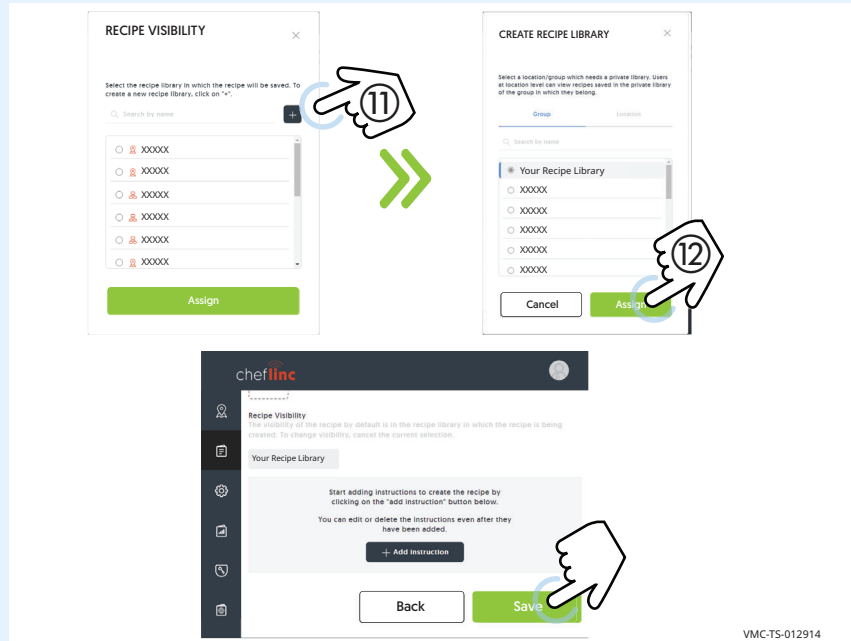
VMC-TS-012914

Result   The recipe library has now been created.

How to Assign a Recipe to a Unit

Before you begin
- Make sure you have the recipe created.
- Make sure that the unit is assigned to a location.

Procedure

To assign a recipe to a unit, do the following.

Step	Action
1.	**Sign in** to your ChefLinc™ account. **Click** the Recipe Book icon ①. If you have more than one library of recipes, **choose** the library from the drop down menu ② that contains the recipes to be assigned. **Click** "Select All" if you want to assign all recipes, or **click** the individual recipes you want to assign.

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2.   **Click** the action (hand) icon ③. **Click** "Assign to Unit Cookbook" ④.

VMC-TS-008671
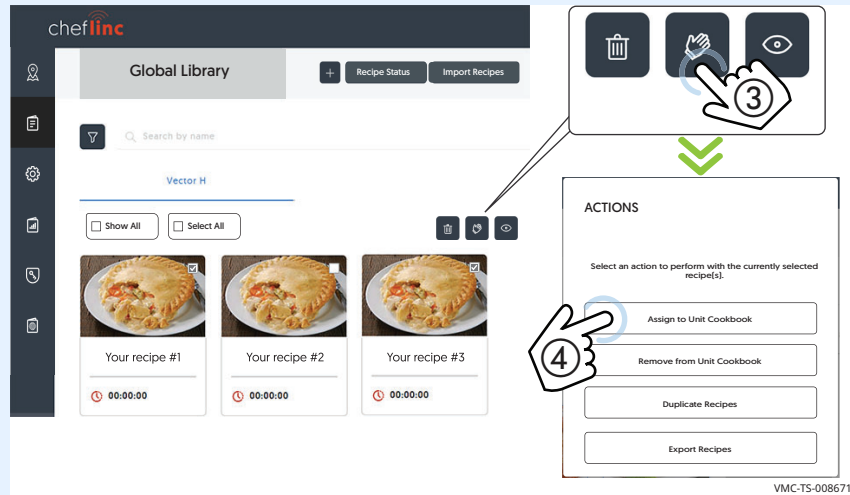
3.   **Click** the unit ⑤ you want to assign the recipe to if shown. If it's not shown, **click** "Group Name" and **click** the group the oven has been assigned to, find the oven and **click** it.

Click "Assign" ⑥.

> ⓘ **NOTE:** Only ovens that the recipe was created for will display in the list.
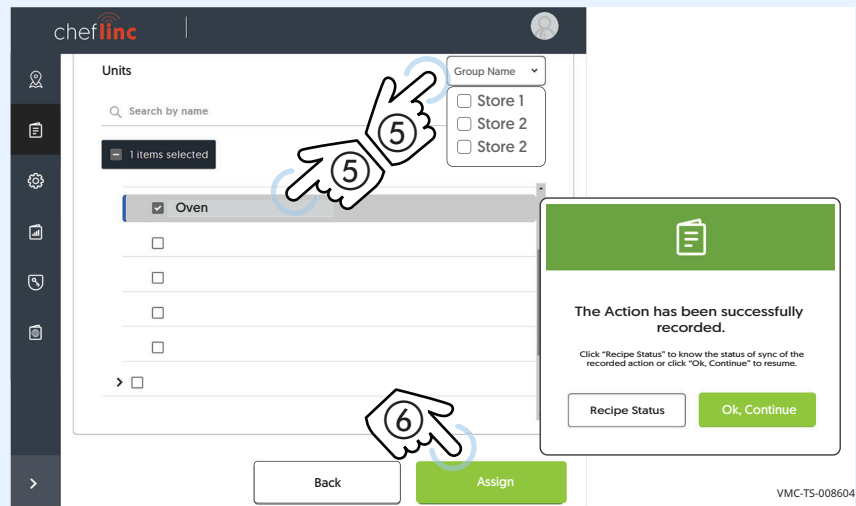
VMC-TS-008604

> ⓘ **NOTE:** If the unit is not turned on, the recipe will wait in a queue until the unit is turned on. At that time, the recipe will sync with the unit.

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4. To view the recipe on the unit, **click** the My Locations icon ⑦. Then, **scroll** to find the chosen location.

VMC-TS-008816
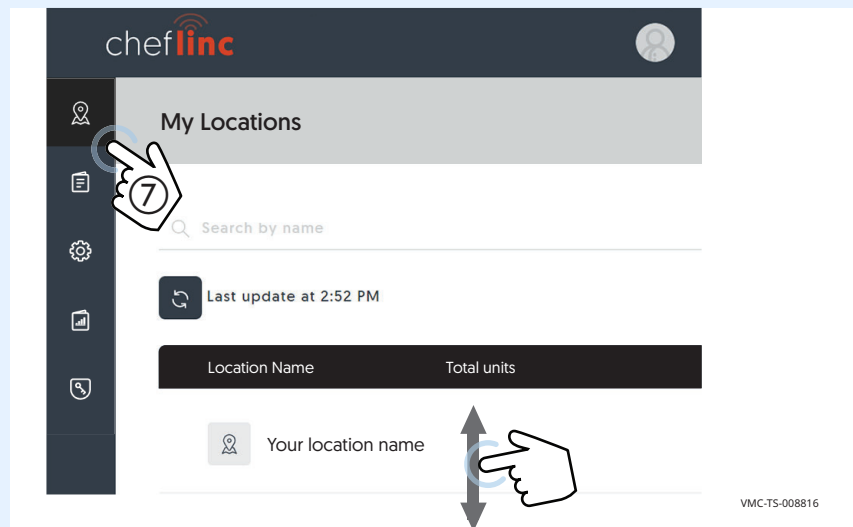
5. **Click** the chosen oven ⑧.

    Click "Unit Cookbook" ⑨. The recipe will display.

VMC-TS-008611
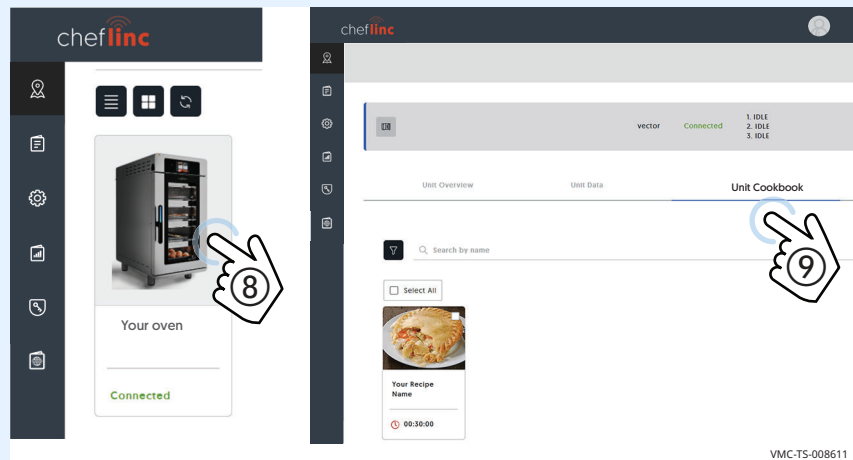
Result   The recipe has now been assigned to a unit.

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How to Assign Multiple Recipes to Multiple Units

Before you begin
- Make sure you have the recipes created.
- Make sure the units are assigned to a location.

Procedure

To assign multiple recipes to multiple units, do the following.

Step	Action
1.	**Sign in** to your ChefLinc™ account. **Click** the Recipe Book icon ①. If you have more than one library of recipes, **choose** the library from the drop down menu ② that contains the recipes to be assigned. **Click** "Select All" if you want to assign all recipes, or **click** the individual recipes you want to assign.
2.	**Click** the action (hand) icon ③. **Click** "Assign to Unit Cookbook" ④.
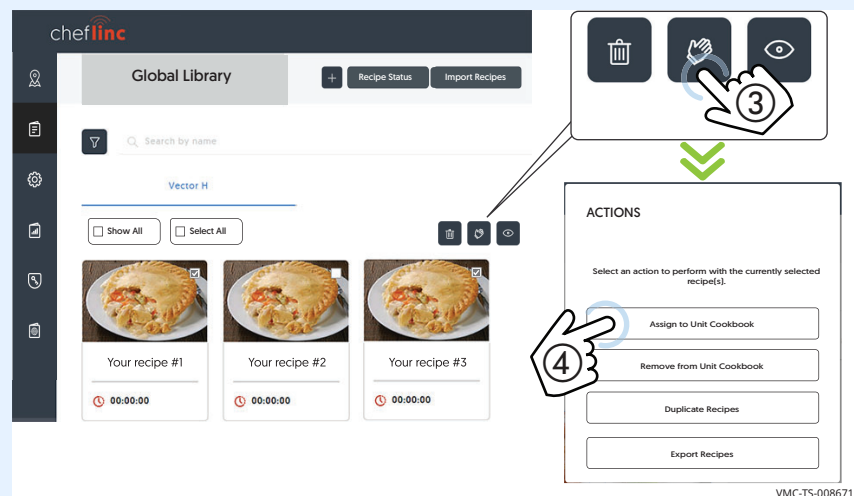
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3. If you have created a group, you can choose from the "Group Name" drop down menu (5). You can also search by name or scroll to find the unit(s) you want to assign the recipes to. **Click** the units of your choice.

VMC-TS-008849
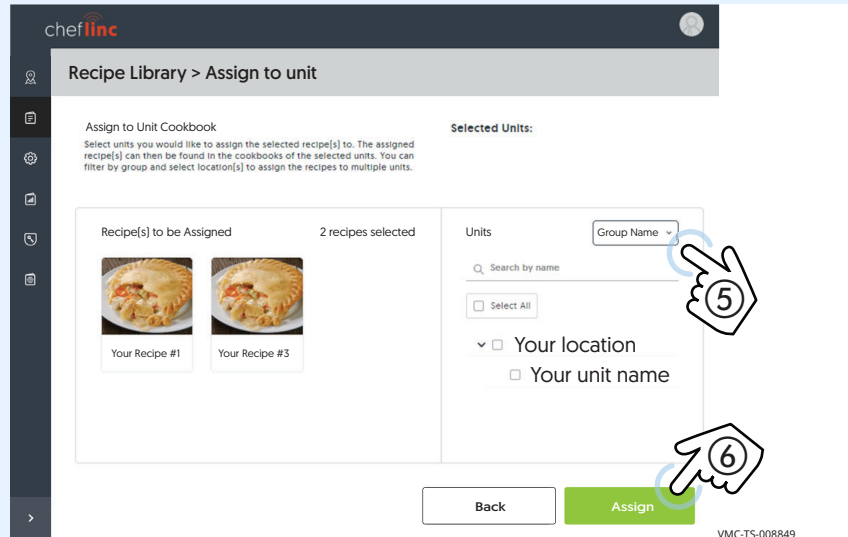
Click "Assign" (6). The success screen displays. Click "OK, continue" to continue working in ChefLinc™, or click "Recipe Status" to view the status of the recipe(s).
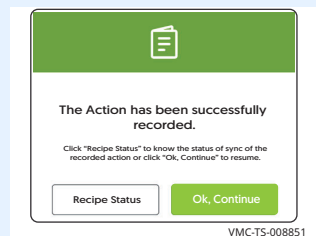
VMC-TS-008851

NOTE: If the unit is not turned on, the recipe will wait in a queue until the unit is turned on. At that time, the recipe will sync with the unit.

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When you click the "Recipe Status" button ⑦, the recipe status screen displays.

VMC-TS-008677
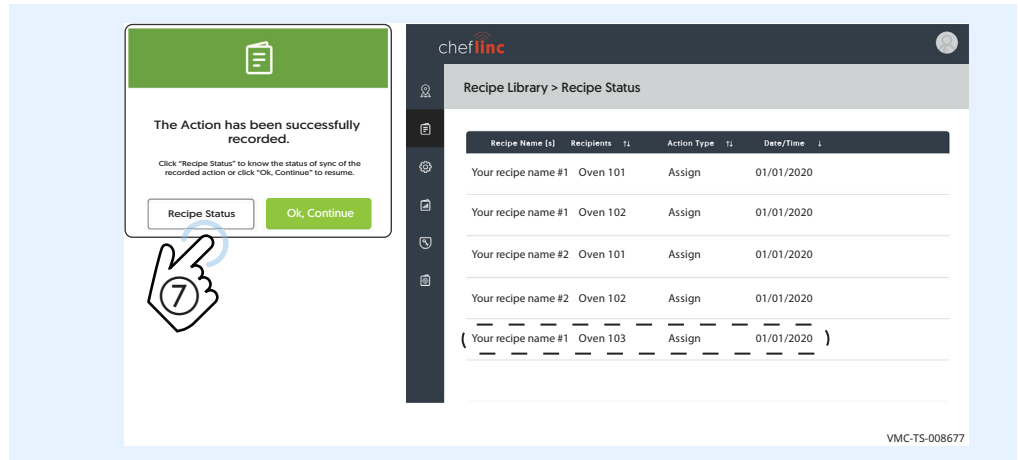
Result   Multiple recipes have now been assigned to multiple units.
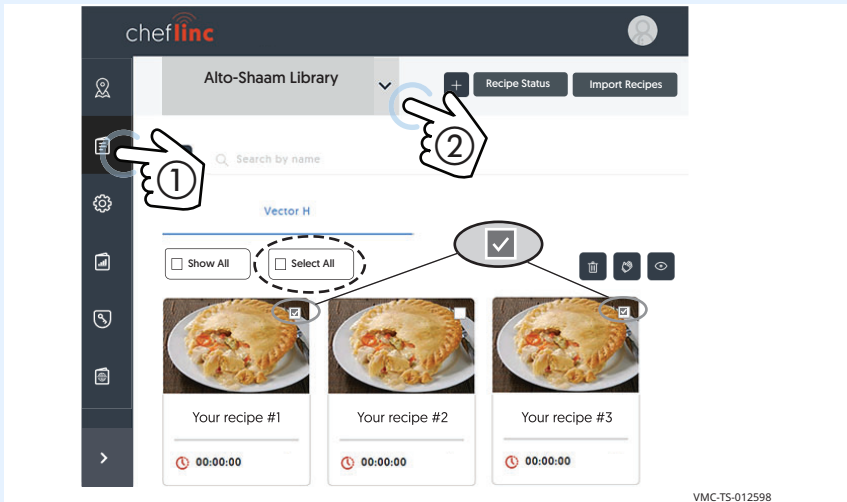
How to Export and Import Recipes to a Different Library

Before you begin   Make sure you have the recipes created.

Exporting recipes   To export recipes to a different library, do the following.

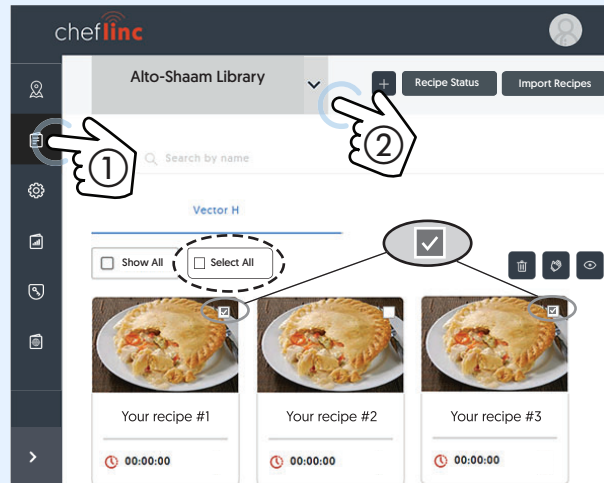| Step	Action
1.	**Sign in** to your ChefLinc™ account. **Click** the Recipe Book icon ①. If you have more than one library of recipes, **choose** the library from the drop down menu ② that contains the recipes to be exported. **Click** "Select All" if you want to export all recipes, or **click** the individual recipes you want to export.

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2. **Click** the action (hand) icon ③.

   Click "Export Recipes" ④.

   ChefLinc collects the recipe files. When the process is complete, a file displays in your "Downloads" file folder on your computer.

VMC-TS-012601
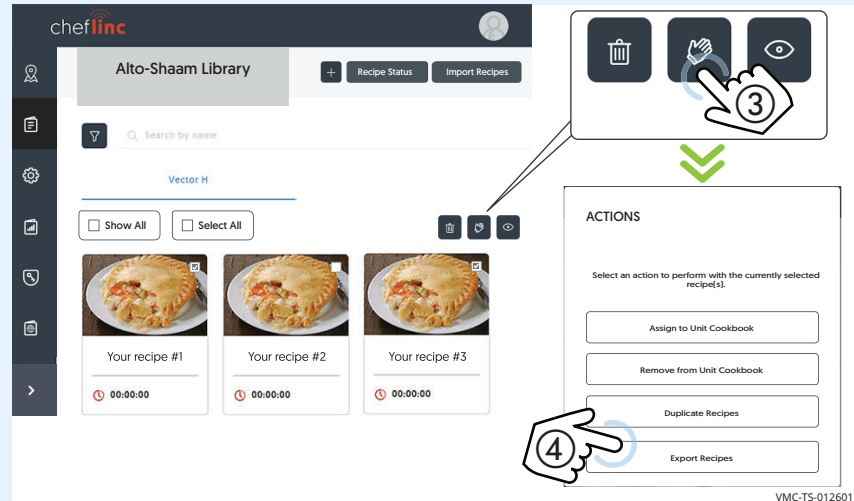
Importing recipes to a different library

3. **Select** a different recipe library from the drop down menu ⑤.

   Click "Import Recipes" ⑥.

   Upload the exported recipe file ⑦.

   Click "Proceed" ⑧. ChefLinc imports the recipes to the selected recipe library.

VMC-TS-013475
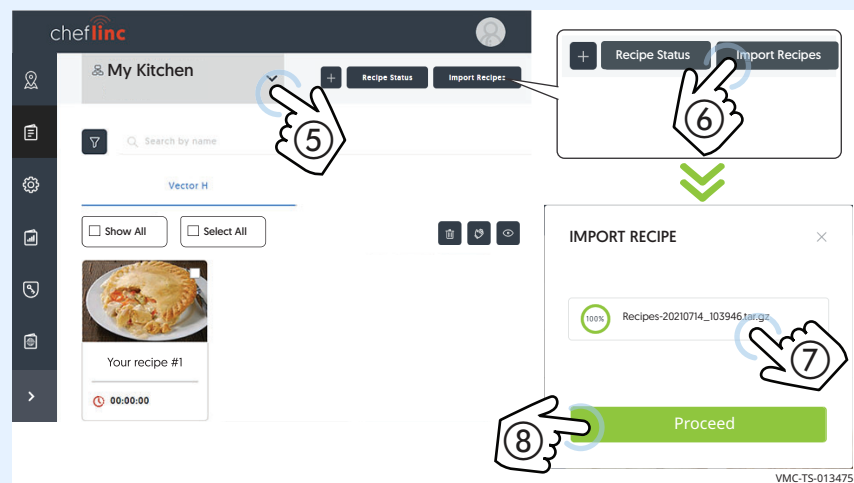
Result The recipes have now been imported to a different recipe library.

How to Import Recipes from an Oven to your Library

Before you begin Make sure you have the recipes created.

Procedure To import recipes from an oven to your library, do the following.
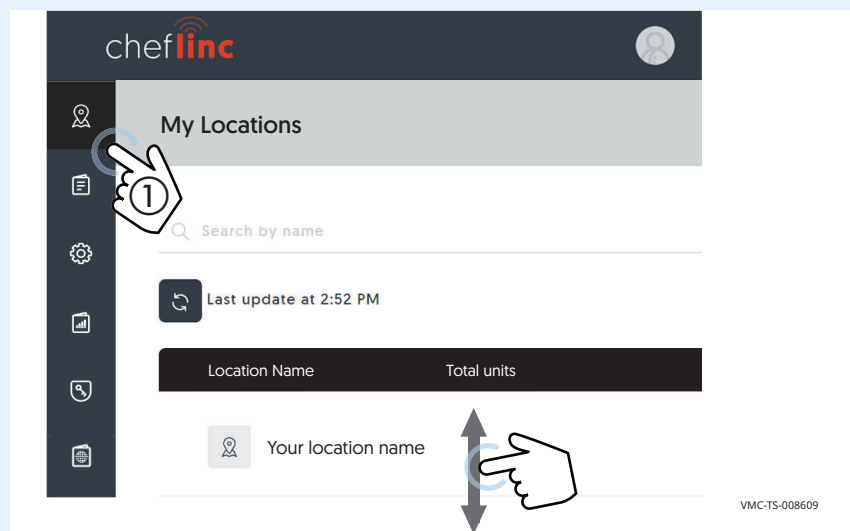
Step	Action
1.	**Sign in** to your ChefLinc™ account. **Click** the My Locations icon ①. Then, **scroll** to find the chosen location. VMC-TS-008609
2.	**Click** the chosen oven ②. **Click** "Unit Cookbook" ③. VMC-TS-013662
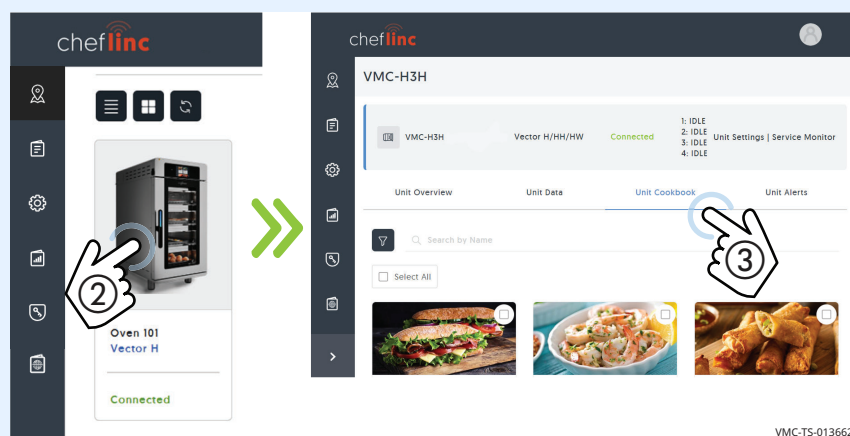
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3. **Click** "Select All" if you want to assign all recipes, or **click** the individual recipes you want to assign.

    Click the action (hand) icon ④. Click "Copy to Company Library" ⑤.

VMC-TS-013484
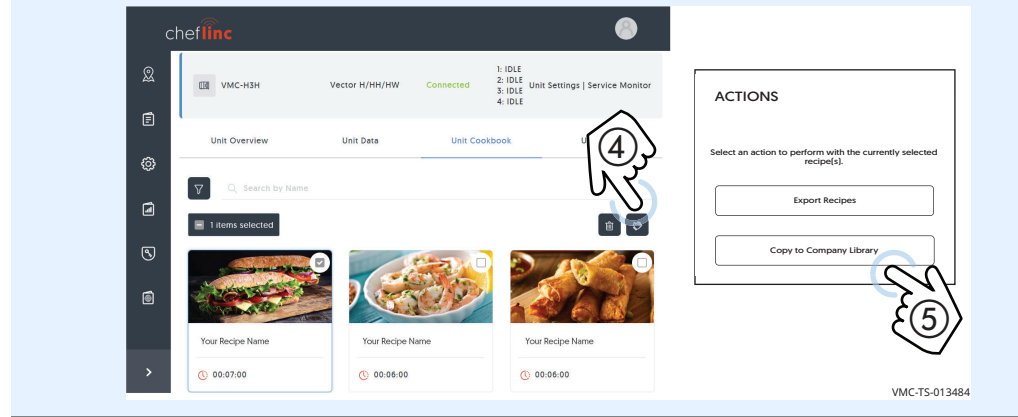
Result   The recipes have now been imported from the oven to your library.

How to Export Recipes to a USB Drive

Before you begin
- Make sure you have the recipes created.
- You will need a USB drive.

Procedure

To export recipes to a USB drive, do the following.

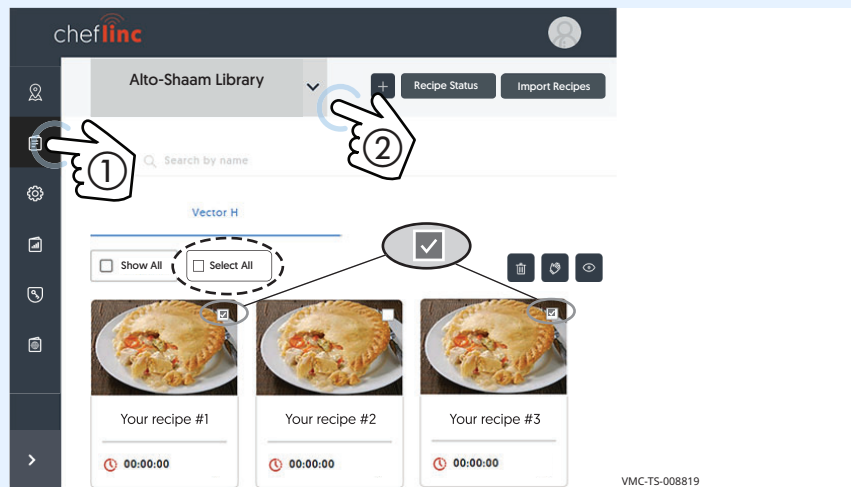| Step	Action
1.	**Sign in** to your ChefLinc™ account. **Click** the Recipe Book icon ①. If you have more than one library of recipes, **choose** the library from the drop down menu ② that contains the recipes to be exported. **Click** "Select All" if you want to export all recipes, or **click** the individual recipes you want to export.

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2. **Click** the action (hand) icon ③.

   Click "Export Recipes" ④.

   ChefLinc collects the recipe files. When the process is complete, a file displays in your "Downloads" file folder on your computer.

3. **Copy** the recipe file from the "Downloads" file folder to the top level of the USB drive.

   > **(i) NOTE:** Do not change the file name of the recipe file.

Result   The recipes have now been exported from ChefLinc.

How to Create and Assign Unit Settings

Background
Use unit settings to create a template of settings that you can then apply remotely to multiple units without having to program each unit individually.

Before you begin
- Make sure you have a ChefLinc™ account set up.
- Make sure that you have a plan for the unit settings and for which ovens you would like the settings assigned to.

Procedure
To create unit settings, do the following.

Step	Action
1.	**Sign in** to your ChefLinc account. **Click** the Unit Settings icon ①. The unit settings screen displays. **Click** "+" ②. VMC-TS-008657
2.	**Click** the unit type ③. **Click** "Proceed" ④. VMC-TS-008655
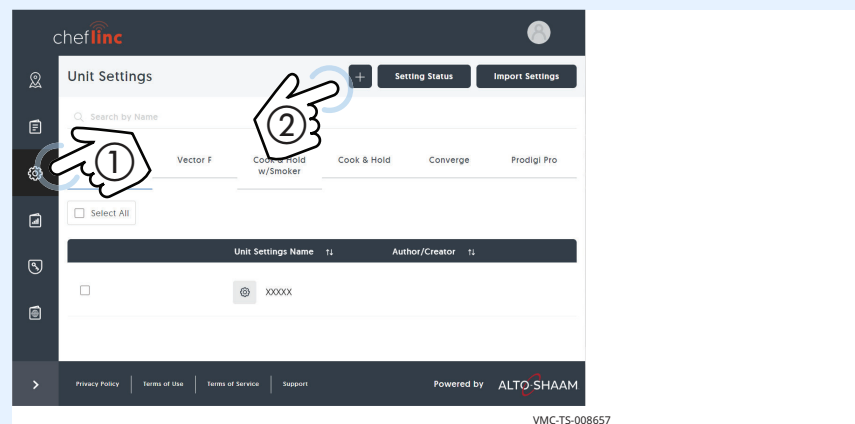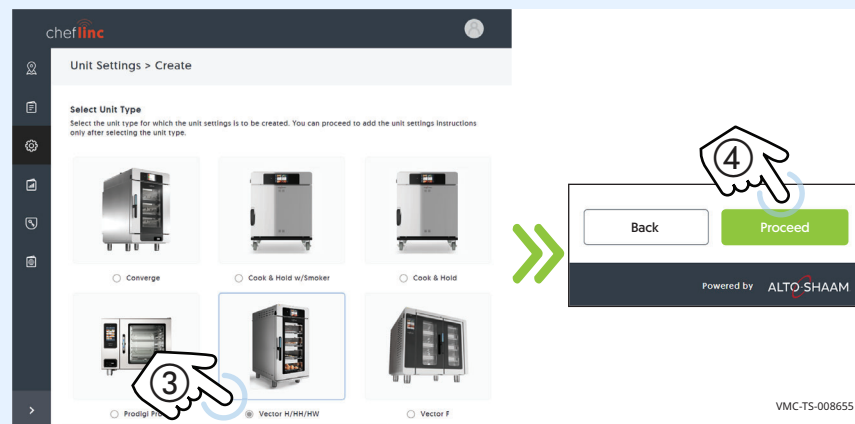
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3. **Enter** a name for the unit settings under "Unit Settings Name".
   Enter a description for the settings under "Unit Settings Description"
   Enter the information requested under "General Settings".

Error/alert sound

> ⓘ **NOTE:** In the General Settings menu, an error sound is when you have an incorrect input. An alert sound is when the oven experiences an error such as an E-10.
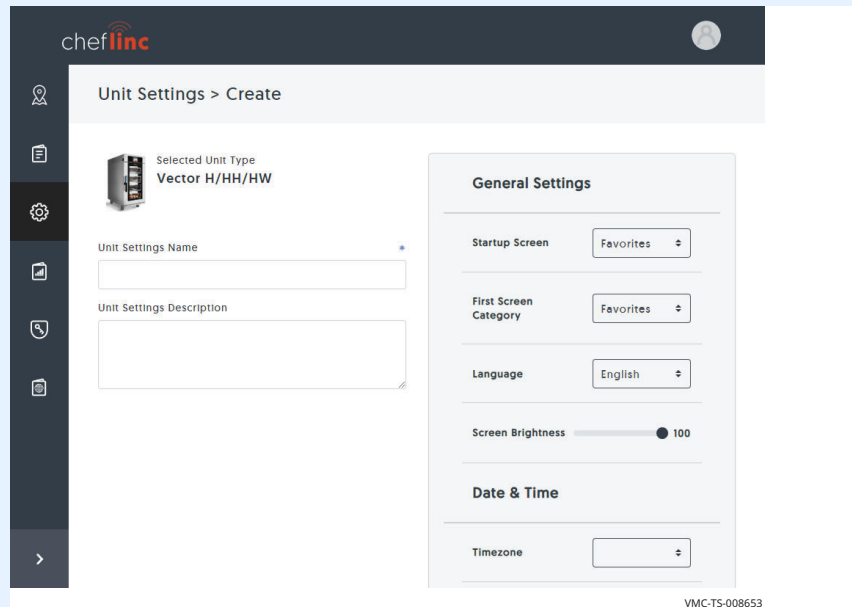
VMC-TS-008653

4. **Click** "Save" ⑤.

   Click "OK, continue" ⑥. The unit settings are displayed.
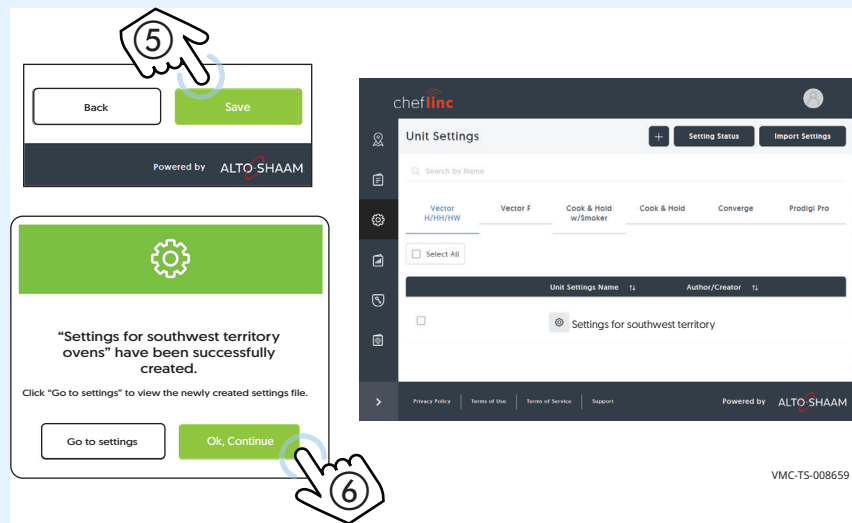
VMC-TS-008659

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Assigning the unit settings

5. After the unit settings are created, you can assign them to one unit or many units. To assign the settings, do the following.

   Click the Unit Settings icon ⑦.

   Click the unit settings ⑧ you want to assign to an oven.

   Click the action (hand) icon "Assign to Unit" ⑨.

   Click "Assign to Unit" ⑩.

VMC-TS-008662
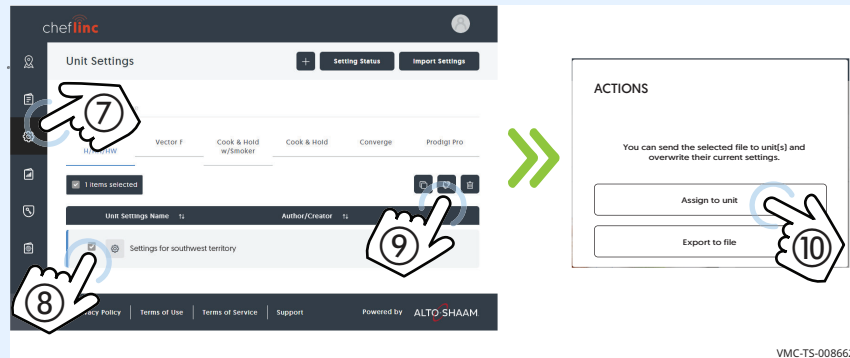
6. **Select** the group(s), the location(s), or the individual oven(s) that you want to apply the settings to.

VMC-TS-008664

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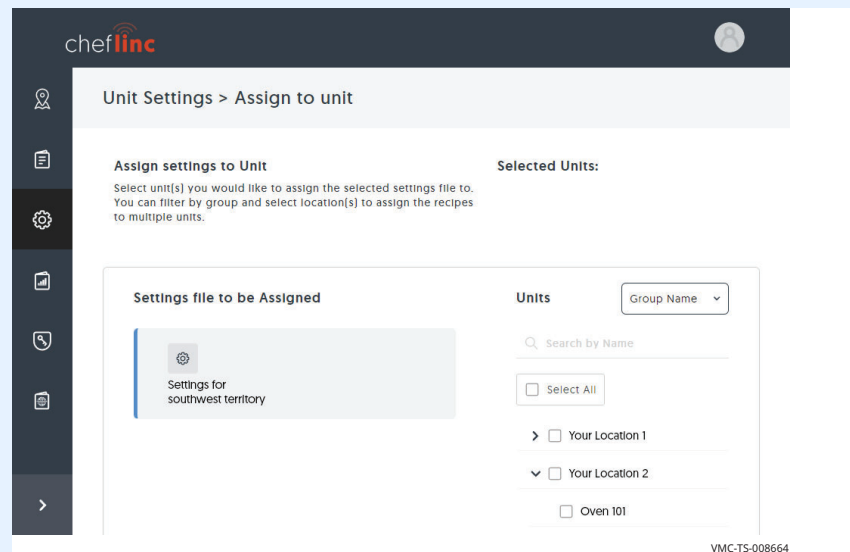
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7. **Click** "Assign" ⑪.

    Click "Assign" ⑫.

ASSIGN UNIT SETTINGS

By assigning selected settings file to units, their current settings will be overwritten. Do you want to proceed?

Cancel   Assign

VMC-TS-008666
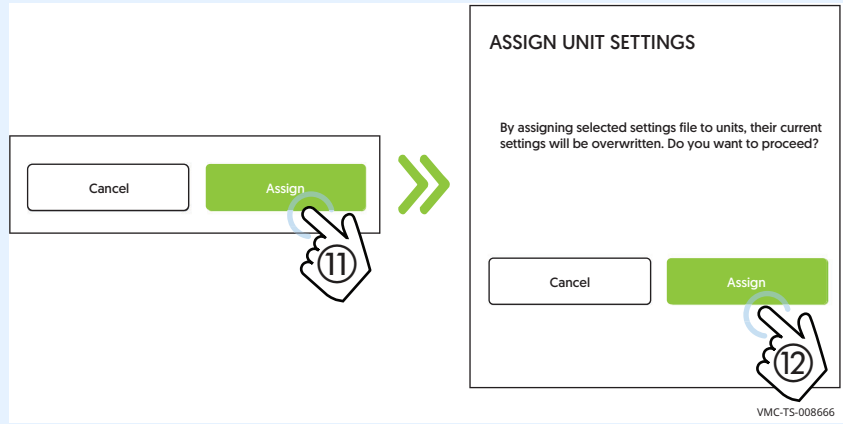
Result   The unit settings have now been created and assigned.

How to View HACCP Data

Before you begin   Make sure you know the location of the unit whose HACCP data you want to view.

Procedure   To view the HACCP data, do the following.

Step	Action
1.	**Sign in** to your ChefLinc™ account.
	Click the My Locations icon ①. Then **scroll** to find the chosen location.

VMC-TS-008609
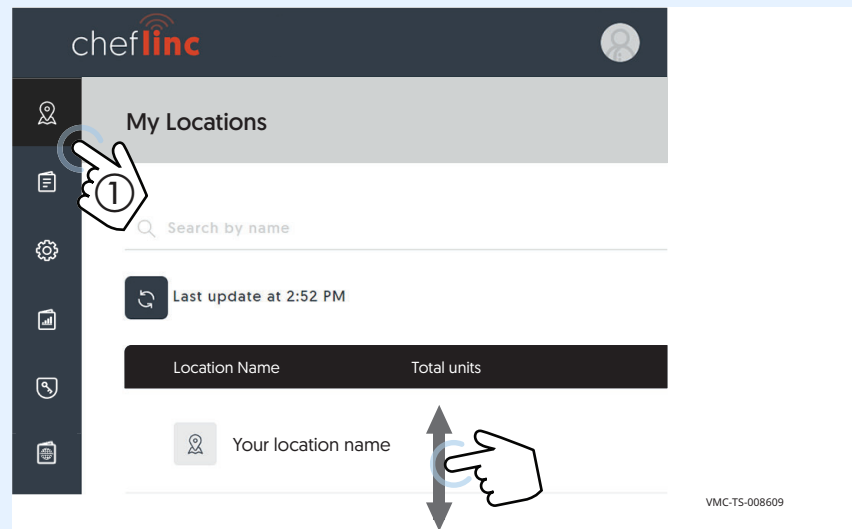
Step	Action
2.	**Click** the chosen oven ②.
	Click "Unit Data" ③.

VMC-TS-008753

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ALTO-SHAAM
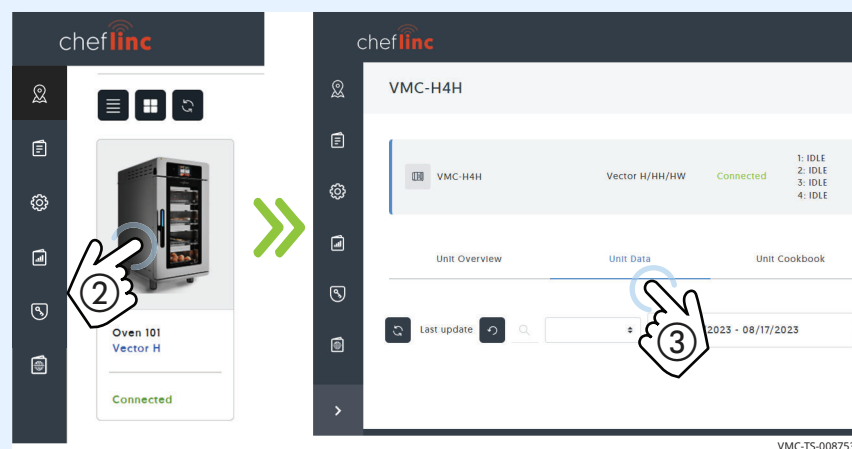
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3. **Select** a date or date range ④ you wish to view.

   Choose the Chamber ⑤ from the drop down menu.

   Search for a recipe by name ⑥.

   Click a recipe to view the HACCP data for that cook.

VMC-TS-016469
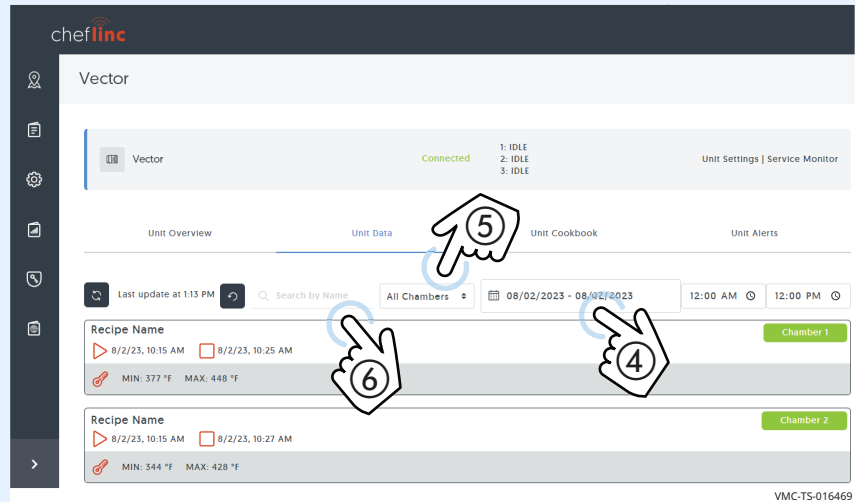
4. **Click** the unit data ⑦ to turn off any specific data. **Click** the data again to turn on that specific data.

   Click the "Export csv" ⑧ to export the HACCP data to an Excel file.

VMC-TS-008756
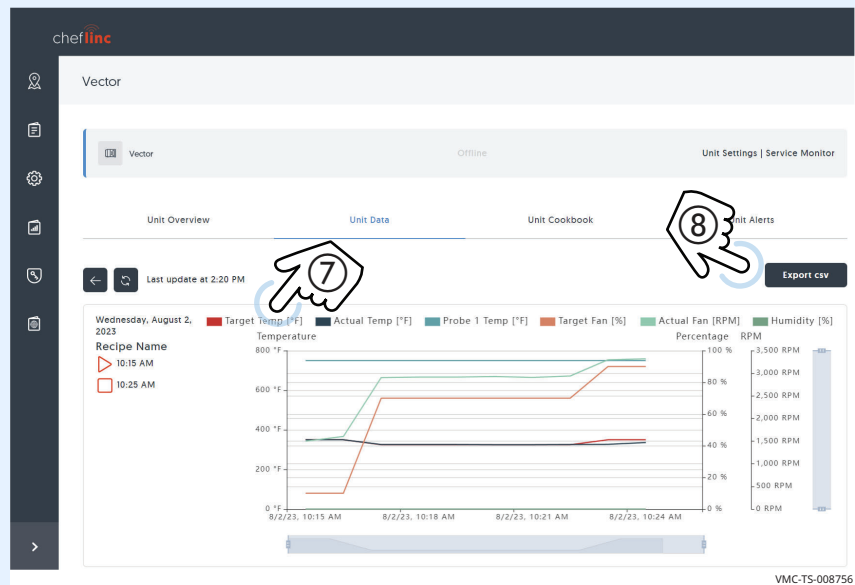
Result   The HACCP data has now been viewed.

How to View Reports

Background

ChefLinc™ offers a number of reports that easily export to Excel files.

Total completed cooks—View the number of cooks completed for each programmed recipe for a single oven, all ovens at a location or all locations. Simply choose the desired location or oven and set the time frame. This report provides a list of recipes cooked and number of completed cooks for you to adjust your menu, production planning or pricing accordingly.

Unit recipes—Make sure all of your desired programmed recipes are on the correct ovens at the correct locations. View the number of recipes per oven, recipe names and when recipes were last modified or updated. For multi-unit operators, this report guarantees consistency between recipes, ovens and locations.

Unit status—View the location, serial number, firmware versions and connection state for a single oven, ovens at one location or all ovens at all locations. Helpful for operators and service agents, this report ensures ovens are connected as needed and up to date with the latest software versions.

Cancelled cooks—Understand which recipes are cancelled and how often. Select a single oven, all ovens at a location or all locations and set the timeframe. This report helps operators discover staffing errors and implement process improvements in training.

Wi-Fi signal strength—View the Wi-Fi Signal Strength (RSSI) report for a single oven during a selected time frame. Documented hourly, this report provides connectivity insights and ensures ovens are able to operate at the highest-level with the appropriate signal strength.

Power cycles—Export the number of power cycles per oven for one or more locations. Select all locations, a single location or specific oven and set the time frame. The report provides the number of times the oven has been powered on and off to help operators validate that their locations are following their Standard Operating Procedures for power savings and cleaning best practices.

Alert history—Reference previous alerts per all locations, a single location or a single oven to better understand ovens and service history. This report exports the number of alerts received per alert code to share with service agents for more accurate servicing and repair.

Control board temperature—Provide service agents with this report for them to view the temperature of the control board for a specific oven. Select the oven and desired time frame. This report helps with servicing the oven and provides additional context for service agents to reference — including if operators are cleaning filters properly.

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Door-Open—Understand the amount of times an oven door was opened, and for how long. Simply choose the desired location and ovens and set the time frame you would like to see. This report gives operators insight as to why a recipe may not have completed as it was programmed to.
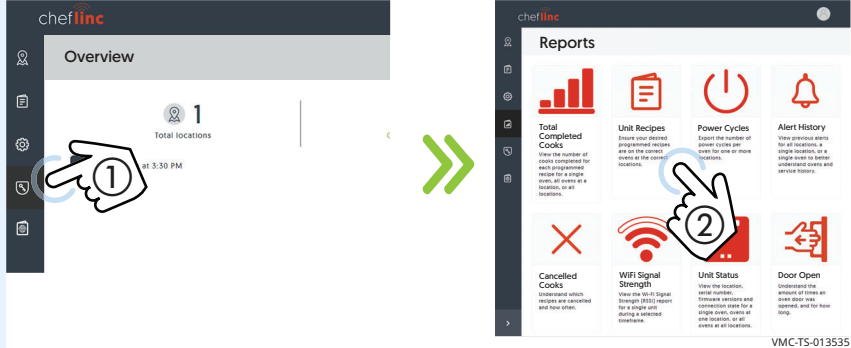
Missed Cleans—View the missed cleaning cycles for ovens at one or more locations. Pre-designate in ChefLinc a cleaning program and schedule required for each oven. Instead of looking through all ovens and completed cleaning reports, this report allows operators to be notified when their ovens are not being cleaned to their set schedules and standards.

Oven Cleaning—View the amount and type of cleans performed over multiple days on one oven. Simply choose the location, oven and dates you would like to view and see the type of clean that has been performed and at what time of day. This report allows operators to view cleaning trends for a single oven over a period of time.

Multiple Oven Cleaning—View the number and type of cleans performed on a group of ovens at one or more locations in a single day. Simply choose the locations, ovens, and date you would like to view. This report allows operators to view all of their ovens and locations at one time to see which locations are following the set cleaning standards.

Viewing the unit recipes report

To view a report, do the following.

Step	Action
1.	**Sign in** to your ChefLinc account. **Click** the Report icon ①. The report screen displays. **Click** "Unit Recipes" ② to view the recipes report. VMC-TS-013535

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2. **Click** "Select Location" ③. Select your location from the drop down menu.

    Click "Select Unit". Select your oven from the drop down menu.

    Click "Generate Report" ④.

    Click "Export" ⑤ to export to an Excel file. This report shows the number of recipes per oven, the recipe names, and when the recipes were last modified.

VMC-TS-013538
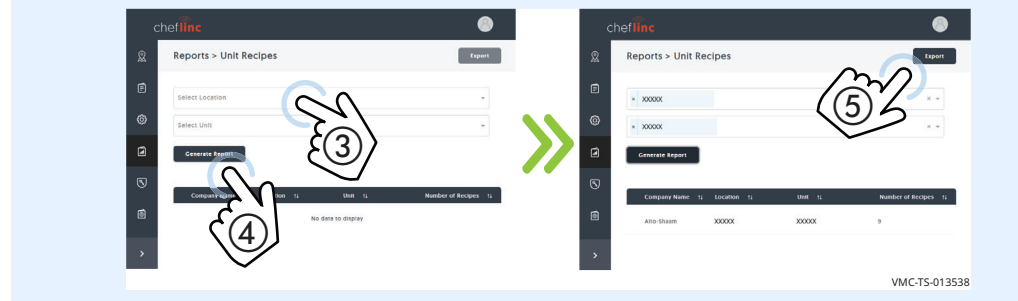
Viewing data in Microsoft® Excel

The below table is an example of the unit recipes report.

Unit Recipe Report 11/9/2021 1:26:46 PM	Store	Unit Name	Number of Recipes
	Test Location 1	Red Unit	14
	Test Location 1	Blue Unit	8

Click on the different tabs in the Excel file to view the specific unit data. Below is an example of the Red Unit - Test Location 1 unit data.

Store	**Test Location 1**
Unit Name	**Red Unit**
Unit Serial Number	**XXXXXXXXXX**
Recipe Name	**Date Modified**
Bacon	05/13/2021 2:21:30 PM
Bruschetta Bread	05/13/2021 1:56:28 PM
Potatoes	05/17/2021 7:48:43 AM
Dried Beef	05/17/2021 7:48:43 AM
Flatbread Pizza	05/13/2021 2:21:30 PM
Fries	06/11/2021 2:55:20 PM

Grilled Flank Steak	05/13/2021 1:56:28 PM
Quesadilla	05/13/2021 2:21:30 PM
Roast Rabbit	05/13/2021 1:56:28 PM
Biscuits	05/13/2021 1:56:28 PM
Eggs	05/13/2021 1:56:28 PM
Sausage	05/13/2021 1:56:28 PM
Veggie	05/13/2021 1:56:28 PM

Result   The report has now been viewed.

How to View Alerts

Procedure   To view alerts, do the following.

Step	Action
1.	**Sign in** to your ChefLinc™ account. The landing page will display. **Click** an alert to view it. Continue with step 4. ⓘ **NOTE:** Clicking "Mark All as Read" will move all alerts to alert history and mark them as read.

Alternative method

2.	**Click** the My Locations icon ①. Then **scroll** to find the chosen location.

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3.   **Click** the chosen oven ③.

Click "Alerts" ④.

VMC-TS-013490
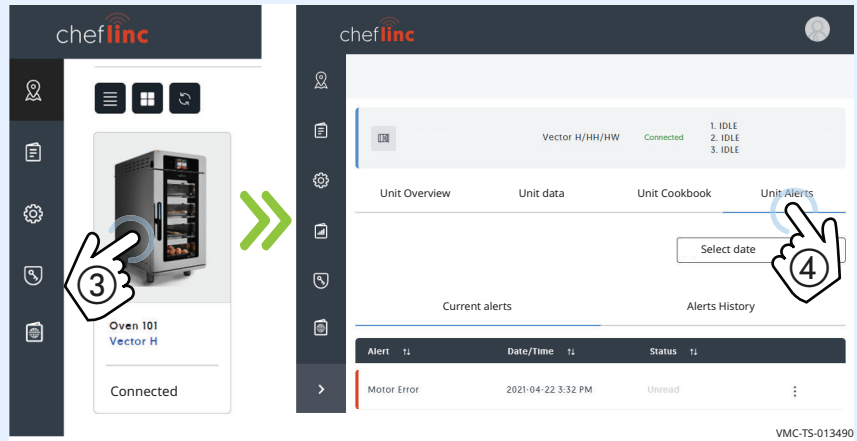
Viewing an alert
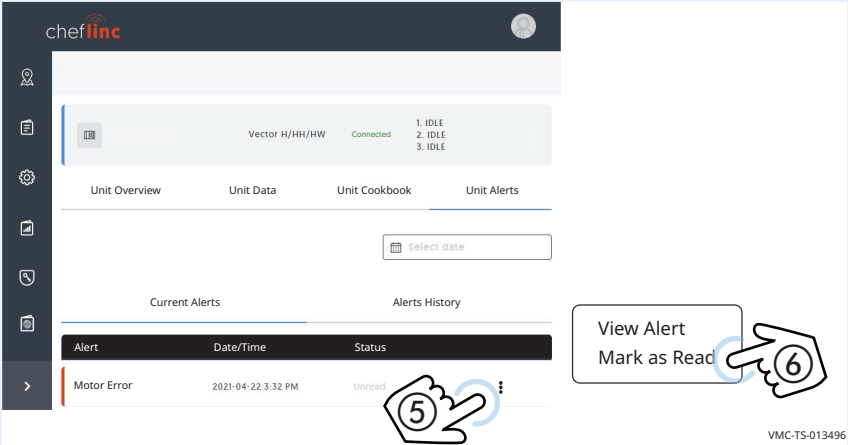
4.   **Click** an alert to view the:

- Error type

- Oven the error originated from

- Date the error occurred

- Action required

VMC-TS-013493
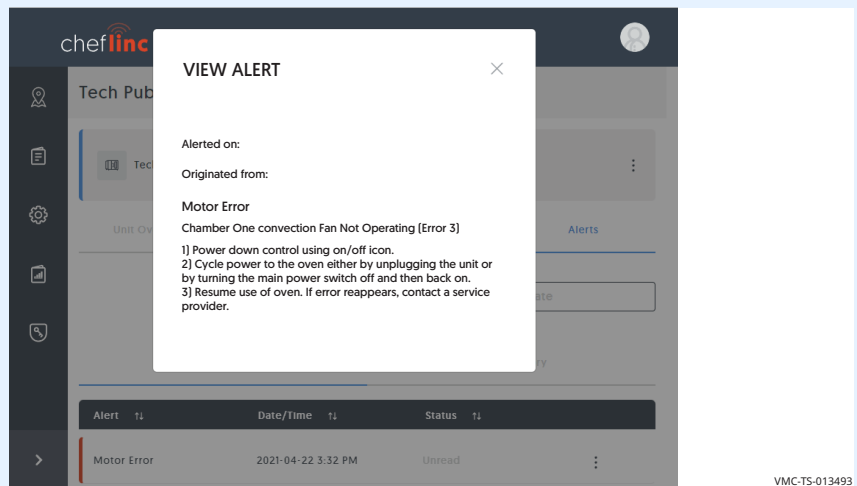
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5. **Click** the more options icon (three dots) ⑤. Then **click** "Mark as Read" ⑥. The alert moves to "Alert History" and the status changes to "Read".

Result   The alerts have now been viewed.

How to Send Alert Code Email Notifications

Before you begin   You'll need the email address that the notifications will be sent to.

Background   Alert code notifications can be sent via email to notify users of oven issues. These notifications can be sent to any email; the recipient does not need a ChefLinc account. The recipient needs to confirm subscription to receive notifications. You can only select one alert code for each added notification. Notifications are managed from the Administration section of the ChefLinc website.

Procedure   To send alert code notifications via email, do the following.

Step	Action
1.	**Sign in** to your ChefLinc account. **Click** the Administration icon ①. The administration screen displays. **Click** "Notification Management" ②.

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2. **Click** "+" ③.

    Choose the oven type, group the oven belongs to, and alert code from the drop down menus ④.

    Enter the recipients name and email address.

    Click "+" ⑤ to validate the email address. Add additional recipients as needed.

    Click "Save".
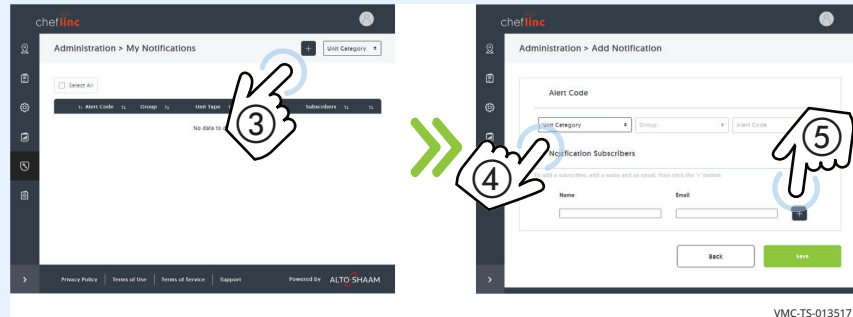
VMC-TS-013517

3. The recipient will need to confirm their subscription to receive the notifications.

The alert code notifications have now been setup.

Viewing the notifications you setup

4. **Click** the Administration icon ⑥. The administration screen displays.

    Click "Notification Management" ⑦.
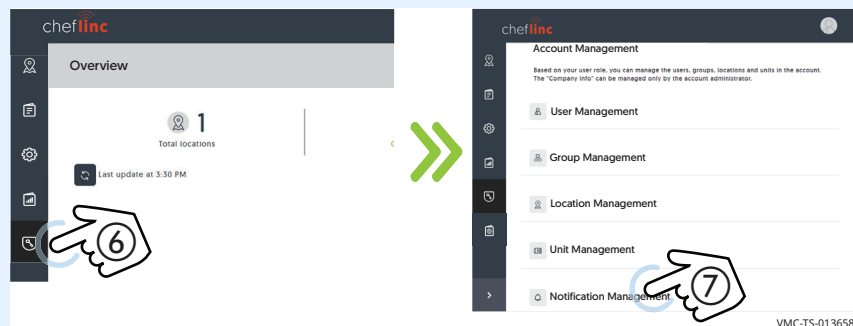
VMC-TS-013658

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5. **Select** an alert ⑧ to view details about the alert code, or to add additional subscribers.

Click the more options icon (three dots) ⑨ to edit or delete the alert code notification.
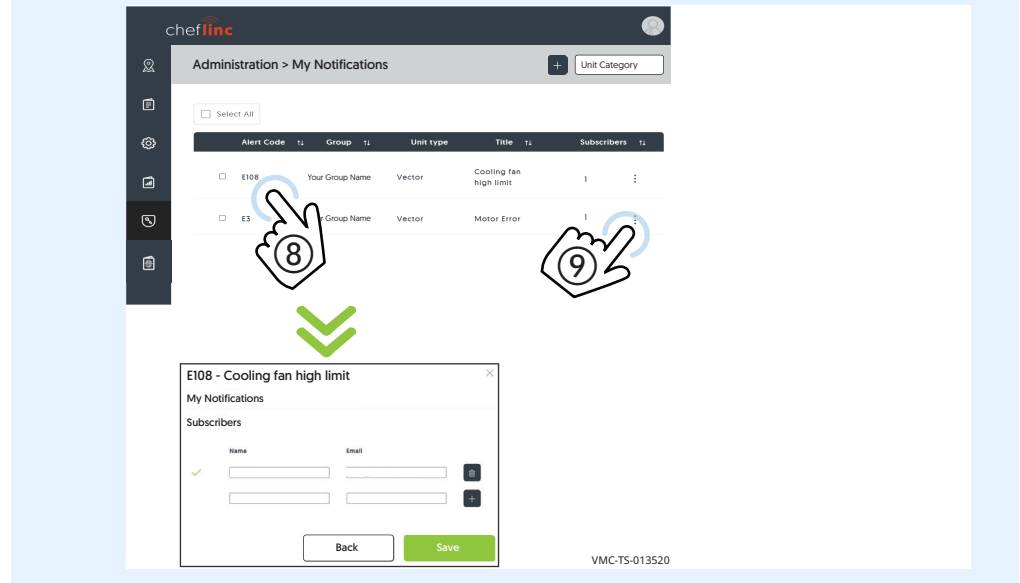
Result   You have now viewed your notifications.

How to Use ChefLinc™ Mobile View

Background ChefLinc™ Mobile View provides operators with a mobile optimized view of their locations and related oven data. Log in to ChefLinc Mobile View on your phone using your ChefLinc account. This view provides detailed information at a higher level for operators looking for a snapshot of key data on smaller screens.

ChefLinc Mobile View is only for viewing specific information. Easily navigate to the full web version of ChefLinc as needed to create and manage recipes, modify oven settings, customize alerts, etc. Opt out of ChefLinc Mobile View at any time in general settings.

Information available in the mobile-optimized view includes:

- Locations and connection
- Oven status (operating mode, recipe, chamber temperature, etc.)
- HACCP Data
- Open oven alerts
- Unread oven alerts
- Software versions

Procedure To use ChefLinc Mobile View, do the following.

Step	Action
1.	**Go to** https://cheflincv2.alto-shaam.com/#. **Sign in** to your ChefLinc account. (i) **NOTE:** You can view specific information, but you cannot edit in ChefLinc Mobile View. **Touch** "Go to ChefLinc Full Version" to return to the full website. VMC-TS-013526
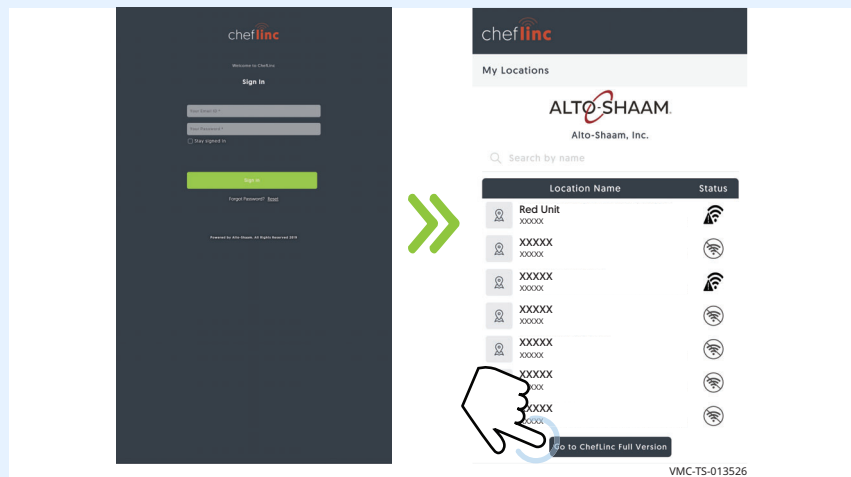
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Viewing HACCP data

2. **Select** your oven from the list.

Touch "HACCP" ① to view the HACCP data.

> **NOTE:** HACCP data is only available for the last 24 hours of oven operation in Mobile View.

VMC-TS-013668
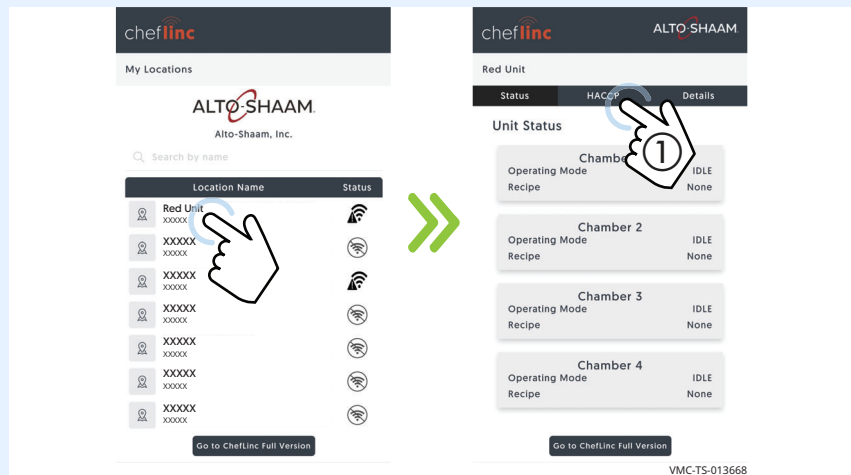
3. **Make sure** to view the HACCP data in landscape view.

Touch the unit data ② to turn off any specific data. **Touch** the data again to turn on the specific data.

VMC-TS-013671
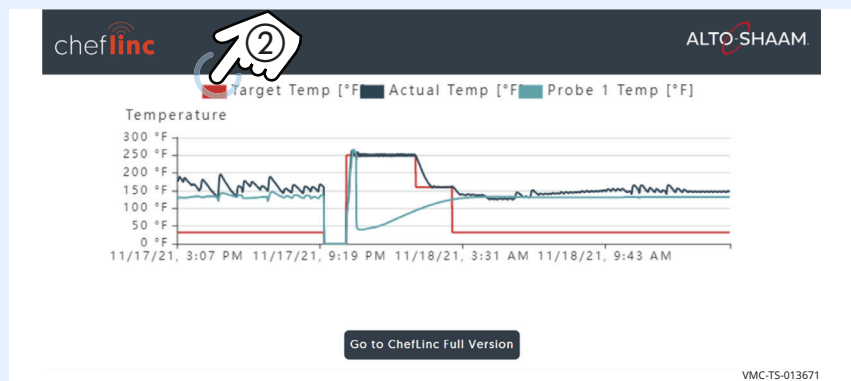
Continued from previous page

Viewing alerts

4. **Select** your oven from the list.

   Touch "Details" ③ to view the oven alerts.

VMC-TS-013674
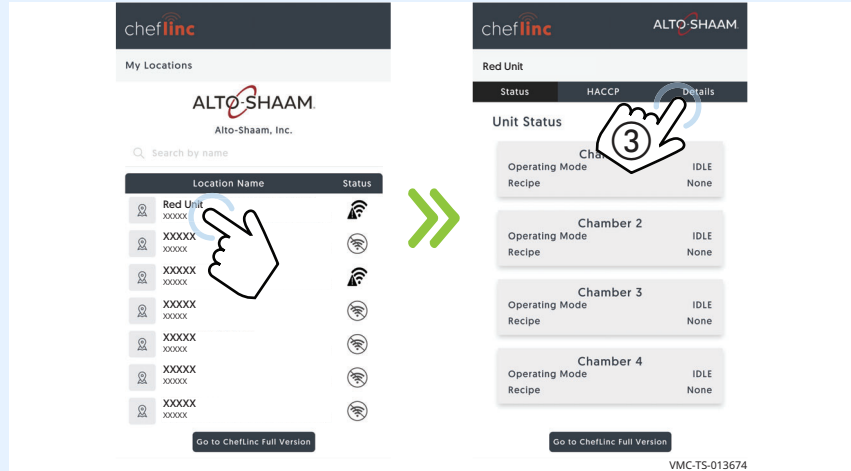
5. **Touch** an alert to view the:

   - Error type
   - Oven the error originated from
   - Date the error occurred
   - Action required

VMC-TS-013677
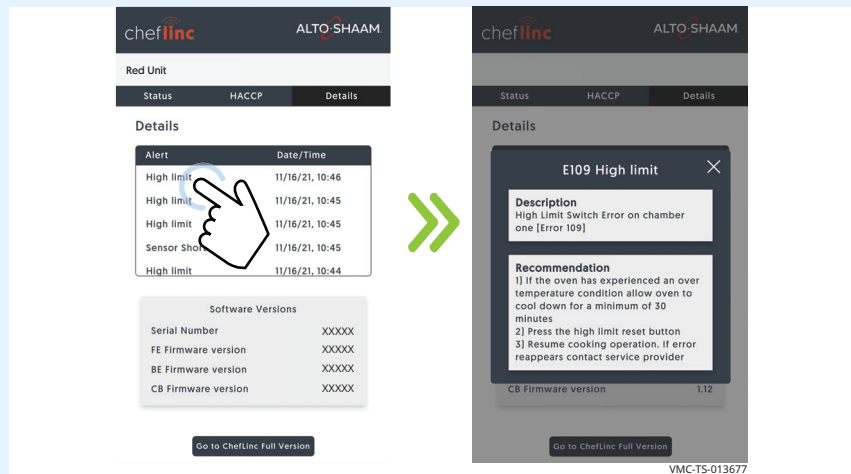
Continued from previous page

Opt out of ChefLinc Mobile View

You can opt out of ChefLinc Mobile View in general settings on the ChefLinc website.

6. **Sign in** to your ChefLinc account.

Click profile settings icon ①.

Click "Settings" ②. The settings screen displays.

VMC-TS-008806
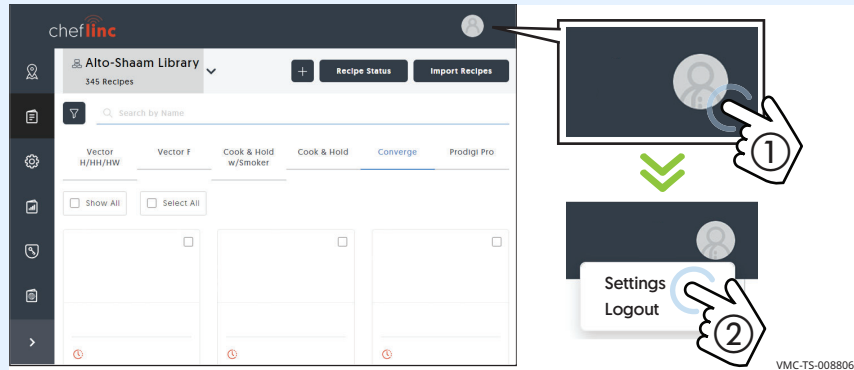
7. **Click** "General Settings" ③.

Click "Opt out of the mobile view" ④.

Click "Save" ⑤.

VMC-TS-013529
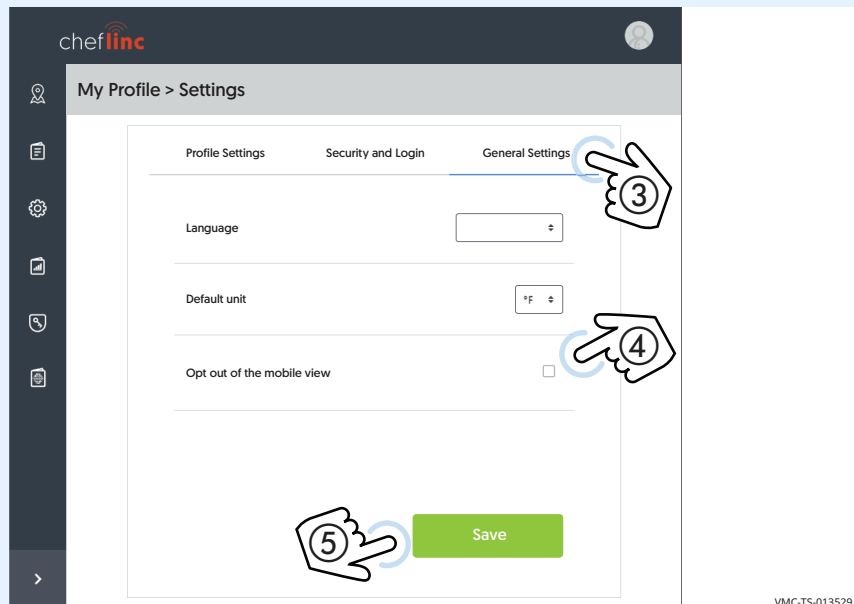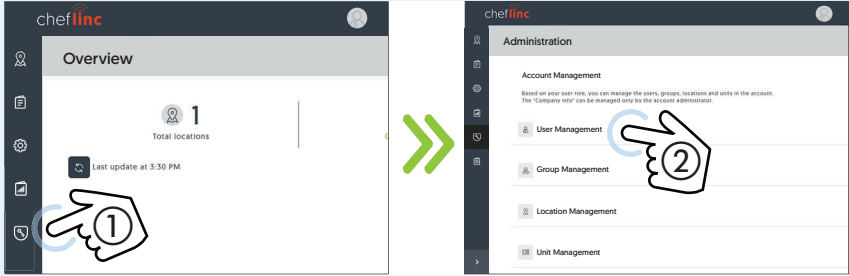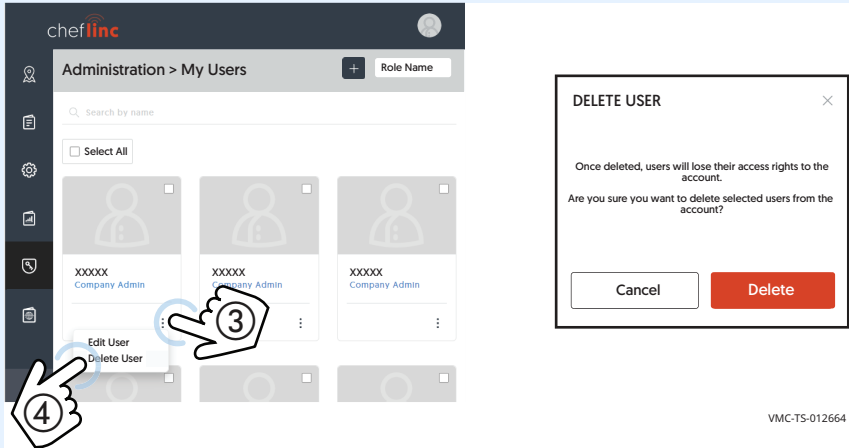
Result

The procedure is now complete.

How to Cancel a ChefLinc User Account

Procedure   To cancel your ChefLinc user account, do the following.

Step	Action
1.	**Sign in** to your ChefLinc™ user account. **Click** the Administration icon ①. The administration screen displays. **Click** "User Management" ②. VMC-TS-009702
2.	**Click** the more options icon (three dots) ③ for the ChefLinc user account you want to delete. Then **click** "Delete User" ④. The Delete User confirmation screens displays. **Click** "Delete" to delete the user. VMC-TS-012664

If you bought an oven that has a ChefLinc user account already connected to it from the previous owner, contact Technical Service to cancel that account.

Result   The ChefLinc user account has now been canceled.

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Error Codes

Cook & Hold Oven		
Code	**Cause**	**Remedy**
E-10	Chamber one temperature sensor shorted	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-10	Chamber two temperature sensor shorted	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-10	The first food probe in chamber one is shorted or damaged	1. Investigate food probe for damage. Replace if damaged. 2. Turn off the main display using the ON/OFF power button. 3. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 4. Resume operation of the oven. If error occurs again, contact a service provider.
E-10	The second food probe in chamber one is shorted or damaged	1. Investigate food probe for damage. Replace if damaged. 2. Turn off the main display using the ON/OFF power button. 3. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 4. Resume operation of the oven. If error occurs again, contact a service provider
E-10	The third food probe in chamber one is shorted or damaged	1. Investigate food probe for damage. Replace if damaged. 2. Turn off the main display using the ON/OFF power button. 3. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 4. Resume operation of the oven. If error occurs again, contact a service provider.
E-10	The fourth food probe in chamber one is shorted or damaged	1. Investigate food probe for damage. Replace if damaged. 2. Turn off the main display using the ON/OFF power button. 3. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 4. Resume operation of the oven. If error occurs again, contact a service provider.
E-10	The fifth food probe in chamber one shorted or damaged	1. Investigate food probe for damage. Replace if damaged. 2. Turn off the main display using the ON/OFF power button. 3. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 4. Resume operation of the oven. If error occurs again, contact a service provider.

Cook & Hold Oven

Code	Cause	Remedy
E-10	The sixth food probe in chamber one is shorted or damaged	1. Investigate food probe for damage. Replace if damaged. 2. Turn off the main display using the ON/OFF power button. 3. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 4. Resume operation of the oven. If error occurs again, contact a service provider.
E-10	The first food probe in chamber two is shorted or damaged	1. Investigate food probe for damage. Replace if damaged. 2. Turn off the main display using the ON/OFF power button. 3. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 4. Resume operation of the oven. If error occurs again, contact a service provider.
E-10	The second food probe in chamber two is shorted or damaged	1. Investigate food probe for damage. Replace if damaged. 2. Turn off the main display using the ON/OFF power button. 3. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 4. Resume operation of the oven. If error occurs again, contact a service provider.
E-10	The third food probe in chamber two is shorted or damaged	1. Investigate food probe for damage. Replace if damaged. 2. Turn off the main display using the ON/OFF power button. 3. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 4. Resume operation of the oven. If error occurs again, contact a service provider.
E-10	The fourth food probe in chamber two is shorted or damaged	1. Investigate food probe for damage. Replace if damaged. 2. Turn off the main display using the ON/OFF power button. 3. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 4. Resume operation of the oven. If error occurs again, contact a service provider.
E-10	The fifth food probe in chamber two shorted or damaged	1. Investigate food probe for damage. Replace if damaged. 2. Turn off the main display using the ON/OFF power button. 3. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 4. Resume operation of the oven. If error occurs again, contact a service provider.
E-10	The sixth food probe in chamber two is shorted or damaged	1. Investigate food probe for damage. Replace if damaged. 2. Turn off the main display using the ON/OFF power button. 3. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 4. Resume operation of the oven. If error occurs again, contact a service provider.

Cook & Hold Oven

Code	Cause	Remedy
E-11	Chamber one temperature sensor open	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-11	Chamber two temperature sensor open	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-30	Chamber one heating too slowly	1. Was the oven preheated before loading with product? 2. Was the oven loaded with frozen product? 3. Press the high limit reset. 4. Turn off the main display using the ON/OFF power button. Turn the main display back on and run a cooking program.
E-30	Chamber two heating too slowly	1. Was the oven preheated before loading with product? 2. Was the oven loaded with frozen product? 3. Press the high limit reset. 4. Turn off the main display using the ON/OFF power button. Turn the main display back on and run a cooking program.
E-31	Control board too warm	1. Make sure the cooling fan(s) are operating. 2. Make sure the intake vents are clean and free of debris. 3. Make sure the oven clearances are met. 4. Ambient temperature greater than 105°F. 5. Check the door gasket for damage and proper seal.
E-31	Interface board too warm	1. Make sure the cooling fan(s) are operating. 2. Make sure the intake vents are clean and free of debris. 3. Make sure the oven clearances are met. 4. Ambient temperature greater than 105°F. 5. Check the door gasket for damage and proper seal.
E-31	Chamber one temperature too hot	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-31	Chamber two temperature too hot	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.

Cook & Hold Oven		
Code	**Cause**	**Remedy**
E-78	Incoming line voltage is too low (< V?) or voltage monitor output is shorted	1. Check to make sure the oven plug is fully seated in electrical outlet. 2. Reset the main circuit breaker for the oven. If error reappears contact service provider.
E-79	Incoming line voltage is too high (>YYY V?) or voltage monitor output is open	1. Check to make sure the oven plug is fully seated in electrical outlet. 2. Reset the main circuit breaker for the oven. If error reappears contact service provider.
E-80	EPROM ERROR on the control board	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-94	Communication error between control board and interface board	1. Check to make sure the oven plug is fully seated in electrical outlet. 2. Reset the main circuit breaker for the oven. If error reappears contact service provider.
E-108	Electronics area is too warm	1. Make sure the cooling fan(s) are operating. 2. Make sure the exhaust vents are clean and free of debris 3. Make sure the oven clearances are met. 4. Ambient temperature greater than 105°F/ 5. Check the door gasket for damage and proper seal.
E-109	User description	1. If the oven has experienced an over temperature condition allow the oven to cool down for a minimum of 30 minutes. 2. Press the high limit reset. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-109	High limit switch error on chamber two	1. If the oven has experienced an over temperature condition allow the oven to cool down for a minimum of 30 minutes. 2. Press the high limit reset. 3. Resume operation of the oven. If error occurs again, contact a service provider.

Vector Multi-Cook Oven

Code	Cause	Remedy
E-3	Chamber one convection fan not operating	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-3	Chamber two convection fan not operating	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-3	Chamber three convection fan not operating	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-3	Chamber four convection fan not operating	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-10	Chamber one temperature sensor shorted	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-10	Chamber two temperature sensor shorted	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-10	Chamber three temperature sensor shorted	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-10	Chamber four temperature sensor shorted	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-10	Product probe faulty or damaged	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.

Vector Multi-Cook Oven

Code	Cause	Remedy
E-10	Product probe faulty or damaged	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-11	Chamber one temperature sensor open	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-11	Chamber two temperature sensor open	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-11	Chamber three temperature sensor open	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-11	Chamber four temperature sensor open	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-30	Chamber one heating too slowly	1. Was the oven preheated before loading with product? 2. Was the oven loaded with frozen product? 3. Press the high limit reset. 4. Turn off the main display using the ON/OFF power button. Turn the main display back on and run a cooking program.
E-30	Chamber two heating too slowly	1. Was the oven preheated before loading with product? 2. Was the oven loaded with frozen product? 3. Press the high limit reset. 4. Turn off the main display using the ON/OFF power button. Turn the main display back on and run a cooking program.
E-30	Chamber three heating too slowly	1. Was the oven preheated before loading with product? 2. Was the oven loaded with frozen product? 3. Press the high limit reset. 4. Turn off the main display using the ON/OFF power button. Turn the main display back on and run a cooking program.

Vector Multi-Cook Oven

Code	Cause	Remedy
E-30	Chamber four heating too slowly	1. Was the oven preheated before loading with product?
		2. Was the oven loaded with frozen product?
		3. Press the high limit reset.
		4. Turn off the main display using the ON/OFF power button. Turn the main display back on and run a cooking program.
E-31	Control board too warm	1. Make sure the cooling fan(s) are operating.
		2. Make sure the intake vents are clean and free of debris.
		3. Make sure the oven clearances are met.
		4. Ambient temperature greater than 105°F.
		5. Check the door gasket for damage and proper seal.
E-31	Interface board too warm	1. Make sure the cooling fan(s) are operating.
		2. Make sure the intake vents are clean and free of debris.
		3. Make sure the oven clearances are met.
		4. Ambient temperature greater than 105°F.
		5. Check the door gasket for damage and proper seal.
E-31	Chamber one temperature too hot	1. Turn off the main display using the ON/OFF power button.
		2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position.
		3. Resume operation of the oven. If error occurs again, contact a service provider.
E-31	Chamber two temperature too hot	1. Turn off the main display using the ON/OFF power button.
		2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position.
		3. Resume operation of the oven. If error occurs again, contact a service provider.
E-31	Chamber three temperature too hot	1. Turn off the main display using the ON/OFF power button.
		2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position.
		3. Resume operation of the oven. If error occurs again, contact a service provider.
E-31	Chamber four temperature too hot	1. Turn off the main display using the ON/OFF power button.
		2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position.
		3. Resume operation of the oven. If error occurs again, contact a service provider.

ALTO-SHAAM

Vector Multi-Cook Oven

Code	Cause	Remedy
E-87	Ignition short cycle	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Inspect the top of the oven for anything blocking the exhaust flue. 4. Make sure the ventilation hood is turned on and working properly. 5. Make sure the gas line is properly connected to the oven and the gas shut off valve is in the open position. 6. Resume operation of the oven. If error occurs again, turn off the oven, shut off the gas supply to the oven, and immediately contact a service provider.
E-88	Ignition failure	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Inspect the top of the oven for anything blocking the exhaust flue. 4. Make sure the ventilation hood is turned on and working properly. 5. Make sure the gas line is properly connected to the oven and the gas shut off valve is in the open position. 6. Resume operation of the oven. If error occurs again, turn off the oven, shut off the gas supply to the oven, and immediately contact a service provider.
E-90	Gas combustion blower not operating	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-94	Communication error between control board and interface board	1. Check to make sure the oven plug is fully seated in electrical outlet. 2. Reset the main circuit breaker for the oven. If error reappears contact service provider.
E-108	Electronics area is too warm	1. Make sure the cooling fan(s) are operating. 2. Make sure the exhaust vents are clean and free of debris. 3. Make sure the oven clearances are met. 4. Ambient temperature greater than 105°F. 5. Check the door gasket for damage and proper seal.
E-109	User description	1. If the oven has experienced an over temperature condition allow the oven to cool down for a minimum of 30 minutes. 2. Press the high limit reset. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-109	High limit switch error on chamber two	1. If the oven has experienced an over temperature condition allow the oven to cool down for a minimum of 30 minutes. 2. Press the high limit reset. 3. Resume operation of the oven. If error occurs again, contact a service provider.

Vector Multi-Cook Oven		
Code	**Cause**	**Remedy**
E-109	High limit switch error on chamber three	1. If the oven has experienced an over temperature condition allow the oven to cool down for a minimum of 30 minutes. 2. Press the high limit reset. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-109	High limit switch error on chamber four	1. If the oven has experienced an over temperature condition allow the oven to cool down for a minimum of 30 minutes. 2. Press the high limit reset. 3. Resume operation of the oven. If error occurs again, contact a service provider.

Converge Multi-Cook Oven

Code	Cause	Remedy
E-3	Chamber one convection fan not operating	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-3	Chamber two convection fan not operating	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-3	Chamber three convection fan not operating	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-10	Chamber one temperature sensor shorted	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-10	Chamber two temperature sensor shorted	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-10	Chamber three temperature sensor shorted	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-10	The food probe in chamber one is shorted or damaged	1. Investigate food probe for damage. Replace if damaged. 2. Turn off the main display using the ON/OFF power button. 3. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 4. Resume operation of the oven. If error occurs again, contact a service provider.
E-10	The food probe in chamber two is shorted or damaged	1. Investigate food probe for damage. Replace if damaged. 2. Turn off the main display using the ON/OFF power button. 3. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 4. Resume operation of the oven. If error occurs again, contact a service provider.

Converge Multi-Cook Oven		
Code	**Cause**	**Remedy**
E-10	The food probe in chamber three is shorted or damaged	1. Investigate food probe for damage. Replace if damaged. 2. Turn off the main display using the ON/OFF power button. 3. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 4. Resume operation of the oven. If error occurs again, contact a service provider.
E-10	The sensor in the condensate tank is damaged or shorted	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-11	Chamber one temperature sensor open	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-11	Chamber two temperature sensor open	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-11	Chamber three temperature sensor open	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-11	Condensate probe error	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-30	Chamber one heating too slowly	1. Was the oven preheated before loading with product? 2. Was the oven loaded with frozen product? 3. Press the high limit reset. 4. Turn off the main display using the ON/OFF power button. Turn the main display back on and run a cooking program.
E-30	Chamber two heating too slowly	1. Was the oven preheated before loading with product? 2. Was the oven loaded with frozen product? 3. Press the high limit reset. 4. Turn off the main display using the ON/OFF power button. Turn the main display back on and run a cooking program.

Converge Multi-Cook Oven

Code	Cause	Remedy
E-30	Chamber three heating too slowly	1. Was the oven preheated before loading with product?
		2. Was the oven loaded with frozen product?
		3. Press the high limit reset.
		4. Turn off the main display using the ON/OFF power button. Turn the main display back on and run a cooking program.
E-31	Control board too warm	1. Make sure the cooling fan(s) are operating.
		2. Make sure the intake vents are clean and free of debris.
		3. Make sure the oven clearances are met.
		4. Ambient temperature greater than 105°F.
		5. Check the door gasket for damage and proper seal.
E-31	Interface board too warm	1. Turn off the main display using the ON/OFF power button.
		2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position.
		3. Resume operation of the oven. If error occurs again, contact a service provider.
E-31	Chamber one temperature too hot	1. If the oven has experienced an over temperature condition allow the oven to cool down for a minimum of 30 minutes.
		2. Press the high limit reset.
		3. Resume operation of the oven. If error occurs again, contact a service provider.
E-31	Chamber two temperature too hot	1. If the oven has experienced an over temperature condition allow the oven to cool down for a minimum of 30 minutes.
		2. Press the high limit reset.
		3. Resume operation of the oven. If error occurs again, contact a service provider.
E-31	Chamber three temperature too hot	1. If the oven has experienced an over temperature condition allow the oven to cool down for a minimum of 30 minutes.
		2. Press the high limit reset.
		3. Resume operation of the oven. If error occurs again, contact a service provider.
E-31	Drain temperature too hot	1. Check to make sure the water supply line(s) is connected to the oven and that the shut off valve for the water connections is in the open position.
		2. If connected to water filter(s) check to make sure the filters are not in need of replacement.
		3. Turn off the main display using the ON/OFF power button.
		4. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position.
		5. Resume operation of the oven. If error occurs again, contact a service provider.

Converge Multi-Cook Oven		
Code	**Cause**	**Remedy**
E-50	Control board temperature too hot	1. Make sure the cooling fan(s) are operating. 2. Make sure the exhaust vents are clean and free of debris. 3. Make sure the oven clearances are met. 4. Ambient temperature greater than 105°F. 5. Check the door gasket for damage and proper seal.
E-55	Chamber one vent valve error	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-55	Chamber two vent valve error	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-55	Chamber three vent valve error	1. Turn off the main display using the ON/OFF power button. 2. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 3. Resume operation of the oven. If error occurs again, contact a service provider.
E-78	Incoming line voltage is too low (< V?) or voltage monitor output is shorted	1. Check to make sure the oven plug is fully seated in electrical outlet. 2. Reset the main circuit breaker for the oven. If error reappears contact service provider.
E-79	Incoming line voltage is too high (>YYY V?) or voltage monitor output is open	1. Check to make sure the oven plug is fully seated in electrical outlet. 2. Reset the main circuit breaker for the oven. If error reappears contact service provider.
E-94	Communication error between control board and interface board	1. Check to make sure the oven plug is fully seated in electrical outlet. 2. Reset the main circuit breaker for the oven. If error reappears contact service provider.
E-105	Low water pressure	1. Check to make sure the water supply line(s) is connected to the oven and that the shut off valve for the water connections is in the open position. 2. If connected to water filter(s) check to make sure the filters are not in need of replacement. 3. Turn off the main display using the ON/OFF power button. 4. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position. 5. Resume operation of the oven. If error occurs again, contact a service provider.

Converge Multi-Cook Oven

Code	Cause	Remedy
E-105	Low water pressure	1. Check to make sure the water supply line(s) is connected to the oven and that the shut off valve for the water connections is in the open position.
		2. If connected to water filter(s) check to make sure the filters are not in need of replacement.
		3. Turn off the main display using the ON/OFF power button.
		4. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position.
		5. Resume operation of the oven. If error occurs again, contact a service provider.
E-105	Low water pressure	1. Check to make sure the water supply line(s) is connected to the oven and that the shut off valve for the water connections is in the open position.
		2. If connected to water filter(s) check to make sure the filters are not in need of replacement.
		3. Turn off the main display using the ON/OFF power button.
		4. Cycle power to the oven by unplugging the oven or by setting the main disconnect switch to the OFF position, then to the ON position.
		5. Resume operation of the oven. If error occurs again, contact a service provider.
E-108	Electronics area is too warm	1. Make sure the cooling fan(s) are operating.
		2. Make sure the exhaust vents are clean and free of debris.
		3. Make sure the oven clearances are met.
		4. Ambient temperature greater than 105°F.
		5. Check the door gasket for damage and proper seal.
E-109	High limit switch error on chamber one is open	1. If the oven has experienced an over temperature condition allow the oven to cool down for a minimum of 30 minutes.
		2. Press the high limit reset.
		3. Resume operation of the oven. If error occurs again, contact a service provider.
E-109	High limit switch error on chamber two is open	1. If the oven has experienced an over temperature condition allow the oven to cool down for a minimum of 30 minutes.
		2. Press the high limit reset.
		3. Resume operation of the oven. If error occurs again, contact a service provider.
E-109	High limit switch error in chamber three is open	1. If the oven has experienced an over temperature condition allow the oven to cool down for a minimum of 30 minutes.
		2. Press the high limit reset.
		3. Resume operation of the oven. If error occurs again, contact a service provider.

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Code	Cause	Remedy
E-5	Convection fan (upper) under speed	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.
E-5	Lower convection fan under speed	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.
E-10	Cavity sensor short	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.
E-10	Food probe short	1. Investigate food probe for damage. Replace if damaged. 2. Power down control using on/off icon. 3. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 4. Resume use of oven. If error reappears contact a service provider.
E-10	Steam injector sensor short	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.
E-10	Tank sensor short	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.
E-11	Cavity sensor open	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.
E-11	Stem injector sensor open	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.
E-11	Tank sensor open	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.
E-31	Motor (upper) over temperature	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.
E-31	Lower motor over temperature	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.

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Code	Cause	Remedy
E-31	Motor VFD (upper) over temperature	1. Make sure cooling fan(s) are operating. 2. Make sure exhaust vents are clean and free of debris. 3. Make sure oven clearances are met. 4. Ambient temperature greater than 105°F (41°C).
E-31	Lower motor VFD over temperature	1. Make sure cooling fan(s) are operating. 2. Make sure exhaust vents are clean and free of debris. 3. Make sure oven clearances are met. 4. Ambient temperature greater than 105°F (41°C).
E-31	Chamber over temperature	1. If the oven has experienced an over temperature condition allow the oven to cool down for a minimum of 30 minutes. 2. Press the high limit reset button. 3. Resume cooking operation. If error reappears contact service provider.
E-31	Tank sensor over temperature	1. If the oven has experienced an over temperature condition allow the oven to cool down for a minimum of 30 minutes. 2. Press the high limit reset button. 3. Resume cooking operation. If error reappears contact service provider.
E-31	Control board too warm	1. Make sure cooling fan(s) are operating. 2. Make sure exhaust vents are clean and free of debris. 3. Make sure oven clearances are met. 4. Ambient temperature greater than 105°F (41°C). 5. Check the door gasket for damage and proper seal.
E-31	Interface board too warm	1. Make sure cooling fan(s) are operating. 2. Make sure exhaust vents are clean and free of debris. 3. Make sure oven clearances are met. 4. Ambient temperature greater than 105°F (41°C). 5. Check the door gasket for damage and proper seal.
E-55	Vent (upper) not open	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.
E-55	Lower vent valve not open	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.
E-62	Motor VFD (upper) over current	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.
E-62	Lower motor VFD over current	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.
E-66	VFD (upper) error	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.

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Code	Cause	Remedy
E-66	Lower VFD error	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.
E-78	Voltage monitor too low	1. Check to make sure the unit plug is fully seated in the electrical outlet. 2. Reset the main circuit breaker for the oven. If error reappears contact service provider.
E-78	VFD (upper) under voltage	1. Check to make sure the unit plug is fully seated in the electrical outlet. 2. Reset the main circuit breaker for the oven. If error reappears contact service provider.
E-78	Lower VFD under voltage	1. Check to make sure the unit plug is fully seated in the electrical outlet. 2. Reset the main circuit breaker for the oven. If error reappears contact service provider.
E-79	Voltage monitor too high	1. Check to make sure the unit plug is fully seated in the electrical outlet. 2. Reset the main circuit breaker for the oven. If error reappears contact service provider.
E-79	VFD (upper) over voltage	1. Check to make sure the unit plug is fully seated in the electrical outlet. 2. Reset the main circuit breaker for the oven. If error reappears contact service provider.
E-79	Lower VFD over voltage	1. Check to make sure the unit plug is fully seated in the electrical outlet. 2. Reset the main circuit breaker for the oven. If error reappears contact service provider.
E-80	VFD (upper) memory error	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.
E-80	Lower VFD memory error	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.
E-88	Gas ignition failure (upper)	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or turning off the breaker. 3. Inspect the top of oven for anything blocking the exhaust flue of the oven. 4. Make sure the ventilation hood is turned on and working properly. 5. Make sure the gas line is properly connected to the unit and the gas shut off valve is in the open position. 6. Resume cook operation. If error reappears turn the oven off, shut off the gas supply to the oven and immediately contact service provider.
E-88	Lower gas ignition failure	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or turning off the breaker. 3. Inspect the top of oven for anything blocking the exhaust flue of the oven. 4. Make sure the ventilation hood is turned on and working properly. 5. Make sure the gas line is properly connected to the unit and the gas shut off valve is in the open position. 6. Resume cook operation. If error reappears turn the oven off, shut off the gas supply to the oven and immediately contact service provider.

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Code	**Cause**	**Remedy**
E-90	Gas blower failure (upper)	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.
E-90	Lower gas blower failure	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.
E-93	State synchronization error between the interface board and control board	1. Clear error by pressing the check mark on the display to accept the error. 2. If the error persists contact Alto-Shaam Technical Support.
E-94	Communication error between Interface Board and Control Board	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.
E-94	VFD (upper) communication error	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.
E-94	Lower VFD communication error	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.
E-102	Ventless hood filter Fault	1. Check if filters are installed. 2. Check if filters are clogged. 3. Check operation of hood fan.
E-105	Low water pressure	1. Water supply not connected. 2. Water supply is shut off. 3) Water supply to unit blocked or obstructed (check filter).
E-109	Chamber high limit	1. If the oven has experienced an over temperature condition, allow the oven to cool down for a minimum of 30 minutes. 2. Press the high limit reset button. 3. Resume cooking operation. If error reappears contact service provider.
E-606	Error during cleaning cycle	1. Manually Clean Oven. 2. Manually Rinse Oven. 3. Ensure chemicals removed before use. 4. Resume use of oven. If error repeats contact service provider.
E-999	IB and CB dip switch settings not set correctly	1. Power down control using on/off icon. 2. Cycle power to the oven either by unplugging the unit or by turning the main power switch off and then back on. 3. Resume use of oven. If error reappears contact a service provider.

Cheflincv2.alto-shaam.com/# is Not Available on Your Device

Are other websites available on your device from the same network being used to access Cheflinc?

No → If other websites are not available, contact your network provider or IT department.

Yes ↓

Is the following website address blocked?
https://cheflincv2.alto-shaam.com/#

No → If the website is not blocked, contact your network provider or IT department.

Yes ↓

Using a different device on the same network, is the following address accessible?
https://cheflincv2.alto-shaam.com/#

No → If you are still unable to access the website, the website is blocked on your network. Contact your network provider or IT department to investigate accessing the address.

Yes ↓

If you are able to connect with a different device, correct the problem with the original device being used.

Cannot Connect to cheflincv2.alto-shaam.com/#

Check the URL and make sure it is
https://cheflincv2.alto-shaam.com/#

(no extra characters)

Yes

Have you set up an account on Cheflinc?

No

Create a Cheflinc account. See topic
How to Set up an Account.

You will need to provide your name,
address, phone number, and email.

Yes

Use the reset your password link and set up a new
password.

A recovery link will be sent to the email associated
with the Cheflinc account.

If you are still unable to log in, contact Alto-Shaam
technical support at 800-558-8744.

The Oven is not Displayed on the Dashboard

Prerequisite: The operator is on a device connected to the Internet and is able to login to cheflincv2.alto-shaam.com/#.

Does the oven power up? → No → See topic *The Oven will not Power Up* troubleshooting tree in the Service Manual.

Yes ↓

On the oven information page, does it indicate that the oven is connected? → No → Complete the oven Wi-Fi setup instructions again. → Is the oven connected? → No → Was the desired SSID viewed during the scan? → No → Check the router access point, check the SSID password, possible hardware problem with the Wi-Fi module or antenna.

Yes ↓

On the oven information page, does it say Internet connected? → No → Check that access to www.alto-shaam.com is not being blocked. Check the router Internet connection. Check the service provider's modem/gateway. Contact the Internet service provider.

Yes ↓

Check that the serial number on the control panel matches the number in ChefLinc. Check that the following addresses are not being blocked (iotupdate@alto-shaam.com and cheflincv2.alto-shaam.com/#). If the oven is still not connected, use a different device on the same network and check the access to those two sites. If the sites are available on a separate device, then contact Alto-Shaam technical support at 800-558-8744 to make sure the oven has been provisioned with the ChefLinc services. If those sites are not accessible on a separate device, then contact your network provider or IT department for assistance.

Was the desired SSID viewed during the scan? → Yes → What color are the signal strength bars of the network icon? If red, you lost connection with your network. If yellow, your signal strength is marginal. If green, your fully connected. Check for the correct SSID password.

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Unable to Assign Recipes from the Dashboard to Ovens in the Field

Is the oven(s) visible on the dashboard?	No	See topic *The Oven is not Displayed on the Dashboard* troubleshooting tree.

Yes

In the dashboard, does the oven indicate it is connected (yes) or offline (no)?	No	See topic *The Oven is not Displayed on the Dashboard* troubleshooting tree.

Yes

Contact Alto-Shaam technical support at 800-558-8744 for assistance.
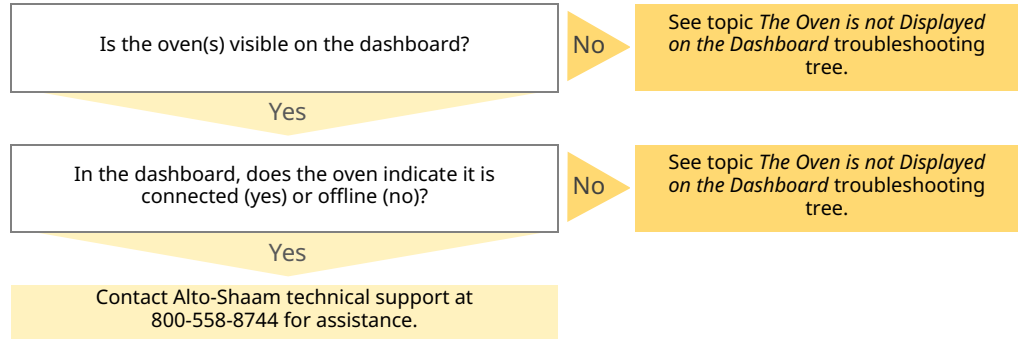
Includes updated connectivity information required for Cheflinc 2.0

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ChefLinc™ Connectivity Requirements + FAQs

Alto-Shaam ovens with deluxe control have built-in connectivity capability that allow the ovens to connect to ChefLinc, Alto-Shaam's cloud-based remote oven management system. Once connected, you can access all of the ChefLinc features that empower your menus and your business with data-driven insights. Ovens with deluxe control are designed to connect to the cloud using Wi-Fi or Ethernet to enable data communication. To ensure your Wi-Fi network meets the specifications required for connection and proper ChefLinc use, please reference the information below.

Connectivity Requirements

- Wireless Communication Standard: 802.11 b/g/n/ac
- Frequency Band: 2.412–2.484 GHz; 5.18–5.825 GHz
- Security Protocols: WPA2

- Encryption Protocols: TKIP/AES-CCMP
- Connection Speed: Minimum 1 MBPS

Frequently Asked Questions (FAQs)

Can I connect to an unsecured Wi-Fi network?
No, Alto-Shaam ovens will only connect to a WPA2 secured network to ensure the privacy of your data.

Can I connect to a mobile hotspot?
Yes, you can connect the oven to a mobile hotspot if it provides a WPA2 access point within the frequency bands above.

Why does my network require a password?
Alto-Shaam requires networks to have passwords to protect your data.

Why can't I see my network on the oven when I can see it on my phone?
Depending on your phone and its settings, it may connect a to wider range of networks than the oven. Phones will typically connect to unsecured networks, then ask for additional user information to allow internet access. When you search for networks during the Wi-Fi set-up process, the oven will search for available networks that meet Alto-Shaam requirements. If your network does not meet the Alto-Shaam requirements above, it will not be displayed in the list. If you have confirmed that your network does comply, you can reset the Wi-Fi module by holding down the power button on the oven display until the screen goes dark. This will restart the process.

Can I connect my oven to the public network used by my customers?
Alto-Shaam does not recommend connecting your oven to a public network. Public networks add a high level of risk to data shared on a network with uncontrolled traffic.

How do I find my SSID?
SSID stands for Service Set IDentifier and is your network's name. The name will appear in the list if it meets Alto-Shaam requirements. If it is a hidden network, you will need to get the SSID from the network administrator. If the Administrator provides an SSID and password, you can enter them manually.

Can I use a wired network?
Yes, you can connect your oven to the cloud via Ethernet connection. All deluxe ovens offer factory installed ethernet connection options. Alto-Shaam also offers a service kit to install on your oven for Ethernet use. Please contact your Alto-Shaam representative to request pricing and availability of Kit #5030518 for field installation of the Ethernet port.

Can someone hack my ovens if I network them?
Any device connected to Wi-Fi is vulnerable to "hacking"; however, Alto-Shaam has several layers of protection to prevent intrusion. These include the security of your Wi-Fi access point, data encryption on the oven, and proprietary message structures. Alto-Shaam has also eliminated the possibility of remote oven operation through the system's design.

CONNECTIVITY FAQ

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Can I set up a Wi-Fi connection after using the oven?
Yes, you can connect to Wi-Fi at any time regardless of how long the oven has been in operation. You can also modify your settings on the oven to connect again if you change your network, add a network, or change a password.

How much does ChefLinc cost?
There is no cost to connect your oven to the ChefLinc oven management system. Alto-Shaam encourages you to connect your ovens with deluxe control and use ChefLinc's capabilities to streamline processes, pull reports, view data and more.

What is the "Cloud" referring to on the Wi-Fi connection screens?
On the oven Wi-Fi connection screens, Cloud refers to the ChefLinc services. When you receive a checkbox on Cloud it means that the oven has been able to connect to the ChefLinc network, and that the network has provided a connection to the ChefLinc services for the oven to use.

What do the colors of my Wi-Fi icon mean?
If everything is working correctly, the Wi-Fi symbol should be green. This means you are fully connected, and your signal strength is strong for communication with ChefLinc. If your icon is yellow, this indicates that your signal strength is marginal, but still communicating. If your signal is red, it means that you have lost the connection with your network, or your credentials need to be refreshed.

What data is shared over the wireless connection?
In addition to sharing oven settings and recipe files, the connection is used to update ChefLinc with status of the oven, fault notifications, service data, and oven software updates.

What happens if the power goes out and Wi-Fi is lost? Will the oven reconnect automatically?
If you lose power to the oven, the oven will reconnect as soon as you power it up again. The oven will retain the SSID and password you provided to reconnect automatically.

If our network has additional security requirements, can Alto-Shaam accommodate them?
Yes, Alto-Shaam has the ability to incorporate certificates to authenticate, whitelist serial numbers or MAC addresses, and more. This requires additional time to specify and coordinate the necessary protocols. Please work with your Alto-Shaam representative to arrange a discussion with the technical service team.

What is the "Update Server" displayed on the Wi-Fi connections screens?
The update server is the system that Alto-Shaam uses to send oven software updates Over The Air [OTA] to your oven. Because it is separate from your recipe files and oven operation data, Alto-Shaam maintains a separate connection to this server. Software updates may include feature additions, enhancements or bug fixes. The updates are infrequent and sent outside of typical peak hours. You will always be given the option to delay the installation if you happen to be cooking when the update arrives. Updates will never interrupt your cooks.

If I do not see a Wi-Fi signal on my oven, what should I do?
Validate that your router is on and set up correctly. Next, make sure that your network meets the Alto-Shaam requirements above. If it does not meet the requirements, the network will not appear on the list.

ChefLinc Resources

Additional information on oven connection can be found in the links below:

ChefLinc User's Guide:
https://altoshaam.widen.net/s/qvzzzbxnlx/operators-manual_vector_h_cheflinc_mn-46714-en-01

Oven Connectivity Video:
https://altoshaam.widen.net/s/xmwrbdzsss/video_vmc_set-up-network-connection_en_01

Who do I contact if I have an issue connecting the oven?
If you have any issues connecting, you can always reach the Alto-Shaam technical service team at **servicedept@alto-shaam.com** or **service@alto-shaam.eu** for European service.

Advanced Information for Whitelisting

If you have enhanced security settings on your Wi-Fi network, please share the following information with your network administrator or IT team.

All Alto-Shaam ovens with deluxe control connect via these locations & ports:

Data broker
- cheflinciot.alto-shaam.com
- Port: 8883

Update Server
- iotupdate.alto-shaam.com
- Port: 8080

Image Server
- cheflinc-scaleup-prod-images.s3.amazonaws.com
- Port: 80/443

Internet check for connectivity
- iotupdate.alto-shaam.com
- Port: 80/443

Clock for message synchronization
- x.pool.ntp.org
  [where x is 0 through 3 - NTP time server]
- Port: 123

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