Instruction Sheet

Follow these instructions to update the <mark>REAR</mark> touch screen software.

Subject: Arby's MHA,MHD Software Update Instructions
Models affected: MHA, MHD Holding Cabinets
05/17/2023

1. Prior to starting, ensure the software files are loaded onto **two (2) separate USB drives** and they are **clearly marked FRONT and REAR**. The files are located at: https://www.mercoproducts.com/Service#Software

2. Download **ONLY** the **Double-Sided PRIMARY Software**, to load through the **FRONT** of the cabinet and the **Double-Sided PRIMARY Software**, to load on the **REAR ONLY** controller. The software is model specific. Ensure the correct model software is downloaded.

3. Remove the top cover of the cabinet by removing the four (4) Phillips head screws that attach the cover (see Figure 1).

4. With the cabinet powered up, disconnect the 6-pin CAN cable from the **REAR** controller with the black, blue and white wires. <mark>The CAN cable **MUST** be disconnected to prevent issues</mark> (see Figure 2).

5. Insert the USB with **ONLY** the **Double-Sided SECONDARY file loaded on it** into the USB port, on one of the **REAR** USB connectors of the **REAR** controller (see Figure 3). <mark>**NOTE: This file is ONLY for double-sided cabinets.**</mark>

6. After several seconds to a few minutes the software will **ONLY** load onto the rear controller.

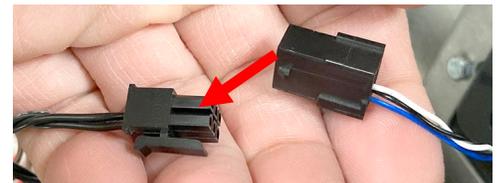**Continued on next page**

Figure 1

Figure 2

Figure 3

7. When the software update is complete, the screen displays **Software update successful. Unplug USB and reboot the unit** (see Figure 4).
8. Remove the USB drive (see Figure 5).
9. Power **OFF** the cabinet (see Figure 6).
10. Reconnect the 6-pin CAN cable to the rear UI with the black, blue and white wires (see Figure 7).
11. Power **ON** the cabinet (see Figure 8).
12. With the cabinet powered up and fully booted up, slide the USB cover open on the front of the cabinet and insert the USB with **ONLY** the **Double-Sided PRIMARY file file loaded onto it** into the USB port, on the **FRONT** of the cabinet (see Figure 9). This is **<u>DIFFERENT</u>** than the file used in step 5. <mark>**NOTE: This file is ONLY for double-sided cabinets.**</mark>
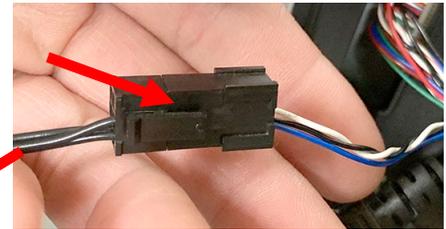13. After a few minutes the software update will start (see Figure 10).
14. When the software update is complete the controller displays **Software update successful. Unplug USB and reboot the unit** when complete (see Figure 11).
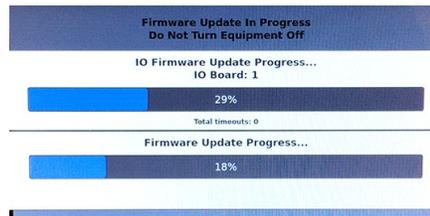15. Remove the USB from the front of the cabinet.
16. Power cycle the entire cabinet.
17. Press the 🏠 button. Press the ⚙ button. Swipe two times to the right to **System Information**. Verify:
    - UI software version is **UX-2438**
    - IoT software version is **03.04.000**
    - IO software version should be **0.7.8 for MHA's, 0.7.7 for MHD32/42 and 0.6.15 for MHD82's** (see Figure 4) on all displays.
    - Reader board software version is **0.4.0**
18. Press the ⬅ button.
19. Press the **Press &Go** button.
20. Reattach the top cover.

Software update successful.

Unplug USB and reboot the unit

Figure 4

Figure 5

Figure 6

Figure 7

Figure 8

Figure 9

Figure 10

Software update successful.

Unplug USB and reboot the unit

Figure 11

Firmware Versions

Board	Version
UI (Primary)	UX-2438
IoT	03.04.000
Master I/O board	0.7.8 or 0.7.7 or 0.6.15
Slave I/O board #1	0.7.8 or 0.7.7 or 0.6.15
Reader board #1	0.4.0

Figure 12