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 passphrase, you can enter them manually.

Can I use a wired network?
Yes, you can connect your oven to the cloud via Ethernet connection. Alto-Shaam provides a 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. Please note, Cook & Hold Ovens can be ordered with this Ethernet option factory-installed.

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.

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://www.alto-shaam.com/en/videos/vector-multi-cook-oven-how-to-view-and-setup-netwo

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 and ports:

- Data broker
  - cheflinc.alto-shaam.com
  - Port: 1883

- Update server
  - Iotupdate.alto-shaam.com
  - Port: 8080