

# Operating Instructions

**ChefComm Pro<sup>®</sup>**  
**ChefComm Limited<sup>™</sup>**





For further information, call  
1-800-90TURBO  
or  
+1 214-379-6000

Errors – descriptive, typographic, or pictorial – are subject to correction. Specifications are subject to change without notice.

Please read this manual carefully and retain it for future reference.

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*Items italicized below apply only to ChefComm Pro® and are not available in ChefComm Limited™.*

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## Installation

1. Before plugging in the USB smart card reader/writer, insert the installation CD.
2. When your computer launches the installation wizard, follow the steps on your screen to install ChefComm.
3. Plug in the USB smart card reader. Your computer should automatically install the drivers.

NOTE: If your computer does not automatically install the drivers, it may launch a hardware setup wizard. Follow the steps on your screen. If the smart card reader is not working when you begin using ChefComm, go to your device manager and update your smart card reader drivers, pointing your system to the installation CD. For additional help, contact your IT department or call 800-90TURBO (+1 214-379-6000) and request ChefComm support.

NOTE: If your installation CD is an older version, it may not automatically launch the installation wizard. Follow the detailed Steps 1, 2, and 3 below.

### Detailed Step 1: Expand the Installation Files

If the CD does not automatically launch the installation wizard, the setup files must be unzipped to ensure proper installation. Launching the files from a viewer will leave critical steps incomplete.

1. Open the contents of the CD in a file browser.
2. The installation CD contains two zipped files: one titled “ChefComm.Setup.zip,” and another titled “SCRx31\_inst\_English\_V8.06.zip.” Copy these files to a local or network drive (e.g., C:\).

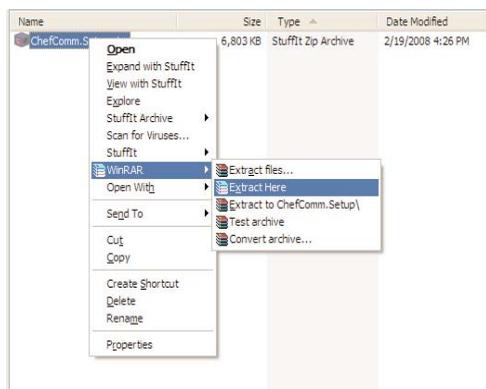


Figure 1: Extracting the Zipped Files

3. Right-click the file for expansion options (Figure 1) or use your preferred application.

NOTE: If no options to extract or expand are available, you may need to install additional software. For help, contact your IT department.

### Detailed Step 2: Install ChefComm Pro

1. Expand the setup files (Step 1). A file titled **ChefComm.Setup.msi** will appear in the specified location.
2. Double-click the file **ChefComm.Setup.msi** to launch the installation wizard.
3. Follow the instructions provided in the installation wizard.
4. Once installation completes, open ChefComm by going to **Start > Programs** and selecting it.

NOTE: before installing ChefComm Pro, you may be required to install .NET Framework files. If so, you will receive a prompt and a link to retrieve the required files.

### Detailed Step 3: Install the USB Smart Card Reader Drivers

The drivers provided on the installation CD must be installed for the USB smart card reader/writer to function properly.

If you are operating Windows XP®:

1. After expanding the file (Step 1), a folder titled “SCR531 English” will appear in the specified location.
2. Double-click the folder to open it.
3. Double-click the file **setup.exe** and follow the instructions on your screen for installing the USB smart card reader/writer.
4. When the setup process is complete, restart your computer.

If you are operating Windows Vista®, you will probably need to configure your smart card reader drivers from your device manager (depending on security settings). For additional help, contact your IT department or call 800-90TURBO (+1 214-379-6000) and request ChefComm support.

### Setting Up a Black Box

1. Connect the black box to your computer via 9-pin RS-232 connector cable. See Figure 2 for port location on box.
2. Set the front switch (Figure 2) to PC.
3. Open the battery compartment and verify the read/write switch (Figure 3) is set to Oven.
4. Insert a smart card as shown in Figure 4.

NOTE: Whenever importing/exporting a menu to and from ChefComm via RS-232 (see page 11 for more details), press and hold the synchronization button (Figure 2) until ChefComm confirms that the import/export was successful.

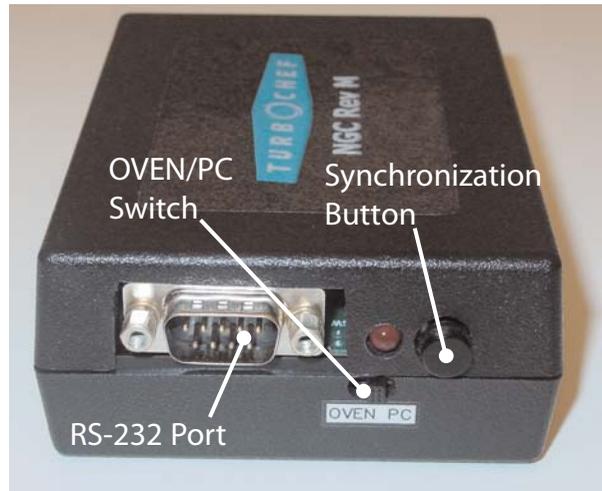


Figure 2: Black Box Front



Figure 3: Read/Write Switch (Battery Removed for Clarity)

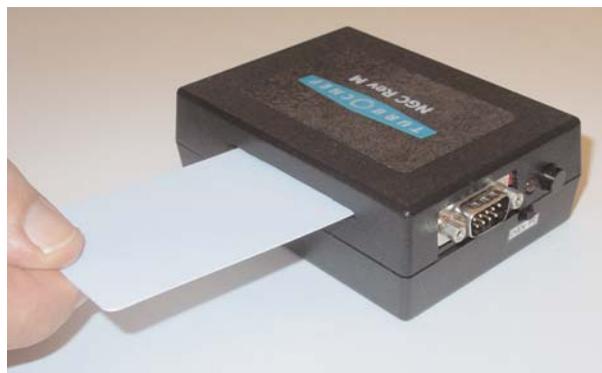


Figure 4: Insert Card Chip-First, with Chip Facing Down

## Splash Screen Options

By default, the splash screen will display (Figure 5) when you launch ChefComm. It provides quick access for:

- Formatting/building a new menu (ChefComm Pro only, page 4)
- Opening an existing menu (page 4)
- Uploading from a smart card/oven (page 10)

To turn off the splash screen, select **Do not show this screen again**. You can also turn it off from the main ChefComm window via **Options > Preferences** (Figure 6).



Figure 5: Splash Screen

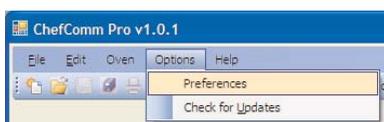


Figure 6: Options > Preferences

**NOTE:** The first time ChefComm is opened, the user may be required to bypass the splash screen, as an oven type must first be configured before any of the splash screen options can be performed. See below for more details.

## Specifying “New Menu Configuration” (or Oven Type)

An oven type must be specified to:

- Create a new menu
- Import a menu from a smart card.

Specifying an oven type is not required to:

- Open an existing menu file.
- Export a menu to a smart card.

To specify an oven type:

1. To view a list of preset oven types, click the oven icon adjacent to “New Menu Configuration” (Figure 7)
2. Select the oven type that matches your menu. If you do not see your oven type listed, perform an update (page 15). You can also specify your oven by creating a new oven type (see below).

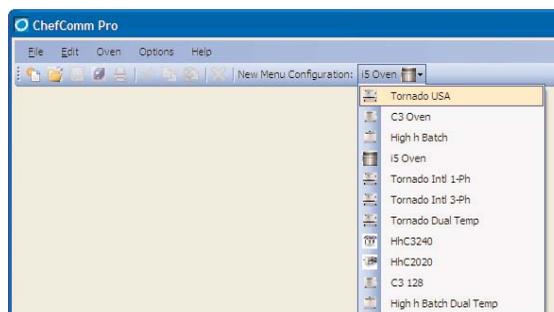


Figure 7: Locate and Select Your Oven Type

## Creating a New Oven Type

1. From the main ChefComm window, select **Oven > My Ovens** (Figure 8).



Figure 8: Oven > My Ovens

2. From the **My Ovens** screen, click **Add an Oven** (Figure 9, Item A).

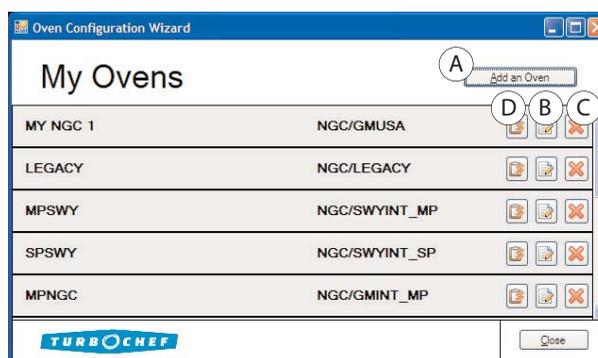


Figure 9: My Ovens

**NOTE:** You can also edit (Item B) or delete (Item C) existing oven configurations, as well as set one as the default when ChefComm opens (D).

3. All TurboChef products will be listed. Click the “expand” arrow in the **Oven Revision** pane and locate your oven from the list (Figure 10).



Figure 10: Locate and Select Your Oven Type

4. If desired, select your oven’s rack and cooking surface (Figure 11) for reference when developing menus. This setting is not required when creating a new oven type.

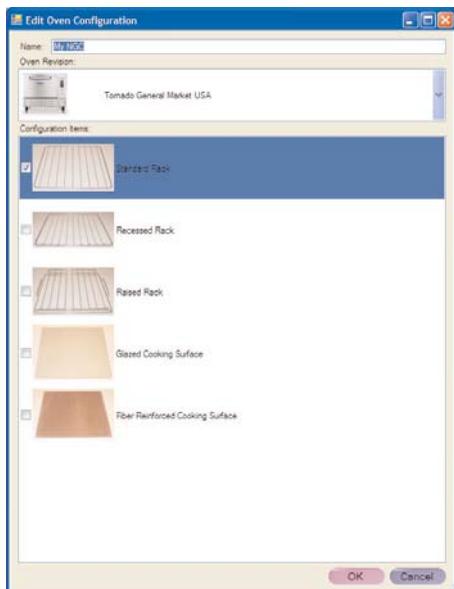


Figure 11: Select the Rack and Cook Surface

5. Enter the name of the new oven type. In Figure 11, the name is My NGC.
6. Click **OK** to confirm the new oven type.
7. Click **Close** to exit the Oven Configuration Wizard.

## Creating a New Menu

1. From the main ChefComm window, set the **New Menu Configuration** to match the type of menu you are working with (Figure 7, page 3).
2. Click the “New Menu” icon (Figure 12).

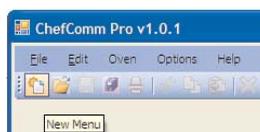


Figure 12: New Menu

## Opening an Existing Menu

1. From the main ChefComm window, click the **Open Menu** icon (Figure 13).

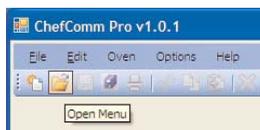


Figure 13: Open Menu

2. In the “files of type” field, select “Menu Files” (Figure 14). All ChefComm menu files (XTM files) within the folder will be displayed.

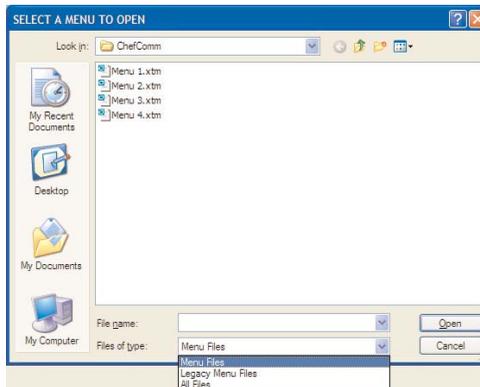


Figure 14: Open an Existing Menu

3. Locate the file and select **Open**.

## Opening a TCM (Legacy) File

1. From the main ChefComm window, click the Open Menu icon (Figure 13, page 4).
2. In the files of type field, select Legacy Menu Files (Figure 15).
3. Select the file to open and click Open.

NOTE: Legacy TCM files cannot be created or saved. When you save your changes, a file will be generated (.XTM) that is compatible only with ChefComm Pro.

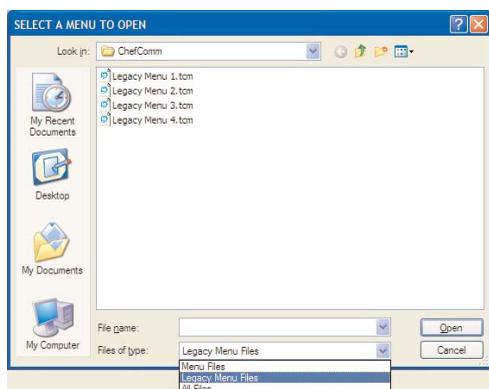


Figure 15: Open a Legacy Menu

## Editing the Cook Temperature

*\*ChefComm Pro only.*

1. Create or open a menu (page 4).
2. Click the Temperature icon (Figure 16, Item A).
3. Set the menu temperature (Figure 16, Item B).

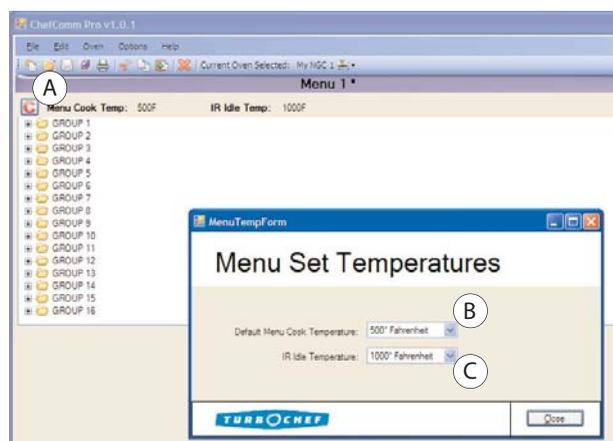


Figure 16: Edit the Cook Temperature

NOTE: When working with a menu for a conveyor oven, the temperature is specified within the “Edit Recipe Settings” pane (see page 6 for more details).

NOTE: If developing a menu for the Tornado, set the idle IR temperature (Figure 16, Item C).

NOTE: Some oven types have more than one temperature. Be aware of which recipe items are affected by each temperature. For example, if the oven type has two temperatures and 16 groups of recipes, then temperature 1 corresponds to groups 1-8 and temperature 2 corresponds to groups 9-16.

## Renaming a Food Group

*\*ChefComm Pro only.*

1. Create or open a menu (page 4).
2. Click the food group name once, wait for one second, and then click it again.
3. Type the new name and press Enter (Figure 17).

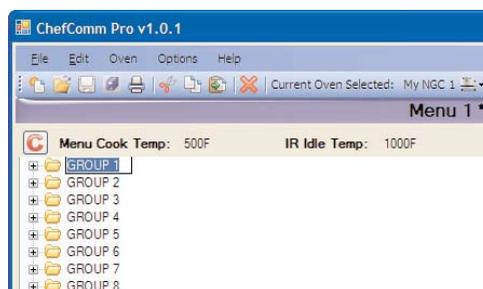


Figure 17: Rename a Food Group

## Menu Preview

To view how the name will appear on the oven display, go to File > Menu Preview (Figure 18). In ChefComm Pro, the group and item names can be edited and the soft keys simulate the edit mode.



Figure 18: Menu Preview - i5 Oven

## Renaming a Recipe

*\*ChefComm Pro only.*

1. Create or open a menu (page 4).
2. Expand the group that contains the recipe you want to edit (double-click the group or click the “+” to the left of the group name).
3. Click the recipe name once, wait for one second, and then click it again.

NOTE: You can also change a recipe name from the recipe edit pane (Figure 20).

4. Type the new name and press **Enter** (Figure 19).

NOTE: To view how the name will appear on the oven display, go to **File > Menu Preview** (Figure 18, page 5). From the preview screen, the group and item names can be edited, and the soft keys simulate the edit mode.

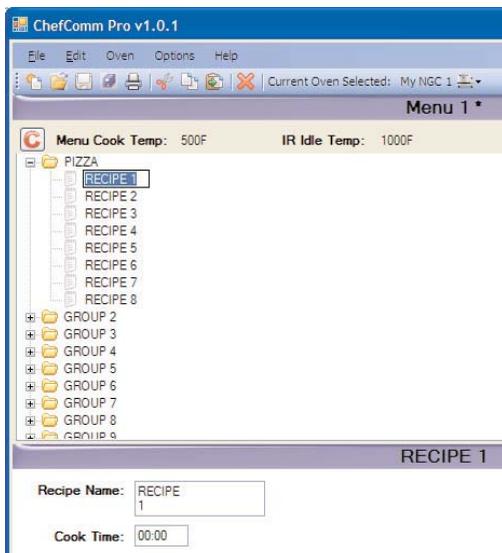


Figure 19: Rename a Recipe

## Editing Recipe Settings

*\*ChefComm Pro only.*

1. Create or open a menu (page 4).
2. Expand the group that contains the recipe you want to edit (double-click the group or click the “+” to the left of the group name).

3. Click the recipe you want to edit. The settings will appear in the **Recipe Edit** pane (Figure 20).
4. In the recipe edit pane, enter the cook time (Figure 20, Item A), separating minutes and seconds with a colon.

NOTE: A number entered without a colon will be calculated in cumulative seconds.

- 5a. If the recipe is for the Tornado, enter the IR cook temperature (Figure 20, Item B).
  - 5b. If the recipe is for the High h Batch, select **Rack On** to oscillate the rack during cooking.
  - 5c. If the recipe is for a conveyor, specify the temperature and belt speed(s).
6. Enter event settings (Figure 20, Item C).

NOTE: Event setting parameters will vary depending on oven configuration. For example, some TurboChef ovens use microwave, while others have independent top and bottom airflow, etc.

7. For reference or culinary development purposes, enter notes about the recipe (Figure 18, Item D).

NOTE: Recipe notes will be retained when you save a menu file, but are not stored when importing/exporting a menu file (pages 10-12).

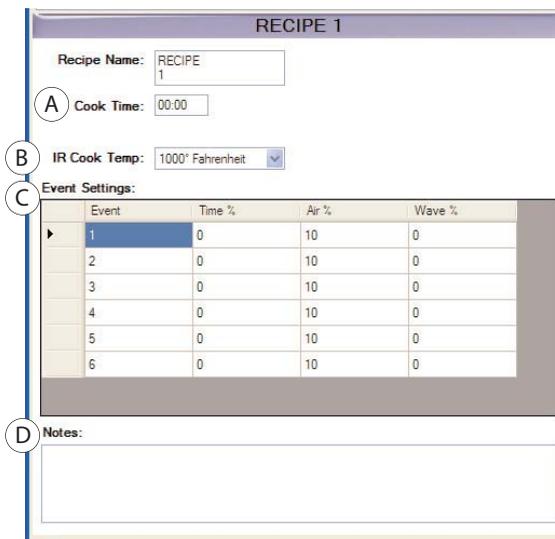


Figure 20: Recipe Edit Pane

## Moving/Copying Recipes

*\*ChefComm Pro only.*

ChefComm Pro provides the option to edit multiple menus at the same time. Use the procedures below to move/copy recipes from:

- One menu to another
- One location to another within the same menu
- Local or master cookbook to a menu (see page 13 for more information on the cookbooks)

NOTE: If a cookbook recipe was developed at a different cook temperature than what you have specified for your menu, a caution message will appear to remind you to reconcile this difference. The message will not prevent the recipe from being copied.

1. Create or open a menu (page 4).
2. To copy an entire food group, click and drag it over an empty or unwanted group (all previous settings will be overwritten).
3. To copy an individual recipe,
  - a. Expand the food group (double-click the name or click the “+” to the left of the name).
  - b. Click and drag the recipe over an empty or unwanted recipe (previous settings will be overwritten).

NOTE: You can also drag a recipe over a group name to add it to the first empty recipe spot within that group. If the group has no empty spots, you must delete or copy over an existing recipe.

4. To move (i.e., cut and paste) an entire food group from one menu to another, hold the Ctrl key while performing step 2, above.
5. To move (i.e., cut and paste) an individual recipe from one location to another, hold the Ctrl key while performing step 3, above.
6. To copy an entire menu, select File > Save As and rename the menu.

## Deleting a Recipe from a Menu

*\*ChefComm Pro only.*

1. Create or open a menu (page 4).
2. Expand the group that contains the recipe you want to delete (double-click or click the “+” to the left of the group name).
3. Click on the recipe to select it.
4. Click the “Delete” icon (Figure 21).

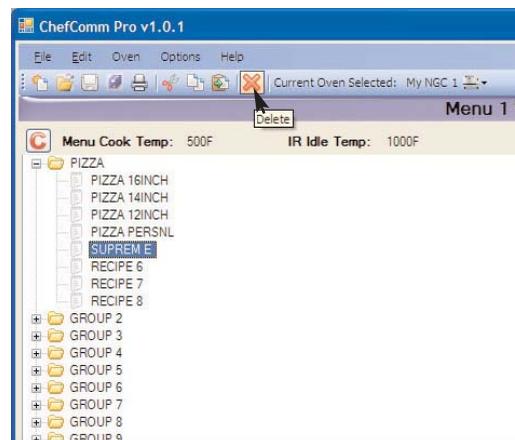


Figure 21: Delete Recipe from Menu

## Undo/Redo Features

*\*ChefComm Pro only.*

The following tasks can be undone or re-done:

- Copying/pasting a recipe
- Deleting a recipe/group
- Changing a group name
- Changing a recipe name (only from the menu structure pane)

To undo/redo, select Edit > Undo... or Edit > Redo...

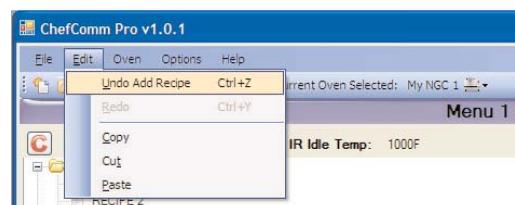


Figure 22: Undo

## Comparing Two Menus

The menu compare feature is a valuable tool for managing more than one menu, as it flags all differences between two menus.

NOTE: Only menus of the same oven type can be compared.

1. Create or open two menus (page 4).
2. Select **File > Compare Menus...**
3. Differences between the menus will be marked with “!” (Figure 23).

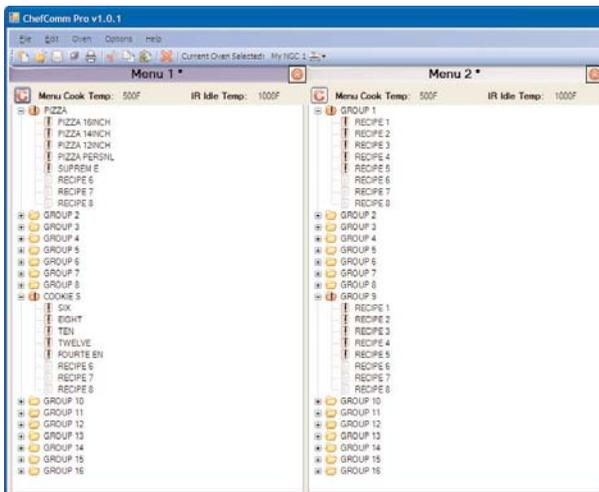


Figure 23: Compare Menus

## Saving a Menu

1. Save an open menu by clicking the Save icon (Figure 24).



Figure 24: Save

NOTE: If multiple menus are open, click the **Save All** icon (Figure 25), or be sure to select which menu you want to save. The title bar of the selected menu will be in color (Figure 26, Item A). The title bar of any deselected menu will be gray (Figure 26, Item B).

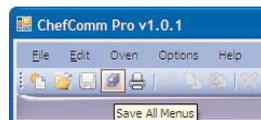


Figure 25: Save All

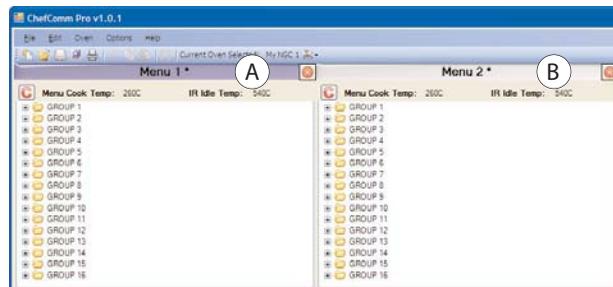


Figure 26: Selected Menu

2. If saving for the first time, name the file and note the location where it is being saved.
3. Click **Save**, or **Cancel** to cancel the save.

## Printing a Menu

1. Create or open a menu.
2. Select File > Print Menu... (Figure 27). You can also click the print icon on the ChefComm toolbar

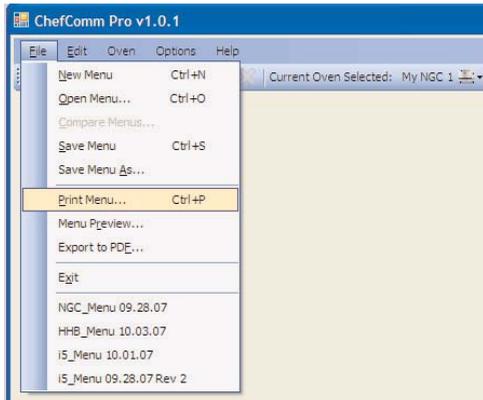


Figure 27: Print Menu

3. A print preview will appear as a PDF file. Print it as you would any other file.

## Saving a Menu as a PDF File

Saving a menu as a PDF file is a way to provide an electronic copy of the menu to those who do not use ChefComm Pro.

1. Create or open a menu (page 4).
2. Select File > Export to PDF... (Figure 28).

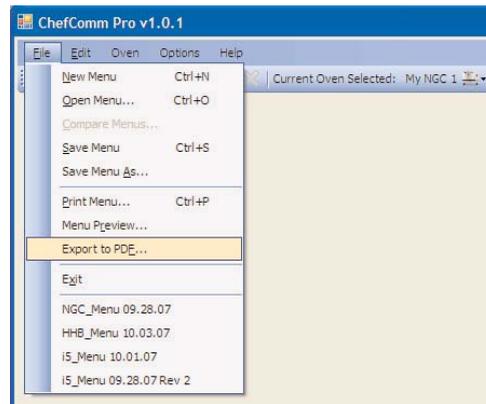


Figure 28: Create a PDF File

3. Select a location for the file and click Save.
4. In most cases, the file will open automatically. If it does not, browse to the location where the menu was saved and open it.

## Importing a Menu from a Smart Card

1. From the main ChefComm window, set the **New Menu Configuration** to the oven type that matches the menu type (Figure 7, page 3).
2. Select **Oven > Data Transfer > Import from Smart Card** (Figure 29).

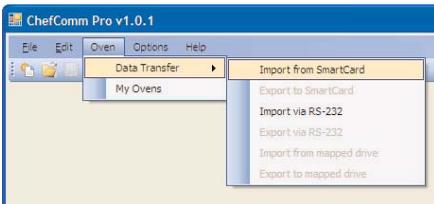


Figure 29: Import Menu from Smart Card

3. Ensure the reader is connected to your computer via USB.
4. Insert the smart card into the reader (Figure 30).



Figure 30: Insert Smart Card into Reader

5. Click **OK** to begin the data transfer.
6. Click **OK** to acknowledge the import was successful (Figure 31).

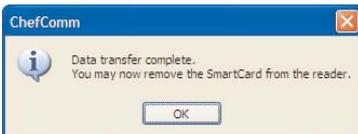


Figure 31: Data Transfer Complete

NOTE: If the import was unsuccessful, see page 16 for troubleshooting.

## Exporting a Menu to a Smart Card

1. Create or open a menu (page 4).
2. Make sure the menu is selected, as indicated by the purple title bar. Other open menus that are not selected will have gray title bars (Figure 26, page 8).
3. Select **Oven > Data Transfer > Export to Smart Card** (Figure 32).

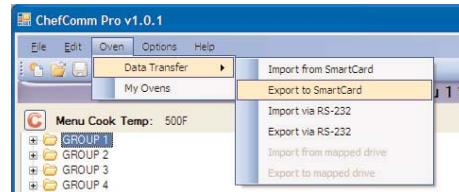


Figure 32: Export Menu to Smart Card

4. Ensure the reader is connected to your computer via USB.
5. Insert the smart card into the reader (Figure 30).
6. Click **OK** to begin the data transfer.
7. Click **OK** to acknowledge that the export was successful (Figure 31).

NOTE: If export was unsuccessful, see page 16 for troubleshooting.

## Exporting Oven Firmware Updates

ChefComm can export oven firmware updates to a high-density smart card for i-Series and conveyor ovens.

**CAUTION:** Before performing this procedure, ensure the smart card being used is high-density (at least 64K bytes). High-density cards obtained from TurboChef (part number 103655) will be gray in color.

NOTE: i-Series firmware updates require two files that must be loaded to two separate high-density smart cards.

1. In ChefComm, go to **Options > Transfer Binary File to Smart Card** (Figure 33).

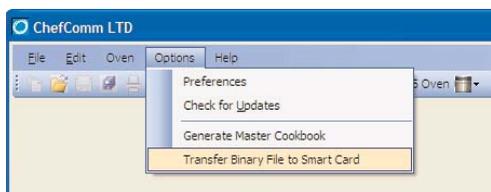


Figure 33: Transfer Binary File

NOTE: Some versions of ChefComm may read “Write File to Smart Card.”

2. A browser window will pop up. Locate the firmware update (binary) file and select “Open”.
3. Insert a high-density smart card into the USB smart card reader/writer, with the gold chip facing up and leading in.
4. Press OK. The reader will begin flashing a green light. After approximately one minute, a confirmation message will inform you the data transfer is complete.
5. If the firmware update is for an i-Series oven, repeat steps 2 and 3 for the second data file.
6. Update the oven firmware by following the instructions provided in the Owner’s or Service Manual. For additional help, contact TurboChef at 1-800-90TURBO or +1 214-279-6000.

## Importing a Menu via RS-232

1. Set up the black box (page 2).
2. Press and hold the synchronization button (Figure 2, page 2).
3. In the main ChefComm window, select **Oven > Data Transfer > Import via RS-232** (Figure 34).

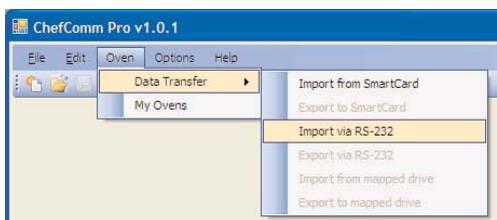


Figure 34: Import Menu via RS-232

4. Select the com port and click OK.

NOTE: The port is usually COM 1.

5. Click OK to acknowledge that the import was successful (Figure 31, page 10).

NOTE: If the export was unsuccessful, see page 16 for troubleshooting.

## Exporting a Menu via RS-232

1. Set up the black box (page 2).
2. In ChefComm, make sure the menu is selected, as indicated by the purple title bar. Other open menus that are not selected have gray title bars (Figure 26, page 8).
3. On the black box, press and hold the synchronization button (Figure 2, page 2).
4. In ChefComm, select **Oven > Data Transfer > Export via RS-232** (Figure 35).

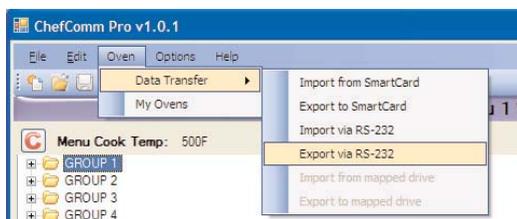


Figure 35: Export Menu via RS-232

5. Select the com port and click OK.

NOTE: The port is usually COM 1.

6. Click OK to acknowledge that the export was successful (Figure 31, page 10).

NOTE: If the export was unsuccessful, see page 16 for troubleshooting.

## Importing a Menu from a Mapped Drive (i5 Only)

i-Series ovens can save binary menu files to a USB device. To open these files in ChefComm,

1. Connect the USB device to your computer.
2. Using your file browser, locate the menu file.
3. Create a folder titled **TC\_Menus** and place the binary menu file in it. This folder must be top-level on the USB device.
4. Ensure the menu file name is **MENU.BIN**.
5. From the main ChefComm window, select **Oven > Data Transfer > Import from Mapped Drive** (Figure 36).
6. Select the drive letter to which the USB device is assigned.

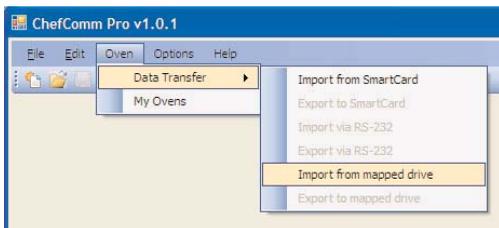


Figure 36: Import from Mapped Drive

NOTE: ChefComm does not provide descriptions next to drive letters. To identify a drive letter, view its description in a regular file browser.

7. Click **OK** to import the file.
8. Click **OK** to acknowledge that the import was successful.

## Exporting a Menu to a Mapped Drive (i5 Only)

i-Series ovens can load a binary menu file from a USB device. To create a binary menu file using ChefComm,

1. Connect the USB device to your computer.
2. In ChefComm, be sure the menu is selected, as indicated by the purple title bar. Other open menus that are not selected have a gray title bar (Figure 26, page 8).
3. Select **Oven > Data Transfer > Export to Mapped Drive** (Figure 37).

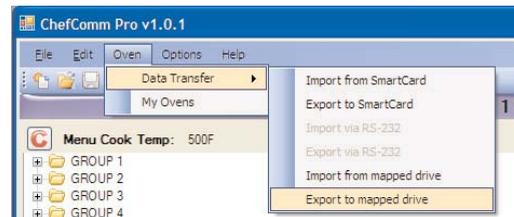


Figure 37: Export to Mapped Drive

4. Select the drive letter to which the USB device is assigned.

NOTE: ChefComm does not provide descriptions next to drive letters. To identify a drive letter, view its description in a regular file browser.

5. Click **OK** to export the file. ChefComm will store the file in a top-level folder called "TC\_Menus."

**⚠ CAUTION:** If a file titled **MENU.BIN** already exists in this folder, it will be overwritten. To retain the existing file, move it to a different location and rename it.

6. Click **OK** to acknowledge that the export was successful.

## Creating a Local Cookbook

*\*ChefComm Pro only.*

The master cookbook is a comprehensive repository of menu settings developed by TurboChef's Culinary staff, and it is most likely you will not need every available recipe. Creating one or more local cookbooks is a way to make preferred recipes easier to locate and implement into your menu.

You can also share your local cookbook with others, which is advantageous over sharing a menu file because a local cookbook can hold more recipes and span all oven types. (Note: In ChefComm, only the recipes that are compatible with the current oven type or menu selected will be displayed). For more information on oven types, see page 3.

1. In the Cookbook pane of the main ChefComm Pro window, click **New** (Figure 38, Item A).



Figure 38: Local Cookbook Pane

2. Enter the new cookbook name (Figure 39).

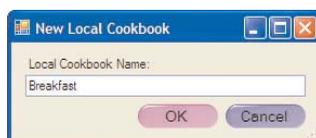


Figure 39: New Local Cookbook

3. Drag and drop recipes from the master cookbook or from menus. For more information on copying/moving recipes, see page 7.

**NOTE:** When you copy a recipe from the master cookbook to a local cookbook, it will be categorized as it was in the master cookbook.

**NOTE:** The local cookbook will automatically save each time a change is made.

## Deleting a Local Cookbook

*\*ChefComm Pro only.*

**⚠ CAUTION:** Once a cookbook is deleted, it cannot be recovered.

1. In the Cookbook pane of the main ChefComm Pro window, select the local cookbook you want to delete (Figure 38, Item B).
2. Click **Delete** (Figure 38, Item C). To confirm, click **Yes**.

## Sharing a Local Cookbook

*\*ChefComm Pro only.*

Local cookbooks are stored as files in Application Data folders. Typically, the directory is:

C:\Documents and Settings\\Application Data\Chefcomm. The file name is the title of the cookbook, with the extension “.localcb”.

These files can be emailed like any other file, and then stored to the same directory on another user's computer. If completed successfully, the next time ChefComm Pro is opened, the shared local cookbook will be available to use.

**NOTE:** You must first close ChefComm Pro before you can share the “localcb” file.

## Filtering Cookbook Recipes

Filtering applies to both the master cookbook and the local cookbook that is currently open (if applicable). In the cookbook pane of the main ChefComm window, cookbook recipes can be filtered via the “Search for,” “Course type,” or “Dish type” fields.

“Search for” is a keyword search that filters as you type. To view a comprehensive list of keywords, click the drop-down arrow in the “Search for” text field.

“Course type” filters by the default cookbook category structure.

“Dish type” filters by related items, regardless of how they are categorized.

## Removing a Recipe from a Local Cookbook

*\*ChefComm Pro only.*

Recipes can be deleted from any local cookbook, but not from the master cookbook.

1. From the main ChefComm Pro window, select a cookbook (page 13, Figure 38, Item B).
2. Expand the category that contains the recipe you want to delete (double-click or click the “+” to the left of the group name).
3. Right-click the recipe and select Delete (Figure 40).



Figure 40: Delete Recipe from Cookbook

## Editing a Cookbook Recipe

*\*ChefComm Pro only.*

Recipes can be edited from any local cookbook, but not from the master cookbook.

1. From the main ChefComm Pro window, select a cookbook (page 13, Figure 38, Item B).
2. Expand the category that contains the recipe you want to edit (double-click or click the “+” to the left of the group name).
3. Right-click the recipe and select Edit (Figure 41).



Figure 41: Edit Recipe from Cookbook

4. Edit the cookbook settings (Figure 42).

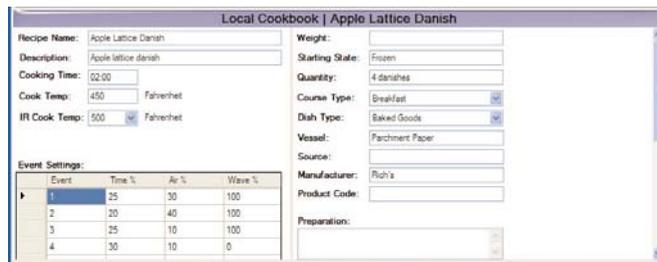


Figure 42: Edit Cookbook Settings

NOTE: In addition to storing recipe settings, the local cookbook is capable of storing helpful recipe information for the menu developer’s reference. See Figure 42 for details.

## Changing the Default “New Menu Configuration”

NOTE: For more information about oven configurations, see page 3.

1. From the main ChefComm window, select **Options > Preferences** (Figure 43).

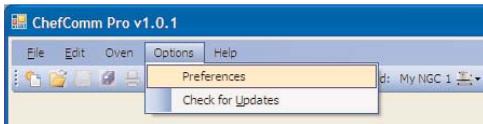


Figure 43: Select Options > Preferences

2. Change the default oven configuration (Figure 44, Item A).
3. Click Close.

NOTE: You can also default an oven configuration when editing or adding oven configurations (see page 3 for more details).

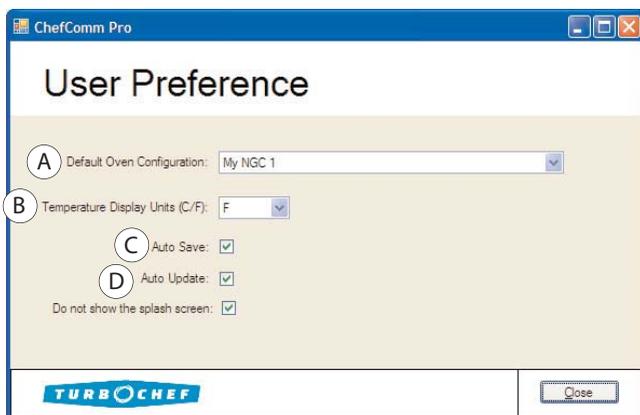


Figure 44: Preferences Window

## Changing the Temperature Display

1. From the main ChefComm window, select **Options > Preferences** (Figure 43).
2. Change Temperature Display to “F” for Fahrenheit or “C” for Celsius (Figure 44, Item B).
3. Click Close.

## Auto-Save

When **Auto Save** is selected, ChefComm will save a menu file when it is closed (or when an oven configuration is changed) without prompting the user.

1. From the main ChefComm window, select **Options > Preferences** (Figure 43).
2. Select **Auto Save** (Figure 44, Item C).
3. Click **Close**.

NOTE: The **Auto Save** option is also available each time a menu is saved.

## Checking for Updates/Auto-Update

The check for updates feature allows the user to download new recipes and the latest ChefComm enhancements. To check for updates:

1. Ensure an internet connection is present.
2. From the main ChefComm window, select **Options > Check for Updates** (Figure 45). Any available updates will be automatically installed.

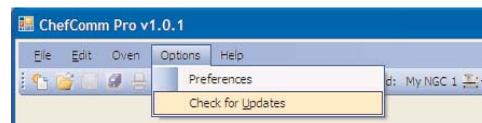


Figure 45: Check for Updates

NOTE: If no updates are found, then your version of ChefComm already contains the latest enhancements.

3. Close ChefComm and reopen it for the changes to take effect.

ChefComm also has an auto-update feature. To turn on **Auto-Update**,

1. From the main ChefComm window, select **Options > Preferences** (Figure 43).
2. Select **Auto Update** (Figure 44, Item D).

## Troubleshooting: USB Card Reader

1. Verify the drivers for the reader have been installed (page 1).
2. Verify the card is inserted correctly (Figure 30, page 10).
3. Verify the device is securely connected to your computer. The computer should visibly and/or audibly confirm that a USB device was detected.
4. Verify the correct “New Menu Configuration” is selected (see procedure for importing, page 10).
5. If drivers were just installed, restart the system.
6. Verify no other smart card devices are running at the same time. Right-click the “Safely Remove Hardware” icon that will be present when the card reader is attached (Figure 47, below). Per Figure 46, verify “SCR33X USB Smart Card Reader” is the only active smart card reader. If any other smart card reader is running, disable it in your device manager. For additional help, contact your IT department or call 1-800-90TURBO (+1 214-379-6000) and request ChefComm Support.

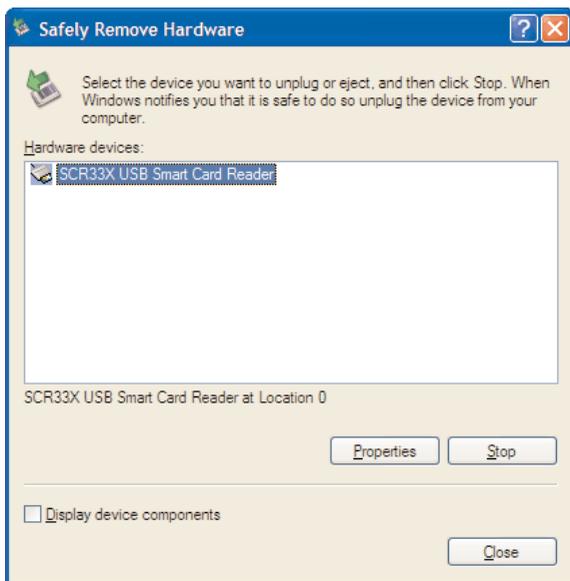


Figure 46: Safely Remove Hardware Screen

## Troubleshooting: 9-Pin Serial RS-232 (Black Box)

1. Verify the black box is set up correctly and that the correct procedures are being followed (page 2 for setup, page 11 for instructions).
2. Verify all black box connections are secure.
3. Verify the light on the black box turns on or flashes when the synchronization button is pressed. If not, check the battery (Figure 3, page 2).

## Troubleshooting: Menu Compare

1. Verify Menu Compare is turned on (page 8).
2. Verify that only two menus are open.
3. If settings are identical, but ChefComm flags a difference, copy the recipe/group from one menu to another. Doing so will eliminate any potential residual data that might be present as a result of an uncontrolled or outdated menu.

## Troubleshooting: ChefComm Won't Allow Menu to be Opened

1. Verify the correct oven configuration has been set (page 3).
2. If you get a message stating that a specific type of oven configuration is required, but that configuration does not exist on your “My Ovens” list, the menu file is outdated. Contact TurboChef Customer Service (1-800-90TURBO or +1 214-379-6000) to obtain an updated file. If the file was created by you, your version of ChefComm is outdated. Perform the update (page 15).
3. If the menu file is an XLS file, ChefComm will not open it. Contact TurboChef Customer Service for file conversion options.



Figure 47: Safely Remove Hardware Icon

## Troubleshooting: ChefComm Won't Allow Menu to be Saved

NOTE: ChefComm Limited will not allow a menu file to be saved.

ChefComm Pro will not allow a menu file to be saved or exported to a smart card if the following conditions are not met:

- If a cook time is present, event settings must also be present.
- If event settings are present, a cook time must also be present.
- The sum of percent time settings must be equal to 100 (see example in Figure 48, Item B)

To correct the problem, expand each group to view any recipes flagged in red (Figure 48, Item A), which indicates invalid settings are present. Correct the settings, per the conditions above.

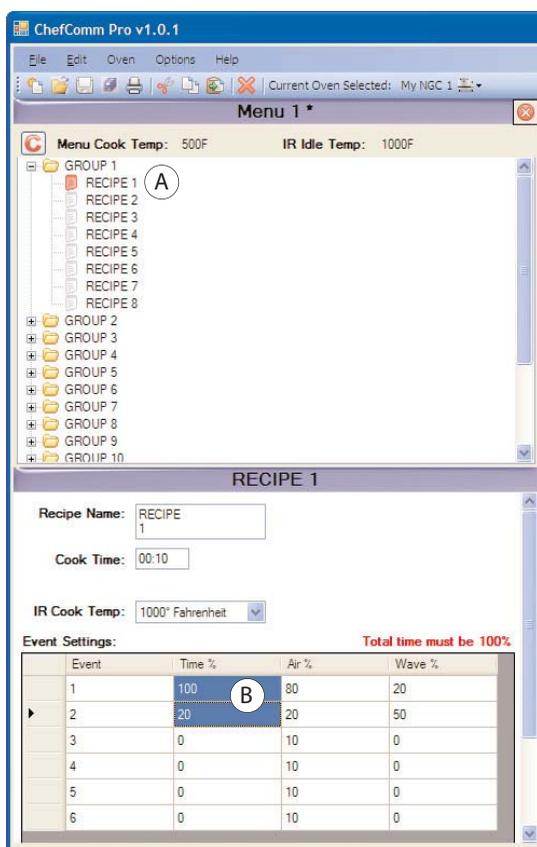


Figure 48: Invalid Recipe Settings

## Troubleshooting: The Update is Not Working

Whenever you perform the update, the changes should take effect the next time ChefComm is opened. Sometimes computer security settings or older versions of ChefComm may prevent the update from being implemented correctly.

Situation 1: If when performing the update ChefComm displays “No Updates Found”:

1. You may already have the latest and greatest updates. You can confirm this by calling 1-800-90TURBO or +1 214-379-6000 and requesting ChefComm support.
2. If you know for a fact that an update is needed, ensure you have an internet connection.
3. In a folder titled “ChefComm” within your Application Data folder, check to see if a file titled “Manifest.xml” is present. If so, delete it and try performing the update again. For help locating your Application Data folder, contact your IT department or call TurboChef (see above).

Situation 2: If the update was successfully performed but the changes do not take effect the next time you open ChefComm:

1. Close ChefComm.
2. In a file browser, go to C:\Program Files\TurboChef\ChefComm Pro.
3. Locate and double-click the file titled “ChefCommLoader.exe.” Doing so should cause some of the other files in this folder to update.

NOTE: In Windows Vista®, you might need to right-click “ChefCommLoader.exe” and select “Run as Administrator.”

4. Reopen ChefComm and note if the updates are now effective.

## Troubleshooting: Recipe Edit

When editing recipe settings in ChefComm:

1. Verify the sum of percent time equals 100 (Figure 48, Item B).
2. Verify the cook time is within the parameters defined by the oven type (an error message will define the exact parameters).
3. Use the menu preview (Figure 18, page 5) to verify the group and/or recipe names will display on the oven screen correctly.
4. Take note that if a recipe is copied from a cookbook to a menu and then copied back to a cookbook, all cookbook-specific settings (Figure 42, page 14) will be lost.



For support or additional information call:  
1-800-90TURBO (within North America) or  
+1 214-379-6000 (International)

