

Register your Merrychef connex® oven and sign up



Welcome to KitchenConnect, a Welbilt open cloud platform that allows you to remotely manage your Merrychef ovens, wherever you are, from any mobile or laptop device.

Within KitchenConnect you will be able to see both operating and production data across all your appliances as well as push menus and software updates to your ovens.

KitchenConnect also contains the Menu Creation and Management tool for Merrychef connex® ovens.

The platform is free of charge for the first 12 months (*connex® only*) for each oven, from when you register and activate the unit (*providing activation takes place within 12 months of purchase, or 18 months from shipment*). At the end of the free trial, there will be the option to subscribe to KitchenConnect, which can be renewed either monthly or annually.

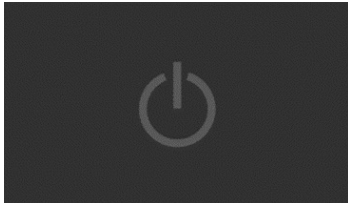
Register your Merrychef connex® oven and sign up to KitchenConnect

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Register your Merrychef conneX® oven and sign up to KitchenConnect

Connecting your Merrychef oven to the internet

If you did not connect your oven to the internet during startup, navigate to the Settings menu:

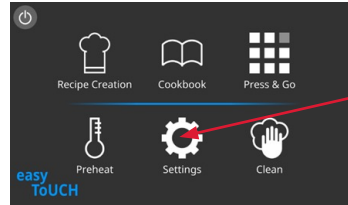


Turn oven on by pressing the power icon.



Press the Settings icon to gain access to oven settings

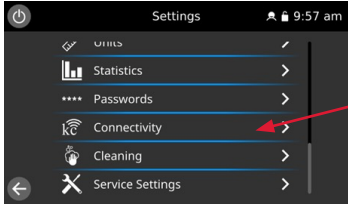
OR



from the home screen press the Settings icon.



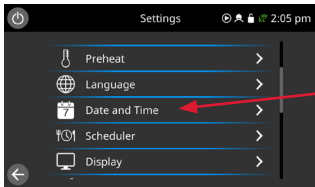
When prompted, enter the password MANAGER to enter Settings.



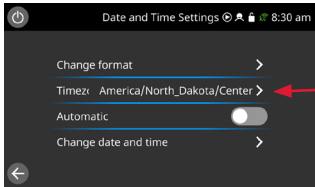
Scroll down the menu settings and press Connectivity.

■ Set date and time

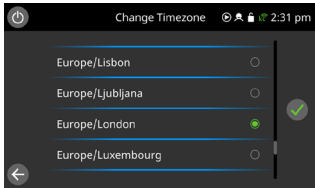
Ensure the date, time and your time zone are set up correctly, to ensure that your oven can communicate with KitchenConnect and the data you receive is for the right time period.



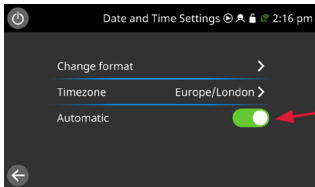
From Settings, select date and time.



If the Time Zone is incorrect, select time zone.



Select the correct time zone from the list, tick to confirm.

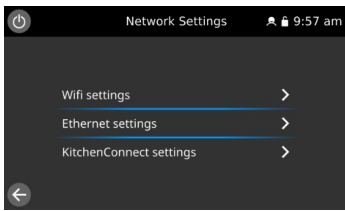


When the correct time zone is showing, toggle on the automatic function.

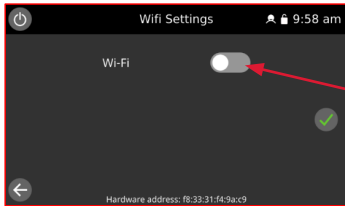
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Connecting your Merrychef oven to the internet continued

■ Connect via Wi-Fi



Press Wi-Fi settings.

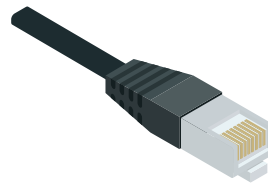


Toggle the Wi-Fi on.

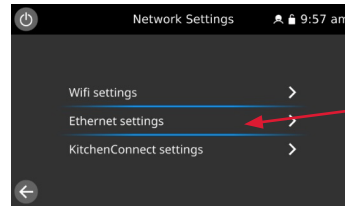


Select your Wi-Fi network. Once confirmed you will be prompted to enter the Wi-Fi password.

■ Connect via Ethernet



Plug your connected ethernet cable into the back of the oven.



Press Ethernet settings and follow the instructions.

OR

■ Connectivity status icons



An icon appears in the navigation bar on the oven controller to show you your connectivity status

Icon	Ethernet (LAN)	Internet	KitchenConnect	Status description
	✗	✗	✗	Oven is not connected to a local network.
	✓	✗	✗	Oven is connected to your local network, but not the internet.
	✓	✓	✗	Oven is connected to your local network and the internet, but not the KitchenConnect portal.
	✓	✓	✓	Oven is connected to your local network, the internet and the KitchenConnect portal.

Icon	Wi-Fi	Internet	KitchenConnect	Status description
	✗	✗	✗	Oven is not connected to a Wi-Fi network.
	✓	✗	✗	Oven is connected to your Wi-Fi network, but not the internet.
	✓	✓	✗	Oven is connected to your Wi-Fi network and the internet, but not the KitchenConnect portal.
	✓	✓	✓	Oven is connected to your Wi-Fi network, the internet and the KitchenConnect portal.

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Connecting your Merrychef oven to the internet continued

■ Whitelisting

If your Wi-Fi network is part of a corporate network or employs a non open network infrastructure you may need to add the URL's listed below to your routers whitelist.

This will ensure that your network will allow bi-directional communications between your oven and the KitchenConnect portal. This is essential for operational data to be displayed on your dashboard and allow menu updates to be transferred to the oven via KitchenConnect.

USA

Description	URL	Port
IoT Core	a1fsy0yinn5qic-ats.iot.us-east-1.amazonaws.com	443, 8883
CVM Routing Service	https://api.welbiltconnect.com/unitmanagement/unit-management/central-cvm-router/*	443
Certificates Download	https://api.welbiltconnect.com/unitmanagement/unit-management/unit-provisioning/*	443
Software/Media Download	https://welbilt-kitchenconnect-file-management-northvirginia.s3.amazonaws.com/*	8883
NTP	ntp.pop-pr.rnp.br	123
NTP	south-america.pool.ntp.org	123
Google ping	www.google.com IP address 8.8.8.8	

INTERNATIONAL

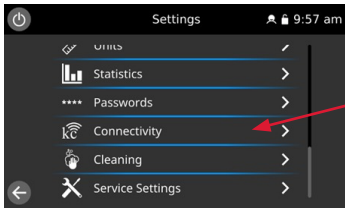
Description	URL	Port
IoT Core	a1fsy0yinn5qic-ats.iot.eu-west-2.amazonaws.com	443, 8883
CVM Routing Service	https://api.welbiltconnect.com/unitmanagement/unit-management/central-cvm-router/*	443
Certificates Download	https://api.welbiltconnect.com/unitmanagement/unit-management/unit-provisioning/*	443
Software/Media Download	https://welbilt-kitchenconnect-file-management-london.s3.eu-west-2.amazonaws.com/*	8883
NTP	ntp.pop-pr.rnp.br	123
NTP	south-america.pool.ntp.org	123
Google ping	www.google.com IP address 8.8.8.8	

Notification emails are from no-reply@welbiltconnect.com, please ensure that this email address is whitelisted in your system.

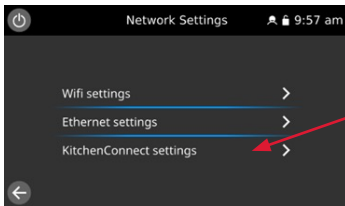
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Register your first oven in KitchenConnect

Go to the Connectivity screen on your oven, found in Settings (see p2):



Scroll down the menu settings and press Connectivity.



Select KitchenConnect settings.

Register via a mobile device

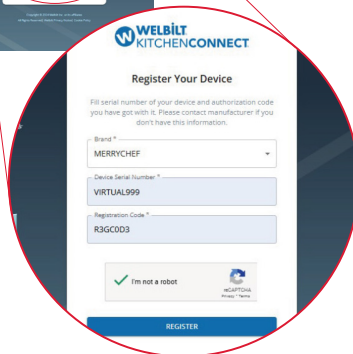


Scan the QR code on the oven.

This will automatically go to **welbiltconnect.com** where your oven details will be registered.



Tick the 'I'm not a robot' box, and press Register.



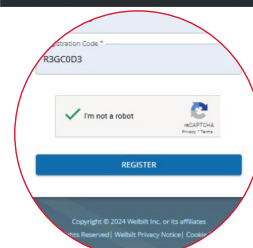
Register on a desktop computer



Go to **welbiltconnect.com** and press Create Account.



Select the brand Merrychef, provide the serial number and activation code found underneath the QR code on the oven screen.



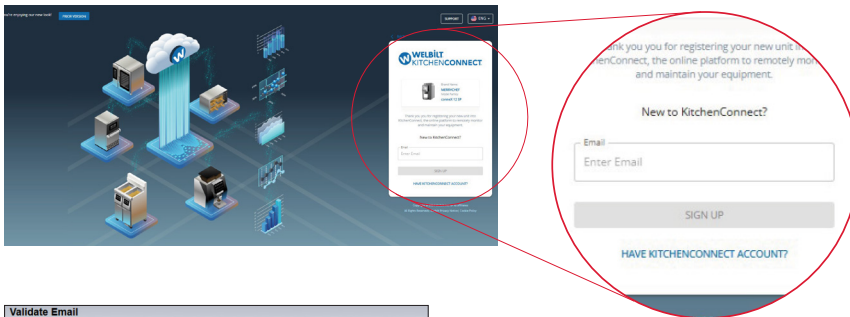
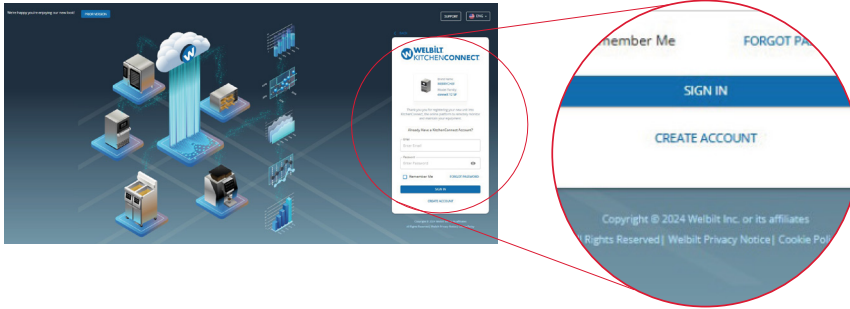
Tick the 'I'm not a robot' box, and press Register.

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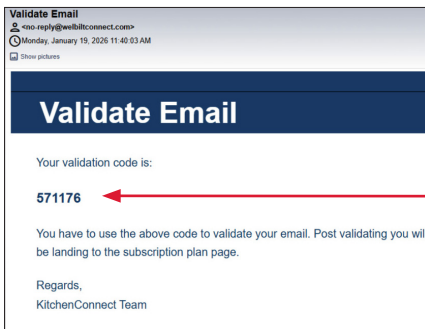
Sign up to KitchenConnect

Following registration, sign up to KitchenConnect.

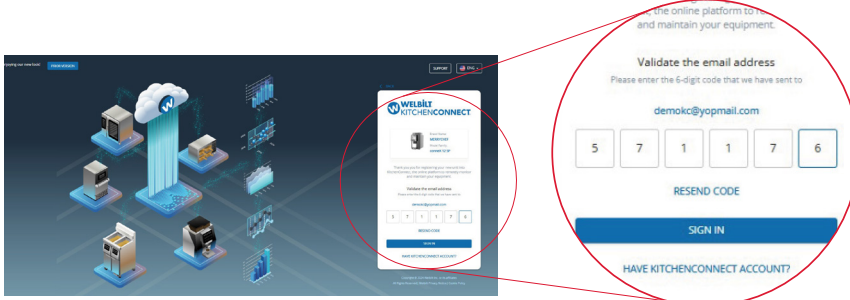
Once you have entered the oven details and submitted you will need to select 'create account' if you do not already have an active account.



Provide your email address and click 'sign up' - this will become the account admin email.



An activation code will be sent to validate your email.

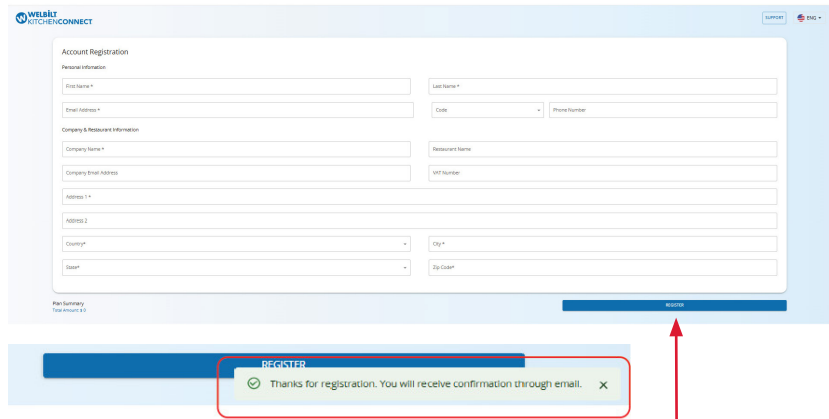
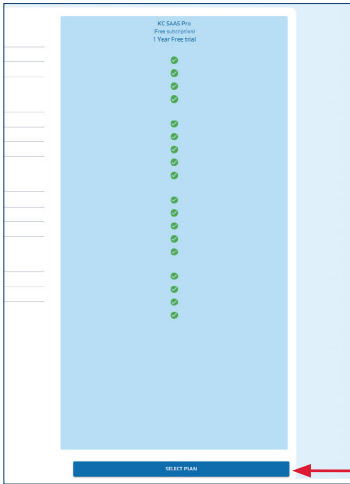


Enter the 6-digit email verification code you receive by email.

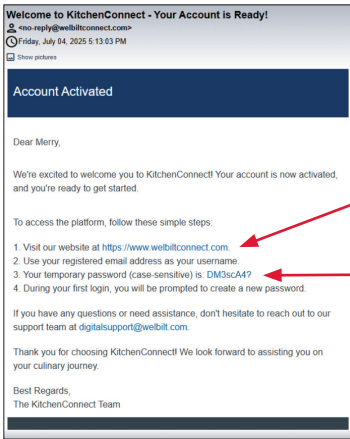
If you do not receive an activation code to the email you provided on the form, please check your junk/spam folders. Notification emails are from no-reply@welbiltconnect.com, please ensure that this email address is whitelisted in your system. For further support email: DigitalSupport@welbilt.com

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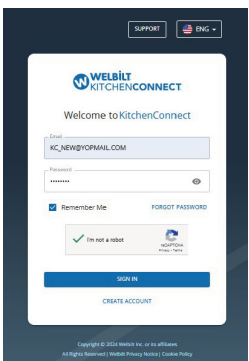


Select the one year free trial and register your details.

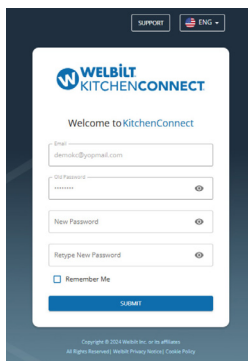


A confirmation email will be sent to you, click on the link to complete registration.

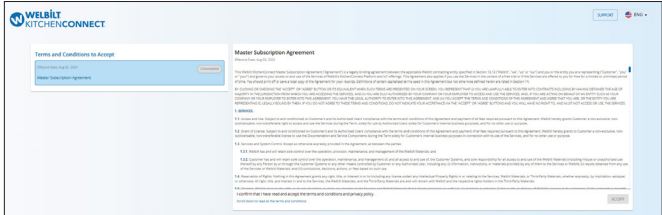
Your temporary registration password is also contained in this email.



Login using your email address and temporary password.

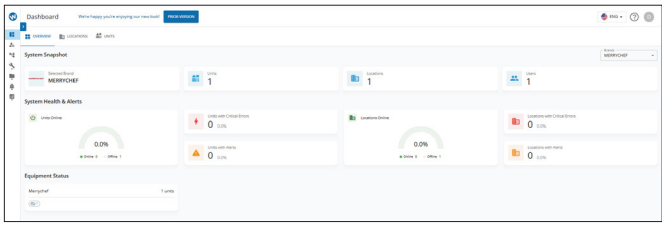


On your first login to KitchenConnect, you will be prompted to create your own password. Follow the guidelines given in the confirmation email.



On your first login, you will be prompted to accept the Terms and conditions.

You will need to scroll to the bottom before the accept button is activated.



Once you have logged in you will see your main dashboard.

For further help with any problems during the process, please contact: kitchenconnect@merrychef.com.

MERRYCHEF®

For further details on where to buy, how to service and for our flagship culinary support please visit www.merrychef.com

Customer satisfaction

Your satisfaction with our products is of paramount importance to us. With 75 years of experience you can be assured of a high quality, precision built product. We offer best in class performance quality, energy-efficiency, product reliability as well as unrivalled service and chef support.