

primo

COMPACT

SOFTWARE



westomatic
make it happen

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1 Prepare the Software

New Software is available through the Download link on the WeSupport page for Primo Compact

Fault Finding

Use this section for error codes, fault finding, cleaning and recommended parts.

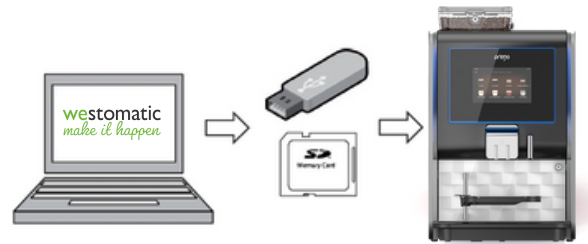
Downloads

Use this section to download any updates, software or media to get the most out of your machine.

Latest Software Update

Tutor

Use this section to get guides and your machine condition.



Download the software onto an **EMPTY SD Card or USB memory Stick**.

Unpack the ZIP file and copy all directories and files into an empty SD Card / USB.

File names (.apk / .ahx) may differ depending on software version.

SD:

- standard
- standard freshmilk
- 1.1.xxxx.ahx
- 1.1.xxxx.apk
- ani.ani

When loading new software, all existing settings are automatically saved on the SD Card / USB.

Screensaver movies, pictures, counters, log and operating hours will be preserved. The complete software update takes approximately 5-8 minutes.

After the software update - you can decide if you want to work with factory settings or use your ***SAVED** settings from the back up made before the software update.

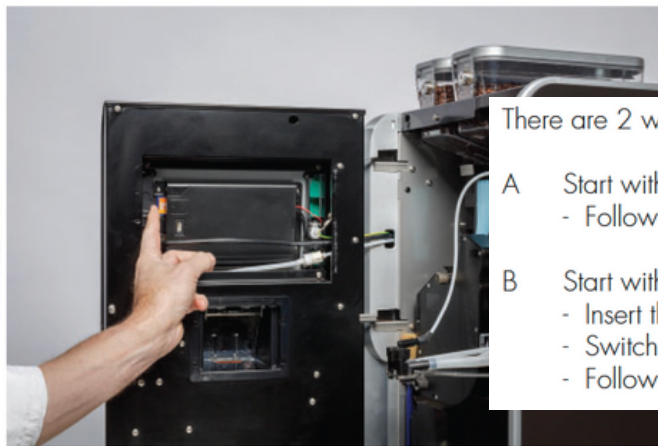
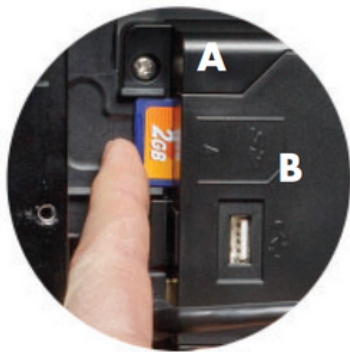
IMPORTANT: update V1.0 to V1.1.

Personal settings and recipe settings may not be loaded back into the machine after the update. All settings will need to be personalised like a new installation.



2 Install new Software

- 1 Leave the machine switched on and remove the stainless steel cover plate inside the door.
- 2 Opening (A) must be used for an SD card, (B) for a USB Stick. Insert the prepared Media into the machine.



There are 2 ways to load new software in the machine.

- A Start with a switched ON machine
 - Follow the next pocedure 3.
- B Start with a switched OFF machine
 - Insert the SD card [B] or USB stick [C]
 - Switch ON the machine.
 - Follow point 5 to continue

- 3 Navigate to the automatic software update:

SERVICE MENU

2.11 SD/USB MENU

2.11.00 LOAD DATA/SOFTWARE UPDATE

2.11.00.06 AUTOMATIC SOFTWARE UPDATE

SERVICE MENU	
2.00	INGREDIENT MANAGEMENT
2.01	QUICK RECIPE PRO
2.02	RECIPE BUTTON SETTINGS
2.03	RECIPE SETTINGS
2.04	SETTINGS
2.05	RESET COUNTERS
2.06	SERVICE BOILER
2.07	HARDWARE TEST
2.08	READ LOG FILE
2.09	REMOVE LOG FILE
2.10	LOAD DEFAULTS VALUES
2.11	SD/USB MENU ←
2.12	CHANGE SERVICE PIN
2.13	OTHER SETTINGS
2.14	INSTALLATION
2.16	CLEANING MANAGEMENT

2.11 SD/USB - MENU	
2.11.00	LOAD DATA / SOFTWARE UPDATE ←
2.11.01	SAVE DATA
2.11.02	LOGGING TO SD-CARD

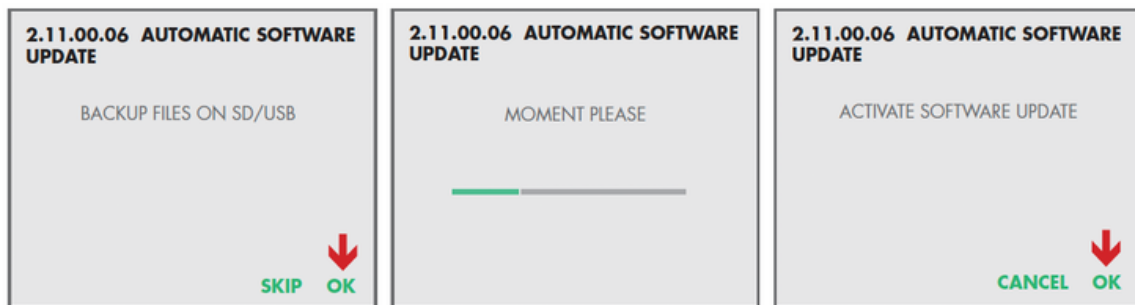
2.11.00 LOAD DATA/SOFTWARE UPDATE	
2.11.00.00	PERSONAL SETTINGS
2.11.00.01	LANGUAGE
2.11.00.02	RECIPE
2.11.00.03	COUNTERS
2.11.00.04	OPERATING HOURS
2.11.00.05	MANUAL SOFTWARE UPDATE
2.11.00.06	AUTOMATIC SOFTWARE UPDATE ←



- 4 Press **OK** if you want to save the existing files from the machine (*preferred*).

Press **SKIP** if you do not want to save the existing files from the machine.

THE PERSONAL FILES AND RECIPE FILES ARE
AUTOMATICALLY STORED ON THE SD / USB MEMORY



- 5 Press **OK** to start the automatic software update.

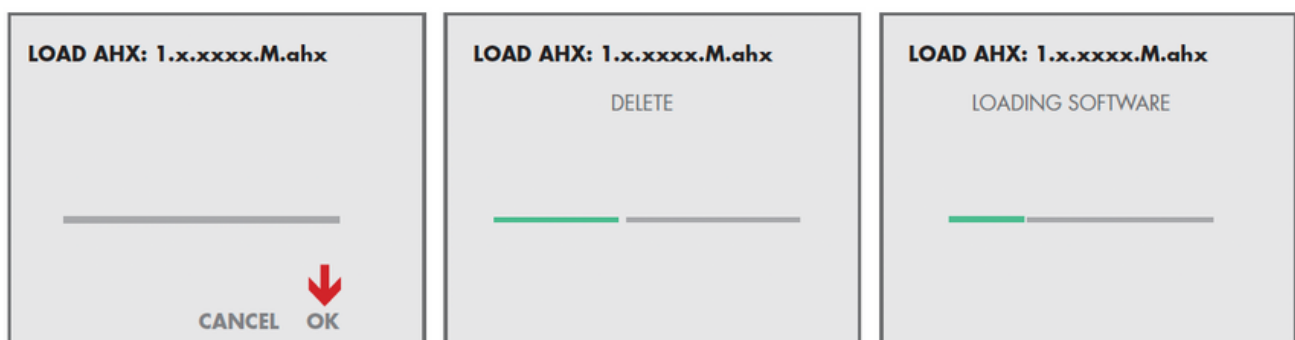
Press **CANCEL** if you do not want to start the automatic software update, the machine will start up again.



The AHX file is being uploaded to the main PC board which is positioned behind the right-side panel.



File name (.ahx) may differ, depending on Software version.
If the machine does not detect files on the SD/USB memory, it will show NO DATA PRESENT ON MEDIA.



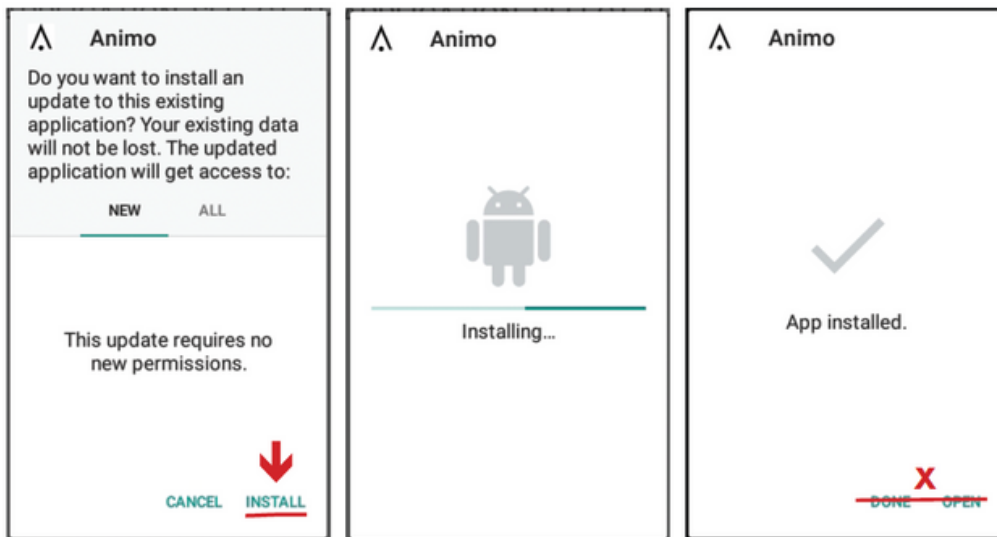


6 Press **INSTALL** to continue the software update.

IMPORTANT: Wait until the below screen appears! It can take some time before it's visible on the screen.



The application (.apk) is being updated to the PC board behind the display.



7 Select **STANDARD** if the Primo is without fresh milk or **STANDARD FRESH MILK** for the fresh milk version.

Press **LOAD** button.



The machine model files, media files and recipe files are copied to the internal storage.







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- 8 Select the Primo Compact model of your choice.
Use the table to identify your model code.

OptiMe model code		Canister configuration		 Fresh Milk
	10	1x coffee	3M 1A	3M 1M
	11*	1x coffee / Topping	3M 2A	3M 2M
	11	1x coffee / Chocolate	3M 7A	3M 7M
	12*	1x coffee / Topping + Chocolat	3M 3A	3M 3M
	20	2x coffee	3M 4A	3M 4M
	21*	2x coffee / Topping	3M 5A	3M 5M
	21	2x coffee / Chocolate	3M AA	3M AM
	22*	2x coffee / Topping + Chocolat	3M 6A	3M 6M
	22	2x coffee / Chocolat + Sugar	3M CA	3MCM

XX* = default model

i The selected model (3M xx) is being loaded, all the pre-programmed drinks are set on the display.

SELECT MODEL	SELECT MODEL
3M 1x bb00	3M 1x bb00
3M 2x bb00	3M 2x bb00
3M 3x bb00	3M 3x bb00
3M 4x bb00	3M 4x bb00
3M 5x bb00	3M 5x bb00
3M 6x bb00	3M 6x bb00
3M 7x bb00	3M 7x bb00
3M Ax bb00	3M Ax bb00



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- 9 The software update is successfully updated. The machine operates like a new - with factory settings.

Remove the SD Card / USB.



- 10 If you want to load the saved settings (recipes) in the machine, leave the SD / USB in place and follow the next Chapter: **3:Load Back Up Data.**

IMPORTANT: update V1.0 to V1.1.

Personal settings and recipe settings may not be loaded back into the machine after the update. All settings will need to be personalised like a new installation.

- 11 If your Primo Compact is equipped with an XL Brewer (44mm) you must set the coffee dosage to a minimum of 10 grams and the number of brews on max - 50 pucks.

Login to Operator Menu

Go to Service Menu 1.07

Go to Menu - 2.01 "Quick Recipe Pro" and set the amount of coffee for blend 1 or 2* per recipe to at least 10 grams.

Go to Menu - 2.13 "Settings"

Menu - 2.13.00 "Waste Management"

menu - 2.13.00.00 "Number of Brews"

Set this to max - 50 pucks.

*Only applies to Primo Compact with 2 bean canisters.



3 Load Back-Up Data

- 1 Load the personal settings and the recipe settings, of which you made a back-up on the SD / USB memory before the software update was started, back to the machine.

Navigate to:

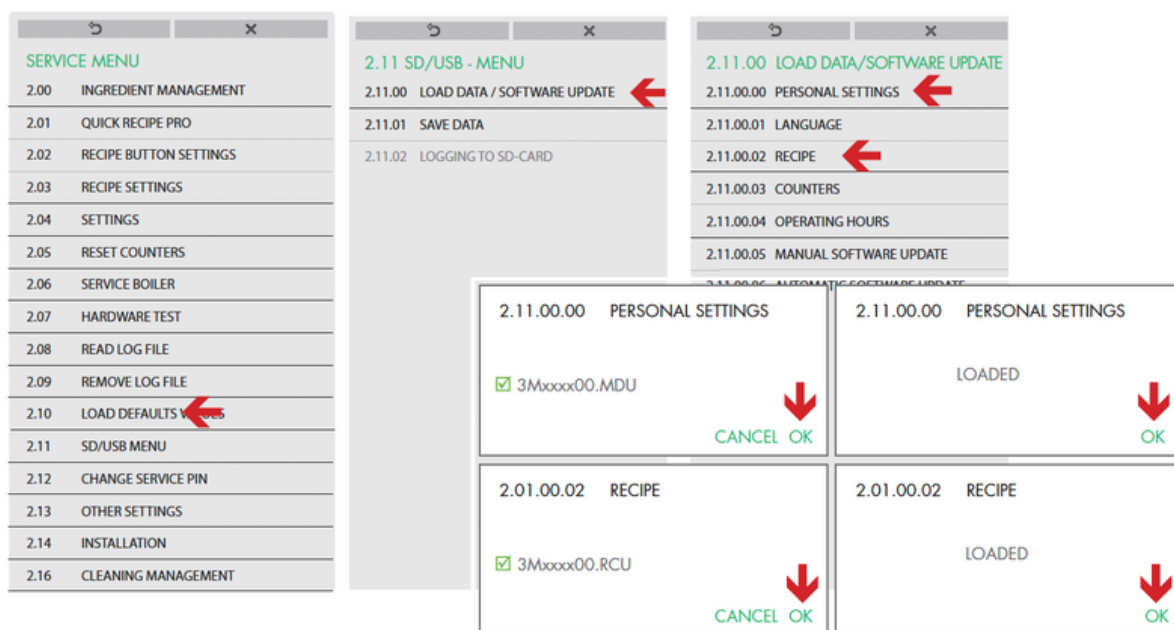
SERVE MENU

2.11 SD/USB MENU

2.11.00 LOAD DATA/SOFTWARE UPDATE

2.11.00.00 PERSONAL SETTINGS

2.11.00.02 RECIPE



- 2 Remove the SD / USB from the slot.