

Title	Wall Oven Premium Plus Software Update		
Service Bulletin Number	ASC20170310002	Models	NV51K7770SS/AA, NV51K7770SG/AA, NV51K7770DS/AA, NV51K7770DG/AA
Create Date	03/10/2017		
Revision Date	NA		

Affected Models

Product	Models	Production Period
Wall oven	NV51K7770SS/AA, NV51K7770SG/AA, NV51K7770DS/AA, NV51K7770DG/AA	Before March, 2017

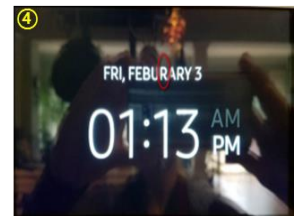
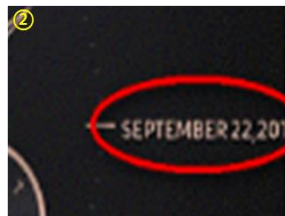
Background (Symptoms)

Several issues related to the time and date being displayed or working incorrectly have been identified on Wall Oven Premium Plus models. Specific cases and symptoms are listed below.

The faulty behavior is caused by defective software and **is not caused by a defective part** such as a malfunctioning LCD or Sub PCB.

Symptoms

- 1) On the analog clock, the hour and minute hands are switched, causing the time to be shown incorrectly.
- 2) On the analog clock, when the date format is set to Month/Day/Year, the month is fully displayed (e.g. SEPTEMBER), but the last characters of the year are cut off.
- 3) On the digital clock, when the time should only be shown in the 12 hour format, the clock displays the time in the 24 hour format (13:00, etc.) and also displays AM or PM.
- 4) The time is off by one hour when set to the Eastern Time Zone and automatic updates.



Repair Method

To resolve the incorrect time and date behavior, new software has been released as an over the network (OTN) update. This eliminates any need to replace parts. The update, which contains fixes for the symptoms listed above, upgrades the software of the Display PCB to the new version.

NOTE: Whenever you replace the display PCB on an affected wall oven model, please check the software version and update the oven's software if it is outdated.

Software Version Information

Old Software Version	New Software Version	What is updated
WALLOVEN.PP.US.20160625.0000	WALLOVEN.PP.US. 20170214.0448	Symptoms listed above

Software Update Steps

Prerequisites

- Access to a Wi-Fi network either via a router (AP) or mobile hotspot.

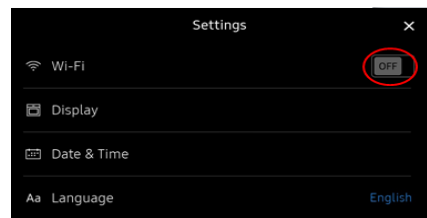
Connecting the oven to the network

1. Turn on Wi-Fi on the oven.

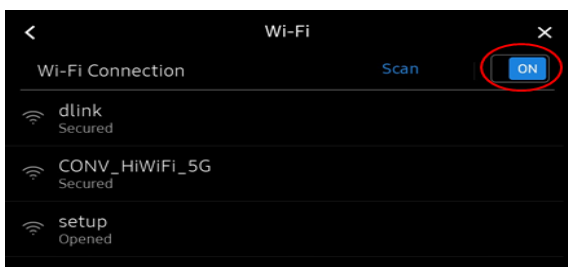
- Select the Settings button on the left side of the screen.



- Turn ON Wi-Fi.

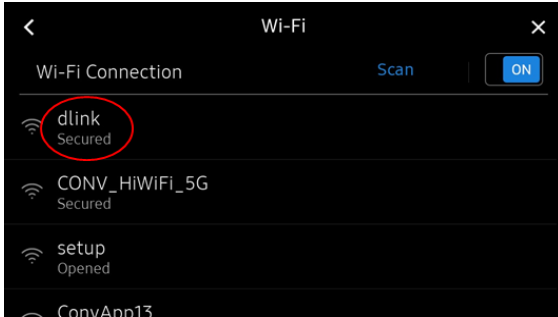


- The search for available access points (APs) will start automatically.

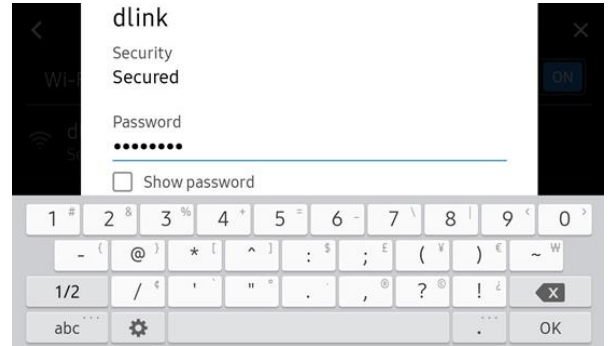
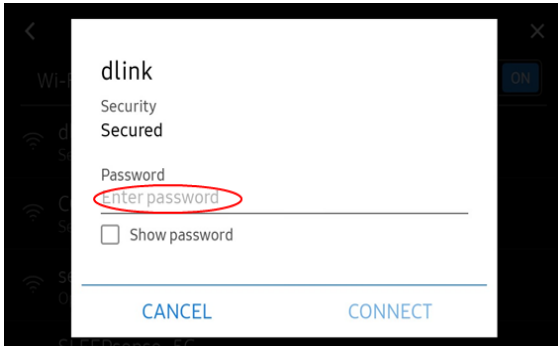


2. Connecting to the AP

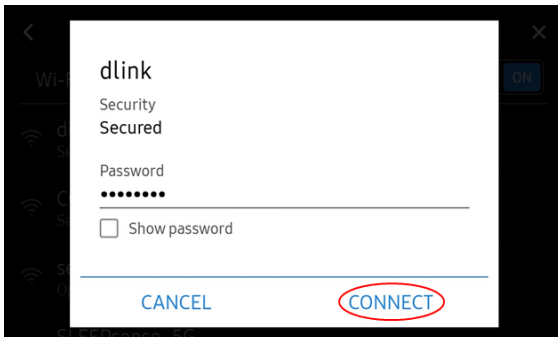
- Select an AP you would like to connect to or the ID of a Wi-Fi hotspot if tethering from a smartphone.



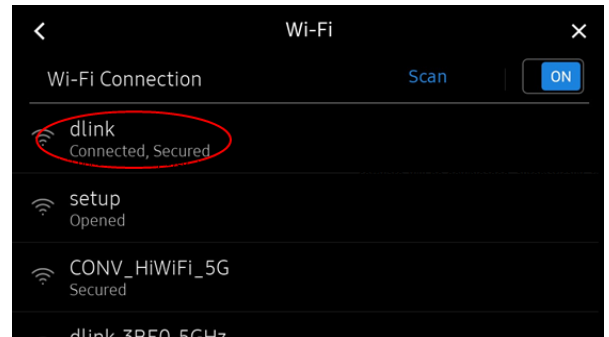
- Enter the password of the selected network.



- Select the 'CONNECT' button on the screen.



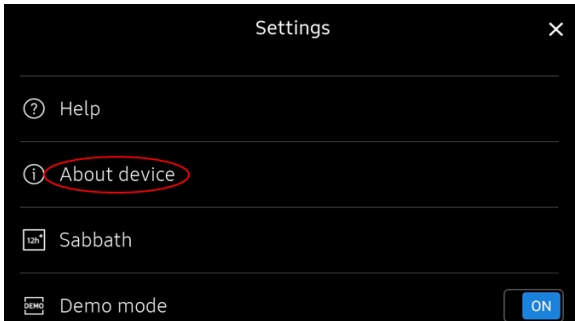
- 'Connected' will be displayed under the selected AP.



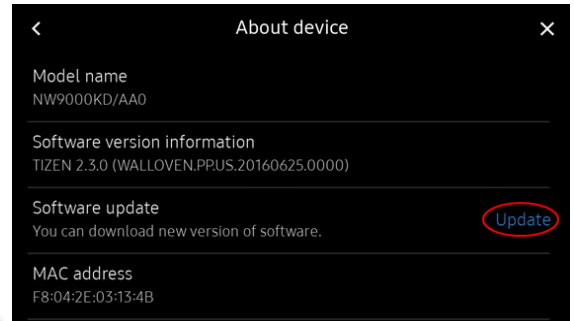
- When the oven connects to the network, the **latest software will be downloaded automatically** from the server. The software download will generally take between 20 minutes to 1 hour depending on the network speed, but might take longer with slower connections.
- Once the download completes, it can be found under the 'About device' menu in Settings.

3. Update Software by OTN

- Select 'About device' in Settings menu.



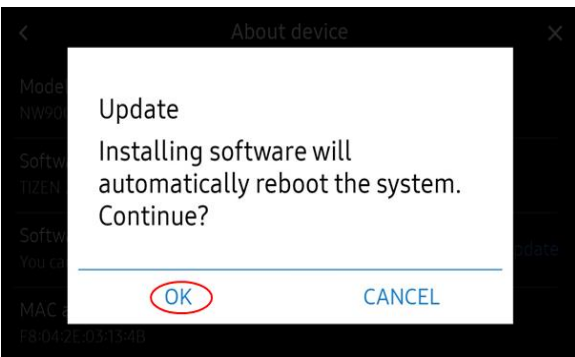
- Once the download is complete, the 'Update' button will come up on the right of the screen. Select the 'Update' button to start installing the update.



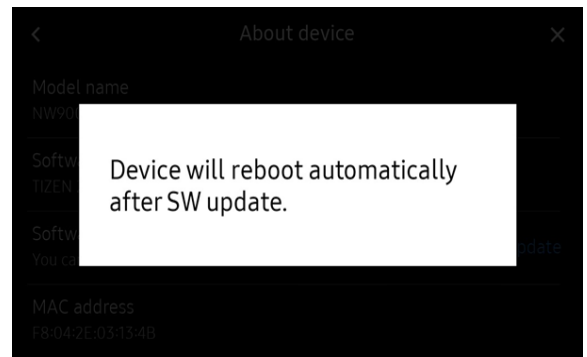
NOTE: The 'Update' button will be **disabled (grayed out)** during and for **5 minutes** after the following operations or actions have ended or occurred:

- Cooking is in progress or the cooling fan is still active (after cooking)
- The door has been opened or closed
- The Reservoir button has been pressed

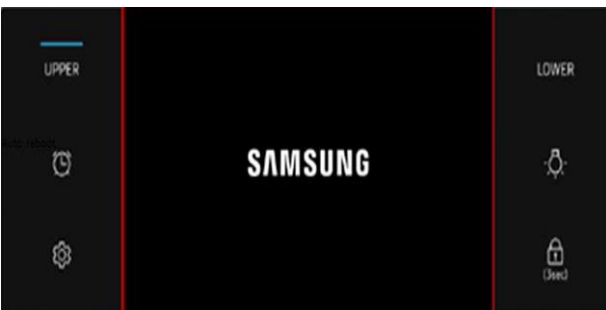
- Select the 'OK' button on the popup.



- The reboot takes approximately 3 minutes.



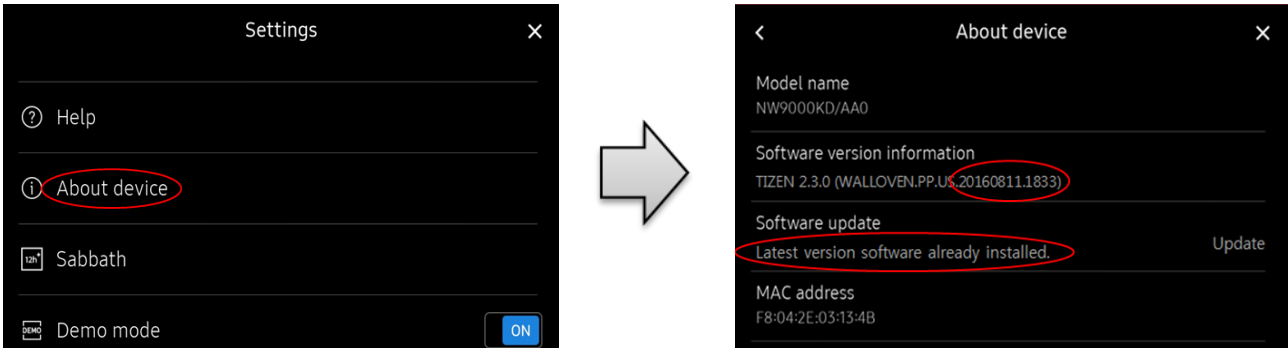
- Auto reboot



- Select the Settings button on the front panel.



- Select the 'About device' in the Settings menu.
- Check the software version.
If the version is WALLOVEN.PP.US.20170214.0448, the update has been successfully performed.



A	3	2	R	7	M	A	C	9	0	0	0	0	1	M
Production year							Production Month							
2001	R	2011	B											
2002	T	2012	C											
2003	W	2013	D											
2004	X	2014	F											
2005	Y	2015	G											
2006	L	2016	H											
2007	P	2017	J											
2008	Q	2018	K											
2009	S	2019	M											
2010	Z	2020	N											
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								May	5					
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								Jul	7					
								Aug	8					
								Sep	9					
								Oct	A					
								Nov	B					
								Dec	C					

Note: Consult the Samsung Service Website at (<http://.service.samsungportal.com>) for the Service Manual and other information on this product.

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