



Birdcage Software Update

Restaurant Guide



UPDATE FILE PREPARATION

Prepare the USB correctly before inserting it into the unit.



CRITICAL

The USB drive MUST be formatted as FAT32.

Required file

ch_update.zip

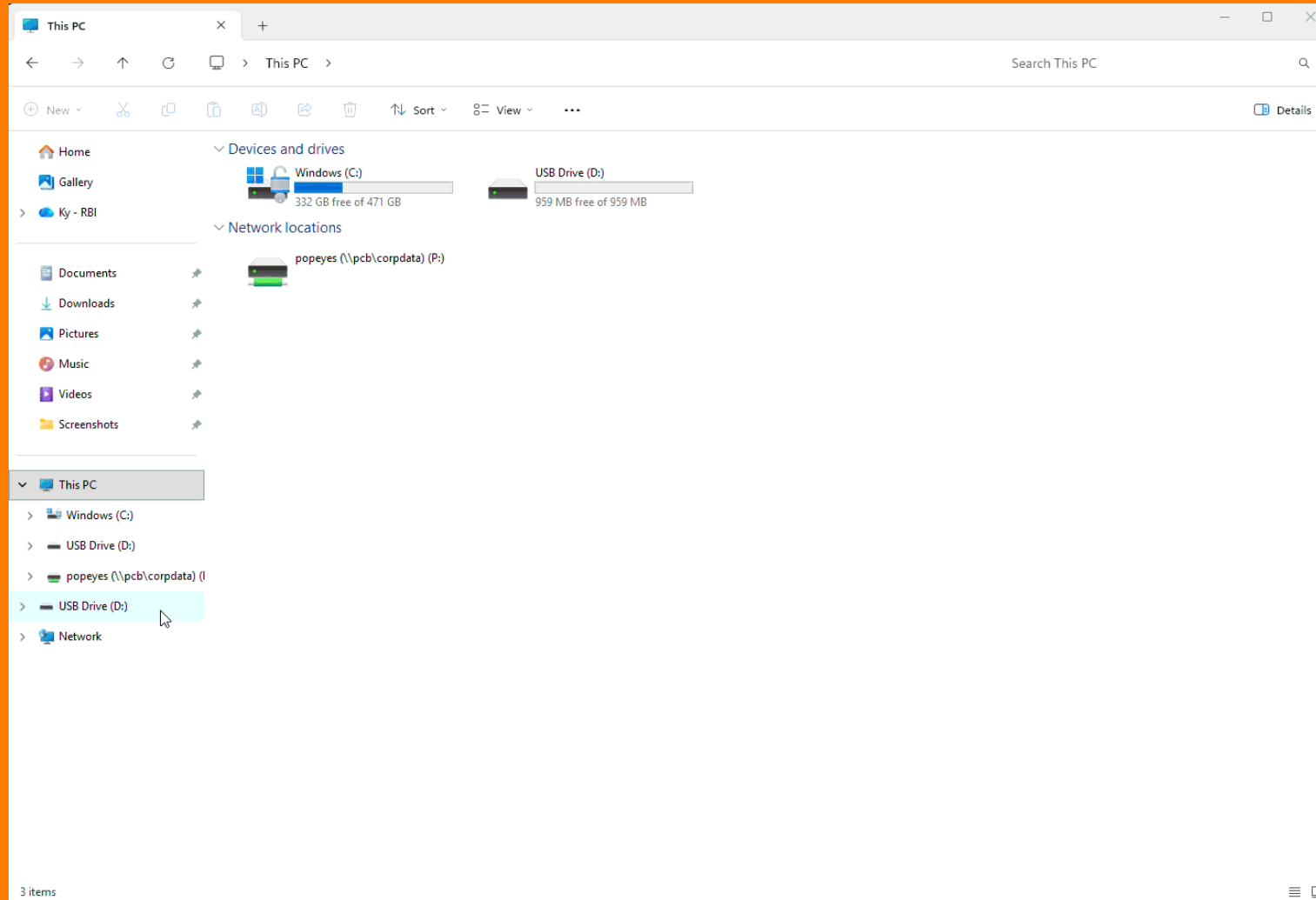
End state

**Extracted “ch_update” folder visible on the FAT32
USB drive**

Do not insert the USB until the extracted folder is confirmed.

How to Format USB

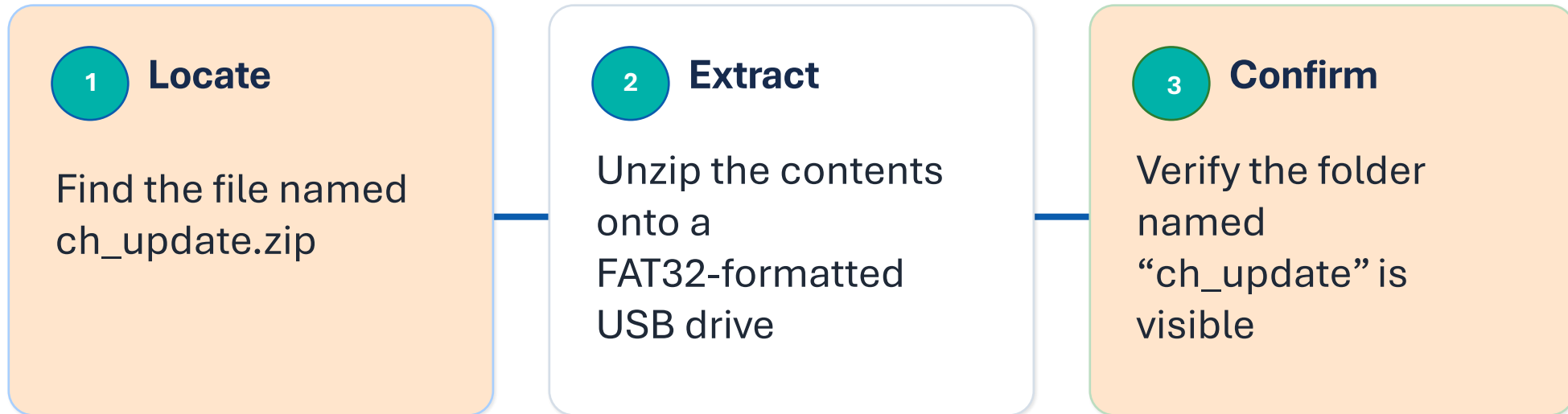
Locate
USB in
File
Explorer



Extract the update file to the USB drive

Step 1:

Using NTFS ,exFAT, or any other format can freeze the display and require a technician visit to recover the unit.



Important: Complete extraction before inserting the USB drive into the unit.

Check the USB before proceeding

Step 2:



Correct

The extracted folder is visible:



ch_update



Do Not

Leave the update file as a .zip file
on the USB drive:

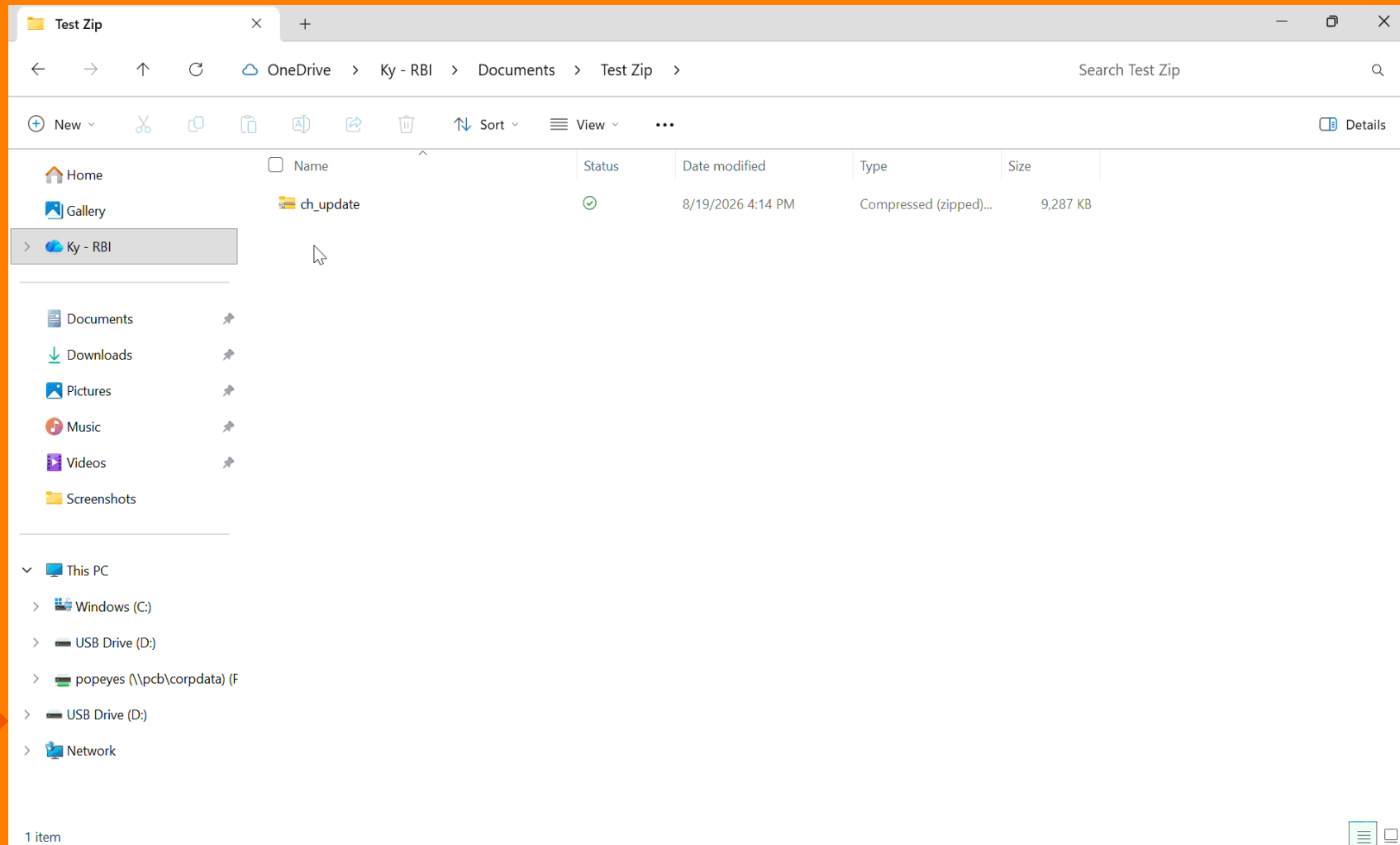


~~ch_update.zip~~

Proceed only when the “ch_update” folder is present on the USB drive.

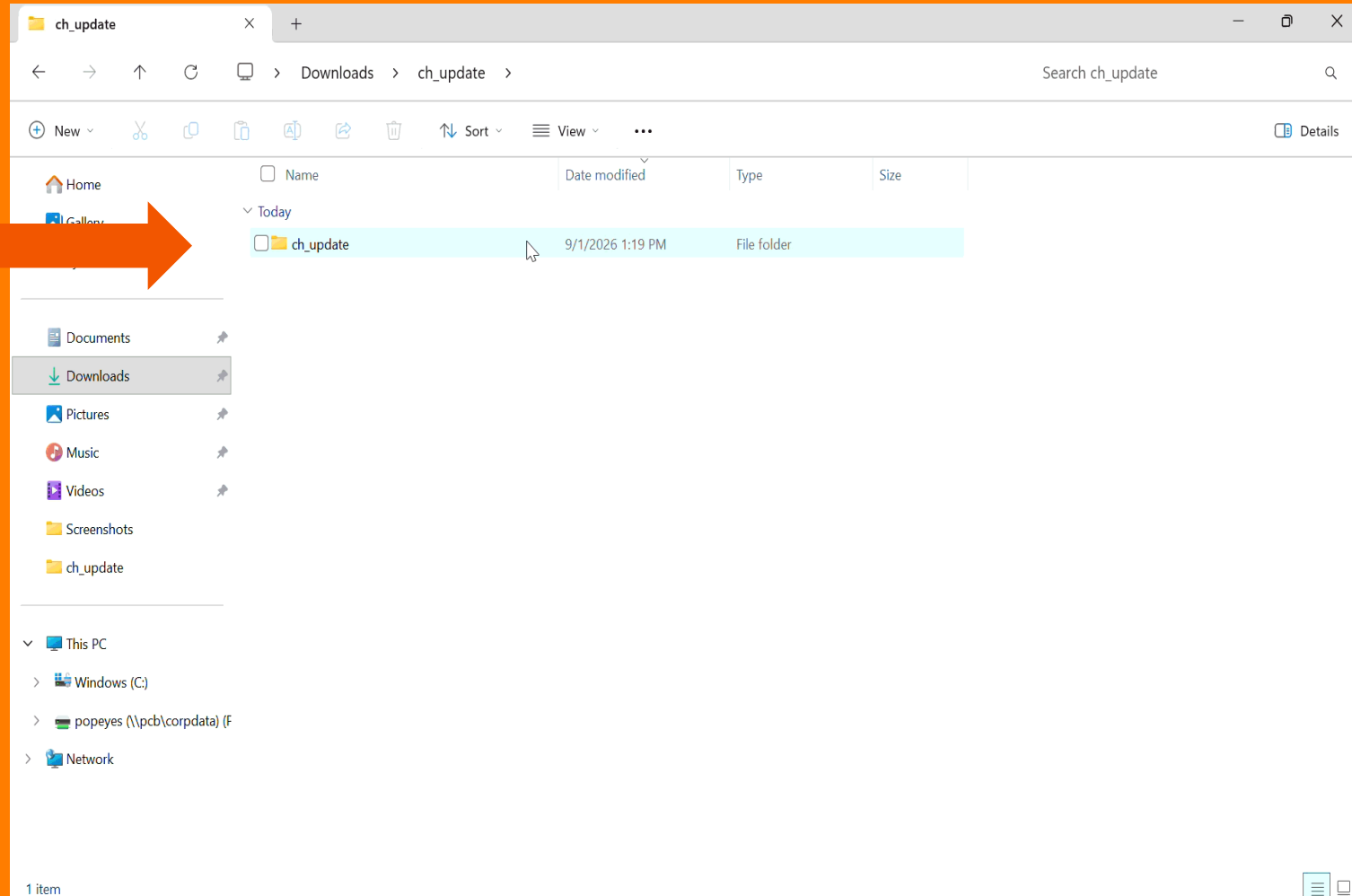
How to Unzip and Move 'ch_update' File to USB

Locate
USB in
File
Explorer



Before Continuing - Remove the Nested Folder Layer

Open the ch_update folder and remove the nested ch_update folder so the update files are located at the top level.



USB preparation checklist

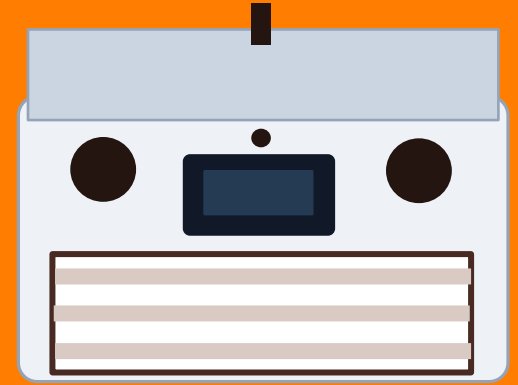
Final USB Check

- ☐ Located update file: ch_update.zip
- ☐ Confirmed USB drive is FAT32-formatted
- ☐ Extracted the contents onto the USB drive
- ☐ Removed/avoided leaving the .zip as the only file on USB
- ☐ Verified the “ch_update” folder is visible on the USB drive

When all checks are complete, insert the USB drive into the unit.

UPDATE INSTALLATION

Continuation after USB preparation is complete.



1 Make safe

Power disconnected before access.

2 Access USB

Use front ports if available; otherwise remove top.

3 Run update

Press Update, allow registration, then confirm completion.

Qualified personnel required when the unit is operated with the top removed.

Removing Top Panel and Accessing USB Port

Make the unit safe and choose the USB access path



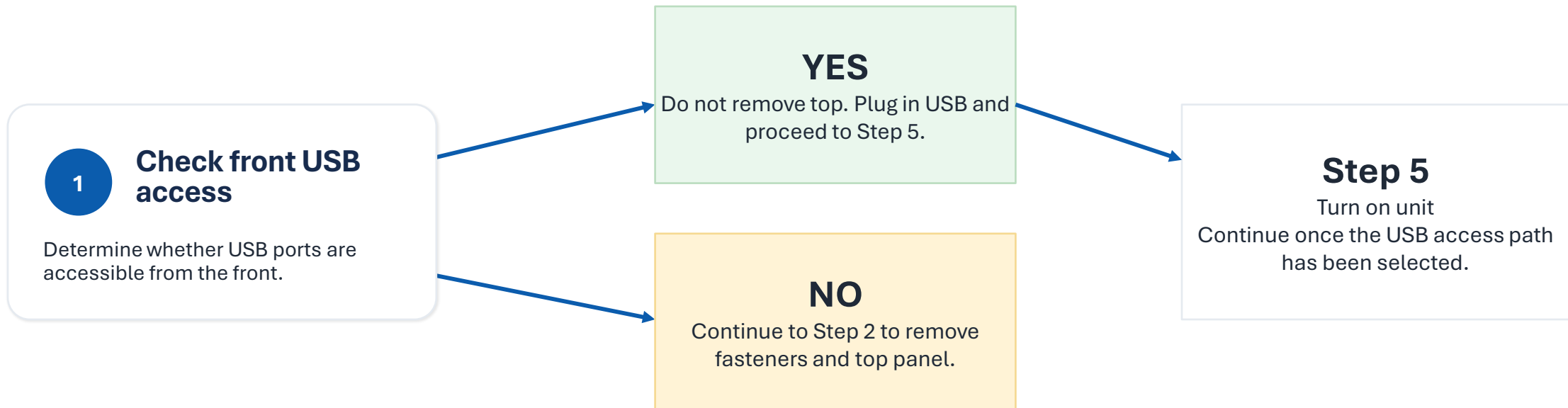
Start safe

Ensure the unit is turned off and disconnected from power before opening or accessing the unit.



WARNING

Disconnect ALL power before servicing.
Multiple power sources may be present.
Failure to do so may cause property damage, personal injury or death.



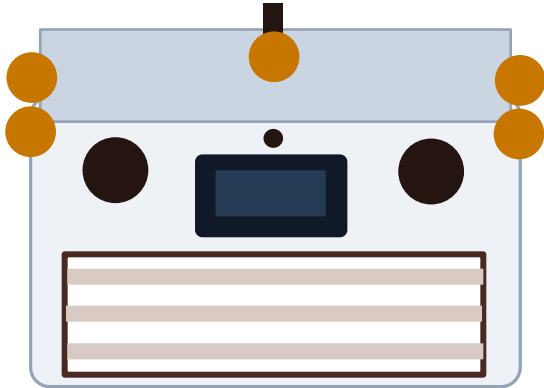
Access internal USB ports when front ports are not available

Make the unit safe and choose the USB access path

2

Remove 5 fasteners

Use a Phillips head screwdriver or hand tool.



Both sides • Top

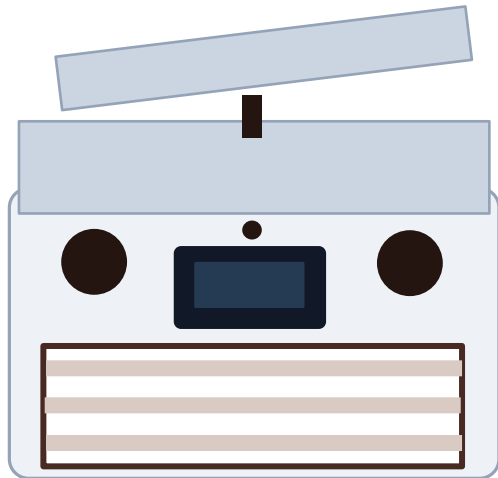


Remove Top

3

Remove the top

Lift off the top panel and keep the access area clear.

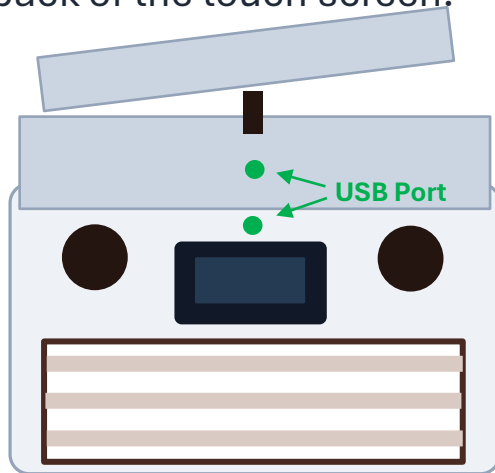


Insert USB drive

4

Insert USB drive

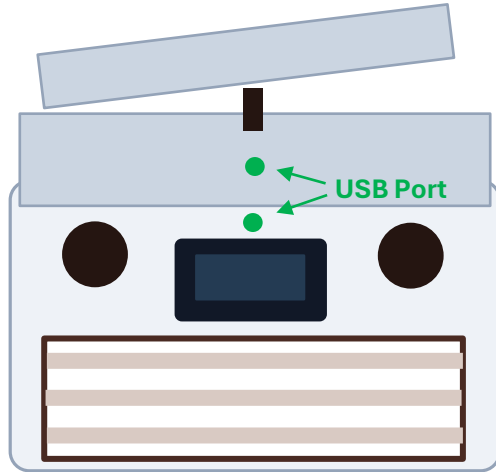
Place the USB drive in either of the two USB ports on the back of the touch screen.



Front Panel • Inside Top Removed



Turn on the unit with safety controls in place



Turn on unit

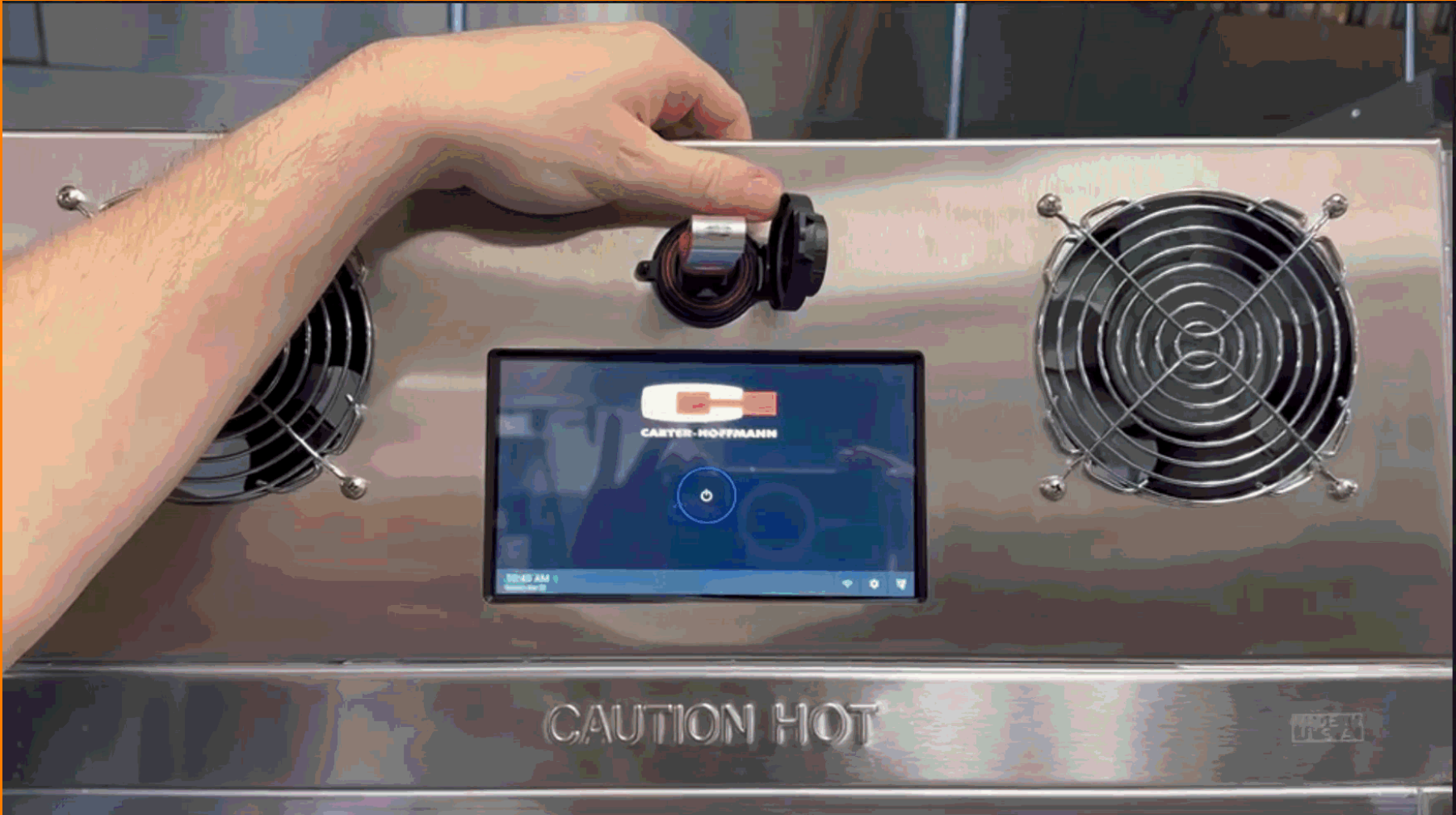


Qualified personnel only

If the top was removed to access USB, leave the top off during the process. This must be done by qualified personnel who understand electrical hazards.

Do not touch any wires.

Start the update from the CH logo screen



How to know if Update was Successful

Updated
Software
Version
V26.07.30.511

