## My Link keeps freezing mid-roast in the logging studio?

### Solution 1 – (Start)

1. If roasting and you notice the software has paused, please disconnect the cable from the back of the unit, whilst keeping the cable plugged into your computer
2. Re-plug in the cable to the back of the unit
3. Check the software as the roast should re-show up that is currently in progress

### Solution 2 – if glitching is frequently occurring, the memory board may need resetting

1. Open Link studio
2. In the top menu bar click on "Option"
3. Select the difficulty tab and make sure it shows as expert or higher
4. Once selected move to the "Tools" selection on the menu tab
5. Scroll down to the bottom and select "Connection tools"
6. From the option select reformat memory board
7. Once restarted if the profiler pack is erased
8. Click on the Black connection Bonbon icon
9. In the subfolder opened select the menu tab that says profiles
10. Once opened click on the re-install profile pack
11. Wait until the loading icon turns green and the software acknowledges the transfer of profiles onto the unit

### Solution 3 (If still glitching you may have an issue with the studio installation)

1. Shut down Link studio
2. Go to the application folder on your hard drive
3. Select link studio and with the mouse curse move to trash
4. When prompted by the computer to confirm this action to delete the application click yes
5. Go to https://nucleuscoffeetools.com/products/link/
6. Scroll to downloads
7. Open the studio download.
8. Note if using a Mac, you will need to go to the privacy setting as it's from an unidentified developer and agree to install following the prompts in the installation
9. Re-open the freshly installed studio

## My Link won't connect to the studio software

### Solution 1 – Start

1. Start by Unplugging from the back of the roaster and then re-plug in whilst link studio is open
2. This action should trigger a reconnect

### Solution 2 – check the cable

1. f using an aftermarket cable that was not provided with the unit look to try establishing a connection with the factory-supplied cable.
2. If your computer does not allow USB-A Inlet it is advised you still use the factory supplier cable with an adaptor to allow it to fit USB-C or other suitable connection inlet

### Solution 3 – I am using factory cable, but I cannot make the connection to Link Studio

1. Consider resetting the unit
2. Press and Hold in the centre play button
3. Whilst holding the play button, with your other hand go to the power button on the side of the unit and turn it off and on
4. Whilst resetting continue pressing the play button for an additional 5-10second
5. You should see the Black Bonbon connection icon load and a green tick appear next to it when the connection is established
6. If the connection did not establish look to repeat this process another 2 times

### Solution 4 – I am using a factory cable and have reset but the connection is not established

1. Reset the unit following the steps above.
2. Once reset unplug the connection from the back of the unit

3. Without green coffee in the unit run a dry roast with any profile
4. Allow the heat to fast protocol to trigger and cool down the unit
5. Plug back in the connection to the back of the roaster
6. Hold the play button follow once more the reset procedure
7. You should see the Black Bonbon connection icon load and a green tick appear next to it when the connection is established
8. If the connection did not establish first try look to repeat this process another 2 times.

## My coffee is not turning properly or not moving at all

### Solution 1 – Check the batch size selected

1. Always look at the movement of a batch of coffee for the first 10 seconds prior to leaving a roast.
2. If the coffee is not moving in a slow circular motion in the first 10 seconds, push the centre play button followed by the minus button to instantly terminate the roast. Note that doing so this early in the roast will not damage the green coffee.
3. When the roast is stopped push the play button once more on the unit for the profile you have selected
4. Check that the batch size matches the weight of green that you have imputed.
5. If the batch size is lower than the amount of green coffee supplied, then increase the batch size to the correct weight and start the roast again on the correct profile

### Solution 2 – Fan speed trim

1. Ensure the batch size is set to 100g prior to starting the fan speed trim
2. Open an app on your smartphone to see the current metres above sea level for your current location
3. Open the Link app and click on the fan calibration mode
4. Enter your current metres above sea level and the power supply of your unit and then push done
5. The app will recommend the fan speed trim from the factory needed for your location
6. Push the far-right menu button on the unit once
7. Push the centre play button when the option fan speed trim is activated. Note that running this mode will note roast the coffee
8. Put 100g of coffee into the roaster. Note that green coffees density reading above 70g are not recommended to check calibration
9. Adjust the fan speed trim to the suggestion provided for your current location.
10. This calibration mode will be held until there is a reset of the unit or a manual change is made to the fan speed trim
11. Let the function run at this setting for 10 seconds to see the movement of the coffee.
12. Please note that some extremely high-density coffees and larger beans may occasionally not move correctly, if your unit is just experiencing an issue turning these it is recommended that your fan speed trim is set 0.015-0.030 higher than the app recommendation when roasting those coffees
13. If the coffee not moving your unit for all coffee, you have tried then it may have experienced a shift in factory calibration from factory during transport follow solution 3

### Solution 3 – Factory setting shift

1. If all coffees are at a standstill, then a complete unit re-calibration is needed.
2. It is advised to reach out to your distributor to organise an Anemometer Re-calibration. We also recommend you open a ticket with the Support desk.
3. In the meantime, push and hold the two far left buttons (+ and – ) at the same time
4. Push the far-right button menu twice or until you see fan speed calibration
5. Place 100g of green coffee into the roaster (preferable density range 63g-68g). Leave the hopper off
6. Now push play select to let the legacy 14700-watt setting run
7. Note the number that appears (please reference that number and the unit's serial number in the communication with the distributor and help desk).
8. If the number shown is sitting below 0.96, please adjust using the + button to this Default Average setting.
9. Note if the coffee starts to turn in a slow yet steady pulsating circle.
10. If this adjustment to this average point has allowed coffee to turn push the play button to save the legacy setting
11. Please do not change any other calibration settings.
12. Note changing any other back-end settings may cause the warranty of the unit to be void
13. To exit calibration mode once saved, simply turn the power button on and off.
14. You should now be back in standard operating mode
15. If the coffee is still not turning at default, it's recommended that a return of the unit to the local service partner is advised before further use.
16. If the coffee is turning it is still recommended that Anemometer Re-calibration is still scheduled at your convenience to ensure that factory calibration is re-established to have the most effective use of profile selection within the link system.

## I accidentally logged the first crack too early

**Solution 1**

1. It is easy to re-log over an existing cracking point
2. Whilst connected to the roaster simply click the first crack button again at the new point you want it to log at
3. If you are not connected to the computer, you can re-log the first crack by first pushing the far-right menu button once
4. When end first crack screen appears push the – button
5. A new screen should appear saying log the first crack in which you can push the centre play button to log over the existing marked point got DTR to draw over.

## I missed logging the first crack or didn't hear the first crack – what I should do?

**Solution 1 – I didn't hear the first crack**

1. If the first crack is not audible within the suggested time frames, including those outlined in the user manual for the profile pack, and you are using it as recommended then there's no need to log a first crack point at all.
2. Simply let the default setting remain as the reference point and all the profiles to run through without adjusting anything

**Solution 2 – I missed logging the first crack**

1. If you were too late in logging the first crack for a coffee, it is advised that you let the profile run with the default reference point over logging a later point.
2. Simply let the default setting remain as the reference point and all the profiles to run through without adjusting anything

## My profile pack is showing up empty in the studio and or the unit

**Solution 1 – it is not showing on the unit only**

1. If the profile pack is showing in the studio but not on the unit, it is possible that your profiles have not synced
2. Simply connect your unit via the cable to your computer and open the link studio
3. When the tether connection is established, and the black bonbon icon is showing allow the loading circle next to it to complete till 100% and turn into a green tick before breaking the connection.
4. Once loaded, push on the unit the far-right menu button 4 times till you see the profile pack
5. Push the centre play button to enter the selection mode.
6. With the + and – button use these to navigate to the inbox you wish to select profiles from
7. Push play to select an inbox preference
8. Using the second button from the right you will now be able to select the profiles from that inbox

**Solution 2 – it is not showing on the unit or the Link Studio.**

1. Simply connect your unit via the cable to your computer and open the link studio
2. When the tether connection is established, and the black bonbon icon is showing allow the loading circle next to it to complete till 100% and turn into a green tick before proceeding
3. Click on the black Bonbon connection icon. In the sub-menu that is opened, select the middle menu tab titles profiles
4. With this tab open please click on the top option of re-install profile pack
5. Allow the loading process to hit 100% and return to a green tick before removing the connection cable

## What is the difference between profile packs and how do I use the app to make the right selection?

**Solution 1 General**

1. The explanation of how all the profile packs is set up and which is best for use is detailed on pages 28-35 of the user manual.
2. First, think about how you are looking to use the coffee your roast I.E., cupping, filter, espresso or Omni (combined style suitable for light Espresso and developed filter)
3. Look at what green coffee you are looking to roast process and density-wise.
4. Open the app, Select a new sample entry. Select from Cupping, Filter, Espresso, Omni
5. Enter details into the app and push done to get the right profile solution and for certain suggested development % range for that coffee.
6. For Espresso and Omni use the buttons on the unit or the Link studio to find the right profile.
7. Push the centre button play to select or click on it using the mouse to send it to the roaster

### Solution 2 – Cupping

1. Within the Cupping platform there are 5 inboxes (A10,B15,C18,D12,E20)
2. It is suggested that you start in D12 as your default and only move out of that to an alternate cupping profile space when comfortable operating the Link.
3. Using the guidelines of the user manual you can select different default profile setups for cupping based on the destiny and process of the coffee or simply stylistic preferences in taste.
4. The best use of each inbox is outlined in detail in the user manual
5. Note the cupping spaces are set to work best at the default development % within the ideal total roast time
6. For experienced roasters, the cupping space can also be utilised to choose to up or down the dev % if a particular cracking time is more desired or ROR increase pitch for a lighter or darker roast degree.

### Solution 3 – Filter

1. For the Filter workspace, there are 2 inboxes a user can select from (Filter A, Filter B)
2. Between Filter A and Filter B, the main difference is in the roaster degree and ROR pitch
3. For clean, acidity forward or brighter style filter expressions, A is recommended
4. For more sweetness and body-rich style Filter expressions, B is recommended
5. Once a workspace has been selected, please find the profile number suggested by the Link App
6. Before selecting batch, size and starting the roast use the + or – button to select a dev % within the suggested range for that roast style selected and to your preference
7. Select the batch size of your roasting
8. Push play to start

### Solution 4 – Espresso or Omni

1. Espresso And Omni there is only 1 inbox for each roast style
2. Once a workspace has been selected, please find the profile number suggested by the Link App
3. Before selecting batch, size and starting the roast use the + or – button to select a dev % within the suggested range for that roast style selected and to your preference
4. Select the batch size of your roasting
5. Push play to start

### How do I remove or add a profile to my user inbox or log-in box?

### Solution 1 – Removing logs from the inbox

1. Plug in the roast to the computer via the USB tether
2. Open Link studio, and click on the connection Bonbon icon when the tick next to it turns green
3. In the sub-menu page click on the Logs Tab.
4. When opened look at the top right corner and see in blue a clickable tab titled open folder.
5. Click on the open folder
6. Select the profile logs you wish to remove from the inbox and store in a different location on your desktop if you want to archive or move to trash if you want to delete

### Solution 2 – Removing or adding Profiles from the User inbox

1. Plug in the roast to the computer via the USB tether
2. Open link studio, and click on the connection Bonbon icon when the tick next to it turns green
3. In the sub-menu page click on the Profiles Tab.
4. When opened look at the top right corner and see in blue a clickable tab titled open folder.
5. Click on the open folder
6. Select the profiles you wish to remove from the inbox and store them in a different location on your desktop if you want to archive or move them to trash if you want to delete
7. To add a profile to your user inbox simply drop it into the user inbox folder that has been opened.

### How do I add a new profile, or extract a profile from logs to edit and save into my user inbox?

### Solution 1 – Adding a new profile

1. Connect to the computer via a USB tether, and open Link studio
2. Click on the connection Bonbon icon when the tick next to it turns green
3. Go to the profile pack and profile number you wish to edit click the black pencil icon next to the profile number you have selected
4. Close sub-item screens and proceed to edit the default profile. You can add new adjustment points using the draw tab in the top menu selection

5. You can manipulate these points using mouse click and pull or click on the point and adjust the temperature or time numbers in the bottom left corner of the studio software
6. You can adjust the roast degree and development % by upping or downing the level number in the bottom right corner of the studio software
7. Using the 3rd icon at the top of the studio you can select a particular point you want to smooth out the profile and ROR line
8. Alternatively, you can click on the top menu tab the draw menu and scroll down to smooth all if you want to do all points at the same time
9. Reference the lefthand side columns that show roast time, development percentage, roast increase, and cracking temperature.
10. Note that any changes made to the default profile may lead to changes here also.
11. Once finished editing select the third tab called About this file to set your profile. Then you can select the save icon in the top right to save into your user inbox
12. Note you cannot save over any default profile – all changes you make will create a new profile in your user inbox

**Solution 2 – Editing profile from a saved roast log**

1. Connect to the computer via a USB tether, and open Link studio
2. Click on the connection Bonbon icon when the tick next to it turns green
3. Go to the Log tab. Select and open the log you want to extract the profile from
4. Once open go to the "File" option in the top menu. Select the extract file from the log function
5. Close sub-item screens and proceed to edit the log profile
6. You can add new adjustment points using the draw tab in the top menu selection
7. You can manipulate these points using mouse click and pull or click on the point and adjust the temperature or time numbers in the bottom left corner of the studio software
8. You can adjust the roast degree and development % by upping or downing the level number in the bottom right corner of the studio software
9. Using the 3rd icon at the top of the studio you can select a particular point you want to smooth out the profile and ROR line
10. Alternatively, you can click on the top menu tab the draw menu and scroll down to smooth all if you want to do all points at the same time
11. Reference the lefthand side columns that show roast time, development percentage, roast increase, and cracking temperature.
12. Note that any changes made to the default profile may lead to changes here also.
13. Once finished editing select the third tab called About this file to set your profile man
14. Then select the save icon in the top right to save into your user inbox

## How can I compare multiple roast logs at the same time?

**Solution 1**

1. Connect the Link to the computer via a USB tether, and open Link studio
2. Click on the connection Bonbon icon when the tick next to it turns green
3. In the top menu tab select the "Tools" menu
4. Select the compare files option
5. Select from the log inbox the logs you want to compare and click to open
6. If you want to remove compare or are finished, click on Tools menu again.
7. Scroll down and click on 'clear compare'

## Can I edit the profile curve during live roasting?

**Solution 1**

1. In short, once you have loaded and started a roast editing function are limited you will need to trust the profiling system.
2. You do have the option to increase or decrease the Development % during the roast
3. You have the option to dictate the default cracking point by logging it live which will allow DTR system to kick in and adjust the termination time and roast increase needed to hit the pre-set parameters established prior to starting the roast
4. If you want to terminate a roast earlier manually you can push the play centre button first followed by the – Button to end the roasting process and start the cooling cycle

**What do I do if a small husk fire starts from an ember in the chaff collector?**

**Solution 1 – Mid roast**

1. If you smell a burning smell and see an ember float toward the husk collector mid roast be calm. Note you don't need to terminate roast and waste coffee
2. Quickly grab an oven mitt or tea towel, a glass of water and a bean tray. Be wary that this will be hot and preventative measures to protect your skin from hot items should be made
3. When the ember makes it to the top chamber, unscrew the lid with an oven mitt or cloth.
4. Remove the chaff tray and pour the smouldering content into the bean tray and with the other hand smother by pouring water on top. Replace the chaff collector and lid quickly
5. If unable to do it all in once break it into steps.
6. First, remove the chaff collector, and close the lid behind
7. Pour and smother contents with water into the bean tray.
8. Then, open the lid back up and replace the chaff collector.

**Solution 2 – How to prevent a chaff fire**

1. Note that the roaster draws air from the base
2. Ensure the workspace you are roasting in doesn't have chaff, dust or loose materials near the base of the roaster that can be sucked up into the roaster element.
3. If you note a coffee bean or foreign object has made its way into the roaster, contact our support team or reach out to a Nucleus team member.
4. The team member should be able to guide you through the steps to open up your unit with the 3 screws on each of the sides and the four screws underneath.
5. They will instruct you to lift off the roaster cap and open the two parts of the body
6. You will then lift the drum from the element manifold and by tipping upside down or blowing remove the foreign object from the element housing.
7. Then put the Back together starting with re-inserting the drum into the element manifold
8. When putting the body back together start with the bottom four screws
9. Attach the roaster cap and tighten the 3 screws back in place on either side

**I am trying to use the Link app, but it won't load a solution**

**Solution 1**

1. Please note that at present the link app is a web-based application needing a cellular or WI-FI connection to allow a solution to be found from the database.
2. If going remote and out of range it is best to request analogue manual solution pages from the Nucleus team

**I am trying to update the firmware, but it won't load**

**Solution 1**

1. The Link studio needs a Wi-Fi or hotspot connection to be able to download the firmware from the server.
2. If you are not in connection but have the firmware file that you wish to upload, you can do this by clicking the firmware tab and then the bottom selection, which is upload from the file that Is marked in blue text.

**Does my computer always need to be always connected to the Link roaster?**

**Solution**

1. You only require the computer to (i) update the firmware or (ii) load a new profile pack onto the unit.
2. Once the profile and firmware are loaded onto the unit you have the same functionality directly from the unit as you would inside the app
3. Note that you can also load profiles onto a USB stick, and then access them via the roasting unit by plugging it directly into the roasting unit.

**My Link has frozen – what do I do?**

**Solution 1**

1. If any uncharacteristic freeze or error occurs, then the simplest solution is to reset
2. To do this, press and hold the centre play button
3. Whilst holding the play button, with your other hand go to the power button on the side of the unit and turn it off and on
4. Whilst resetting continue pressing the play button for an additional 5-10 seconds

5.  You should see the Black Bonbon connection icon load and a green tick appear next to it when the connection is established
6.  If this does not work, please contact our support team

## An error code has appeared – what should I do?

### Solution 1 – Try a reset

1.  If any uncharacteristic freeze or error occurs, then the simplest solution is to reset
2.  Press and Hold in the centre play button
3.  Whilst holding the play button, with your other hand go to the power button on the side of the unit and turn it off and on
4.  Whilst resetting continue pressing the play button for an additional 5-10 seconds
5.  You should see the Black Bonbon connection icon load and a green tick appear next to it when the connection is established

### Solution 2 – The error is not fixed by a reset

1.  If resetting does not work, you may need to contact your local distributor or open a service ticket with Kaffelogic support
2.  Please get in contact with your distributor who supplied the machine
3.  If you wish to contact our support team, please submit a request via this page.

## How do I know when my Link needs a service?

### Solution 1

1.  The link tracks motor hours and element hours.
2.  It's recommended to schedule your service intervals every 250 motor hours and 150 element hours
3.  Note that a Link can handle more than this, but keeping on top of servicing will mean you will have the best longevity out of the roasting unit

## Is the exposed wire on the probe normal?

### Solution 1 – Yes, this is normal.

1.  Probes on all Kaffelogic and Link models are designed to be hyper-responsive. To have the best performance and response in data a very thin exposed element that protrudes from the housing tube is needed.
2.  These probes are very sensitive so make sure to avoid touching, twisting, or damaging.
3.  Tampering the probe in any way may result in it needing to be replaced at the cost of the user

## The initial part of my roast doesn't match the profile

Eg. 'I have noticed with Link profiles that the profile goes off the profile quite a lot at the start of a profile is this normal?'

### Solution 1

1.  If you have noticed with Link profiles that the profile goes off the profile quite a lot at the start of a profile, this is normal. It is part of the preheating function written into the drying phase.
2.  The roaster will utilise all the available wattage designated to the preheat function for that profile to ensure the profile can be completed in the designated time frame.
3.  The minimum time this will run before starting to return to the profile is 20 sec with the maximum time allowed being 45 sec. after this time you will notice the profile curve will return to the curve suggested

## I am unsure which size is my density tube. How do I know which setting in the app to use?

### Solution 1

1.  Tare off a reliable scale to zero
2.  Place the empty density tube on a scale with the lid on.
3.  Tubes with a weight 58-64g will be in the V1 range and should use this setting
4.  Tubes with a weight 52-57g will be in the V2 range and should use this setting
5.  You need to select the right tube you are using otherwise your profile suggested might be over or underpowered.

## I am taking my Link to a country with a different voltage power supply. Can I use it?

### Solution 1 – 220v unit in a 110v power country

1. Unless you have a power-up converter it is not advised to try and run a 220v unit in a 110v power-supplied country.
2. Even with a power converter please note that your unit may not behave exactly normally, and some variance is to be expected

### Solution 2 –  110v unit in a 220v power country

1. Unless you have a power-down converter it is not advised to try and run a 110v unit in a 220v power-supplied country.
2. Even with a power converter please note that your unit may not behave exactly normally, and some variance is to be expected

## How do I log the first crack on the unit?

### Solution 1

1. When roasting push the far-right menu button
2. An option will pop up asking if you want to log the first crack
3. When the crack is detected push the play button to log
4. You will see the development % counter start to count to the development % target
5. If you accidentally triggered this screen continue to push the far-right menu button until the screen returns to the original profile display

## I accidentally pushed 'play' during roasting

E.g I accidentally pushed play during roasting and it's asking me to push – the button to terminate, how do I exit this?

### Solution 1

1. Simply push the play button an additional time and the screen will return to the original profile display setting
2. If you accidentally select any button with the menu button alternatively to return to the main screen continue to push the fair right menu button until the original profile screen is restored.

## I have adjusted the development % mid roast - how do I see the development % counter?

### Solution 1

1. Simply push the play button an additional time and the screen will return to the original profile display setting

## My unit response is slow or slower than usual - is there anything I should do?

### Solution 1

1. The Link has a limited amount of storage space on the pc board and logs take up 10x more memory than roast profiles.
2. It is not recommended that you keep more than 100 -150 logs on your roaster, as it will slow down the memory response like your laptop would if the storage space was full on the hard drive.
3. It's recommended that periodic cleaning of the log inbox is done to make sure you are not storing more logs than necessary.
4. If you want to archive, then do this by dragging it from the roaster inbox and placing it on your computer server into a folder

## Should I clean the hopper glass and vent grill on the lid?

### Solution 1

1. Dust and chaff will build up on the inside wall of the internal glass.
2. When the hopper is cool it is recommended that you open the lid and pass a cloth through both ends to remove dust.
3. Every few weeks it's recommended that the internal glass is removed. With warm soapy water and a dish scrubber, ensure that excess oil build-up is scrubbed away. Wash with clean water and dry toughly before placing in the hopper again
4. The lid can also be cleaned and dried in the same fashion to ensure excess dust doesn't restrict airflow

## What do I do if I want to roast green but don't know the coffee process?

**Solution 1**

1. When using the density app, it is recommended that if the process is unknown that the user utilises a generic selection of Natural processes with the density

## How much head space do I need above the roaster?

**Solution 1**

1. Note that it is recommended that there is at least 1.5 meters of free space above the link and any fixtures above.
2. Not allowing enough space can result in heat retention and restricted air flow that may cause a fire to occur in the chaff collector.
3. An exception to the headspace needed is if a user is roasting under an extract fan or range hood. The suction of the exhaust is often sufficient to make sure excess heat is not an issue

## Can I roast indoors?

**Solution 1**

1. If wanting to roast indoors it is suggested to roast under an extract fan, stove range hood or in a bathroom with an extract fan
2. If this is not possible to roast in these areas ensure that the room is well-ventilated and widows and fresh air are being circulated
3. Not allowing enough space can result in heat retention and restricted air flow that may cause a fire to occur in the chaff collector.

## I want to roast very small varieties like Moka, Eugenoides and Racemosa - what should I do differently?

**Solution 1**

1. These very small bean varieties/ species will need a custom air-speed trim
2. Whatever your current meter above sea level setting is suggested by the Link app, it's recommended that you are sitting 0.035-0.050 lower when roasting these types of coffee.

## I want to roast monsoon coffee, but the density doesn't fall in any range – what should I do?

**Solution 1**

1. Monsoon coffee is known to sometimes have solutions outside of the profiling system due to the conditions it is exposed to in order to create it.
2. If roasting for cupping it is recommended, you start within a range of 216-217 profiles
3. If roasting for Filter, it is recommended you start within a range of 214-215 profiles
4. If roasting for Espresso its recommended, you start within a range of 211.5-212.5 profiles
5. If roasting for Omni, its recommended you start within a range of 211.5-212.5 profiles

## How many batches can I roast on the Link daily?

**Solution 1**

1. While the Link is stress-tested to 40+ batches in one consecutive continuous roast session, high volumes that frequently sit in that range are not recommended as a sustainable par level for a single unit.
2. Higher volumes roasted daily will increase the wear and tear on the components within the unit
3. We recommend that 25-30 roasts daily be considered sustainable daily maximums.
4. If regularly roasting above 25-30 batches a day of one unit, it is recommended that you consider splitting the workload over an additional Link unit

## How will I know if a new update is available?

**Solution 1 – For the Link app**

1. The app is web-based so any new update will automatically roll over to your app without needing to download an update manually.

### Solution 2 – For the software

1. When opening the Link software, any new update will be communicated through a pop-up window that is shown when you open the software.
2. Follow the prompts within the app to bring it up to speed.
3. Note that sometimes overriding an existing version may not be ideal for all computers. If experiencing any glitching from overriding an existing version its recommended that the user deletes/uninstalls the link studio completely and re-download the newest version from https://nucleuscoffeetools.com/products/link/

### Solution 3 – For the profile packs

1. When new profile packs are launched the user will be prompted by popups within the Link studio.
2. Follow these prompts to the profile section on your inbox and click to install the current profile pack from the tab found at the top of the profile's subfolder

## 'Heat too fast' error has occurred while roasting.

### Solution 1 – The no-brainer

1. Check whether you actually put the coffee into the machine to be roasted

### Solution 2 – Volume

1. Did you load the right volume for what you told the machine you were roasting coffee?
2. Please check the batch size selected matches the amount of coffee you have weighed out in grams that you are roasting

### Solution 3 – Batch size and green weight are correct

1. If the batch size is correct and the heat-to-fast trigger continues to occur it's possible that your sample falls in the anomaly range.
2. To compensate for this, you may need to reduce the fan speed trim for this coffee

## 'Heat too fast' error continually occurs with a specific coffee, even if increasing the fan trim

### Solution

1. Connect your link unit to your computer via the tether, and open Link studio.
3. Now click the black bon-bon icon, and click on the Log tab.
5. Find the log for the coffee that is triggering the heat too fast fail, and open it.
7. When open go to the top menu bar and click on files. Scroll to the button and click on extract file from log.
9. Click ok on the pop-up prompts. When the file is loaded click on the profile setting tab below the bonbon icon
11. In these settings you will see on the 2nd if it's in beginner difficulty, or 3rd position if in a higher difficulty setting "preheat power
12. Hover over this text and you will see in the second two lines of text highlighted in bold, and a recommended figure for this profile. Remember that 3-digit number.
14. Now in the data entry point for this value change the pre-heat to this new number.
15. Note if the pre-heat is already this number look to lower the value by 20-30 watts.
16. It's important to not change any other values.
17. Now click on the about this file tab found next to the profile settings tab.
18. Enter the short form name you want to call the amended profile.
19. Now on the right of the studio, you will see a blue floppy disc icon. Click this to save the profile, and click okay on the pop-up that is raised.
22. Please enter the long form name you wish to call the profile.
23. It is important that before clicking save you make sure that the "Roast-profile" folder is selected as the location to save in over the "roast-log".
24. If not selected, then slick on this folder. Now click save. Note this updated preheat setting will be saved to your user inbox.
27. To load this profile to your unit via studio or directly select the user profile inbox.
28. You will find user profiles in profile packs at as the last option when scrolling through all the packs.
29. When user inbox has been selected, look for the short form name you called the profile.
30. Roast your 'heat too fast' sample on this amended profile and you should not that the error is no longer triggered.

**My Link froze during syncing - what should I do?**

**Solution 1 – Try a reset**

1. If any uncharacteristic freeze or error occurs, then the simplest solution is to reset
2. Press and Hold in the centre play button
3. Whilst holding the play button, with your other hand go to the power button on the side of the unit and turn it off and on
4. Whilst resetting continue pressing the play button for an additional 5-10 seconds
5. You should see the Black Bonbon connection icon load and a green tick appear next to it when the connection is established

**Solution 2 – Reset doesn't establish the connection**

1. If it doesn't instantly re-connect shut down the Link Studio software
2. Remove the cable from the back of the unit and reset once more
3. Re-open Link Studio and plug in the cable to the back of the unit
4. If it doesn't instantly reconnect then try one more reset

**Solution 3 – Link still is stuck syncing or goes into recovery mode**

1. Should this occur its best that a ticket is opened by contacting our support team.
2. It is also best that you look to reach out to your local distributor who supplied the unit
3. For both contact points, you will need your unit serial number, which you can find at the base of your model or through the link studio

**I have reset my roaster, but it is showing a fault detected error relating to "Unexpected" a few roasts after doing so.**

**Solution**

1. Connect the tether cable to the roaster, and open Link Studio on your computer. Ensure you have Wi-Fi connection.
2. Click on the black bonbon icon in the Link Studio. Next, click on the logs – you will see an open folder in blue text.
3. Open this folder, select all the logs and drag them to the trash or a different folder.
4. Once complete go to the options tab in the top menu and select engineer mode from the difficulty tab.
5. Once selected click on the Tools tab to the left in the menu bar.
6. Scroll to the bottom and select connection tools and resync.
7. Next, turn off the roaster.
8. Now holding the play, profile, and menu buttons at the same time (also known as buttons 3,4,5 from the left), turn on the roaster.
9. When the unit enters rescue mode click okay on the pop-up.
10. Click on firmware then re-install. Once completed you will need to re sync again via connection tools in the tools tab.
11. You will now need to re-install profile packs.
12. Click the black bob bon icon again, then click the middle profiles tab.
13. Select 3 in the drop-down option, then click reinstall.
14. When it loads click okay on the pop-up.
15. On the unit establish the fan speed trim for your altitude.
16. Save and your unit should be completely reformatted to remove any glitches.

**I have tried to re-establish connection between roaster and unit, but they will not communicate.**

**Solution – Rescue mode recovery**

1. Connect the tether cable to the roaster, and open Link Studio on your computer. Ensure you have Wi-Fi connection.
2. In the Link studio go to the options tab in the top menu and select engineer mode from the difficulty tab
3. Turn off the roaster.
4. While holding the play, profile and menu buttons at the same time (buttons 3,4,5 from the left), turn on the roaster.
5. When the unit enters rescue mode click okay on the pop-up.
6. Click on firmware then re-install. Once completed you will need to re-sync again via connection tools in the tools tab.
7. You will now need to re-install profile packs
8. Click the black bob bon icon, then click the middle profiles tab

9. Select 3 in the drop-down option, then click reinstall
10. When it loads click okay on the pop-up
11. On the unit establish the fan speed trim for your altitude
12. Save and your unit should be completely reformatted to remove any glitches

**<u>My roaster has frozen and is not responding to a reset command.</u>**

**Solution – Rescue mode recovery**

1. Connect the tether cable to the roaster, and open Link Studio on your computer. Ensure you have Wi-Fi connection.
2. In the Link studio go to the options tab in the top menu and select engineer mode from the difficulty tab
3. Turn off the roaster.
4. While holding the play, profile and menu buttons at the same time (buttons 3,4,5 from the left), turn on the roaster.
5. When the unit enters rescue mode click okay on the pop-up.
6. Click on firmware then re-install. Once completed you will need to re-sync again via connection tools in the tools tab.
7. You will now need to re-install profile packs
8. Click the black bob bon icon, then click the middle profiles tab
9. Select 3 in the drop-down option, then click reinstall
10. When it loads click okay on the pop-up
11. On the unit establish the fan speed trim for your altitude
12. Save and your unit should be completely reformatted to remove any glitches