

T.I. no.: 2025-18 Updated: -	Topic: Software V5.66.4 Release Notes
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Date: 2025-12-12
Affected machines: SOUL, SKYE
From serial number: -
From date: right away

Priority and need for action	
<input type="checkbox"/>	High: as soon as possible
<input checked="" type="checkbox"/>	Medium: on next visit to the machine
<input type="checkbox"/>	Low: FYI only

INFORMATION ON THE SOFTWARE UPDATE

With this software adjustment, the behavior of the ProCare drip tray sensor has been optimized. Previously, the events ProCare Drip Tray Missing and ProCare Drip Tray Full blocked the complete machine and prevented beverage dispensing.

The updated software ensures reliable machine operation while still maintaining the required ProCare safety and process protection.

Overview of the most important new functions

- The behavior of the ProCare drip tray sensor has been optimized to prevent unnecessary machine blocking while maintaining ProCare process safety.
- Beverage dispensing is no longer blocked by the ProCare events **ProCare Drip Tray Missing** and **ProCare Drip Tray Full**.
- The event **ProCare Drip Tray Missing** does not interrupt ProCare processes and does not block beverage dispensing. The machine remains fully operational and only a yellow advisory message is displayed, similar to the "Panel Open" indication.
- The event **ProCare Drip Tray Full** no longer blocks beverage dispensing. All ProCare-related processes remain blocked as long as the event is active, including ProCare milk cleaning, ProCare Plug & Clean, ProCare coffee system cleaning, ProCare descaling and all ProCare procedures that require the drip tray.
- The trigger threshold of the ProCare drip tray sensor for **ProCare Drip Tray Full** has been increased from 1.0V to 2.0V. The event is only triggered when the measured sensor voltage exceeds 2.0V, preventing false-positive events and signal flutter.
- ProCare sensor readiness has been improved. The functionality of relevant ProCare sensors is now verified before each ProCare cleaning cycle to increase process reliability.
- ProCare pouch refill calibration has been optimized. The refill logic has been adjusted to improve consistency and precision of the refill process and to avoid overflow situations.
- ProCare conductivity sensor validation has been enhanced to improve overall process reliability during ProCare cleaning and descaling procedures.
- The display behavior of ProCare drip tray events has been adjusted. A yellow indicator light strip and an advisory widget are shown. The widget is clickable, but the event remains active until the cause is resolved. No red error message is displayed, and beverage dispensing remains available.

Corrections/Troubleshooting

- No corrections of existing software errors are included in this technical information.
- No additional troubleshooting or service actions are required.

Service contact

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