Frymaster®

==NOTE: THIS SOFTWARE UPDATE PROCESS IS SLIGHTLY DIFFERENT THAN PRIOR UPDATES! FOLLOW EVERY STEP OF THESE REVISED INSTRUCTIONS TO UPDATE SOFTWARE FILES. FAILURE TO FOLLOW THE STEPS MAY RESULT IN A FAILED SOFTWARE UPDATE AND CREATE ISSUES AFTERWARDS!==

Step 1 – Check Product Availability

Ensure enough products are cooked to cover 30 minutes of operations while the fryer is updating.

Step 2 – Power Cycle the Fryer

To power cycle the system, ==**PUSH and HOLD**== the black toggle reset switch for ==**60 SECONDS**==. The reset switch is located either under the USB port, near the USB port, under the left control box or directly behind the JIB reset switch (see photos to the right). If the switch is not accessible, unplug the fryer or turn off the breaker to the fryer.
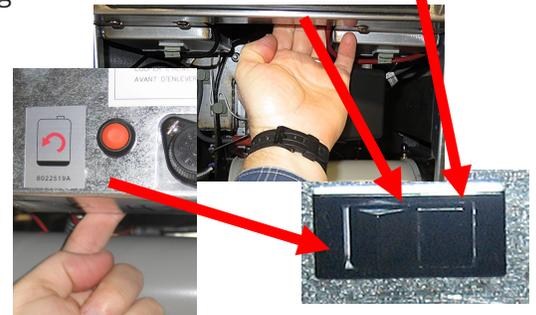
Step 3 – Ensure both vats are full of oil.

With both vats **OFF**, remove the jug of oil from under the fryer and manually top off both vats to the upper oil level line prior to starting the update.

Step 4 – Pull the Filter Pan

Pull the filter pan slightly out from the cabinet until a **"P"** is visible on the top right corner of the display. Leave out the duration of the software update.

Step 5 – Check Date and Time

Ensure the date and time are correct at the top of the Touch Screen. If the date and time are incorrect, follow these steps:

1. On the left screen, press [🏠] → [⚙ SETTINGS] → [👤 MANAGER] → **3000** → [✓] → **DATE & TIME** → [🕐] → **Set correct time.** →

[✓] → [✓] → [📅 7] → **Use arrows to set year & month. Set** → [✓] → [✓] → [🏠] → [👤 CREW MODE]

Step 6 – Reset the fryer on the Left Screen

1. On the left screen, press [🏠] → [✖ SERVICE] → [👤 SERVICE] → **3000** → [✓] → [⬇] **FIB-RESET 2** → **YES**
2. **RESET COMPLETED SUCCESSFULLY** is displayed once the reset is complete. Press [✓] → [🏠] → [👤 CREW MODE].
3. If a CAN COMMUNICATION FAILED error occurs, see Troubleshooting on the last page.

Step 7 – Verify the software on all controllers.

1. On **ALL** the screens, press → → [?] → [⬇] → [📋 1.1 SOFTWARE VERSION]
2. When the versions are displayed, note if ==**ALL**== the controllers (UIB) software versions ==**MATCH**== the below version:
   UIB/C = 20.00.174

Step 8 - Update the software

1. If **ALL** software versions on each controller (UIB/C) ==**MATCH**== and are the ==**SAME**== version, then skip to step 3 on the next page to update the software.

Continued on next page....

||||||||| 8 1 9 7 7 0 0

12/2024

TB UIB/C v.20.00.175, FIB v.20.00.069 12.03.24

2. If the software version on **ANY** controllers **DIFFER** from software version on another controller, ensure the controller with the software that matches the version on the preceding page version **IS NOT LOCATED** in the far-left position of the fryer. Swap the positions of the controllers to ensure that a controller that **DOES NOT match the software version on the preceding page**, is located in the **far-left** position of the fryer.
DISCONNECT the controller(s) with the MATCHING software, prior to updating the software on the fryer.

3. On the left screen, press 🏠 → ✖ SERVICE → 🧍 SERVICE → **3000** → ✓ → **TECH MODES** ⬇ → **SOFTWARE UPGRADE**

4. **INSERT USB**. The USB port is located inside the far-left cabinet, on the left-hand side. Slide or lift the cover up to access the USB port (see photos to the right).

5. Follow the onscreen instructions. During the software update, it may pause intermittently when transferring files.

6. Press **YES** when the screen displays **CONFIRM CONTROLLERS AVAILABLE FOR UPGRADE UIB, SIB, VIB AND FIB - YES/NO.**

7. If instructed to do so, remove the USB flash drive and lower cover over the USB slot. If **NOT** instructed to do so, **DO NOT remove the USB drive until the entire software process is complete**.

8. Press **YES** when the screen displays **PROCEED WITH SOFTWARE UPDATE? YES/NO**.

9. When the upgrade has completed on **ALL** screens, press the **YES** button to confirm.

10. Power cycle the system as shown in step 2 on page 1 for **60 SECONDS**. **Failure to press and hold the reset switch long enough, may cause an incomplete software update.**

11. After the power cycle, it may take a while for the displays to completely reboot. Once rebooted, the left screen may display **MENU UPGRADE REQUIRED**. The right screen will return to the **OFF** state. **DO NOT POWER ON! Powering on the fryer, prior to loading the MENUs, may disable the fryer!**
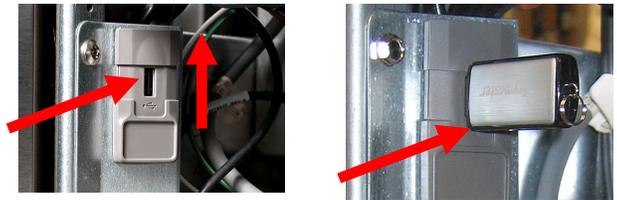
Step 9 - Update the Menu

IF PROMPTED TO UPDATE MENU

1. The left screen displays **MENU UPGRADE REQUIRED**.

2. On the left screen press ✓ **INSERT USB.**

3. Insert the USB into the USB port.

4. Follow onscreen instructions.

5. When the update has completed on **ALL** screens, press the **YES** button to confirm.

6. Remove the USB from the fryer.

7. Slide the USB cover down to cover the port.

8. Push and hold the black toggle switch from step 2 on page 1 for **60 SECONDS** to power cycle the system.

IF NOT PROMPTED TO UPDATE MENU

1. On the left screen press 🏠 → ✖ SERVICE → 🧍 MANAGER → **3000** → ✓ → **USB - MENU OPERATION** → **COPY MENU FROM USB TO FRYER**

2. Insert the USB into the USB port.

3. Follow onscreen instructions.

4. When the update has completed on **ALL** screens, press the **YES** button to confirm.

5. Remove the USB from the fryer.

6. Slide the USB cover down to cover the port.

Step 10 – Power Cycle the Fryer

Power cycle the system as shown in step 2 on page 4 for <mark>60 SECONDS</mark>. **Failure to press and hold the reset switch long enough, may cause an incomplete software update.**

Step 11 – Reset the fryer on the Left Screen <mark>AGAIN!</mark> <mark>Failure to perform this action can cause issues with the update.</mark>

1. On the left screen, press ⌂ → ✖ → 👷 → **3000** → ✓ → ⬇ → **FIB-RESET 2** → **YES**
   SERVICE   SERVICE

2. **RESET COMPLETED SUCCESSFULLY** is displayed once the reset is complete. Press ✓ → ⌂ → 🧍.
   CREW MODE

3. The filter count icons, in the top right corner of **ALL** the touchscreens should change from **RED** to **GREEN** with the + sign in the middle of the icon if successful (see photos to the right).
   If all screens, only one screen or neither screen do not change to the green icon, see Troubleshooting on page 5-6.
4. If a CAN COMMUNICATION FAILED error occurs, see Troubleshooting on page 7.

Step 12- Verify the software update on <mark>EVERY</mark> touchscreen.

1. On **BOTH** screens, press ⌂ → ❓ → ⬇ → 📄1.1
   SOFTWARE VERSION

2. When the versions are displayed, confirm they all match the versions below:
   UIB/C = 20.00.175
   SIB = 04.01.000 or 04.02.000
   VIB = 01.01.000, VIB 01.02.000, VIB 01.02.001 or VIB 01.03.003
   FIB = 20.00.069

3. If software versions match on **ALL** screens, press ⌂ and proceed to **Step 13**.
4. If software versions **DO NOT** match, press ⌂ and repeat **Step 8 - Update the Software**.

Step 13 – Reposition the Filter Pan

Push the filter pan back into the fryer until a **"P"** is **NOT** visible on the top right corner of the display.

Step 14 – Verify Menu Update and Product location
1. Power on both displays.
2. Wait for both vats to heat to setpoint and all product images are displayed.
3. Press the menu button to advance from ALL RECIPES to BREAKFAST to LUNCH to CHANGEOVER.
4. Ensure products and images are in each menu.
5. If any current products or LTO (Limited Time Offers) are missing from menus, the products will need assigned to a location.
6. Follow the instructions below to change product location assignment.

Changing a Product
Press and hold the product button to change. The outline of the button changes from green to red and then to solid red. Select and press the new product button.
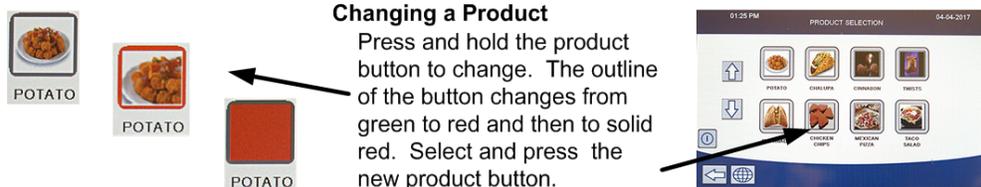
 See next page for Troubleshooting Assistance.
You're ready to fry!

Troubleshooting

CAN COMMUNICATION FAILED, CAN COMMUNICATION ERROR DURING AN UPDATE OR SOFTWARE THAT FREEZES WHILE UPDATING

1. Try updating the software again but ensure that only controllers with software that **DOES NOT MATCH** the software on the first page, are located in the **far-left** position when updating software. Any controller that has software that matches the software version on the first page, needs to be disconnected while updating the software and located in any position other than the far-left controller.
2. Power cycle fryer ensuring that the reset switch is pressed and held for **60 seconds** or greater, or power is removed for **60 seconds** or greater.
3. Update the software or menus again.
4. Check software versions or menus. If they still do not update repeat step #1 and recheck.

SOFTWARE UPGRADE IS GRAYED OUT

1. Ensure **ALL** controllers are **OFF**.
2. Ensure the software upgrade is performed on the far-left controller. VAT #2 will be grayed out, as software updates can **NOT** be performed on any controller other that VAT #1 controller.
3. Go to SOFTWARE VERSION on all the controllers and ensure that BOARD ID's are correct. VAT 1=1, VAT2=2, etc. If BOARD ID on VAT 1 is not 1 then a pin is in the wrong location in the 6-pin locator connector. It should be in the following position (see photo) for VAT 1.
4. Ensure the VAT ID locator wire is not loose for fryers with hardware VAT ID locators.
5. For fryers with the Common Controller with the metal surround bezel, ensure the VAT ID in Service>Service>3000>Tech Modes is set for Vat ID 1 for the far-left controller.
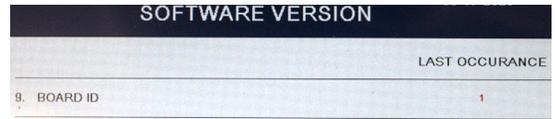
SOFTWARE DO NOT UPDATE

1. Ensure the USB is removed from the fryer. Power cycle fryer ensuring that the reset switch is pressed and held for **60 seconds** or greater, or power is removed for **60 seconds** or greater.
2. Recheck software versions or menus. If they still do not update repeat step #8 on page to reload software. 1 and recheck or reload software and menus.

MENUS DO NOT UPDATE

1. Ensure the USB is removed from the fryer. Power cycle fryer ensuring that the reset switch is pressed and held for **60 seconds** or greater, or power is removed for **60 seconds** or greater.
2. Recheck menus. If they still do not update repeat step #1 and recheck or reload menus.
3. If the message "**USB UPGRADE FAILED**" is displayed, press YES. Remove the USB drive. On the left screen press 🏠➝🧍SERVICE➝🧍MANAGER ➝1656 ➝✓➝USB - MENU OPERATION ➝ COPY MENU FROM USB TO FRYER
4. Follow the onscreen instructions and ensure the USB is fully inserted into the USB drive.

PRODUCT ICONS OR PHOTOS MISSING

1. Update the menu files again.
2. Power cycle fryer ensuring that the reset switch is pressed and held for **60 seconds** or greater, or power is removed for **60 seconds** or greater.
3. Check menus. If they still do not update repeat step #1 and recheck.

DISPLAY REBOOTS AUTOMATICALLY DURING AN UPDATE
1. Power cycle fryer ensuring that the reset switch is pressed and held for **60 seconds** or greater, or power is removed for **60 seconds** or greater.
2. Update the software or menus again.
3. Check software versions or menus. If they still do not update repeat step #1 and recheck.

CONTROLLER KEEPS REBOOTING AFTER AN UPDATE
1. Ensure ALL controllers display **OFF**.
2. Update the menu files again.
3. Power cycle fryer ensuring that the reset switch is pressed and held for **60 seconds** or greater, or power is removed for **60 seconds** or greater.
4. Check menus. If they still do not update repeat step #1 and recheck.

CHANGE FILTER MESSAGE AFTER AN FIB2 RESET
1. This is normal after an FIB2 reset.
2. Pull the filter pan slightly out of the cabinet until a "**P**" is visible on the top right corner of the display for **30 seconds** or greater until the message clears.
3. Push the filter pan back into the fryer.

E81 – SAFE MODE FAILURE, TECHNICAL SUPPORT REQUIRED – – PROMPTING FOR A PASSWORD
1. Fill the frypot with oil to top level line.
2. Press on text **ENTER PASSWORD** inside the box.
3. Enter **4 3 5 7** and press ⟨ **?** ⟩.
4. Press the ⟨ **?** ⟩ button again.
5. The fryer is **OFF.**
6. Turn the fryer on and let it heat normally.

DISPLAY LOCKS UP DURING AN UPDATE
1. See the troubleshooting methods on the preceding page.
2. Power cycle fryer ensuring that the reset switch is pressed and held for **60 seconds** or greater, or power is removed for **60 seconds** or greater.
3. Update the software and menus again.

CONTROLLER DISPLAY DOESN'T RETURN AFTER AN UPDATE. SCREEN STAYS BLACK FOR LONGER THAN 5 MINUTES.

1. Power cycle the fryer, ensuring the power is removed for **60 seconds** or greater.
2. If the controller doesn't recover, the memory is corrupted. Replace the controller.

FILTER COOKS ICONS DON'T CHANGE FROM RED TO GREEN AFTER A SOFTWARE UPDATE.
1. On the left screen, press 🏠 → ⚙ → 👤📊 → 3000 → ✓ → ⬇ → FILTER ATTRIBUTES → FILTER PROMPT
   SETTINGS   MANAGER

   → **FILTER AFTER COOK** → Enter 15 → ✓ → ✓ → ✓ → 🏠 → 👤
   CREW MODE

2. The filter cooks icon changes to either **GREEN** with a + in the center or **YELLOW** with a 5 in the center.
3. Repeat step #1 on each controller before proceeding to step 4.
4. On the left screen, press 🏠 → ✖ → 👤 → 3000 → ✓ → ⬇ → FIB-RESET 2 → YES
   SERVICE   SERVICE
5. **RESET COMPLETED SUCCESSFULLY** is displayed once the reset is complete.
6. Press ✓ → 🏠 → 👤 .
   CREW MODE

7.   The filter count icon, in the top right corner of both the touchscreens, changes from **RED** to **GREEN** if successful (see photos to right). The filter count icons on **ALL** screens should turn to **GREEN** with the + sign in the middle of the icon.
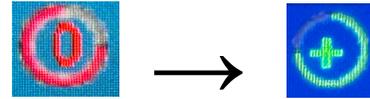
Prior to calling the Technical Assistance Hotline, try the troubleshooting steps above. If the troubleshooting steps do not correct the issue, call: 1-800-421-4101.