Frymaster®

NOTE: THE SOFTWARE UPDATE PROCESS HAS CHANGED! PLEASE FOLLOW THESE REVISED INSTRUCTIONS TO UPDATE SOFTWARE FILES. FAILURE TO FOLLOW THE STEPS MAY RESULT IN A FAILED SOFTWARE UPDATE.

Let's get started

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 far-left USB port (see photos to the right). If the switch is not accessible, unplug the fryer or turn off the breaker to the fryer.

Step 3 – 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.

Step 4 – Turn OFF Fryers

Press the power button ⊘ on each display to ensure **ALL** controllers are **OFF**.

Step 5 – 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 6 – Verify the software on all controllers.**

1. On **ALL** the screens, press → → ? → ⬇ → 🔍 (SOFTWARE VERSION)

2. When the versions are displayed, note if **ALL** the controllers (UIB) software versions match below:
UIB/C = 16.00.015

Step 7 - Update the software

1. If **ALL** software versions on each controller (UIB) are the **SAME** version, then skip to step 3 below to update the software.

2. If the software on **ANY** controllers **DIFFER** from software on another controller, ensure the controller with the software that matches the version on the preceding page **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 above**, **is located in the far-left position of the fryer.**
DISCONNECT the controller(s) with the MATCHING software, prior to updating 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 the cover up to reveal the USB port (see photos to the right).

5. Follow the onscreen instructions.

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12/2024

7-11 UIB v.16.00.015, FIB v.16.00.011

819 7930
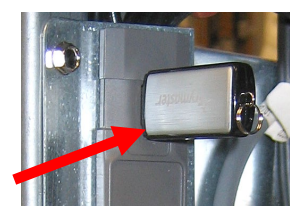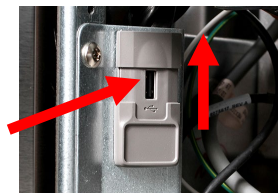
6. Press **YES** when the screen displays **CONFIRM CONTROLLERS AVAILABLE FOR UPGRADE UIB, SIB, VIB AND FIB - YES/NO** or **SOFTWARE UPDATE WILL TAKE APPROXIMATELY 30 MINUTES. YOU WILL NOT BE ABLE TO COOK DURING THIS TIME. CONTINUE WITH SOFTWARE UPDATES?** or **PROCEED WITH SOFTWARE UPDATE.**

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

8. 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**.

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

10. After the power cycle, it may take a while for the displays to completely reboot. Once rebooted, the screens will return to the **OFF** state. **DO NOT POWER ON! Powering on the fryer, prior to loading the MENU's, may disable the fryer!**

Step 8 - Verify the software update on all displays.

1. On **ALL** the screens, press ⌂ → ? → ⬇ → 🗒(1.1)
   SOFTWARE VERSION

2. When the versions are displayed, confirm they all match the versions below:
   UIB/C = 16.00.015
   SIB = 04.00.000 or 04.00.001 or 04.02.000 or 04.02.001
   VIB = 01.03.003
   FIB = 16.00.011

3. If software versions match on **ALL** screens, press ➡ and proceed to **Step 9 - Update the Menu**.

4. If software versions **DO NOT** match, press ➡ and repeat **Step 7 - Update the Software**.

Step 9 - Update the Menu

1. On the left screen, press ⌂ → ✗ → 🧍 → **1656** → ✓ → **USB - MENU OPERATION** ➡
   SERVICE   MANAGER
   ↳ **COPY MENU FROM USB TO FRYER**

2. Insert the USB into the USB port.

3. Select the file name of the menu to update. **NOTE: If "INI FILE MISSING" is displayed, USB SETTINGS OPERATION was selected instead of USB MENU OPERATION>COPY MENU FROM USB TO FRYER selection. Press the ✓ button, press the ⬅ button, press the ⬆ button and start over in step 1 of Step 9 – Update Menu.**
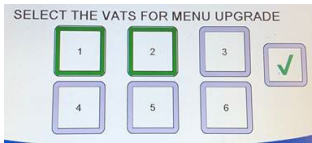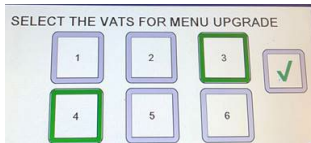
   ☐ SEMENU.CBR
   ☐ LTC.CBR
   ☐ ROOSTER.CBR

4. Select the vats the selected file in previous step should update. Select **EVERY** vat if **ALL** vats are to be updated with the selected file (Example: If a 4-battery fryer should have all the vats updated to the same menu, select 1, 2, 3, & 4). If updating individual vats with different menus, **ONLY** select the vats to be updated (Example: If the selected menu should only update vats 1 and 2 only select and highlight 1 and 2. If a different menu file is desired for vats 3 and 4, then only select and highlight 3 and 4).

5. Press the check ✓ button to begin menu update.

6. When the update has completed on all screens, press the **YES** button to confirm.

7. **Ensure the USB is removed from the fryer**.

8. To power cycle the system, push and hold the black toggle switch from step 2 for **60 SECONDS**.

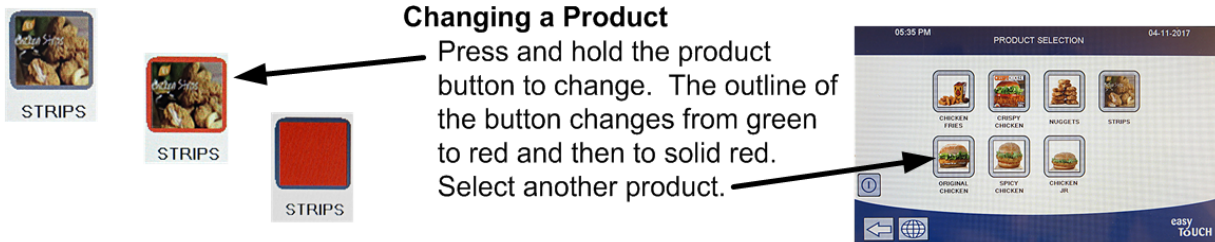9. Repeat steps 3 thru 6 above to load additional menus.

10. Once complete, slide the USB cover down to cover the port.
11. Return to step 6 to verify software, if this step was skipped.

Step 10 – 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 11 – Verify Menu Update and Product location
1. Power on all controllers.
2. Wait for all 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. Some products may need reprogrammed into each controller, as they may have been overwritten during the update.
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 another product.

See below for Troubleshooting Assistance.

You're ready to fry!

Troubleshooting

CAN COMMUNICATION FAILED, CAN communication error during an update or software 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.
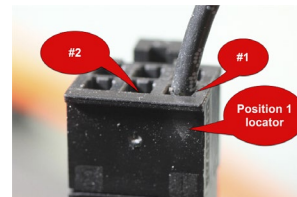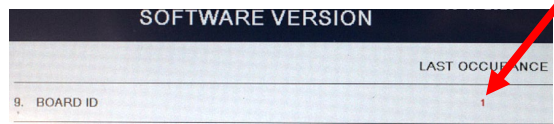
Software or menus do not update

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 software versions or menus. If they still do not update repeat step #1 and recheck or reload software and menus.
3. If the message "**USB UPGRADE FAILED**" is displayed, press YES. Remove the USB drive. On the left screen press 🏠 → ✖️ → 👥 →**1656** → ✅ →**USB - MENU OPERATION** → **COPY MENU FROM USB TO FRYER**
   SERVICE   MANAGER
4. Follow the onscreen instructions and ensure the USB is fully inserted into the USB drive.

Menus only update to one fryer

1. Ensure that the appropriate vat(s) are selected at the prompt **SELECT THE VATS FOR MENU UPGRADE** when updating menus.

Product Icons/Photos missing/Unknown Product

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 slightly of the cabinet until a "**P**" is visible on the top right corner of the display for **30 seconds** or greater until the message disappears.
3. Push the filter pan back into the fryer.

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.
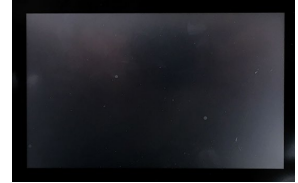
Prior to calling the Technical Assistance Hotline, try the troubleshooting steps above. If the troubleshooting steps do not correct the issue, call: 1-800-551-8633