Frymaster®

Updating the Software on Your Touchscreen Fryer

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 under the far-left USB port or under the left control box (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.
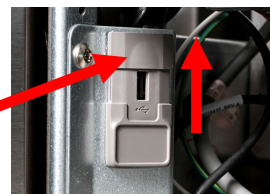
Step 6 – Verify the software on all controllers.

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

2. When the versions are displayed, note if **ALL** the controllers (UIB/C) software versions match below:
   UIB/C = 15.00.049

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 or lift the cover up to reveal the USB port (see photos to the right).

Continued on next page....

8 1 9 7 9 3 1

5. Follow the onscreen instructions.

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?**

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 <mark>**NOT**</mark> instructed to do so, **<mark>DO NOT remove the USB drive</mark>**.

9. Power cycle the system as shown in step 2 for <mark>**60 SECONDS**</mark>. **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 left screen may display **MENU UPGRADE REQUIRED**. The right screen will return to the **OFF** state. If they reboot to update menu, press the check and continue updating the menus (see step 8 below). <mark>**DO NOT POWER ON! Powering on the fryer, prior to loading the MENU's, may disable the fryer!**</mark>

Step 8 - Update the Menu (Some fryers may display "UPDATE MENU", if so, continue with this step. Some fryers may display "WHAT MENU GOES ON THIS FRYPOT?", if so skip to Step 9.)

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. Configurations –
   a. Most configurations are **Standard Left**.
      The menus are from left to right - **Left 3 Battery fryer**: Vat 1-Seafood, Vat 2- Fries, Vat 3- Spicy
      Right 3 Battery fryer: Vat 1(4) - Spicy, Vat 2 (5) – Mild, Vat 3 (6) – Mild
   b. Some configurations are a **Mirror Configuration**
      The menus are from left to right - **Left 3 Battery fryer**: Vat 1- Mild, Vat 2- Mild, Vat 3- Spicy   **Right 3 Battery fryer**: Vat 1(4) - Spicy, Vat 2 (5) – Fries, Vat 3 (6) – Seafood

5. Follow onscreen instructions. Each menu file must be loaded individually to the appropriate vats by selecting the correct vat when prompted to SELECT THE VATS FOR MENU UPGRADE. Select **ONLY** the vats to be updated. Only Mild may be loaded to two vats at a time, by choosing 2 and 3 for Standard Left configurations or 1 and 2 for Mirror Configuration, when prompted to SELECT THE VATS FOR MENU UPGRADE.

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

7. Remove the USB from the fryer.

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

Push and hold the black toggle switch from step 2 for <mark>60 SECONDS</mark> to power cycle the system

To update other vat menus, continue to Step 9, otherwise skip to Step 10.

Step 9 – Change Menu via Setup Wizard

1. Select the menu for each vat (Seafood, Fries, Spicy, Mild) and press the ☑.

2. Repeat on EACH controller.

Step 10 – Manually Update the Menus on the other vats.

3. On the left screen, press [🏠] → [✖ SERVICE] → [👤 MANAGER] → **1656** → [✓] → **USB - MENU OPERATION** → → **COPY MENU FROM USB TO FRYER**

4. Insert the USB into the USB port.

5. Configurations –
    a. Most configurations are **Standard Left**.
       The menus are from left to right - **Left 3 Battery fryer**: Vat 1-Seafood, Vat 2- Fries, Vat 3- Spicy
       Right 3 Battery fryer: Vat 1(4) - Spicy, Vat 2 (5) – Mild, Vat 3 (6) – Mild
    b. Some configurations are a **Mirror Configuration**
       The menus are from left to right - **Left 3 Battery fryer**: Vat 1- Mild, Vat 2- Mild, Vat 3- Spicy
       Right 3 Battery fryer: Vat 1(4) - Spicy, Vat 2 (5) – Fries, Vat 3 (6) – Seafood

6. Follow onscreen instructions. Each menu file must be loaded individually to the appropriate vats by selecting the correct vat when prompted to SELECT THE VATS FOR MENU UPGRADE. Select **ONLY** the vats to be updated. Only Mild may be loaded to two vats at a time, by choosing 2 and 3 for Standard Left configurations or 1 and 2 for Mirror Configuration, when prompted to SELECT THE VATS FOR MENU UPGRADE.

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

8. Ensure the USB is removed from the fryer.

9. To power cycle the system, push and hold the black toggle switch from step 2 for <mark>**60 SECONDS**</mark>.

10. Repeat steps 1-7 for additional menus. If complete, advance to next step.

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

Step 11 - 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 = 15.00.049
    SIB = 04.0.001 or 04.02.000 or 04.02.001
    VIB = 01.03.003
    FIB = 15.00.028

3. If software versions match on **ALL** screens, press [🏠] and proceed to **Step 12**.

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

Step 12 – Disable Oil Rotation

1. On the left screen, press [🏠] → [⚙ SETTINGS] → [👤 MANAGER] → **1656** → [✓] → **FILTER ATTRIBUTES** → [⬇] → **SHORTENING** → **SHORTENING ROTATION** → **FRESH** → [✓] → [🏠]

2. Repeat on the other controllers.
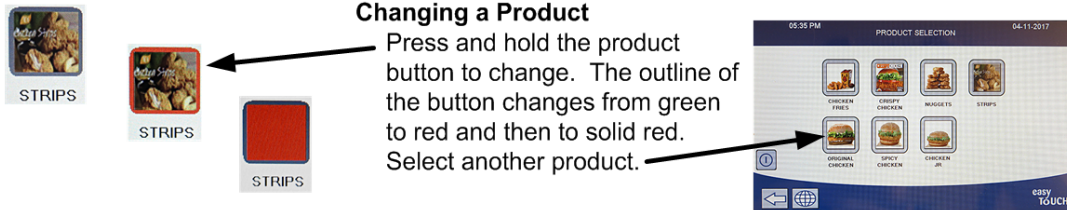
Step 13 – Reposition the Filter Pan

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 all controllers.
2. Wait for all vats to heat to setpoint and all product images are displayed.
3. Ensure that the correct menu is selected for the correct vat. Refer to configurations in item #4 of Step 10.
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 to be 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 Next Page 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.
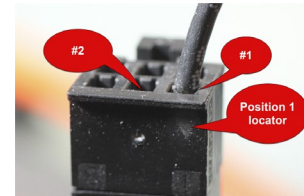
SOFTWARE UPGRADE IS grayed out
1. Ensure **ALL** controllers are **OFF**.
2. Ensure the software upgrade is performed on the far-left controller. VAT #2 will be grayed out, as software updates can **NOT** be performed on any controller other that VAT #1 controller.
3. Go to SOFTWARE VERSION on all the 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 [home] → [X] → [manager] →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 vat
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
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.
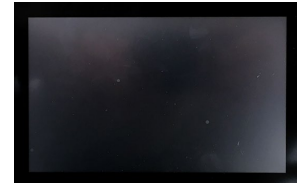
Change Filter message after an FIB2 Reset
1. This is normal after an FIB2 reset.
2. Pull the filter pan slightly out slightly of the cabinet until a "**P**" is visible on the top right corner of the display for **60 seconds** or greater until the message disappears.
3. Push the filter pan back into the fryer.

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.

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