

Instruction Sheet

Follow these instructions to update the **REAR** touch screen software.

This addresses issues where the rear touch screen is missing its configuration and displays "System Error - Secondary UI communication loss" or "System Error - Secondary UI NOT FOUND!".

**Subject: McDonald's UHCTHD
Communication/Configuration Issues**

**Models affected: McDonald's UHCTHD Holding
Cabinets**

12/14/2023

1. Prior to starting, ensure the software files are loaded onto **two (2) separate USB drives** and they are **clearly marked FRONT and REAR**. The files are located at:
<https://www.frymaster.com/Software-Packages/McDonald-s-UHCTHD-Software>

Download **ONLY** the **6-row/Double Sided Main Software**, to load through the **FRONT** of the cabinet and the **6-row/Double Sided Mirror Rear Only Software**, to load on the **REAR ONLY** controller.

2. If the CAN connections between the rear touch screen and the front touch screen 6-pin blue and white wires (see Figure 1) have been disconnected and reconnected, and no pins on any of the connections have been pushed out of the connections then proceed.
 3. Remove the top cover of the cabinet by removing the four (4) Phillips head screws that attach the cover (see Figure 2).
 4. With the cabinet powered up, disconnect the 6-pin CAN cable from the **REAR** controller with the black, blue and white wires. **The CAN cable MUST** be disconnected to prevent issues (see Figure 3).
 5. Insert the USB with **ONLY** the **vhcupdate_UHCTHD6TP_MIRROR_UX2469.tar.gz** file loaded on it into the USB port, on one of the **REAR** USB connectors of the **REAR** controller (see Figure 4). **NOTE: This file is ONLY for 6-row double sided cabinets.**
 6. After several seconds to a few minutes the software will **ONLY** load onto the rear controller.
- Continued on next page**

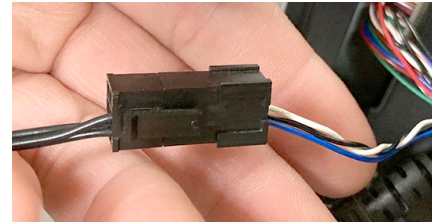


Figure 1



Figure 2

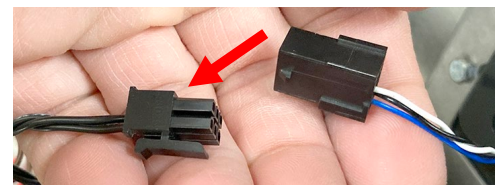


Figure 3

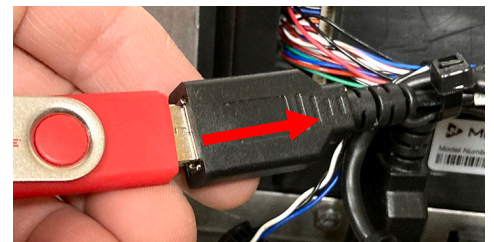


Figure 4

- When the software update is complete, the screen displays **Software update successful. Unplug USB and reboot the unit** (see Figure 5).
- Remove the USB drive (see Figure 6).
- Power **OFF** the cabinet (see Figure 7).
- Reconnect the 6-pin CAN cable to the rear UI with the black, blue and white wires (see Figure 8).
- Power **ON** the cabinet (see Figure 9).

Software update successful.

Unplug USB and reboot the unit

Figure 5



Figure 6



Figure 7

- With the cabinet powered up and fully booted up, slide the USB cover open on the front of the cabinet and insert the USB with **ONLY** the **vhcupdate_UHCTHD6SP_UX2469.tar.gz** file loaded onto it into the USB port, on the **FRONT** of the cabinet (see Figure 10). This is **DIFFERENT** than the file used in step 5. **NOTE: This file is ONLY for 6-row double sided cabinets.**

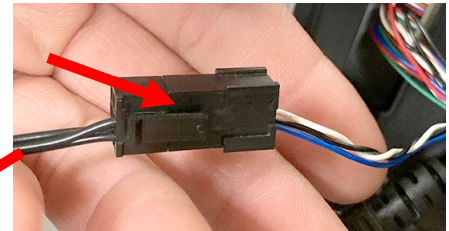


Figure 8



Figure 9

- After a few minutes the software update will start (see Figure 11).
- When the software update is complete the controller displays **Software update successful. Unplug USB and reboot the unit** when complete (see Figure 12).

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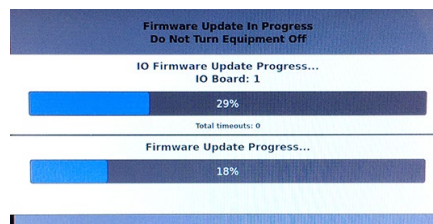




Figure 11




Figure 10

- Remove the USB from the front of the cabinet.
- Power cycle the entire cabinet.
- Press the  button. Press the  button. Swipe two times to the right to **System Information**. Verify the UI software version is **UX-2469** (see Figure 13) on both displays.

Software update successful.

Unplug USB and reboot the unit

Figure 12

- Press the  button.
- Press the **Press &Go** button.
- Reattach the top cover.

Firmware Versions	
Board	Version
UI (Primary)	UX-2469

Figure 13