

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

5/10/2024

- 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

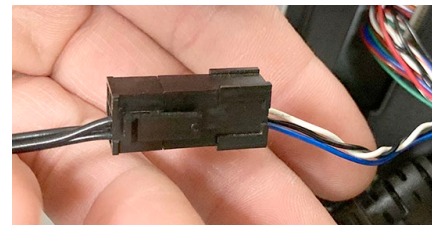


Figure 1



Figure 2

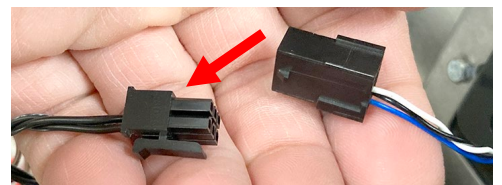


Figure 3

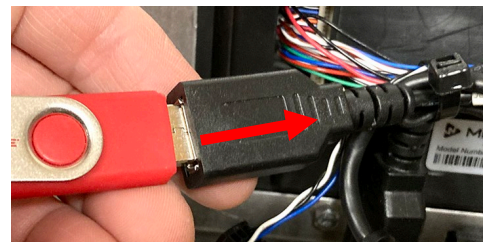


Figure 4

7) When the software update is complete, the screen displays **Software update successful. Unplug USB and reboot the unit** (see Figure 5).

8) Remove the USB drive (see Figure 6).

9) Power **OFF** the cabinet (see Figure 7).

10) Reconnect the 6-pin CAN cable to the rear UI with the black, blue and white wires (see Figure 8).

11) Power **ON** the cabinet (see Figure 9).



12) 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.**

13) After a few minutes the software update will start (see Figure 11).

14) When the software update is complete controller displays **Software update successful. Unplug USB and reboot the unit** when complete (see Figure 12).

15) Remove the USB from the front of the cabinet.

16) Power cycle the entire cabinet.



17) 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.

18) Press the  button.

Press

19) Press the **&Go** button.

20) Reattach the top cover.

21) If the configuration needs to be reset follow these steps:
a) Press the  button. Press the  button. Swipe to the left to **Utilities**.

Software update successful.

Unplug USB and reboot the unit

Figure 5



Figure 6



Figure 7



Figure 9

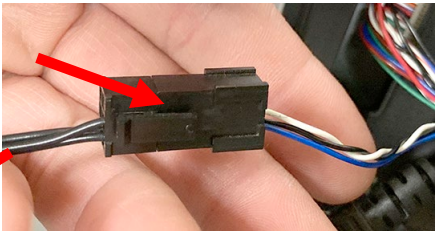


Figure 8



Figure 10

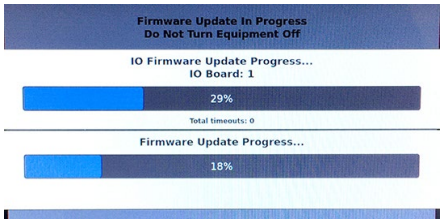


Figure 11

the

Software update successful.

Unplug USB and reboot the unit

Figure 12

Firmware Versions	
Board	Version
UI (Primary)	UX-2469

Figure 13

- b) Press and hold the easyTouch logo in the lower right corner for 10 seconds. The controller displays Reset Configuration. Press the GREEN checkmark button. (see Figure 14).
- c) Power cycle the cabinet.
- d) After the cabinet boots up, the controller displays the orientation screen (see Figure 15). Select the arrow which matches the orientation of the screen.

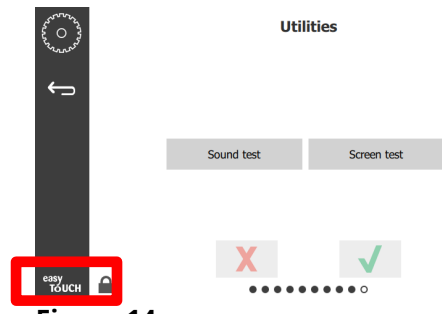


Figure 14

- e) The controller displays the model # configuration screen (see Figure 16).

Orientation
Which way is up on the touchscreen?



Figure 15

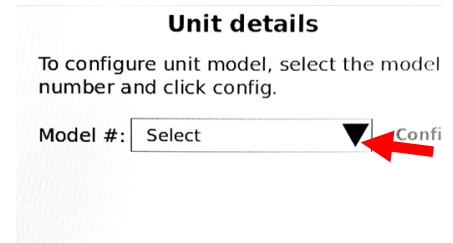


Figure 16

- f) -Press the down arrow (see Figure 16)
- g) Select the correct configuration for the cabinet configuration (see Figure 17). Choose UHCTHD3SP for 3-row Single Sided; Choose UHCTHD3TP for 3-row Double Sided; Choose UHCTHD6SP for 6-row Single Sided; Choose UHCTHD6TP for 6-row Double Sided.

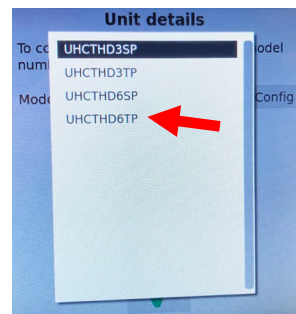


Figure 17

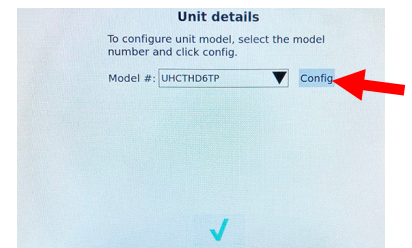


Figure 18

- h) Once the model is selected, press the **Config** button (see Figure 18).
- i) Choose Front or Back for the location of the controller;
- j) Press the Serial # field and use the keyboard to enter the serial number of the cabinet. When finished press the return key and Figure 19).

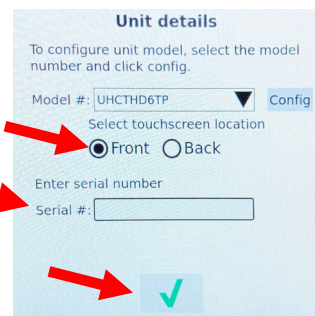


Figure 19

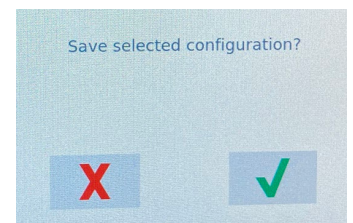


Figure 20

- k) The controller displays "Save Press the green checkmark Figure 20). If another display on configured, repeat steps 21a-21k
- l) The controller displays "Unit Reboot the unit." (see Figure 21).

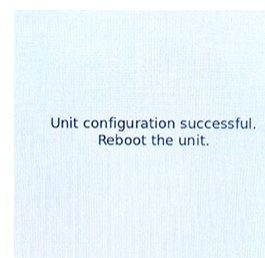


Figure 21

the GREEN checkmark (see **selected configuration?** button to continue (see the cabinet needs to be on that display. **configuration successful.** 21). Power cycle the