

Instruction Sheet

Follow these steps to update the fryer and install FQLink.

NOTE: FQLink **ONLY** functions on fryers with at least **ONE (1)** Common Controller (see Figure 1) installed in the far-left Vat #1 position.

Subject: FQ4000 Burger King FQLink Installation Instructions

Models affected: FilterQuick 4000 (Touch Screen) Fryers

11.10.25



Figure 1

STEP 1: CONFIRM COMMON CONTROLLER IS INSTALLED

1. The fryer **MUST** have at least **ONE (1)** Common Controller (see Figure 1) installed in the battery. It must be located in the far-left Vat #1 position. If a Common Controller is installed in the far-left Vat #1 position, continue to step 2. The Common Controller can be identified by the large silver metal bezel that surrounds the touch screen. If the fryer **DOES NOT** have a Common Controller installed, **DO NOT PROCEED**. **A Burger King controller conversion kit PN 8263723 will need to be installed in the far-left vat #1 position prior to continuing to STEP 2 for installation.**

STEP 2: UPDATE THE FRYER SOFTWARE

1. Locate the USB with the **FRYER SOFTWARE FILES** and follow the enclosed instructions to update the fryer software using the USB port on the **FAR-LEFT** side of the fryer, just inside the left fryer door (see Figure 2). The software versions after update should be:
UIC – 10.00.142; VIB – 01.03.003; FIB – 10.00.0612
Scroll down and check the Gateway Software Version. If the fryer serial number begins with 2410 or lower and the Gateway Software version begins with 00.00.xxx or 00.04.xxx or 00.05.xxx, it may have a KCCM. Set up a service call to remove the KCCM and update software.
If the serial number begins with 2410 and higher and the Gateway Software begins with 60.xx.xxx, FQLink is already installed. A newer version of fryer software and/or Gateway software may be required. Go to <https://www.frymaster.com/Software-Packages/FQLink-Connectivity-Software> to check for the latest KitchenConnect (AWS) software version. If prompted for a password, enter **tech**.

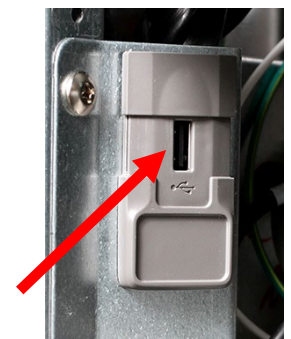


Figure 2

STEP 3: DISCONNECT KCCM

Follow the steps below to disconnect the KCCM.

1. Disconnect power from the fryer.
2. Open the **FAR-RIGHT** door of the fryer or door with the oil reservoir (it may be third door from the left in 4 vat fryers or larger) (see Figure 3).
3. Remove the JIB/BIB to access the FIB box (see Figure 3). Note: The appearance of the FIB box may differ depending on date of manufacture.
4. Remove the FIB box cover by removing the two (2) ¼" screws attaching the cover and lifting on the cover to remove (see Figure 5). This box may vary by date of manufacture.
5. The KCCM board is located on the right side or rear of the FIB box (see Figure 6) depending on date of manufacture. Prior to starting, disconnecting the J1 harness may provide easier access to the RJ connectors on the FIB board (see Figure 6 & 6A).
6. Disconnect the RJ11 KCCM CAN/power Harness (see Figure 7) from the FIB board.
7. Disconnect the white & black wires from the harness in the previous step from the Wago snap connectors (see Figure 8 & 9).
8. Cut or disconnect the green ground wire of the harness from the box (see Figure 10).
9. Disconnect the RJ45 connector from the KCCM board (see Figure 11). Discard the complete harness, it will no longer be used. Remove the KCCM board if accessible. If not it can remain in the box.



Figure 3

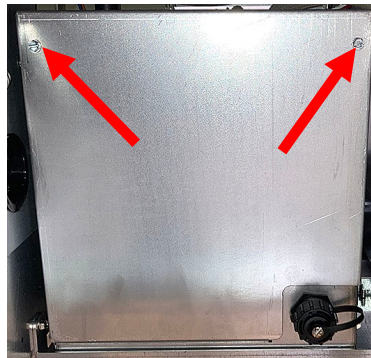


Figure 5

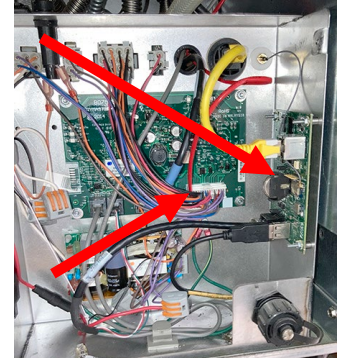


Figure 6

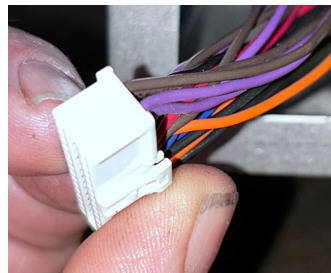


Figure 6A

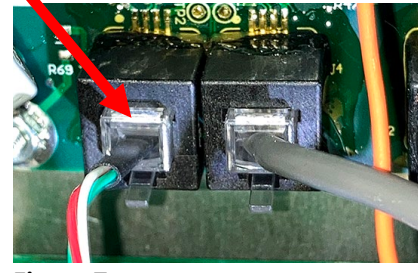


Figure 7

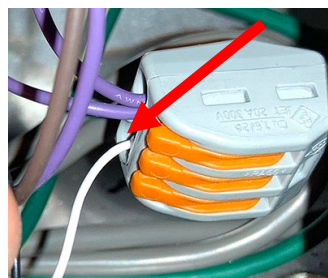


Figure 8

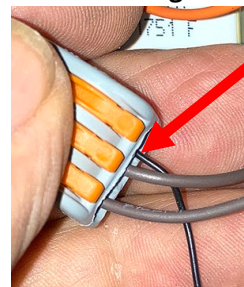


Figure 9

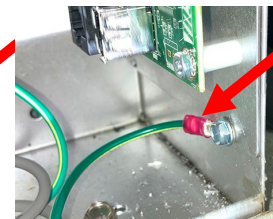


Figure 10

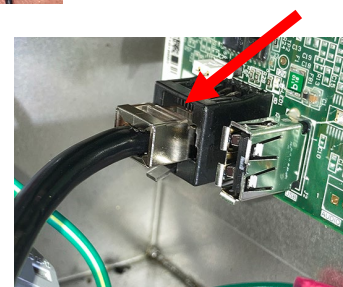


Figure 11

10. Connect the supplied RJ11 CAN terminator to the connector on the FIB board from step 6 on the preceding page (see Figure 12). Reconnect the J1 connector to the FIB board if disconnected.



Figure 12

STEP 4: INSTALL THE IoT AGENT SOFTWARE

1. Ensure **ALL** controllers are **OFF** and in standby mode (see Figure 13).

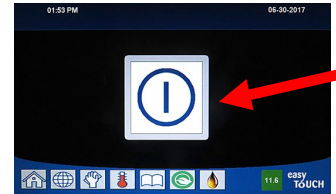


Figure 13

2. On the left screen, press  →  →  → 3000 →  → TECH MODES  → SOFTWARE UPGRADE

3. Locate the USB with the **IoT AGENT SOFTWARE FILES** and insert the USB drive into the USB port on the **FAR-LEFT** side of the fryer, just inside the left fryer door (see Figure 14). The USB port may differ in appearance based on date of manufacture

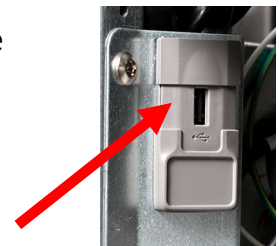


Figure 14

4. Follow the onscreen instructions.
5. Press **YES** when the screen displays **READING COMPLETED**.
6. Press **YES** when the screen displays **ALLOW 30 MINUTES FOR SOFTWARE UPGRADE. NO FRYING. UPDATE NOW?**
7. While updating the controller displays various messages. Once the update is finished it will either reboot the left controller, if deploying for the first time or instructions to remove USB and power cycle. The right controller may still have messages showing it's updating, but it is finished. As long as the left controller displays REMOVE USB & POWER CYCLE, advance to step 8.
8. Remove the USB flash drive and lower cover over the USB slot.
9. Press the **YES** button to confirm.

10. The screen displays **UPGRADE COMPLETED, POWER CYCLE SYSTEM**.

11. Power cycle the system for **60 SECONDS**. Failure to press and hold the **reset switch long enough, may cause an incomplete software update**.

12. Wait two (2) minutes and press the **"HOME"** button on the (see Figure 15).

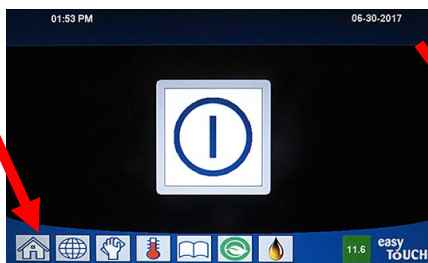


Figure 15

13. Press the **?** button (see Figure 16).

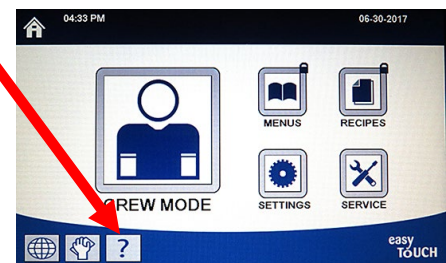


Figure 16

14. Press the down arrow button (see Figure 17).

15. Press the software version button (see Figure 18).

16. Press the down arrow button **TWO** (2) times (see Figure 19).

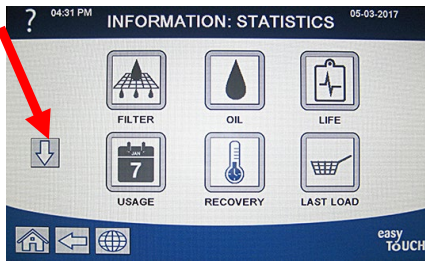


Figure 17

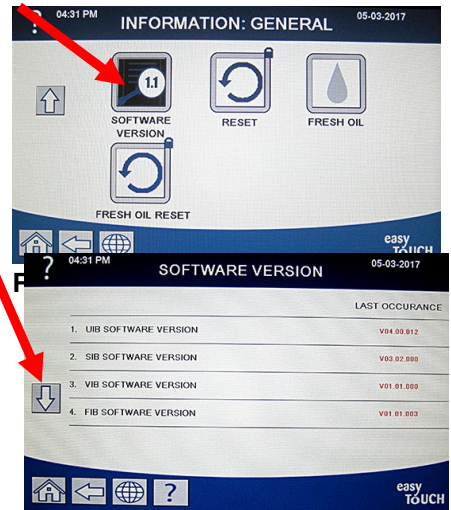


Figure 19

17. The **GATEWAY SOFTWARE VERSION** should be **60.99.048** (see Figure 20). If not, repeat steps 1-8 of this section. If after two tries of loading the software and the version below is **NOT** displayed, go to STEP 5 (Troubleshooting) on the next to the last page.



Figure 20

V60.99.048

18. Press the "HOME" button (see Figure 15) when finished.

19. This concludes installing hardware and updating software. The instructions on the following pages are for techs that are connecting the fryer to the cloud.

STOP!!!! THE NEXT SECTION SHOULD ONLY BE COMPLETED BY PERSONNEL THAT HAVE THE PASSWORDS, SSID, ETC. TO CONNECT THE FRYER TO THE CLOUD.

Appendix A

This section should ONLY be completed by IT departments or other personnel with the passwords, SSID, etc. to connect the fryer to the cloud.

STEP 1: EDIT THE CONFIG SETTINGS

1. Press  →  →  → **9000** →  →  **6X** → **CONNECTIVITY**
SETTINGS SERVICE
2. Select **SERIAL NUMBER**.
3. Enter the serial number that is located inside the door of the far-left fryer and press **✓**.
4. Select **MODEL NUMBER**.
5. Enter the model number that is located inside the door of the far-left fryer and press **✓**.
6. Select **NUMBER OF UIs**.
7. Select the number of controllers in the battery of fryers and press **✓**.
8. Select **LOCATION**.
9. Enter a store # or address and press **✓**.
10. Press .
11. Select **CONNECTION TYPE**.
12. Select **WIFI** if connecting via WiFi and press **✓**.
13. Controller displays **SETUP COMPLETE RESTART THE SYSTEM**.
14. Press **✓**.
15. Select **KEY TYPE**.
16. Select the security type **NONE; WPA-PSK/WPA2-PSK; WPA-NONE; WPA-EPA** and press **✓**.
17. Controller displays **SETUP COMPLETE RESTART THE SYSTEM**.
18. Press **✓**.
19. Select **SSID**.
20. Enter the SSID address of the store network to connect the fryer to and press **✓**.
21. Controller displays **SETUP COMPLETE RESTART THE SYSTEM**.
22. Press **✓**.
23. Select **PASSWORD**. This parameter can be blank if it is open or unlocked network.
24. Enter the network password and press **✓**.
25. Controller displays **SETUP COMPLETE RESTART THE SYSTEM**.
26. Press **✓**.
27. Press .

28. Power cycle the entire fryer by **PRESSING** and **HOLDING** the black toggle reset switch for **60 SECONDS**. The reset switch is located either under the USB port, near the USB port or under the control box (see Figures 21 and 22).



Figure 21

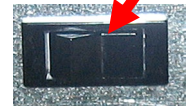


Figure 22

STEP 2: CONFIRM THE IP ADDRESS

1. **WAIT FIVE (5) MINUTES** before proceeding to the next step.
2. Press the **"HOME"** button on the (see Figure 23).
3. Press the **?** button (see Figure 24).
4. Press the down arrow button (see Figure 25).
5. Press the software version button (see Figure 26).
6. Press the down arrow button **TWO** (2) times (see Figure 27).
7. The **GATEWAY CONNECTION STATUS** should be **CONNECTED** (see Figure 28) indicating that it is connected to the cloud. If not, wait 5 minutes and recheck.

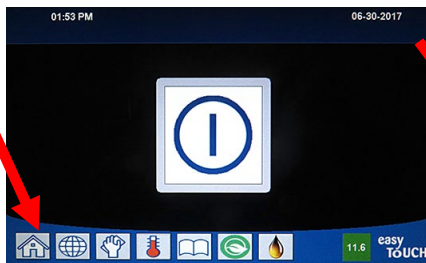


Figure 23

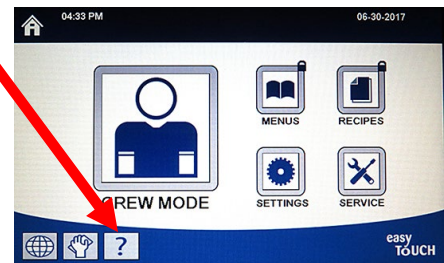


Figure 24

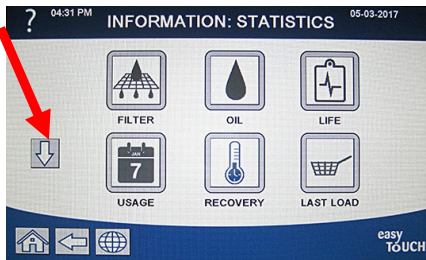


Figure 25



Figure 26

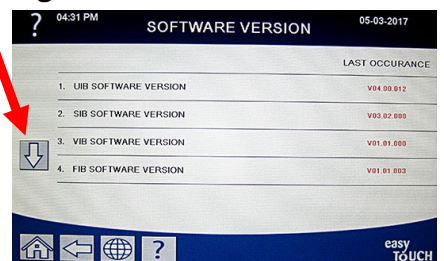


Figure 27

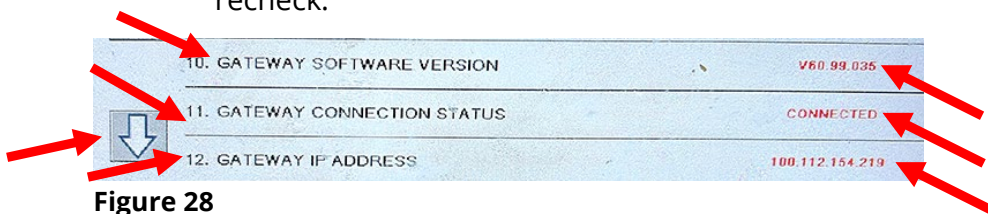


Figure 28

8. The **GATEWAY IP ADDRESS** is shown. The **GATEWAY SOFTWARE IP ADDRESS** should have some numbers that are **NOT ALL ZEROS** (see Figure 28). **NOTE: The IP address WILL be different than shown (see Figure 28).** If only zeros are shown, power cycle the entire fryer battery and wait 5-10 minutes before rechecking the software version and IP address again. **NOTE: An IP address should NOT start with 4 or 82.** If so, then it is **NOT** connected to a router. If it is not connected to the router, repeat steps 1-7 of this section. If after two tries of loading the software and

the version above is **NOT** displayed, go to **STEP 5 (Troubleshooting)** on the next to the last page.

9. Press the down arrow button (see Figure 27).

10. View the Gateway signal strength (see Figure 29).

Figure 29

It should show a strength of 1/5 to 4/5. The higher the number the better. If it displays 0/5, it does NOT have a connection to a router. See item #2 SERIAL NUMBER on page 5 to ensure the serial # is correct.

11. Confirm the IP address matches with what the router displays.
12. Press the "HOME" button (see Figure 30) when finished.



Figure 30

STEP 3: CONFIRM THE UNIT APPEARS IN THE CLOUD

1. If an account exists with KitchenConnect and the fryer has been set up in KitchenConnect, confirm that the fryer appears online in the cloud.
2. If an account does not exist with KitchenConnect, an account will need to be setup and the fryer will need to be added to the cloud. Go to <https://www.welbiltconnect.com/>.

STEP 4: VERIFY DATA IN THE CLOUD

1. Perform a cook on the fryer.
2. Perform a filter on the fryer.
3. Confirm that the cloud displays the proper cooks and filters performed on the fryer.

STEP 5: TROUBLESHOOTING

1. If the software version is all zeros (0), **WAIT AN ADDITIONAL FIVE (5) MINUTES and recheck using steps 1-7 in STEP 2 (Confirm the IP address).**
2. The first number on gateway signal strength (refer to Figure 31) (Gateway Signal Strength Quality) which is shown at 4/5.
Below is breakdown of first number:
 - a. 4 = Excellent signal; always associated; lightning fast.
 - b. 3 = Good signal; always associated; very fast.
 - c. 2 = Fair signal; always associated; usually fast.
 - d. 1 = Poor signal; mostly associated; mostly slow.
 - e. 0 = No signal; not associated; no go.

13. GATEWAY SIGNAL STRENGTH

4/5

Figure 31

3. If the IP address is not displayed but the link quality and signal strength are good, then the router or KitchenConnect has some issues and/or configuration file needs to be confirmed for accuracy and updated again.