

Instruction Sheet

Follow these steps to update the fryer and install FQLink.

Subject: FQ4000 Casey's FQLink Installation Instructions

Models affected: Casey's FilterQuick 4000 (Touch Screen) Fryers

01.10.25

STEP 1: 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 1).

The software versions after update should be:

UIC – 10.89.026; VIB – 01.03.003; FIB – 10.99.109

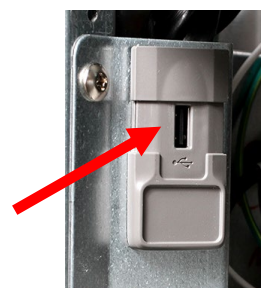


Figure 1

STEP 2: DISCONNECT KCCM/MODEM (IF INSTALLED)

1. Disconnect power from the fryer.
2. Remove the two screws attaching the controller to the fryer (see Figure 2).
3. Disconnect the RJ11 KCCM CAN/power harness (see Figure 3) from the FIB board.
4. Zip tie the harness up out of the way.
5. Connect the supplied RJ11 CAN terminator to the connector on the FIB board from step 6 above (see Figure 4).
6. Reconnect power to the fryer.



Figure 2

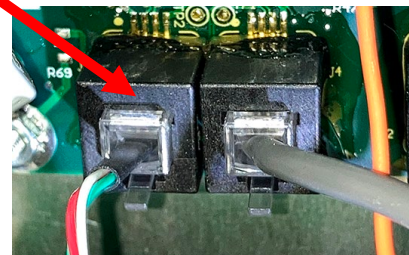


Figure 3

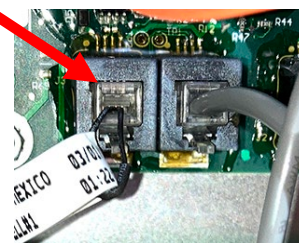


Figure 4

STEP 3: INSTALL THE IoT AGENT SOFTWARE

1. Ensure all controllers are OFF and in the standby mode (see Figure 5).

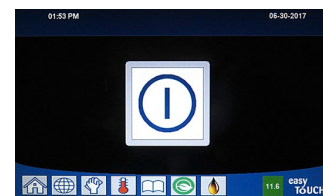


Figure 5

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

- Locate the USB with the **IoT AGENT SOFTWARE FILES** and insert the USB drive into the USB port, just inside the fryer door (see Figure 6). The USB port may differ in appearance based on date of manufacture.



Figure 6

- Follow the onscreen instructions.
- 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?**
- When the update has completed on **ALL** screens, press the **YES** button to confirm.
- 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.**
- Power cycle the system for **60 SECONDS**. Failure to press and hold the reset switch long enough, may cause an incomplete software update.

- Wait two (2) minutes and press the "HOME" button on the (see Figure 7).

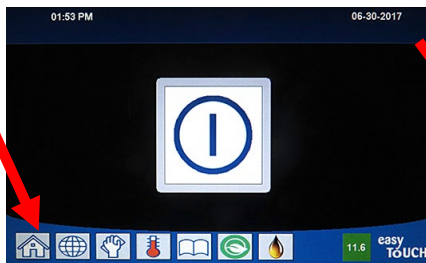


Figure 7

- Press the ? button (see Figure 8).

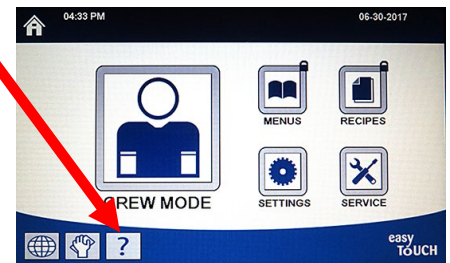


Figure 8

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

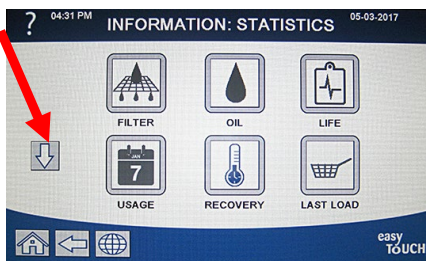


Figure 9

- Press the software version button (see Figure 10).



- Press the down arrow button **TWO** (2) times (see Figure 11).

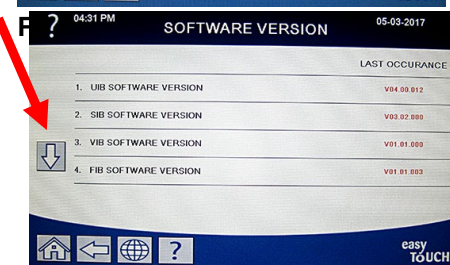


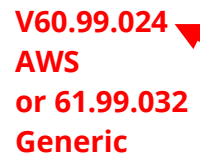
Figure 11

14. The **GATEWAY SOFTWARE VERSION** should be **60.99.024 for AWS or 61.99.032 Generic** (see Figure 12). 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 4 (Troubleshooting) on the last page.
15. Press the "HOME" button (see Figure 7) when finished.
16. This concludes installing hardware and updating software. The instructions on the following pages are for techs that are connecting the fryer to the cloud.



10. GATEWAY SOFTWARE VERSION

Figure 12



**V60.99.024
AWS
or 61.99.032
Generic**

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 located inside the door of the far-left fryer and press **√**.
4. Select **CONNECTION TYPE**.
5. Select **WIFI** and press **√**.
6. Controller displays **SETUP COMPLETE RESTART THE SYSTEM**.
7. Press **√**.
8. Select **KEY TYPE**.
9. Select the security type **NONE; EWPA-PSK/WPA2-PSK; WPA-NONE; WPA-EPA** and press **√**.
10. Controller displays **SETUP COMPLETE RESTART THE SYSTEM**.
11. Press **√**.
12. Select **SSID**.
13. Enter the SSID address of the store network to connect the fryer to and press **√**.
14. Controller displays **SETUP COMPLETE RESTART THE SYSTEM**.
15. Press **√**.
16. Press 
17. Select **PASSWORD**.
18. Enter the network password and press **√**.
19. Controller displays **SETUP COMPLETE RESTART THE SYSTEM**.
20. Press **√**.
21. Press 
22. 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 12 and 13).



Figure 12

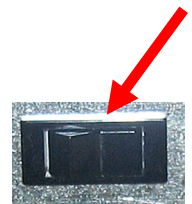


Figure 13

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 14).
3. Press the **?** button (see Figure 15).
4. Press the down arrow button (see Figure 16).
5. Press the software version button (see Figure 17).
6. Press the down arrow button **TWO (2)** times (see Figure 18).
7. The **GATEWAY IP ADDRESS** is shown. The **GATEWAY SOFTWARE IP ADDRESS** should have some numbers that are **NOT ALL ZEROS** (see Figure 19). **NOTE: The IP address may be different than shown below (see Figure 20).** If only zeros are shown, power cycle the entire fryer battery and wait 5-10 minutes before checking 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. If is not connected, 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 last page.
8. Confirm the IO address matches with what the router displays.
9. Press the **"HOME"** button (see Figure 14) when finished.

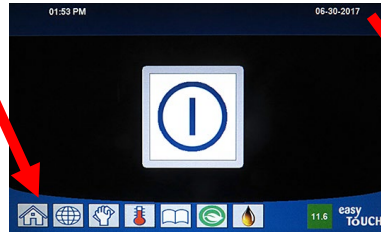


Figure 14

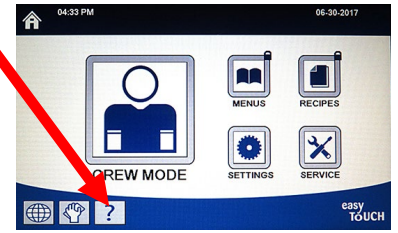


Figure 15

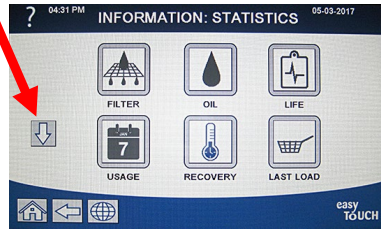


Figure 16

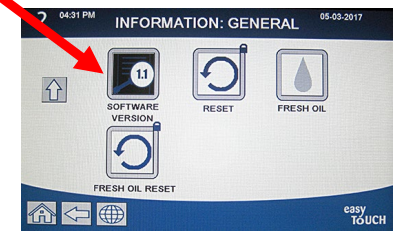


Figure 17

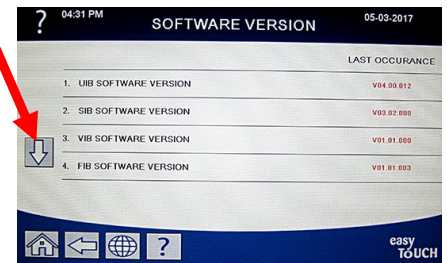


Figure 18



Figure 19

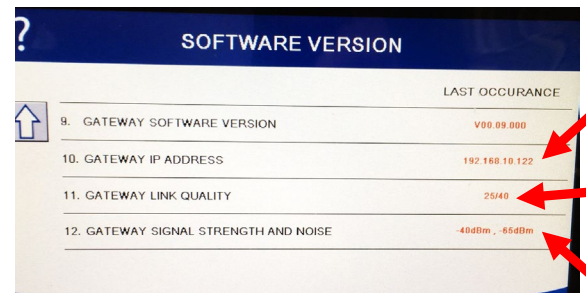


Figure 20

STEP 3: CONFIRM THE UNIT APPEARS IN THE CLOUD

1. Confirm that the unit appears online in the cloud.

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 link quality (refer to Figure 20) in #11 (Gateway Link Quality) which is shown at 0/40) is the difference between received signal strength and background noise level. This number is called SNR (Signal-to-noise ratio).
Below is breakdown of first number:
 - a. 40dB = Excellent signal; always associated; lightning fast.
 - b. 25dB to 40dB = Very good signal; always associated; very fast.
 - c. 15dB to 25dB = Low signal; always associated; usually fast.
 - d. 10dB to 15dB = Very low signal; mostly associated; mostly slow.
 - e. 5dB to 10dB = No signal; not associated; no go.
3. Gateway signal strength and noise (refer to Figure 20 #12). Signal strength from -20 dbm to -65 dbm is good connection. Noise level should be below -70 dbm to -95dbm
4. If the IP address is not being displayed but the link quality and signal strength are good, then the modem or KitchenConnect has some issues and/or configuration file needs to be confirmed for accuracy and updated again.