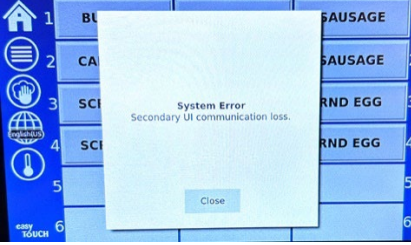

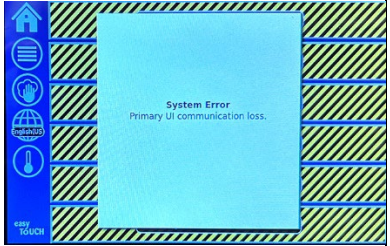


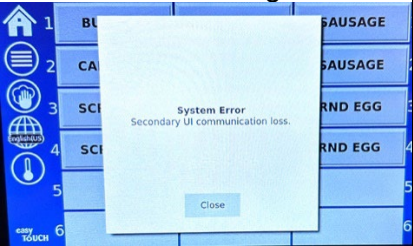

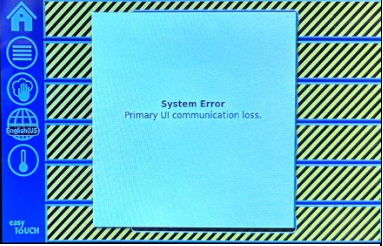
UHCTHD CAN and IO Communication Troubleshooting

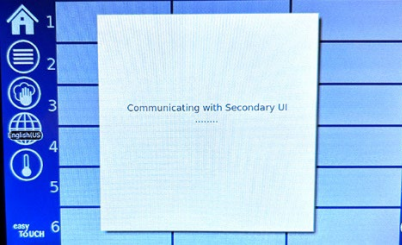
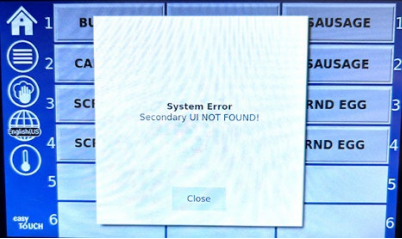
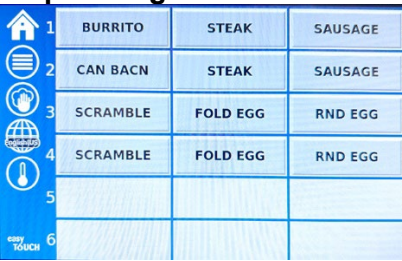
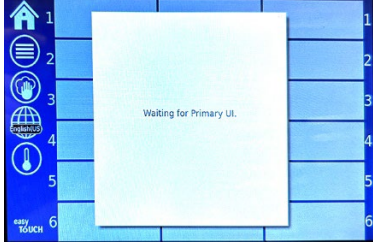
Front UI	Rear UI	IO COM LED	Possible Cause	Corrective Action(s)	Functions Affected
<p>System Error Secondary UI communication loss.</p> <p>Close with the Menu in the background</p>  <p>Operating Normally after pressing Close button</p> 	<p>System Error Primary UI communication loss</p> <p>Hash marks in background indicate IO communication lost as well.</p> 	<p>BLINK Yellow</p>	<p>CAN communication cable disconnected, or communication lost between UI's AFTER powering cabinet up.</p> <p>Intermittent CAN harness pins or cable issue.</p>	<p>Ensure CAN communication cable is connected between FRONT and REAR UI's.</p> <p>Order kit 8263835 that includes 2-8076328 and 1-8076441 cables.</p> <p>Replace the 8076441 CAN cable between both UI's and the 8076328 I/O cable between I/O board and REAR UI and power cycle the cabinet.</p>	<p>Rear UI DOES NOT function.</p> <p>Acknowledging the Close button on FRONT UI allows FRONT UI to operate normally.</p>

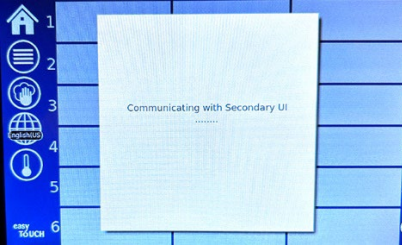
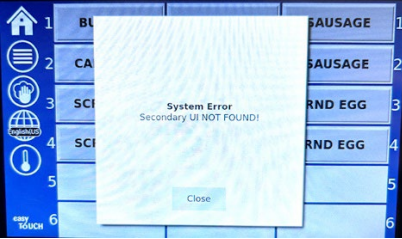

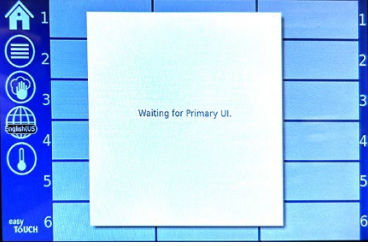


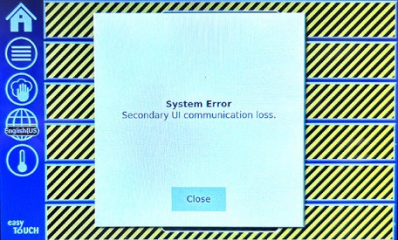

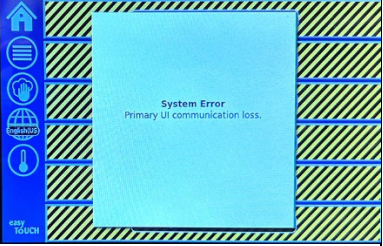
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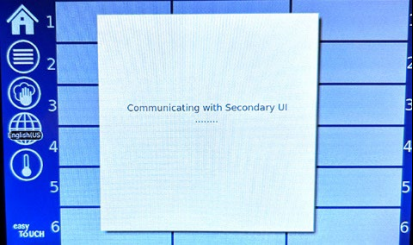
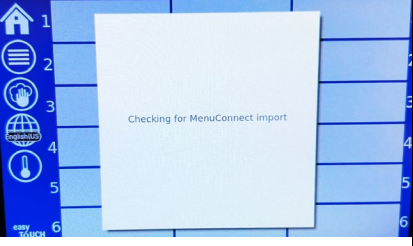
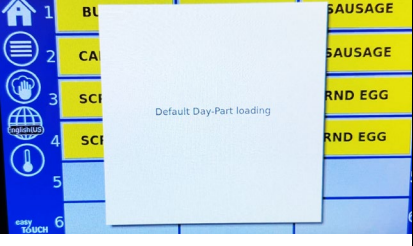

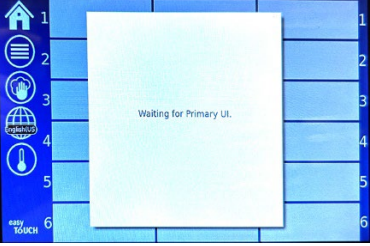
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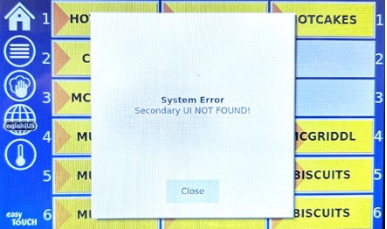

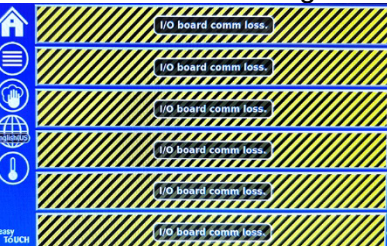
Front UI	Rear UI	IO COM LED	Possible Cause	Corrective Action(s)	Functions Affected
<p>System Error Secondary UI communication loss.</p> <p>Close with the Menu in the background</p>  <p>Operating Normally after pressing Close button</p> 	<p>System Error Primary UI communication loss</p> <p>Hash marks in background indicate IO communication lost as well.</p> 	<p>BLINK Yellow</p>	<p>The I/O cable between the REAR UI & I/O board is disconnected at the IO board or UI or intermittent AFTER powering the cabinet up.</p> <p>The 5VDC that operates the CAN bus is lost.</p> <p>CAN bus communication between UI's is lost due to CAN power loss.</p> <p>Disconnected or Bad I/O communication cable between IO board and REAR UI.</p>	<p>Ensure the I/O cable between the REAR UI and I/O board. Ensure the RJ cable connectors are locked into the I/O board connector and the rear connector on the REAR UI.</p> <p>Order kit 8263835 that includes 2-8076328 and 1-8076441 cables.</p> <p>Replace the 8076441 CAN cable between both UI's and the 8076328 I/O cable between I/O board and REAR UI and power cycle the cabinet.</p>	<p>Rear UI DOES NOT function.</p> <p>Acknowledging the Close button on FRONT UI allows FRONT UI to operate normally.</p>

Front UI	Rear UI	IO COM LED	Possible Cause	Corrective Action(s)	Functions Affected
<p>Communicating with Secondary UI with incrementing dots.</p>  <p>Changing to System Error Secondary UI NOT FOUND! Close with the Menu in the background</p>  <p>Operating Normally after pressing Close button</p> 	<p>Waiting for Primary UI</p> 	<p>BLINK Yellow</p>	<p>CAN communication cable disconnected, or communication lost between UI's BEFORE powering cabinet up.</p> <p>The 5VDC that operates the CAN bus on rear UI is lost.</p> <p>CAN bus communication between UI's is lost due to CAN power loss</p> <p>Intermittent CAN harness pins or cable issue.</p>	<p>Ensure CAN communication cable is connected between FRONT and REAR UI's.</p> <p>Order kit 8263835 that includes 2-8076328 and 1-8076441 cables.</p> <p>Replace the 8076441 CAN cable between both UI's and the 8076328 I/O cable between I/O board and REAR UI and power cycle the cabinet.</p>	<p>Rear UI DOES NOT function.</p> <p>Acknowledging the Close button on FRONT UI allows FRONT UI to operate normally.</p>

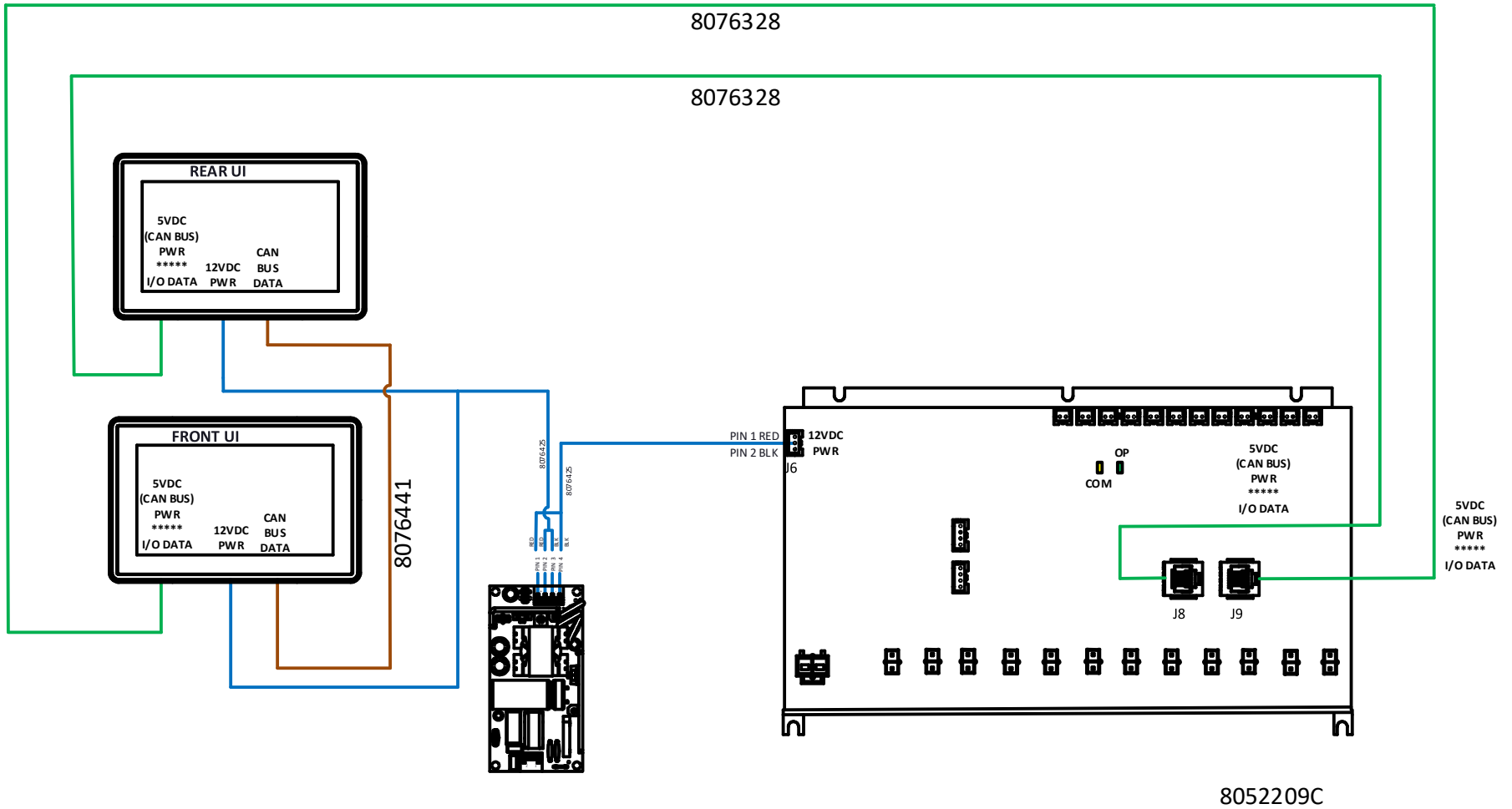
Front UI	Rear UI	IO COM LED	Possible Cause	Corrective Action(s)	Functions Affected
<p>Communicating with Secondary UI with incrementing dots.</p>  <p>Changing to System Error Secondary UI NOT FOUND! Close with the Menu in the background</p>  <p>Operating Normally after pressing Close button</p> 	<p>Waiting for Primary UI</p> 	<p>BLINK Yellow</p>	<p>The I/O cable between the REAR UI & I/O board is disconnected at the IO board or UI or intermittent BEFORE powering the cabinet up.</p> <p>The 5VDC that operates the CAN bus is lost.</p> <p>CAN bus communication between UI's is lost due to CAN power loss.</p> <p>Disconnected or Bad I/O communication cable between IO board and REAR UI.</p>	<p>Ensure the I/O cable between the REAR UI and I/O board. Ensure the RJ cable connectors are locked into the I/O board connector and the rear connector on the REAR UI.</p> <p>Order kit 8263835 that includes 2-8076328 and 1-8076441 cables.</p> <p>Replace the 8076441 CAN cable between both UI's and the 8076328 I/O cable between I/O board and REAR UI and power cycle the cabinet.</p>	<p>Rear UI DOES NOT function.</p> <p>Acknowledging the Close button on FRONT UI allows FRONT UI to operate normally.</p>

Front UI	Rear UI	IO COM LED	Possible Cause	Corrective Action(s)	Functions Affected
<p>System Error Secondary UI communication loss. Close with the Menu in the background</p>  <p>Pressing Close changes to I/O board comm loss with Hash Marks in the background</p> 	<p>System Error Primary UI communication loss</p> <p>Hash marks in background indicate I/O communication lost as well.</p> 	<p>DOES NOT BLINK</p>	<p>The I/O cable between the FRONT UI & I/O board is disconnected at the IO board or UI or intermittent AFTER powering the cabinet up.</p> <p>The 5VDC that operates the CAN bus is lost.</p> <p>CAN bus communication between UI's is lost due to CAN power loss.</p> <p>Disconnected or Bad I/O communication cable between IO board and FRONT UI.</p>	<p>Ensure the I/O cable between the FRONT UI and I/O board. Ensure the RJ cable connectors are locked into the I/O board connector and the rear connector on the FRONT UI.</p> <p>Order kit 8263835 that includes 2-8076328 and 1-8076441 cables.</p> <p>Replace the 8076441 CAN cable between both UI's and the 8076328 I/O cable between I/O board and FRONT UI and power cycle the cabinet.</p>	<p>Acknowledging the Close button on FRONT UI momentary clears message.</p> <p>I/O Board Communication Loss.</p> <p>Neither UI allows any functions.</p>

Front UI	Rear UI	IO COM LED	Possible Cause	Corrective Action(s)	Functions Affected
<p>Communicating with Secondary UI with incrementing dots.</p>  <p>Changing to Checking for MenuConnect import</p>  <p>Changing to Default Day-Part loading</p>  <p>Changing to Checking for Holding Restoration</p>  <p>CONTINUED ON NEXT PAGE</p>	<p>Waiting for Primary UI with NO Hash marks</p> 	<p>BLINK Yellow</p>	<p>The I/O cable between the FRONT UI & I/O board is disconnected at the IO board or UI or intermittent BEFORE powering the cabinet up.</p> <p>The 5VDC that operates the CAN bus is lost to the FRONT UI.</p> <p>CAN bus communication between UI's is lost due to CAN power loss.</p> <p>Communication to IO board is lost.</p> <p>Disconnected or Bad I/O communication cable between IO board and FRONT UI.</p>	<p>Ensure the I/O cable between the FRONT UI and I/O board. Ensure the RJ cable connectors are locked into the I/O board connector and the rear connector on the FRONT UI.</p> <p>Order kit 8263835 that includes 2-8076328 and 1-8076441 cables.</p> <p>Replace the 8076328 I/O cable between I/O board and FRONT UI and power cycle the cabinet.</p>	<p>Acknowledging the Close button on FRONT UI momentary clears message.</p> <p>I/O Board Communication Loss.</p> <p>Neither UI allows any functions.</p>

Front UI	Rear UI	IO COM LED	Possible Cause	Corrective Action(s)	Functions Affected
<p>Changing to System Error Secondary UI NOT FOUND! Close with NO Hash Marks in the background</p>  <p>Pressing Close Momentary changes to Normal Screen</p>  <p>Changing to I/O board comm loss with Hash Marks in the background</p> 			See previous page	See previous page	See previous page

UHCTHD COMMUNICATION/POWER



- 12VDC I/O BOARD, UI POWER
- 5VDC CAN BUS POWER
- CAN BUS DATA