

## Instruction Sheet

Follow these steps to update the fryer and install FQLink.

**Subject: FQ4000 Whataburger FQLink Installation Instructions**

**Models affected: Whataburger FilterQuick 4000 (Touch Screen) Fryers**

**4.29.26**

### 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/X – 17.00.004; VIB – 01.03.003; FIB – 17.00.003



Figure 1

### STEP 2: INSTALL THE IoT AGENT SOFTWARE

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

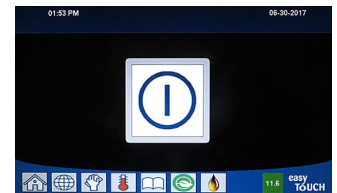


Figure 5

2. On the left screen, press  →  →  → 9000 →  → TECH MODES  → SOFTWARE UPGRADE

3. 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

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 7).
13. Press the ? button (see Figure 8).
14. Press the down arrow button (see Figure 9).
15. Press the software version button (see Figure 10).
16. Press the down arrow button **TWO** (2) times (see Figure 11).
17. The **GATEWAY SOFTWARE VERSION** should be **60.99.067** (see Figure 12). If not, repeat steps 1-10 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.
18. Press the "HOME" button (see Figure 7) 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.



Figure 7

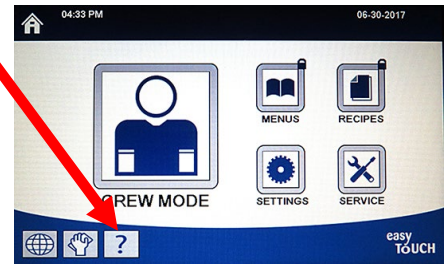


Figure 8

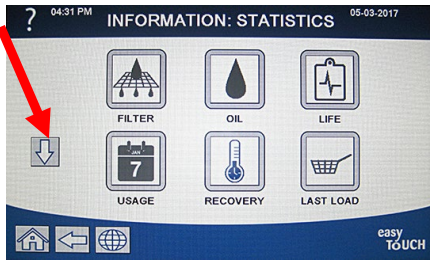


Figure 9



Figure 10

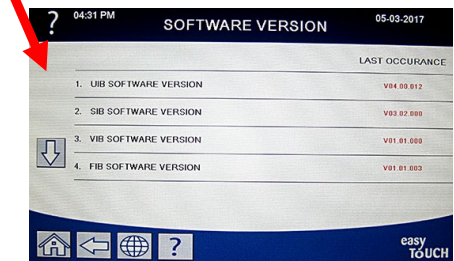


Figure 11










Figure 12

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## Appendix A

### 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. Controller displays **SETUP COMPLETE RESTART THE SYSTEM**.
5. Select **MODEL NUMBER**.
6. Enter the model number that is located inside the door of the far-left fryer and press ✓.
7. Select **NUMBER OF UIs**.
8. Select the number of controllers in the battery of fryers and press ✓.
9. Press ✓.
10. Select **CONNECTION TYPE**.
11. Select **CELLULAR** if connecting via Cellular and press ✓.
12. Skip **KEY TYPE**
13. Skip **SSID**.
14. Press 
15. Skip **PASSWORD**.
16. Select **APN**.
17. Ensure that the APN settings = **nxtesim1.net** and press ✓.
18. Controller displays **SETUP COMPLETE RESTART THE SYSTEM**.
19. Press ✓.
20. Select **PROVIDER**.
21. Ensure that the provider settings = **Telit** and press ✓.
22. Controller displays **SETUP COMPLETE RESTART THE SYSTEM**.
23. Press ✓.
24. Select **DIALIN**.
25. Ensure the dialin number = **\*99\*\*\*1#** and press ✓.
26. Select **TIMEZONE**.
27. Using the table beginning on page 6, enter the time zone exactly as shown in column 1. This name is case sensitive and must retain any special characters such as / or \_. Example: **America/Chicago** for (Central Standard Time) or **America/New\_York** for (Eastern Standard Time)
28. Press ✓.
29. Controller displays **SETUP COMPLETE RESTART THE SYSTEM**.
30. Press ✓.
31. Press 
32. Select **NTP**.


33. Select **ON**. **NOTE: Enabling NTP will grey out the time and date settings, as these will be controlled by FQLink based off of GMT time.**
34. Controller displays **SETUP COMPLETE RESTART THE SYSTEM**.
35. Press ✓.
36. Press 
37. 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 CONNECTION STATUS** should be **CONNECTED** (see Figure 19) indicating that it is connected to the cloud. If not, wait 5 minutes and recheck. Other statuses are below with definitions.
  - a. If it displays **NOT CONNECTED**, the customer needs to input the Wi-Fi connection details like serial #, SSID and password into the controller and ensure the access point (router) is available.
  - b. If it displays **NOT REGISTERED**, the fryer can see the internet, but it is not registered to a customer portal. The customer needs to add the fryer to their store/portal with store, location and registration code.
  - c. If it displays **MISSING CERTIFICATE**, the unit can see the internet and the customer portal. However, the certificate is not available to be issued or is

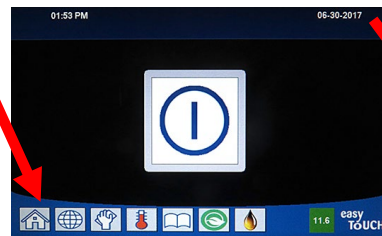


Figure 14

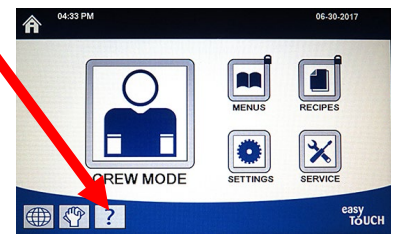


Figure 15

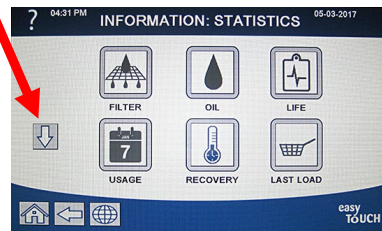


Figure 16

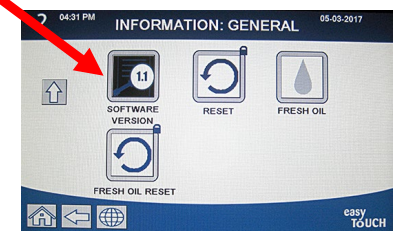


Figure 17

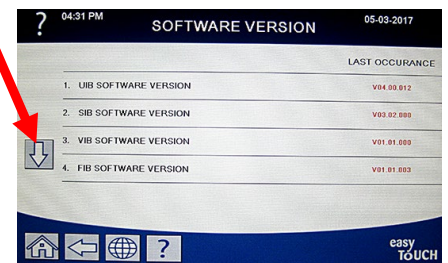


Figure 18

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not matching what is in the cloud. The fryer needs to be deleted and added back to the customer portal.

d. If it displays **MODEM NOT DETECTED**, the customer needs to make sure the modem is attached and has power.

8. 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 WILL be different than shown (see Figure 19).** 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 to a cell modem. If is not connected to the cell modem, 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.

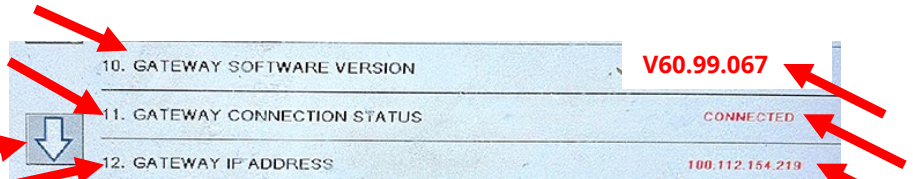


Figure 19

9. Press the down arrow button (see Figure 19).

10. View the Gateway signal strength (see Figure 20).

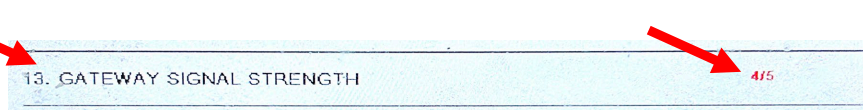


Figure 20

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 cell service. See item #2 SERIAL NUMBER on page 5 to ensure the serial # is correct.

11. Press the "HOME" button (see Figure 14) when finished.

### 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 21) (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.
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.



13\_GATEWAY SIGNAL STRENGTH

Figure 21

## Time Zone Settings

Enter the Time Zone name from Column 1 **exactly** as displayed. The names are case specific. Ensure that any special characters such as / or \_ are left as displayed. If not, the time zone name will display an error.

Column 1 Timezone Name	Region	Region 2	Region 3	Comments
America/Whitehorse	America	Whitehorse		Pacific - Yukon (south)
America/Anchorage	America	Anchorage		Alaska (most areas)
America/Los_Angeles	America	Los_Angeles		Pacific
America/Phoenix	America	Phoenix		MST - Arizona (except Navajo)
America/Denver	America	Denver		Mountain (most areas)
America/Chicago	America	Chicago		Central (most areas)
America/New_York	America	New_York		Eastern (most areas)
America/Detroit	America	Detroit		Eastern - MI (most areas)
America/Indiana/Indianapolis	America	Indiana	Indianapolis	Eastern - IN (most areas)
America/Yakutat	America	Yakutat		Alaska - Yakutat
Pacific/Honolulu	Pacific	Honolulu		Hawaii