

# Service Bulletin

**Subject: UHC-P Dongle Failure**

**DATE: 9/25/15**

Hardware changes in the infrared device used to program UHC-P's caused the units to fail to communicate with the cabinet. A failure dialog box appears on the associated minicomputer while attempting to communicate with the cabinet. The issue is not with the minicomputer or related components.



The recently shipped flawed infrared communication devices, called dongles, have a serial number between DV000001 and DV000272 and no number before the

Kit Number	Description
826-2945	Minicomputer, dongle, domestic
826-2946	Minicomputer, dongle, international
826-3070	Dongle, software, instructions
826-3159	Dongle-only with instructions

-FM in the Actisys part number. See examples below.

The revised dongles have a 3-FM in the Actisys part number.



The dongles are provided in four kits (matrix above), which include related communication components. In all cases, dongles in the serial number range without the -3 in the Actisys part number should be returned to Frymaster. In cases where the dongle shipped with a minicomputer, only the flawed dongle needs to be returned.

The flawed dongle is shown above (right). It is identifiable by the serial number range and the absence of a -3 in the part number. The good part, with the -3 in the part number is shown on the left.

Please prioritize replacement for any restaurant operators with failed dongle kits.