

Service Bulletin

This bulletin cancels and replaces SB23-21. This bulletin addresses an issue where some UHCTHD Touch screen cabinets have exhibited communication or configuration errors. Although these errors are similar they are addressed differently.

Subject: UHCTHD Communication/Configuration Errors

Models: McDonald's UHCTHD Touch Screen Holding Cabinets

4/29/2024

If a UHCTHD Touch cabinet displays "Waiting for Primary UI" (see Figure 1) or "System Error Primary UI communication loss." (see Figure 2) on the **REAR** controller and "System Error Secondary UI NOT FOUND!" (see Figure 3) or "System Error Secondary UI communication loss" (see Figure 4) on the **FRONT** controller, a communication issue has occurred.

Errors shown in Figures 1 and 3 occur when **NO** communication occurs between the front and rear controllers during power up. Errors shown in Figures 2 and 4 occur when communication occurred at power up, but then **was later lost** between the controllers. Pressing the Close button on the front controller, allows it to function normally. The rear controller does not allow the display to clear until the issue is addressed.

If a loss of communication has occurred between the front and rear controllers. See **RESOLUTION A** on the following page to address the issue.

If the rear touch screen displays a Configuration display on the **REAR** touch screen (see Figure 5) and "System Error secondary UI NOT FOUND!" (see Figure 3), or "System Error Secondary UI communication loss" (see Figure 4) on the **FRONT** controller, the rear controller is missing its configuration. **FIRST**, check steps 1-4 on **RESOLUTION A** on the following page to see if this corrects issue. If not, see **RESOLUTION B** on the page 3 to address the missing configuration issue.

If the restaurant reports any of these errors, ensure the tech arrives with **ALL** the following parts to properly address the issue for a first-time fix:

1. Electrical contact cleaner.
2. CAN communication cable - Part # 8076441

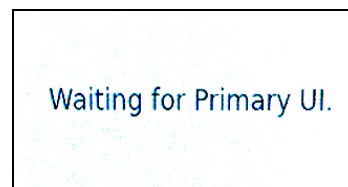


Figure 1

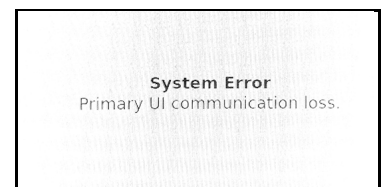


Figure 2

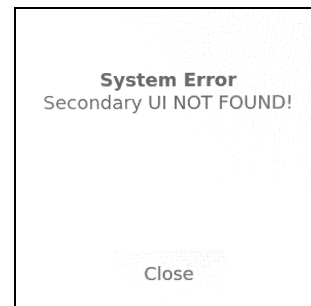


Figure 3

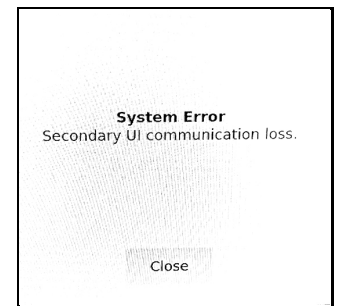


Figure 4

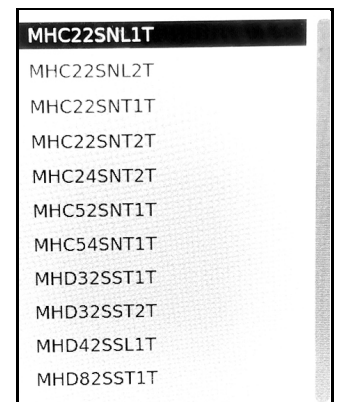


Figure 5

- Two (2) software files downloaded from the links on the last page, that are loaded on two (2) separate USB drives that are clearly identified with the software file.
- SD card kit Part # 8263680 (6-row Double Sided Units) (UHCTHD6TP) **Most Common Cabinet – This accounts for 99% of the units in the field.** If a different configuration kit is required, see the parts below.
- UI kit – Part # 8263619.

The SD cards below are for cabinets that are **NOT** common. They should **ONLY** be ordered if one of the models below has these issues.

PN# 8263705 (3-row Double Sided Units) UHCTHD3TP

PN# 8263706 (3-row Single Sided Units) UHCTHD3SP

PN# 8263707 (6-row Single Sided Units) UHCTHD6SP

RESOLUTION A (Loss of Communication)

- Remove the four (4) Phillips screws on the top of the cabinet and remove the cabinet top.
- Disconnect the CAN communication cables (3-wire, 6-pin connectors) on both ends between the front and rear touch screen controllers, with the black, blue and white wires (see Figure 6).
- Ensure that there are no pins pushed (see Figure 6.1). If so, gently push pins into connector and gently tug on them to ensure they are locked into the connector.

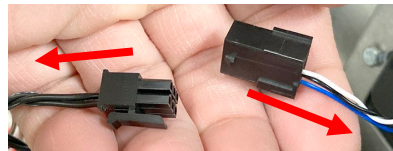


Figure 6

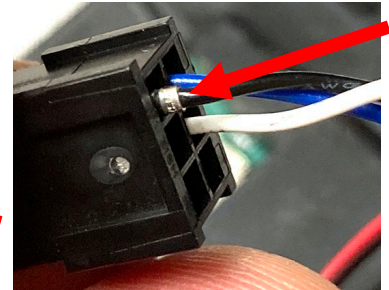


Figure 6.1

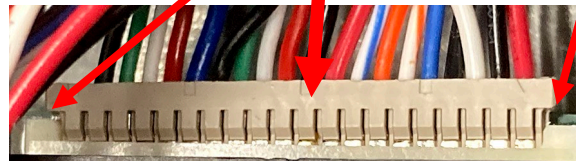


Figure 6.2



Figure 7

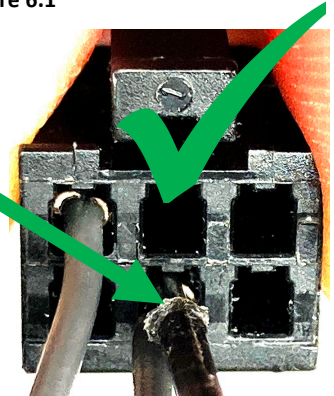


Figure 8

- Ensure the connector, that attaches directly to the rear of the touch screen, is fully inserted into the connector by pressing in on both sides of the connector (see Figure 6.2). The photo shown above shows the right side slightly out of the connector. It may require disconnecting and reconnecting the connector. Both sides of the connector should be flush against the connector on the board.**
- DO NOT** test harness with needle pin test leads into the front of the pins. The leads will destroy the pins (see Figure 7). If the pins must be tested, the correct way to test the pins is to insert the lead into the connector from the **REAR** side (see Figure 8).
- Using electrical contact cleaner, clean the contacts on **BOTH** ends of the CAN 8076441 cable that connects both controllers (with the female pins) (see Figure 9).

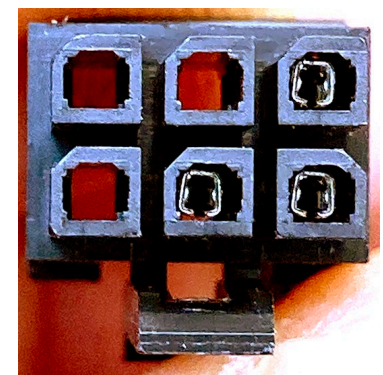


Figure 9

7. Using electrical contact cleaner, clean **BOTH** CAN connectors on the rear of the controllers, with the male pins (see Figure 10).
8. Disconnect and reconnect the CAN cable to both controllers six (6) times.
9. Inspect the CAN cable connectors to ensure **ALL** pins are fully seated into the connectors. Inspect the CAN cable connectors for spread pins (see Figure 11). **NOTE:** The middle pin is spread open compared to the other pins. This may cause intermittent or constant communication issues.

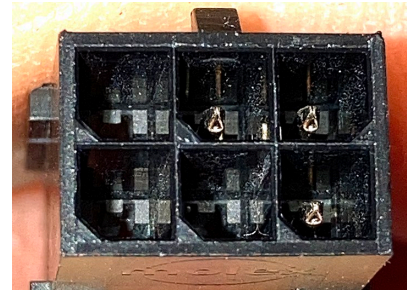


Figure 10

10. If any pins are spread as shown in Figure 11, take a small screwdriver or sharp object that will slide down between the notched side of the connector and the side of the pin. Gently push the sides of the pin back together so the pins make a positive contact (see Figure 12).

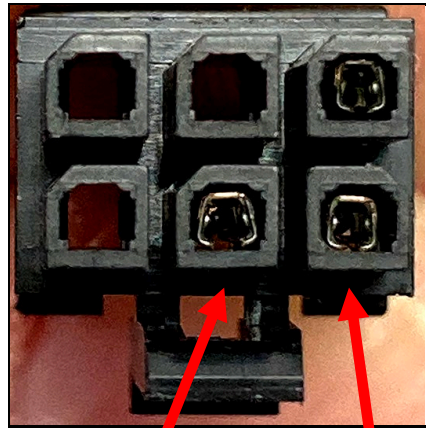


Figure 11

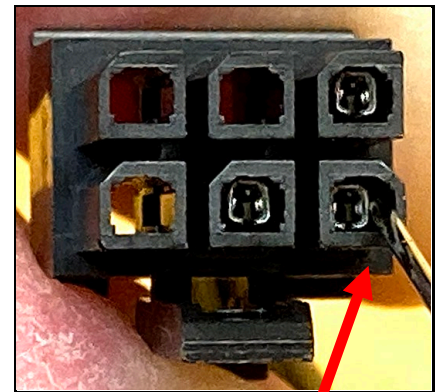


Figure 12

11. Reconnect the connectors and **POWER CYCLE** the cabinet to check for proper communication.
12. If the issue continues, replace the cable with part #8076441. Return any replaced cable via to:

Frymaster, L.L.C
Warranty Returns (Quality Assurance)
Attn: Wayne Fox
5489 Campus Drive
Shreveport, LA 71129

RESOLUTION B (Loss of Configuration)

1. Follow the 8198006 instructions attached to the rear of this bulletin, to address the missing configuration.

Software and Instruction Links

NOTE: The links on the following page apply **ONLY** to 6-row Double Sided Cabinets

The **REAR MIRROR** controller software for the 6-Row Double Sided cabinet **REAR** controller is located at: <https://www.frymaster.com/getmedia/9014ef92-4047-44e4-a76f-b840ae8ae59c/UHCTHD-6-row-Double-Sided-2469-Update-REAR-UI-ONLY2.zip>

The instructions for unzipping the files are located at: <https://www.frymaster.com/getmedia/92ba4f28-7e9a-4702-bed2-23fa85e0aa52/uhcthd-loading-software-files-that-have-been-zipped-onto-a-usb-drive-3-16-21.pdf>

The instructions for loading the software on the **REAR** controller from the **REAR controller USB port** are located at: <https://www.frymaster.com/getmedia/33327a68-af31-4a60-816d-adf93a021f2c/819-8006-DEC-23-UHCTHD-Rear-UI-SW-update-12-14-23.pdf>

The standard software to load onto the cabinet using the **FRONT USB** port, **AFTER loading the REAR software** is located at: <https://www.frymaster.com/getmedia/90cef4cf-613c-45f9-b6ad-b359e609be33/UHCTHD-6-row-Double-Sided-2469-Update2.zip>

The instructions for unzipping the files is located at: <https://www.frymaster.com/getmedia/92ba4f28-7e9a-4702-bed2-23fa85e0aa52/uhcthd-loading-software-files-that-have-been-zipped-onto-a-usb-drive-3-16-21.pdf>

The instructions for loading the standard software is located at: <https://www.frymaster.com/getmedia/978a178a-9bf8-4f01-abbe-99c0c07248a0/819-7941-APR-24-UHCTHD-SW-Update-v2469-4-3-24.pdf>

Instruction Sheet

Follow these instructions to update the **REAR** touch screen software.

This addresses issues where the rear touch screen is missing its

configuration and displays "System Error – Secondary UI communication

loss" or "System Error – Secondary UI NOT FOUND!".

Subject: McDonald's UHCTHD Communication/Configuration Issues

Models affected: McDonald's UHCTHD Holding Cabinets

5/10/2024

- 1) Prior to starting, ensure the software files are loaded onto **two (2) separate USB drives** and they are **clearly marked FRONT and REAR**. The files are located at:

<https://www.frymaster.com/Software-Packages/McDonald-s-UHCTHD-Software>

Download **ONLY** the **6-row/Double Sided Main Software**, to load through the **FRONT** of the cabinet and the **6-row/Double Sided Mirror Rear Only Software**, to load on the **REAR ONLY** controller.

- 2) If the CAN connections between the rear touch screen and the front touch screen 6-pin blue and white wires (see Figure 1) have been disconnected and reconnected, and no pins on any of the connections have been pushed out of the connections then proceed.
- 3) Remove the top cover of the cabinet by removing the four (4) Phillips head screws that attach the cover (see Figure 2).
- 4) With the cabinet powered up, disconnect the 6-pin CAN cable from the **REAR** controller with the black, blue and white wires. **The CAN cable MUST** be disconnected to prevent issues (see Figure 3).
- 5) Insert the USB with **ONLY** the **vhcupdate_UHCTHD6TP_MIRROR_UX2469.tar.gz** file loaded on it into the USB port, on one of the **REAR** USB connectors of the **REAR** controller (see Figure 4). **NOTE: This file is ONLY for 6-row double sided cabinets.**
- 6) After several seconds to a few minutes the software will **ONLY** load onto the rear controller.

Continued on next page

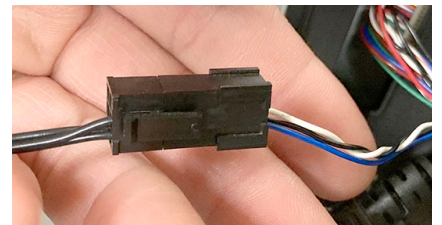


Figure 1



Figure 2

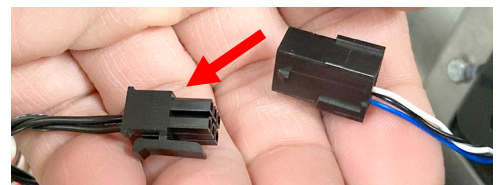


Figure 3

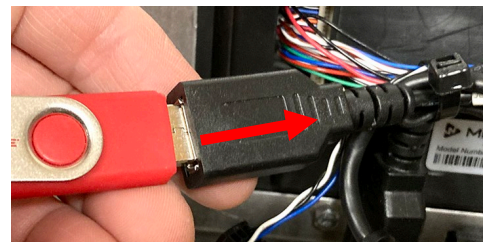


Figure 4

7) When the software update is complete, the screen displays **Software update successful. Unplug USB and reboot the unit** (see Figure 5).

8) Remove the USB drive (see Figure 6).

9) Power **OFF** the cabinet (see Figure 7).

10) Reconnect the 6-pin CAN cable to the rear UI with the black, blue and white wires (see Figure 8).

11) Power **ON** the cabinet (see Figure 9).



12) With the cabinet powered up and fully booted up, slide the USB cover open on the front of the cabinet and insert the USB with **ONLY** the **vhcupdate_UHCTHD6SP_UX2469.tar.gz** file loaded onto it into the USB port, on the **FRONT** of the cabinet (see Figure 10). This is **DIFFERENT** than the file used in step 5. **NOTE: This file is ONLY for 6-row double sided cabinets.**

13) After a few minutes the software update will start (see Figure 11).

14) When the software update is complete controller displays **Software update successful. Unplug USB and reboot the unit** when complete (see Figure 12).

15) Remove the USB from the front of the cabinet.

16) Power cycle the entire cabinet.

17) Press the  button. Press the  button. Swipe two times to the right to **System Information**. Verify the UI software version is **UX-2469** (see Figure 13) on both displays.



18) Press the  button.

Press

19) Press the **&Go** button.

20) Reattach the top cover.

21) If the configuration needs to be reset follow these steps:

- a) Press the  button. Press the  button. Swipe to the left to **Utilities**.

Software update successful.

Unplug USB and reboot the unit

Figure 5



Figure 6



Figure 7



Figure 9

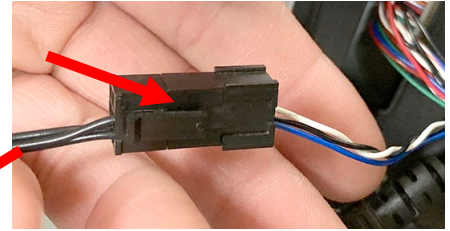


Figure 8



Figure 10

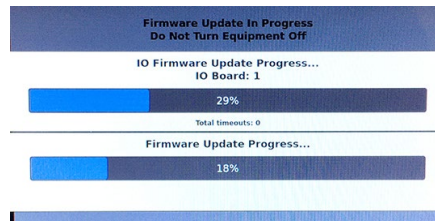


Figure 11

the

Software update successful.

Unplug USB and reboot the unit

Figure 12

Firmware Versions	
Board	Version
UI (Primary)	UX-2469

Figure 13

- b) Press and hold the easyTouch logo in the lower right corner for 10 seconds. The controller displays Reset Configuration. Press the GREEN checkmark button. (see Figure 14).
- c) Power cycle the cabinet.
- d) After the cabinet boots up, the controller displays the orientation screen (see Figure 15). Select the arrow which matches the orientation of the screen.

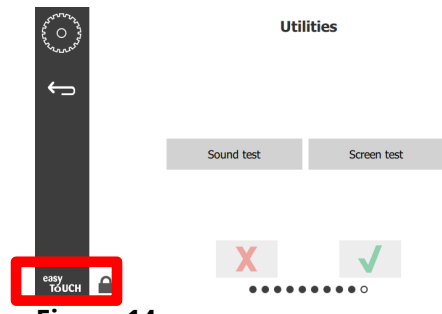


Figure 14

- e) The controller displays the model # configuration screen (see Figure 16).

Orientation
Which way is up on the touchscreen?



Figure 15

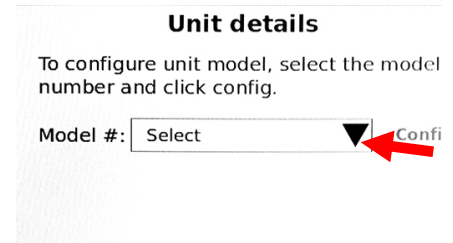


Figure 16

- f) Press the down arrow (see Figure 16)
- g) Select the correct configuration for the cabinet configuration (see Figure 17). Choose UHCTHD3SP for 3-row Single Sided; Choose UHCTHD3TP for 3-row Double Sided; Choose UHCTHD6SP for 6-row Single Sided; Choose UHCTHD6TP for 6-row Double Sided.

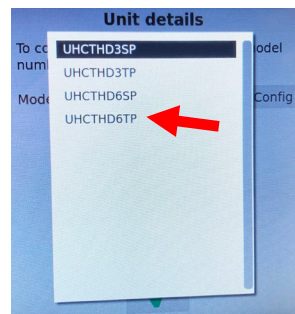


Figure 17

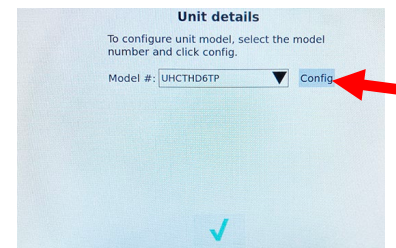


Figure 18

- h) Once the model is selected, press the **Config** button (see Figure 18).
- i) Choose Front or Back for the location of the controller;
- j) Press the Serial # field and use the keyboard to enter the serial number of the cabinet. When finished press the return key and Figure 19).

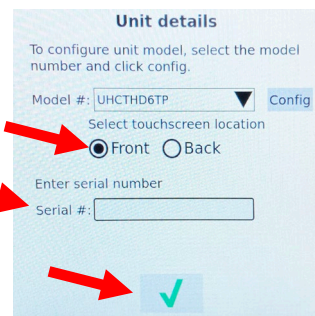


Figure 19

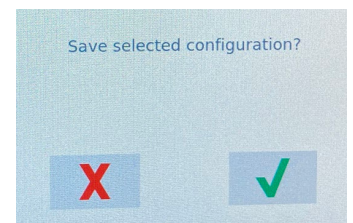


Figure 20

- k) The controller displays "Save Press the green checkmark Figure 20). If another display on configured, repeat steps 21a-21k
- l) The controller displays "Unit Reboot the unit." (see Figure 21)

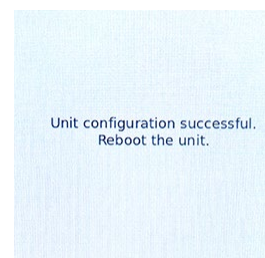


Figure 21

the GREEN checkmark (see **selected configuration?** button to continue (see the cabinet needs to be on that display. **configuration successful.** 21). Power cycle the