Frymaster®

Updating the Software on Your Touchscreen Fryer

==NOTE: THE SOFTWARE UPDATE PROCESS HAS CHANGED! PLEASE FOLLOW THESE REVISED INSTRUCTIONS TO UPDATE SOFTWARE FILES. FAILURE TO FOLLOW THE STEPS MAY RESULT IN A FAILED SOFTWARE UPDATE.==

Let's get started

Step 1 – Check Product Availability

Ensure enough products are cooked to cover 30 minutes of operations while the fryer is updating.
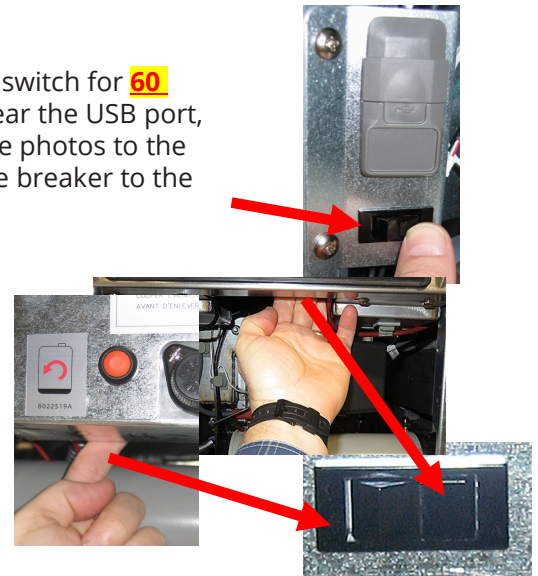
Step 2 – Power Cycle the Fryer

To power cycle the system, **PUSH and HOLD** the black toggle reset switch for ==**60 SECONDS**==. The reset switch is located either under the USB port, near the USB port, under the left control box or directly behind the JIB reset switch (see photos to the right). If the switch is not accessible, unplug the fryer or turn off the breaker to the fryer.

Step 3 – Pull the Filter Pan

Pull the filter pan slightly out from the cabinet until a "**P**" is visible on the top right corner of the display.

Step 4 – Turn OFF Fryers

Press the power button ⏻ on each display above the home button to ensure **ALL** controllers are OFF if any fryer is on.

Step 5 – Reset the fryer on the Left Screen

1. On the left screen, press 🏠 → ✖ SERVICE → 👷 SERVICE → **3000** → ✓ → ⬇ **FIB-RESET 2** → **YES**
2. **RESET COMPLETED SUCCESSFULLY** is displayed once the reset is complete. Press ✓ → 🏠 → 👷 CREW MODE.
3. If a CAN COMMUNICATION FAILED error occurs, see Troubleshooting on the last page.

Step 6 – Verify the software on all controllers

1. On **ALL** the screens 🏠 → ❓ → ⬇ → 📄 SOFTWARE VERSION
2. When the versions are displayed, note if ==**ALL**== the controllers (UIB) software versions match below:
   UIB/C = 10.00.141

Step 7 - Update the software

1. If **ALL** software versions on each controller (UIB) are the ==**SAME**== version, then skip to step 3 below to update the software.
2. If the software on ==**ANY**== controllers ==**DIFFER**== from software on another controller, ensure the controller with the software that matches the version on the preceding page ==**IS NOT LOCATED**== in the far-left position of the fryer. Swap the positions of the controllers to ensure that a controller that ==**DOES NOT match the software version above**==, **is located in the ==far-left== position of the fryer.**
   ==**DISCONNECT** the controller(s) with the **MATCHING** software, prior to updating software on the fryer.==
3. On the left screen, press 🏠 → ✖ SERVICE → 👷 SERVICE → **3000** → ✓ → **TECH MODES** ⬇ → **SOFTWARE UPGRADE**

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8 1 9 7 4 6 7 B K
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BK UIB v.10.00.141, FIB v.10.00.061

4. **INSERT USB**. The USB port is located inside the **far-left cabinet, on the left-hand side**. Slide or lift the cover up to reveal the USB port (see photos to the right).
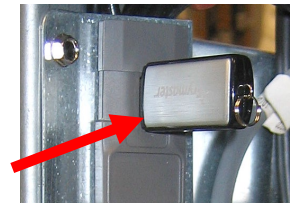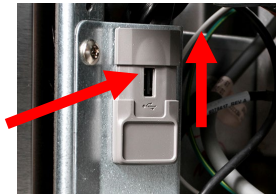
5. Follow the onscreen instructions.

6. 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?**

7. When the update has completed on **ALL** screens, press the **YES** button to confirm.

8. 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**.

9. Power cycle the system as shown in step 2 for **60 SECONDS**. **Failure to press and hold the reset switch long enough, may cause an incomplete software update.**

10. After the power cycle, it may take up to 15 minutes to reboot. If the controller does not return to the OFF state after 15 minutes, the controller may need to be replaced. Once rebooted, the screens will return to the **OFF** state. If they reboot to update menu, press the check and continue updating the menus (see step 8). **DO NOT POWER ON! Powering on the fryer, prior to loading the MENU's, may disable the fryer!**

Step 8 - Verify the VAT ID

1. On each screen, press 🏠 → ✖️ SERVICE → 👷 SERVICE → **3000** → ✅ → **TECH MODES** ⬇️ → **VAT ID**

2. Select the correct VAT ID for **each vat**. Vat ID #1 is far left controller. Vat ID #2 is the next controller to the right, etc.

3. Once all VAT IDs are selected, power cycle the fryer battery using process in Step 2 on the first page.

VAT ID
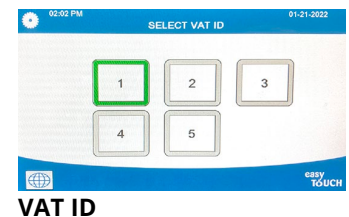
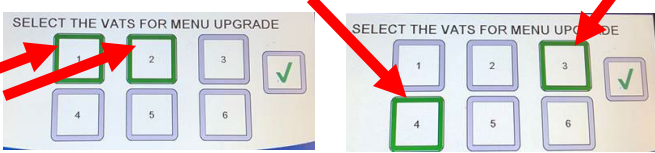## Step 9 - Verify the software update on all displays.

1. On **ALL** the screens, press 🏠 → ❓ → ⬇️ → 📄 1.1
   SOFTWARE VERSION

2. When the versions are displayed, confirm they all match the versions below:
   UIB/C = 10.00.141
   SIB = 04.01.000 or 04.02.000 or 04.02.001
   VIB = 01.03.003
   FIB = 10.00.061

3. If software versions match on **ALL** screens, press 🏠 and proceed to **Step 10 - Update the Menu**.

4. If software versions **DO NOT** match, press 🏠 and repeat **Step 7 - Update the Software**.

Step 10 - Update the Menu

1. On the left screen, press 🏠 → ✖️ SERVICE → 👤 MANAGER → **1656** → ✅ → **USB - MENU OPERATION** →
   COPY MENU FROM USB TO FRYER

2. Insert the USB into the USB port.

3. Ask manager which products are cooked in each vat. Select the file name of the menu to update. Select BKFRIES.CBR for the fry vat(s). Select BKMULTI for the MULTI vat(s) with French Toast. Select the BKSPICY.CBR file for the MULTI vat(s) for Spicy Chicken products. **NOTE: If "INI FILE MISSING" is displayed, USB SETTINGS OPERATION was selected instead of USB MENU OPERATION>COPY MENU FROM USB TO FRYER selection. Press the** ✅ **button, press the** ⬅️ **button, press the** ⬆️ **button and**

☐ BKFRIES.CBR

☐ BKMULTI.CBR

☐ BKSPICY.CBR

4. Select the vats the selected file in previous step should update. Select **EVERY** vat if **ALL** vats are to be updated with the selected file (**Example: If a 4-battery fryer should have all the vats updated to the same menu, select 1, 2, 3, & 4**).
   If updating individual vats with different menus, **ONLY** select the vats to be updated (**Example: If the selected menu should only update vats 1 and 2 only select and highlight 1 and 2. If a different menu file is desired for vats 3 and 4, then only select and highlight 3 and 4**).

5. Press the check ☑ button to begin menu update.
6. When the update has completed on all screens, press the **YES** button to confirm.
7. <mark>**Ensure the USB is removed from the fryer.**</mark>
8. To power cycle the system, push and hold the black toggle switch from step 2 for <mark>**60 SECONDS**</mark>.
9. Repeat steps 3 thru 6 above to load additional menus.
10. Once complete, slide the USB cover down to cover the port.
11. Return to step 9 to verify software, if this step was skipped.

Step 11 – Reposition the Filter Pan
   Push the filter pan back into the fryer until a "**P**" is **NOT** visible on the top right corner of the display.

Step 12 – Verify Menu Update and Product location
1. Power on all controllers.
2. Wait for all vats to heat to setpoint and all product images are displayed.
3. Press the menu button to advance from ALL RECIPES to BREAKFAST to LUNCH to CHANGEOVER.
4. Ensure products and images are in each menu.
5. If any current products or LTO (Limited Time Offers) are missing from menus, the products will need assigned to a location. Some products may need reprogrammed into each controller, as they may have been overwritten during the update.
6. Follow the instructions below to change product location assignment.

Changing a Product
Press and hold the product button to change. The outline of the button changes from green to red and then to solid red. Select another product.
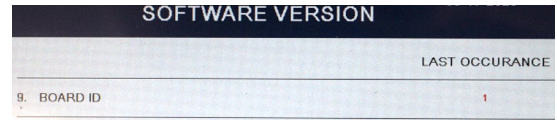
You're ready to fry!

Troubleshooting

CAN COMMUNICATION FAILED, CAN communication error during an update or software freezes while updating
1. Try updating the software again but ensure that only controllers with software that <mark>**DOES NOT MATCH**</mark> the software on the first page, are located in the **far-left** position when updating software. Any controller that has software that matches the software version on the first page, needs to be disconnected while updating the software and located in any position other than the far-left controller.

2. Power cycle fryer ensuring that the reset switch is pressed and held for **60 seconds** or greater, or power is removed for **60 seconds** or greater.
3. Update the software or menus again.
4. Check software versions or menus. If they still do not update repeat step #1 and recheck.

## SOFTWARE UPGRADE IS grayed out

1. Ensure **ALL** controllers are **OFF**.
2. Ensure the software upgrade is performed on the far-left controller. VAT #2 will be grayed out, as software updates can **NOT** be performed on any controller other that VAT #1 controller.
3. Go to SOFTWARE VERSION on all the controllers and ensure that BOARD ID's are correct. VAT 1=1, VAT2=2, etc. If BOARD ID on VAT 1 is not 1 then a pin is in the wrong location in the 6-pin locator connector. It should be in the following position (see photo) for VAT 1.
4. Ensure the VAT ID locator wire is not loose for fryers with hardware VAT ID locators.
5. If the VAT ID is incorrect follow the steps below to correct.

 → → → **3000** → → **TECH MODES** → **VAT ID**
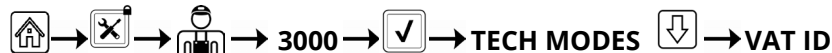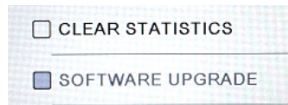
   1. On each screen, press

   SERVICE   SERVICE

   2. Select the correct VAT ID for **each vat**. Vat ID #1 is far left controller. Vat ID #2 is the next controller to the right, etc.
   3. Once all VAT IDs are selected, power cycle the fryer for **60 seconds.**
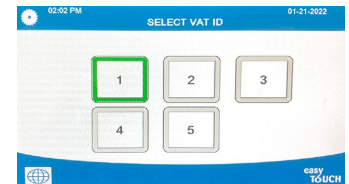
VAT ID

Software or menus do not update

1. Try updating the software again but ensure **any controllers WITH matching software have power removed from them**, by removing the fuse on gas fryers or turning off the power switch under the component box on electric fryers. Ensure a controller with software that **DOES NOT MATCH** the software on the first page is in the far-left position when updating software.
2. Recheck software versions. If they still do not update repeat step #1 and recheck.
3. Power cycle fryer ensuring that the reset switch is pressed and held for **60 seconds** or greater, or power is removed for **60 seconds** or greater.

Menus only update to one fryer

1. Ensure that all vats are selected when updating menus.

Product Icons/Photos missing/Unknown Product

1. Update the menu files again.
2. Power cycle fryer ensuring that the reset switch is pressed and held for **60 seconds** or greater, or power is removed for **60 seconds** or greater.
3. Check menus. If they still do not update repeat step #1 and recheck.

Display reboots automatically during an update
1. Power cycle fryer ensuring that the reset switch is pressed and held for **60 seconds** or greater, or power is removed for **60 seconds** or greater.
2. Update the software or menus again.
3. Check software versions or menus. If they still do not update repeat step #1 and recheck.

**Controller keeps rebooting after an update**
1. Ensure ALL controllers display **OFF**.
2. Update the menu files again.
3. Power cycle fryer ensuring that the reset switch is pressed and held for **60 seconds** or greater, or power is removed for **60 seconds** or greater.
4. Check menus. If they still do not update repeat step #1 and recheck.

Change Filter message after an FIB2 Reset
1. This is normal after an FIB2 reset.
2. Pull the filter pan slightly out slightly of the cabinet until a "**P**" is visible on the top right corner of the display for **30 seconds** or greater until the message disappears.
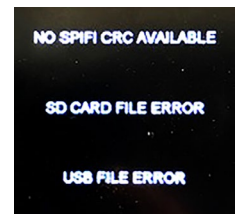3. Push the filter pan back into the fryer.

Controller displays SPIFI FILE ERROR and SD CARD FILE ERROR
1. Flash drive not removed when prompted during software update. Remove the USB, power cycle the fryer, ensuring the power is removed for **60 seconds** or greater.
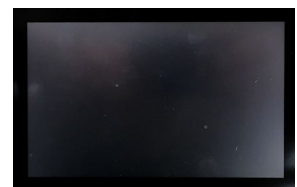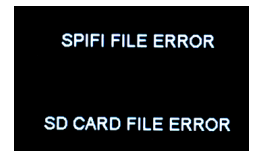
Controller displays NO SPIFI CRC AVAILABLE, SD CARD FILE ERROR, USB FILE ERROR
1. Power cycle the fryer, ensuring the power is removed for **60 seconds** or greater.
2. If the controller doesn't recover, the memory is corrupted. In some instances, the controller may be recovered, call 1-800-551-8633.
3. If the controller can't be recovered, replace the controller.

Controller display doesn't return after an update. Screen stays black for longer than 5 minutes.
1. Power cycle the fryer, ensuring the power is removed for **60 seconds** or greater.
2. If the controller doesn't recover, the memory is corrupted. Replace the controller.

Prior to calling the Technical Assistance Hotline, try the troubleshooting steps above. If the troubleshooting steps do not correct the issue, call: 1-800-551-8633