FRYMASTER®
A Welbilt Brand

Updating the Software on Your Touchscreen Fryer
Let's get started

Step 1 – Watch a Quick Video

Using a smart phone camera, in the camera app, hover over the QR code or scan the code, located to the right, to watch a quick video prior to starting.

Step 2 – Check Product Availability

Ensure enough products are cooked to cover 30 minutes of operations while the fryer is updating.

Software Update Video

Step 3 – Power Cycle the Fryer

To power cycle the system, ==**PUSH and HOLD**== the black toggle reset switch for ==**30 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 4 – Ensure both vats are full of oil.**

With both vats OFF, remove the jug of oil from under the fryer and manually top off both vats to the upper oil level line prior to starting the update.

Step 5 – 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 6 – Turn OFF Fryers

Press the power button ⏻ on each display to ensure **ALL** controllers are **OFF**.
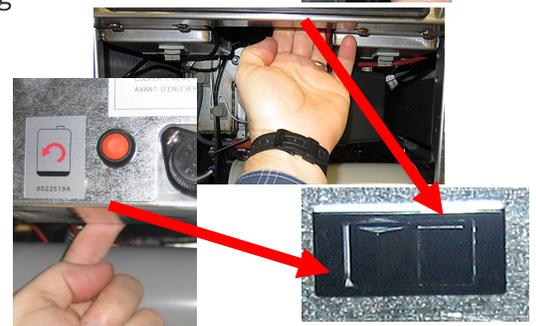
Step 7 – Reset the fryer on the Left Screen

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 8 - Update the software

1. On the left screen, press 🏠 → ✖ (SERVICE) → 👷 (SERVICE) → **3000** → ✓ → **TECH MODES** ⬇ → **SOFTWARE UPGRADE**

2. **INSERT USB**. The USB port is located inside the far-left cabinet, on the left-hand side. Slide the cover up to reveal the USB port (see photos to the right).

3. Follow the onscreen instructions.

4. Press **YES** when the screen displays **CONFIRM CONTROLLERS AVAILABLE FOR UPGRADE UIB, SIB, VIB AND FIB - YES/NO.**

5. When the upgrade has completed on **ALL** screens, press the **YES** button to confirm.

6. Power cycle the system as shown in step 3 for ==**30 SECONDS**==. **Failure to press and hold the reset switch long enough, may cause an incomplete software update.**

7. After the power cycle, it may take a while for the displays to completely reboot. Once rebooted, the left screen displays **MENU UPGRADE REQUIRED**. The right screen will return to the **OFF** state. ==**DO NOT POWER ON! Powering on the fryer, prior to loading the MENUs, may disable the fryer!**==

Continued on next page....

08/14/2020

TB UIB v.20.00.164, FIB v.20.00.065

8 1 9 7 7 0 0
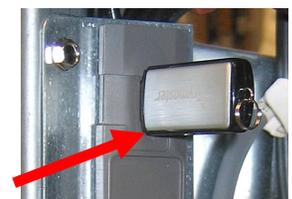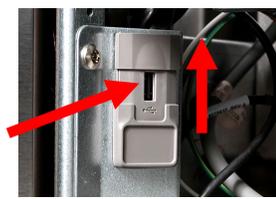
Step 9 - Update the Menu

1. The left screen displays **MENU UPGRADE REQUIRED**.
2. On the left screen press ☑️ → **INSERT USB.**
3. Insert the USB into the USB port.
4. Follow onscreen instructions.
5. When the update has completed on **ALL** screens, press the **YES** button to confirm.
6. Remove the USB from the fryer.
7. Slide the USB cover down to cover the port.
8. Push and hold the black toggle switch from step 3 for <mark>30 SECONDS</mark> to power cycle the system.

Step 10- Verify the software update on all displays.

1. On **BOTH** screens, press 🏠 → ❓ → ⬇️ → 📋 **1.1**
   SOFTWARE VERSION
2. When the versions are displayed, confirm they all match the versions below:
   UIB = 20.00.164
   SIB = 04.00.000
   VIB = 01.01.000
   FIB = 20.00.065
3. If software versions match on **ALL** screens, press 🏠 and proceed to **Step 11**.
4. If software versions **DO NOT** match, press 🏠 and repeat **Step 8 - Update the Software**.

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 both displays.
2. Wait for both 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.
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 and press the new product button.
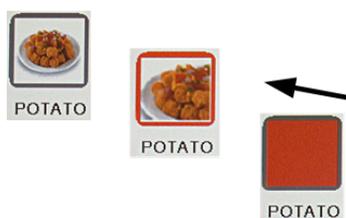
See Next Page for Troubleshooting Assistance.

You're ready to fry!

Troubleshooting

CAN COMMUNICATION FAILED or CAN communication error during an update
1. Power cycle fryer ensuring that the reset switch is pressed and held for **30 seconds** or greater, or power is removed for **30 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.

SOFTWARE UPGRADE IS grayed out
1. Ensure **ALL** controllers are **OFF**.
2. Ensure the user is trying to do the software upgrade on VAT #1. VAT #2, 3, 4, 5 will be grayed out, as software updates can **NOT** be performed on any controller other that VAT #1 controller.
3. Ensure the VAT ID locator wire is not loose.
4. 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.
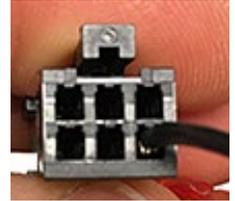
Software or menus do not update
1. Ensure the USB is removed from the fryer. Power cycle fryer ensuring that the reset switch is pressed and held for **30 seconds** or greater, or power is removed for **30 seconds** or greater.
2. Recheck software versions or menus. If they still do not update repeat step #1 and recheck or reload software and menus.
3. If the message "**USB UPGRADE FAILED**" is displayed, press YES. Remove the USB drive. On the left screen press [⌂] → [X̄] → [SERVICE] [MANAGER] →1656 → [✓]→USB - MENU OPERATION → COPY MENU FROM USB TO FRYER
4. Follow the onscreen instructions and ensure the USB is fully inserted into the USB drive.

Product Icons/Photos missing
1. Update the menu files again.
2. Power cycle fryer ensuring that the reset switch is pressed and held for **30 seconds** or greater, or power is removed for **30 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 **30 seconds** or greater, or power is removed for **30 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 **30 seconds** or greater, or power is removed for **30 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 of the cabinet until a "**P**" is visible on the top right corner of the display for **30 seconds** or greater until the message clears.
3. Push the filter pan back into the fryer.

E81 – SAFE MODE FAILURE, TECHNICAL SUPPORT REQUIRED – Prompting for a password
1. Fill the frypot with oil to top level line.
2. Press on text **ENTER PASSWORD** inside the box.
3. Enter **4 3 5 7** and press [?].
4. Press the [?] button again.

5. The fryer is **OFF.**
6. Turn the fryer on and let it heat normally.

Display locks up during an update
1. Power cycle fryer ensuring that the reset switch is pressed and held for **<u>30 seconds</u>** or greater, or power is removed for **<u>30 seconds</u>** or greater.
2. Update the software and menus again.

Prior to calling the Technical Assistance Hotline, try the troubleshooting steps above. If the troubleshooting steps do not correct the issue, call: 1-800-421-4101