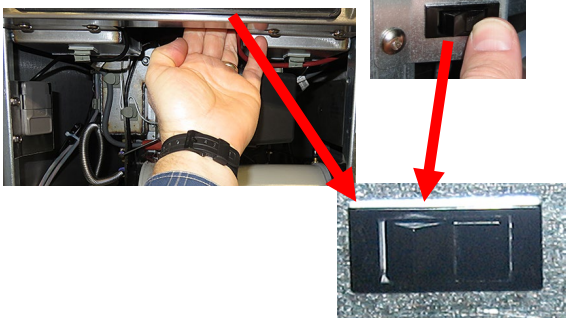
LOV-T Software Update Instructions

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.

ALL steps MUST be completed to update the fryer properly.
Complete the procedures in sequence and DO NOT skip any steps!

- **The software files are on the USB flash drive included with this package.**
- **The update process takes approximately 30-45 minutes to complete.**
- **DO NOT start the update process until you have at least 30-45 minutes when the fryer will not be in use.**



Step 1 – Check Product Availability

Ensure enough products are cooked to cover 30-45 minutes of operations while the fryer is updating. It may be necessary to cook some products on the other fryer in the store (if applicable) during the update.

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 or under the left control box (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 to ensure **ALL** controllers are **OFF**.

Step 5 – Reset the fryer on the Left screen.

1. On the LEFT screen, press → SERVICE → SERVICE → **1650** → → → **FIB-RESET 2** → **YES**
2. **RESET COMPLETED SUCCESSFULLY** is displayed once the reset is complete.
3. Press → → → CREW MODE.

Step 6 – Verify the software on all controllers

1. On **ALL** the screens, press → → → → SOFTWARE VERSION
2. Ensure all the software versions on all the touch screen controllers match (Example: 04.00.135).

Step 7 – Update the Software

1. If **ALL UIB/UIC/UIX** software versions on each controller (UIB/UIC/UIX) are the **SAME** version, then skip to step 3 on the following page to update the software.

8 1 9 7 2 5 4

09.10.26

UIB/C/X v.04.89.113 FIB v.01.99.076

2. If the software on **ANY** controllers **DIFFER** from software on another controller, ensure the controller with the software version **04.89.113 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.** If updating mixed types of controllers, ensure the older style UIB controller, with the **black surround,** is 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 → **1650** → ✓ → **TECH MODES** → ⇩ → **SOFTWARE UPGRADE**

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 Figure 1).
5. Insert the USB flash drive (see Figure 2).
6. The controller displays IS USB INSERTED? YES NO
7. Press the **YES** button after the USB flash drive is inserted.
8. Controller displays READING FILE FROM USB. PLEASE DO NOT REMOVE USB WHILE READING.
9. Controller displays READING COMPLETED, PLEASE REMOVE USB.
10. 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**.
11. Press the **YES** button after the USB flash drive is removed.
12. Controller displays CONFIRM CONTROLLERS AVAILABLE FOR UPGRADE UIB, SIB, VIB AND FIB.
13. Press the **YES** button to continue.
14. Controller displays UIB/VIB/SIB/FIB – DATA TRANSFER IN PROGRESS, WILL COMPLETE IN X MINUTES for each board.
15. Controller displays UIB/VIB/SIB/FIB – UPGRADE IN PROGRESS, WILL COMPLETE IN X MINUTES for each board.
16. When the software update is complete, the far-left controller will display UPGRADE COMPLETE? YES on followed by the rest of the controllers displaying SOFTWARE UPGRADE COMPLETED.
17. Press the **YES** button.
18. The far-left controller displays UPGRADE COMPLETED, POWER CYCLE THE SYSTEM; the other controllers, if powered up continue to display SOFTWARE UPDATE COMPLETED.
19. Power cycle the system as shown in Step 2 on the first page. **ENSURE THE SWITCH IS PRESSED AND HELD FOR 60 SECONDS. Failure to press and hold the reset switch long enough, may cause an incomplete software update.**
20. While the fryer is rebooting some controllers may take up to 10 minutes to reboot while the software is loading.
21. Once all controller(s) have returned to the power standby switch ⏻, go to the next step if all controllers have been updated. If not, return to step 1 of this section, until all controllers software are updated.

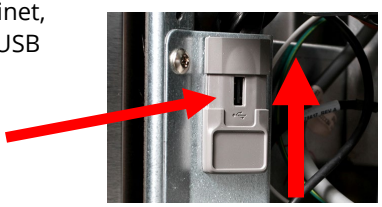


Figure 1

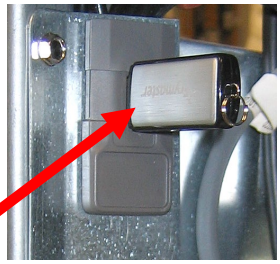


Figure 2

Step 8 – Verify the software update

1. Restore power to any controllers if applicable.
2. On **ALL** the screens, press → ? → ⇩ → SOFTWARE VERSION
3. When the versions are displayed, confirm they **ALL** match the versions below:
   UIB/UIC/UIX = 04.89.113
   SIB = 04.01.000 or 04.02.000 or 04.02.001
   VIB = 01.03.003
   FIB = 01.99.076
4. If software versions match on **ALL** screens, press ⌂ and proceed to **Step 9 – Reposition the Filter Pan**.

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

Step 9 – 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 10 – Power Cycle the Fryer

1. Power cycle the system one more time as shown in Step 2 on page 1. **ENSURE THE SWITCH IS PRESSED AND HELD FOR 60 SECONDS.** Failure to press and hold the reset switch long enough, may cause an incomplete software update.

Step 11 – Switching from Dedicated to Non-Dedicated (Reversing) Cooking

1. Press HOME>Settings>Manager>1650>Press the down arrow 2 (two) times>Dedicated Mode>Disable.
2. Repeat on other vats.
3. Power cycle the system as shown in Step 2 on page 1. **ENSURE THE SWITCH IS PRESSED AND HELD FOR 60 SECONDS.** Failure to press and hold the reset switch long enough, may cause an incomplete software update.

Step 12 – Non-Dedicated (Reversing) Cooking (2-step cook start) operation

1. Press SELECT to choose a lane.
2. Choose a product and the cook starts.

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Troubleshooting

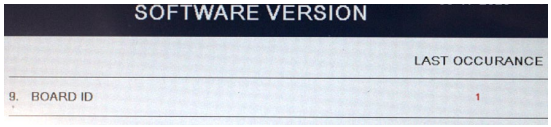
CAN COMMUNICATION FAILED, CAN communication error during an update or software freezes while updating

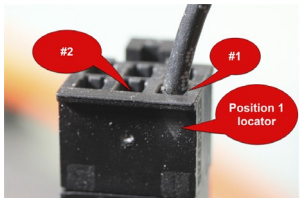
1. Try updating the software again but ensure that only controllers with software that **DOES NOT MATCH** the software on the first page, are located in the **far-left** position when updating software. Any controller that has software that matches the software version on the first page, needs to be 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. Check software versions. If they still do not update repeat step #1 and recheck.

Software does 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.

SOFTWARE UPGRADE is grayed out





1. Ensure **ALL** controllers are **OFF**.
2. Ensure the software upgrade is performed on the far-left controller. Vats #2-#5 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. For fryers with the Common Controller with the metal surround bezel, ensure the VAT ID in Service>Service>1650>Tech Modes is set for Vat ID 1 for the far-left controller.

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 again.
3. Check software versions. If they still do not update repeat step #1 and recheck.

Controller keeps rebooting after an update

1. Ensure ALL controllers display **OFF**.
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.

During the update, the process stops and won't restart.

1. See the troubleshooting methods on the preceding page.
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 again.
4. Check software versions. If they still do not update repeat step #1 and recheck.

FIB2 reset fails or displays CAN COMMUNICATION FAILED.

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. Check all CAN connections between the SIB boards and the FIB boards. Ensure that any terminators are in the far-left control box and the FIB board.
3. Repeat the FIB2 reset again.

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 disappears.
3. Push the filter pan back into the fryer.

Display locks up during an update

1. See the troubleshooting methods on the preceding page.

2. Power cycle fryer ensuring that the reset switch is pressed and held for **60 seconds** or more, or power is removed for **60 seconds** or more.
3. Update the software again.

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