




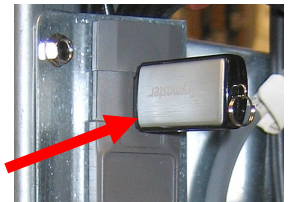
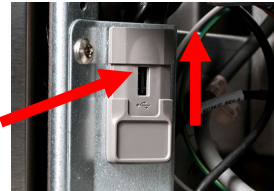


## Updating the Software on Your Touchscreen Fryer







**PLEASE FOLLOW THESE REVISED INSTRUCTIONS TO UPDATE SOFTWARE FILES. FAILURE TO FOLLOW THE STEPS MAY RESULT IN A FAILED SOFTWARE UPDATE.**

### Step 1 - Update the software








- On the left screen, press  →  →  → 9000 →  → TECH MODES  → SOFTWARE UPGRADE
- 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. May differ in appearance).
- Follow the onscreen instructions.
- 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?**
- When the update has completed on **ALL** screens, press the **YES** button to confirm.
- 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.**
- Power cycle the system for **60 SECONDS**. Failure to press and hold the reset switch long enough, may cause an incomplete software update.



### Step 2 - Verify the software update on all displays.

- On **ALL** the screens, press  →  →  →  SOFTWARE VERSION
- When the versions are displayed, confirm they all match the versions below:  
**UIB/C/X = 10.89.076**  
**SIB = 04.01.000 or 04.02.000 or 04.02.001**  
**VIB = 01.03.003**  
**FIB = 10.00.062**  
**IOB= 10.77.004 if applicable**
- If software versions match on **ALL** screens, press  and proceed to **Step 3 - Update the Menu.**
- If software versions **DO NOT** match, press  and repeat **Step 1 - Update the Software.**

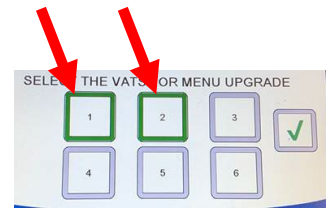
### Step 3 - Update the Menu

- On the left screen, press  →  →  → 3000 →  → **USB - MENU OPERATION**
- Insert the USB into the USB port.
- Select the file name of the menu (CASEYS.1) to update.  
**NOTE: If "INI FILE MISSING" message 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 start over in step 1 of Step 3 - Update Menu.**

Continued on next page....



- 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 2-battery fryer should have all the vats updated to the same menu, select 1 & 2).**



- Press the check  button to begin menu update.
- When the update has completed on all screens, press the **YES** button to confirm.
- Ensure the USB is removed from the fryer.**
- To power cycle the system, push and hold the black toggle switch for **60 SECONDS**.
- Repeat steps 3 thru 6 above to load additional menus.
- Once complete, slide the USB cover down to cover the port.

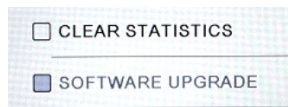
## Troubleshooting

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

- Ensure the 8075632 end of line terminator resistors are installed in SIB board in the far-left control box and on the FIB board. If they are missing or if the current resistors are bad, add or replace the resistors. The resistors should read 120 ohms.
- 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.
- 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.
- Update the software or menus again.
- Check software versions or menus. If they still do not update repeat step #1 and recheck.

### SOFTWARE UPGRADE IS grayed out

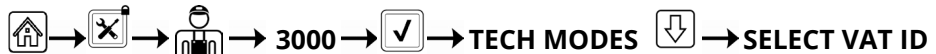
- Ensure **ALL** controllers are **OFF**.
- Ensure the software upgrade is performed on the far-left controller.



| SOFTWARE VERSION |                |
|------------------|----------------|
|                  | LAST OCCURANCE |
| 9. BOARD ID      | 1              |

VAT #2 will be grayed out, as software updates can **NOT** be performed on any controller other than VAT #1 controller.

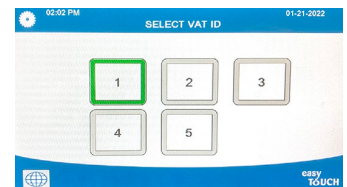
- Go to SOFTWARE VERSION on all the controllers and ensure that BOARD ID's are correct. VAT 1=1, VAT2=2, etc.
- If the VAT ID is incorrect follow the steps below to correct.



- On each screen, press

SERVICE SERVICE

- 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.
- Once all VAT IDs are selected, power cycle the fryer for **60 seconds**.



VAT ID

### Software or menus do not update

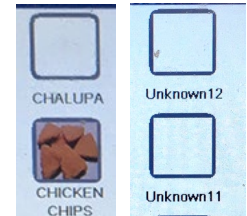
1. Try updating the software again but ensure **any controllers WITH matching software have power removed from them**, by removing the fuse on gas fryers or turning off the power switch under the component box on electric fryers. Ensure a controller with software that **DOES NOT MATCH** the software 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.