

Instruction Sheet

Follow these instructions to update the UHCTHD software to address a missing language.

Subject: McDonald's UHCTHD Language Missing Issues

Models affected: McDonald's UHCTHD Holding Cabinets

6.26.26

- 1) There are two different methods to update this software.
 - a) **Method A** - If the individual USB ports on the rear of each controller can be accessed easily, plugging this update into each touch screen controller individually should take less than a minute each. This method requires two separate USB's, removing the top of the cabinet and disconnecting the 6-pin (three wire cable) between the two controllers. It updates both controllers separately.
 - b) **Method B** - If the unit cannot be opened for direct access to the rear of each controller, or a long update is tolerable, this can be loaded via the main USB port like all other update packages, as a one-time package that will update both controllers. However, the transfer to the other controller may take up to 30 minutes. The UHC will continue to heat normally during this process, but timers will not be visible. This method requires a single USB.
- 2) Prior to starting, ensure the software files are loaded onto **two (2) separate USB drives if using Method A. If using Method B, the software only needs to be loaded onto a single USB drive. the**. The files are located at this link [Language Missing Software](#)
- 3) If using Method A proceed. If using Method B, skip to step 14.
- 4) Remove the top cover of the cabinet by removing the four (4) Phillips head screws that attach the cover (see Figure 1).
- 5) 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 Figures 2 & 3).
- 6) Insert the USBs into one of the USB cables on the **REAR** of each controller (see Figure 4).
- 7) After several seconds to a few minutes the software will load onto each controller.

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Figure 1

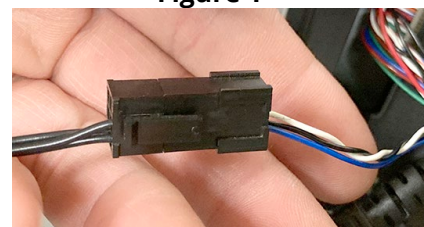


Figure 2

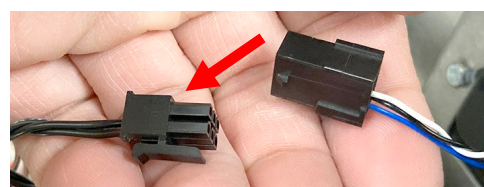


Figure 3



Figure 4

- 8) When the software update is complete, the screen displays **Software update successful. Unplug USB's and reboot the unit** (see Figure 5).
- 9) Remove the USB drive (see Figure 6).
- 10) Power **OFF** the cabinet (see Figure 7).
- 11) Reconnect the 6-pin CAN cable to the rear UI with the black, blue and white wires (see Figure 8).
- 12) Power **ON** the cabinet (see Figure 9).
- 13) Skip to step 20 to check the software version.
- 14) To update using Method B follow the steps starting with the next step.
- 15) With the cabinet powered up and fully booted up, slide the USB cover open on the front of the cabinet and insert the USB into the USB port, on the **FRONT** of the cabinet (see Figure 10).
- 16) After a few minutes the software update will start (see Figure 11).
- 17) When the software update is complete the controller displays **Software update successful. Unplug USB and reboot the unit** when complete (see Figure 12). NOTE: This method may take up to 30 minutes to transfer to the rear controller. The cabinet will continue to heat normally during this process, but timers will not be visible.
- 18) Remove the USB from the front of the cabinet.
- 19) Power cycle the entire cabinet.
- 20) Press the  button. Press the  button. Swipe two times to the right to **System Information**. Verify the UI software version is **A7-3010** (see Figure 13) on both displays.
- 21) Press the  button.
- 22) Press the **Press &Go** button.
- 23) Reattach the top cover, if applicable.

Software update successful.
Unplug USB and reboot the unit

Figure 5



Figure 6



Figure 7



Figure 9

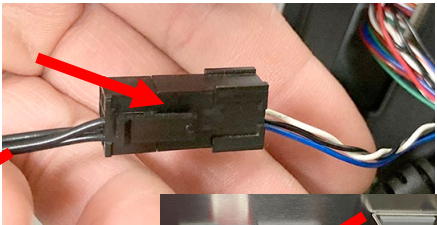


Figure 8



Figure 10

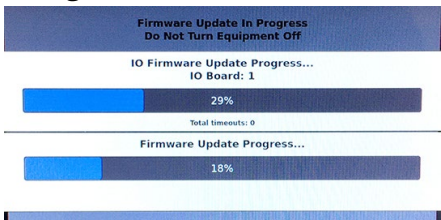


Figure 11

Software update successful.
Unplug USB and reboot the unit

Figure 12

Firmware Versions	
Board	Version
UI (Primary)	A7-3010

Figure 13

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24) If the language needs to be changed follow these steps:

- a) Press the  button. Press the  button. Swipe to the left to **Languages** screen (see Figure 14).
- b) Use the slider to locate and select the correct language.
- c) Once the correct language is selected, press the check. 

25) If the desired language is not listed above, follow the steps below.

- a) Press the HOME button. 
- b) Press the USB button. 
- c) Press the lock button in the bottom left corner. 
- d) Enter 159357 and press check. 
- e) Press and hold the refresh button for three (3) seconds. 
- f) Scroll to the desired country menu and select it. With it highlighted, press the check. 
- g) When the menu file is imported, press the Close button. 
- h) Press the back button to exit. 

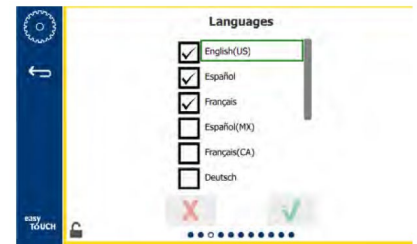


Figure 14