# 2008 Trouble Shooting Guide


Data Transmission Failed.....1

All Amber Lights on Timer Bar.....2

Main products not displayed on Kitchen Minder..... 3,4

Cannot Access my POS..... 5

No Power or No Display on Kitchen Minder.....6

Need to Add a Product to Kitchen Minde..... 7

No Quality Grade..... 8

Kitchen Minder Keeps Updating.....9

No QES Data Online..... 10

QES is not Reporting.....11

Keeps displaying PQT 1,2 or 3..... 12

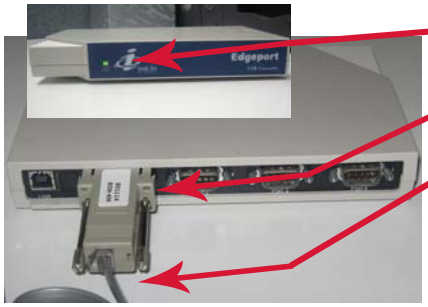
# Data Transmission Failed:

### A. Check COMM Mode

- Press "Menu" on the Kitchen Minder.
- Verify the last row on the Menu screen displays **Comm Mode: Serial**.
- To change, arrow down to **Comm Mode** and press the "**Select**" Key to switch from IR to serial.
- Retry Data Transfer
- If successfull go to Step F.

### B. Replug Cable

- On the back of the Kitchen Minder, unplug the cable that is in the port labeled "Programming" and plug it back in.



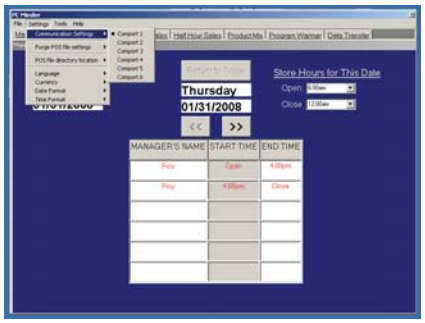

### C. Check BOH Computer

**Corporate Restaurants**

- Locate the Edgeport box and verify a flashing green status light on the front.
- Verify an adapter labeled 80114 is plugged into the back of the Edgeport box.
- Verify that a phone-like cable is plugged into the 801114 adapter.

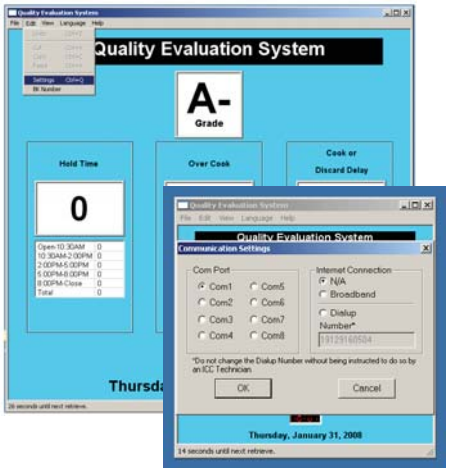
**Franchise Restaurants**

- Verify the 801114 is plugged into a serial port on your computer or USB serial port adapter.




### D. Check PC Minder

- Open PC Minder.
- Click on Settings→ Communication settings and change the selected comport To COM 1
- Recheck a Data Transfer.
- Repeat steps above for each comport until one works.
- If Data Transfer fails for each comport call ICC for support.




### E. Check QES

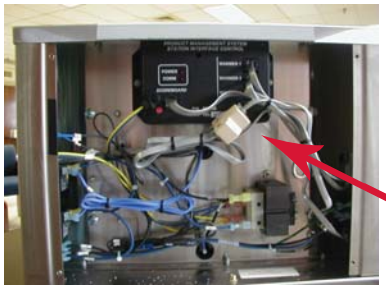
- If Data Transfer passes, Run QES.
- Go to Edit→ Settings.
- A window opens, choose the same comport that was working in PC Minder.

Call ICC for Parts or Questions - 1.631.673.5100

# All amber lights on Timer Bars:

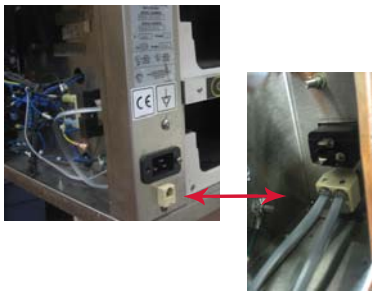
**A. Remove Panel**

- Remove Power Cord from back of warmer.
- Remove right hand side panel of warmer.



**B. Locate F/B**

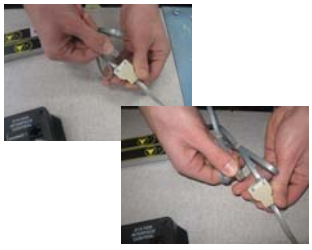
- Picture Internal Black Box FB Master
- Locate F/B connector.



- Picture Internal Black Box Slave

OR

- External Black Box



**C. Check Cables**

- Check each bar by removing one connector at a time from the F/B Connector.
- If the bar still plugged in begins to work normally then the bar removed is defective.

**D. Check Bars**

- If lights stay orange when either bar alone is plugged into the F/B connector, plug each bar directly into the Black Box connector labeled Warmer 1.

**F. Change Parts**

- If both bars work correctly **CHANGE** the cable from the box to the F/B connector **AND** the F/B connector.
- If lights stay orange **CHANGE** the black box.

# Main Products not displayed on Kitchen Minder :

## A. Reset Power

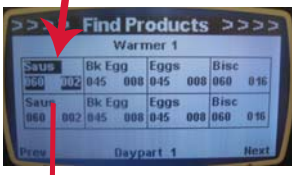
- On the back of the Kitchen Minder slide the ON/OFF switch to off then back on.
- Verify that the display on the Kitchen Minder shows : "Sending Data Box 1" and "Sending Data Box 2".
- If both messages are shown go to Step B.
- If either message is missing go to Step E.

## B. Check for Proper Daypart

- Verify that the Kitchen Minder is in DP1 or DP2.
- If in Daypart 3 then check PC Minder for proper DP3 warmer setup.

## C. Start Product Location Test

- Press the "Menu" key on the Kitchen Minder.
- Arrow down to highlight "Product Location Test".
- Press Select.
- The message "Warning all active timers will be reset". Press Continue
- The find Products screen will appear.



## D. Check Red light on Keyboards

### Warmer 1 check

- If None is displayed on Warmer 1 Press the next key and go to Warmer 2 section
- One Product name is highlighted at the upper left corner
- Verify a single red Light is on at the timer bar by the product name pan location
- If the light is not on go to the black box and plug the keyboards into the black box connector labeled Warmer 1

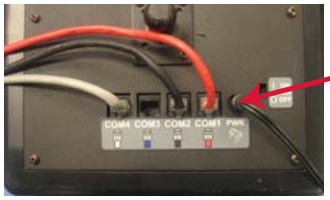
### Warmer 2 check

- If None is displayed on Warmer 2 Press the next key and go to Warmer 3 section
- One Product name is highlighted at the upper left corner
- Verify a single red Light is on at the timer bar by the product name pan location
- If the light is not on go to the black box and plug the keyboards into the black box connector labeled warmer 2

### Warmer 3 check

- One Product name is highlighted at the upper left corner
- Verify a single red Light is on at the timer bar by the product name pan location
- If the light is not on go to the black box and plug the keyboards into the black box connector labeled warmer 3

# Main Products not displayed on Kitchen Minder (cont.):

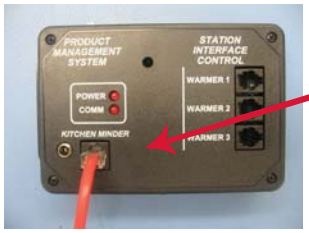



**E. Check Kitchen Minder to Black box cable**

- Unplug the Red cable from the Kitchen Minder and Plug back in to Com1.
- Unplug the Black cable from the Kitchen Minder and Plug back in to Com2.

**Internal Black Box**

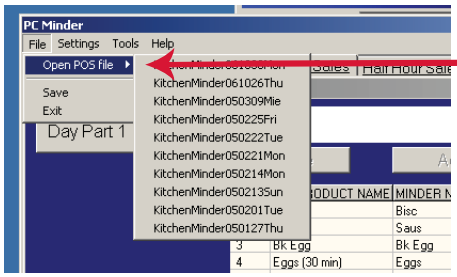
- At the back of the Main master warmer Unplug the Red cable and plug back in
- At the back of the Specialty master warmer Unplug the Black cable and plug back in




**External Black Box**

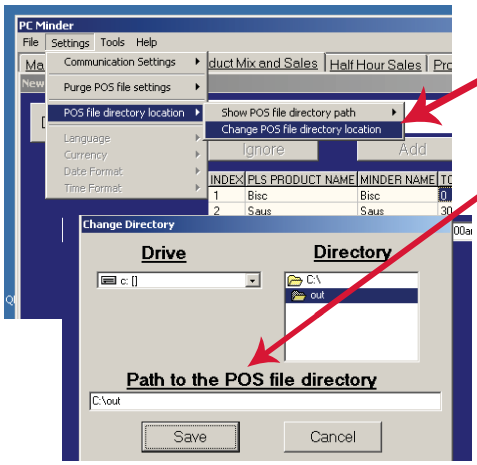
- At the black box by the Main warmer Unplug the Red cable and plug back in
- At the back by the Specialty warmer Unplug the Black cable and plug back in

# Cannot access my POS files:




## A. Open PC Minder

- Click "New Product Mix and Sales" tab
- Click on File – Open POS file
- Verify a list of days appears
- Choose the same day last week
- Verify the POS file is read properly




## B. List of Days do not appear

- Click on Settings , POS file Directory Location
- Click on Change POS file Directory Location
- The window will appear
- Verify the path to the POS directory is C:\out
- If not then Change to C:\out
- Click Save
- Recheck Step A
- If Files are not showing the data files are not being generated properly
- Call POS vendor or ICC for Support

# No Power or No Display on Kitchen Minder:

**A. Press Select Key on Kitchen Minder**

- Verify that the Kitchen Minder Beeps then proceed to step B
- If No beep proceed to step C

Style A Style B

**B. Adjust Contrast**

- Warning:

*DO NOT USE ANY FORCE WHILE ADJUSTING CONTRAST*

- Locate the contrast adjust hole on the back of the Kitchen Minder
- Observe the style of adjustment

**Style A** – Blue shaft with slot for small flat blade screw driver

**Style B** – Shaft not visible Use small Philips head screw driver

- Slowly adjust clockwise and observe the Kitchen Minder Screen darkens and text appears
- If text does not appear contact ICC for support.

**C. Check Kitchen Minder Power**

- Verify the ON/OFF switch is in the ON position
- Inspect the Power Jack and Verify it is not loose or broken

**D. Check Receptacle Power**

- Locate the power outlet that the Kitchen Minder is plugged into.
- Plug a different appliance into the same outlet
- Verify there is power to the receptacle
- If no power check breakers or call maintenance
- If receptacle is working proceed to step E

**E. Remove Cables**

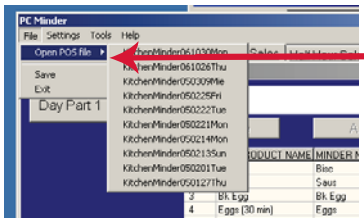
- At the back of the Kitchen Minder unplug the Red Black, Blue, and Grey cables as shown
- Turn off the Kitchen Minder then back on again.
- If the Kitchen Minder turns on, plug in each cable one at a time
- Verify the power does not go off after each cable is plugged in
- Proceed to step F if the power goes off

**F. Remove Cable from Warmer or Box**

- Trace the cable to the Main or Specialty warmer or external black box
- Remove the cable from the black box or back of warmer
- Verify the power comes back on
- If the Power does not come back on Replace the Cable
- If the Power does come back on Replace the black box

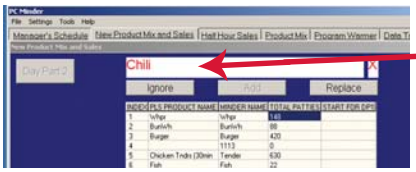
Call ICC for Parts or Questions - 1.631.673.5100

# Need to add a product to Kitchen Minder:



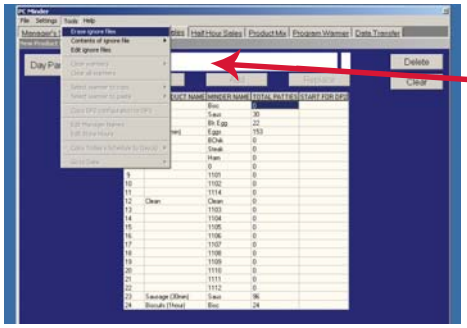

**A. Open PC Minder**

- Go to "New Product mix and sales" tab.
- Go to File - Open POS file
- Select the desired day.




**B. Ignore, Add, Replace Products**

- New products should appear in RED at the top of your screen.
- Ignore, ADD or Replace each item that appears in RED.




**C. Check Ignored Files**

- If not new items appear go to "Tools" and left click on "Erase Ignore Files".
- A message will apear "Are you sure you want to erase the ignore file?"
- Click YES
- Now repeat steps A and B.
- If problem persists call ICC for support.

# No Quality Grade:

**A. Reset Power**

- On the back of the Kitchen Minder slide the ON/OFF switch to off then back on
- Verify that the grade display shows Red , Yellow Orange lights
- If the grade display does not show letter grades after a few minutes proceed to step B

**B. Check Cables**

- On the back of the Kitchen Minder unplugged the grey cable and re connect into Com 4
- On the grade sign unplugged the grey cable and re connect into the Minder port
- If grade sign does not come on after reconnecting the cables then replace the Grade Cable and Kitchen Minder

# Kitchen Minder keeps updating:

## A. Reset Power

- On the back of the Kitchen Minder slide the ON/OFF switch to off
- Wait 2 seconds and slide the ON/OFF switch to on
- Verify that the display on the Kitchen Minder shows : "**Sending Data Box 1**" and "**Sending Data Box 2**"
- After Product Status screen appears verify Minder is no longer stuck on updating
- If still stuck on Updating go to step B

## B. Reinitialize Kitchen Minder

- On the back of the Kitchen Minder slide the ON/OFF switch to off
- While holding the Select Key slide the power switch to the On position
- When the text "Saving Product Mix" appears release select button.
- After Product Status screen appears verify Minder is no longer stuck on updating
- If still stuck on Updating go to step C

## C. Remove Cables

- At the back of the Kitchen Minder unplug the Red Black, Blue, and Grey cables as shown
- Turn off the Kitchen Minder then back on again.
- If still stuck on Updating Call ICC for support
- If not stuck on updating Plug the Red cable into Com1 on the back of the Kitchen Minder
- Turn off the Kitchen Minder then back on again.
- If still stuck on Updating Call ICC for support
- Repeat for the other cables
- If plugging in one of the cables causes the continuous Updating to reoccur replace the cable and the black box

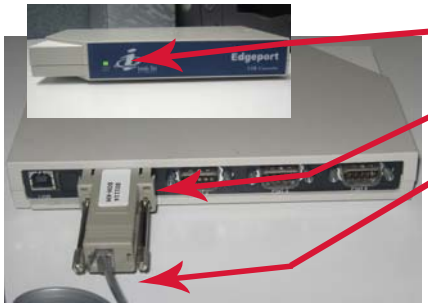
# No QES data online:

**A. Check COMM Mode**

- Press "Menu" on the Kitchen Minder.
- Verify the last row on the Menu screen displays **Comm Mode: Serial**.
- To change, arrow down to **Comm Mode** and press the "**Select**" Key to switch from IR to serial.
- Retry Data Transfer
- If successfull go to Step F.

**B. Replug Cable**

- On the back of the Kitchen Minder, unplug the cable that is in the port labeled "Programming" and plug it back in.



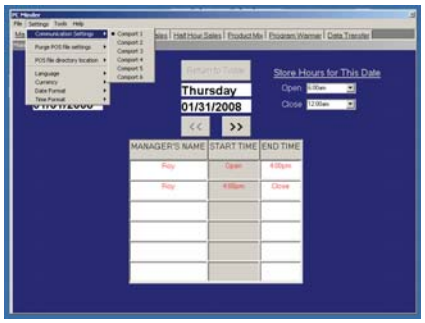

**C. Check BOH Computer**

**Corporate Restaurants**

- Locate the Edgeport box and verify a flashing green status light on the front.
- Verify an adapter labeled 80114 is plugged into the back of the Edgeport box.
- Verify that a phone-like cable is plugged into the 801114 adapter.

**Franchise Restaurants**

- Verify the 801114 is plugged into a serial port on your computer or USB serial port adapter.




**D. Check PC Minder**

- Open PC Minder.
- Click on Settings→ Communication settings and change the selected comport To COM 1
- Recheck a Data Transfer.
- Repeat steps above for each comport until one works.
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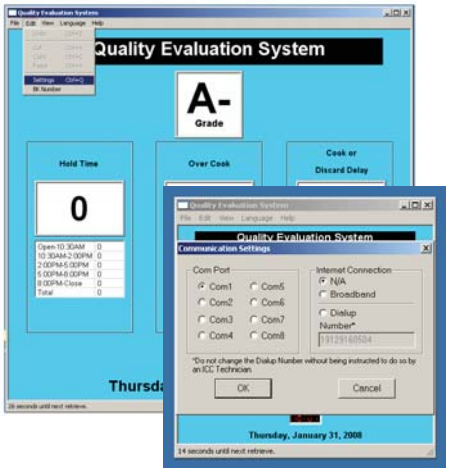



**E. Check QES**

- If Data Transfer passes, Run QES.
- Go to Edit→ Settings.
- A window opens, choose the same comport that was working in PC Minder.

Call ICC for Parts or Questions - 1.631.673.5100

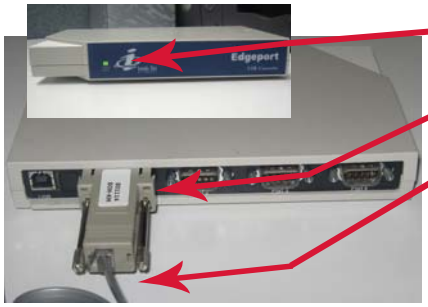
# Data Transmission Failed:

### A. Check COMM Mode

- Press "Menu" on the Kitchen Minder.
- Verify the last row on the Menu screen displays **Comm Mode: Serial**.
- To change, arrow down to **Comm Mode** and press the "**Select**" Key to switch from IR to serial.
- Retry Data Transfer
- If successfull go to Step F.

### B. Replug Cable

- On the back of the Kitchen Minder, unplug the cable that is in the port labeled "Programming" and plug it back in.

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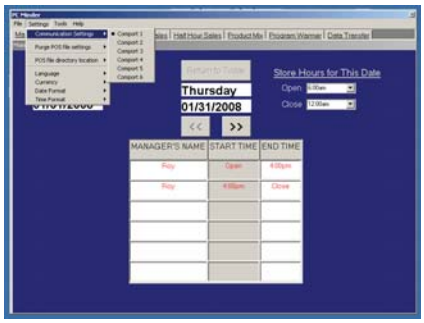


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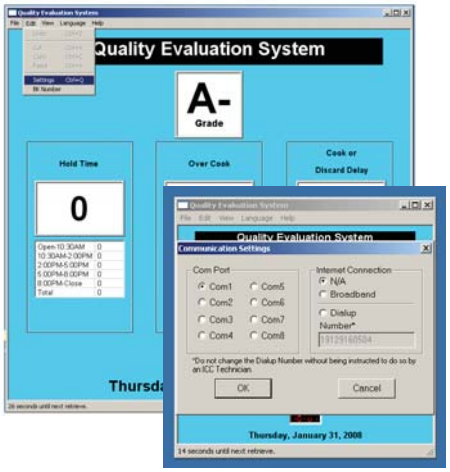


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- If Data Transfer passes, Run QES.
- Go to Edit→ Settings.
- A window opens, choose the same comport that was working in PC Minder.

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# Keeps displaying PQT 1,2, or 3:

## A. Reset Power

- On the back of the Kitchen Minder slide the ON/OFF switch to off
- Wait 2 seconds and slide the ON/OFF switch to on
- Verify that the display on the Kitchen Minder shows : "**Sending Data Box 1**" and "**Sending Data Box 2**"
- After Product Status screen appears verify Minder is no longer stuck on updating
- If still stuck on Updating go to step B

## B. Reinitialize Kitchen Minder

- On the back of the Kitchen Minder slide the ON/OFF switch to off
- While holding the Select Key slide the power switch to the On position
- When the text "Saving Product Mix" appears release select button.
- After Product Status screen appears verify Minder is no longer stuck on updating
- If still stuck on Updating go to step C

## C. Remove Cables

- At the back of the Kitchen Minder unplug the Red Black, Blue, and Grey cables as shown
- Turn off the Kitchen Minder then back on again.
- If still stuck on Updating Call ICC for support
- If not stuck on updating Plug the Red cable into Com1 on the back of the Kitchen Minder
- Turn off the Kitchen Minder then back on again.
- If still stuck on Updating Call ICC for support
- Repeat for the other cables
- If plugging in one of the cables causes the continuous Updating to reoccur replace the cable and the black box