

Sicom Chef[®] Set-up Manual



Extend Holding Bin
EHB Series



TABLE OF CONTENTS

Configuring PHU in Digital Menu Board (DMB) Portal	2
Connecting EHB to Chef.	14
Troubleshooting.	21

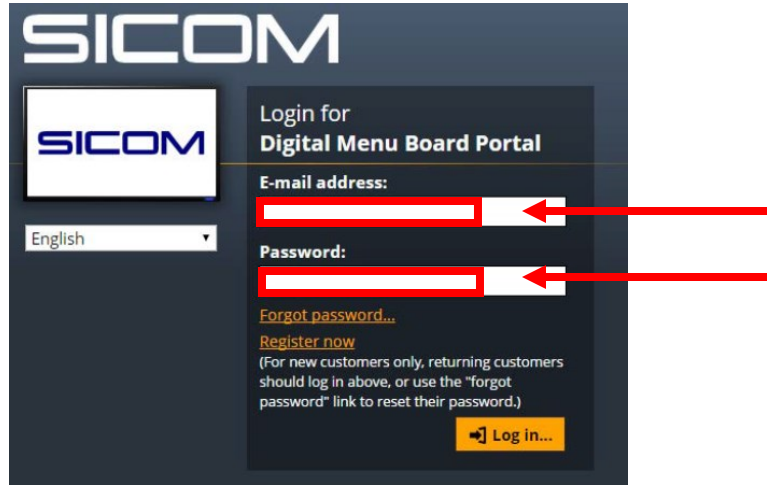


355 EAST KEHOE BLVD. ~ CAROL STREAM, IL, 60188, USA

PHONE: 630-462-8800 ~ TOLL FREE: 1-800-PCASTLE

Configuring PHU in Digital Menu Board (DMB) Portal

- 1 Visit the DMB portal site that corresponds with your parent brand (e.g. yourbranddmb.sicomasp.com)



Enter the registered **E-mail Address** and **Password** into the fields. Click

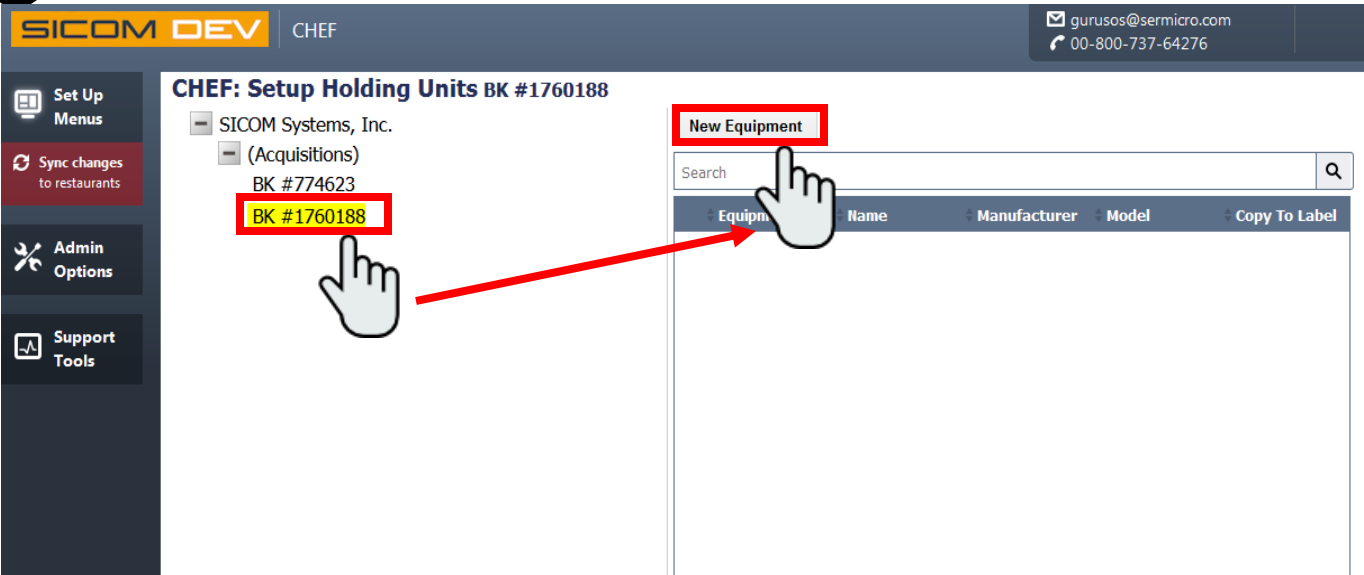


- 2 On the DMB **Set Up Menus**, click **Setup Equipment**.

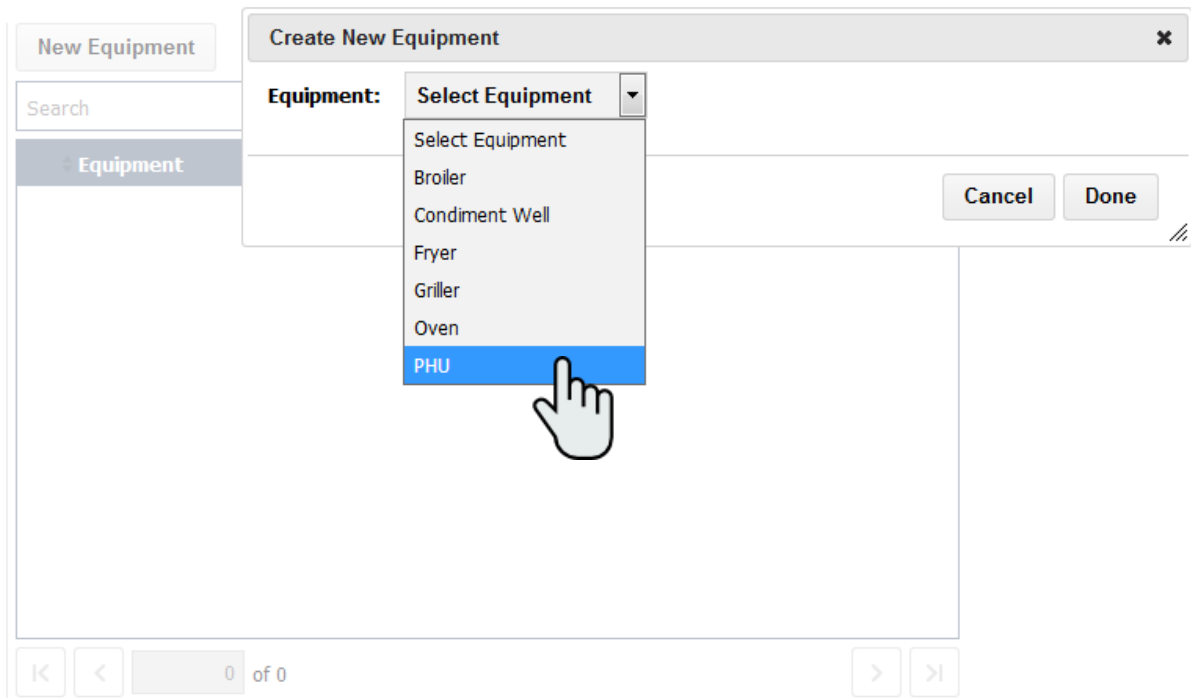


Configuring PHU in Digital Menu Board (DMB) Portal

3 Click your **Store Number** followed by **New Equipment**



4 Under **Create New Equipment**, select **PHU** from the drop-down menu.



Configuring PHU in Digital Menu Board (DMB) Portal

5 Fill out the required fields, beginning with **Name**. This is the title that will be given to the PHU in the DMB portal.

The screenshot shows a 'Create New Equipment' dialog box. The 'Equipment' dropdown is set to 'PHU'. The 'Name' field contains the text 'Main', which is highlighted with a red box and a red arrow pointing to it. Other fields include 'Manufacturer' (Select Manufacturer), 'Model' (Select Model), 'Size' (Select Size), 'IP or Mac' (with instructions: 'Correct IP *.* (period) and MAC *:* (colon) separators must be used accordingly.'), and 'Copy To Label' (Add new label). 'Cancel' and 'Done' buttons are at the bottom.

6 For **Manufacturer**, select **Prince Castle**.

The screenshot shows the same 'Create New Equipment' dialog box. The 'Name' field now contains 'Main'. The 'Manufacturer' dropdown is open, showing a list of options: 'Select Manufacturer', 'BB Gen 1 no Temps', 'Duke', 'Duke HS2', 'Merco', 'Prince Castle', and 'testname'. The 'Prince Castle' option is highlighted in blue, and a hand icon is pointing to it. The 'Manufacturer' field label is highlighted with a red box. 'Cancel' and 'Done' buttons are at the bottom.

Configuring PHU in Digital Menu Board (DMB) Portal

7 For **Model**, select **2nd Generation**.

Create New Equipment [X]

Equipment: PHU [v]

Name: Main

Manufacturer: Prince Castle [v]

Model: Select Model [v]
 Select Model
 2nd Generation

Size: [v]

IP or Mac: []
Correct IP ":" (period) and MAC ":" (colon) separators must be used accordingly.

Copy To Label: Add new label [v]
Equipment Labels are applied to PHUs with the same size and layout. Labels allow pan assignments to be copied from store to store

[Cancel] [Done]

8 For **Size**, select your PHU configuration (**Rows x Columns**). E.g. 2x4

Create New Equipment [X]

Equipment: PHU [v]

Name: Main

Manufacturer: Prince Castle [v]

Model: Select Model [v]

Size: Select Size [v]
 Select Size
 2x2
 2x3
 2x4
 3x3
 3x4
 3x2
 4x2

IP or Mac: []
Correct IP ":" (period) and MAC ":" (colon) separators must be used accordingly.

Copy To Label: []
Equipment Labels are applied to PHUs with the same size and layout. Labels allow pan assignments to be copied from store to store

Configuring PHU in Digital Menu Board (DMB) Portal

9 Enter the **MAC address** that is located on top of the unit above the display panel.

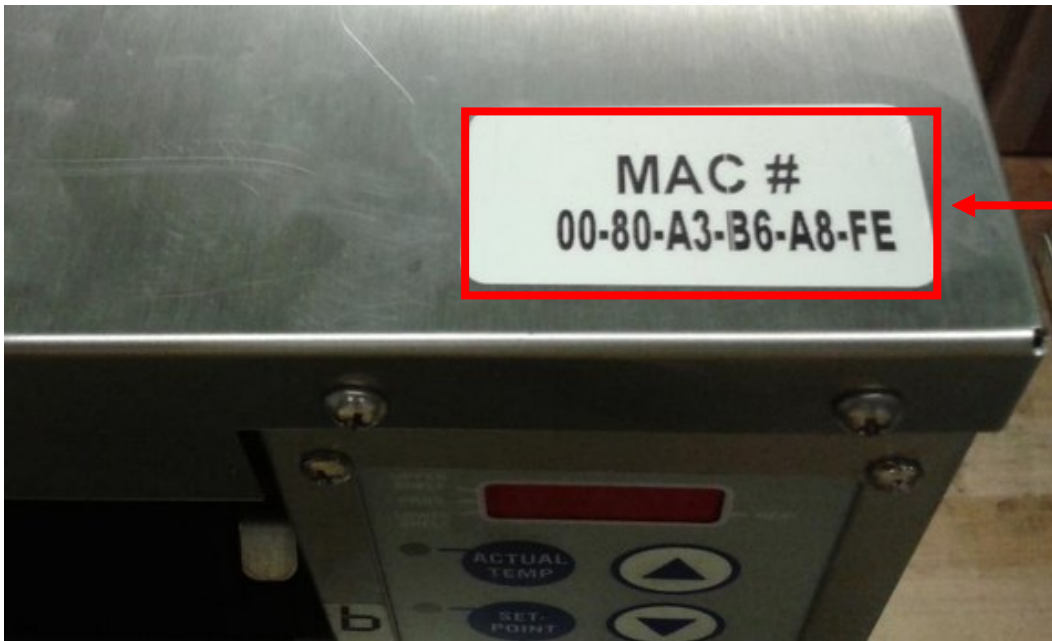
The screenshot shows a 'PHU Setup' dialog box with the following fields:

- Name: Main
- Manufacturer: Prince Castle
- Model: 2nd Generation
- Size: 2x4
- IP or Mac: 00:80:A3:B6:A8:FE (highlighted with a red box)
- Copy To Label: Add new label

Buttons at the bottom include 'Delete', 'Cancel', and 'Done'. A red arrow points from the 'MUST MATCH' text to the MAC address field.

MUST MATCH.

DASHES “—” ON TAG BECOME COLONS “:” WHEN ENTERED IN PORTAL.



Configuring PHU in Digital Menu Board (DMB) Portal

10

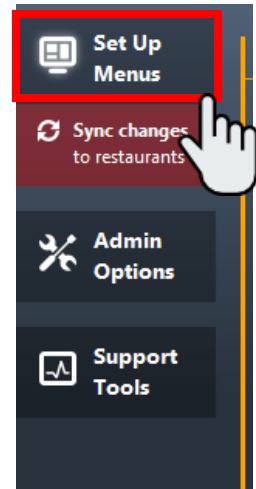
Click **Done** then return to **Set Up Menus**.



PHU Setup

Name	Main
Manufacturer	Prince Castle
Model	2nd Generation
Size	2x4
IP or Mac <small>Correct IP "." (period) and MAC ":" (colon) separators must be used accordingly.</small>	00:80:A3:B6:A8:FE
Copy To Label <small>Equipment Labels are applied to PHUs with the same size and layout. Labels allow pan assignments to be copied from store to store</small>	Add new label

Delete Cancel Done



11

On the DMB **Set Up Menus**, click **Setup Dayparts**.



Configuring PHU in Digital Menu Board (DMB) Portal

12 Click your **Store Number** followed by **+ Add New Daypart**

SICOM DEV CHEF gurusos@sermicro.com 00-800-737-64276

CHEF: Hours and Dayparts BK #1760188

SICOM Systems, Inc.
(Acquisitions)
BK #774623
BK #1760188

Reset Changes Save Changes

Sun	Mon	Tue	Wed	Thu	Fri	Sat
Name	Start Time	End Time	BB Daypart			
+ Add New Daypart				Copy To All Days		

13 Click **OK** Then fill in the required fields according to your store's operational preferences.

Sun Mon Tue Wed Thu Fri Sat

	Name	Start Time	End Time	BB Daypart
X	Breakfast	06 : 00 AM	11 : 00 AM	0
X	Lunch	11 : 00 AM	05 : 00 PM	0
X	Dinner	05 : 00 PM	: AM	0
+ Add New Daypart				Copy To All Days

Configuring PHU in Digital Menu Board (DMB) Portal

14

If all days have the same times, click

Copy To All Days

Click

Save Changes

to finish.

	Name	Start Time	End Time	BB Daypart
X	Breakfast	06 : 00 AM	11 : 00 AM	0
X	Lunch	11 : 00 AM	05 : 00 PM	0
X	Dinner	05 : 00 PM	06 : 00 AM	0

15

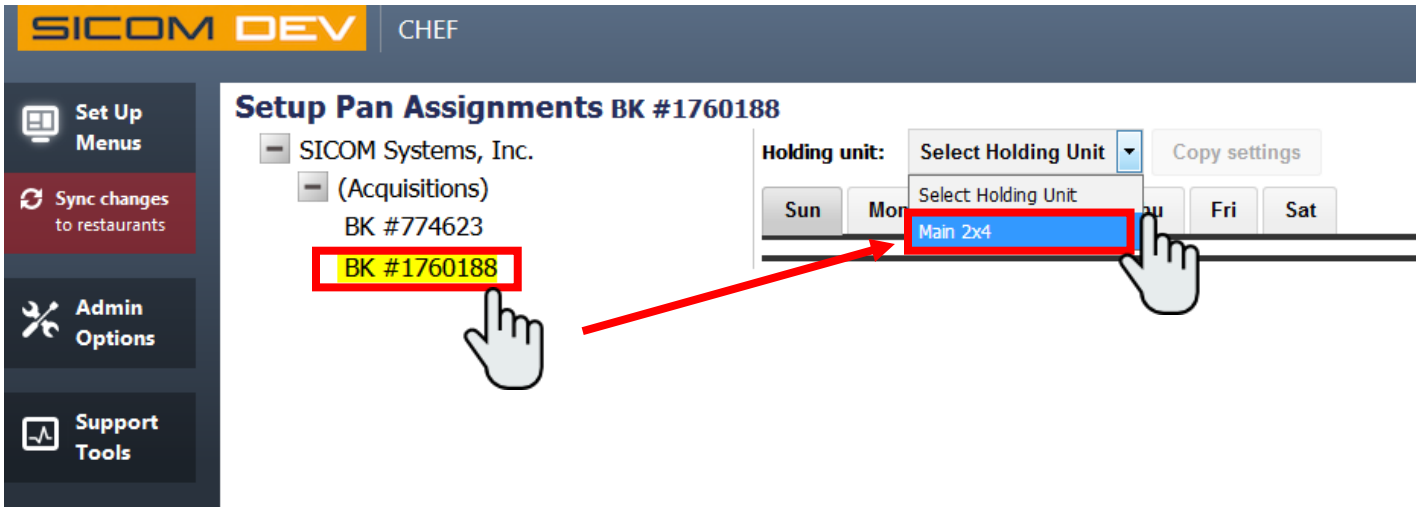
Return to **Set Up Menus**

Set Up Menus

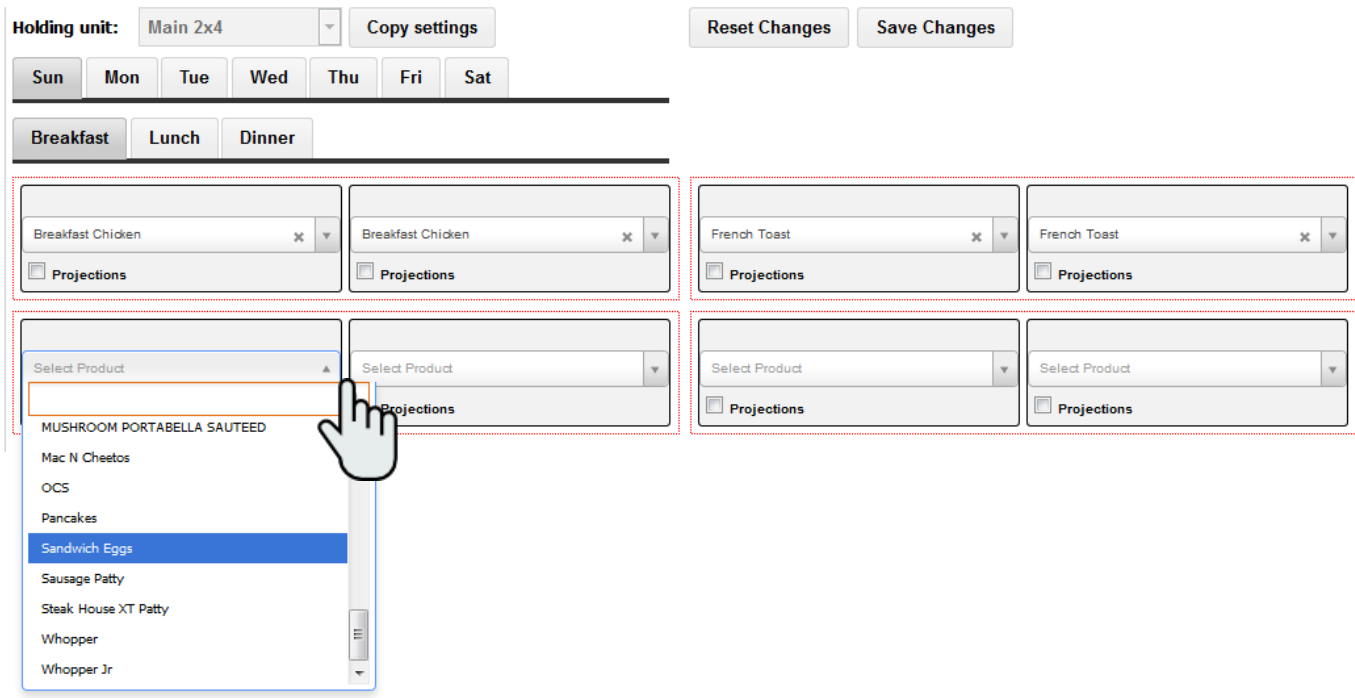
then click **Setup Pan Assignments**.

Configuring PHU in Digital Menu Board (DMB) Portal

16 Click your **Store Number**. From the **Select Holding Unit** drop-down, select your PHU.



17 Click on each heater zone of the PHU configuration and select your desired products.



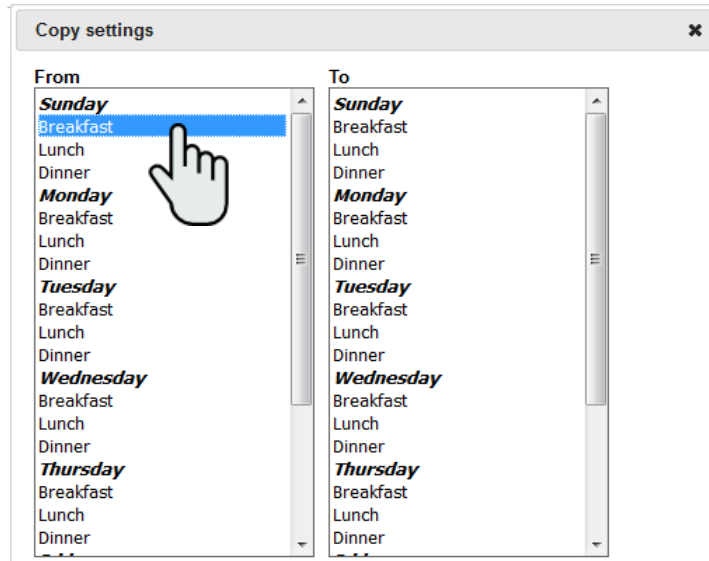
Configuring PHU in Digital Menu Board (DMB) Portal

18

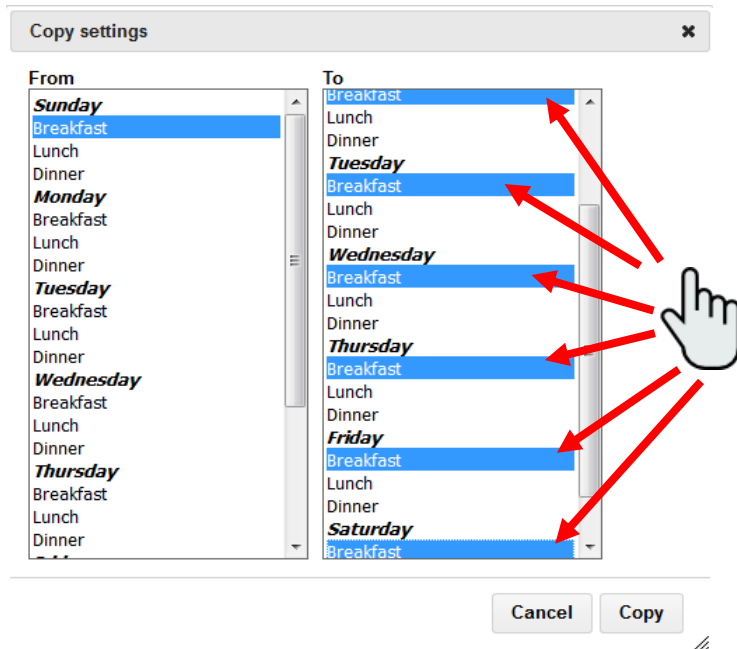
Repeat for all times of day - Breakfast, Lunch, and Dinner - for all days of the week. To apply the same menu to all days, click

Copy settings

Under the "From" heading, click "Breakfast" under "Sunday".



Hold the **Ctrl** key on the keyboard, and under the "To" heading, click "Breakfast" for the remaining days of the week.



Configuring PHU in Digital Menu Board (DMB) Portal

18

Click

Copy

Copy settings

From	To
Sunday	Breakfast
Breakfast	Lunch
Lunch	Dinner
Dinner	Tuesday
Monday	Breakfast
Breakfast	Lunch
Lunch	Dinner
Dinner	Wednesday
Tuesday	Breakfast
Breakfast	Lunch
Lunch	Dinner
Dinner	Thursday
Wednesday	Breakfast
Breakfast	Lunch
Lunch	Dinner
Dinner	Friday
Thursday	Breakfast
Breakfast	Lunch
Lunch	Dinner
Dinner	Saturday
Friday	Breakfast
Breakfast	Lunch
Lunch	Dinner
Dinner	Breakfast

Cancel Copy

Repeat for **Lunch** and **Dinner**. Click **Save Changes** to finish.

Holding unit: Main 2x4 Copy settings

Sun Mon Tue Wed Thu Fri Sat

Breakfast Lunch Dinner

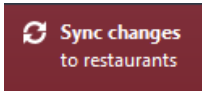
Reset Changes Save Changes

Breakfast Chicken	Breakfast Chicken	French Toast	French Toast
Projections	Projections	Projections	Projections
Sandwich Eggs	Sandwich Eggs	Sausage Patty	Sausage Patty
Projections	Projections	Projections	Projections

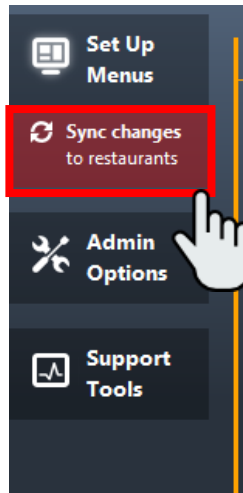
Configuring PHU in Digital Menu Board (DMB) Portal

19

IMPORTANT: Click **Sync changes to restaurants.** transmit to Chef if this step is neglected.



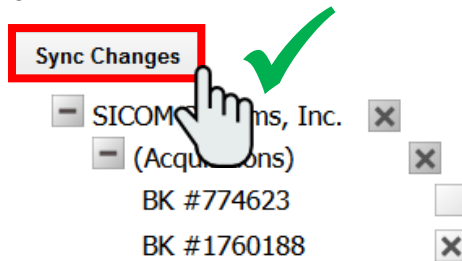
DMB portal configuration will not



Click the **box** next to **your store** to sync the changes to.

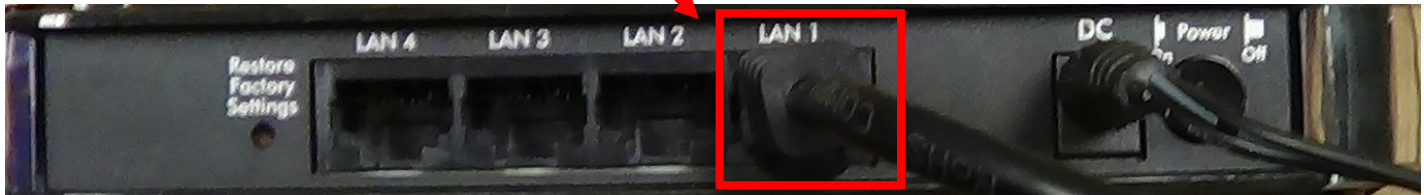
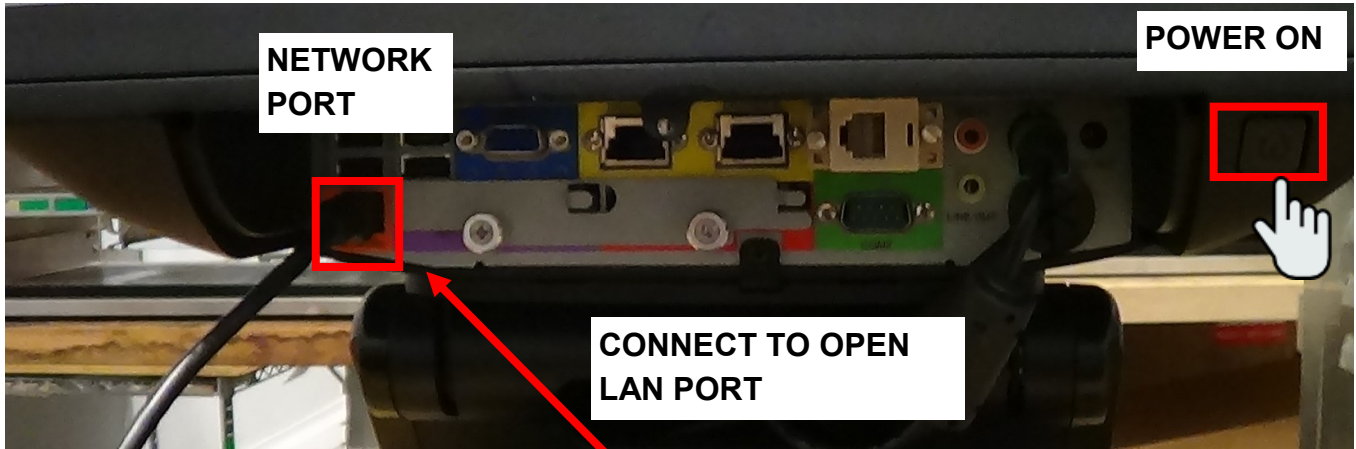


Click **Sync Changes** to finish.

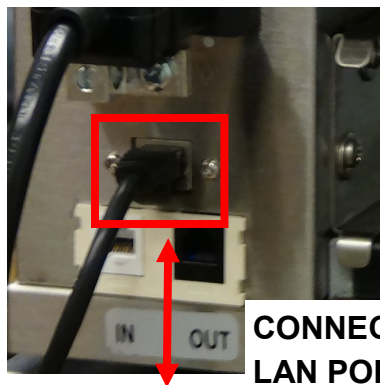


Connecting EHB to Chef®

- 1 On the underside of the Sicom Chef module, press the power button on the far right-hand side. Then locate the orange NETWORK port on the far left-hand side. Connect Chef to an available LAN router port.

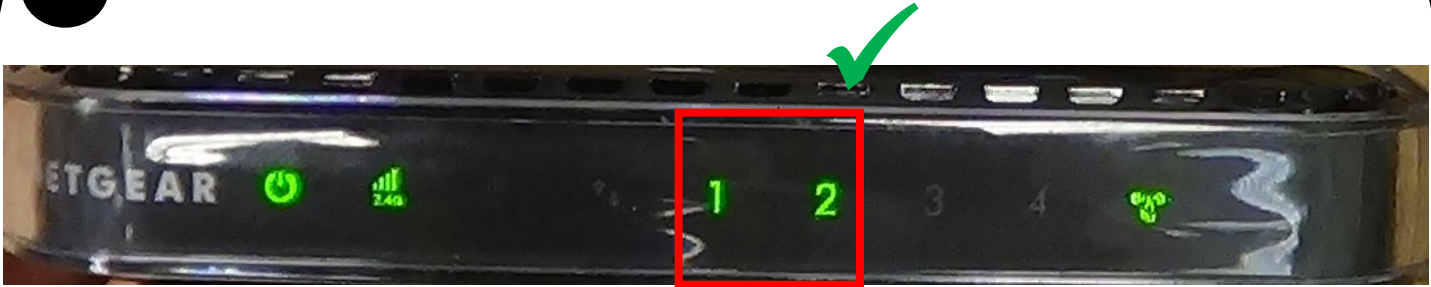


- 2 On the back of the EHB, locate the Ethernet port directly below the power cord. Connect the EHB to the next available LAN router port.



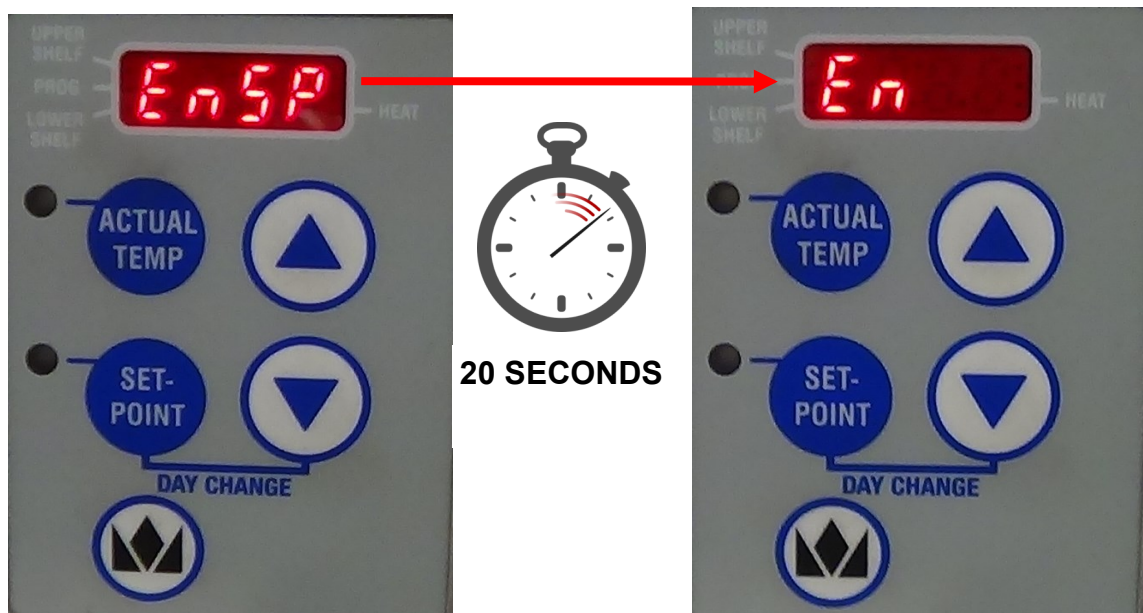
Connecting EHB to Chef®

2 On the front side of the router, LAN ports 1 and 2 should be illuminated.



3 Flip the green power button ON “—” on the EHB. The red display should read “EnSP.” Verify that it switches to “En” within 20 seconds. This means the EHB has successfully connected to the internet.

POWER EHB ON “—”



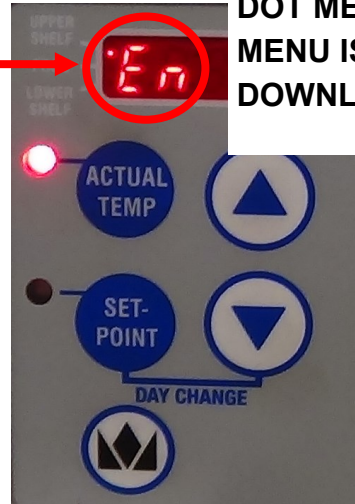
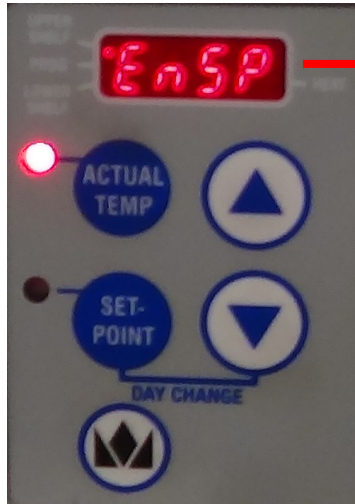
Connecting EHB to Chef®

4

Within 1 minute, notice 'EnSP => 'En now has a dot on the left-hand side. This means the menu is being downloaded to the EHB from the Portal.



1 MINUTE



**DOT MEANS
MENU IS BEING
DOWNLOADED**



5

Notice the timer bar displays dim and "WAIT" appears across all windows.

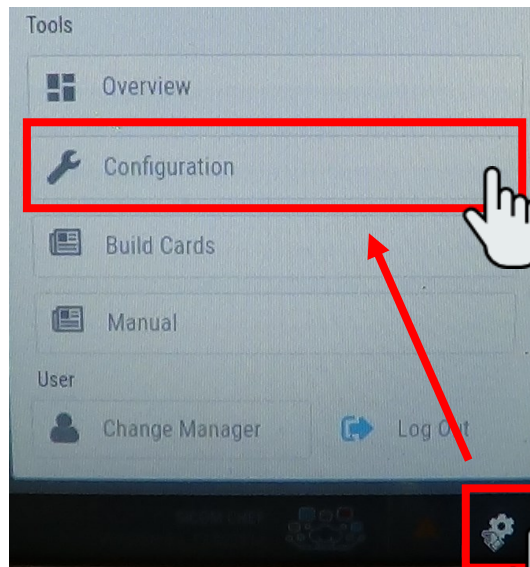


6

To monitor the PHU on the Chef screen, touch the gear icon in the lower right-hand corner. Then tap "Configuration".

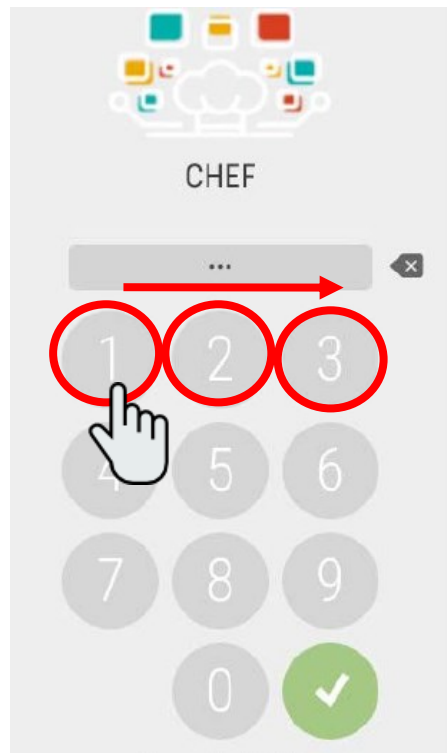


icon in the lower right-hand corner.



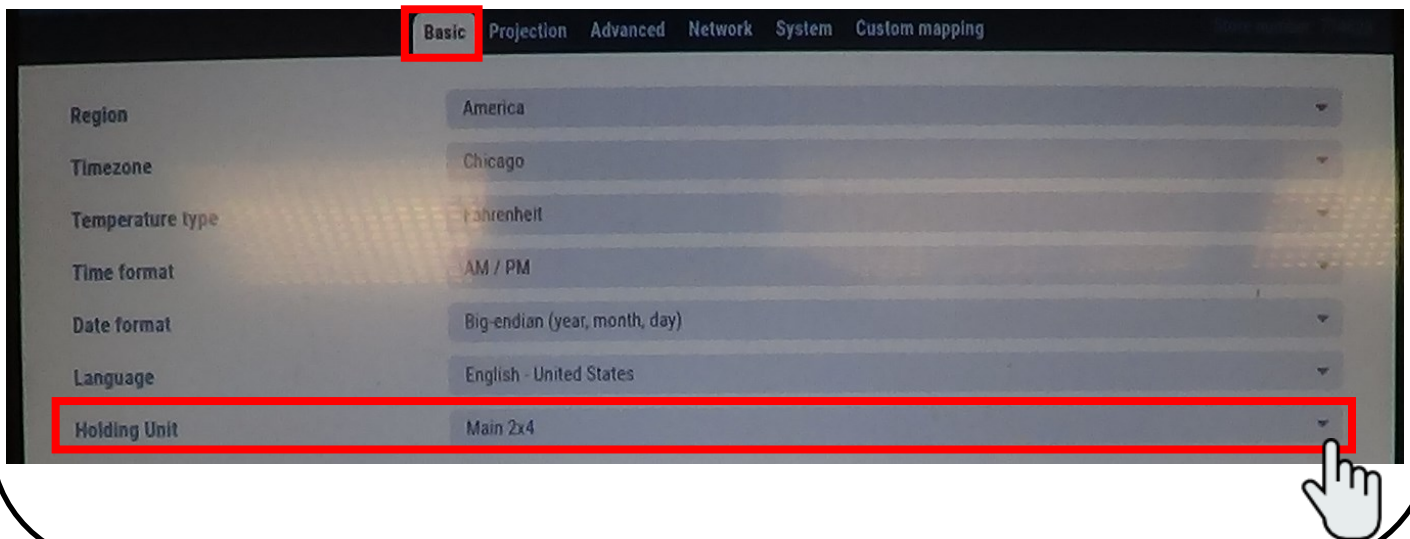
Connecting EHB to Chef®

7 Enter the password: “1”, “2”, “3”. Hit the green checkmark



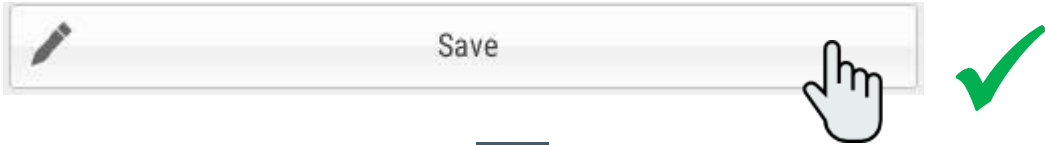
**PASSWORD IS
 “1 2 3”**

8 In the **Basic** tab, tap the drop down arrow on last row entitled **Holding Unit** Select the PHU to be monitored, (e.g. “Main 2x4”).

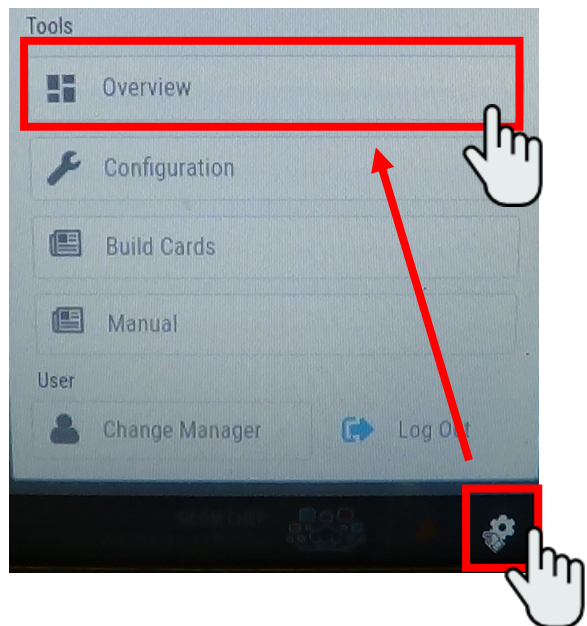


Connecting EHB to Chef®

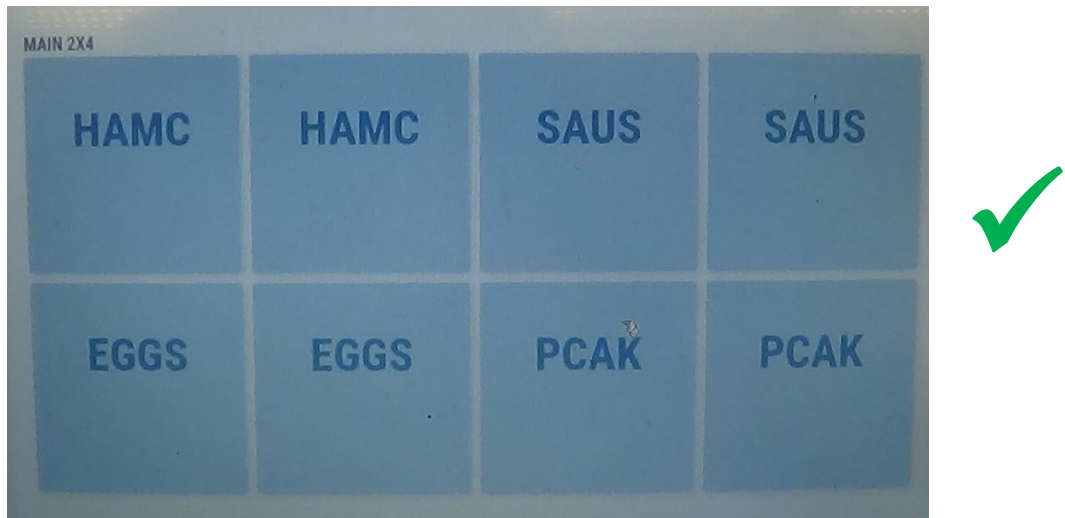
9 Tap "Save" on the lower left side.



10 To return to the home screen, hit the gear icon followed by "Overview".

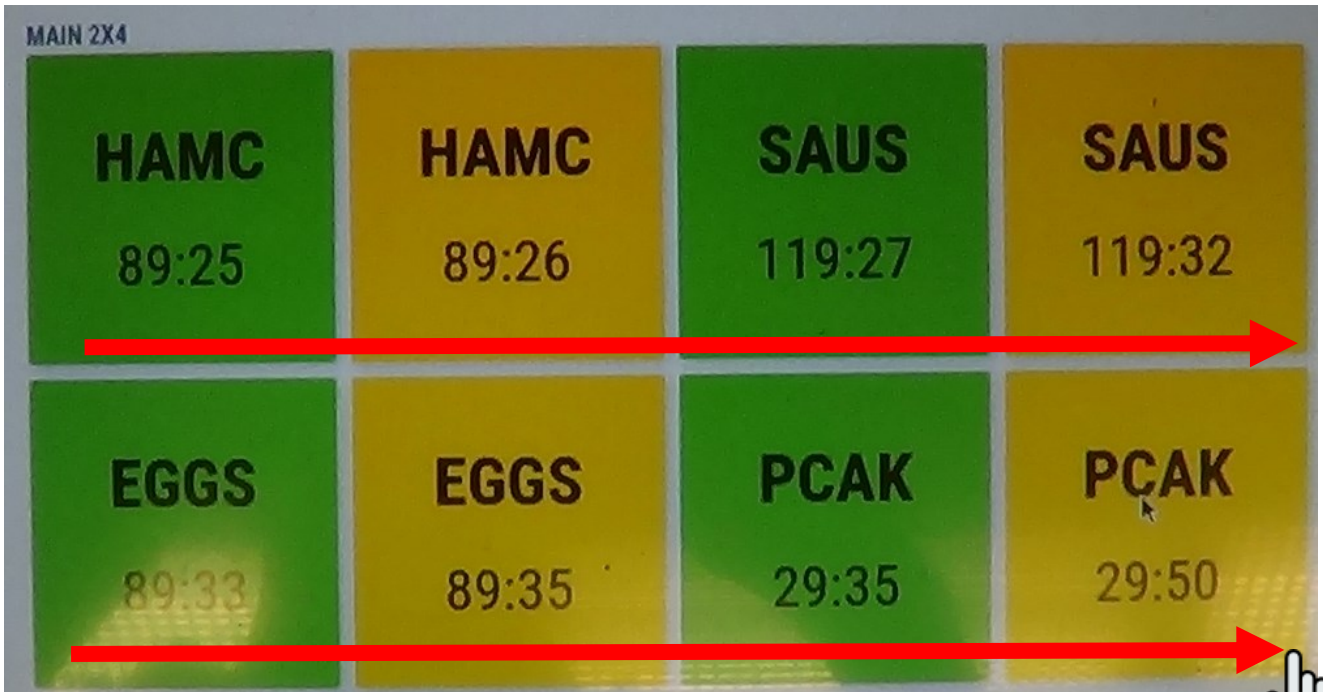


11 The configuration in the Chef portal for PHU "Main 2x4" should now be displayed on the home screen.



Connecting EHB to Chef®

12 To test communication between Chef and the EHB, start all timers from left to right, starting with the top left product "HAMC".



The first timer activated for duplicate products will be **green**, while the second timer will be **orange**. Verify that the timers on the EHB have started and match the green and yellow on the Chef screen.

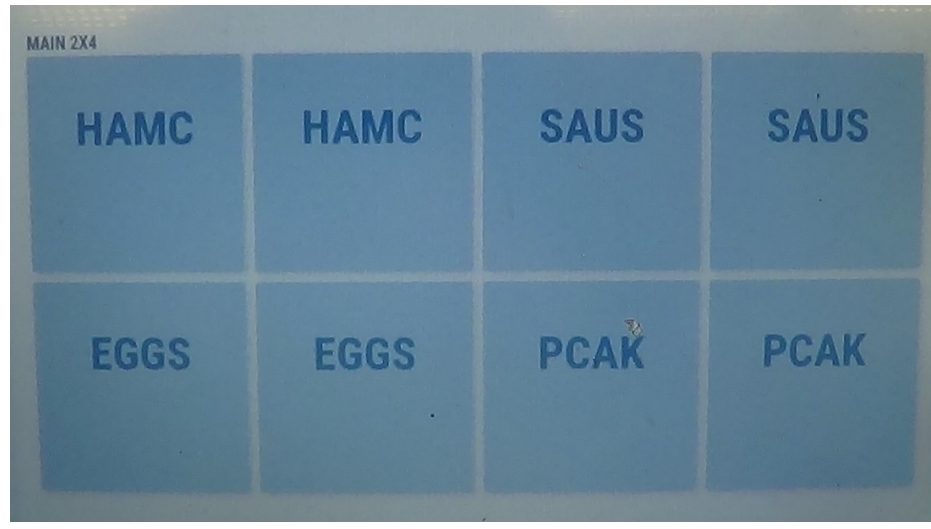


Connecting EHB to Chef®

12 From the EHB timer bar, press all the  and  buttons to cancel the timers.

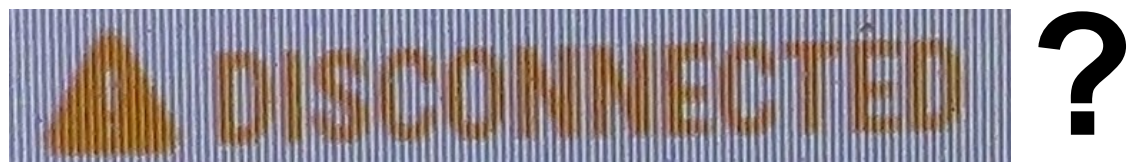
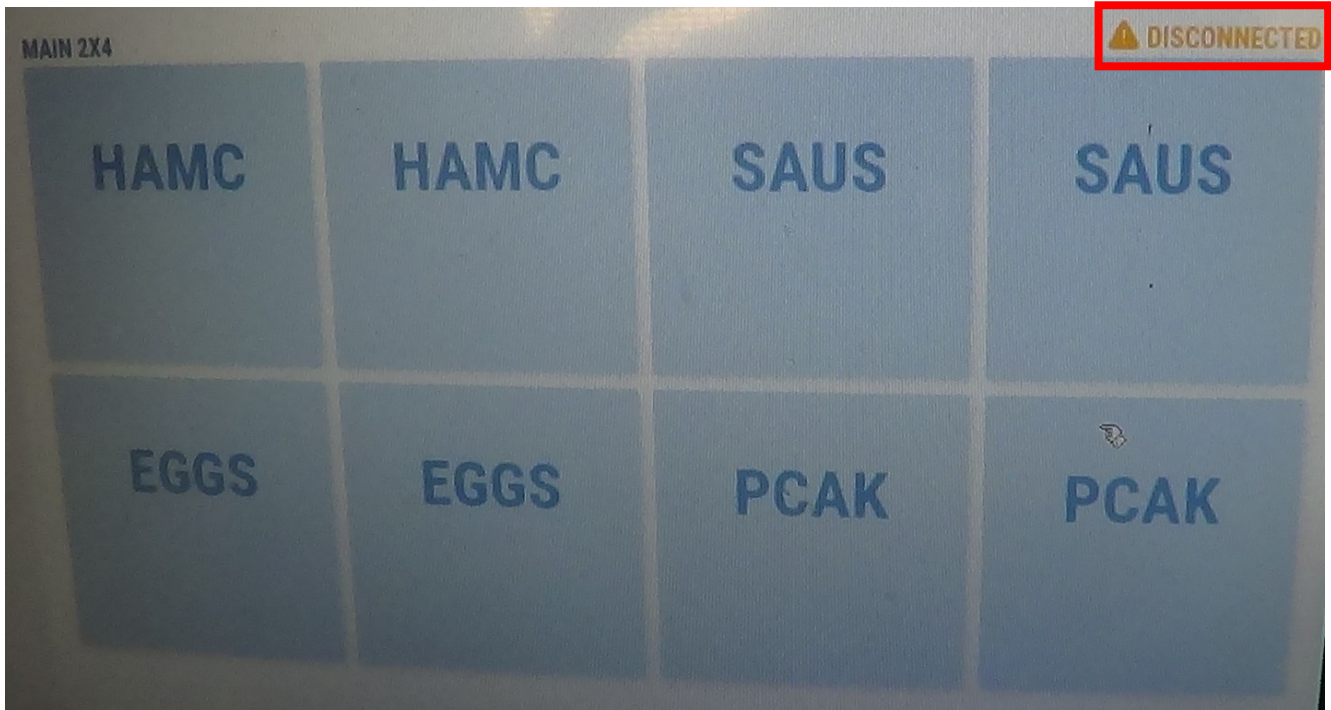


Verify that the timers on the Chef screen have stopped and the screen returns to only the product names.



Troubleshooting on Chef

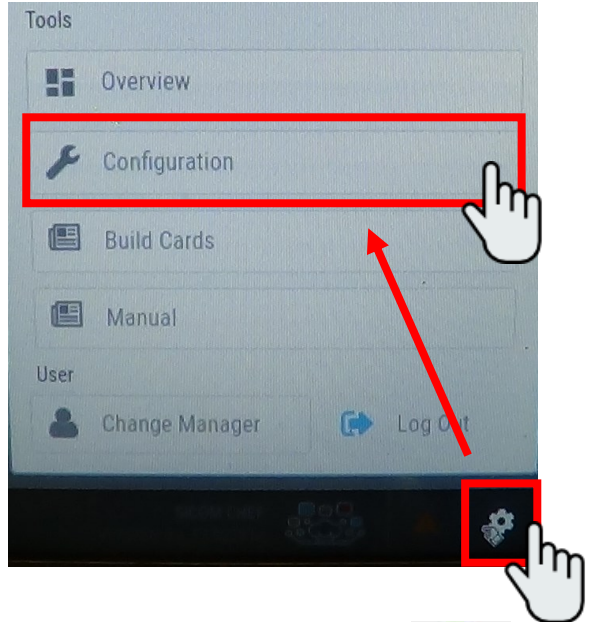
If “DISCONNECTED” is seen on the Chef home screen, as shown below, check the following on the Chef module.



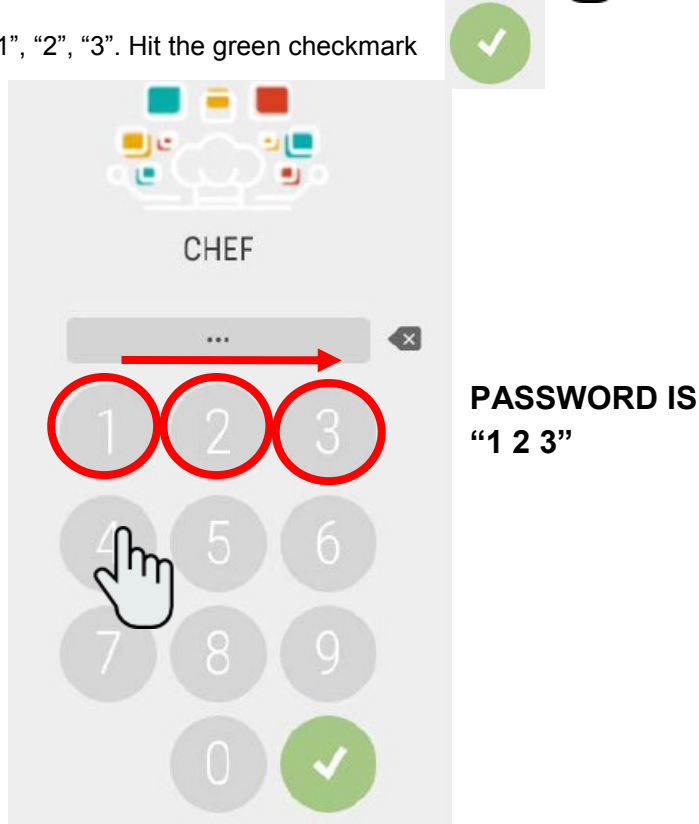
SEE REMAINING PAGES HOW TO TROUBLESHOOT

Troubleshooting on Chef

1 Touch the gear icon in the lower right-hand corner. Then tap "Configuration".



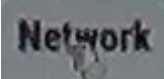
2 Enter the password: "1", "2", "3". Hit the green checkmark



Troubleshooting on Chef

3

On the upper toolbar, tap the checkmark.



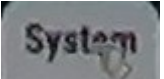
tab. Verify that “Portal”, “Internet”, and “VPN” all have a green

Network Status	
Last Updated:	2017-08-03 09:29:13
IP Address:	192.168.1.90
Netmask:	255.255.255.0
Gateway:	192.168.1.1
DNS:	192.168.1.1
MAC Address:	00:05:0b:a0:30:f9
VPN IP Address:	10.8.96.82/30

Portal Connection	✓ Connected
Internet Connection	✓ Connected
VPN Status	✓ Active OpenVPN Config name: client OpenVPN Config Enabled: enabled OpenVPN Config Status: active (running) OpenVPN PIDs: 1351 1358 OpenVPN TUN/TAP Device: tun0 OpenVPN TUN/TAP Active: active OpenVPN ping test: success

4

On the upper toolbar, tap the



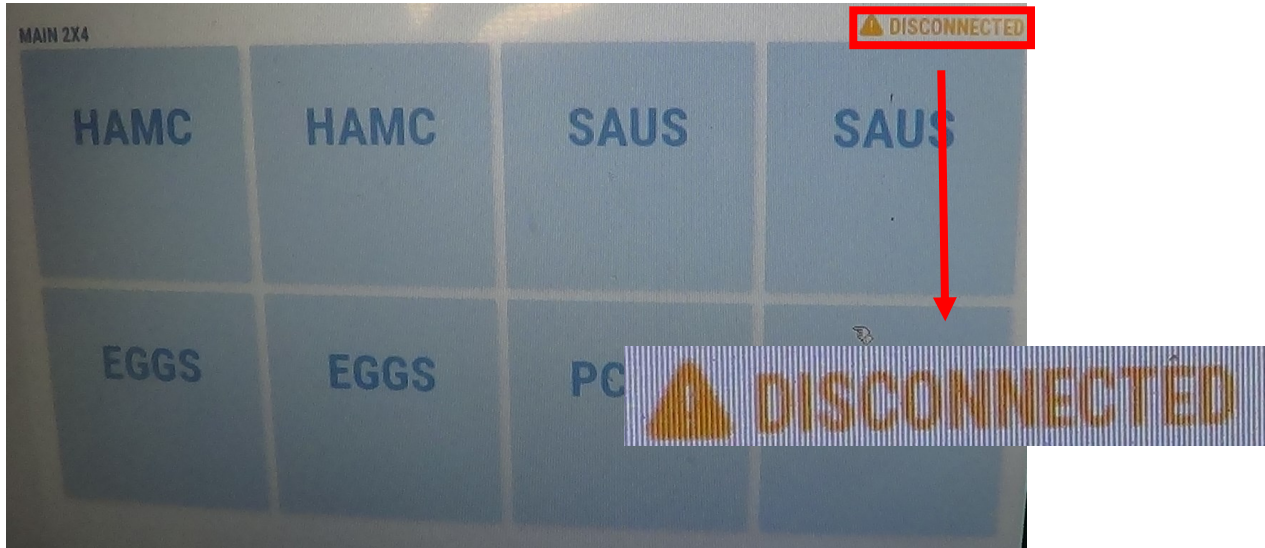
tab. Verify that, for PHU “Main 2x4”, Chef is “Monitoring Status”.

PHU connection status	
Main 2x4	✓ Monitoring status
Main 3x4	⚠
Sp...	⚠

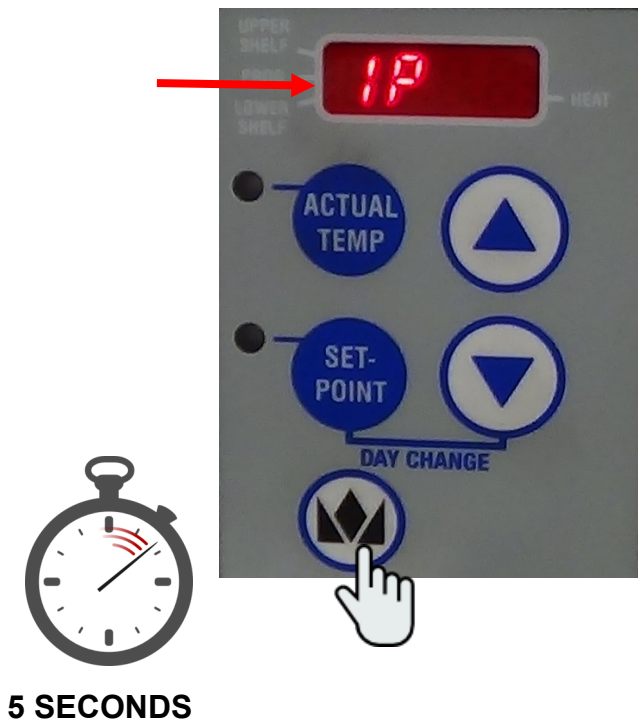
Details	
IP / Mac:	192.168.1.227
port:	10001
last_status_update:	2017-08-03 09:29:43
model:	217
serial:	0080A3B6C303
softwareVersion:	5.29
hardwareVersion:	4.0
runtime:	0
protocolVersion:	1.5.0
daypart:	0
mac:	00:80:a3:b6:c3:03

Troubleshooting on PHU

If “DISCONNECTED” is seen on the Chef home screen, check the following on the PHU.







- 1 On the right-hand display, hold down the button for 5 seconds until “IP” appears.






Troubleshooting on PHU

2

Press  button so that a blinking "1000" is displayed. Use the   arrows to scroll.

Press  to scroll through "2000", "3000", "4000". Verify that this is the case.

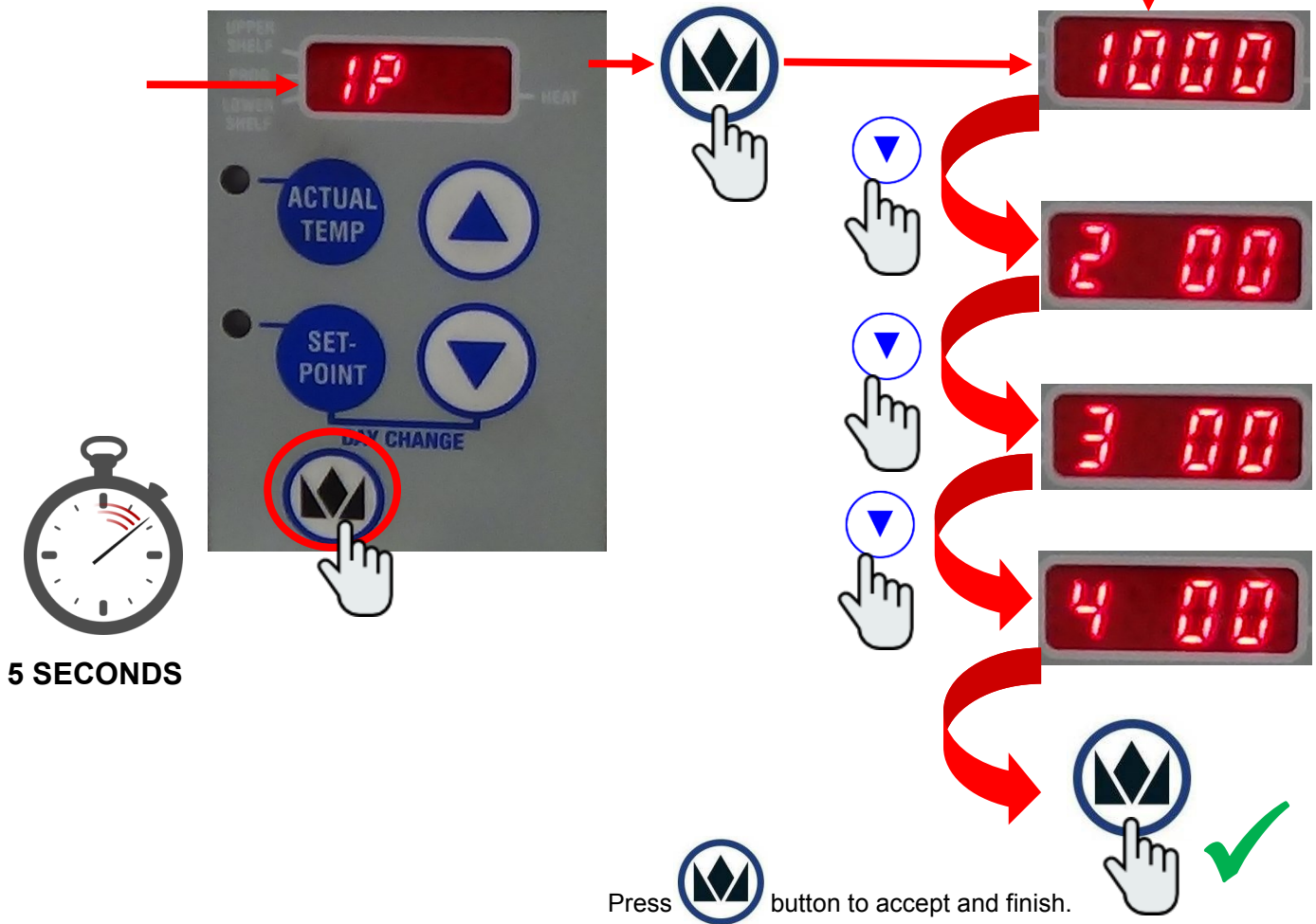
If the numbers are **NOT** 1000, 2000, 3000, and 4000, manually set them by pressing  to move **right**, press to move **left**, and   to **scroll** through blinking digits **0-9**.

**ACTUAL
 TEMP**




**SET-
 POINT**

BLINKING



5 SECONDS

Press  button to accept and finish.

Extended Hold Bin

EHB Series



Troubleshooting on PHU

NOTE: If your store has a static IP, follow the example below with IP address “234.5.67.890”.

Press button so that a blinking “1000” is displayed. Press so that the display reads “1100”.

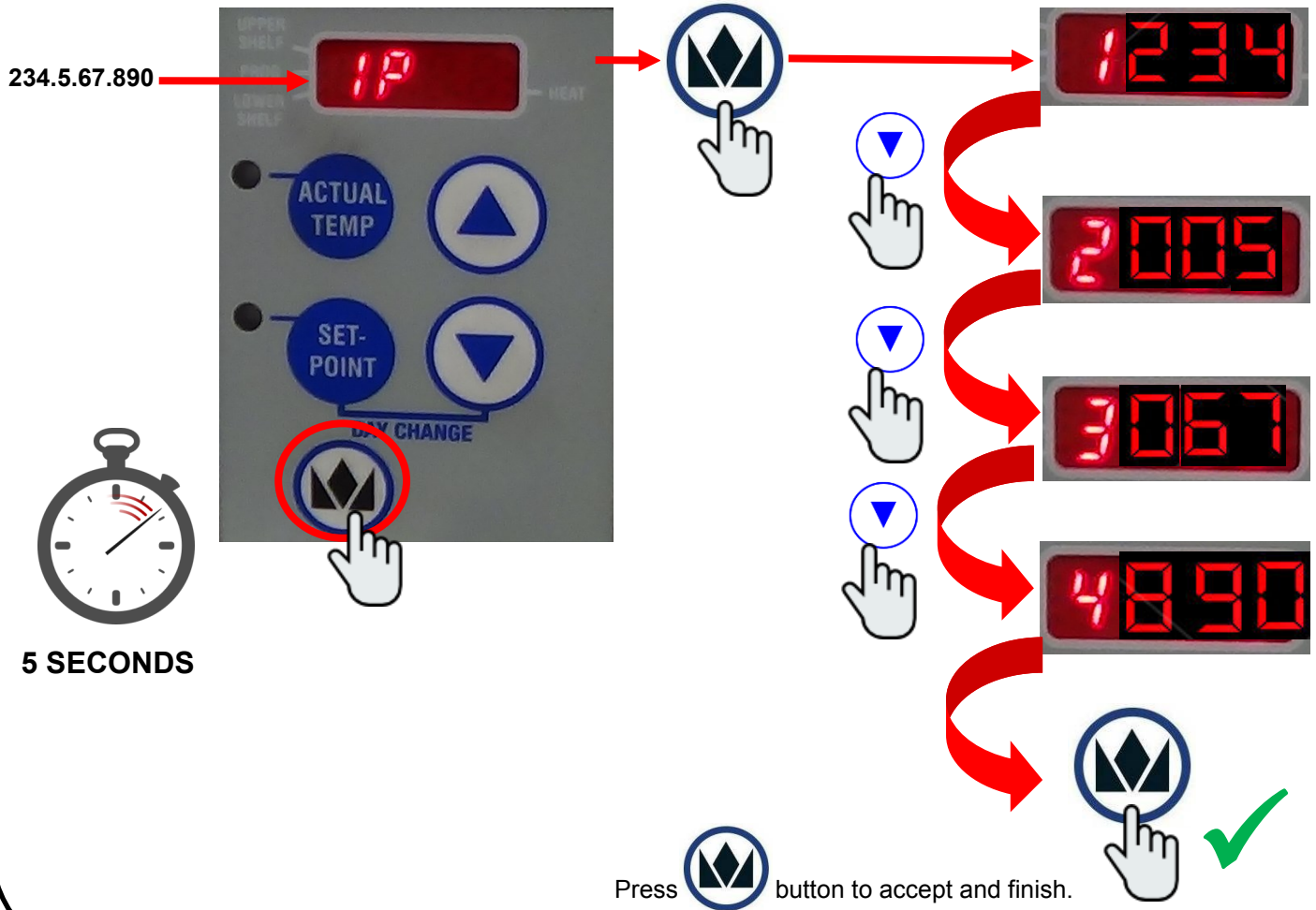
Press “SET-POINT” again to scroll to the next digit to the right. Hit to go to “9”, and the display should now read “1190”. Press “SET-POINT” one more time, and set the final digit to “2”. The display should now read “1192.” Repeat the same for the remainder of the address:

234 => “1234”

5 => “2005”

67 => “3067”

890 => “4890”



Press button to accept and finish.