

## **Data Transmission Failed: 5.0**

### **Franchise: Restaurants:**

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

**B.** Verify the programming cable is plugged into the back of BOH 801114 connector and the other end is plugged into the port labeled “Programming” on the back of the Kitchen Minder.

### **C. Check PC Minder**

Open PC Minder

Click on Tools—Communication Test

Enter Password: admin

Click—Find Serial Communication Port

\*\*Take note of test results—Pass-Finds communication port—Send Data to Kitchen Minder  
Fails to find communication port—Continue troubleshooting

### **D. Check Device Manager**

Right Click on My Computer/Computer

Click on Properties

Click on Hardware Tab

Click on Device Manager

Scroll down to +Ports (open ports)

\*\*Take note as to what comport the BOH Serial Adapter or USB converter connected too\*\*

\*\*Take note that there is not an exclamation mark next to (USB converter) this would indicate drivers for device are not installed properly. Re-load drivers from our website\*\*

### **E. Check PC Minder**

Click on Settings—Communication Settings—Verify comport matches Device Manager

If not—Change (may ask for password—admin)—Send Data to Kitchen Minder.



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