

Techknow Image Download Instructions

In order to get your new images you will have to go to the RDS website. The website address is www.rds wisconsin.com/rdsweb.



When you have arrived at the RDS you will need a username and a password to get in. The username is **culvers** and the password is **culvers**.

Once you have entered in your username and password you will be directed to a screen as shown.



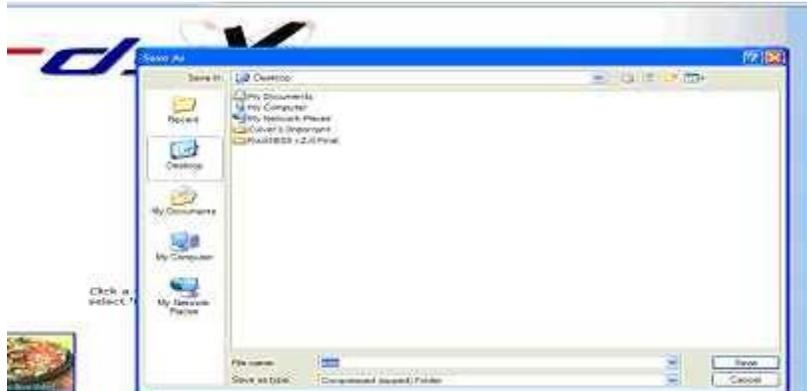
You have 2 different types of images you can download. You have item images, which are smaller, and appear when a certain item is keyed in on your order taker. You also have POP images, which are larger and rotate as a car is pulling up to the Techknow board. You will want to update both, but you can only download one folder at a time. Click on the links for Techknow item images or POP images, depending on which folder you will want to download first. Once you click on that link you will see a page similar to this.



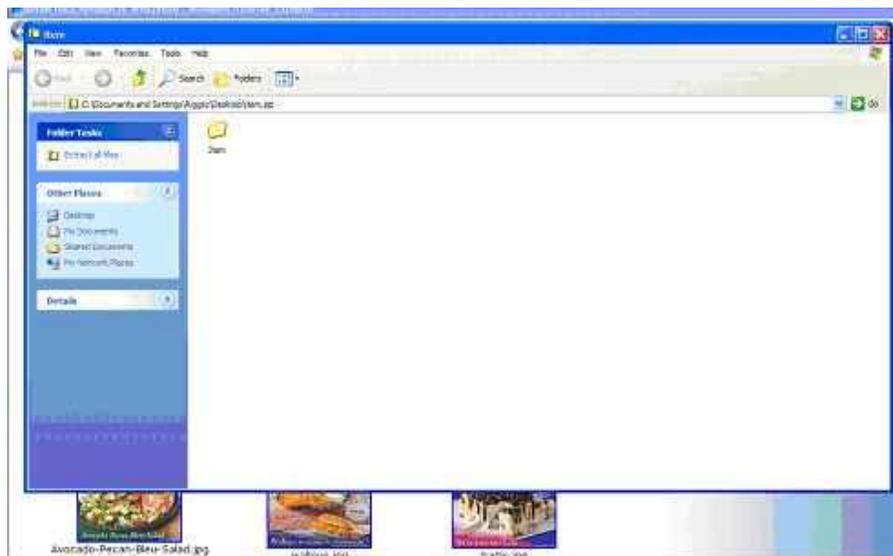
At this point you will be able to download all your images, or just one image. In order to download all the images, (which is recommended because it will remove all the old images also) click on the link that says "click here to download all files at once." When you click on the link, it will prompt you to download all the available images for the specific category you are in, either POP or ITEM.



Click on the save button, and download to the desktop. Make sure on the top where it says save in, the word desktop appears there. Once you click on the save button that zip file should begin to download to your desktop. Remember this file is the file that contains all of your item images or your pop images, depending on which category you are in.



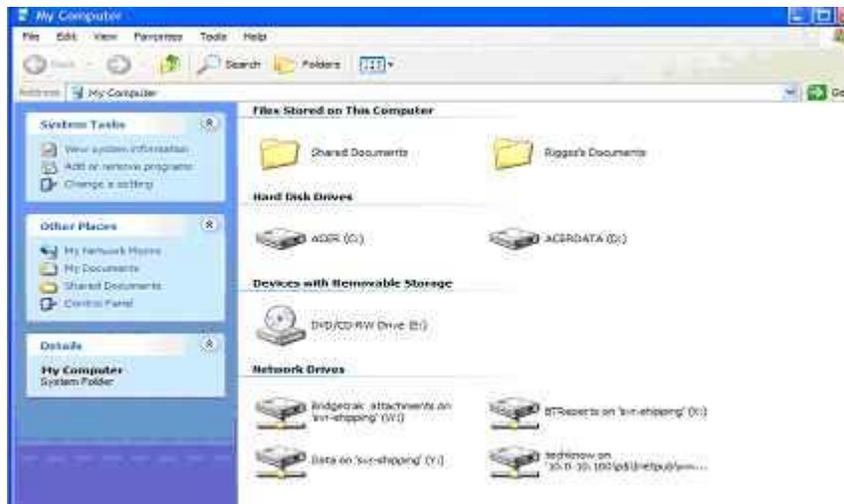
Once you have the zip file on your desktop, double click on the item or pop zip file. This will open the zip file and bring you to a folder that says item or pop on it. Once you see that folder left click so the folder is highlighted, then drag it to your desktop.



Once that folder (item or POP) is on your desktop we need to move it to the appropriate location within your computer. The item and pop folders belong in C:\Program Files\TK_FrontEnd\TKScreens. We will want to go to your start menu, lower left hand corner of your computer.



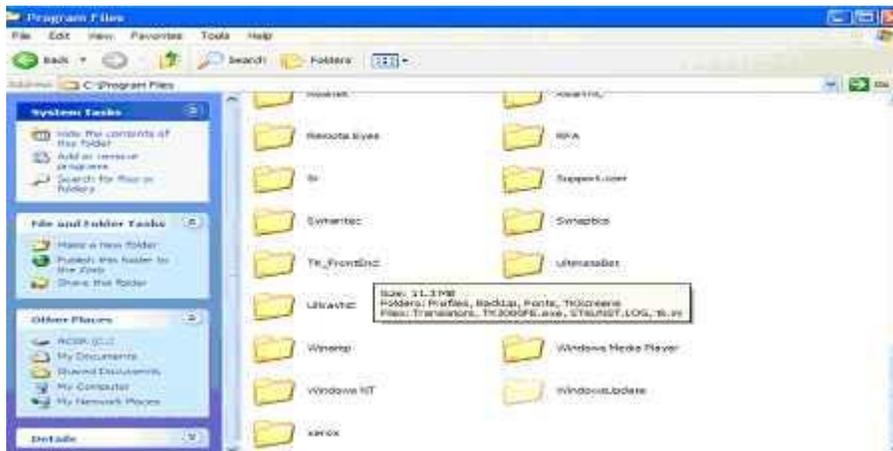
Then go to my computer (may be on your desktop already) and double click the my computer icon. Go to and double click your c drive c:



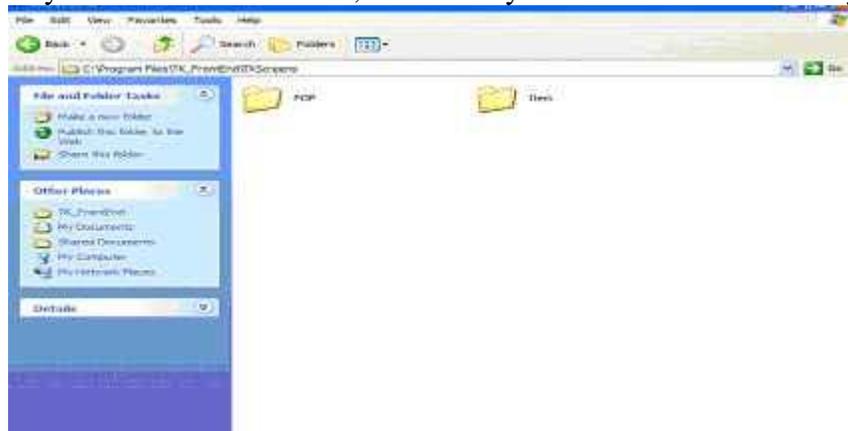
Go to the folder that says program files and double click.



Then go to the TKFrontend folder, double click on the TKScreens folder.

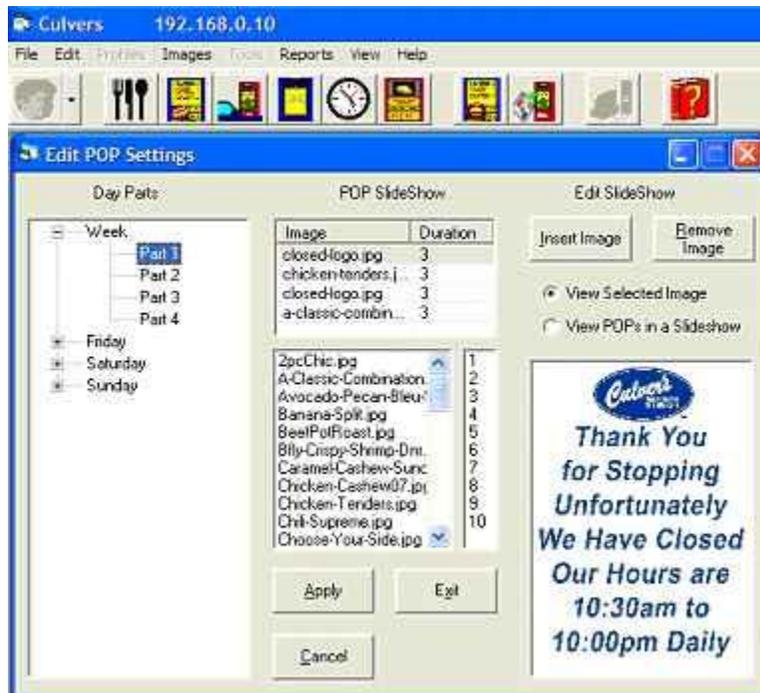


At this point you should see 2 folders, one that says item and another that says POP.

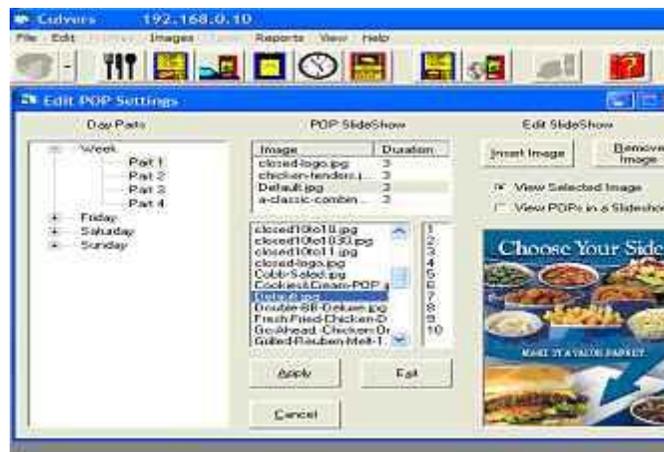


Depending on which folder you download, or both, you will want to delete the one you see in the TKScreens folder and drag the folder that is on your desktop, into this folder.

Once you have the appropriate folders in the TKScreens folder, it is time to update the Techknow software. Because some old images have been removed, it is necessary that you go through the pop and item selection and make sure you have the correct images rotating that YOU want. You do this by opening your Techknow software and clicking on the icon with the car and the Techknow board, right under the tools menu.



You will want to go through each day and each part and make sure that you insert the new images you want. This is especially true if an old image was being shown previously. If you do not change where an old image was it will default to a picture named default.jpg, and will rotate just a picture with side items.



Once you have picked all your images and hit the apply button, you will want to update your Techknow board in order to get the images to the Techknow board. You will want to click on the communicate with ocb button which is the second icon from the right side. When you click on that icon the screen below will pop up. Click update and wait until you get the update of ocb complete button.



Once you have gotten that message you can close your Techknow software. If you have not gone ahead and done both item and POP images, repeat the aforementioned steps for whichever folder you did not download first.

If at anypoint you have a problem feel free to contact RDS and the Radiant department during normal business hours.

1-800-779-7052

If you have an emergency with your Techknow board and it can not wait until normal business hours, contact our emergency support line and leave a voicemail message. A technician will return your call as soon as possible.

262-896-2600