

Techknow Image Download Instructions

New images are available to download from the [Retail Data Systems of Wisconsin Support Page](#).

Select the Download Images link in the Techknow Section

Retail Data Systems Wisconsin

1-800-779-7052
262-896-2600
1900 Pewaukee Rd
Waukesha WI 53188
Wisconsin@rdspos.com
Your IP is: 71.13.132.252

Home Our Customers Support About Us Contact

Support
1-800-779-7052

Hours of Operation
Regular Business Hours: Mon-Fri 8am-5pm Central Time

Retail Data Systems of Wisconsin is located in Waukesha, WI. We are in the Central Time Zone. Our office is staffed with trained professionals Monday through Friday 8am to 5pm. We are equipped to handle your support needs. Outside of Regular Business Hours we provide Emergency Support through an automated system. When you call the standard support line you will be prompted to select your system type. You may leave a message that will be immediately be sent a trained professional. You will receive a return phone call as soon as possible. Please restrict using our After Hours service to emergencies only as the On-Call technician must prioritize all support issues.

After Hours Emergency Support
» Press "6" For Culver's Support
» Press "7" For Grocery, Liquor, and GoodWill Support
» Press "8" For Pixel, Panasonic, and NEC Support

Required Customer Information for All Calls

- » Site Name & Location Number
- » Contact Name
- » Phone Number w/Area Code
- » Description of the issue along with exact wording of any error messages
- » When the issue was first observed and how often it occurs
- » Details of what was being done prior to, during, and after the issue

Remote Assistance
» Download LogMeIn
» Click Here for Assistance

Red Prairie
» How to Log into Red Prairie
» Red Prairie User Guide
» Log In To Red Prairie
» Removing IE9
» Prevent IE9 Install
» More Red Prairie Items

Radiant
» Tax Rate Change Form
» T160 Base Repair

Printers
» Dip Switch Settings
» Epson Printer Manual
» Ithaca Printer Manual

Store Manager Workstation
» SMW Manual
» SMW Install

Techknow
» Techknow Manual
» Techknow Software
» Download Instructions
» **Download Images**

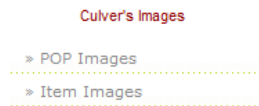
There are two types of images you can download. The first type are POP images, which are larger and are visible as a car is pulling up to the Techknow board. The second type are item images, which are smaller, and appear when a certain item is keyed in on your order taking register. We recommend updating both, but you can only download one folder at a time. Click on the link for POP Images or Item Images depending on which folder you would like to download first.

Culver's Images
» **POP Images**
» **Item Images**

Techknow Image Downloads

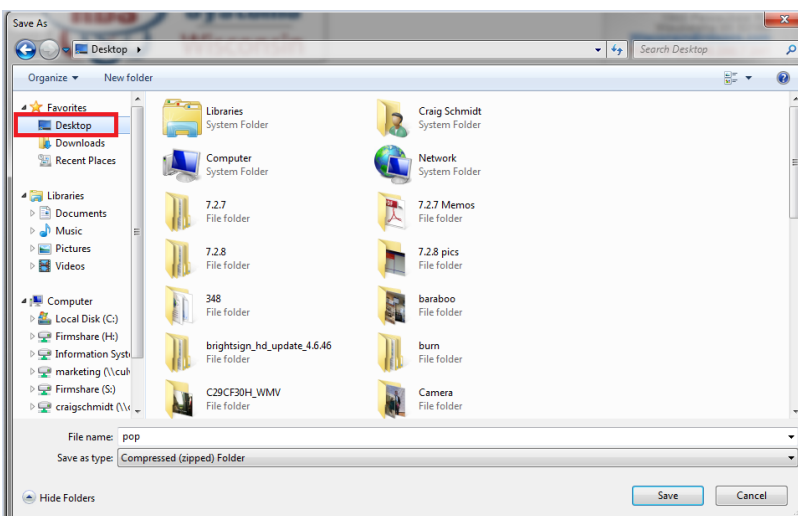
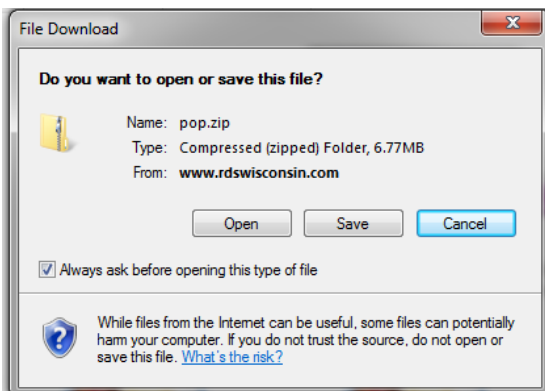
TECHKNOW

At this point you will be able to download all your images. In order to download all the images, 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.

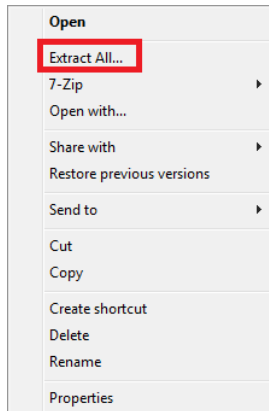


[Click Here to Download all files at once](#)

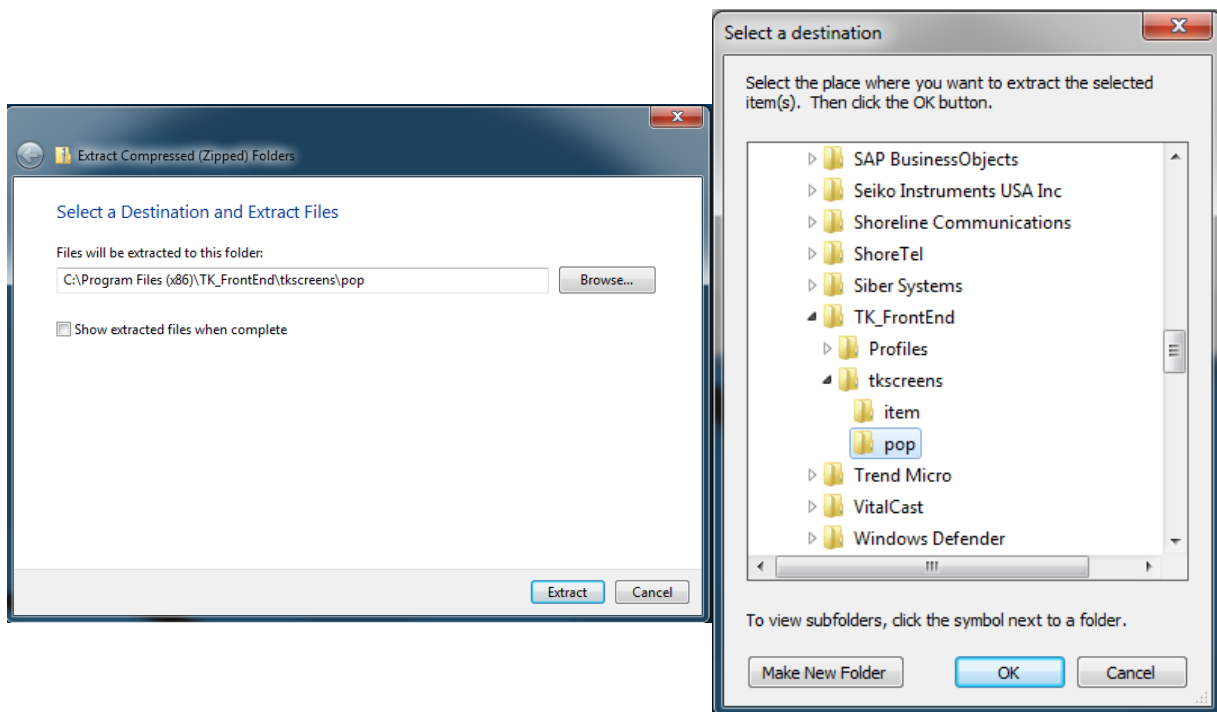
Click on the save button, and download to the desktop. Make sure on the top where it says save in, the word desktop appears there. Once you click on the save button that zip file should begin to download to your desktop. Remember this file is the file that contains all of your item images or your POP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



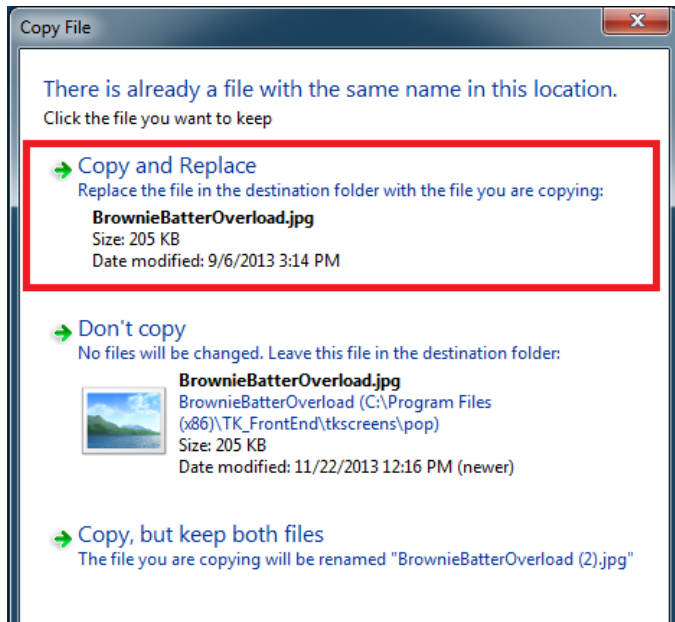
Once you have the zip file on your desktop, right click on the folder and select Extract All



When it ask you to Select a Destination and Extract Files, click browse and navigate to the POP or item folder



If you see a pop up window saying there is a file with the same name, select Copy and Replace



Once you have updated both the POP and item images, you will now need to update the Techknow Confirmation Board daily to have the correct flavor of the day show on the POP screen and the order screen. Follow the instructions to do this daily.

Daily Techknow Update Instructions

1. Go to c:\Program Files\TK_FrontEnd\tkscreens\item folder
 - a. To make this easier, you can create a shortcut on your desktop
2. Find the folder for today's flavor of the day.
3. Copy the greatchoice picture and paste it into the item folder. It should ask you if you want to want to replace the current file. For Windows XP users, click yes. For Windows Vista/Windows 7/Windows 8 users, click Copy and Replace

4. Open the TK3000FE software.



5. Click on the fork, knife and spoon icon.



6. Check to make sure the flavor of the day shows up in the preview area.
7. Click on the edit POP Settings by clicking the icon with the car and Techknow

board.



- a. Expand the folder for the current day, for Monday-Thursday, use the Week folder
 - b. Select the day part you wish to change and choose your flavor of the day from the POP Slideshow list
 - i. Make sure to do this for lunch and dinner day parts. In some restaurants are labeled Day Part 2 and Day Part 3
 - c. Click Apply to save the changes and then click exit.
8. Update the Techknow board by clicking on the computer and Techknow icon



- a. Just click on Update. Keep all of the settings the same
 - b. Window will pop up once update is complete.