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TECHNICAL SERVICE BULLETIN

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UPDATING DEALER INFORMATION

This procedure is for updating the dealer information on the ION TS series Water Cooler. This includes formatting a dealer image standby screen, updating contact information, and uploading files to the ION.

Tools Required – Windows PC, USB flash drive WARNING: Software NOT compatible with MAC

Software Required :
- 4D Workshop 4 IDE   Download: http://www.4dsystems.com.au/get/ws4/software/
- DEALERIM files   Download: https://www.naturalchoicewater.com/support/technical-guides
- Text Editor: Notepad, WordPad, etc.

Time Required – 30 min

Create Custom Image

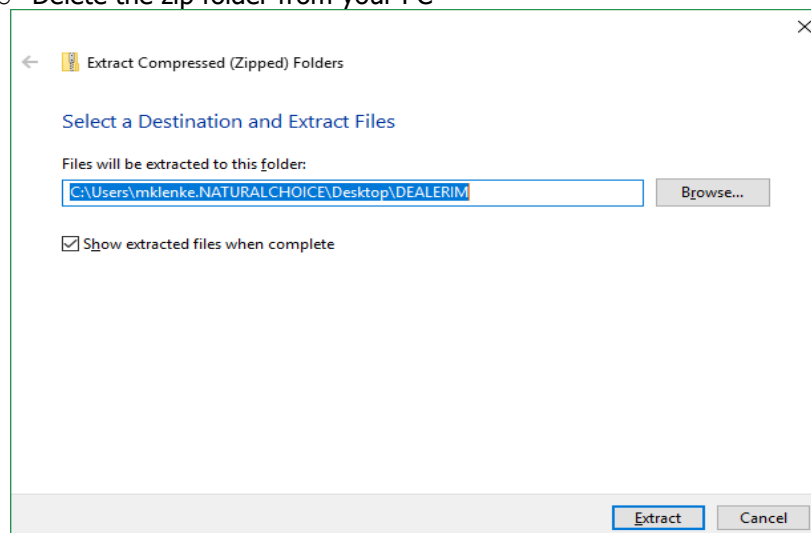**STEP 1 –** Create custom dealer image/logo screen
- o Use Photoshop or contact your graphic designer to create a custom image
- o Requirements:
  - ▪ 272 x 480 pixels
  - ▪ Must have a 272 x 480 pixel background (color of your choice)
  - ▪ PNG or JPEG
  - ▪ If photoshop is used, Export image as PNG to maintain proper size
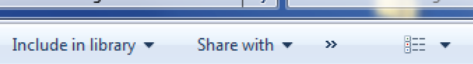- o Save image to your PC

STEP 2 – Download and install 4D Workshop 4 IDE. This software must be used to convert your custom image to the correct file type.

STEP 3 – Download and save the DEALERIM files to your computer.
- o Download files at:
  https://www.naturalchoicewater.com/support/technical-guides
- o Save the zip file to your computer.
- o Right Click on the zip folder and select "Extract all" to extract files from the zip folder
- o Delete the zip folder from your PC
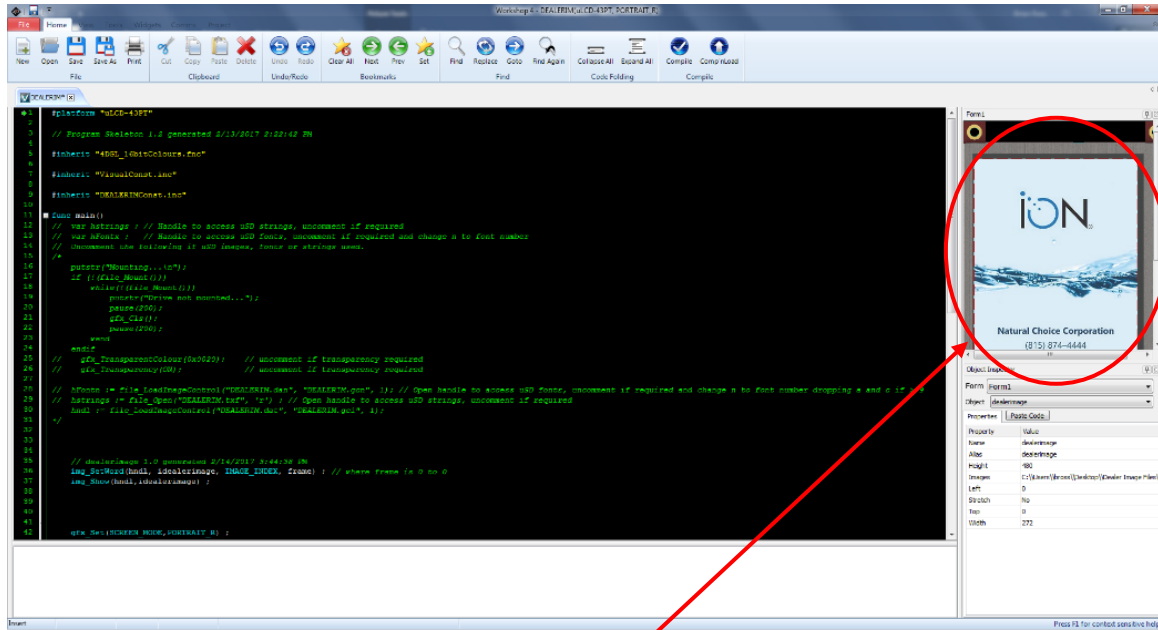
STEP 4 – Open the DEALERIM 4D Visi file

If you would like to have multiple images available that can be changed without having to recreate the files, create a new folder to store each image. This is not necessary if you do not plan on changing the image.
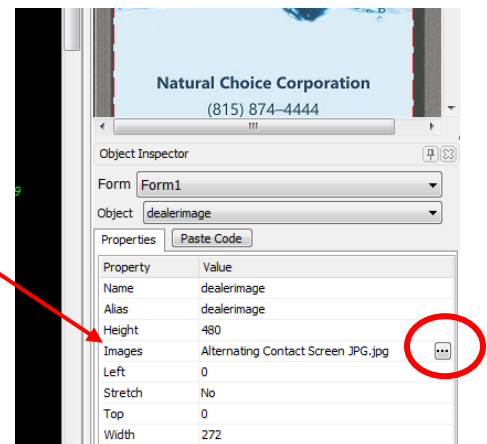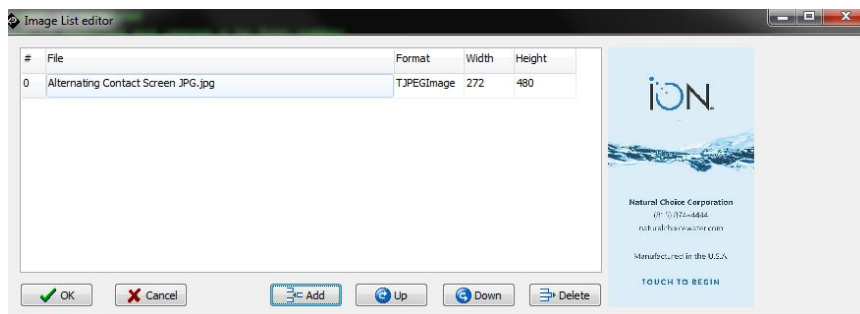
IMPORTANT: Files MUST keep 'DEALERIM' name to properly work with your ION.

Name	Date modified	Type	Size
DEALERIM.ImgData	8/9/2017 3:13 PM	File folder	
New folder	8/9/2017 3:31 PM	File folder	
DEALERIM	8/9/2017 3:28 PM	4D Designer	2 KB
DEALERIM	8/9/2017 3:28 PM	4D ViSi	2 KB

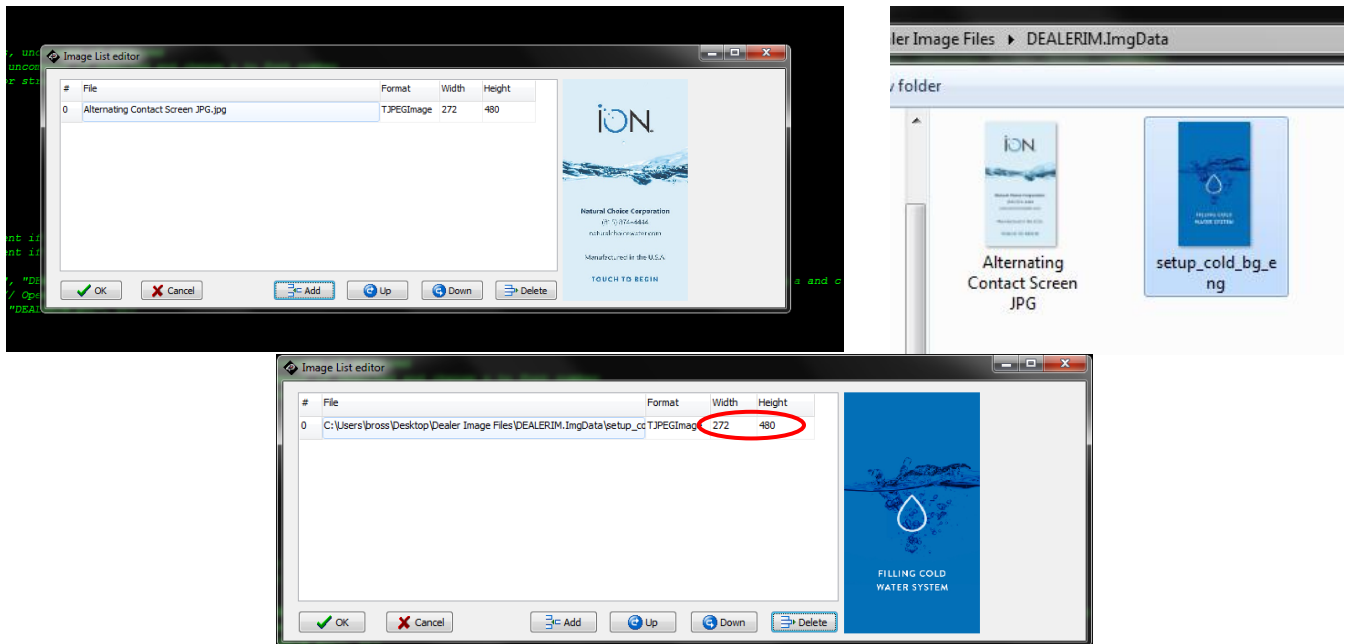**STEP 5 –** Click on the image in the right pane. The details will appear below the image.

Click on the image name reveal a button with three dots. Click on the button to bring up the image selector

#	File	Format	Width	Height
0	Alternating Contact Screen JPG.jpg	TJPEGImage	272	480

STEP 6 – Click 'Delete' to remove the current image from the list. Then click 'Add' to select your new image. Select your image by opening the folder in which the image has been saved. Your image will now be displayed in the image list editor.
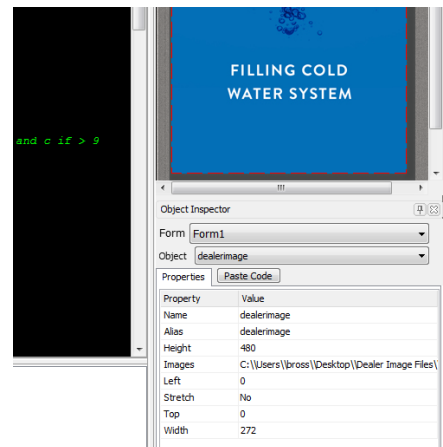
IMPORTANT: The image MUST be full size 272 x 480 pixels on the image list editor screen.

STEP 7 – Confirm the proper image is being displayed in the right pane. Click "OK"

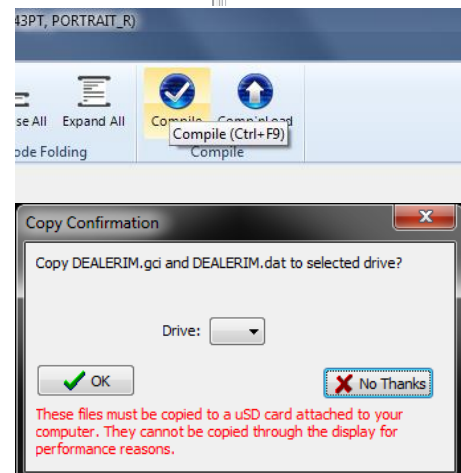Confirm the image properties are correct. Without editing, the image properties should be:

Height: 480
Left: 0
Stretch: No
Top: 0
Width: 272

STEP 8 – Click the compile button in the 'Home' ribbon at the top of the screen.

This will create the appropriate files needed to upload to the ION.

A popup will appear and ask if you want to save the files on an SD card. You can select a drive and click 'OK', or you can click 'No Thanks' and upload to the ION using a USB flash drive.

STEP 9 — Two errors may appear when the compiler is done. These errors will not cause a problem.
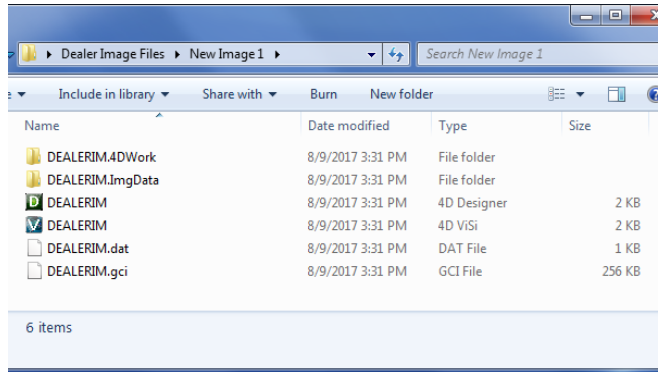
```
33
34
35        // dealerimage 1.0 generated 2/14/2017 3:44:38 PM
36        img_SetWord(hndl, idealerimage, IMAGE_INDEX, frame) ; // whe
37        img_Show(hndl,idealerimage) ;
38
39
40
41
42        gfx_Set(SCREEN_MODE,PORTRAIT_R) ;
```

```
Error: 'frame' not found (line 36 file:DEALERIM.4dg)
Error: context error for unknown 'frame' (line 36 file:DEALERIM.4dg)
2 errors
0 warnings
0 notices
```

The required .dat and .gci files will be created and saved in the folder "Dealer Image Files" folder. These files will be used to upload your custom image to the ION.
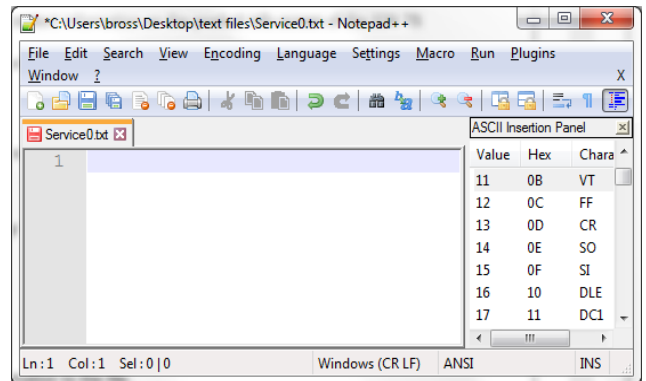
Name	Date modified	Type	Size
DEALERIM.4DWork	8/9/2017 3:31 PM	File folder	
DEALERIM.ImgData	8/9/2017 3:31 PM	File folder	
DEALERIM	8/9/2017 3:31 PM	4D Designer	2 KB
DEALERIM	8/9/2017 3:31 PM	4D ViSi	2 KB
DEALERIM.dat	8/9/2017 3:31 PM	DAT File	1 KB
DEALERIM.gci	8/9/2017 3:31 PM	GCI File	256 KB

6 items

Create Contact Information

STEP 10 — Open the text editor on your computer (Notepad, WordPad, etc.) and create a new text file.
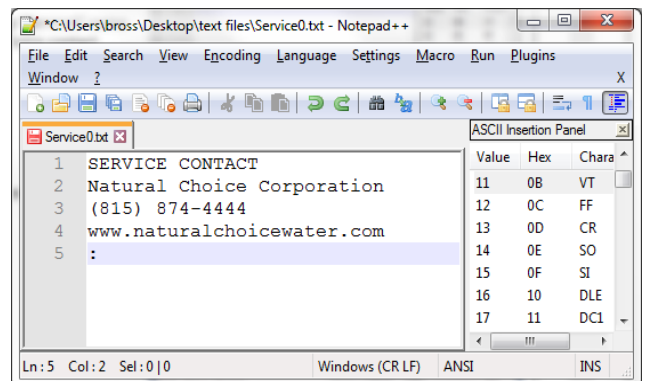
Save the file on your PC anywhere you can easily find it later .It must be named "Service0".

IMPORTANT: Text file MUST keep the "Service0" name and be a .txt file in order to overwrite the existing Natural Choice contact information.

STEP 11 — Add your contact information to the file. The text requires a section heading (line 1) and three lines of contact information (lines 2-4).

Line 1: MUST read "Service Contact"
Line 2-4: add your company information
Line 5: MUST read ":" Press <ENTER> to create line 6
Line 6: Blank

```
1   SERVICE CONTACT
2   Natural Choice Corporation
3   (815) 874-4444
4   www.naturalchoicewater.com
5   :
```
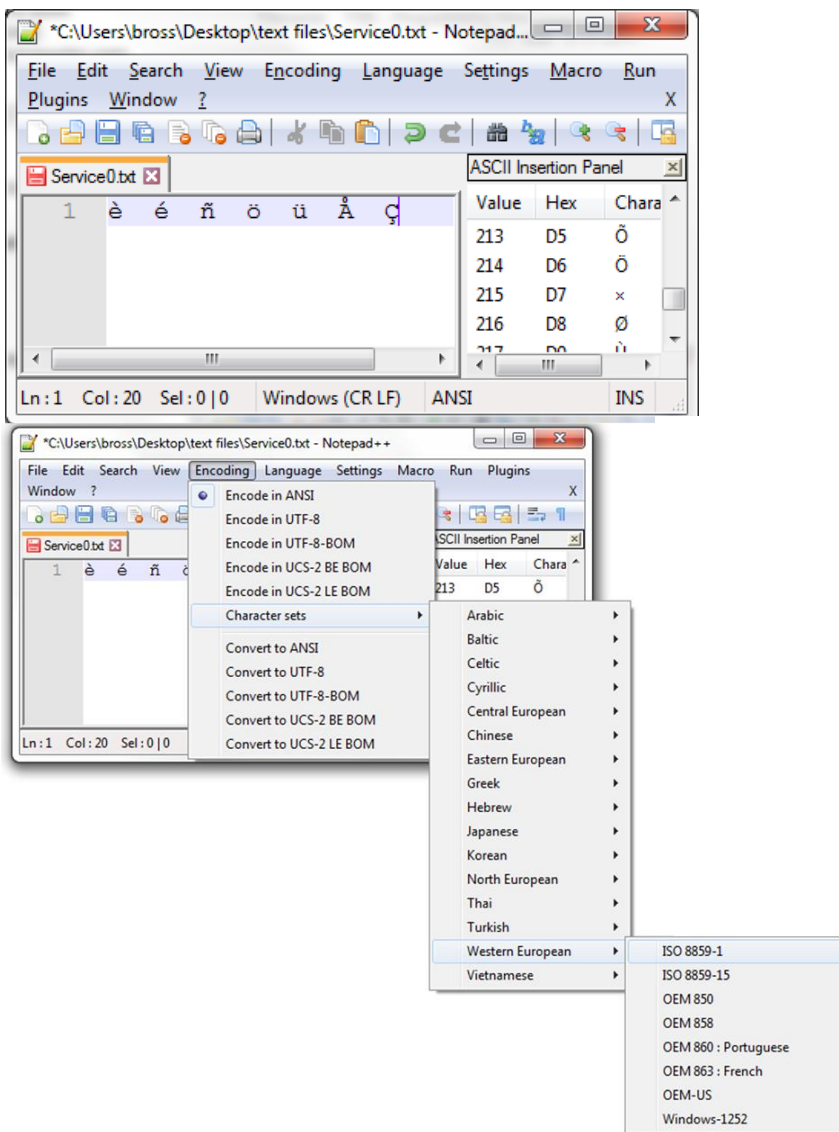
WARNING: Failure to follow these guidelines, or use of a MAC to create the text file will cause the ION display to crash when entering the PRODUCT INFO screen.

Important formatting guidelines:

1. Files cannot be *created* on a MAC, but a file created on Windows PC can be *edited* on MAC
2. The file name MUST be 'Service0' and it MUST be a .txt file.
3. The folder name MUST be 'Service' and MUST be in the root directory
4. The file MUST be four lines of text followed by a fifth line that has only a colon.
5. Each line can only be 35 characters long. Additional characters will be cut-off at the edge of the display.
6. If special characters are required, the encoding has to be set properly in order for them to appear properly on the display. Below is an example for changing to the proper encoding in Notepad++. Select ISO 8859-1 for the character types shown below.
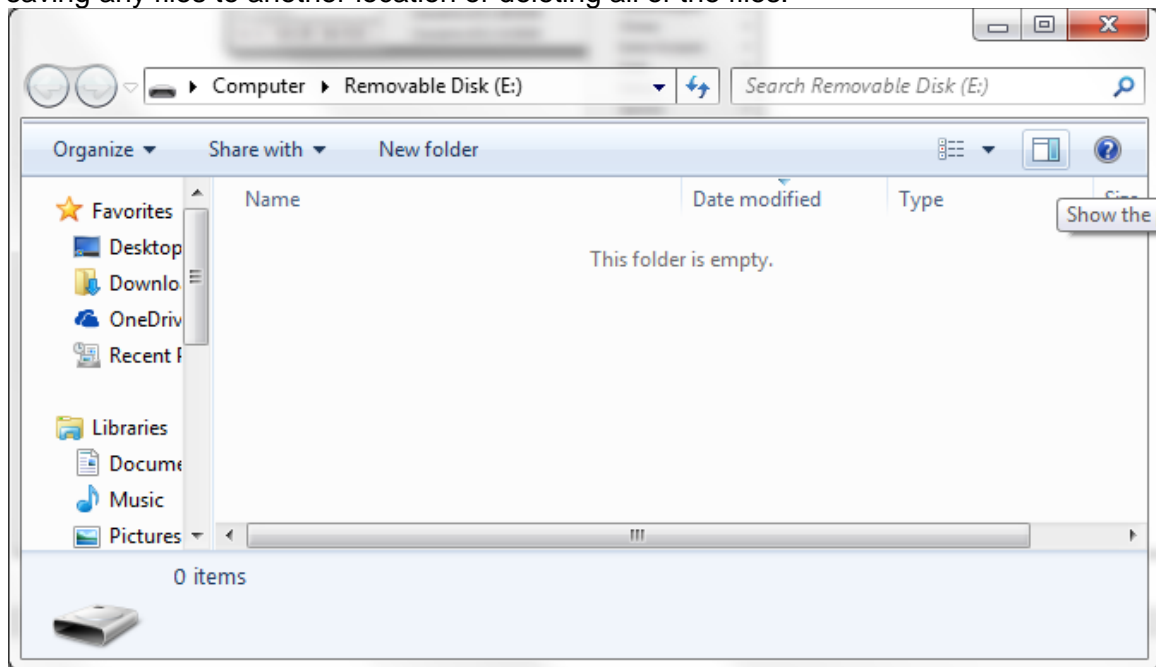
If the encoding is incorrect, random characters may appear wherever special characters are used, or the display may crash when loading the product info screen. If this occurs contact Natural Choice Corporation for assistance.

WARNING: Failure to follow these guidelines, or use of a MAC to create the text file will cause the ION display to crash when entering the PRODUCT INFO screen.
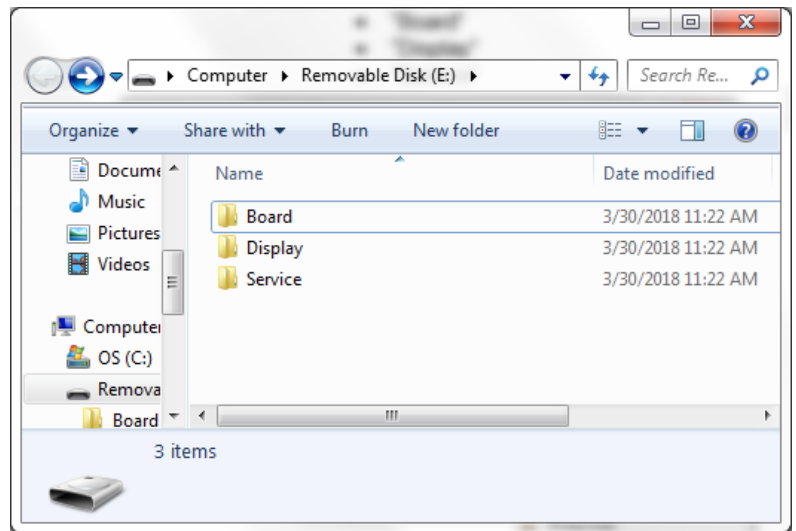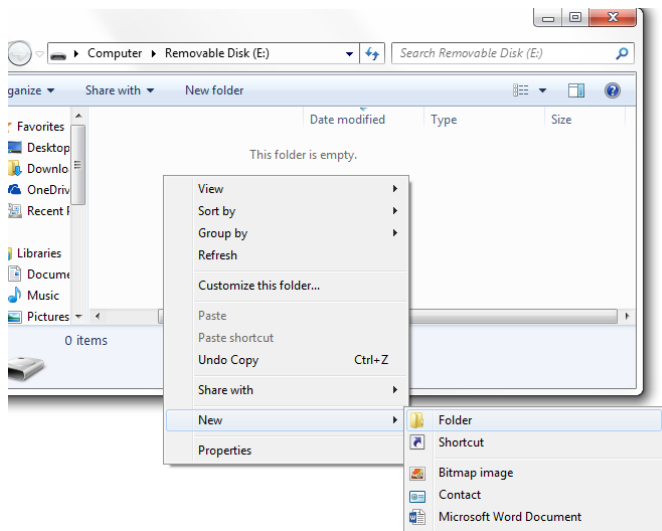
Formatting the USB Flash Drive

STEP 12 – Insert a flash drive into a USB port on your computer. Clear the flash drive by saving any files to another location or deleting all of the files.

STEP 13 – Create the necessary folders for uploading to the ION.
- Right click in the file explorer
- Select: New – Folder
- Create three folders named: Note: Folder names are case sensitive
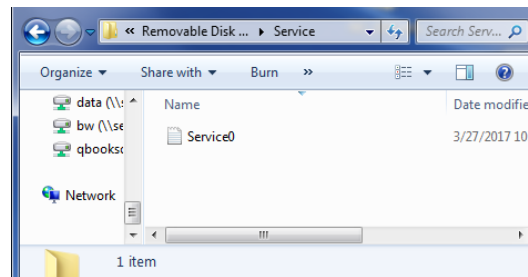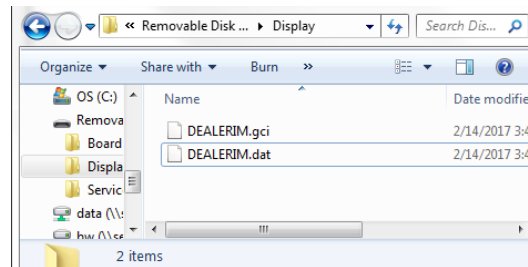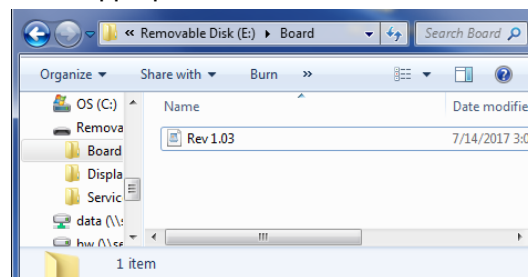   - "Board"
    - "Display"
    - "Service"

Caution: Flash drive should ONLY have these three folders in the root directory.

Upload to the ION

STEP 14 – Select the files you want to upload and place them in the appropriate folders.

- "Board" folder: only accepts ".hex" files
    - o Used to update Main Board software
    - o After uploading .hex files, ALWAYS remove them from the flash drive to prevent rolling back software revisions on new coolers that are receiving image updates

- "Display" folder: accepts all file types excluding ".hex" and ".txt"
    - o Used to update images on the display
    - o Save the **DEALERIM.gci** and **DEALERIM.dat** files in this folder to upload to the ION
    - o Caution: Due to slow transfer rate between USB port and SD card, it is recommended that large file transfers are done by removing the SD card and updating with computer

- "Service" folder: only accepts ".txt" files
    - o Used to update contact info and other text info on display
    - o Save the **Service0.txt** file here to upload to the ION

Note: All files must have manufacturer specified name.
Caution: All files in these folders will be uploaded to the ION. Keep all files you do not want to upload OFF of the flash drive

STEP 15 – Turn off ION and insert flash drive into USB port located inside filter door. Turn ION on to begin upload. When the display changes to the RESTART screen, the upload is complete. Turn off the ION, unplug flash drive, then restart the ION. Your upload is now complete. Check upload of contact info in product info screen. Allow 3 minutes of no use for custom image to appear.
Warning: Loss of power or removing flash drive before completion may result in complete failure of main control board.

End of procedure

Not sure if you're doing the right thing?
Contact Natural Choice Corporation at 800-547-7726 (815-874-4444int'l) or by fax at 815-874-4445 or by email at info@naturalchoicewater.com