

## 1 Purpose

This guide will walk you through creating a backup of your TintWise settings. This together with the TintWise program will allow you to operate your dispenser again should your computer crash and require reinstallation of your software programs.

## 2 Scope

Applicable to TintWise software.

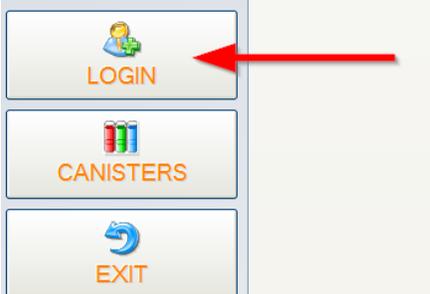
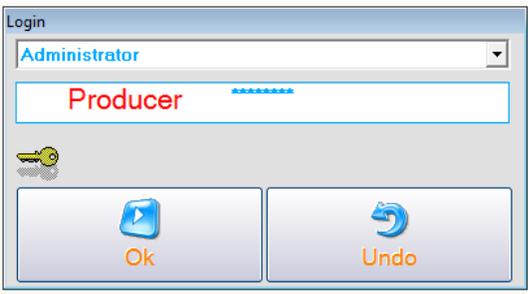
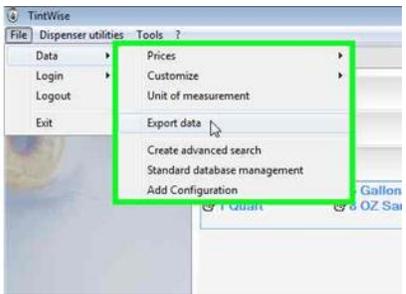
## 3 Safety

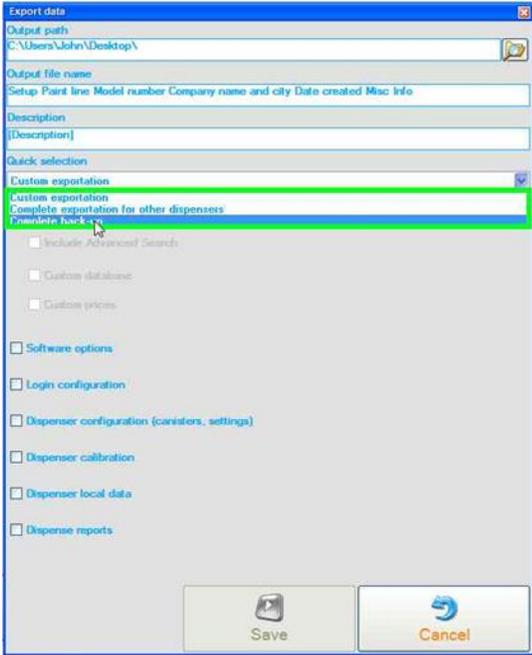
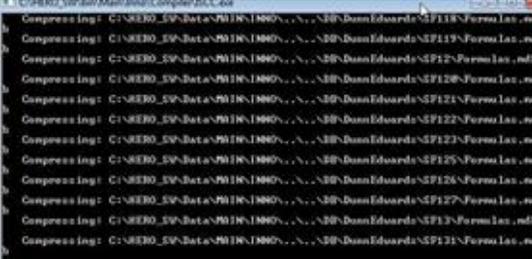
- NA

## 4 Tools and materials required

- NA

## 5 Procedure

Step	Instruction	Image
5.1	Log into TintWise as an admin by clicking on “Login” on the left hand side of the main screen.	
5.2	Choose “Administrator” from the dropdown menu and type in the password “Producer”. Click “OK” and the login window should go away.	
5.3	On the top left of the screen click on “File”, then hover over “Data”. Now click on “Export Data” and a new window will open.	

Step	Instruction	Image
5.4	<p>In the new window that opens you must fill in some details.</p> <p>First you'll want to change the output path to an external flash drive which is done by clicking on the folder icon with the magnifying glass  and locating your drive. (Where the backup file will be stored)</p>	
5.5	<p>You'll need to adjust the "Output file name" option. There is a chance this will already be filled in for you, if so, simply adjust the date and move on. If it's blank then you will want to fill in the entire field as pictured below. A more real life example of this format is as follows. <b>"Setup ABC Paint A450-16E Joes Paint New York NY 01012014"</b></p>	
5.6	<p>Leave the "Description" field as is.</p>	
5.7	<p>From the "Quick Selection" drop down menu choose "Complete backup" and it will automatically select all possible options to be saved. It's normal for some options to remain unchecked. If you do not have the option for "Complete Backup" simply place a check mark in all available boxes. Click "Save" on the bottom of the screen.</p>	
5.8	<p>Expect to see a window similar to the one shown. Text will scroll down the window while the backup archives the files. At the end of this process a window should pop up that says "Successful". If you have any issues please make sure there are no special characters in the file name as it is best to use only letters and spaces. If it still fails please call HERO customer service for advice @ 800-494-4376.</p>	

Step	Instruction	Image
5.9	<p>Exit all screens until you return to the TintWise software main screen. Click on “Logout” and your backup is complete.</p> <p>Remember to remove the flash drive and keep it in a safe place.</p>	