

# Mobile Application Installation and Device Licensing

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# Mobile Application Installation and Device Licensing

This document describes how to install Epicor Eagle mobile applications on the Apple iPhone, iPad, iTouch and Android devices.

Note: Tablet POS and Mobile POS have their own installation instructions. For Tablet POS, see EL8040 “Tablet POS Installation & Setup Guide.” For Mobile POS, see EL8026 “Mobile POS Installation & Device Licensing.”.

## Remote Epicor Setup

Before installing the Epicor Eagle mobile applications and licensing devices, Epicor must configure your firewall and allow access from your Eagle to Epicor’s datacenter. This is done remotely after the service has been ordered. You will be notified after this setup is complete.

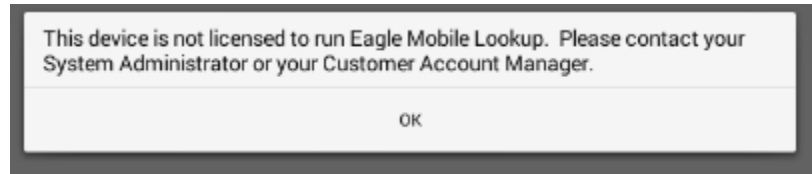
If you own and manage your own firewall then please contact your Epicor Hardware Installation Specialist for the detail needed to update your firewall rules.

If you already have an Epicor mobile application installed and operational, this step is not needed.

# Install and Setup the Mobile Application

1. Download the appropriate Epicor Eagle mobile application from the Apple App Store or Google Play, either using the PC or the mobile device. Search for “Epicor.”
2. Launch the mobile application you are setting up.
3. Read the license agreement, and click Agree.
4. Close the application
5. Settings Configuration
  - For iPhone operating system (iOS) - Go to the “Settings” app on Apple iOS devices and then look for “Manager,” “Lookup,” “Shopper,” and “Admin.”
  - For Android - Go to “Settings” from the mobile application menu on the Android device.
  - NOTE – Eagle Mobile+ Settings are available at the Launch Screen for both iOS & Android
6. Fill in all the following information:
  - First Name
  - Last Name
  - Customer #
  - Eagle User (Eagle user name)
  - Eagle Password
  - Lock-in Store (which store do you want to see)
  - Phone
  - Email
  - Host
    - <https://eaglesoa.com> for Mobile Manager, Mobile Lookup, Mobile Shopper, Tablet POS & Mobile Linebuster
    - <https://eaglesoa.com/services-1.0> for Eagle Mobile+

7. Important: You must start the mobile application once you have entered all the setup information, and before you set up administrator approval. If the application is not started, you will not see your device in the list and you will not be able to approve.
  - o Make sure you have an internet connection, go back to the mobile application, and start it until you receive a message similar to the following:

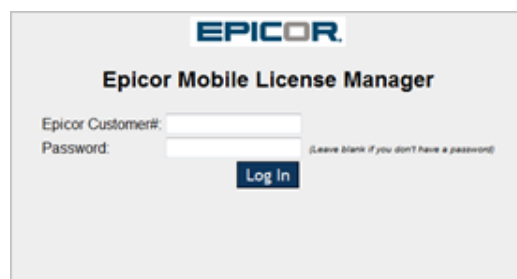


- o Inform the Administrator of your mobile devices to approve your access to the store's Eagle data. After the Administrator has approved your mobile device, you can access the relevant application.

## Setting Up Administrator Approval

The Administrator of mobile devices in your business must approve your access to the store's Eagle data by going to the Epicor licensing site at <https://eaglesoa.com/customer> and logging in with the appropriate Customer number and Password.

1. The first time this is set up, the Administrator must select a password...

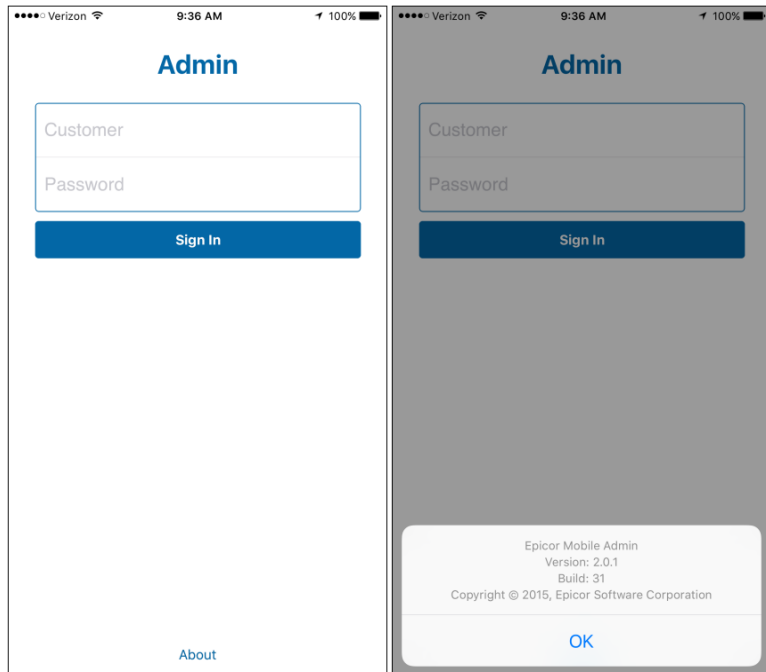


- a.
- b. NOTE – If you forgot your password then please contact the Epicor WatchDog team to request a password reset at 1-800-322-3077

2. After logging in, there is a list of mobile devices for which the administrator can approve or delete access to Eagle data. If an employee has left the company, the administrator can delete access from this screen

Name	Phone	Eagle User	Device ID	Device	Status	Enabled?	Delete
Tim Nelson	203-222-2222	TNELSON	123	tester	Approved	<input type="checkbox"/>	Delete

- a.
- b. NOTE – The Administrator will not be able to see your devices unless users have filled in their settings fully, correctly and received the authorization prompt noted in Step 7 of “Install and Setup the Mobile Application” section of this document.
- c. OPTIONAL Mobile Admin App:
  - i. A mobile licensing application is also available for download from the Apple App Store or from Google Play. The mobile licensing app has the same login field and same functionality as the web-based mobile license site



- ii. Mobile Admin



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## About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers' unique business processes and operational requirements is built into every solution—in the cloud, hosted, or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, [connect with Epicor](#) or visit [www.epicor.com](http://www.epicor.com).



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