

# **Mobile Application Installation and Device Licensing**

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# Introduction

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

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.

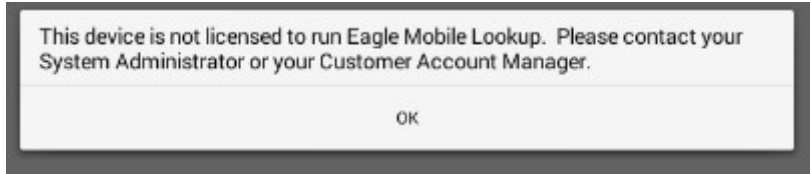
If you own and manage your own firewall then please contact your Epicor Hardware Installation Specialist for the detail needed to update your firewall rules.

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, using 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 Android - Go to the On screen mobile application ICON on the Android device for the appropriate Application, and choose “Settings” at the Sign On screen.
  - For iPhone operating system (iOS) - Go to the “Settings” app on Apple iOS devices and then look for “Manager,” “Lookup,” and “Admin.”
  - NOTE – Eagle Mobile+ Settings are available at the Sign On Screen for iOS.
  - NOTE – Zebra TCxx devices run the Android OS.
6. Fill in all the following information:
  - First Name
  - Last Name
  - Customer #
  - Eagle User (Eagle user name)
  - Eagle Password
  - Lock-in Store (which Eagle store number do you want to see)
  - Phone number
  - Email address
  - Host
    - <https://eaglesoa.com> for Mobile Manager, Mobile Lookup, and Mobile Admin.
    - <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:

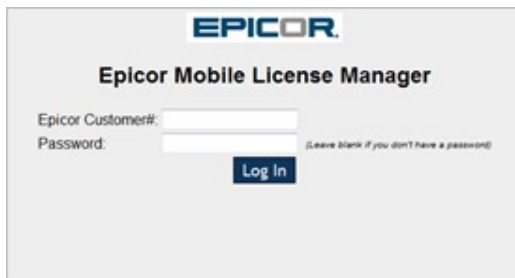


- o Inform the Administrator of your mobile devices to approve your access to the store's Eagle data. After the Administrator has approved your mobile device, you can access the relevant application.

## 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...

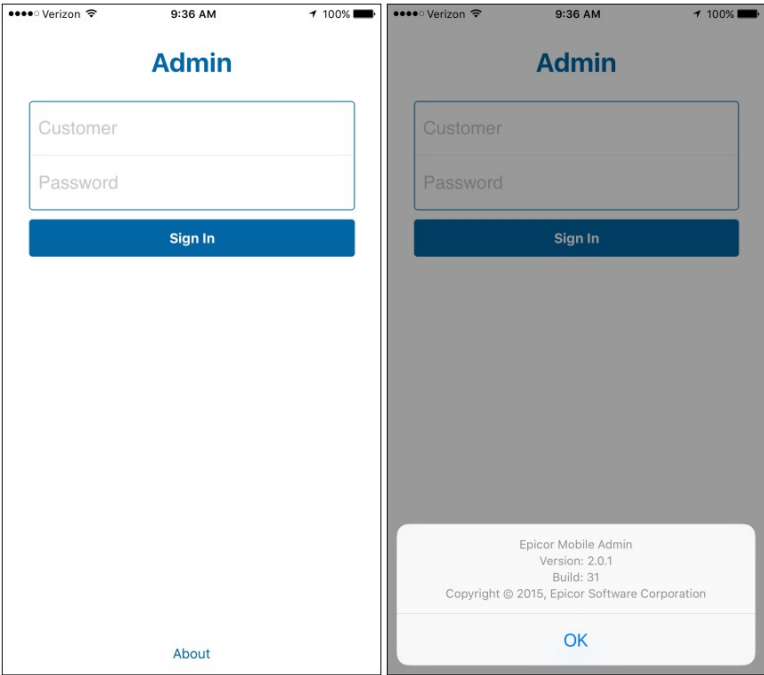


NOTE – If you forgot your password then please contact the Epicor Advice Line to request a password reset at 1-800-322-3077

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 checked="" type="checkbox"/> | Delete |

- a. NOTE – The Administrator will not be able to see your devices until 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.
- b. 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



- 3. Users must be setup in the Eagle as “Role-Based” users.
- 4. For Android devices with a built in scanner such as the Zebra TCxx products, After logging in, Go to “Settings”, and enable Zebra Scanning and Zebra Printer.

# EM+ 2.4 Local/Direct Printer Setup

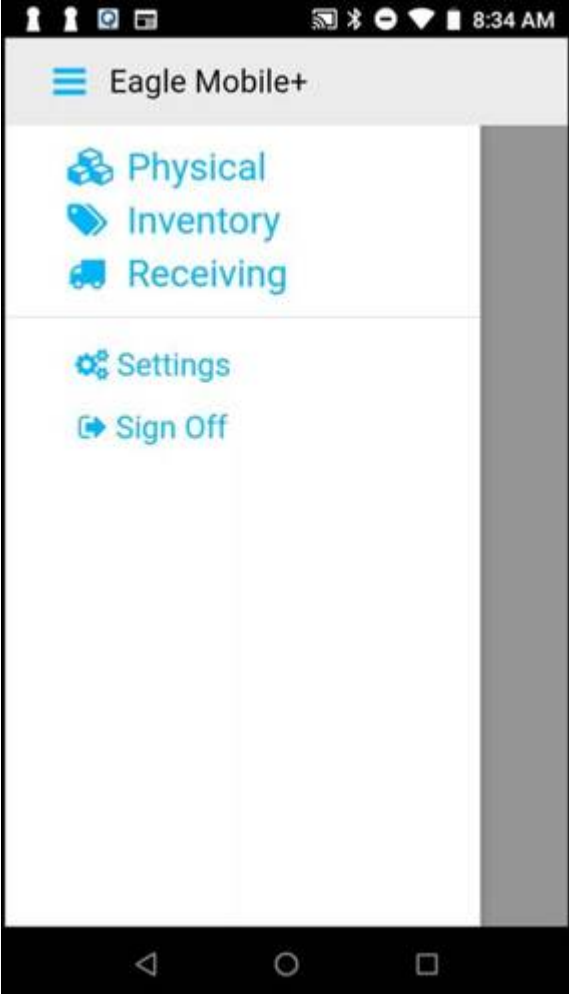
EM+ now supports the two direct/local labels just like RF local labels as of EM+ 2.2 and higher.

These two labels are defined in Eagle Opt 1103 and 1107 which can now be selected as a label choice within EM+. Just like RF, these two local labels will print to the direct-attached Zebra label printer. The two label sizes are Epicor Business product labels which are small at 2” wide and large at 2 ½” wide. Eagle options for local label setup include 1103, 1104, 1107, 1108, 2904, 2924.

The local ZQ620 printer may be setup with EM+ as either Bluetooth or Wi-Fi.

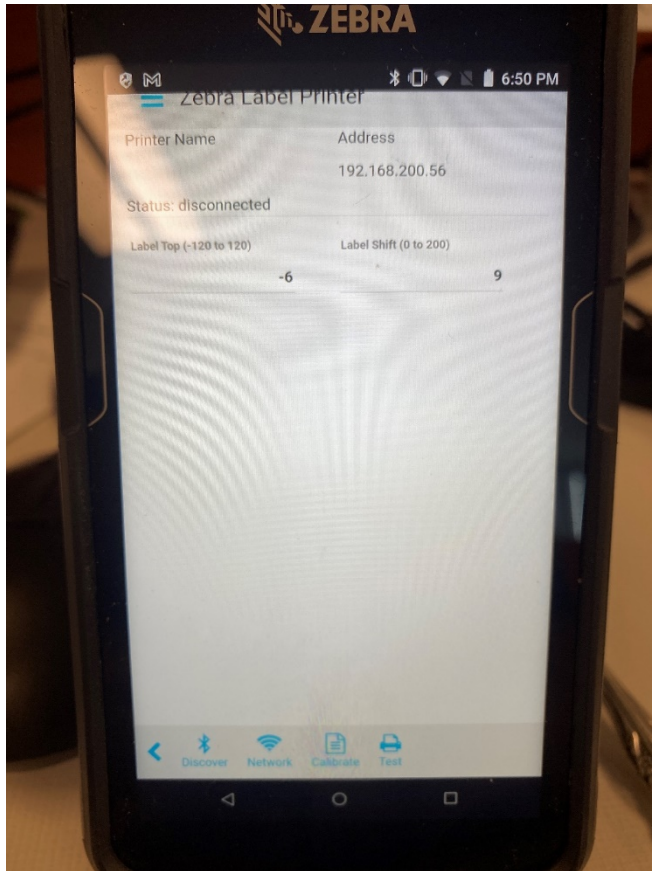
From main menu Settings, the general configuration settings that includes the Zebra Label Printer. Hit Test Zebra Print for first-time configuration.

Main Menu



Tap on the Network icon at the bottom of the screen to add the IP address of the Label Printer, or tap the discover icon for Bluetooth setup.

The alignment can be adjusted by modifying the Label Top, and Label Shift settings. A test label can be printed.





# Testing Network Connectivity

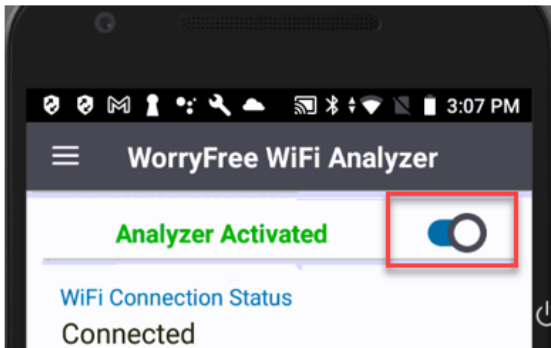


To open the WFW Analyzer app, swipe up from the bottom of the home screen and touch WorryFree..

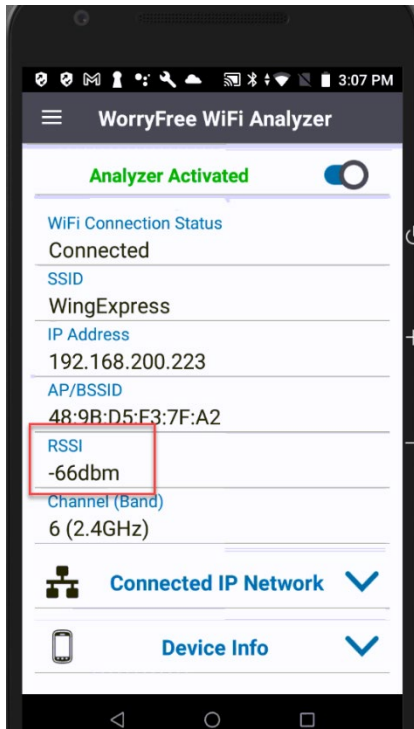
Note: It is possible to run into older version of the Android OS that don't have the WFW (WorryFree WiFi Analyzer App). This would most likely be on a TC51, and TC56.

To enable analysis and data collection features, from the Main Menu or Home screen, touch the Analyzer Not Activated switch. The Wi-Fi connection restarts, and the analysis and data collection features are enabled.

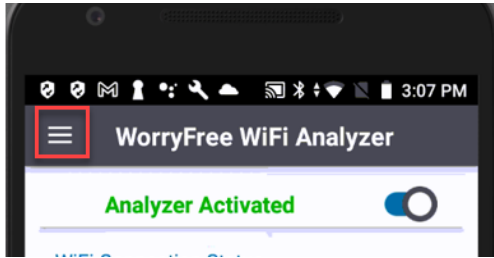
To enable analysis and data collection features, from the Main Menu or Home screen, touch the Analyzer Not Activated switch. The Wi-Fi connection restarts, and the analysis and data collection features are enabled.



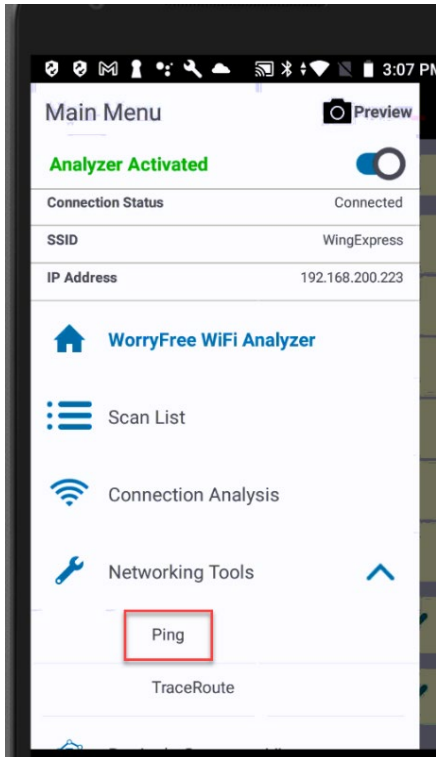
On the main screen check the RSSI. A good signal strength range would be -60 dBm to -50 dBm. The minimum signal strength you would want is -67 dBm. Walk around the store while on this screen and watch for signal strength issues.



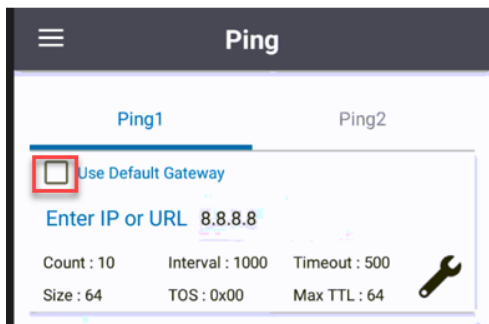
Touch  > Networking Tools.




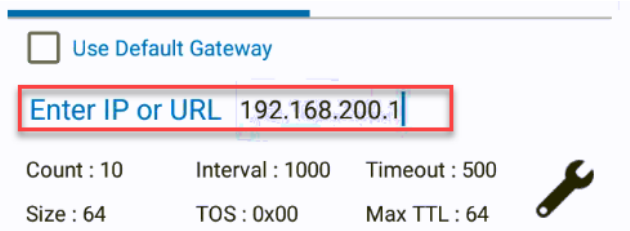
Touch Ping. (TraceRoute is also available).



Use Default Gateway is set by default. by touching this box and unchecking it, you can change the desired IP or URL destination.



In the IP or URL Filed touch at the right end of the numbers and use the back arrow (  ) key to delete.




Use Default Gateway

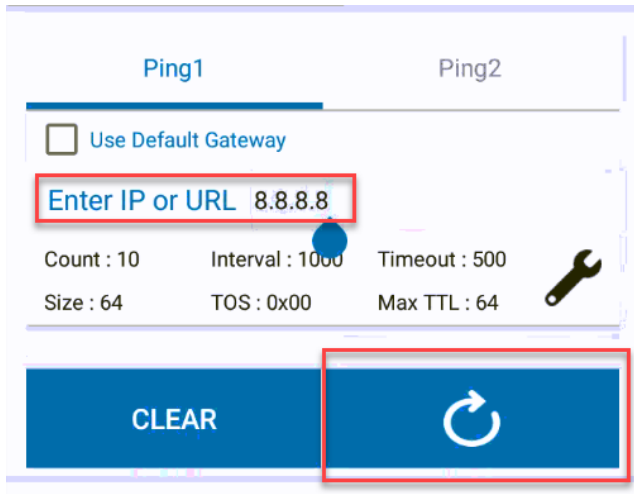
Enter IP or URL 192.168.200.1

Count : 10    Interval : 1000    Timeout : 500

Size : 64    TOS : 0x00    Max TTL : 64



In the IP or URL field type 8.8.8.8.




Ping1                      Ping2


Use Default Gateway

Enter IP or URL 8.8.8.8

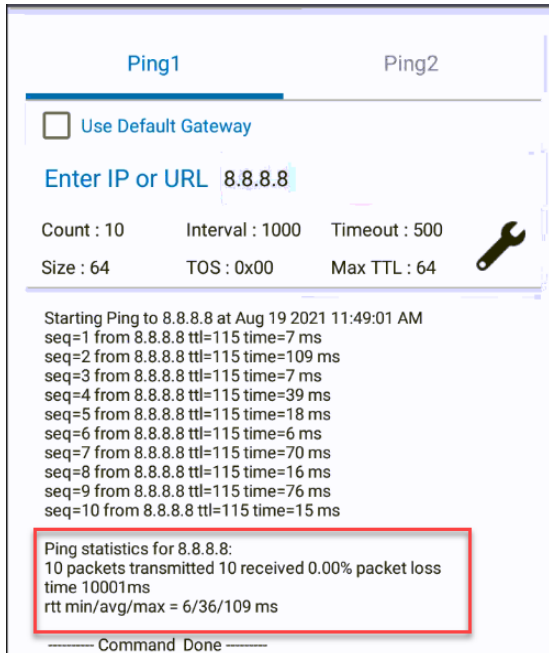
Count : 10    Interval : 1000    Timeout : 500

Size : 64    TOS : 0x00    Max TTL : 64



CLEAR                      

This example will ping the 8.8.8.8 address on the internet. Look for any packet loss. If there is packet loss it can be a sign of ISP/Network issue.




Ping1                      Ping2

Use Default Gateway

Enter IP or URL 8.8.8.8

Count : 10    Interval : 1000    Timeout : 500

Size : 64    TOS : 0x00    Max TTL : 64




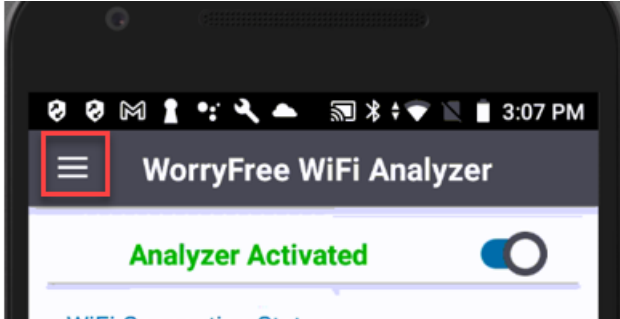
Starting Ping to 8.8.8.8 at Aug 19 2021 11:49:01 AM  
seq=1 from 8.8.8.8 ttl=115 time=7 ms  
seq=2 from 8.8.8.8 ttl=115 time=109 ms  
seq=3 from 8.8.8.8 ttl=115 time=7 ms  
seq=4 from 8.8.8.8 ttl=115 time=39 ms  
seq=5 from 8.8.8.8 ttl=115 time=18 ms  
seq=6 from 8.8.8.8 ttl=115 time=6 ms  
seq=7 from 8.8.8.8 ttl=115 time=70 ms  
seq=8 from 8.8.8.8 ttl=115 time=16 ms  
seq=9 from 8.8.8.8 ttl=115 time=76 ms  
seq=10 from 8.8.8.8 ttl=115 time=15 ms

Ping statistics for 8.8.8.8:  
10 packets transmitted 10 received 0.00% packet loss  
time 10001ms  
rtt min/avg/max = 6/36/109 ms

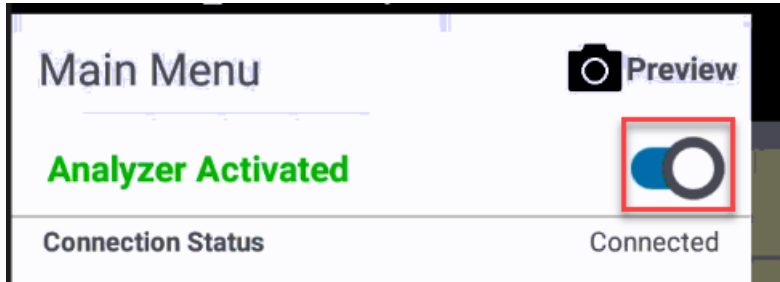
----- Command Done -----

Turning the WFW Analyzer off after testing is a good idea for performance reasons.

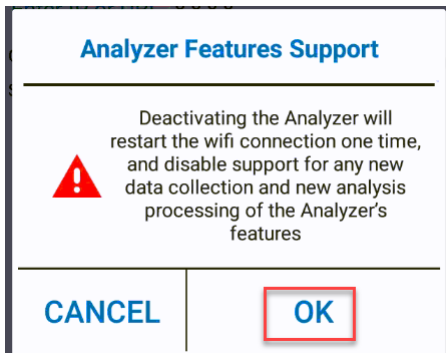
Touch  in the upper left.



Turn off analyzer.



Touch OK.



The Wi-Fi connection restarts, and the analysis and data collection features are disabled.

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