

Installation Procedure



Tecom Group, Inc. 2016

Hello!

Thank you for choosing HandiFox – an award-winning Inventory Tracking and Sales Management solution.

This step-by-step guide contains instructions for installing HandiFox on your mobile device and desktop computer, as well as a small troubleshooting section to help you through any errors you may come across during the installation.







GATHERING INFORMATION



First, you need to find out the exact location and name of the QuickBooks company file you want HandiFox to work with.

Open QuickBooks and press F2 to bring up the Product Information window.

Find the **company file address** under **File Information** and copy it to the clipboard or a text document. You will need it later when installing HandiFox.

Also, find out the **administrator's password for QuickBooks** or make sure someone who knows it is nearby to enter it when required.

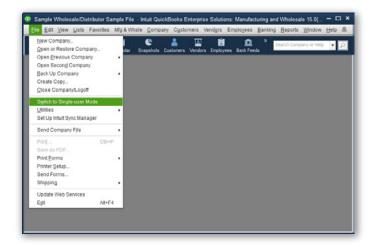
Audit Trail Enabled since 01/13/2010 10:13:35 CONDEN SE INFORMATION Location C:Versions Used on File Company Files/Duck/Books Enterprise Solutions 15 0isample wholesale-distribution business 0.8WW Last payrolideted Last payrol	
Max Cache Size 3408 LOCAL SERVER INFORMATION	N
Hosting: local files only Server IP 192.168.18.134 DB Engline versi Initial Cache 514 Server Port 55368 Cache Unlimited Server Name QB_BELOV-R-01_26	on 16.0.0.2038

PREPARING QUICKBOOKS



1 Make sure that your company file is not currently opened by any other user, local or remote. The easiest way to do this is switching QuickBooks to Single-user Mode. After the installation you will be able to return to Multi-user Mode.

2 Close QuickBooks.







STARTING INSTALLATION



Run the **HandiFox setup file.** The installation wizard will start.

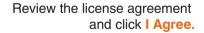
Click Next.



HandiFox 6.9.3.2 Setup	
Required Components	
HandiFox will install the following required components continue.	to your computer. Click Next to
- QuickBooks Foundation Class (v 12.0)	
Tecom Group HandiFox	Back Next > Cancel

If QuickBooks Foundation Class is not installed in your system yet, it will be installed automatically.

Click Next.



icense Agreement		tecon
Please review the license ter 6.9.3.2.	ms before installing HandiFox	GRO
Press Page Down to see the	rest of the agreement.	
FECOM and End User Licens	ee agree as follows.	•
	Introduction	
"HandiFox™" or "Software S and all of its terms and cond	ndheld Business System, Date: 05/02/ System ⁷ . End User Licensee shall have litions, upon loading, installing, or usin r components, in any computer device	e accepted this License ig, the Software
	License Conditions	-
If you accept the terms of the agreement to install HandiFo	e agreement, click I Agree to continu x 6.9.3.2.	e. You must accept the
com Group HandiFox		
and an angle in the loss of		





EXTRACTING FILES

HandiFox 6.9.3.2 Setup

Tecom Group HandiFox

Choose QuickBooks Company File

reinstall HandiFox to use another company file.

C:\Users\Tecom\AppData\Sample Company File.QBW



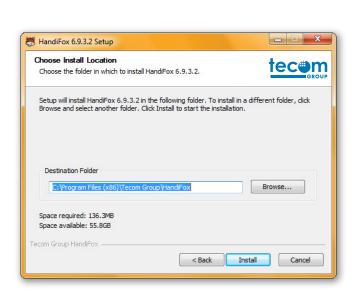
Now you need to specify the company file HandiFox will work with. If you have

CHOOSING COMPANY FILE

- Note: The company file address you specify must be identical to the one used in QuickBooks.
- Note: HandiFox will only work with the company file you choose. If you ever want to start using another company file, you will have to reinstall HandiFox.

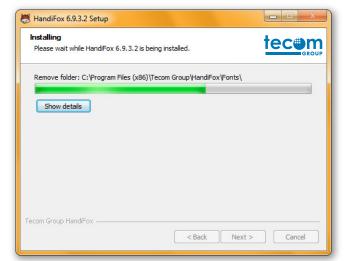


Please select the QuickBooks company file to associate HandiFox with. NOTE: You will need to



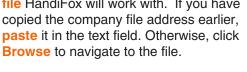
Choose the installation folder

for HandiFox and click Install.











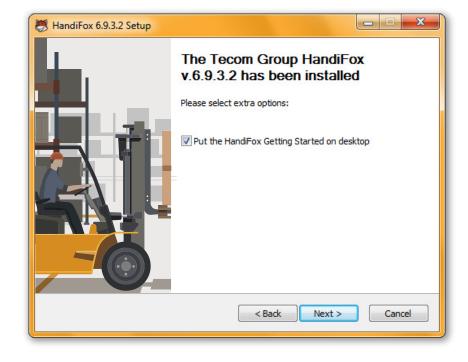
- - X

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Browse...

LITTLE MORE







Review the additional options and click Next.

It is recommended to **reboot** the system to finalize the installation correctly.

Click Finish.





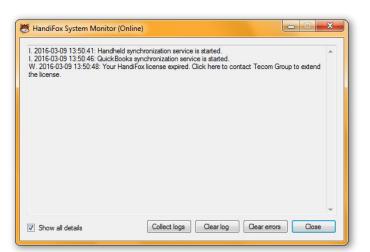
HANDIFOX TRAY ICON

When HandiFox is installed, you will be able to see it's icon in the system tray. Right-click on the icon to open the menu with some useful commands that allow you to start/stop services maintaining synchronization with QuickBooks and mobile devices, view product information, and more.

The appearance of the icon indicates current status of HandiFox services. Normal appearance means that everything is OK. When one or both the services mentioned above are offline, the icon will be de-saturated. If an error has occurred, the icon will display an exclamation mark.

A double click on the icon will bring up the HandiFox System Monitor. This tool allows you to see the detailed synchronization log and any errors that may occur in the process.









SETTING UP ACCESS TO QUICKBOOKS



1 Start QuickBooks and **log in as the Admin.** Note that any other user, even with Full Access privileges, will not suit for this operation, since only the Admin is able to set permissions for integrated apps.

2 The **Application Certificate** window will show up. Set all permissions as shown on the screenshot.

3 Note that "Allow this application to access personal data..."

checkbox at the bottom must be checked too. HandiFox does not process or store social security numbers and credit card information, but this option also gives access to some other kinds of customer data that HandiFox requires to work with.

4 Click **Continue**, and then **Done**.

	An application is requesting access to the following QuickBooks company	
	file: Sample Company	
in a second of	Access may include reading and modifying QuickBooks data as well as	
L EGROPH	enhancing the QuickBooks user interface.	
No. W. C. Standy	THE APPLICATION CALLS ITSELF	
	HandiFox	
	CERTIFICATE INFORMATION	
Jan Maria	Description:	
	Developer: Tecom Group, Inc	
SEAL SEAL	Developer identity has been verified by:	
	Go Daddy Secure Certificate Authority - G2	
	QUICKBOOKS SOLUTIONS MARKETPLACE	
	Learn about applications that integrate with QuickBooks	
Do you want to allow this a	pplication to read and modify this company file?	
No No		
Yes, prompt each time		
Yes whenever this Qui	ckBooks company file is open	
	ess even if QuickBooks is not running	
Login as: <select< td=""><td>a user> 💌</td><td></td></select<>	a user> 💌	
Allow this application to customer credit card in	o access personal data such as Social Security Numbers and formation. Tell me m	ore
	Continue Cancel Help	







HandiFox Settings window will open. Choose the adjustment account and review other options. You can hover the mouse over the options to get a hint on what each of them does. You will be able to change any of them in the future.

When you are finished, click OK to proceed to initial data download from QuickBooks.

<u>Note:</u> Clicking **Cancel** will prevent HandiFox from performing initial data download from QuickBooks. In this case, you will be offered to continue HandiFox initialization next time you open QuickBooks.

😸 HandiFox Settings
General Advanced
QuickBooks company file C:\Users\Public\Documents\Intuit\QuickBooks\Sample Cor
Inventory adjustment Inventory adjustment Image: approval is required Adjustment Account:
Inventory items
Automatically generate barcodes for new items All items are available at all locations
Serial and Lot numbers Enable Serial or Lot numbers Serial numbers Lot numbers More
Customer`s Signature on Invoices Take customer`s signature Customer`s signature is mandatory
Shipment Verification Open Sales Orders & Invoices
 Paid Invoices not older than Sales Receipts not older than 7 days
Enable Pack All feature
OK Cancel





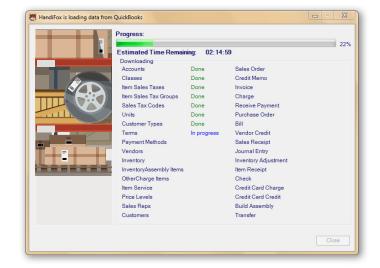
DOWNLOADING DATA FROM QUICKBOOKS



1 HandiFox will start populating its database with data downloaded from QuickBooks. You will see a window displaying the download progress.

2 When the download is finished, click Close.

3 If an error happens on this stage, check the <u>Troubleshooting section</u> of this document.





HANDIFOX MENU

1 Most of HandiFox's features available on the PC can be accessed from the menu in QuickBooks, under File \rightarrow HandiFox.

2 If you don't see the menu, check this page.





DOWNLOADING ANDROID APP PACKAGE



<u>Note:</u> the interfaces may look different from what you see on the screenshots, depending on your Android version and device manufacturer.

1 Make sure your device has a working internet connection.

2 Start the browser, set the cursor in the address bar and type in the mobile app download link.

3 If you don't have the link, click with right mouse button on the HandiFox tray icon on the PC and select "Directions to install on a mobile device". This will open a web document where you can find the correct download link. If your device has an app capable of scanning QR codes, you can use the code in the document, instead of typing in the link by hand.

4 After typing in the link, touch Go or Enter on the keyboard, and the download will start.









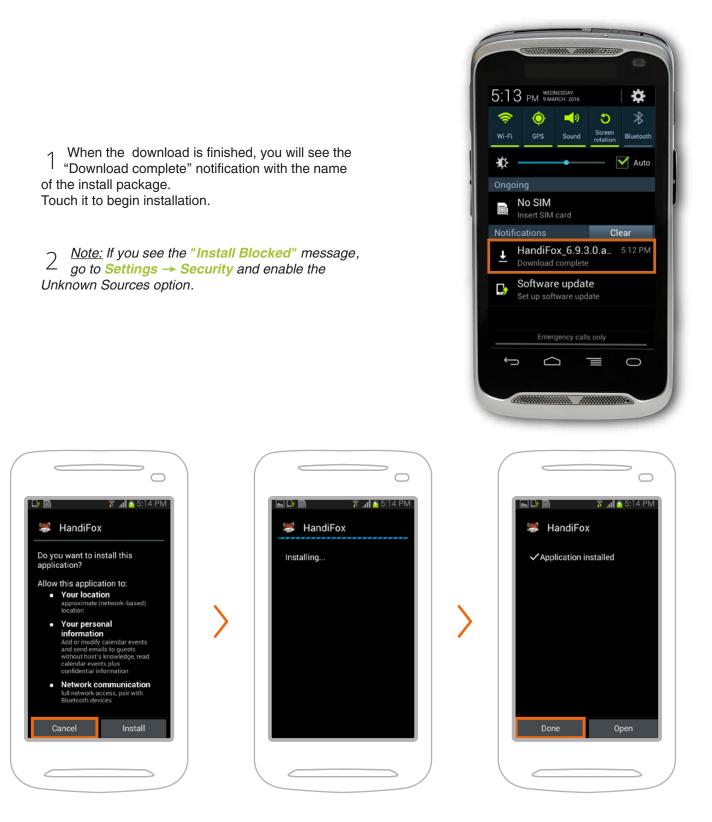






INSTALLING ON ANDROID





tecom



CREATING HANDHELD USER

😸 Handheld User Manager 💶 💻 🗙

New

Edit

User name

Delete

Close

To work with the mobile app, you need to enter user login and password, which can be set in QuickBooks under File → HandiFox → Handheld User Manager.

Open the User Manager window and click **New**.

Fill in user's display name, login and password, and set their permissions.

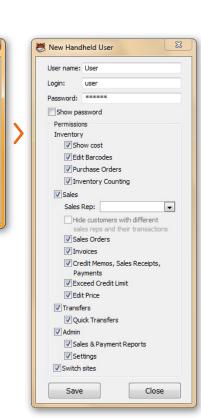
It is possible to have the user see only customers that have a particular sales rep assigned to them in QuickBooks: just enable option "Show customers assigned to Sales Rep" and select a rep from the list above.

When you are finished, click **Save** to create the user, and then click **Close**.

You can create any number of handheld users this way.

LOGGING IN

Start HandiFox mobile app and enter the login and password you have set in the Handheld User Manager.



🖬 🕞 📓 💦 👔 5:14 PM
Login
Site: NOT ASSIGNED
Login:
user
Password:
Synchronize
ОК
Today is Wednesday, Mar 09, 2016 Version: 6.9.3.0 Android





SYNCHRONIZING YOUR DEVICE

On first start, you need to **synchronize** the mobile app to get it populated with your company data.

After logging in you will see the **Synchronization Settings** window. Here you can tell the app which computer on your network it is supposed to synchronize with.

You can touch **Find Host** to attempt auto-discovering the computer with HandiFox on your network. If it's not found, touch the **plus icon** to add a new host manually.

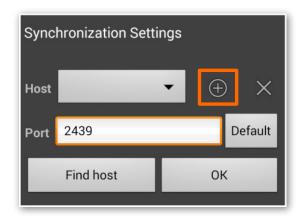
Enter an IP address into the **Server** field and any reference name into the **Name** field.

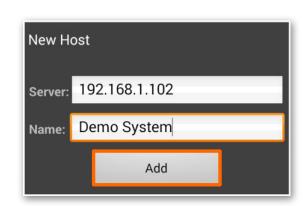
When you are finished, touch Add. Then make sure the server you created is selected as the Host and touch OK.

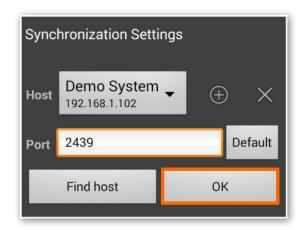
On the Synchronization screen, touch **Sync** to synchronize your device.

How to find out computer's IP address:

On the computer with HandiFox, press **Win+R**, type "**cmd**" and press **Enter**, then type "**ipconfig**" and press **Enter** again. You will see the command output in the console. The IP address you need will be in "**IPv4 Address**" line.











ASSIGNING YOUR DEVICE TO A SITE

If you have the Multi-Location configuration of HandiFox, the first synchronization attempt will result in a message saying that the device has to be assigned to an inventory site.

To choose a site for your device, bring up QuickBooks window and go to File \rightarrow HandiFox \rightarrow Handheld Device Manager. Your device will be displayed on the list with "NOT ASSIGNED" in the Site column.

Highlight the device and click **Change Site**, then select a site from the list. Note that every device can only work with the inventory available on its site.

When you've chosen the site, touch **Sync** on the device once again to proceed with synchronization.

If you have the Single Location setup, the device will be auto-assigned to Main - the only available site.





FINISHING SYNCHRONIZATION

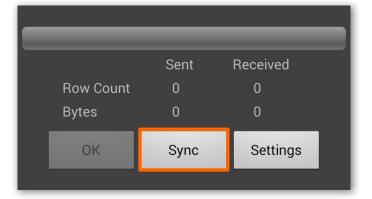


Wait for the device to finish synchronizing. The first synchronization can take up to 10 minutes, depending on the amount of data to be transferred and your network connection speed.

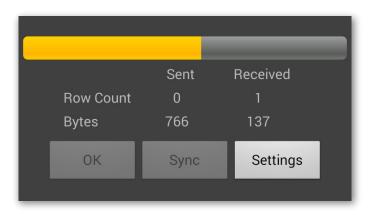
When it's finished, touch OK.

If the synchronization fails to complete, see possible solutions on this page.

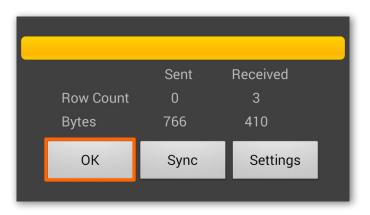
Now your device is ready for work.















REGISTERING HANDIFOX



After installation, HandiFox will work in trial mode for 30 days.Trial mode has no feature limitations and allows up to 2 devices to be in sync for Multi-Location configuration, and 1 device for Single Location.

When the trial period ends, HandiFox will need to be registered to keep working. Registering is done by pointing HandiFox to a special file with licensing information called **license file**. If you have one, follow these steps to register HandiFox with it:

Put the license file to some folder on your local hard drive (not a network location).

Click with right mouse button on HandiFox tray icon and select **Register...**

Navigate and choose the license file in the opened file selection dialog.

<u>Note:</u> HandiFox will need to check the license file every time it starts, so make sure not to delete the file from it's location. If you need to move it elsewhere, repeat the registration procedure after that.





Please sele	ct the HandiFox licer	nse file	×
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Organize 🔻 New folder			• 🔟 🔞
Name	Date modified	Туре	Size
Demo_License_30d_3dev_Sales.dat	3/10/2015 2:14 AM	DAT File	1 KB
File name: Demo_Licer	nse_30d_3dev_Sales.dat 🕚	 License Files (*.da Open 	t;*.lic) ¥ Cancel









TROUBLESHOOTING



I don't see the HandiFox menu under file in QuickBooks.

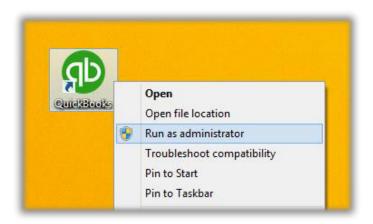
Solution:

To get the menu to show up, you need to close QuickBooks and restart it as the administrator. Follow these steps:

- Close QuickBooks window.
- Start the Task Manager and go to Processes tab (Details in Windows 8).
- Look for the process called QBW32.exe. If it's found, highlight it and click End Task.
- Click with right button on the QuickBooks desktop icon or Start menu item, select Run as Administrator.
- You don't have to keep starting QuickBooks as Administrator, it is enough do this once, and the menu will stay.

Processes	Perform	nance	App history	Startup	Users	Details Ser	vices	
Name		PID	Status	User na	CPU	Memory	Descri	^
QBCFMo	nitor	2228	Running	SYSTEM	00	4,016 K	Quick	
	grN.exe	3628	Running	QBData	00	65,412 K	Intuit	
👌 QBIDPSe	rvice	2328	Running	SYSTEM	00	352 K	QBIDP	
📕 qbupdat	e.exe	1620	Running	Eugene	00	4,728 K	Quick	
🕩 QBW32.E	XE	1812	Running	Eugene	00	64,192 K	Quick	
🗊 QBWebC	onne	1336	Running	Eugene	00	4,156 K	Quick	
🔒 SearchIn	dexer	3708	Running	SYSTEM	00	9,276 K	Micros	
services.	exe	532	Running	SYSTEM	00	1,840 K	Servic	
💷 smss.exe		288	Running	SYSTEM	00	164 K	Windo	×







There is an error during initial data download from QuickBooks.

Solution:

- There can be many possible causes for such errors. Start <u>HandiFox System Monitor</u> and look at the error text at the end of the log to learn more about the problem.
- If it does not give you a hint on how to resolve the issue, click examine to send the log files to HandiFox support. We will examine the logs and get back to you.

I. 2016-03-10 16:40:05: Rea	ding Accounts			
I. 2016-03-10 16:40:06: Rea				
I. 2016-03-10 16:40:06: Rea				
I. 2016-03-10 16:40:06: Read				
I. 2016-03-10 16:40:06: Read				
I. 2016-03-10 16:40:06: Read				
I. 2016-03-10 16:40:06: Read				
I. 2016-03-10 16:40:07: Rea				
I. 2016-03-10 16:40:07: Rea				
I. 2016-03-10 16:40:07: Real				
I. 2016-03-10 16:40:07: Read I. 2016-03-10 16:40:07: Read		ems		
I. 2016-03-10 16:40:07: Rea				_
I. 2016-03-10 16:40:07: Rea				
I. 2016-03-10 16:40:08: Rea				
I. 2016-03-10 16:40:08: Rea				
I. 2016-03-10 16:40:08: Rea				E
I. 2016-03-10 16:40:10: Data	loading is completed.			
I. 2016-03-10 16:40:12: Han	dheld synchronization is co	ompleted: data from	handheld is received	l, new
data is sent to handheld. (De	vice name: GT-I9100)			
				-
		_		
Show all details	Collect logs	s Clear log	Clear errors	Close

Company Name			
Example Co.			
Your E-mail: *			
myname@examp	le.com		
Problem Descrip	otion:		
The fellowine fil			
C:\ProgramData C:\ProgramData C:\Program Files C:\Program Files C:\Program Files	ss will be send to Tecom G \Intuit\QuickBooks\qbsdklo \Intuit\QuickBooks\qbsdklo \k86)\Tecom Group\Handil \k86)\Tecom Group\Handil \k86)\Tecom Group\Handil	g.bxt ld.bxt Fox\Sybase\Bir Fox\HandiFox.lr Fox\UDP listen	og er.log





There is no HandiFox icon in the system tray.

Solution:

- Try to start HandiFox System Monitor from Start → Programs → TecomGroup → HandiFox → Start Monitor. In Windows 8, just search for "Monitor" to find the shortcut.
- If you are not able to start the Monitor that way due to an error message or any other reason, restart the system.
- If the problem persists after reboot, report the issue to our <u>support</u>.







Mobile app synchronization fails (error on the server).

Solution:

There are several problems that can cause synchronization to fail. To find out more details, bring up the HandiFox System Monitor and check what messages are displayed as you try to synchronize the mobile app:

- *"Handheld application has to be upgraded"* The mobile app has a different version from the one installed on your PC. Install the correct mobile app version and install it on your device.
- "Login or password is incorrect" Double-check mobile user's login and password in QuickBooks under File → HandiFox → Handheld User Manager.
- *"There is no free license available"* You already have the maximum number of devices in sync, and current device would exceed the limit set by your license. You can go to QuickBooks File → HandiFox → Handheld Device Manager and delete one of the existing devices from the list.
- "License is expired" Most likely, your trial period has run out, and you have not registered HandiFox
 using a permanent or temporary license. If you have a license file, you can apply it by right-clicking on the
 tray icon, selecting Register and navigating to the file.
- "Your HandiFox license file is corrupted" Find the license file in your emails or request another copy of it from our support, and re-register the file in HandiFox. This error can also occur when the license file is stored on a network location, which is not recommended.
- If **no message** is displayed in HandiFox System Monitor as you try to sync, see the next page.





Mobile app synchronization fails (connection problem).

Solution:

If no message comes up in HandiFox System Monitor as you try to synchronize the mobile app, this is most likely a connection problem. Check that all of the following conditions are met:

- The device must be connected to your local network via Wi-Fi.
- Make sure that the handheld synchronization service is running on the PC. Try restarting it by selecting Stop/Start Handheld Connection in the tray icon right click menu.
- The incoming connection must not be blocked by the firewall. Try disabling Windows Firewall (or the third-party firewall of your choice), and if it helps, add an exception for inbound traffic on port 2439.
- Double-check the server's IP address, make sure it is correct and has not changed.
- Try rebooting both the PC and the mobile device.





CONTACT US

Good Bye!

If you observe an error not mentioned in this section, or cannot resolve a problem by following instructions above, feel free to report your problem to our support:

+1-877-942-6343

e-mail: support@handifox.com

Skype: handifox suppor



