

## **Tech Tip Tuesday—March 22, 2022**

### **No Tech Tip Next week—we'll be at the show!**

We look forward to seeing many of you in Las Vegas next week. If you're coming to our User's Meeting, it's on Sunday (March 27<sup>th</sup>) at **4:15pm in Versailles 3/4**.

Whether you can make the meeting or not, you can also visit us at our booth—it's near the entrance. Booth number 4!

Because of the show next week, there will be no Tech Tip on March 29<sup>th</sup>. The Tech Tip will return on Tuesday, April 5<sup>th</sup>.

### **ZipWhip Replacement will be Textline**

We were waiting to announce this at the user meeting Sunday, and then in a Tech Tip shortly thereafter, but given some recent FaceBook posts from people looking for alternatives, and the NLA apparently looking for an "industry" solution, we thought it best not to delay.

We took a look at a number of different providers, and after considering features, cost to our customers, integration ease, and the ability to have global text reach, we think that [Textline](#) offers the best solution. For lower-volume texters, this solution can actually be cheaper than ZipWhip, and there will be a discount from the published price with annual commitment (but monthly billing).

We have completed the integration and are currently in the process of testing, so it should be available quite soon. We will keep you posted. In the meantime, there is no rush to switch, as ZipWhip will continue to function for existing customers through November 2022.

### **iChauffeur upgrade on Android devices**

Because of some recent Google changes to the Android operating system related to privacy, the method of upgrading current versions of iChauffeur (LCSAccess) on Android devices is changing.

Previously, the app would just let you know that there was an update, and it was easy to just say "yes" to the update. Now, Google has blocked this function and is requiring that the user click on an actual link to download the update (which can then install).

In the latest Android version of iChauffeur (link below), we have re-engineered the update procedure to work with Google's new requirements, but you have to be on the new version in order for it to work. Existing versions require clicking on the link (which will install the new version over the old version, so no need to uninstall or re-register the app).

In order to update your Android devices, here's the link:

[https://apps.liverycoach.com/android/LCSAccess3\\_4\\_8.apk](https://apps.liverycoach.com/android/LCSAccess3_4_8.apk)

We have been reluctant to put iChauffeur in the stores because there is a whole process of review and approval, with a timeline and procedure out of our control, that just makes updates take longer. This can be an issue especially when there is a hotfix or emergency added feature, and it also requires

everyone be on the same version all the time, which creates logistical challenges. That said, we are taking another look to see if this might indeed be the best approach going forward.

Thank you for your support and understanding. See you in Las Vegas!