

Tech Tip Tuesday—April 12, 2022

iChauffeur (Android) update

A few weeks ago we mentioned that, because of some changes to the Android environment, the new version of iChauffeur would have to be manually downloaded from a link (shown below). Once this version is installed, future updates should be automatic.

Our tech support team has noted that while some of you have updated your iChauffeur to this version (so they can roll out future updates), there are some of our clients who have only partially updated their devices, or have not updated them at all.

We recommend that you update your Android devices as soon as convenient. If you have any questions, please contact our support team at support@liverycoach.com or 610-296-7800 x3.

https://apps.liverycoach.com/android/LCSAccess3_4_8.apk

Help Us Help You!

Many of you send in your support requests via email to support@liverycoach.com, which is quite helpful to our techs, since they can often diagnose and/or solve your concern quickly just based on the email, without having to tie you up on the phone.

We do appreciate that, but would like to remind you that, when sending an email (or leaving a voicemail), please provide as much information as possible. A general “I can’t close a trip” or “I can’t farm out a trip” generally does not give our team enough info to start diagnosing the problem, which results in a request for more information and an inevitable delay in resolving any issue.

It is exceedingly rare that there is some general problem that affects all trips, or all of anything. Usually any issue is related to a narrow, specific set of circumstances. Therefore, at a minimum, please provide the **Trip Number** of the trip you are having an issue with, along with the specific details of the problem.

(If it’s a bunch of trips, or even seems to be “every trip”, giving us 2 or 3 trip numbers should be enough for us to get started.)

If you are having trouble assigning a chauffeur, let us know which chauffeur (and if you have tried others). If you are having trouble farming out a trip, let us know what affiliate you are attempting to farm it to. Basically, the more info you provide, and the more detailed the info, the faster we can resolve any issue and move on.

Thanks for your cooperation and understanding!