Tech Tip Tuesday—September 13, 2022

Tech Tip is back!

Although the Tech Tip was off for the summer, we haven't stopped working on improving and extending the functions of Livery Coach, and we will highlight some of those enhancements in the weeks to come. But this week, we have some important reminders and news to get things started.

If you use ZipWhip, time is running out to switch to Textline

If you are a ZipWhip user who hasn't begun the switch to Textline, you really need to get moving. ZipWhip support has proven to be a bit erratic (delays in releasing numbers, then releasing them ahead of promised, etc.) The process has some manual steps and requires coordination, which hasn't always been that smooth.

Keep in mind that there are **three** companies involved—ZipWhip, Textline, and *the phone company that actually controls the underlying voice number*. So just because ZipWhip has "released" the number and your ZipWhip account doesn't work anymore, doesn't always mean that Textline is instantly able to provision that same number. There also some security hoops that providers require (to make sure you aren't trying to steal the texting function from some phone number that isn't yours—or that someone isn't trying to steal your number out from under you). So depending on the responsiveness of not just ZipWhip or Textline but also what your phone provider needs to do behind the scenes, from what we've seen this can take 24 hours or longer in some cases.

Finally, keep in mind also that Zipwhip likely will reduce available resources as the drop-dead date of November 30th approaches, and likely will be busy dealing with all their customers that waited until the last minute. And, our dedicated Textline rep **Anthony Affrunti** obviously can't handle everybody at once either. So if you haven't already, please contact Anthony directly at anthony@textline or (call/text) at 415-991-7538. If any texting downtime would cause you grief, ask Anthony about the ability to get a temporary number provisioned for texting while your main number is in process.

lcs.li

A "link shortener" (or URL shortener) is a function that translates a really long web link into a short one that, when you click on it, redirects you to the long one. This can save lots of space when texting the link.

There are "public" free link shorteners out there that are free, and that anyone can use. However, as could be expected (and why we can't have nice things), hackers and other nefarious people use public link shorteners to try to hide links that go bad web pages with viruses, etc. As a result, the mobile phone providers have started blocking or limiting the use of public link shorteners, especially when someone sends a lot of them (as scammers do).

When Livery Coach sends out Chauffeur Direct messages with either a GPS tracking link or a survey link, it uses a shortener, but with the public shortener these texts might not be delivered, especially if you have high trip volume and are sending a lot of texts.

To solve this problem without making you pay a big monthly price to someone else, we have developed our own link shortener. All the links generated by our private service will begin with https://lcs.li/

For now, we are not charging anybody for this service. Once we get a better handle on our costs, it's possible that there might be a nominal charge, maybe only for high-volume users, but rest assured it would be less than what any commercial service would charge.

We have prioritized switching customers over as they switch texting providers, but are working on making sure all of you are switched over soon.

Note: if you are just using your system to send out the trip confirmation reminders the day before the trip, or chauffeur information before the trip, and don't send GPS tracking info nor the customer survey, then your system doesn't send shortened links, so this does not apply to you.

If you run iChauffeur on your <u>Apple</u> devices

Ever since we introduced the original version of iChauffeur/iGreeter/iDispatch many years ago, we have distributed this privately (outside the Apple App store) using an Apple Enterprise account (paid annual subscription). We have done this because it speeds the time for upgrades and allows different customers to be on different versions, if needed.

Unfortunately, Apple added the requirement that a company have at least 100 employees for an Enterprise account, and would not renew our account. What's worse, is that all apps distributed via an Enterprise account will cease working not long after the account ends—in our case, on October 10, 2022.

We have worked through the process to put iChauffeur in the App store now, so it's there, ready for download. Unfortunately, it looks to devices that it's a completely different and unrelated app, even though it's the same.

So what you will need to do on all your devices running iChauffeur, iDispatch, or iGreeter, is as follows:

1. Delete the existing app on the iPad or iPhone.
2. Download the app from the Apple App store.
3. Re-authenticate the app using your code and pin.

THIS MUST BE DONE BEFORE OCTOBER 10, but does not have to be done on all devices at the same time. This does not affect iLivery, branded iLivery, or iGroup (they have always been in the store).

The direct link to download the app from the app store is here:

https://apps.apple.com/us/app/ichauffeur/id1614764643

If you run iChauffeur on your <u>Android</u> devices

As mentioned in some previous Tech Tips, 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).

While some of you have updated your devices and are all set, **our tech support team has noticed that some of you are still running the older versions that inhibits updates, and they have asked us to please mention this again. Soon, these older versions will cease to function**

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

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