Tech Tip Tuesday—September 20, 2022

Livery Coach will be at the November CD/NLA show at National Harbor

Livery Coach will be exhibiting at the upcoming (November 13-16) CD/NLA show at the Gaylord National (outside Washington DC). We will be in Booth 3, on the right just as you walk in. We will not be having a user meeting at this show, but do plan one for the Las Vegas show early next year. If you're planning on attending this show, please stop by and see us. If you would like an individual meeting at the show with either Chip or David, please let us know and we should be able to schedule something, time permitting.

Boot Camp?

We haven't had a Boot Camp since pre-Covid, but now that business is back (and many of you have new staff), we're thinking it might be time. If you have thoughts about when, how long, and where, please send them to us. We will use your initial feedback to generate a survey in a future Tech Tip so that we can narrow this down and get something scheduled.

If you don't know what a "Boot Camp" is, it's basically a Livery Coach group training session/networking event, typically 1.5 to 3 days long, where it will feature presentations about some different key features and functions of Livery Coach, along with a healthy dose of information sharing. We also use these events as a way to both prioritize and help refine new features and enhancements.

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.

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

As we announced in last week's Tech Tip, Apple has declined to renew our Enterprise Developer account, and told us that apps distributed under that account would stop working on October 10th. Unfortunately, as we and most of you discovered this past weekend, Apple apparently defines October

10th as…September 18th. We appreciate your patience as we handled a ton of calls this past Sunday morning, and also want to thank Frank (the on-call support tech this past weekend) and Jim (who wasn't on call, but stepped in to help) for all their hard work Sunday. Hopefully this event is now behind us, and the good news is that now we can take advantage of the Apple App update system, so the app can automatically update in the background.

For those of you who haven't used iChauffeur on an Apple device since Saturday, you will still need to update those devices as applicable.

Here's what you need to do:

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.

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

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

For those of you running Android, no action needs to taken at this time. (But, if you haven't updated your Android version as outlined in last week's Tech Tip, you still need to get this done!

What's New?

Finally, we wanted to remind everyone that you can see what's new (and even what's coming in the near future) by navigating to Help…About Livery.

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