

Dear Sir or Madam,

Please follow this manual step by step and proceed as described to guarantee the proper installation and configuration of ETKAmobile.

If ETKAmobile behaves differently as described in this manual or if unexpected errors occur, please contact our Customer Service at etkamobile@lexcom.de or call **+49 (0) 89 547 15 111**.

Prerequisites

For the internet use of ETKAmobile:

- iOS device with at least iOS 10.3 or higher or Android device with at least Android 5.0 or higher.
- A valid access to the Apple App Store or the Google Play store for downloading the ETKAmobile app.
- Internet access.
- At least one brand specific ETKAmobile licence. You can order them on the ETKAmobile homepage www.etkamobile.com.
- The App **TeamViewer QuickSupport** and, if available, the TeamViewer **QS Add-On** for your device manufacturer (e.g. QS Add-On: Samsung, QS Add-On: Lenovo, etc.) from the Store, installed on your device to enable a remote session in a support case.
- To submit ETKAmobile shopping carts to ETKA, the ETKAmobile user needs to have the user role **Buyer** assigned in partslink24.
- To process orders transferred by ETKAmobile to your ETKA system, the option **Edit NORA Order Form** must be activated in the ETKA settings and the user role **Orderentry** must be assigned.

To run ETKAmobile in connection with the ETKAmobile Service you will need the following:

- To use the DMS functions like using the order number or stock info, a connection by DMS-BB is necessary.
- ETKA system with at least ETKA 8. It must be accessible by a local wireless network.
- Mobile device which is able to connect to the local network of the ETKA Server.
- Wireless network access in the areas where you want to use ETKAmobile connected to your DMS, e.g. in your motor shop and your warehouse.
- Setup file of the ETKAmobile service to install on the ETKA system. You can obtain this file from the ETKAmobile homepage www.etkamobile.com.
- The ports used by ETKAmobile (default: UDP 7654 inbound, TCP 12345 inbound and outbound) must not be blocked by any proxy, antivirus etc.

1) ETKAmobile Licence Assignment

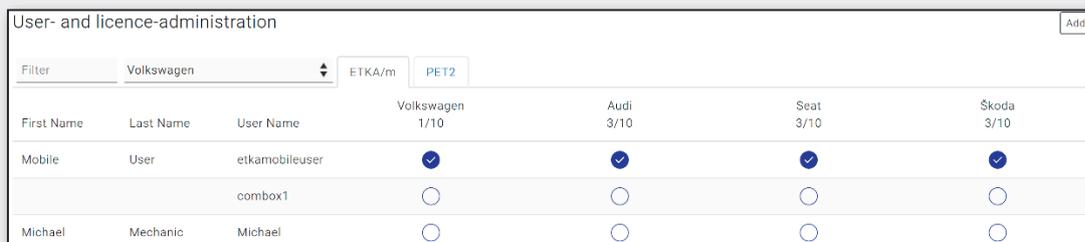
Before starting the app, your ETKAmobile licence has to be assigned to an ETKA user.

1. Login with your administrative user data on www.etkainfo.com.

Note:

Your ETKAinfo-ID is stored in ETKA at: **Maintenance → Settings → User Identification.**

2. Assign the ETKAmobile licence(s) to the designated user. To do this, navigate to the tab **Administration → User- and licence-administration → tab ETKA/m**. There you can see the total and available amount of ETKAmobile licences.



| Filter | | Volkswagen | ETKA/m | PET2 | | | |
|------------|-----------|----------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--|
| First Name | Last Name | User Name | Volkswagen 1/10 | Audi 3/10 | Seat 3/10 | Skoda 3/10 | |
| Mobile | User | etkamobileuser | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |
| | | combox1 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Michael | Mechanic | Michael | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

Note:

If no ETKAmobile user is defined, you can create one by clicking on **Add** in this view.

3. Click on the checkbox of each brand of the user that should receive the appropriate brand licence.

2) App Installation on the Mobile Device

1. Download the ETKAmobile app from the App Store or Google Play Store. The app will be installed automatically.

2. Start the app by tapping on the ETKAmobile app icon on the app menu.

3. After the app starts, the login screen appears. Enter the login data of your ETKAmobile user (ETKAinfo-ID, Username, password) and tap on **Sign in**.

Note:

Your ETKAinfo-ID is stored in ETKA at: **Maintenance → Settings → User Identification.**

You can now use ETKAmobile with internet access.

If you want to connect ETKAmobile with your DMS, continue with the next chapter.

3) Optional: Installation of the ETKAmobile Service on the ETKA System

1. Log in on the ETKA system as local administrator.
2. Start your browser and open the website www.etkamobile.com. On systems with LexCom hardware, click on the tab **Network** and then on **http test**. Enter www.etkamobile.com in the input field.
3. On the website, log in with your ETKAinfo-ID.

Note:

Your ETKAinfo-ID is stored in ETKA at: **Maintenance → Settings → User Identification**.

4. Click in the **Download** section on the link **ETKAmobile-Service** to download the setup file.
5. Double click on the downloaded file to run it.
6. In the setup, select your language and follow the installation instructions.
7. After the installation has been completed, a restart of the system is necessary. To do this, click on **OK** in the restart notification. Log in again with the administrator user after the restart.
8. Among the Windows services there is now a new one called **LexCom ETKA Mobile Service**.
On systems with LexCom hardware, check if the tab **ETKAmobile** displays the ETKAmobile service state as **running**.

4) Optional: Connecting ETKAmobile with the ETKA System

Note:

To connect to the ETKAmobile Service, your device must be wirelessly connected to the same network as your ETKA system.

1. Launch the ETKAmobile app on your mobile device and – if necessary – login with your ETKAmobile user.
2. Tap on **Settings → Manage ETKA services**.
3. Search in the network for the ETKAmobile Service:
iOS: tap on the **refresh** symbol in the upper right corner.
Android: tap on the right tab **automatic search** (magnifying glass on WLAN symbol) and then on the **refresh** symbol in the upper right corner.
4. Your ETKA system should be listed with its computer name. Tap on the checkbox to select it and tap on **connect** (iOS) or the **connect symbol** (Android).
5. After a successful connection you are able to use the advanced ETKAmobile features.