



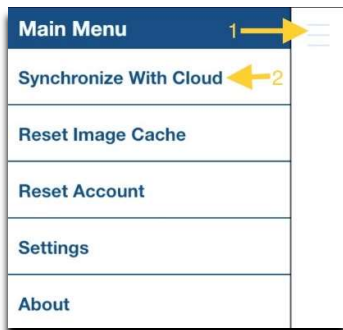
Easy Connect App Synchronisation Guide

How do I synchronise the app?

At the bottom of the home screen, you will see roughly when you last synchronised.

Synchronized 3 Days Ago

To synchronise, it is REALLY easy!



You **MUST** have internet connection to do this.

Step 1 - Tap the icon in the top left corner of the home page.

Step 2 - Tap 'Synchronise With Cloud'.

Step 3 - Wait for the updates to happen (you will see this happening at the bottom of the home screen).

Checking for Updates

Synchronized

Step 4 - Once done, it will say 'Synchronized' at the bottom of the home screen. You are now all good to go!

ADDITIONAL SUPPORT

w: www.listerwindows.co.uk/easy-connect

e: easyconnect@listerwindows.co.uk t: 01268 775566 (Essex), 01782 391900 (Stoke)

Why do I need to synchronise the app?

Easy Connect is an offline app, which is fantastic because it means that you can use it on the move!

What it does mean though is that the app will not **automatically** download updates.

Updates will include fixes and improvements, so it is important to that updates are downloaded regularly.

Rest assured though, there is nothing complicated about this!

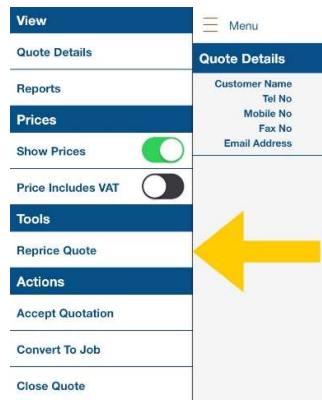
When should I synchronise the app?

We strongly recommend doing this daily to avoid potential issues, and to ensure you don't miss out on any improvements!

Why will my app not synchronise?

The updates should not take long at all, so if it freezes, saying "Checking For Updates" at the bottom of the screen, something may be wrong.

Don't worry though, simply close the app and check your internet connection is stable and then try again.



My quotation is over 30 days old so may not be valid. How do I update the prices?

Synchronising the app will not update prices on existing quotes.

If you wish to update the prices on the original quote, tap on the menu icon whilst on the Quote Overview screen and select 'Reprice Quote' (under 'Tools' heading).

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