Mobile Application Installation and Device Licensing

This document describes how to install Epicor Eagle mobile applications on the Apple iPhone, iPad, iTouch and Android devices.

Note: Tablet POS and Mobile POS have their own installation instructions. For Tablet POS, see EL8040 “Tablet POS Installation & Setup Guide.” For Mobile POS, see EL8026-04 “Mobile POS Installation & Device Licensing.”

Remote Epicor Setup

Before installing the Epicor Eagle mobile applications and licensing devices, Epicor must configure your firewall and allow access from your Eagle to Epicor’s datacenter. This is done remotely after the service has been ordered. You will be notified after this setup is complete. If you already have an Epicor mobile application installed and operational, this step is not needed.

Install and Setup the Mobile Application

1. Download the appropriate Epicor Eagle mobile application from the Apple App Store or Google Play, either using the PC or the mobile device. Search for “Epicor.”

2. Launch the mobile application you are setting up.

3. Read the license agreement, and click Agree.


4. Close the application.

5. For iPhone operating system (iOS), go to the “Settings” app on Apple iOS devices and then look for “Manager,” “Lookup,” “Shopper,” and “Admin.”

For Android, go to “Settings” from the mobile application menu on the Android device.

6. Fill in all of the following information.
• First Name
• Last Name
• Customer #
• Eagle User (Eagle user name)
• Eagle Password
• Lock-in Store (which store do you want to see)
• Phone
• Email

**Important**: You must start the mobile application once you have entered all the setup information, and before you set up administrator approval. If the application is not started, you will not see your device in the list and you will not be able to approve.

7. Make sure you have an internet connection, go back to the mobile application, and start it.
8. Inform the Administrator of your mobile devices to approve your access to the store’s Eagle data. After the Administrator has approved your mobile device, you can access the relevant application.

**Setting Up Administrator Approval**

1. The Administrator of mobile devices in your business must approve your access to the store’s Eagle data by going to the Epicor licensing site at https://eaglesoa.com/customer, and logging in with the appropriate Customer number and Password. The first time this is set up, the Administrator must select a password.
2. After logging in, there is a list of mobile devices for which the administrator can approve or delete access to Eagle data. If an employee has left the company, the administrator can delete access from this screen.

Note that the Administrator will not be able to see your devices unless users have filled in their settings fully and correctly.

A mobile licensing application is also available for download from the Apple App Store or from Google Play. The mobile licensing app has the same login field and same functionality as the web-based mobile license site.