

ZiiZii iOS User Manual



Version 2.5.5 - Updated on June 22nd, 2016

Copyright 2016 Novex Software Development, Inc. All rights reserved.

Table of Contents

[Setup Instructions](#)

[Downloads](#)

[Updating](#)

[Customer Selection](#)

[New Orders](#)

[Searching the Catalog](#)

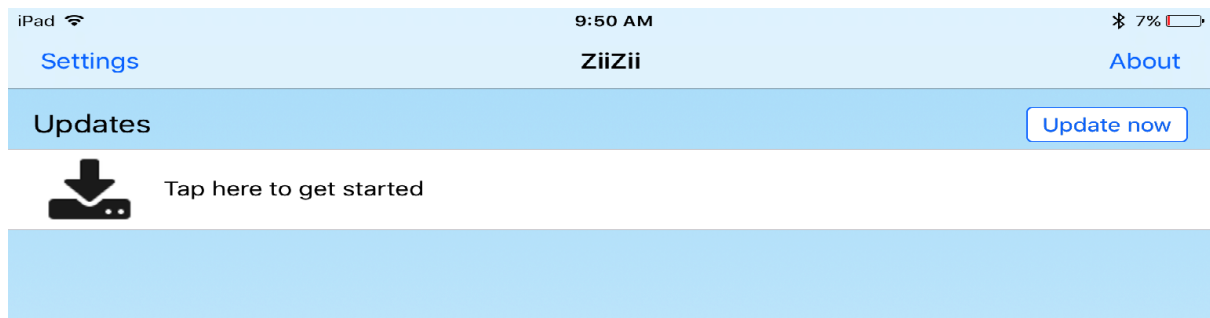
[Recently Ordered History](#)

[Building an Order](#)

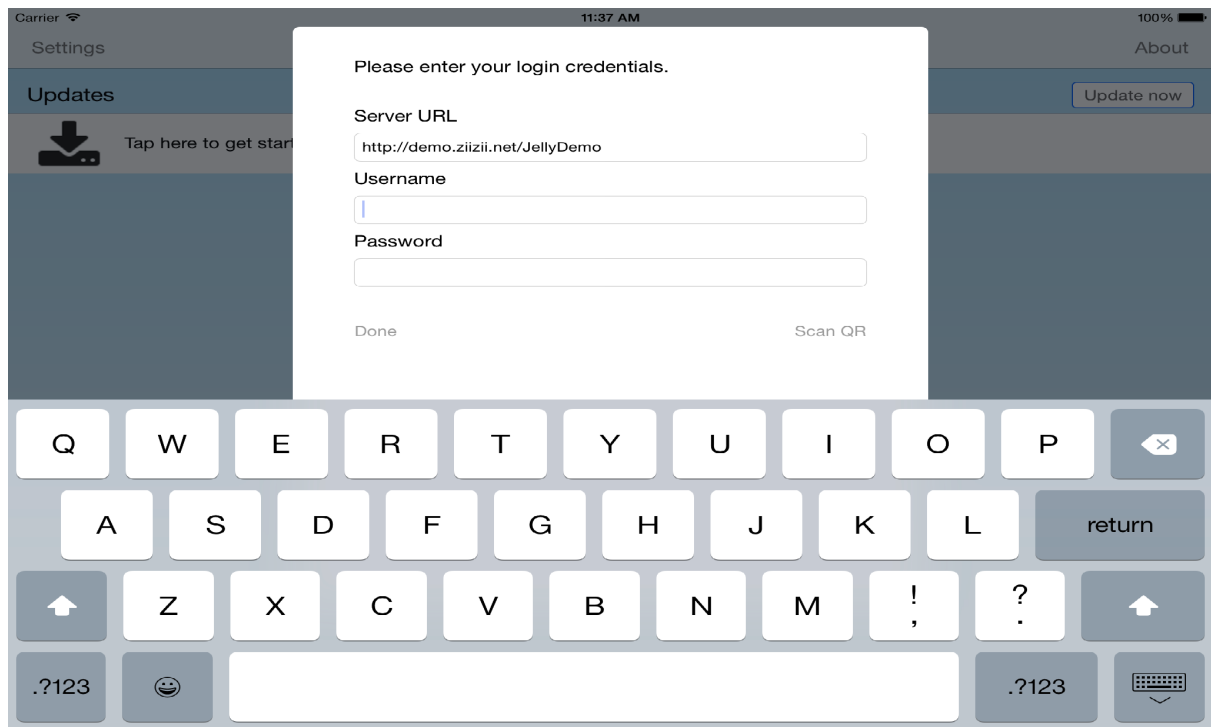
[Speed Entry](#)
[Connecting a Scanner](#)
[Scanning Barcodes](#)
[Sending an Order](#)
[Sending Multiple Orders](#)
[Reviewing Sent Orders](#)
[Printing Labels](#)
[Client Settings](#)
[Troubleshooting and Support Help](#)

1 Setup Instructions

Before you begin to setup the ZiiZii iOS App, be sure to download/update to the latest version on the *iOS App Store*. Open the app, and you'll be greeted by the ZiiZii login screen.



Select the *Tap here to get started* area by clicking on it, and enter the login credentials you were provided in your ZiiZii Confirmation Email; pressing the 'Done' button to initiate downloads from the ZiiZii Server!



You can also enter your credentials using the settings menu on your device. To do so, close the ZiiZii application completely, open the iOS Settings app, and choose the ZiiZii tab. Provide the credentials you were given, and then re-launch ZiiZii. After the app loads, click *update now* and downloads will proceed as normal.



2 Downloads

When the ZiiZii application initiates a download, remember that a lot of data is required to power ZiiZii. This data is updated daily, and can contain new customers, prices, deals, and other data that is normally processed overnight. Remember to update your downloads each morning to access these changes and ensure you have the most up-to-date information! We'll cover more of this in the *Updating* section.

47%

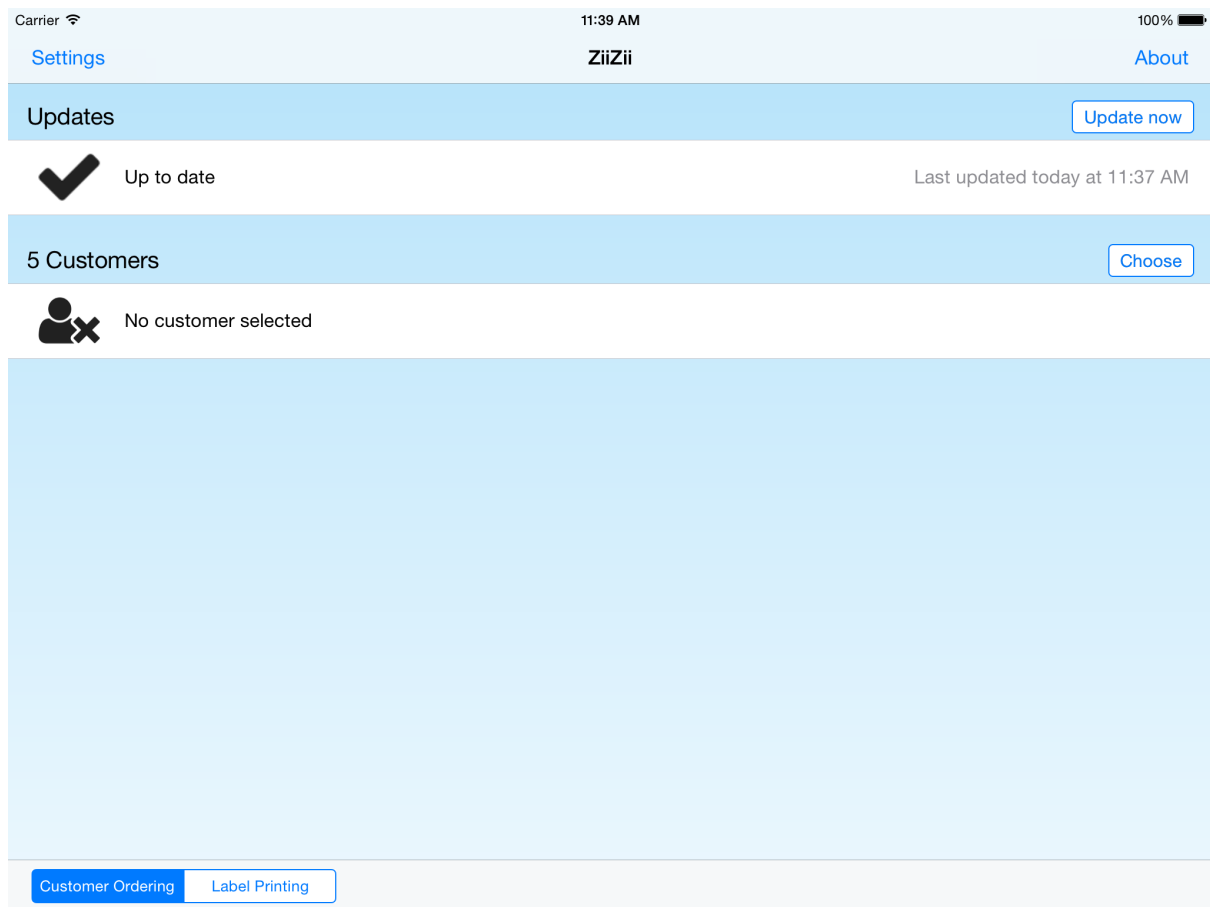
Cancel

REQUESTS		
✓	Settings	Done
✓	Formats list	Done
✓	Customer list	Done
✓	Format: qln220-demo.cpci	Done
✓	Format: demo-wine.cpci	Done
✓	Format: demo-bigprice.cpci	Done
✓	Format: basic-format.zpl	Done
✓	Format: basic-format-no-srp.zpl	Done
✓	Format: bar-calibration.zpl	Done
⬇	Catalog: CSTORE2-100393	5%
☁	Catalog: HOST1	Pending
☁	Catalog: CSTORE2-600239	Pending

- “**Settings**” refers to all the variables that customize the ZiiZii app for your company, such as MoQ, or ZiiZii Direct.
- “**Formats List**” refers to all the available label formats for printing.
- “**Customer List**” refers to the list of customers associated with your user account. Their Corresponding catalogs will be queued for download after the new customer list is loaded.
- “**Catalog**” refers to all item descriptions, SKUs, UPCs, prices, categories, deals, and other item data for display.
- “**Customer Data**” refers to files that contain ordering history, and other customer-specific information, such as the *recently ordered* search results.

3 Updating








This is the main ZiiZii Screen, and the one you’ll see after logging in, and downloading your updated files.



Here, you can see the last time files were updated. If you notice the date isn't today's date, you should click the *Update Now* button to ensure you have the most current information and data.

4 Customer Selection

Once all downloads finish, you'll be able to tap the *Choose customer* button on the main screen, and all available customers will be listed for you. Customer name and number will appear on the left, and associated catalogs appear on the right. Multiple customers may share the same catalog. Simply tap a customer to select it. Scroll down if you can't find the customer you're looking for, or type part of the customer name or number into the search field at the top of the screen. You can also tap the letters shown on the right of the screen to skip to a specific letter.

iPad 3:02 PM 88%		
ZiiZii Customer Ordering Customers		
Search by name or ID		
	ALBERTO'S PIZZA (100419)	CSTORE2-100419
	ALL NATURAL COMPANY (100451)	CSTORE2-100451
	ALL SORTS CATERING (1012)	HOSTABC1-1012
	ALL STAR CONCESSION (1018)	HOST1-1018
	AMANDA'S RESTAURANT (1073)	HOST1-1073
	ANDY'S MEAT MARKET (1080)	HOST1
	ARMY NAVY AIRFORCE-KEL (200066)	CSTORE2-200066

A
B
D
G
J
L
O
T
W


Once you've selected a customer, that customer's name is displayed on the main screen along with the number of items the customer has in their catalog. You should verify the names, and item numbers are correct the first time you use the ZiiZii application, to ensure everything was imported correctly, and contact support if you find any issues or incorrect information.

Settings

ZiiZii

About

Updates




Up to date

Last updated today at 10:49 AM

A custom message can be added here, the main screen.

1 Customer

Choose



A&A BURGER BAR

11977 items

5 New Orders

Now you're ready to create a new order for the selected customer, and you can begin by tapping *New order*, which will take you to the ordering screen.

Carrier

11:42 AM

100%

< ZiiZii


Order


Top

SUMMARY


Customer	AVOLA RESTAURANT (210)
Name	>
PO	>
Comment	>
Line count	0
Approximate cost	\$0.00


ACTIONS

 Send order >


 Delete order >

ADD ITEMS


 Search catalog >



Browse catalog11289 items >



Speed entry >



Scanner disconnected
Go to Bluetooth settings to pair a Socket scanner to this device.

You can tap on the *Name*, *PO*, and *Comment* fields to add data to your order, however, *these are for customer use only, and the wholesaler may not be able to see these fields*.

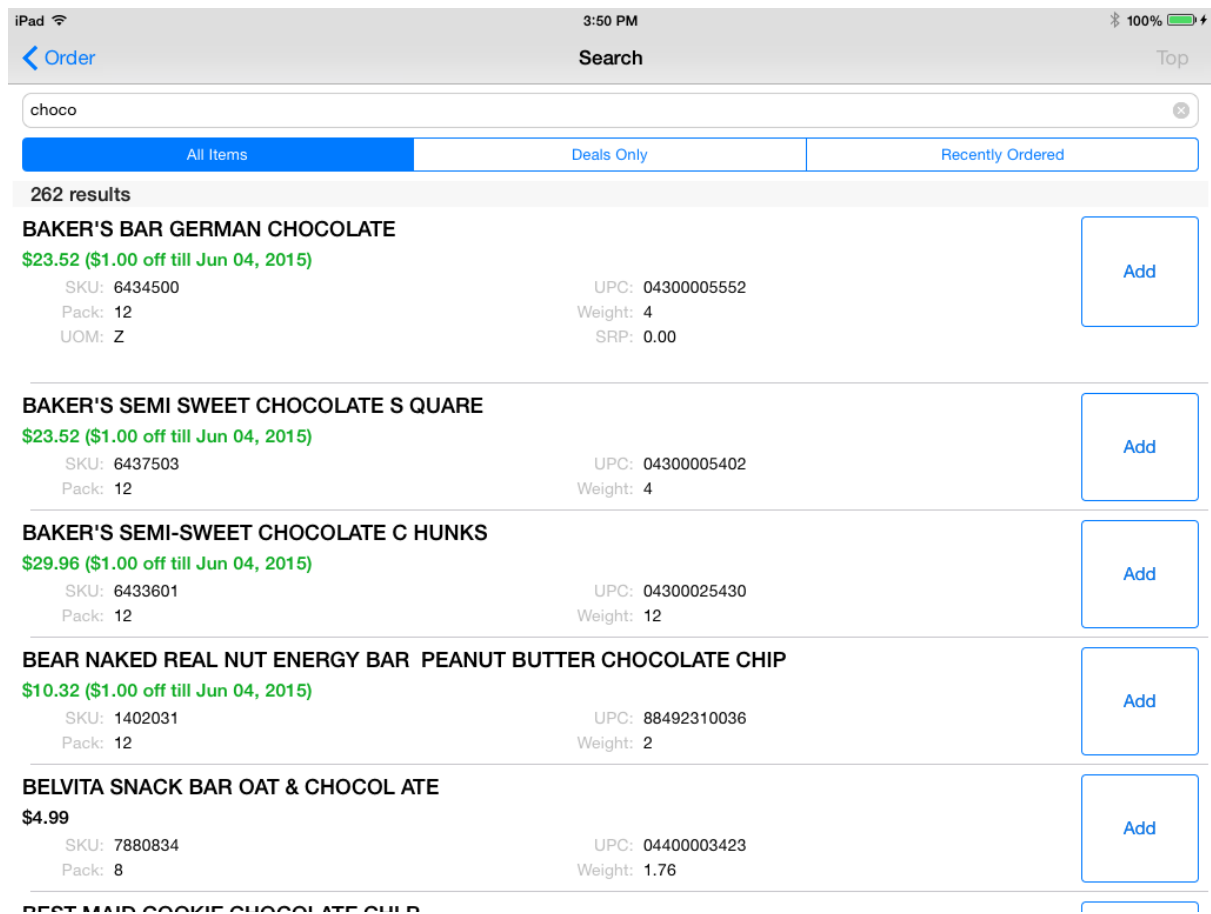
Line Count refers to the number of distinct items in the order.

Approximate Cost is the sum of the line costs (item costs multiplied by quantities ordered).

Feel free to explore! Any irreversible actions, such as *Send Order* will ask for confirmation before completion.

6 Searching the Catalog

On the order screen, tap *Search Catalog* to access the search field, allowing you to quickly search for specific items. Begin by typing a SKU, UPC, or a word/phrase that appears in the item's description to see results from the selected customer's catalog. Searching for terms found in descriptions are case-insensitive, so don't worry about capitalization!



Scroll through the list, and tap any row to view additional details, such as Quantity-on-Hand (QoH) as reported by the wholesaler the night before.

Prices are shown in green for items that are currently on deal, but **remember that the displayed price has already been reduced by the amount shown in brackets, and is the current price to be paid!**

You can also tap *Deals Only* to limit your search to only items that are on deal.

7 Recently Ordered History

While on the *Search Screen*, tap the *Recently Ordered* tab, and select a *Timeframe* to view all items the customer has ordered in the selected timeframe.

iPad

3:51 PM

100%

< Order

Search

Top

Enter search term

All Items

Deals Only

Recently Ordered

Timeframe:

14 Days

30 Days

60 Days

90 Days

18 results

BRACHS MILK CHOCOLATE STARS

\$33.59 (\$1.00 off till Jun 04, 2015)

SKU: 1645233

Pack: 12

UPC: 01130040710

Weight: 12

Add

CHEX MIX CHOCOLATE TURTLE

\$24.61 (\$1.00 off till Jun 04, 2015)

SKU: 2082055

Pack: 12

UPC: 01600015136

Weight: 8

Add

CLYDES DONUT CHOCOLATE ICED 6CT

\$22.52 (\$1.00 off till Jun 04, 2015)

SKU: 9054180

Pack: 12

UPC: 02033711016

Weight: 13.2

Add

ENSURE LIQUID CHOCOLATE

\$34.91 (\$1.00 off till Jun 04, 2015)

SKU: 2372001

Pack: 4

UPC: 07007440701

Weight: 6

Add

GATORADE G2 GLACIER FREEZE

\$15.84 (\$1.00 off till Dec 31, 2015)

SKU: 3762051

Pack: 12

UPC: 05200032015

Weight: 32

Add

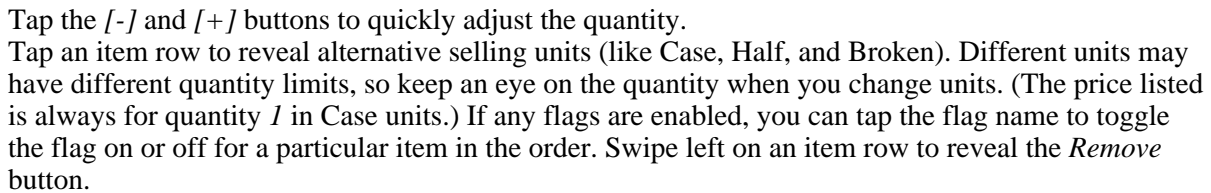
GOLDEN GRAHAMS CHOCOLATE PEANUT BUTTER TREAT

You can leave the *Search Field* empty to see all results from the timeframe, or type a search term to filter the results you see.

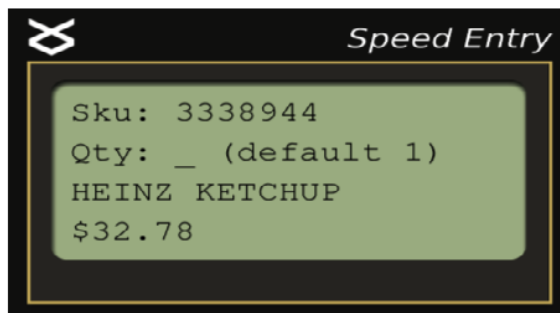
Recently ordered items are displayed from the customer's previously sent orders, so if you've cleared the sent orders from your device, ordering history *will still be included in the next day's Customer Data download*.

8 Building an Order

In the search results, tap the *Add* button to add an item to your order currently in progress. You can edit the quantity, and flags to some extent here as well.



You can access the *Speed Entry* feature from the order screen.



On this screen you can add items by SKU, and adjust the quantity, unit, and flags associated with items in the order. The top row of buttons displays short names for the available units. (*C* stands for *Case*.) Some buttons may be disabled. The next row of buttons displays flags that may be toggled on or off for particular items. These flags are defined by the wholesaler, and may be disabled. When you enter a SKU, press *Enter* to load the item details. Type a quantity (or leave the quantity field blank for default quantity), and press *Enter* again to save. While entering a SKU or quantity, press *Clear* to clear the current line. Press *Clear* again to clear the screen. Enter a quantity of zero (type *0*) and press *Enter* to remove an item from the order.

10 Connecting a Socket Mobile scanner

To set up your Socket Mobile scanner, first unpair and perform a factory reset of the scanner. Then put the scanner in iOS mode, and connect the scanner to your iOS device.

10.1 Unpair

Power on the scanner, and then hold the power and scan buttons simultaneously. You'll hear three falling tones, and the scanner will power off.

10.2 Factory reset

The scanner must be unpaired. Power on the scanner, and scan the following barcode. You'll hear a musical chime, and the scanner will power off.



10.3 iOS mode

The scanner must be unpaired. Power on the scanner, and scan the following barcode. You'll hear three rising tones, and the scanner will remain powered on.



10.4 Connect

On your iOS device, open the Settings app, and access the Bluetooth tab.



Settings

If the scanner was previously connected, but you unpaired the scanner to perform setup, you will have to forget the scanner and then reconnect. Tap the (i) icon beside the scanner in *MY DEVICES* and choose *Forget This Device*. Ensure that Bluetooth is ON, and power on the scanner. The unpaired scanner should appear in *OTHER DEVICES* with a name like *Socket CHS*. Tap the name of the scanner to connect, and wait for *Connected* to appear. The scanner can now be used in ZiiZii until the next time you unpair it.

11 Scanning barcodes

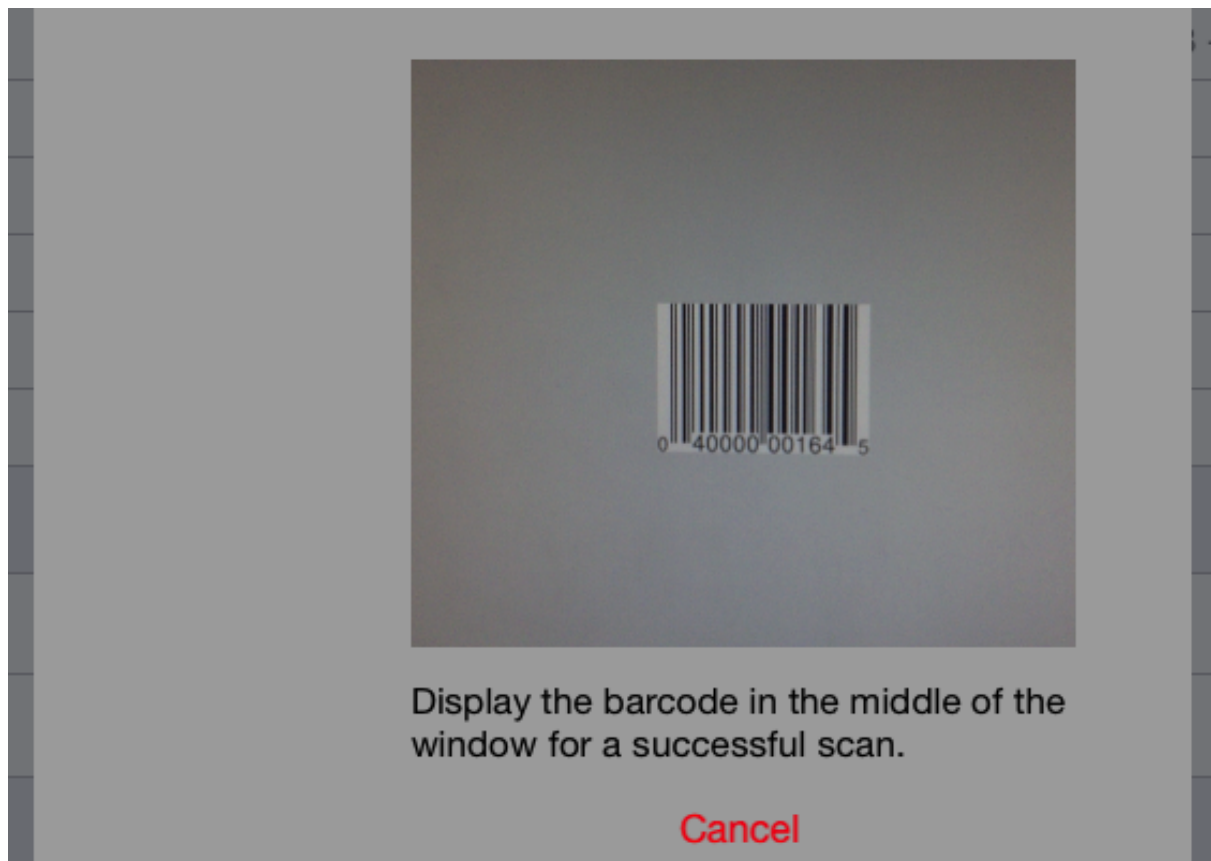
If you have paired a Bluetooth scanner with your iOS device, power on the scanner and it will be detected in ZiiZii within a few seconds. Look for *Scanner connected* on the order screen to know when it's OK to scan.



Scanner connected

Scan barcodes to add items to the order.

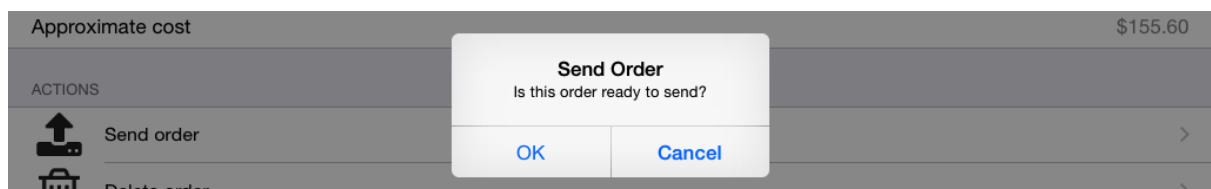
If your iOS device has a camera, then *Scan using the camera* will appear when the Bluetooth scanner is disconnected. Tap this option to access camera scanning, and position the desired barcode right-side-up in the viewfinder.



Scan a SKU or UPC barcode to perform a lookup. If there is a single match, the item will be added to the order. If the item is already in the order, it will be focused on screen, and its quantity will be incremented by 1 automatically. If multiple items match the code, search results will appear. (Items are not added and quantities are not incremented automatically when you scan barcodes on the search screen.) You may scan the same barcode multiple times to increment the quantity, but keep an eye on ZiiZii as some lookups may be unsuccessful.

12 Sending an order


Scroll through the list of items on the order screen to review before sending. Tap the *Send* button and confirm.





The upload will proceed immediately.

Approximate cost
\$15.56

ACTIONS

 Send order

 Delete order



Uploading order...

If the upload fails, an error message will be displayed. If the upload succeeds, then the server responds with a confirmation number, and ZiiZii will return to the main screen where the order and confirmation number will now appear in the *Sent Orders* list.


Carrier
11:45 AM
100%

Settings
ZiiZii
About


Updates
Update now

 Up to date
Last updated today at 11:37 AM


5 Customers
Choose

 AVOLA RESTAURANT
11289 items

0 Saved Orders
Send all

 New order

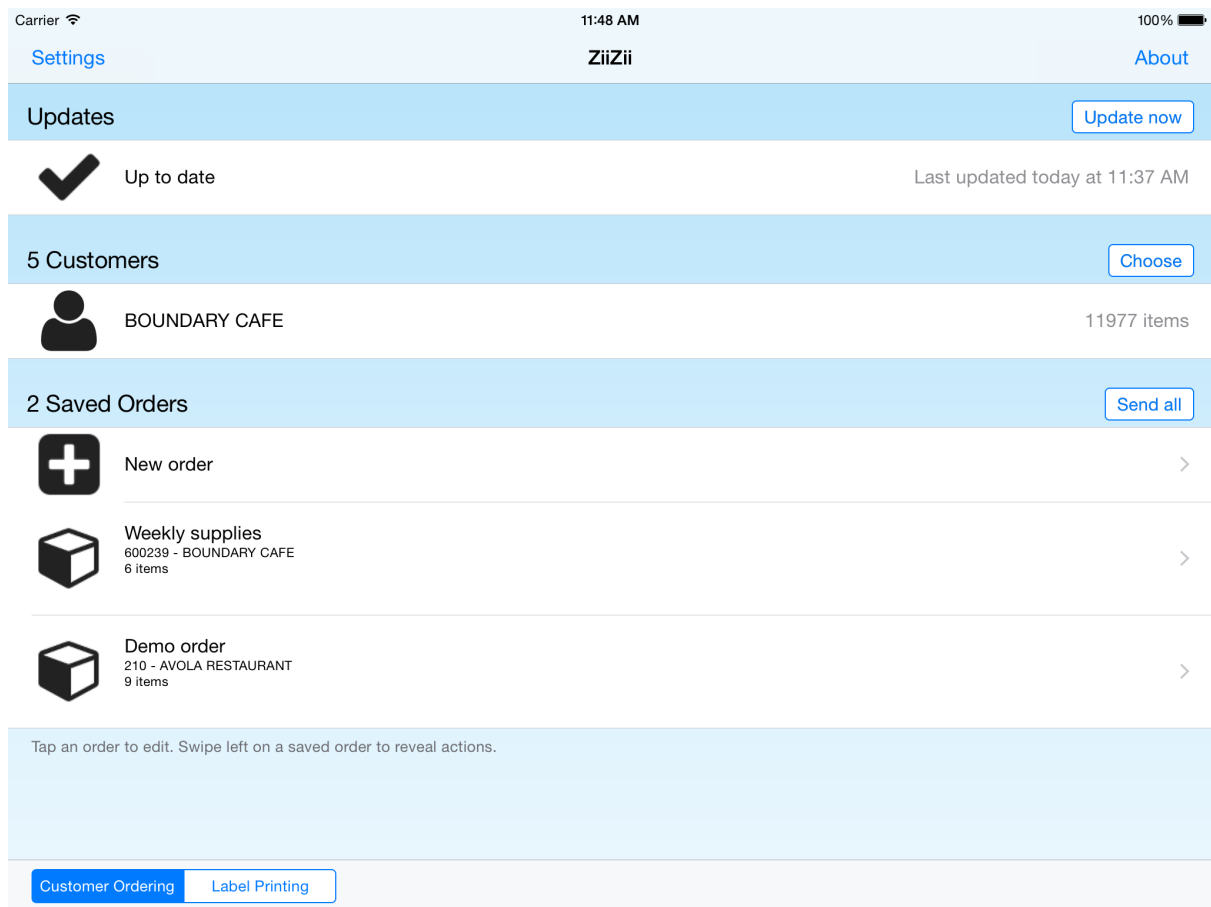
1 Sent Order
Clear


Chocolate order - Order #733
210 - AVOLA RESTAURANT
3 items
Sent on Aug 25, 2015

Sent orders are discarded after 25 days.

13 Sending multiple orders

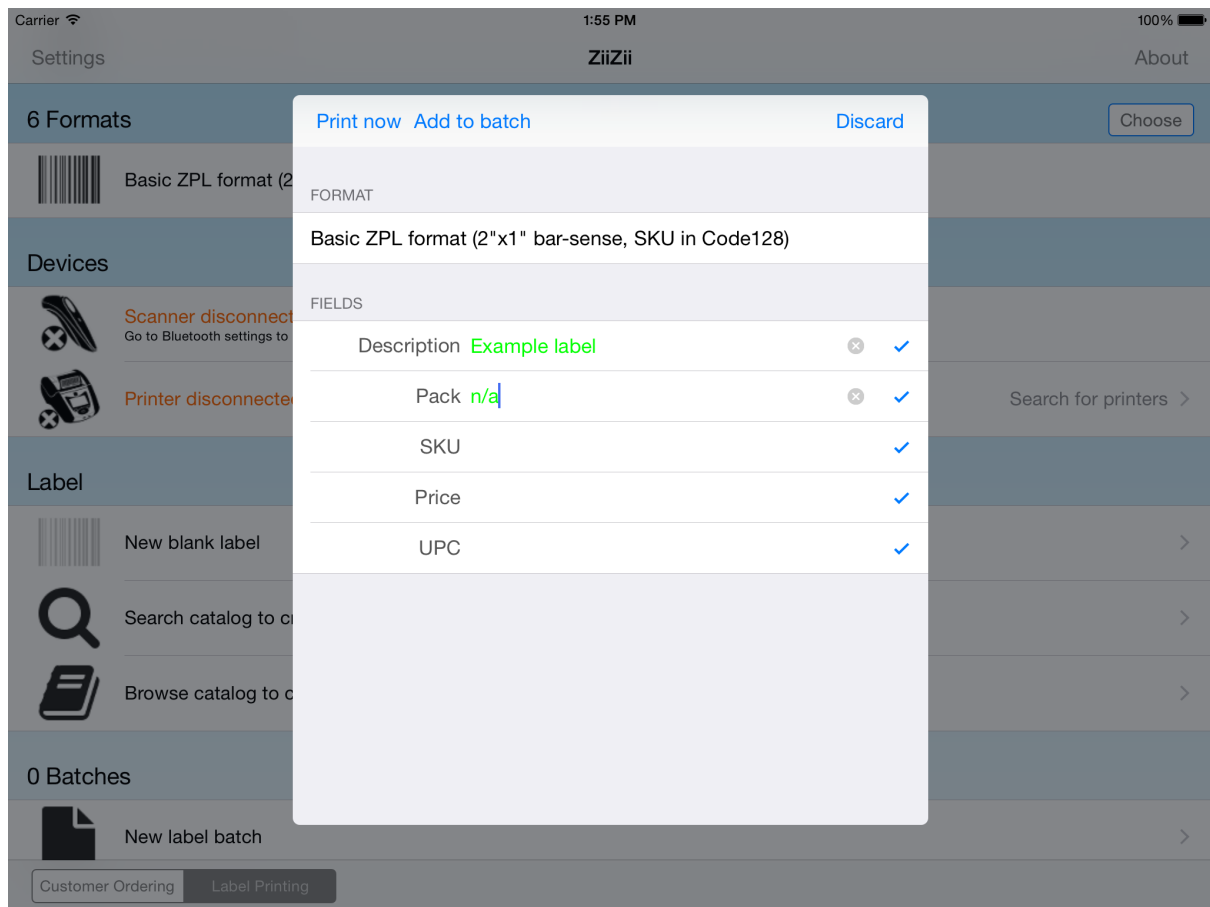
You can build multiple orders and send them later. Tap *Send all* to send all saved orders at once from the main screen.



14 Reviewing sent orders

Tap an order in the *Sent Orders* list to review.

Choose the *Label Printing* option at the bottom of the main screen. Choose one of the available label formats, and then tap *New blank label* to create a label.



The blue checkmarks show that the data provided in each field is acceptable. If a Zebra Bluetooth printer is connected, press *Print now* to print the new label. Otherwise, labels can be added to a batch and printed later. Labels may also be created by searching or browsing the catalog of the active customer. You may also scan a barcode to open a pre-filled label editor while viewing this screen.

16 Client settings

Various settings are configurable by visiting *ZiiZii* in the iOS Settings app.

Settings



General



Privacy



iCloud



Maps



Safari



Photos & Camera



Game Center



Twitter



Facebook



Flickr



Vimeo



Developer

ZiiZii

SERVER

URL <http://demo.ziizii.net/JellyDemo>

Username demo

Password ●●●●●●●●

These details will be used to download catalogs, label formats, and more.

CLIENT

Days to keep sent orders

Play sounds



SCANNER

Symbology ean13

Drop leading digits 1 >

Drop trailing digits None >

Add preamble

Add postamble

These settings override server-provided settings for a single symbology. Scanned codes will be transformed prior to lookup.

17 Troubleshooting and Support Help



Ziiware Inc.

All Ziiware Product Support
handled by our sister company,
Novex Software Development Inc.



www.novexsoftware.com
sales@novexsoftware.com
902.542.1813

Technical Support

Should you require assistance with this, or any other Novex Software Development product, please feel free to contact us via on the methods listed below, and one of our technical support professionals would be more than happy to assist you.



Support Department

7:30am – 3:30pm Eastern Time
Monday - Friday

Telephone

888-542-1813 ext. 1000

Email

support@novexsoftware.com

**Any after hours voice mail or
email requests will receive
priority response the
following business day.**



Emergency Support

**Available 24 Hours a Day,
7 Days a Week**

**Submit an Emergency Ticket
through our Support Website and a
technician will be paged**

support.novexsoftware.com

**Our Support Professionals are
available on an "on call" basis.
Therefore, please use discretion
when using this method.**

17.1 Login - Text Fields Covered by Keyboard

The iPhone 4S, as well as several older models of i-Devices can sometimes have the on-screen keyboard cover the text fields, or *Done* button. To remedy this, simply follow the alternative login instructions, found in the *Setup Instructions* on page 4.

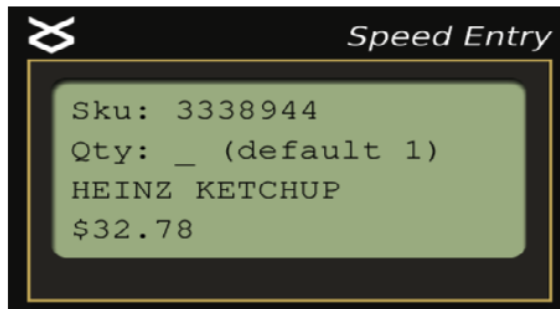
17.2 Scanning troubles

Most scanner issues are resolved by doing a factory reset, ensuring the scanner is in iOS mode, and reconnecting. If unexpected “not found” messages appear...



63435890509 (UPC A) not found

...you can try typing the code into the search screen to see if the item is present in the selected customer's catalog. You only need to type the first few digits to begin seeing results, and quickly determine whether the code is present.



If a matching code appears in the results, compare it carefully with the code in the *not found* error message. The two codes must match exactly. The code in the error message may have extra digits, or it may be missing digits. If so, you should contact technical support with the exact *not found* error message (both code and symbology), and they can reconfigure your barcode lookup settings.