Installation of Facts & Comparisons eAnswers Mobile app

- **Installation and activation process for Android**

  **Prerequisites**

  The Facts & Comparisons eAnswers Mobile application for Android requires a strong cellular or Wi-Fi signal for installation. The application may transfer a significant amount of data which could result in charges from your carrier. We recommend that you utilize an unlimited data plan or connect to a Wi-Fi network when installing or updating this product. Please contact your carrier for assistance with your data plan or with utilizing a Wi-Fi connection.

  Facts & Comparisons eAnswers Mobile applications are subscription based. The content and updates are available only during the subscription period. The software must be activated using an activation code. Institutional and corporate users can obtain an activation code directly from their site administrator. An activation code must be entered for the App to function properly.

  Android system requirements:

  o Android powered phone running v1.5 or higher
  o Access to the Android Market
  o SD card with at least 600 mb free space

  **Installation**

  **NOTE:** The screen flow may vary slightly depending on the particular type of mobile device and version of Android currently being used.

  1. Ensure you have a strong wi-fi or cellular connection.
  2. On your Android device, tap the MARKET icon and search for Facts & Comparisons eAnswers Mobile.
  3. Select Facts & Comparisons eAnswers Mobile and tap INSTALL. When the warning appears, tap the OK button.
  4. When the application is installed, tap on Facts & Comparisons eAnswers Mobile and follow the Activation instructions below for Android.

  **Activation**

  1. Enable your cellular or wi-fi Internet connection. Wi-fi users, make sure you are connected to a wi-fi connection.
  2. Open the F&C eAnswers Mobile application.
  3. Accept the Terms and Conditions license agreement.
  4. Register the product and fill out the information as described, including an email address. This will tie the device to the email address used in registration.
  5. Press Register.
  6. Answer question concerning use of the phone’s SD card for storing data.
  7. Press “OK” to acknowledge the information provided in the box.
  8. Enter the Product Code that you received and tap the Done button once. Each use of an activation code consumes a license.
  9. Acknowledge the successful activation of the product by touching “OK”.

10. The list of databases available in your subscription should now populate the Update list.

**Downloading Databases and Updating**

1. Before you can begin accessing your subscription, the databases need to be downloaded.
2. Please let your device check for updates. This can take 5-10 seconds.
3. Place check marks next to the databases you wish to install, or tap SELECT ALL.
4. Touch “Begin Update”.
5. If necessary, repeat the previous step; some databases have multiple components.
6. After the update is complete, tap the LIBRARY tab to begin accessing your eAnswers Mobile subscription.

**Installation and activation process for iOS devices (iPhone, iPod touch, iPad)**

Follow the steps outlined below to successfully activate your product code.

**Prerequisites**

The Facts & Comparisons eAnswers Mobile application for iPhone, iPod touch, or iPad requires a strong cellular or wi-fi signal for installation. The application may transfer a significant amount of data which could result in charges from your carrier. We recommend that you utilize an unlimited data plan or connect to a Wi-Fi network when installing or updating this product. Please contact your carrier for assistance with your data plan or with utilizing a Wi-Fi connection.

**Installation**

1. Enable your cellular or wi-fi Internet connection. Wi-fi users make sure you are connected to a wi-fi connection.
2. Tap on the APP STORE icon.
3. Tap on SEARCH, type "eAnswers", and tap SEARCH again.
4. Select “eAnswers Mobile” from the list.
5. Tap FREE, then INSTALL, and enter your iTunes password (if prompted) and tap OK

**Activation**
1. Open the Facts & Comparisons eAnswers Mobile application.
2. Accept the license agreement
3. Choose “Create Account“ and fill out the information as described, including an email address.
4. Choose a password.
5. Click on the Register button to register the device. Additional iOS devices can then be registered if desired using the email address and password.
6. Enter the product code when prompted by the device. Each use of an activation code consumes a license.
7. Tap the Done button once to complete the activation process.

**Downloading Databases and Updating**

1. Before you can begin accessing your subscription, the databases need to be downloaded. Please press the OK button when receiving the message to update the databases.
2. The list of databases available in your subscription should now populate the Update list. Tap the Update button once if the list does not automatically populate.
3. Select the buttons next to the databases you wish to install, or press the SELECT ALL button and then tap UPDATE.
4. After the update is complete, tap the LIBRARY tab.
5. Select a database and begin accessing your Facts & Comparisons eAnswers Mobile subscription.