

GoldMine® Mobile Edition 9.0 Frequently Asked Questions (FAQ)

Document Overview

The purpose of this document is to provide answers to frequently asked questions regarding GoldMine® Mobile Edition 9.0.

GoldMine® Mobile Edition Frequently Asked Questions

Question: What is GoldMine Mobile Edition 9.0?

Answer: GoldMine Mobile Edition is a web based mobile application built for touchscreen devices and is compatible with GoldMine® Premium Edition 9.0.3 (GMPE). GoldMine Mobile Edition 9.0 supports business activities for your mobile team members. The application has a mobile Customer Relationship Management feature and functionality set, including customer and contact management, daily activity management and case management support.

Question: Which versions of GoldMine are compatible with Goldmine Mobile Edition version 9.0?

Answer: You must be running GoldMine Premium Edition 9.0.3 and later to utilize Goldmine Mobile version 9.0.

Question: How do I obtain the GoldMine Premium Edition 9.0.3 release to use with GoldMine Mobile Edition 9.0?

Answer: For GoldMine Mobile Edition 9.0 licenses it is required that you upgrade to GoldMine Premium Edition 9.0.3 in order to install the mobile application. Please contact your GoldMine Solutions specialist for more information on how to upgrade to GMPE 9.0.3.

Question: What if I am an existing GoldMine® Mobile Edition 3.x or 4.x customer?

Answer: If you are an existing GoldMine Mobile Edition 3.x or 4.x customer current on a maintenance and support contract you are eligible to upgrade your existing GoldMine Mobile 3.x or 4.x licenses to GoldMine Mobile Edition 9.0.

If you are a GoldMine Mobile Edition 3.x or 4.x customer and are not current on a maintenance and support contract you have the options to renew your maintenance and support contracts for a minimal fee, and then upgrade to GoldMine Mobile Edition 9.0. Please contact your GoldMine Solutions Partner or the FrontRange Solutions Maintenance Renewal team at maintenance@fronrange.com for further information.

If you are current on your maintenance and support contract, please follow the instructions below for requesting GoldMine Mobile Edition 9.0 licenses.

The GoldMine Mobile Edition 9.0 product download is available from the FrontRange Solutions Support Site Download Center. The upgrade will require a new license for installation. To download the GoldMine Mobile Edition 9.0 product and request the new license:

1. Log in to the support site <http://www.fronrange.com/Support/Login.aspx>
2. Click on the Drivers and Downloads link and then click GoldMine. Select GoldMine Mobile from the drop down menu.

3. Download GoldMine Mobile Edition 9.0 (do not install until you receive your GoldMine Mobile Edition 9.0 license). Please ensure you have GoldMine Premium Edition 9.0.3 installed since this is the GMPE version compatible with GoldMine Mobile Edition 9.0.
4. Click on the "Non-Urgent Submit Ticket" link from the top menu bar to submit an online request for your GoldMine Mobile Edition 9.0 license; please include your HDA number, number of seats, and current version.
5. **Please allow two business days** for the license to be sent.

Alternatively, customers can send an email to customer.support@frontrange.com to request the GoldMine Mobile Edition 9.0 license; please include your HDA number, number of seats, and current version.

Question: What are the features in GoldMine Mobile Edition 9.0?

Answer: Following is a summary of the features in GoldMine Mobile Edition 9.0. For a comprehensive and detailed listing of these features, refer to GoldMine Mobile Edition 9.0 webpage or brochure which may be found at: <http://www.frontrange.com> or contact your GoldMine solutions partner.

- **Log contacts and track activities** – Attach time-stamped notes of phone conversations, meetings and ideas, as well as view histories and activities for any contact.
- **Manage revenue related activities** – Help manage and identify forecasted sales, increase sales productivity and drive additional revenue through available mobile sales functionality.
- **Perform service engagements** – Provide service technicians and other field service workers with instant access to customer, case and service activities for them to perform their field based problem to resolution processes.
- **Manage mobile activities** – See all of your calls, meetings and to-do entries in the activities list available on the mobile device. In real-time update the activity record and associated CRM data so no information is lost and all teams are kept up to date on any activity performed in the field. SMS reminders ensure no activity is missed while you're on the road.

Question: In what languages is GoldMine Mobile Edition 9.0 available?

Answer: GoldMine Mobile Edition 9.0 is currently available only in English.

Question: Are there minimum usage requirements to use GoldMine Mobile Edition?

Answer: No, customers are not required to purchase a minimum number of users for the GoldMine Mobile Edition 9.0.

Question: Do the amount of GoldMine Mobile Edition 9.0 users need to match my GoldMine Premium Edition licensed users?

Answer: No, it is not required that customers purchase the same amount of GoldMine Mobile users as they have licensed for the GoldMine Premium Edition product. Customers are not allowed to purchase more GoldMine Mobile Edition 9.0 licenses than they have for GMPE.

Question: How is GoldMine Mobile Edition licensed?

Answer: Customers purchase named user licenses for GoldMine Mobile Edition. After installing the product, an administrator will select specific named users for access to GoldMine Mobile Edition, up to the number of users available for that license. When GoldMine Mobile Edition is used, each logged in user will consume a concurrent GoldMine Premium Edition license (i.e., one E license).

Question: Is GoldMine Mobile Edition available on all mobile devices?

Answer: GoldMine Mobile Edition 9.0 is currently compatible with iOS devices (Apple iPhones and iPads).

Question: Does GoldMine Mobile Edition 9.0 work with all wireless network providers?

Answer: GoldMine Mobile Edition 9.0 will work with any wireless network provider that supports the iOS product line. Please work with your wireless network provider regarding their support of the iOS product line.

Question: Does GoldMine Mobile Edition 9.0 have all the features of GoldMine Premium Edition 9.0?

Answer: GoldMine Mobile Edition 9.0 does not contain the full feature set of GoldMine Premium Edition 9.0. GoldMine Mobile Edition 9.0 is built for typical application usage and form factor available on a mobile device, and features required by the mobile workforce.

Question: Do I need a wireless connection to access my GoldMine Mobile Edition data 9.0?

Answer: Yes, GoldMine Mobile Edition 9.0 is a web-based mobile application which requires a wireless connection for users to view, query, add, and edit CRM information via mobile device.

Question: Are GoldMine Mobile Edition users required to 'sync' the application?

Answer: No, GoldMine Mobile Edition 9.0 users do not have to perform a 'sync' function. Since the application is a web based application, when a network connection is available any updates to the user's data will automatically get 'synchronized' to the online GoldMine Premium Edition application.

Question: Do my GoldMine Mobile Edition 9.0 users need to have the application installed in-house by my IT department?

Answer: No, GoldMine Mobile Edition 9.0 end users do not have to come into the office in order for the application to be installed and maintained. Since the mobile application is wireless, the end user can add the correct URL into their mobile browser and can use their login username and password to access the application. There are server-side implementation items. Please refer to the administration guide for these server side installation instructions.

Question: What if my users lose their device? Is the data safe if a device is lost or stolen?

Answer: Since GoldMine Mobile Edition 9.0 is a web application, it does not store GoldMine-related data locally on the device.

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