Quick guide for the ME App Store

About the ME App Store

The ME App Store is primarily for OEMs and allows activating different applications on terminals and job computers.

About this manual

In this short guide you will receive all information you need to activate your apps at ME App Store.

The App Store is located at the following URL: http://www.me-app.de
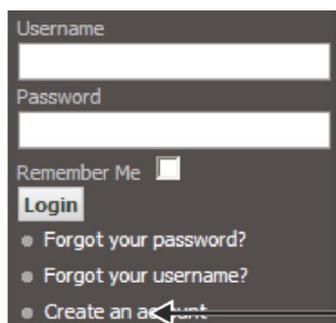
Note in case of incorrect activations

The activations in the App Store are binding. The following procedure is necessary, if wrong inputs/incorrect activations were made in the App Store:

1. Inform our Technical Support via the e-mail address service@mueller-elektronik.de.

2. Send the concerned device to our address.

   > We remove the activation from this device.
   > You receive the invoice and a credit note.

Because the activation cannot be removed from the App Store, the incorrect order will be displayed in the history. Accordingly a new activation in the App Store in no longer possible. For this purpose, please contact us directly.

How to register for the App Store

1. Click on "Create an account".

2. Type in your data in the respective fields. Choose a clear username and a password with at least 8 digits consisting of letters and numbers.

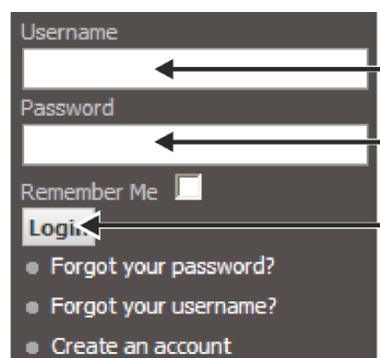## How to register for the App Store

3. Click on "Register".

Register

> You will receive an e-mail with your registration confirmation and your login information.
> Your account will be activated within the next 24 hours.
> Please note, that activation is only processed from Monday to Friday. At weekends or on public holidays the activation time is extended in accordance to this.
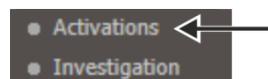
Execute a activation

When executing a activation you can activate several applications for a terminal or a job computer.

1. Log in with your username.

2. The window "Multiple Activation" appears. If not, click on "Activations".

3. Type in the serial number of your terminal or your job computer. This number consists of the "ME-NR" and the "SN" you can see on the sticker on your terminal or your job computer. Type in both numbers without a space.

Note: When entering the number, the input fields often react on the keyboard only. In this case a selection with the mouse is not possible.

4. Type in the first 15 digits of the letter code of your terminal license menu.
For job computers type in the code of the job computer license menu. The code can contain numbers too.
You will find more information about the license menu in the manual of your terminal or job computer.

5. Use the input fields "Reference" to allocate you own numbers (e.g. customer ID). You have to use at least one of the input fields.
You can use letters, numbers and other characters.

Execute a activation

6. Mark the apps you would like to activate.

    - Green
      Feasible applications.
    - White
      Applications which are already activated.
    - Yellow
      Applications which can only be activated after another application
      had been activated already (green).

Note: After activation, the display in the App Store is updated after approx. 24 hours. If you want to activate another yellow marked app, you have to mark the corresponding green app again, even if you already activated it. The green marked app will not be charged again.

Note: If you have a job computer with an activation executed without letter code in the past, the existing activations will not be displayed.

Note: There is no internal check whether the letter code is compatible with the serial number or not. Make sure that you enter the correct digits.
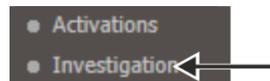
7. To complete your order, click on "send".

> After a few minutes you will receive an e-mail with the activation key for every activation you just ordered.
> A double order of an application is not possible. If you already have ordered a marked app, you will receive an e-mail with this information.

8. Type in the activation key into the license menu or your terminal or job computer.

Execute an investigation

If you would like to search for orders or products you have already purchased, you can use the investigation function.

1. Click on "Investigation".

2. Type in the number you want to search for. You can select between "Order number", "serial number" and "letter code". Alternatively you can select a product.

3. Click on "send".

Coupons

This function is only for special purposes. You do not need this function by default.

COUPONS

Contact

For questions or any problems you may apply to the following contact data:

Phone: +49 5258 - 9834-1330

E-mail: info@mueller-elektronik.de

Business hours: Mon-Thu: 8.00 am – 4.00 pm

Fri: 8.00 am – 1.00 pm