

Sandoz Software

WIF 'n Proof Guide to Registration and Installation

Version 3.2

The Weaver's Digital Assistant

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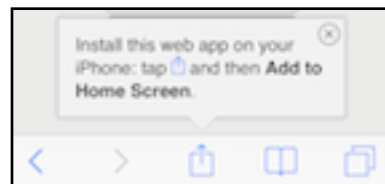
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How to Install & Register WIF 'n Proof

Installing WIF 'n Proof

To install WIF 'n Proof to your device you will first need to purchase a license at www.WIFnProof.com. Once purchased, you will receive a link to the program web site and a password. You should navigate to that link on your mobile device and accept the End User and Software License Agreements. The application will then start in your web browser window. You will see a gray box across the lower part of the screen with the words "Update loading". This indicates that the program is being downloaded to your device. Wait for the app to finish loading, and then make a bookmark before starting the Registration process.

On **iOS** you will also see a reminder to create the home screen icon. To make a home screen icon in Safari, tap on the Share button. On the iPad, it is at the top of the screen. At the popup menu, select '**Add to Home Screen**'.



IMPORTANT NOTE: On **iOS 6 and up** you **MUST** make a Home Screen Icon **before** continuing to register. Make the home screen icon as soon as you see the reminder. It is not necessary to wait. Then restart the application from the Home Screen Icon. You may see a blank screen while the app downloads.

When you create a home screen icon, iOS moves the application from the website (in your Safari browser) to it's secure location in the iOS file system. Any data created before the home screen icon is created is not moved, so WIF 'n Proof does not know if you have already started the registration process.

From now on you will start WIF 'n Proof from the home screen icon rather than in your web browser. This will allow you to see the entire screen without the address bar on top and the tool bar on the bottom.



On **Android**, I highly recommend you use Chrome to run WIF 'n Proof. Chrome, like iOS, will allow you to create a home screen icon dedicated to WIF 'n Proof.

To install WIF 'n Proof and the home screen icon in Chrome:

1. Open WIF 'n Proof in the Chrome browser and tap the Menu button (three vertical dots) in the upper right-hand corner of the screen (or tap the hardware menu button on those devices having one).
2. Select 'Add to homescreen' from the menu.

3. Tap the 'Add' button in the pop up dialog.
4. Then, from the home screen, tap the app icon to open in full screen mode. You no longer need to open Chrome to run WIF 'n Proof.

Note: *Chrome is a free download to most devices. The native Android browser is very outdated and most manufacturers no longer support or update it.*

If you choose to use the native Android browser, to make the home screen icon you may first have to make a bookmark. To do that, tap on the Bookmark icon, usually in the upper right corner of the browser.. Then tap on 'Add' in the upper left corner of the bookmarks list. Next, in the bookmark list, tap and hold on the WIF 'n Proof bookmark and select 'Add shortcut to Home' from the pop up menu. The method may vary from one Android device to another.

On the original **Kindle Fire**, once downloaded, an image of WIF 'n Proof will be displayed on the top shelf (the 'Carousel' of recent items) on the Home Screen. You should add it to your 'Favorites' shelf by tapping and holding on the image until the menu appears. Tap on 'Add to Favorites'. The image is then copied to the 'Favorites' shelf and is the Kindle Fire equivalent to the 'home screen icon'. Once added to the 'Favorites' shelf it will be available for offline use. WIF 'n Proof will not be listed in the Apps section since it is essentially a web site.

On later **Kindles**, Amazon has removed the ability to place a web app on the 'Favorites' shelf. You will have to create a bookmark in the Silk browser and start WIF 'n Proof from the bookmark.

Note: *On some Android devices, a Chrome home screen icon will open the native Android browser. In that case, start WIF 'n Proof from the Chrome bookmark.*

Registering WIF 'n Proof

You will now have to complete the two step registration process before you can use WIF 'n Proof. You must be connected to the Internet to complete the registration.

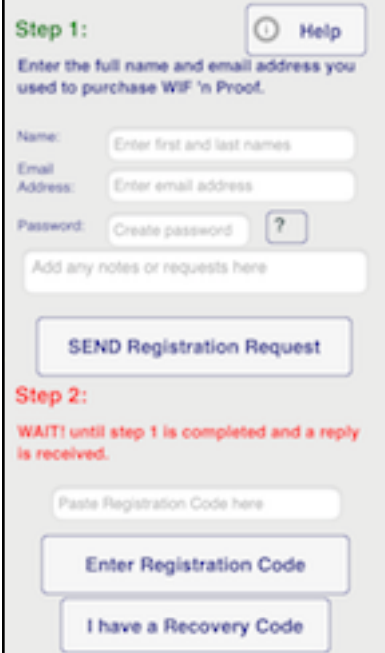
Note: This screen, like every other WIF 'n Proof screen, has a **Help** button. Tap on **Help** for assistance with any screen.

Enter the registration information requested in **Step 1**. This must match the information you supplied when purchasing the license as I identify each registered user by the name and email address. Double check your email address as if there is a mistake I will not be able to contact you.

Note: On some devices the keyboard, when it comes up, may obscure the text boxes or compress the screen. When the keyboard is dismissed the screen will resize properly. Dismiss the keyboard and double check your entries before submitting the information. If your keyboard does not have a button to dismiss it, tapping anywhere on a blank area of the form will usually do the trick. To close the keyboard on the Fire HD, swipe from the ?123 key to the Delete key.

Next create a WIF 'n Proof 'Cloud' Service password of your own choosing. This password can only consist of letters and numbers and must be between 3 and 8 characters in length. It is case sensitive. You don't have to get too creative here, it is only for access to your own drafts and backups. Make it something easy for you to use on your mobile device. Do not use a password such as "1a2B3c4D" as this is difficult to enter with a handheld device. The combination of your first name and password will be required each time you backup your data or transfer a draft. Please do not use a password you also use on a secure site such as your bank.

If you wish to have the registration send to a different email address or wish to use a nickname instead of your first name as your WIF 'n Proof 'Cloud' username, enter a note in the Notes field.



The screenshot shows a two-step registration process. **Step 1:** "Enter the full name and email address you used to purchase WIF 'n Proof." It includes fields for Name (with placeholder "Enter first and last names"), Email Address (with placeholder "Enter email address"), and Password (with placeholder "Create password" and a question mark icon). There is also a "Help" button in the top right and a text area for "Add any notes or requests here". A "SEND Registration Request" button is at the bottom. **Step 2:** "WAIT! until step 1 is completed and a reply is received." It includes a "Paste Registration Code here" field, an "Enter Registration Code" button, and an "I have a Recovery Code" button.

Step 1: Enter the full name and email address you used to purchase WIF 'n Proof.

Name: Helen Sandoz

Email Address: support@sandozsoftware.com

Password: MyPass

use nickname: Joan

SEND Registration Request

Please double check your entries for accuracy and then tap on **SEND Registration Request**. WIF 'n Proof checks that your chosen password does not contain a disallowed character or conflict with another user's password. If it does, you must choose another. WIF 'n Proof will then send me an email containing the information you entered.

Once I receive this email, I will generate your Registration Code and send it to you at the email address you entered. You will usually receive the reply message with your Registration Code within an hour or two, but within a maximum of two working days at the most. I am on the US East coast and may not see a message sent in my evening hours or weekend days until the next morning. You must wait for this reply message before you can continue.

To complete the Registration, you must be connected to the Internet. Once you receive the reply, in the email app on your mobile device, tap and hold on the code in the message body until the 'Select' menu appears, then tap 'Copy'. Close your email and start WIF 'n Proof again from the home screen icon or bookmark.

The application will request the code in **Step 2**. The code is case sensitive and must be entered exactly as received.

Step 2: Enter the Registration Code below. It is case sensitive. Double check for accuracy.

Paste Registration Code here

Enter Registration Code

[I have a Recovery Code](#)

Tap on the text entry box to bring up the keyboard, and then tap and hold on the text entry box until the menu appears. Tap on 'Paste' to enter the code accurately. Then tap on **Enter Registration Code**.

Note: *Not all devices support copy and paste. In that case you will have to enter the code manually. It is case sensitive.*

Once the code is accepted, you will not need it again. This is a 'one use only' code and will fail if you use it again. On most devices, you will also no longer need web access except to import or export a draft.

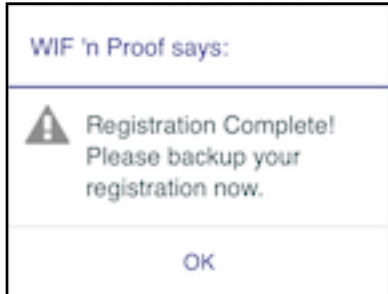
Note: *To copy on the Fire, in your email app, tap and hold on the registration code until it is highlighted. Check that the highlight contains the entire code and nothing more, and then tap quickly on the highlighted code. The highlight should turn off and you will see a message - 'Text copied to clipboard' - near the bottom of the screen. To close the keyboard on the Fire HD, swipe from the ?123 key to the Delete key.*

If you do not receive a reply within a day or two, restart WIF 'n Proof from your home screen icon or bookmark. The registration form will display the information you

entered. Please double check it. You will need to reenter any note you created. Now tap on the button **RESEND Request**. You may also send me an email at support@sandozsoftware.com

Note: On all devices, you must be on a WiFi network in order to complete the registration. WIF 'n Proof will remind you and will not accept the code if you are offline.

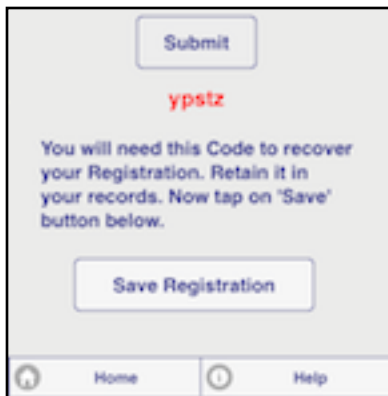
Starting WIF 'n Proof



Once WIF 'n Proof accepts the Registration Code, you will see a message that you have completed your registration and a reminder to backup your registration information. Mobile devices may easily lose data - you may have to reset your device, you may have to clear your browser cache, and so on. You should backup your registration to the free WIF 'n Proof 'Cloud' Service so that if you do lose your data, you do not need to again go through the registration process.

WIF 'n Proof will automatically take you to the Registration Backup Screen. Enter your 'Cloud' account username and password as shown in your registration email and tap on **Submit**.

WIF 'n Proof checks that your username and password are valid and creates a five character code displayed in red under the **Submit** button. You will need this code to recover your license registration, **so write it down and keep it safe**. I will not be able to recover it for you.



Then tap on **Save Registration**. Done! WIF 'n Proof now starts at the Home Screen.

*Note: Apple's Cloud Storage (iCloud) and WIF 'n Proof 's 'Cloud' Service are not connected in any way. If you backup your device to the Apple's iCloud, your WIF 'n Proof data might **NOT** be included. To be sure you have securely backed up your data, you must use the free WIF 'n Proof 'Cloud' Service.*

Troubleshooting

Occasionally problems happen. You can always email me for assistance at support@sandozsoftware.com, but first please check this Troubleshooting guide. If you have a general problem that is not solved by the points below, please send me as detailed a description as you can.

Any Device:

Take A Picture:

If possible, include a screenshot with any support request. On iOS, press the home button and the On-Off button simultaneously to take a screenshot. For Android, if you do not have an app to take screenshots, a photo from a digital camera would be helpful. Some Android 4.0 and higher devices include a screen capture icon on the system bar along the bottom. On the Kindle Fire (starting with 3rd generation) press the power and the volume down buttons simultaneously.

Home Screen Icon:

On **iOS** it is very important that you run WIF \n Proof from a home screen icon, not directly in your browser. A browser, because of the address and status bars, limits the size of the screen and you will not be able to see all the buttons and controls. It is also important that you use Safari rather than Chrome. Follow these [instructions](#) to place a home screen icon if you have not already done so.

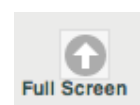
On most **Android** devices you should first create a bookmark in the browser. Then, on most devices, tap and hold on the bookmark to create a home screen icon.

Using the Full Screen Mode:

It is important to use your device's Full Screen mode. Some WIF \n Proof screens are quite full and will look much better if expanded to the entire screen, especially the smartphone version as the screen is relatively small.

Safari automatically uses a full screen mode as does Chrome (on iOS6 but not on iOS7). I recommend Safari on **iOS** devices as you can only create the Home Screen icon with Safari.

Chrome on **Android** has full screen capability, but the user has to initiate it. I have added a **Full Screen** button to the Home Screen that will only be visible if you are running WIF \n Proof in Chrome on Android. On the Smartphone version it is a small button in the lower left corner of the screen. On the mid and full size tablet versions, it is a new button at the bottom on the Home Screen.



The Kindle Fire has a dedicated Full Screen icon when you are using the Silk browser. On the original Kindle Fire it is located at the bottom right in the 'Options' bar. On the Kindle Fire HD it is located in the center of the 'Options' bar. Tapping on the Full Screen icon hides the browser tabs, the URL bar and the Options bar. To recover those items, drag up at the bottom of the screen.

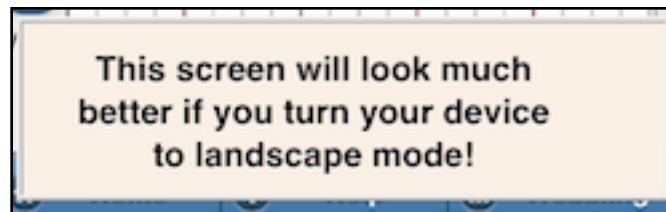


The Kindle Fire HD will also run WIF 'n Proof in Chrome. Use the **Full Screen** button in the WIF 'n Proof Home Screen. I recommend Chrome if it is available on your Fire.

The native browser on **Android 4.0** (and higher) has a 'Quick Controls' setting that hides the address and status bars. If you use 'Quick Controls', they may interfere with access to buttons on the left or right side of the screen. Sliding your finger from nearer to the center of the screen to the button and a quick tap often avoids the 'Quick Controls' popup. **Chrome**, if available for your device, will give better results.

Landscape vs Portrait Modes:

WIF 'n Proof is designed to be held in portrait mode with the exception of the two threading screens. Threading charts are wide and short, and treading charts are tall and thin. For this reason, WIF 'n Proof displays the threading charts in landscape mode and the treading charts in portrait. WIF 'n Proof will always remind you of the intended



mode by displaying a reminder.

Note: *You may close the reminder by tapping on it and you may ignore the advise. However some screens will certainly display better in the intended mode. Most screens, with the exception of the color picker and both threading and treading screens will still function if held in the opposite mode.*

Problems with a Draft:

If you have a problem that only occurs with a specific draft, please send me a description of the problem and the WIF file as an attachment.

For iOS:

Apple's iOS5 Users take note:

iOS5 removed the 'Clear Cache' choice in iOS4 Safari settings, replacing it with 'Clear Cookies and Data'. This choice will remove your database and registration. The correct method to clear the cache is: go to Settings - Safari - Advanced - Website Data. Then tap on '**Edit**' on the upper right. Next tap on the red minus button next to any website you do not regularly visit and from which you do not need to retain data, and then on 'Delete'. Do not delete data from sandozsoftware.com or you will lose both your database and your registration.

In addition, Apple's documentation indicates (in **iOS5** only) that if Safari needs additional cache space, Safari will delete data without requesting permission. They have also indicated that the oldest used data will be deleted first, so if you do not open WIF 'n Proof regularly, you may lose your database. When you next start WIF 'n Proof, you will be directed to the Registration Recovery Screen. If you do not have a backup, you will need to again request a registration code. If you start WIF 'n Proof in order to download a new version, it may appear that the update has deleted your database. For this reason, I suggest you backup your registration, and always export a draft that you have either created or edited in the Design Center and backup your database whenever you add or change a file. This data loss problem has been corrected with iOS6.

iOS6 and iOS7 Users:

Beginning with iOS6, Apple makes a distinction between Web apps and Home Screen apps. Web apps run within the Safari browser and are still subject to data loss. Home Screen apps (which includes WIF 'n Proof) are Web apps that are started by a home screen icon and now are no longer stored in the Safari cache. Data cannot be deleted by clearing the cache.

Private Browsing on iOS7:

On iOS7, Safari Private Browsing is initiated directly in the browser rather than through the Safari settings. If the browser is set for Private Browsing, WIF 'n Proof cannot download anything to your device. You will see a message such as "Error: 003 error in access to master table. . ". In this case you will have to turn off Private Browsing. If you wish, you can turn it back on after WIF 'n Proof is installed.

To turn Private Browsing off, open Safari. Open any web page and tap on the address field. On the iPhone, tap on the panels icon at the bottom right corner - looks like two overlapping squares. The word 'Private' will appear in the bottom left corner. On the

iPad the keyboard will come up and the word "Private" is just above it on the left. On either device, tap on the word "Private" and then choose either 'Close All' or 'Keep All'.

All iOS Users:

If you experience a problem on any Apple device, try the following items in order:

1. Check the settings for Safari. Go to Settings - Safari. You need to turn off Private Browsing (**iOS6**) and turn on JavaScript. **iOS7** see note above on Private Browsing.
2. Sometimes all your device needs is a reboot. Hold the Sleep/Wake button until the red "slide to power off" slider appears, then slide the slider. After a few seconds, hold the button again until the Apple logo appears.
3. In addition, sometimes you need to clear the list of currently open apps - double tap on the iPad or iPhone home button until the list of open apps appears. **iOS6**: Tap and hold on one until they all start to jiggle and the red minus icons appear. Tap on the red minus icon for each until the list is clear. **iOS7**: Swipe up on the screenshot for each app to remove each app in turn. This does not delete the applications from your device, it merely closed each and releases memory. To finish, tap on the home button. Then reboot.
4. You may have your device locked in landscape mode. Release it if it is locked, and then always hold it in portrait mode while starting the program. You will still be able to view all elements on the screen if you hold it in the incorrect orientation, but it may appear strange. Only the two threading screens are held in landscape mode, the rest are all portrait orientation. The color picker will not function properly in landscape mode.
5. You may need to clear your Safari cache. Go to Settings - Safari - and tap on "Clear Cache". If you are using **iOS5**, see note above. "Clear Cache" is safe and recommended on **iOS4**, and is unnecessary on **iOS6** or **iOS7**.
6. You may be using an older version of iOS. To check, go to Settings - General - About. If needed, update through iTunes.
7. If you do not have an Internet connection (or are using Airplane Mode), you may see a message asking you to turn WiFi on. This is an iOS Safari message, not a WIF
`n Proof message and can be safely ignored. WIF `n Proof runs in it's own private Safari window and the application as well as all your data has been downloaded to your device. WIF `n Proof will run just fine without Internet access.

For Android (the Original Fire and the Nook Color):

***Note:** for the Original **Fire** and the **Nook Color**, first see their sections below. If you are using Chrome, there are additional hints below*

If you experience trouble, try the following in order:

1. You may need to enable JavaScript on your device. Open your browser and from the Menu button select 'More', then select 'Settings'. Scroll down to 'Enable JavaScript' and make sure it has a checkmark. Do **not** use the browser menu choice 'Settings' - 'Clear cache' to clear your cache as that will erase your database as well as your registration.
2. You may need to clear your browser cache. Open the Android Settings app (not web settings in the browser) and tap on Applications. In the 'Applications' menu, tap on Manage applications. If you have a choice, select 'All' applications, scroll down and select 'Internet'. Then tap on Clear cache. Do not clear data. Do **NOT** clear cache on the **Nook Color**. For the original **Fire**, see below.
3. Sometimes all your device needs is a reboot. Hold the Power/Lock button until the 'Device Options' menu appears. Select 'Power off'. Wait until it is completely shut down before restarting.
4. Most Android devices have a native browser setting called 'Default zoom' with three choices - Close, Medium and Far. If you cannot see all of the controls on the screen, you may have to adjust this setting. Try 'Medium' first, and then 'Far'. You may also wish to select 'Auto-fit pages'.
5. If you use gmail and access your email through the native Android mail app, you may be unable to use 'Copy and Paste' from an email message. In this case, go to your gmail account through the Android web browser. There you will be able to 'Copy' from the message and 'Paste' into WIF 'n Proof.
6. I recommend using the WIF 'n Proof 'Cloud' Service instead of 'copy and paste' on the device. 'Copy and Paste' on Android can be very slow. The reason? Android does not actually copy text to the clipboard, but places a reference to the file in the clipboard. When 'pasting', it then opens the file and copies in sections. In addition, we are working over the Internet, and due to cross website privacy concerns, this again slows things down considerably. I have found that a file under 3 KB will process in a reasonable amount of time. So I recommend breaking up a WIF file into sections that are under 3 KB each, adding an extra blank line at the end of each section, naming them in sequence, and then placing them in Dropbox. Or, if you wish to use email, send them in separate messages. I also found that downloading a file from Dropbox to the device and then opening it as text using Astro (a free file manager) helps.

7. If you are unable to see the images as displayed in this manual, check that the browser setting 'Load images' is enabled.
8. If the keyboard does not automatically close and does not have a 'close' key, tap anywhere on the gray background of the screen. On the Kindle Fire HD, swipe from the ?123 key to the Delete key. (Nook Color see below)
9. Android 4.0 and higher devices using the native Android browser may have an option "Quick Controls—Slide thumb from the left or right edge to open quick controls and hide app and URL bars". This is equivalent to 'Full Screen Mode'. To enable the 'Quick Controls', go to the Internet Settings menu and select "Labs". Then tap on "Quick controls". If you use 'Quick Controls' they may interfere with access to buttons on the left or right side of the screen. Sliding your finger from nearer to the center of the screen to the button and a quick tap often avoids the 'Quick Controls' popup. Chrome, if available for your device, may give better results.
10. If the screen does not update properly after rotating, return to the previous screen **without** rotating the device and then back.

For Chrome on Android:

In addition to the Android hints above, in Chrome settings check the following.

1. Under Content settings, make sure 'Accept Cookies', 'Enable JavaScript' are checked and 'Block pop-ups' is not.
2. Under Privacy settings, make sure 'Do Not Track' is off.
3. If you have changed any setting, reboot your device.

For the Original Kindle Fire:

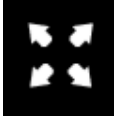
The original Kindle Fire runs a version of Android 2.3 (Gingerbread) that is modified by Amazon just for the Fire. It has some quirks that, hopefully, will eventually be corrected by an operating system update from Amazon.

Note: *Kindle Fire HD users should also read this section, particularly items 1 & 2.*

If you experience problems, try the following in order:

1. Home Screen Icon. There is no home screen icon on the Kindle Fire. Instead, the Home Screen is a bookcase. The top shelf is the "recent" items. Amazon calls this the 'Carousel'. For WIF 'n Proof, the item is a screenshot of the WIF 'n Proof home

screen or last used screen. This screenshot is the equivalent of the 'home screen icon'. The shelves below the Carousel are your Favorites. The Carousel can fill up quite quickly, so for easy access, put WIF 'n Proof into your Favorites shelf. To place WIF 'n Proof on your 'Favorites' shelf, tap and hold on WIF 'n Proof on the Carousel and then tap on "Add to Favorites".

2. Full Screen view. On the bottom of the Kindle screen is the 'Options Bar' used to navigate in the Kindle. When using the browser, the 'Options Bar' is used to access bookmarks or the menu. At the far right end (original Kindle Fire) or the center (Fire HD) of the 'Options Bar' is the 'Full Screen' icon. Tap on that icon to close the 'Options Bar'. It should also close the address bar so that WIF 'n Proof can show the entire screen. To again access the 'Options Bar', flick up at the arrow in the center at the bottom of the screen. 
3. You may need to clear your browser cache. Open the Fire Settings app by tapping on the 'gear' icon in the upper right corner of the Home Screen (not web settings in the browser), then tap on 'More' and then 'Applications'. In the 'Applications' menu, if you do not see 'Browser' listed, select 'All Applications' from the filter drop down box. Scroll down the list and tap on 'Browser'. Then tap on Clear cache. Do NOT clear data.
4. Navigation within WIF 'n Proof: The Fire has a 'Back arrow' prominently displayed in the 'Options Bar'. If you use the Full Screen mode, you will not see it. This arrow is a system 'Back' button and must not be used within the WIF 'n Proof app. To navigate within WIF 'n Proof, use the navigation bar at the bottom of each screen as described in this manual.
5. 'Copy' - Importing WIF files. I recommend using the WIF 'n Proof 'Cloud' Service instead of 'copy and paste' on this device. As of the writing of this manual, Dropbox is not supported but Evernote is. Evernote is free in the Kindle app store and free for your computer. A WIF file has to be entered as a note on your computer. Follow the instructions [here](#) to copy the WIF file to the clipboard.
6. 'Paste' - Importing WIF files. I recommend using the WIF 'n Proof 'Cloud' Service instead of 'copy and paste' on this device. There are two issues when pasting a WIF file - one is trying to paste a file larger than 4kb and the other is leaving the keyboard open. Either one may crash the browser. It seems to be a random occurrence. You may see that the file was pasted correctly, but the browser crashes. It may take 2 or 3 (or more) tries to paste a file. Unfortunately, this is something I have no control over - we have to wait on Amazon. Use the free WIF 'n Proof 'Cloud' service instead.
7. Screen response. I have found that generally the screen is quite responsive, but occasionally, especially near the edges, you may have to tap several times or tap and hold. Sometimes there appear to be 'dead spots', which later recover. This again, I expect, will be corrected.

8. Web settings: There are several browser settings that will affect WIF 'n Proof. Tap on Web at the Home Screen, then on the 'Menu' icon at the bottom of the screen. Tap on 'Settings'. Tap on 'Default zoom' and select 'Medium' or 'Far' and make sure that 'Enable JavaScript', 'Load images', and 'Auto-fit pages' are selected. Change 'Text encoding' to UTF-8. Do NOT use 'Clear cache' - you will lose your application and registration. Instead, see #3 above. If you are initially having trouble opening the WIF 'n Proof website, turn off 'Accelerate page loading' until the Amazon Silk browser learns the correct address.

For the Nook Color:

Note: *The Nook Tablet cannot run WIF 'n Proof. The Nook HD family had no problems when I tested them. For the Nook HD follow the general Android instructions.*

If you experience problems try the following:

1. Do **NOT** clear your cache. If you do so you will erase WIF 'n Proof from your device. You may, of course, reinstall but you will have to register again. An email to me in advance will expedite the registration.
2. Home Screen Icon. You must first make a bookmark to the application by tapping on the star to the right of the address bar, and then on 'Add bookmark'. Then, in the bookmark list, tap and hold on the bookmark just made. Tap on 'Add shortcut to Home'.
3. Navigation within WIF 'n Proof: The Nook Color has a 'Back arrow' prominently displayed at the top left of every screen in the address bar. This arrow is a system 'Back' button and must not be used within the WIF 'n Proof app. To navigate within WIF 'n Proof, use the navigation bar at the bottom of each screen as described in this manual.
4. 'Copy' and 'Paste' are not supported on the Nook Color. I recommend using the WIF 'n Proof 'Cloud' Service instead.
5. Screen response. I have found that generally the screen is quite responsive, but occasionally you may have to tap several times or tap and hold until you get a response. Persevere, I have found every control does eventually work. Occasionally the screen may scroll out of view. Try rotating your Nook 90 degrees and back. If that does not solve the problem, exit the app and close the browser. Then restart from your bookmark. WIF 'n Proof usually remembers your place.
6. Web settings: There are several browser settings that will affect WIF 'n Proof. Tap on Web from the main Nook menu, then on the 'Menu' icon at the top right of the screen. Tap on 'More Options' and then 'Settings'. Tap on 'Default zoom' and select

'Medium' and make sure that 'Enable JavaScript' and 'Auto-fit pages' are selected. Change 'Text encoding' to UTF-8.

7. The Nook keyboard does not have a 'close' key and usually does not close automatically. Swiping down on the keyboard should close it.

For the 'Cloud' Service:

If you experience trouble using the 'Cloud' service, note the following:

1. Currently only Chrome and Safari web browsers sufficiently support HTML5 and JavaScript. Both are free for either the PC or the Mac. I recommend Chrome as it allows you to easily download a WIF file from the 'Cloud' Service. Download Chrome at <https://www.google.com/chrome> or Safari at www.apple.com/safari
2. Your password is case sensitive. It must be entered exactly as entered when you registered WIF 'n Proof or applied for the account, both when transferring your draft and when backing up your data.
3. You must press 'Tab' or click on the background after entering the title for your draft in order to enable the **Send Draft to 'Cloud'** button.
4. If you forget your password or wish to change your password, you may email me at support@sandozsoftware.com. Please supply your name and email address used when purchasing a license for WIF 'n Proof.
5. You may have only one draft on your 'Cloud' account at a time. If you send two in a row, you will only be able to access the last one. In addition, most mobile device browsers 'cache' website access for a day, so you may be limited to one file a day. That is not a limitation I impose, but rather one caused by your browser. If you find that, after uploading a new draft, your device wants to import a previous file, you have hit the 'cache' problem. There are some workarounds. On iOS devices, if you close both WIF 'n Proof and Safari in the list of currently open apps (see #6 under iOS above) and then re-open WIF 'n Proof, Safari might bypass the cache. On Android devices, turning off the device and turning it back on sometimes clears this cache, or you may try clearing the cache (see #1 under Android devices above or #3 under Kindle Fire above).
6. You may also have only one backup of your database. If you have two devices and backup the first and then the second, the second will overwrite the first.
7. You may have one backup of your registration information for each licensed version. WIF 'n Proof will assign a 'Restore Code' for each license. It is unnecessary to backup your registration on a single device more than once.

8. If you do not wish to install Safari or Chrome on your PC or Mac, you may still use the 'Cloud' service to back up and restore your drafts and your license registration. If you did not choose a password when registering and are using a tablet or iPad, you may apply on your tablet. If not, just email me with your first and last name, your email address and a few password choices. Passwords must be between 3 and 8 characters in length and may only contain alpha-numeric characters. I will send you a confirmation once I have prepared your account.

Support

Support is only a click away. Email me at Support@SandozSoftware.com if you have any questions. No program is entirely bug free, and if you encounter one I would like to know. If you can, an included screenshot or digital photo and detailed description of what you were doing at the time of the error would be appreciated. If a WIF file does not display properly, please attach it to the email.

I also would like to know if you have any suggestions to improve WIF 'n Proof. Most improvements do come from user requests, so please don't hesitate to make a suggestion. Mail to: Support@SandozSoftware.com

The Legal Stuff

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