



MobileManager

IT Administrator Guide

2006-03-29



Contents

1. Overview.....	3
1.1. MM INFRASTRUCTURE.....	3
1.2. MM ENTERPRISES.....	3
1.3. MM FUNCTIONALITY.....	4
2. Login.....	5
3. Devices / Groups.....	7
3.1. ADD A DEVICE.....	7
3.2. CREATE NEW DEVICES FROM LIST.....	11
3.3. ADD A GROUP OF DEVICES.....	15
4. Modify device settings.....	17
5. Packages.....	24
5.1. CREATE A PACKAGE.....	24
5.2. EDIT (UPDATE) PACKAGE.....	26
5.3. SEND SAVED PACKAGE SETTINGS TO DEVICES.....	27
6. Reports.....	29
6.1. VIEW REPORT.....	29
6.2. EXPORT REPORT.....	31

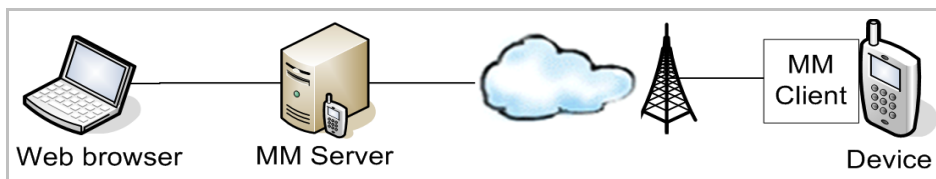
1. Overview

MobileManager is a web-based application that provides over-the-air (OTA) management of Windows Mobile devices. The application provides centralized management of all mobile devices within an organization (enterprise). The following is an overview of the

- MM infrastructure
- MM enterprises
- MM functionality

1.1. MM infrastructure

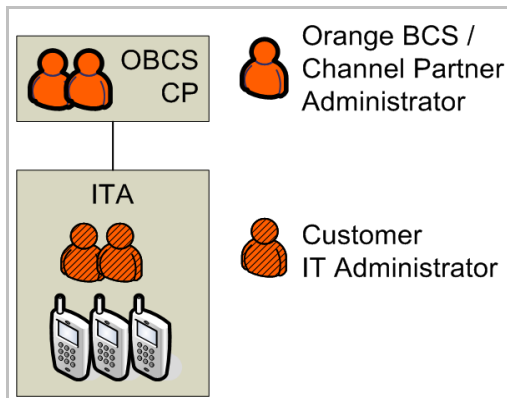
The following diagram shows the major components of the MM infrastructure.



The MM administrator application is accessed via a web browser (Internet Explorer 6 or Firefox). The MM Server sends settings data to the mobile device (via the MM client on the device).

1.2. MM enterprises

The customer IT administrator enterprise is set-up by Orange BCS or the channel partner. The following diagram shows the customer IT administrator enterprise in the MM organizational hierarchy.



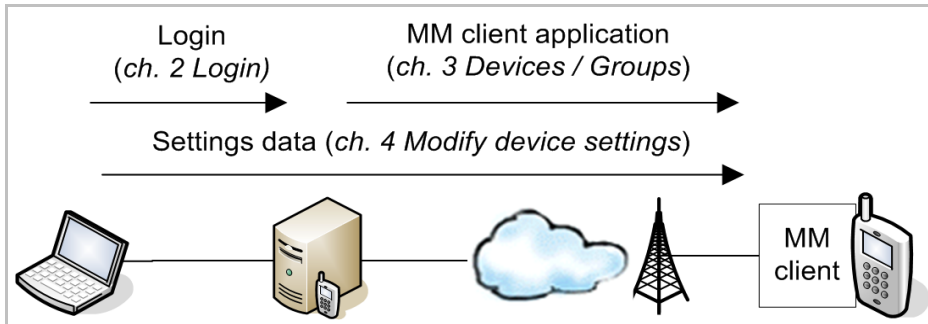
1.3. MM functionality

The remaining chapters in this document describe MM functionality in detail.

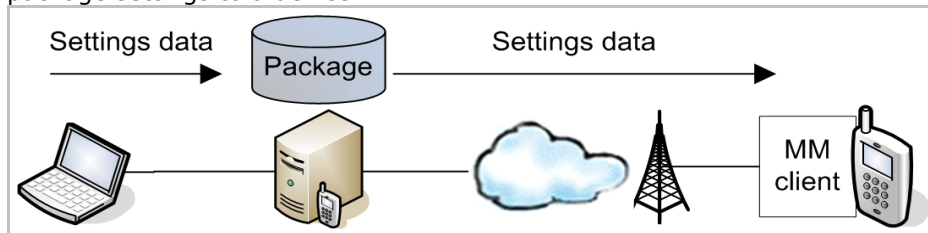
Ch. 2 Login describes how to login to the MM server.

Ch. 3 Devices / Groups describes how to register devices (install the MM client on the device) and create groups of devices.

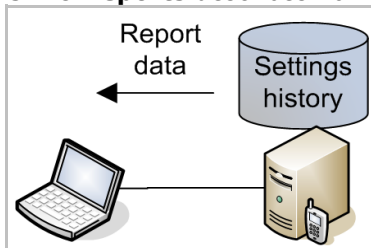
Ch. 4 Modify device settings describes how to send device settings to a device.



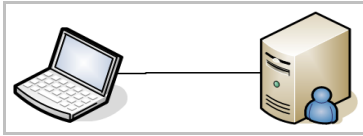
Ch. 5 Packages describes how to store common device settings to packages and send package settings to a device.



Ch. 6 Reports describes how to generate reports of device settings activity.



2. Login



This section describes how to login to MM.

1. In a web browser (Internet Explorer 6 or Firefox) open the MM URL
http://orange.devicesync.co.uk.
2. Enter the
 - Username (typically *Administrator*)
 - Password
 - Enterprise name (for example *CustomerA*)

Note: The username/password and enterprise are normally received from

- Orange BCS or the
- Channel partner

orange™ MobileManager

User not logged in

log in

enter your username, password and enterprise:

username:
Administrator

password:
●●●●●●●●

enterprise:
CustomerA

[forgot your password?](#)

3. Click **log in**. The *terms & conditions* dialog appears.

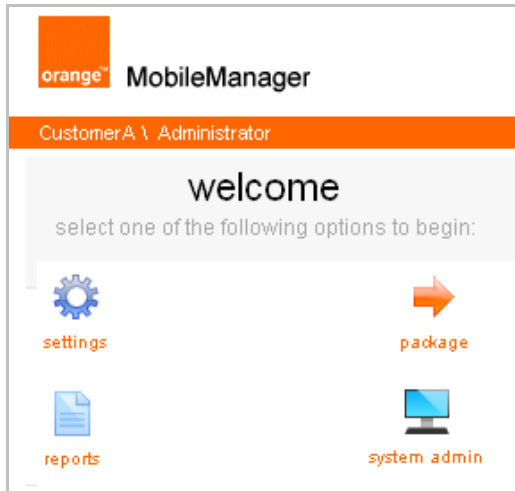
accept terms & conditions

before you use mobilemanager for the first time, please confirm that you have read and accept the **terms and conditions** of use.

I accept the Terms and Conditions

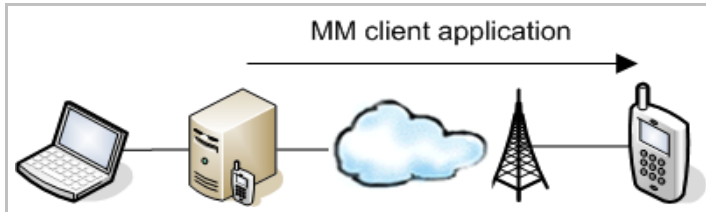
4. Check **I accept the Terms and Conditions**.

5. Click **log in**. The *Welcome* dialog appears.



3. Devices / Groups

Before sending settings to a device, the device must be added. Adding a device involves the installation of the MM client application on the device (typically via GPRS/UMTS).

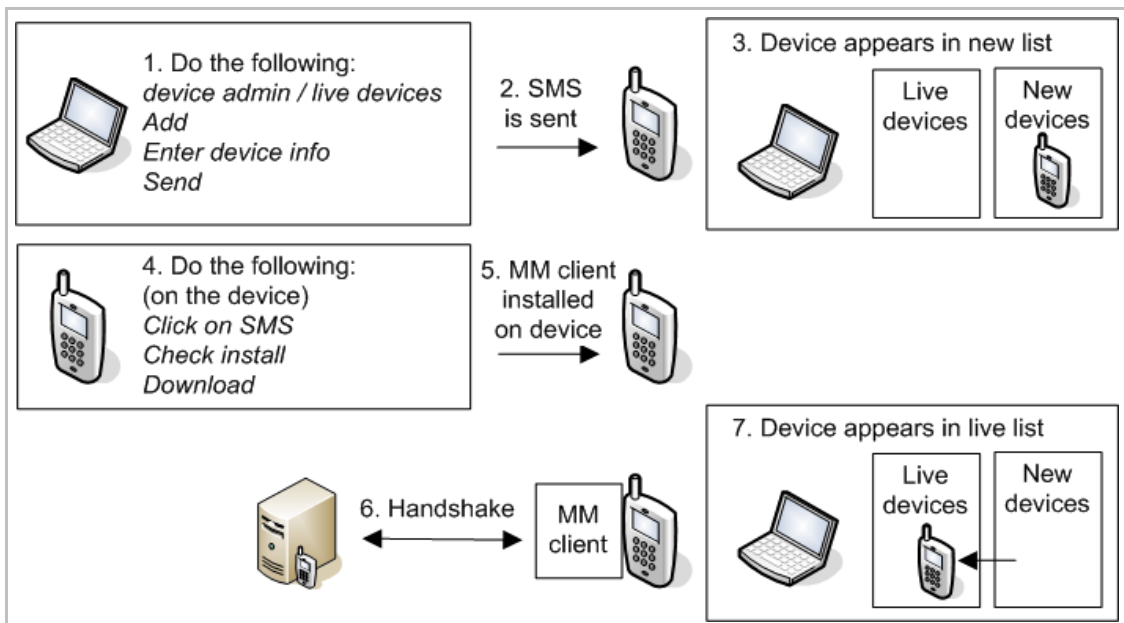


This section describes how to

- Add a device (install the MM client application on the device)
- Import a list of devices from a file (and then install the MM client application on the devices)
- Add a group of devices

3.1. Add a device

The following diagram shows how a device is added.



The following describes step-by-step how to add a device.

1. Click **device admin / live devices**.
2. Click **+ add**.

3. Enter the device information

- *first name*
- *last name*
- *country (of phone number)*
- *phone number*
- *model name*
- *description (optional)*
- *imei (optional)*

4. Click **next**. A dialog (see below) appears stating that an SMS has been sent to the device. The status is initially *processing* and changes to *sent* after the SMS has been sent.

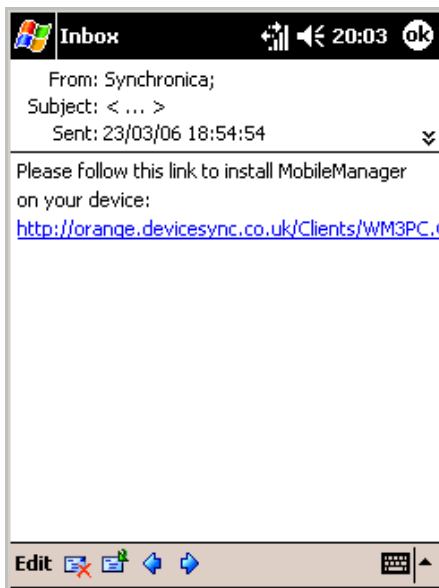
Note: If the status does not change to *sent* (this normally never occurs), then contact Orange BCS or your channel partner.

status	device type	phone number	name
sent	orange m1000	+447977256380	terry taylor

An SMS is received on the device (the diagram below shows an SMS on the on the M1000).

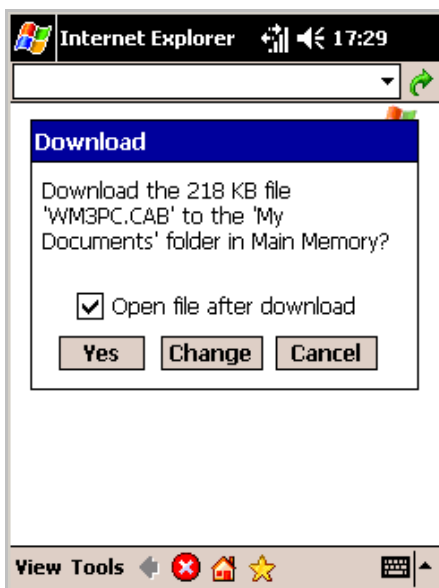
Note: It may take several minutes for the SMS to arrive. If the SMS does not arrive after 10 minutes, then do the following:

- a) Confirm that the device phone number is correct (call the device from a different device).
- b) Resend the SMS (click **back** and then **Send**).
- c) Send an SMS from a different device (to verify that the device can receive SMS's).
- d) If none of the above is the problem, then contact Orange BCS or your channel partner. The delivery agent (the company that delivers the SMS from MM to your device) may be experiencing technical difficulties.



5. On the mobile device: Click on the link. A download confirmation may appear (depending on the type of device).

6. Ensure that **Open file after download** is checked. This will cause the file to be installed immediately after download (without confirmation).



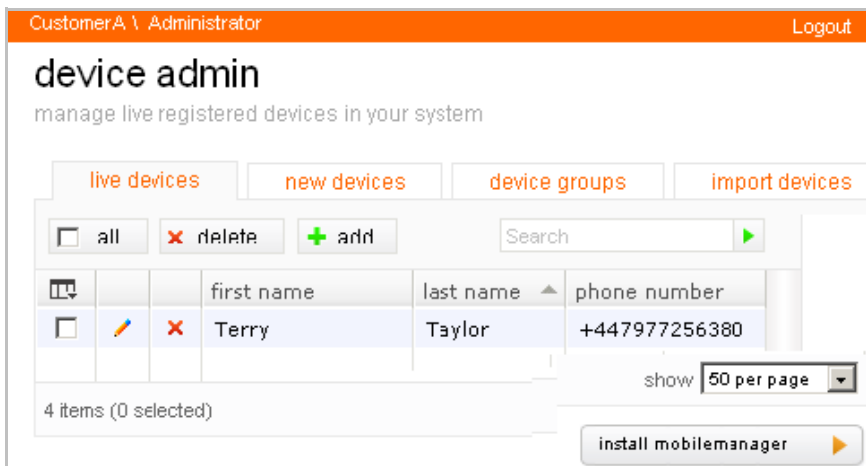
7. Click **Yes** to download the file. The MM client is downloaded and installed on the device.

The *sent* status changes to *successful*.

sent to:			
status	device type	phone number	name
successful ✓	orange m1000	+447977256380	terry taylor

8. Click in **device admin / live devices**. After a short delay (up to several minutes), the device appears in the list of new devices.

Note: If the device does not appear in the list of new devices, then the MM client on the device could not properly communicate with the MM server.



CustomerA \ Administrator Logout

device admin

manage live registered devices in your system

live devices | new devices | device groups | import devices

all

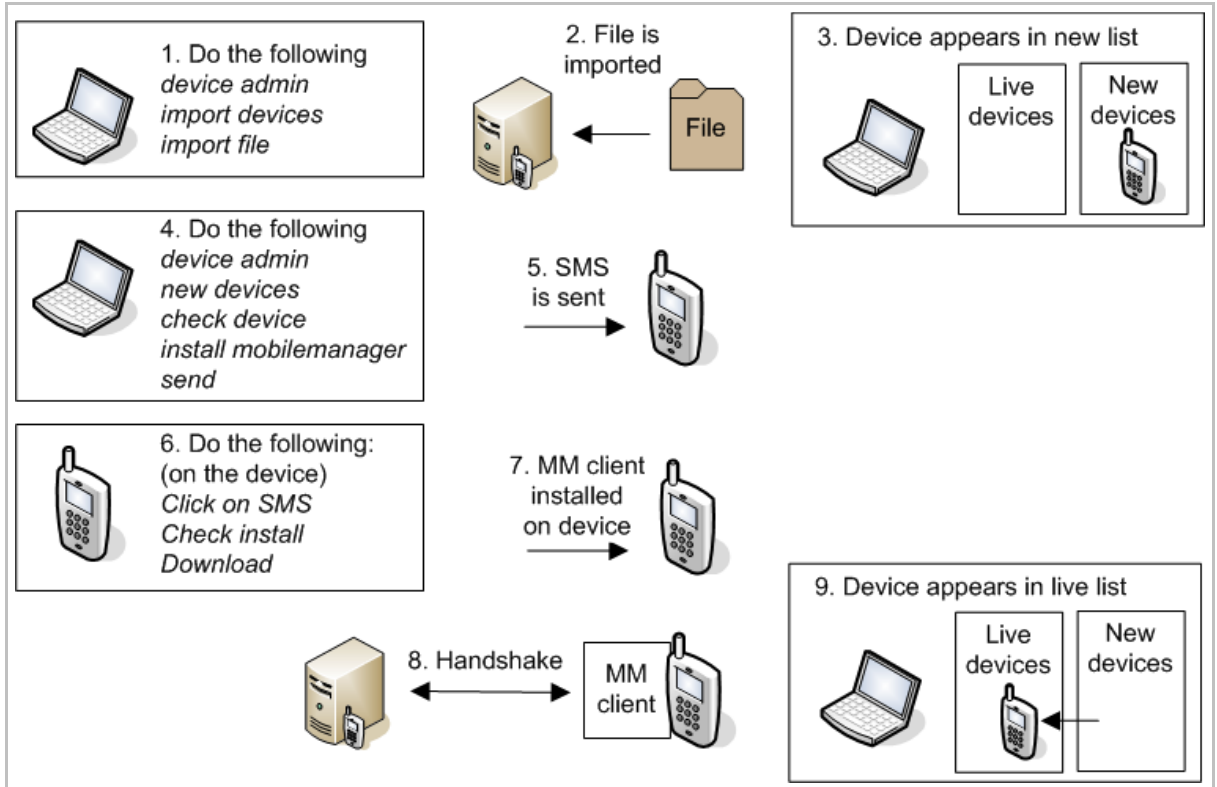
	first name	last name	phone number
<input type="checkbox"/>	Terry	Taylor	+447977256380

show 50 per page

4 items (0 selected)

3.2. Create new devices from list

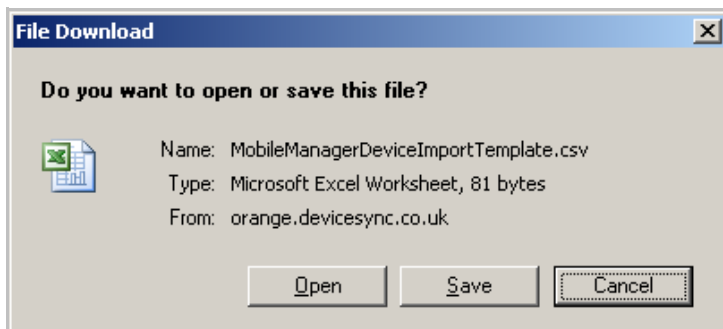
The following diagram shows how a device is added from a list of devices (stored in a file).



The following (see next page) describes step-by-step how to add devices from a list.

1. Click on **device admin / import devices**.

2. Click on **Download template**.



3. Click **Save**.
4. Enter the device information for each device. The following example shows 2 devices (note that the optional description and IMEI are blank).

	A	B	C	D	E	F	G	H	I
1	FirstName,LastName,CountryCode,PhoneNumber,ModelName,NetworkType,Description,IMEI								
2	Taylor,Terry,44,7813230331,Orange C500,GSM,,								
3	Doe,John,44,7973323352,Orange C600,GSM,,								

5. Save the CSV file.

6. Browse to the file.

file:

7. Click **import**.

8. Click **OK** to confirm import.

Import successful ✔

- ▶ Devices found in CSV: 2
- ▶ Existing devices skipped: 0
- ▶ New devices created: 2

9. Click on **device admin / new devices**. The devices are listed.

Customer A \ Administrator

device admin

manage new unregistered devices in your system

all

			first name	last name ▲	phone number
<input type="checkbox"/>			Doe	John	+447973323352
<input type="checkbox"/>			Terry	Taylor	+447977256380

10. Select the devices.

			first name	last name ▲	phone number
<input checked="" type="checkbox"/>			Doe	John	+447973323352
<input checked="" type="checkbox"/>			Terry	Taylor	+447977256380

11. Click on **install mobilemanager**. An installation summary is shown.

Customer A \ Administrator

install mobilemanager

install mobilemanager on new devices

mobilemanager installation summary

contents:

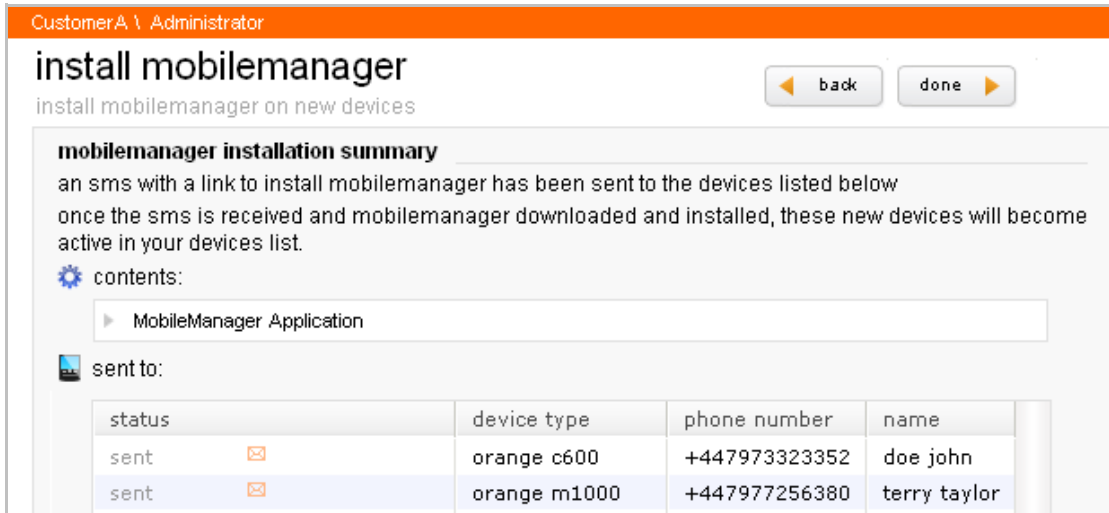
- ▶ MobileManager Application

send to:

status	device type	phone number	name
ready	orange c600	+447973323352	doe john
ready	orange m1000	+447977256380	terry taylor

12. Click **next**. A dialog (see below) appears stating that an SMS has been sent to the device(s). The status is initially *processing* and changes to *sent* after the SMS has been sent.

Note: If the status does not change to *sent* (this normally never occurs), then contact Orange BCS or your channel partner.



CustomerA \ Administrator

install mobilemanager

install mobilemanager on new devices



mobilemanager installation summary

an sms with a link to install mobilemanager has been sent to the devices listed below
once the sms is received and mobilemanager downloaded and installed, these new devices will become active in your devices list.

⚙️ contents:

- ▶ MobileManager Application

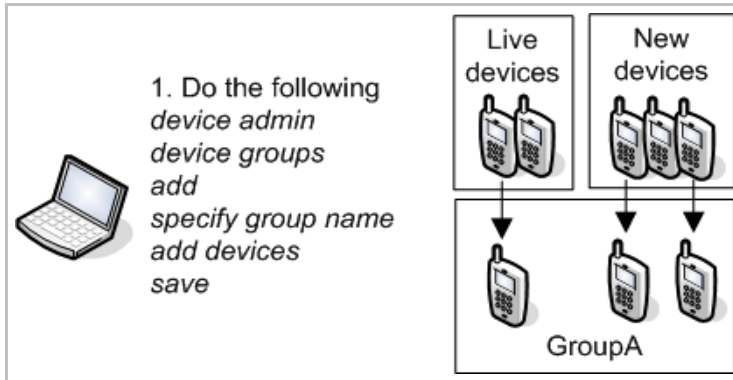
📱 sent to:

status	device type	phone number	name
sent 	orange c600	+447973323352	doe john
sent 	orange m1000	+447977256380	terry taylor

13. Finish the installation (as described in the previous section) by clicking on the link and installing the client on the device(s). Verify that the devices are shown in the list of *live devices*.

3.3. Add a group of devices

Device groups make it possible to deploy to multiple devices simultaneously. The following diagram provides an overview of how a group is added.



The following describes step-by-step how to add a group of devices.

1. Click on **devices admin / device groups**.
2. Click **add**.
3. Enter the group name.
4. Select the group devices.
5. Click **>**.

CustomerA \ Administrator Logout

group management

manage groups of devices in your system

[+ add group](#)

name:

available devices

all

<input type="checkbox"/>	last name	phone number
<input type="checkbox"/>	powell	+447811165029
<input type="checkbox"/>	powell	+447811330761
<input type="checkbox"/>	Terry	+447813230331

4 items (0 selectec) show

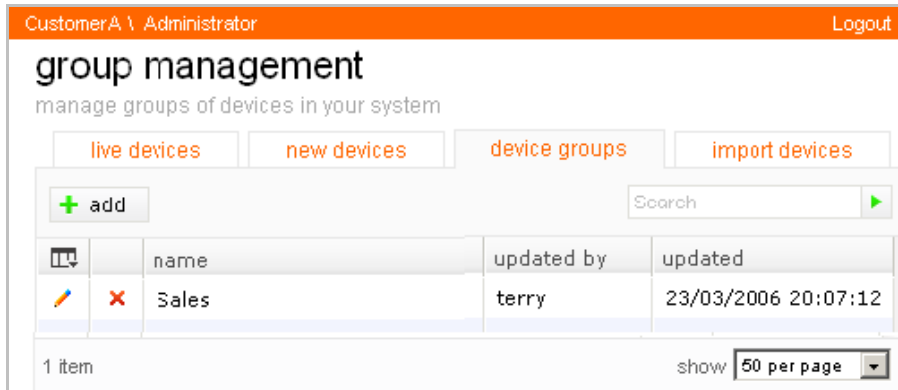
selected devices

all

<input type="checkbox"/>	last name	phone number
<input checked="" type="checkbox"/>	Killeen	+447971387168
<input checked="" type="checkbox"/>	Taylor	+447977256380
<input checked="" type="checkbox"/>	John	+447973323352

3 items (3 selected) show

5. Click **save**. The group is listed.





CustomerA \ Administrator Logout

group management

manage groups of devices in your system

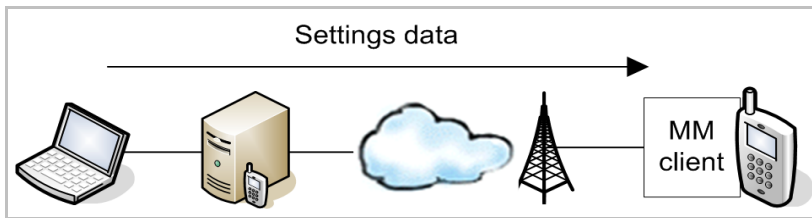
[live devices](#) [new devices](#) [device groups](#) [import devices](#)

[+ add](#) ▶

	name	updated by	updated
 	Sales	terry	23/03/2006 20:07:12

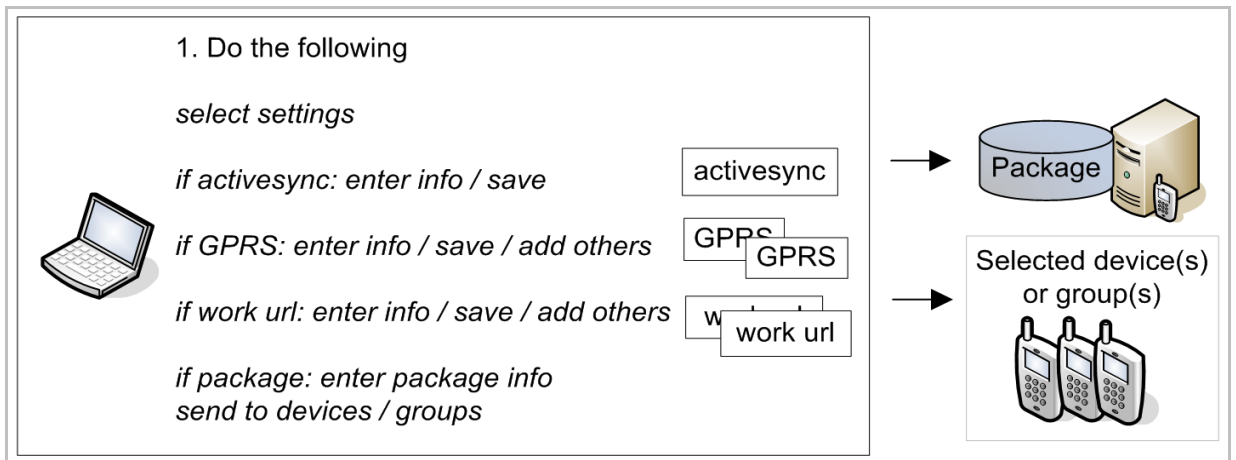
1 item show ▼

4. Modify device settings



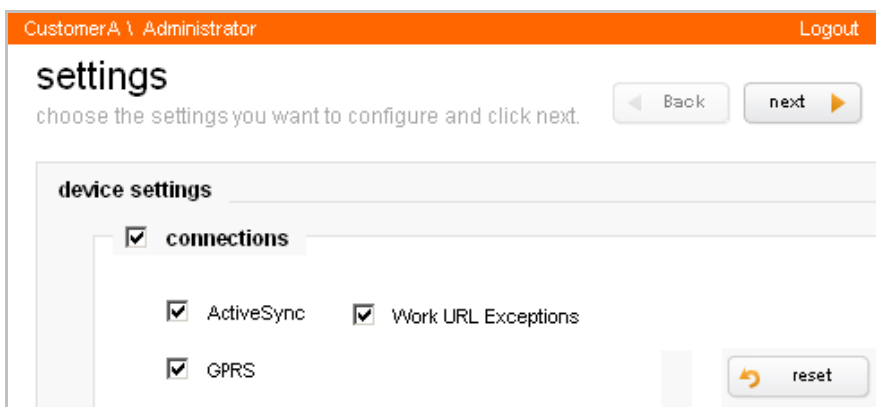
This section shows how to send settings data to devices.

The following diagram shows how settings data are sent.



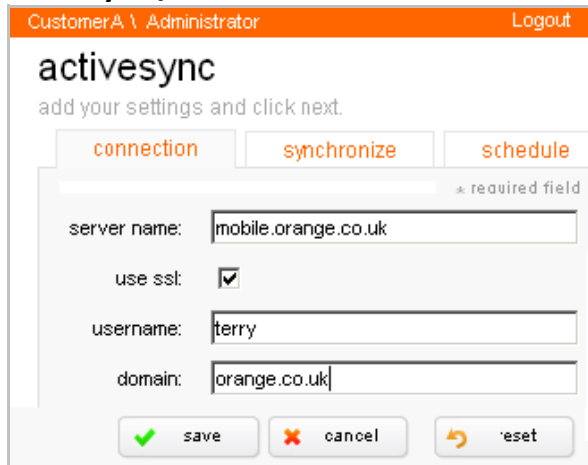
The following describes step-by-step how to send settings data.

1. Click on **settings**.
2. Check the required settings.



3. Click **next**.
4. If *activesync* was checked: Enter the required active sync information.

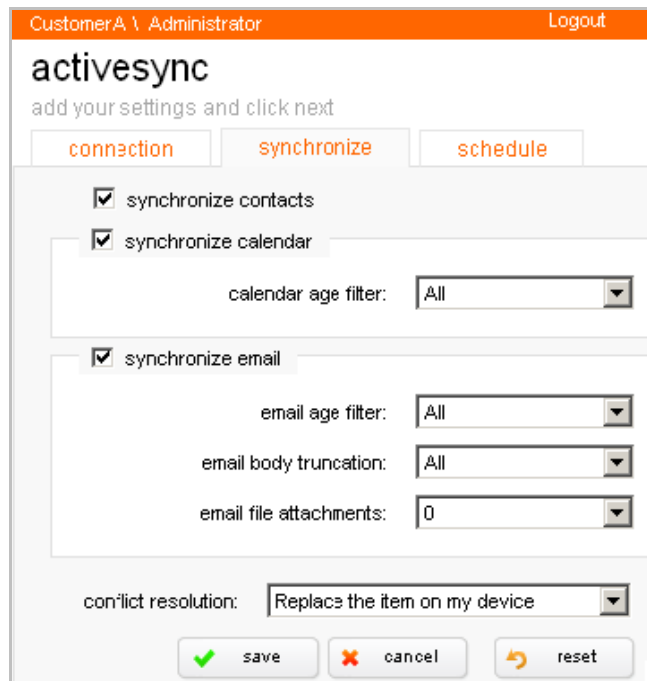
- **activesync / connection**



- **activesync / synchronize**

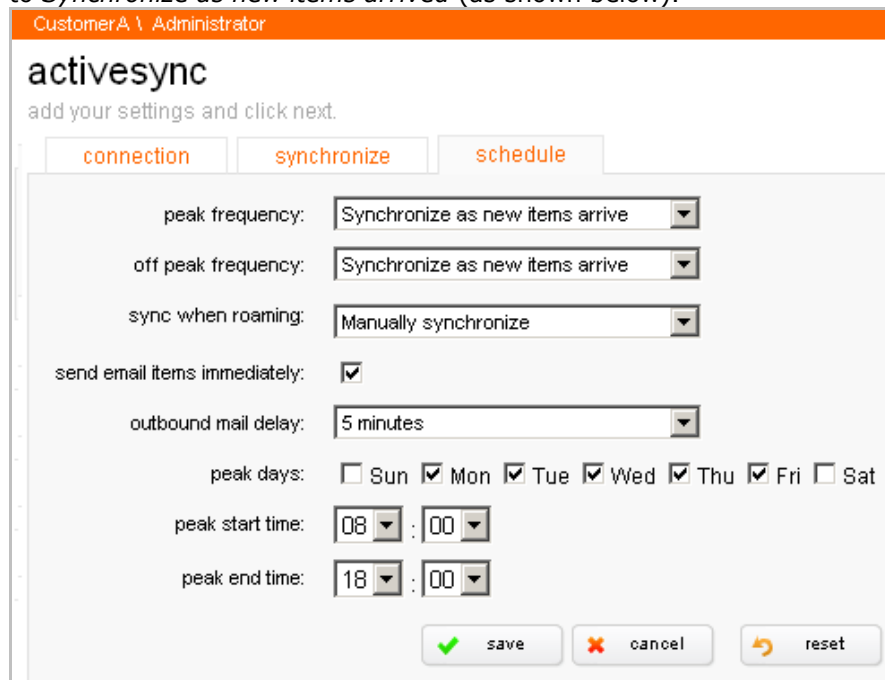
Specify the

- *calendar age filter* and *email age filter*. Only calendar items and emails within the specified time period will be synchronized.
- *email body truncation*: The email body is limited to the specified size. The end of the email is deleted as required .
- *email file attachments*: Email attachments greater than the specified size are not synchronized.



- **activesync / schedule**

Note: Push email requires that the *peak frequency* and *off peak frequency* are set to *Synchronize as new items arrived* (as shown below).



CustomerA \ Administrator

activesync

add your settings and click next.

connection synchronize **schedule**

peak frequency: Synchronize as new items arrive

off peak frequency: Synchronize as new items arrive

sync when roaming: Manually synchronize

send email items immediately:

outbound mail delay: 5 minutes

peak days: Sun Mon Tue Wed Thu Fri Sat

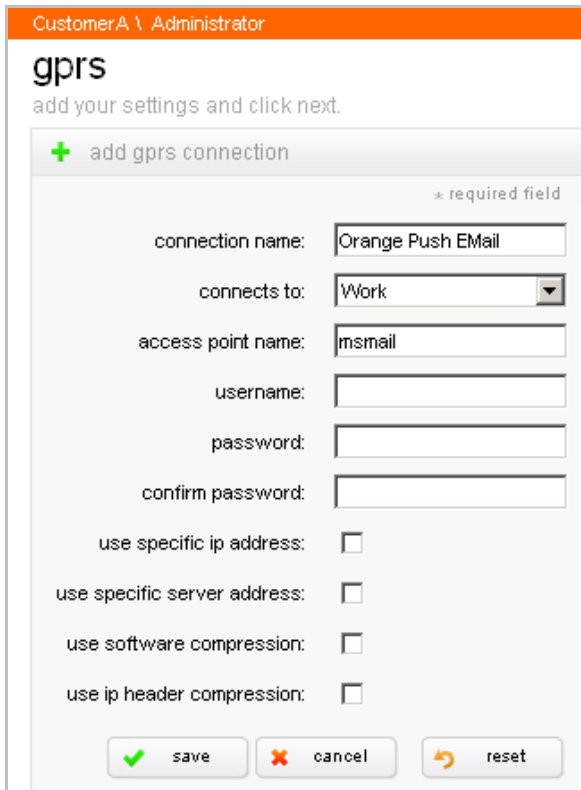
peak start time: 08 : 00

peak end time: 18 : 00

5. Click **save**.

6. Click **next**.

7. If *gprs* was checked: Add the required (possibly multiple) GPRS settings.



CustomerA \ Administrator

gprs

add your settings and click next.

+ add gprs connection

* required field

connection name:

connects to:

access point name:

username:

password:

confirm password:

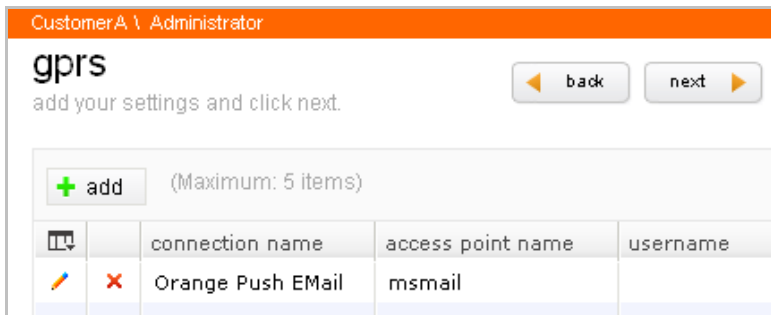
use specific ip address:

use specific server address:

use software compression:

use ip header compression:

8. Click **save**.



CustomerA \ Administrator

gprs

add your settings and click next.

back next

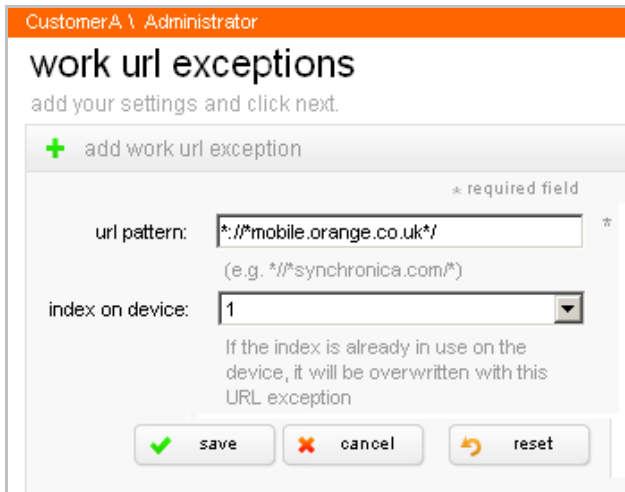
+ add (Maximum: 5 items)

	connection name	access point name	username
<input type="button" value="edit"/> <input type="button" value="delete"/>	Orange Push EMail	msmail	

9. Add any other required GPRS settings.

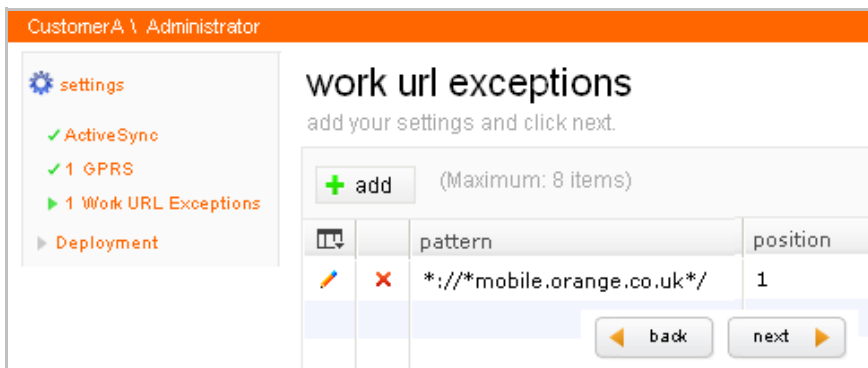
10. Click **next**.



11. If *work url exceptions* was checked: Add the required (possibly multiple) work URL exception settings.



12. Click **save**.

13. Add any other required work URL exception settings.

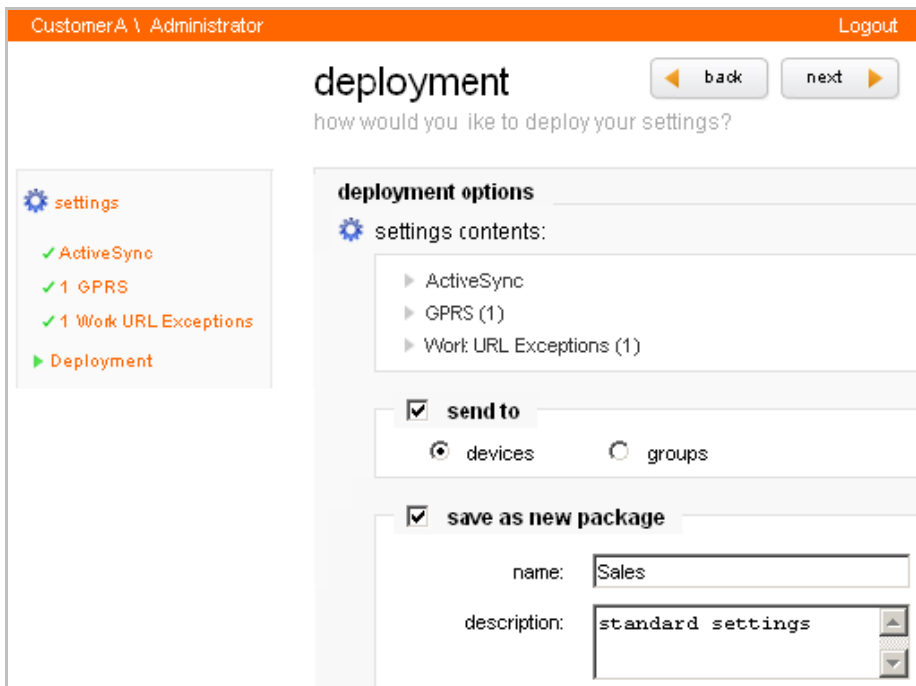


	pattern	position
 	*://*mobile.orange.co.uk/*	1

14. Click **next**.

15. Select to send to **devices** or **groups**.

16. To save to a package: Check **save as new package** and enter the package **name** and **description**.



Customer.A \ Administrator Logout

deployment

how would you like to deploy your settings?

◀ back
next ▶

settings

- ✓ ActiveSync
- ✓ 1 GPRS
- ✓ 1 Work URL Exceptions
- ▶ Deployment

deployment options

settings contents:

- ▶ ActiveSync
- ▶ GPRS (1)
- ▶ Work: URL Exceptions (1)

send to

devices groups

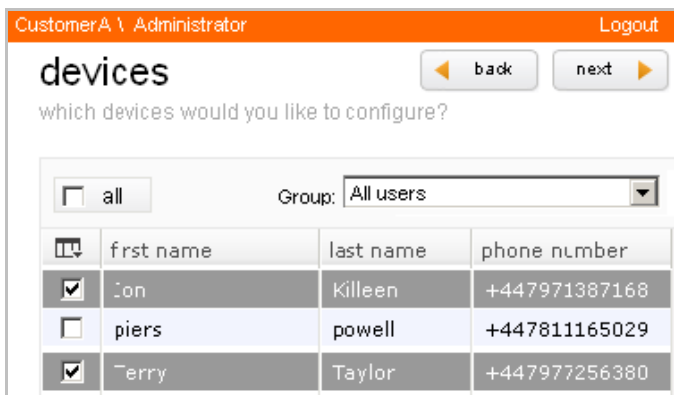
save as new package

name:

description:

17. Click **next**.

18. Select the devices or groups.



Customer.A \ Administrator Logout

devices

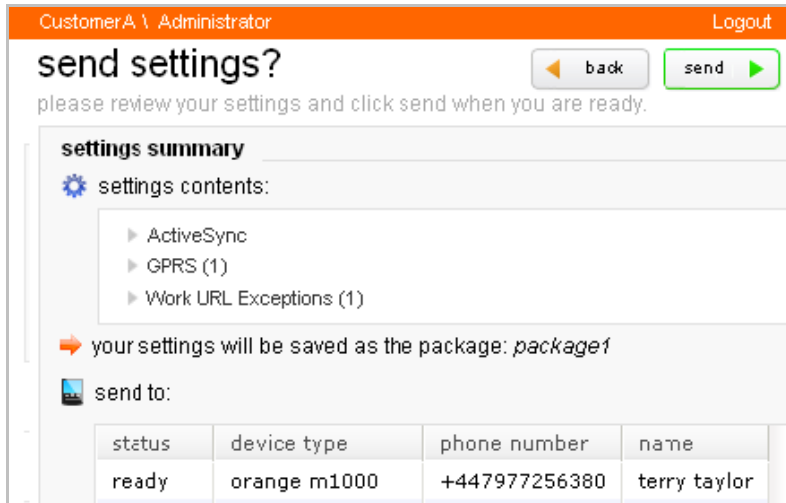
which devices would you like to configure?

◀ back
next ▶

all Group: All users

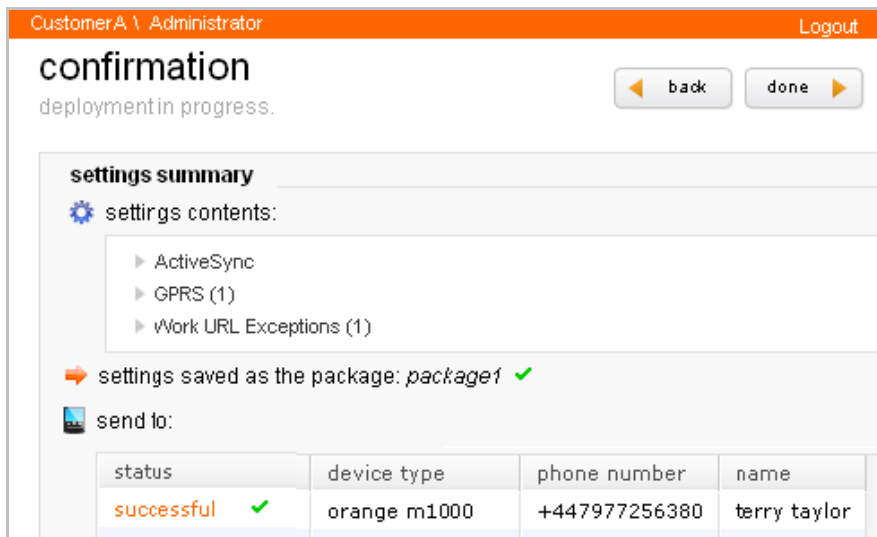
	first name	last name	phone number
<input checked="" type="checkbox"/>	Jon	Killeen	+447971387168
<input type="checkbox"/>	piers	powell	+447811165029
<input checked="" type="checkbox"/>	Terry	Taylor	+447977256380

19. Click **next**. The *send settings?* dialog appears.



20. Click **send**. The status is *processing*, *sending*, *receiving*, and finally *successful* (this may require several minutes).

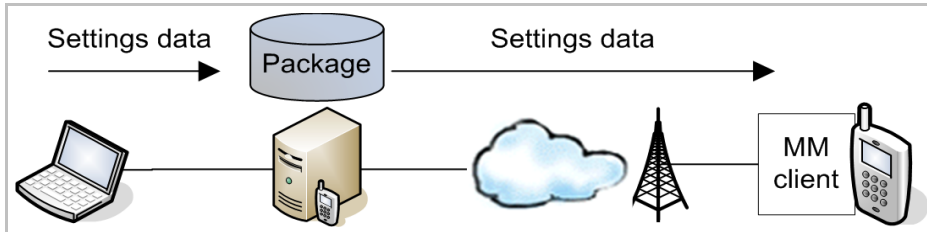
Note: If the status does not change to sent, then contact Orange BCS or your channel partner.



On the device: The settings are changed and a notification of the changed settings is received.

5. Packages

Settings data can be stored in packages. Packages can be edited and sent to devices.

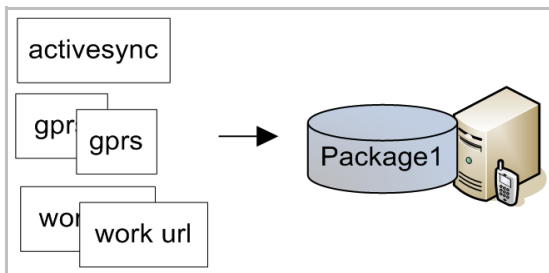


This section describes how to.

- Create a package
- Edit (update) a package
- Send a package settings to devices

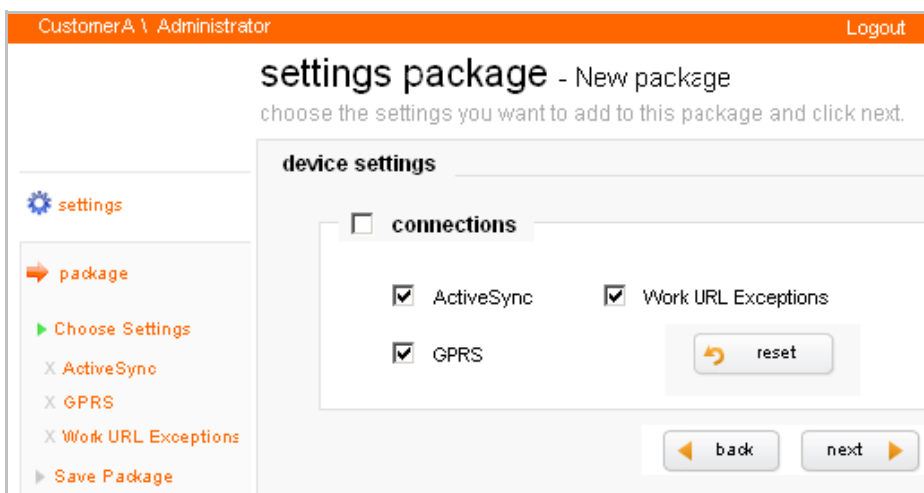
5.1. Create a package

To create a package, specify the settings and then save the settings to the package.

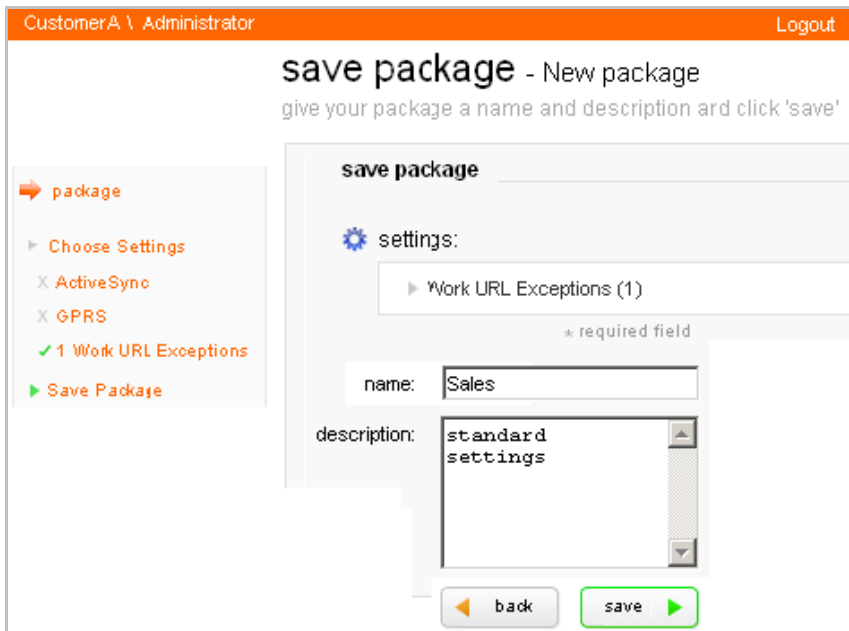


The following describes step-by-step how to create a package. Note that the parameters in an existing package can be modified.

1. Click on **package**.
2. Click **add**.
3. Check the device settings type.



4. Click **next**.
5. Add the settings (as described in previous sections).
6. Click **next**.
7. Enter the package *name* and *description*.



Customer A \ Administrator Logout

save package - New package

give your package a name and description and click 'save'

➔ package

▶ Choose Settings

✕ ActiveSync

✕ GPRS

✓ 1 Work URL Exceptions

▶ Save Package

save package

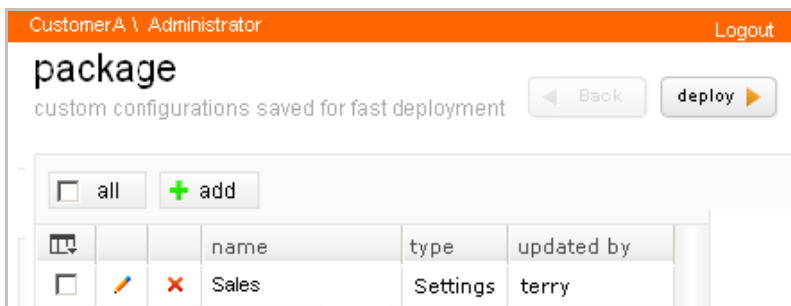
⚙ settings:

▶ Work URL Exceptions (1) * required field

name:

description:

8. Click **save**.



Customer A \ Administrator Logout

package

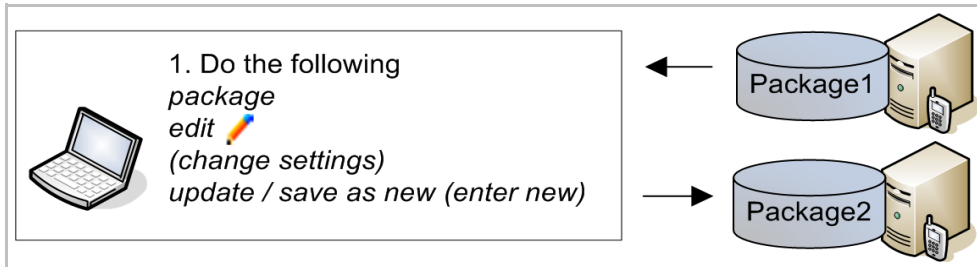
custom configurations saved for fast deployment

all

	name	type	updated by
<input type="checkbox"/>	Sales	Settings	terry

5.2. Edit (update) package

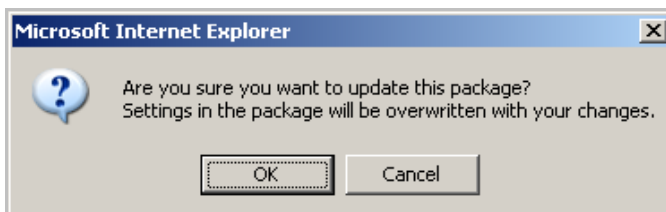
The following diagram provides an overview of how a package is edited.



The following describes step-by-step how to edit a package.

1. Click on **package**.
2. Click on the edit () icon.
3. Edit any required settings.
4. Update the existing package or save as new.

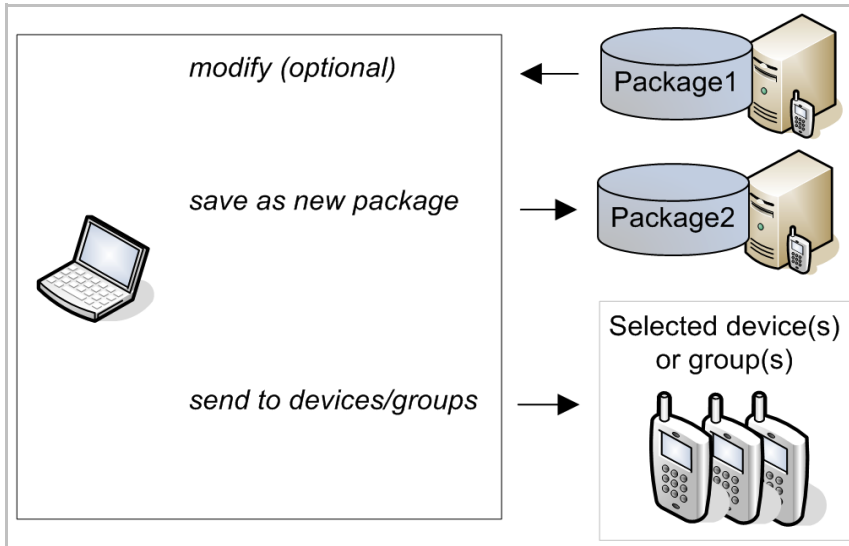
5. Click **save**.



6. Click **OK** to confirm.

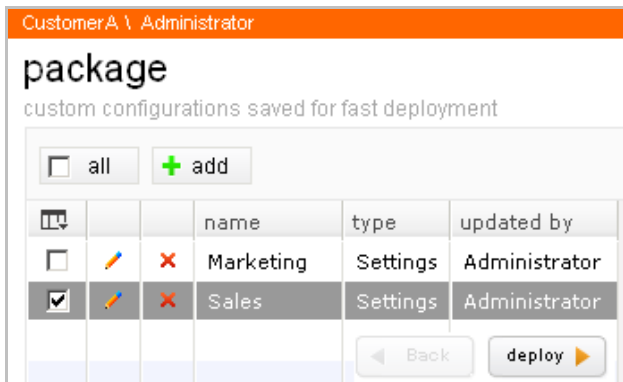
5.3. Send saved package settings to devices

The following diagram provides an overview of how package settings are sent to devices.



The following describes step-by-step how to send package settings.

1. Click on **package**.
2. Select the package.



3. Click **deploy**.

4. Select **deploy now**.

5. Click **next**.

6. Select **send to / devices**.

7. Click **next**.

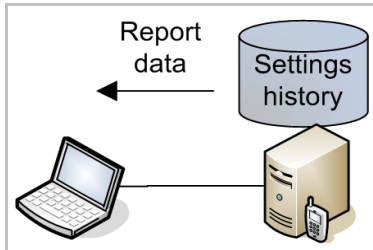
8. Select the device.

	first name	last name	phone number
<input checked="" type="checkbox"/>	Terry	Taylor	+447977256380

9. Send the package.

6. Reports

Any settings data that is sent to a device is recorded. A report can be generated from the recorded data.



This section describes how to

- View a report
- Export a report (to a file with one of several formats)

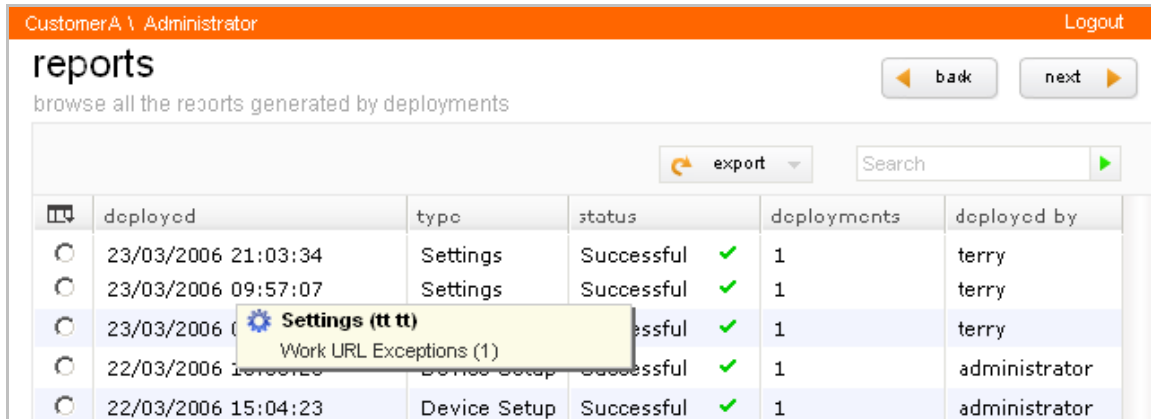
6.1. View report

1. Click on **reports**.
2. Select the deployment parameters.

The screenshot shows the 'reports' page in the MobileManager IT Administrator interface. The page title is 'reports' and the subtitle is 'browse all the reports generated by deployments'. The 'browse reports' section contains several dropdown menus for filtering: 'enterprise' (Customer A), 'deployment type' (All), 'deployed to' (All), 'deployed by' (All), 'deployed within the last' (1 month), and 'deployment status' (All). There are 'Back' and 'next' buttons at the bottom.

3. Click **next**.

4. Select the event for the report.



CustomerA \ Administrator Logout

reports

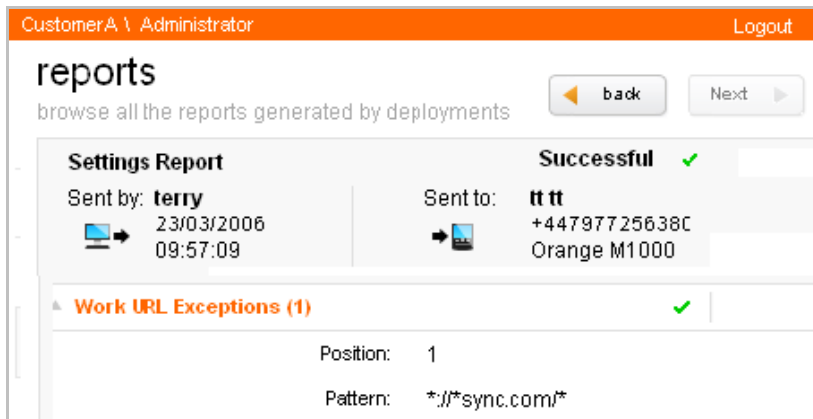
browse all the reports generated by deployments

◀ back next ▶

↻ export Search

📄	deployed	type	status	deployments	deployed by
<input type="radio"/>	23/03/2006 21:03:34	Settings	Successful ✓	1	terry
<input type="radio"/>	23/03/2006 09:57:07	Settings	Successful ✓	1	terry
<input type="radio"/>	23/03/2006 09:57:09	Settings (tt tt) Work URL Exceptions (1)	Successful ✓	1	terry
<input type="radio"/>	22/03/2006 15:04:23	Device Setup	Successful ✓	1	administrator
<input type="radio"/>	22/03/2006 15:04:23	Device Setup	Successful ✓	1	administrator

5. Click **next**. The report is displayed.



CustomerA \ Administrator Logout

reports

browse all the reports generated by deployments

◀ back Next ▶

Settings Report **Successful** ✓

Sent by: **terry** Sent to: **tt tt**

📧 → 23/03/2006 09:57:09 📧 → +44797725638C
Orange M1000

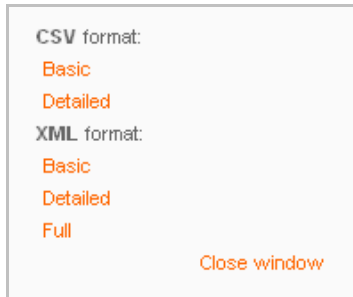
Work URL Exceptions (1) ✓

Position: 1

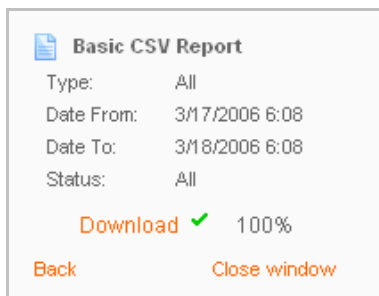
Pattern: */!*sync.com/*

6.2. Export report

1. Click on **reports**.
2. Select the deployment parameters.
3. Click **next**.
4. Select the event for the report.
5. Click **export**.



6. Click on the required export format.



7. Click **Download** to download the report file.