

»Synchronica

MobileManager
Quick Start

2006-04-07

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1. Overview

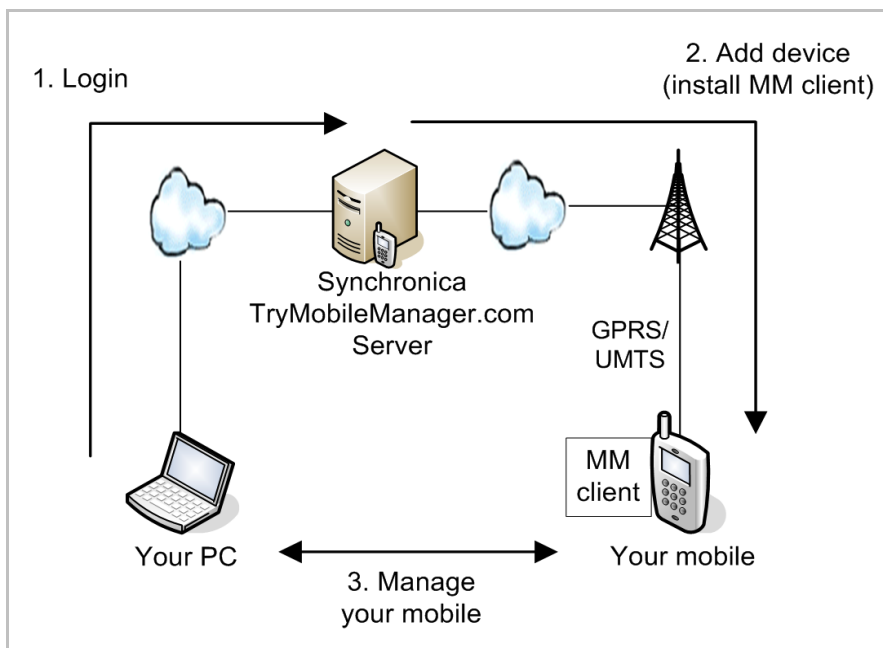
MobileManager (MM) is a web-based application for remote management of your mobile device(s). This chapter provides an overview of

- MM quick start
- MM functionality
- This document

1.1. MM quick start

The diagram below shows how you learn MM basics hands-on during the quick start using

- Your PC (with internet connection)
- Synchronica MM Server (at <http://www.TryMobileManager.com>).
- Your mobile phone (with GPRS/UMTS and the MM client)



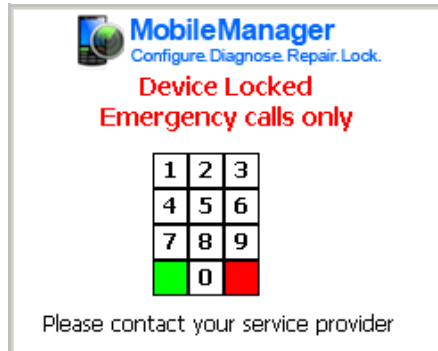
To get a TryMobileManager.com user account (required for the quick start), please contact

Oliver Meiss
Synchronica Partner Manager
oliver.meiss@synchronica.com
+49 172 150 4816

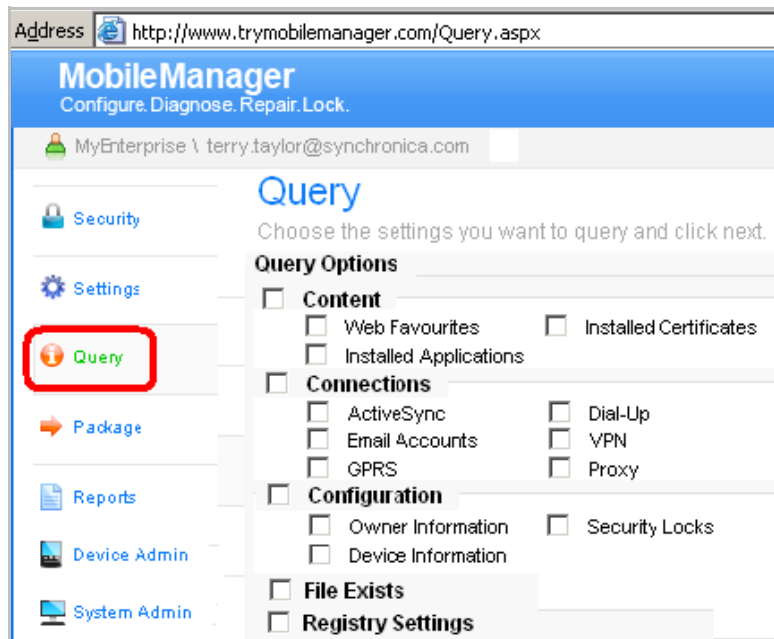
1.2. MM functionality



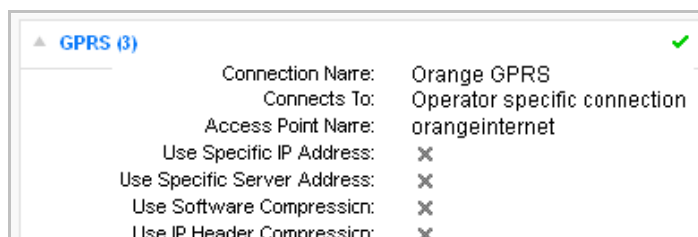
Security. If you lose your device, then you can remotely lock or erase all data. For example, the following is a screenshot of a mobile that has been locked remotely with MM.



Query Settings. You can query device settings.



Example query results:





Send Settings. You can send settings to your device.

Address <http://www.trymobilemanager.com/Settings.aspx>

MobileManager Configure. Diagnose. Repair. Lock.

MyEnterprise \ terry.taylor@synchronica.com

Settings
Choose the settings you want to configure and click next.

Device Settings

- Content**
 - Web Favourites
 - Applications
 - Certificates
 - Revoke Certificates
- Connections**
 - Email Accounts
 - ActiveSync
 - ActiveSync User
 - GPRS
 - Dial-Up
 - VPN
 - Proxy
 - Work URL Exceptions
- Configuration**
 - Registry Settings
 - Owner Information

After selecting the type of settings to send in the above dialog, you are prompted to enter the details (example below: GPRS settings).

GPRS Add your settings and click next.

Edit GPRS Connection

Connection Name:

Connects To:

Access Point Name:

Username:

Password:

Confirm Password:

Always On:

Use Specific IP Address:

Use Specific Server Address:

Use Software Compression:

Use IP Header Compression:

After the settings are specified, the device is selected and the settings are sent.

Send Settings? Back Send

Settings Summary

Settings Contents:

- GPRS (1)

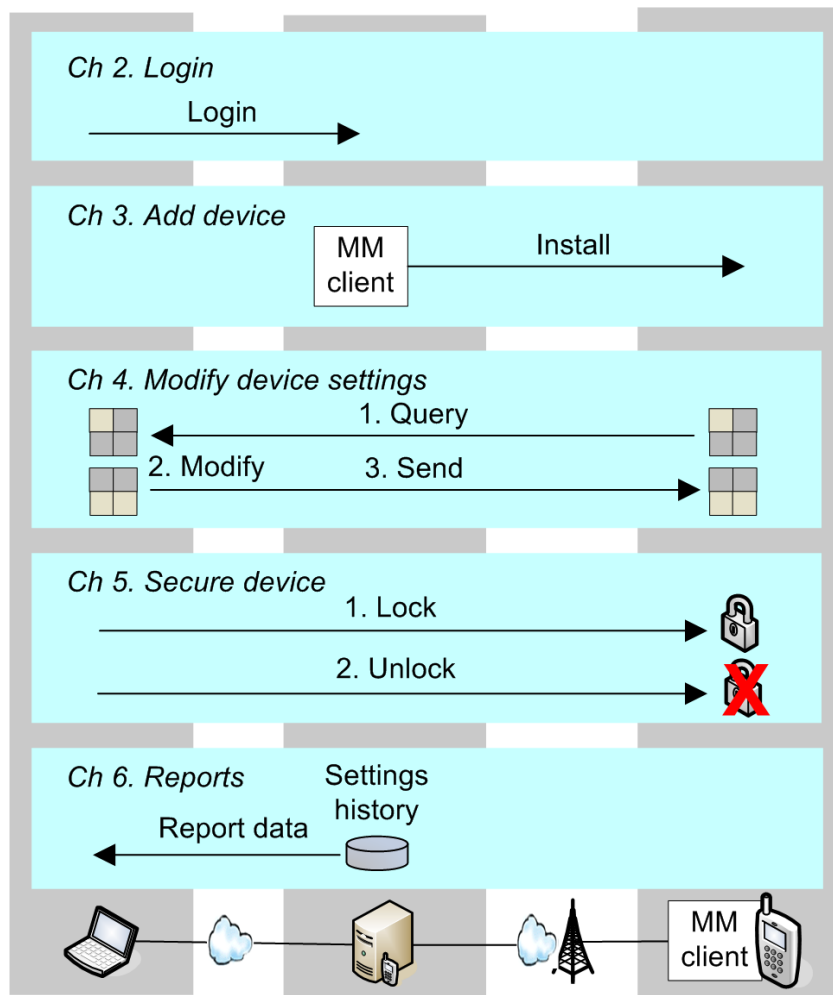
Send to:

Status	Device Type	Phone Number	Name
Ready	Pocket PC WM2003	+447977256380	John Doe

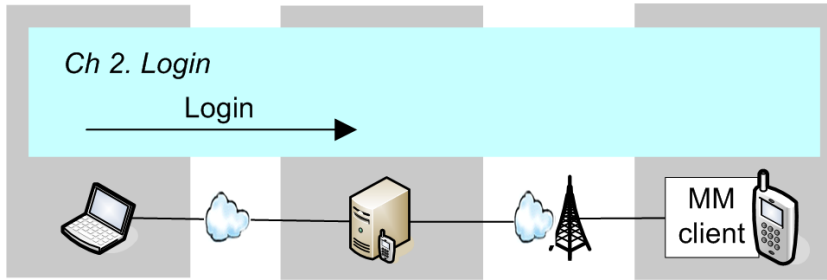
1.3. This document

This document contains the following chapters:

- **Ch. 2 Login** describes how to login to the MM server.
- **Ch. 3 Add device** shows how to install the MM client application on devices.
- **Ch. 4 Modify device settings** shows how to query (from the device) and send (to the device) settings.
- **Ch. 5 Secure device** describes how lock and unlock your device remotely (from your PC).
- **Ch. 6 Reports** describes how to generate reports of device settings activity.



2. Login

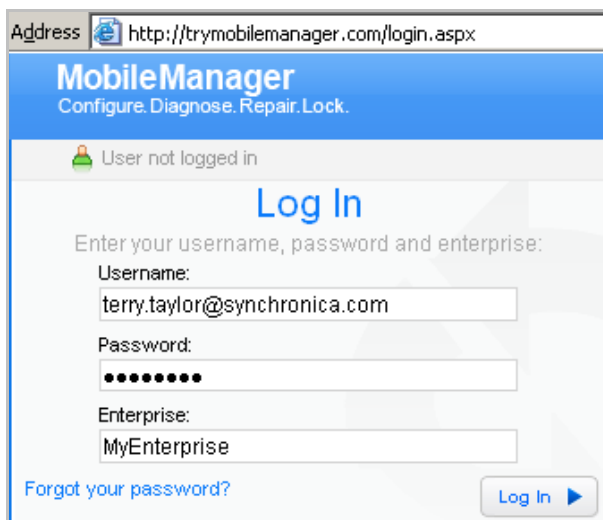


Note: You need the following to login

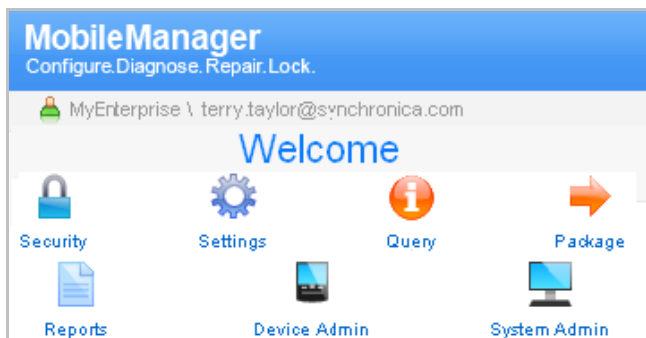
- Username (usually your email address)
- Password
- Enterprise name (usually your name + "Company")

To login:

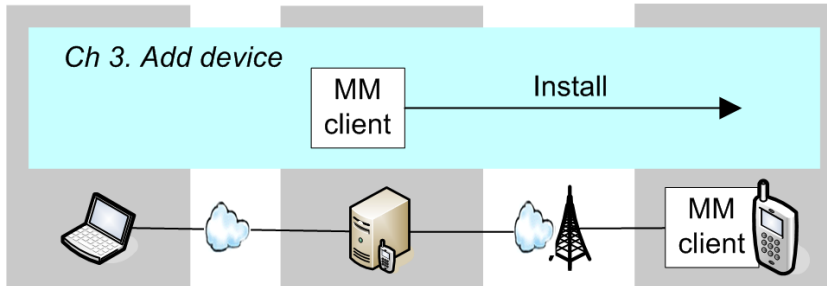
1. In a web browser (Internet Explorer 6 or Firefox) open the MM URL **http://www.trymobilemanager.com**.
2. Enter the username, password, and enterprise name.



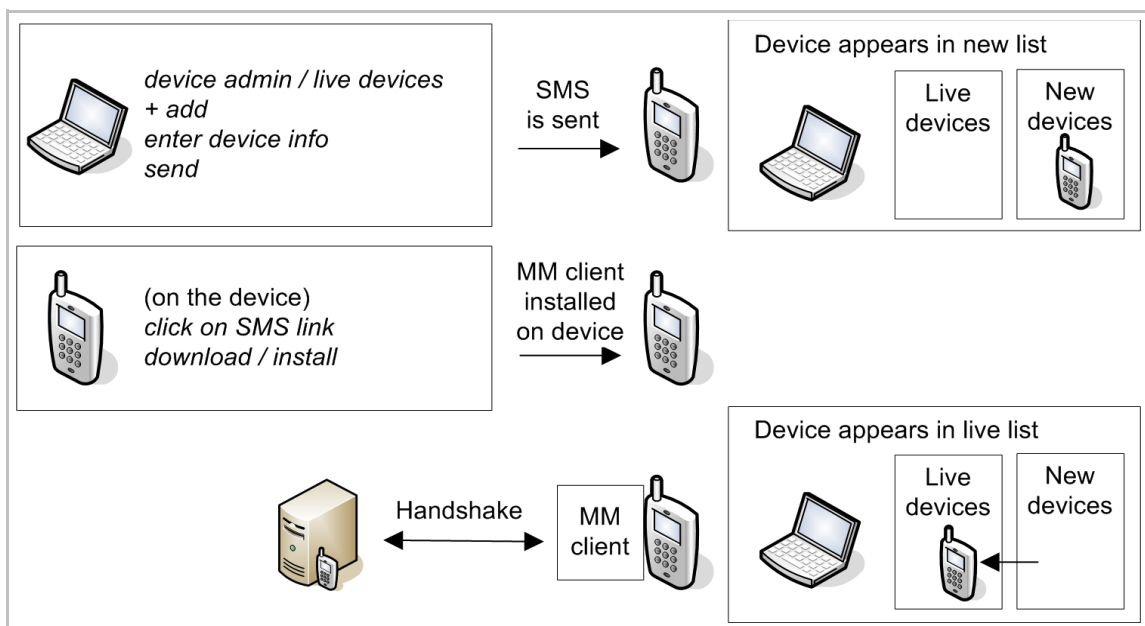
3. Click **log in**. The *Welcome* dialog appears (the icons available in the dialog depend on your user rights).



3. Add device



The following diagram shows how a device is added.



The step-by-step description for adding a device starts on the next page.

1. Click **device admin / live devices**.
2. Click **+ add**.
3. Enter the required device information
 - *first name*
 - *last name*
 - *country (of phone number)*
 - *phone number*
 - *model name*

MyEnterprise \ terry.taylor@synchronica.com

Device Admin Manage new unregistered devices in your system

+ Add Device

* required field

First Name: *

Last Name: *

Country: *

Phone Number: +44 *

Model Name: *

Network Type: GSM CDMA

Description:

IMEI:

4. Click **next**.
5. Select **Over the air**.

Device Admin Manage new unregistered devices in your system

+ Add Device

How would you like to Install MobileManager on this device?

Over The Air Requires data connection

By Memory Card

Later Over The Air or Memory Card

6. 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.

Device Admin Manage live registered devices in your system

+ Add Device

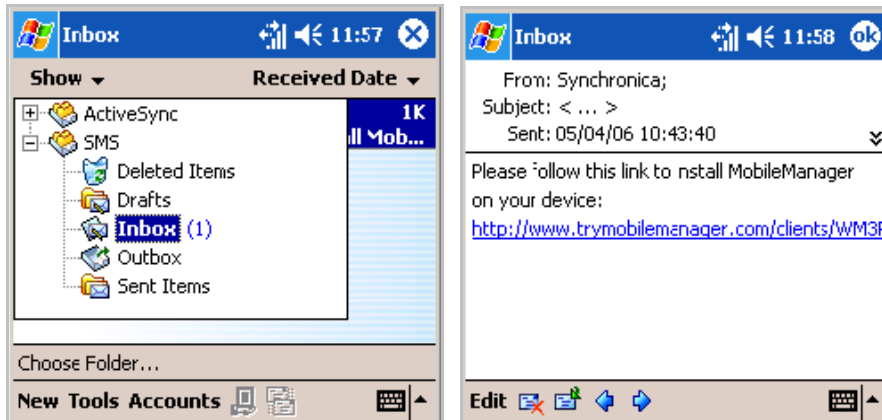
An SMS with a link to MobileManager has been sent to +447977256380 .

Once the SMS is received and MobileManager is downloaded and installed, this new device will become active in your devices list.

Sent to

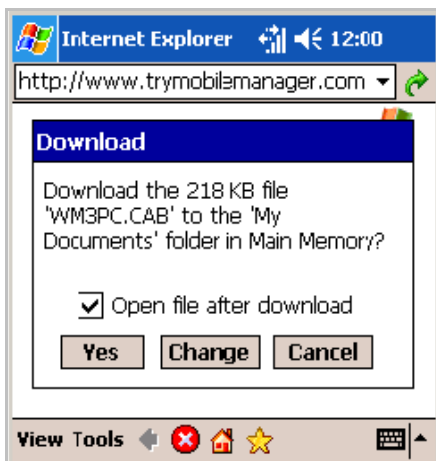
Status	Device Type	Phone Number	Name
Sent	Pocket PC WM2003	+447977256380	John Doe

An SMS is received on the device (the diagram below shows an SMS on the on the Pocket PC). Note: It may take several minutes for the SMS to arrive.



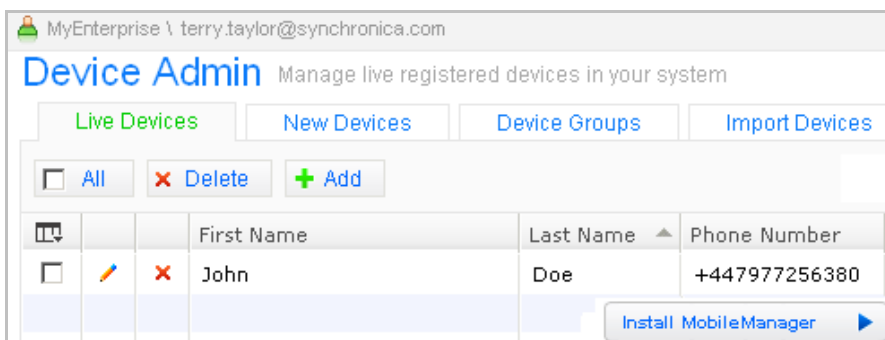
7. On the mobile device: Click on the link. A download confirmation may appear (depending on the type of device).

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



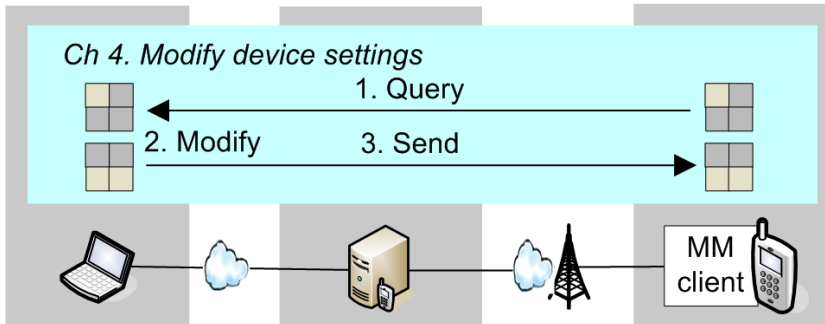
9. Click **Yes** to download the file. The MM client is downloaded and installed on the device.

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



11. On the device: Close the IE window (if it did not close automatically after MM installation).

4. Modify device settings



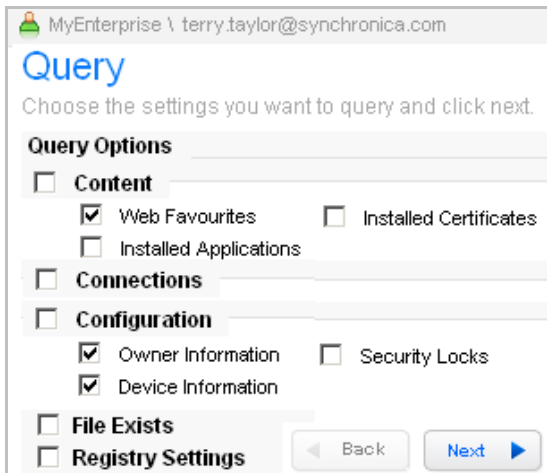
In this section, you will

- Query (receive from device)
- Modify
- Send

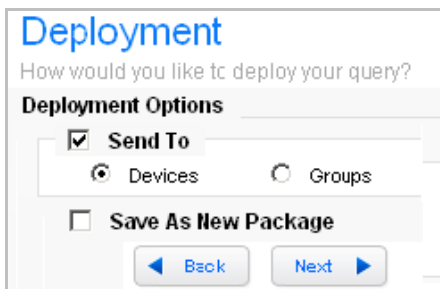
your device settings. Note that the query is optional (you can simply specify new settings and send).

4.1. Query

1. Click on **Query**.
2. Select the settings to query.



3. Click **Next**.
4. For *Deployment Options*: Select **Devices**.



4. Click **Next**. Select your device for the query.

Devices
Which devices would you like to query?

	First Name	Last Name	Phone Number
<input checked="" type="checkbox"/>	Jchn	Doe	+447977256380

5. Click **Next**. The query summary appears.

Send Query? Please review your Query and click send when you are ready.

Query Summary

Query Contents:
 ▶ Web Favourites ▶ Owner Information ▶ Device Information

Send to:

Status	Device Type	Phone Number	Name
Ready	Pocket PC WM2003	+447977256380	John Doe

6. Click **Send**. The query is sent to the device. After the device has responded, the query confirmation status (at the bottom of the diagram below) changes to *Successful*.

Confirmation Deployment in progress.

Query Summary

Query Contents:
 ▶ Web Favourites ▶ Owner Information ▶ Device Information

Send to:

Status	Device Type	Phone Number	Name
Successful ✓	Pocket PC WM2003	+447977256380	John Doe

7. Click on **Successful**. The query results are displayed.

Report Full details of the deployment

Query Report **Successful** ✓

Sent by: **terry.taylor@synchronica.com** Sent to: **John Doe**
 4/5/2006 11:18:02 AM +447977256380
 PocketPC WM2003

▲ **Web Favourites (10)** ✓

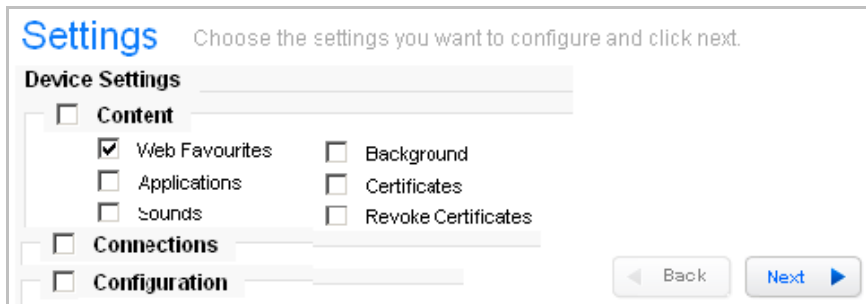
Name:	Pocket PC Web Guide
URL:	http://www.microsoft.com/mobile/pocketpc/sites.asp
Name:	MSN Mobile
URL:	http://mobile.msn.com/pocketpc

▲ **Owner Information**
 ▲ **Device Information**

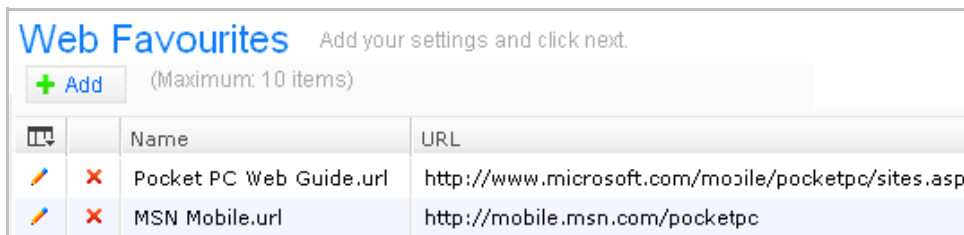
Model:	HIMALAYAS
OS Version:	4.20.0

4.2. Modify

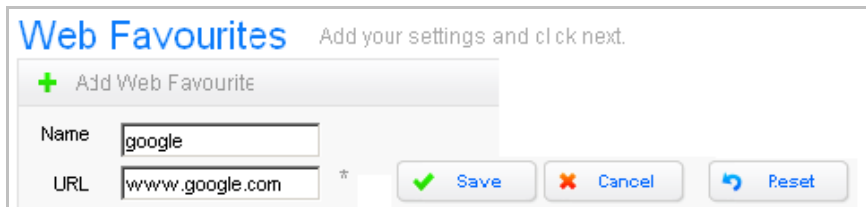
1. If you just completed the previous section (query): Click on **Deploy received settings** (in the query results dialog). If you did not do the query, then click on **Settings** (in the MM main dialog).
2. Select the settings to be sent (*Web Favorites* in this example). Note: If you are deploying from a query, then the settings in the query are automatically selected. You can change the selections.



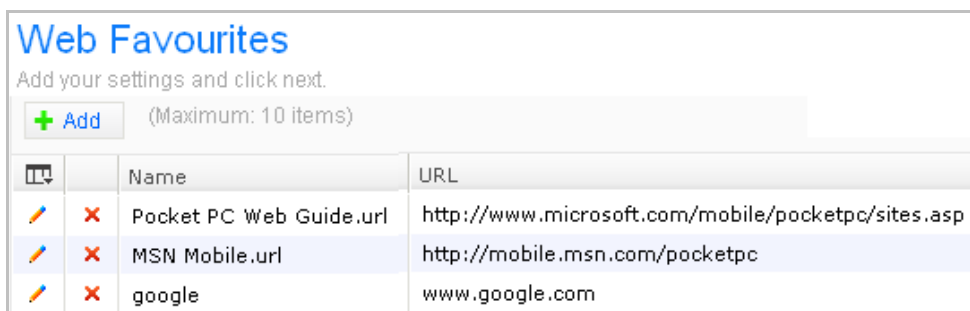
3. Click **Next**. If you are deploying received query settings, then the existing web favorites are listed (as shown in the following diagram).



4. Click **+ Add**.
5. Enter the **Name** and **URL** of a web favorite.



6. Click **Save**. The web favorite is added to the list.



4.3. Send

7. Click **Next**.

8. Select **Send To / Devices**.

9. Click **Next**.

10. Select the device.

First Name	Last Name	Phone Number
John	Doe	+447977256380

11. Click **Next**. A summary of the settings appears.

Status	Device Type	Phone Number	Name
Ready	Pocket PC WM2003	+447977256380	John Doe

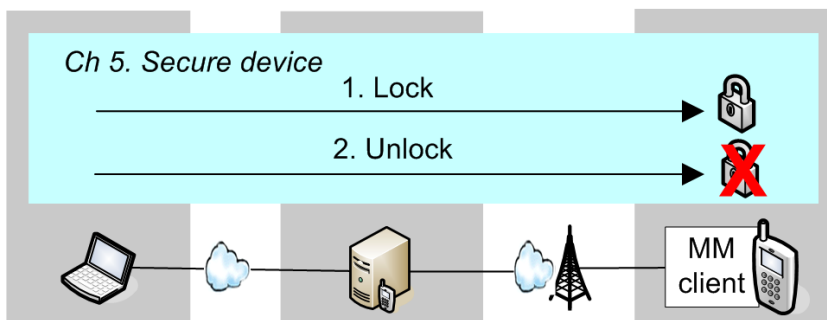
12. Click **Send**. The confirmation dialog appears. After the device has confirmed that the settings were changed, the status changes to **Successful**.

Status	Device Type	Phone Number	Name
Successful	Pocket PC WM2003	+447977256380	John Doe

13. Click **Successful** to view the deployment report.

14. Verify the settings on the device.

5. Secure device



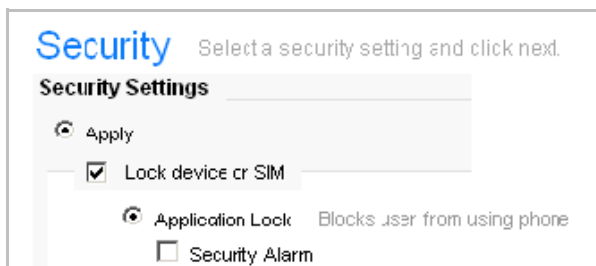
In this section you will remotely

- Lock
- Unlock

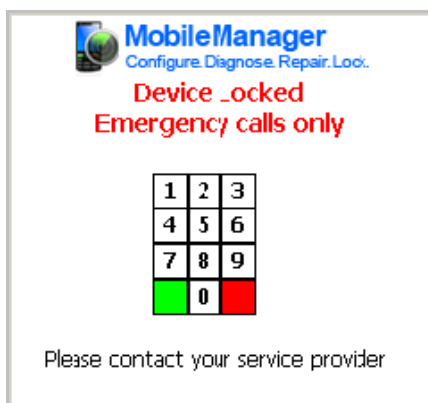
your device.

1.1. Lock (application)

1. Select **Security**.
2. Select **Apply / Lock device or SIM / Application Lock**.



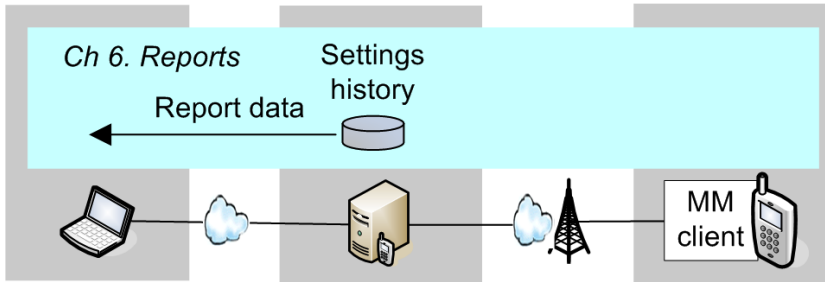
3. Send to the device. The following shows the screen of the locked device.



1.2. Unlock (remove application lock)

1. Click **Security**.
2. Select **Remove / Application Lock**.
3. Send to device. The device is unlocked.

6. Reports



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

To view a report:

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

The screenshot shows the 'Reports' filter interface. It includes the following fields and options:

- Enterprise: MyEnterprise
- Deployment Type: All
- Deployed To: All
- Deployed By: All
- Deployed Within The Last: 24 hours
- Deployment Status: All

Navigation buttons for 'Back' and 'Next' are also visible.

3. Click **next**.
4. Select the event for the report (place the cursor over an event to view event details).

The screenshot shows a table of reports with a tooltip for a selected event. The table has the following data:

Deployed	Type	Status	Deployed by
4/6/2006 11:16:16 AM	Security	Successful ✓	terry.taylor@synchronica.com
4/6/2006 10:51:43 AM	Settings	Security (John Doe) Application Lock	synchronica.com
4/6/2006 10:30:30 AM	Settings		synchronica.com
4/6/2006 10:22:21 AM	Query	Successful ✓	terry.taylor@synchronica.com

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

The screenshot shows the 'Security Report' details page. It includes the following information:

- Security Report** (Successful ✓)
- Sent by: terry.taylor@synchronica.com (4/6/2006 11:16:16 AM)
- Sent to: John Doe (+447977256380, Pocket PC WM2003)
- Deploy Security button
- Security Locks (1) (Type: Application Lock)