# Mobile Device Management User Manual



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2 Function description

Back-end function description

### 1.Introduction



### 1.Introduction

#### 1.1 System name

Mobile Device Management

#### 1.2 Purpose

- This operation manual mainly introduces the operation method of the device management system, and guides users how to use this system.
- Read suggestions: Enterprise users need to read all the content, and use this document as a reference manual for understanding and using this system.
- If the screenshots of this operation manual differ from the actual system interface, please refer to the system display interface while using it.

#### 1.3 Terms and abbreviations

MDM: Mobile Device Management

End-group: The last level subgroup

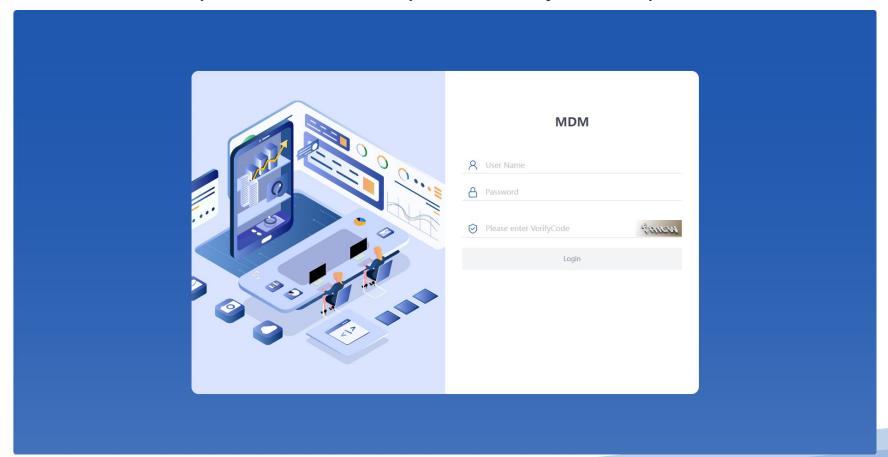


### 2. Function description



### 2.1 Quick Guide

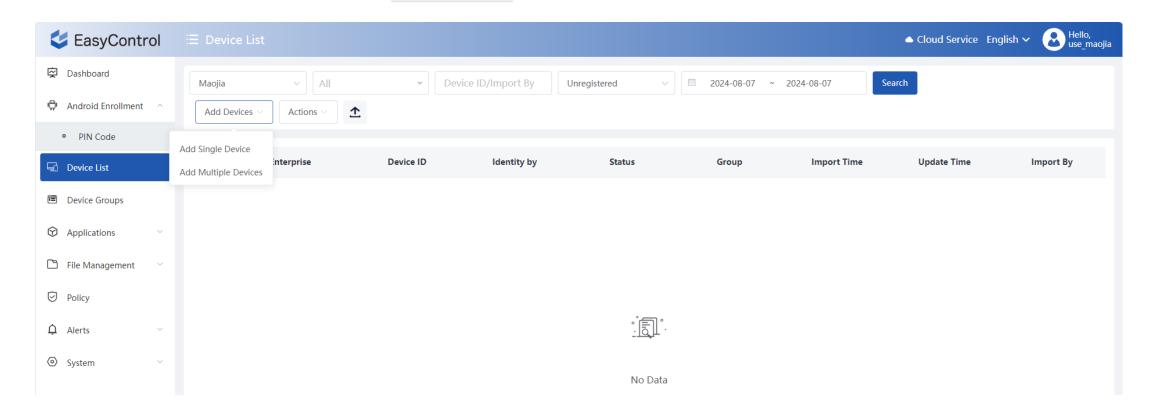
- 1.Enter back-end URL: <a href="https://mdm-platform.easycontrol.io/mdm-web/Login">https://mdm-platform.easycontrol.io/mdm-web/Login</a>
- 2.Enter the correct enterprise account, password and verification code to log in to the back-end (the enterprise account is provided by the super administrator)





### 2.1 Quick Guide

3.Under "Device List", click Add Devices to import single or multiple devices.





#### 2.2 Function Structure

```
Device management system is mainly divided into nine modules:

"Dashboard ", "Android Enrollment ", "Device List",

"Device Groups", "Applications", "File Management",

"Policy", "Alerts", and "System".
```



### 3. Back-end Function Description



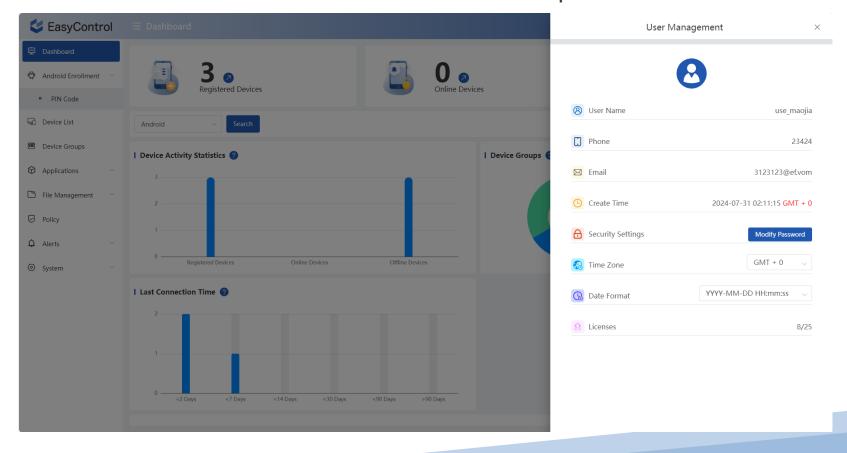
### 3.1 Dashboard

Note: Data statistics are displayed under the "Dashboard" module, such as Registered devices, Online Devices, Offline Devices, Device Groups, Last Connection Time and Device Activity Statistics.



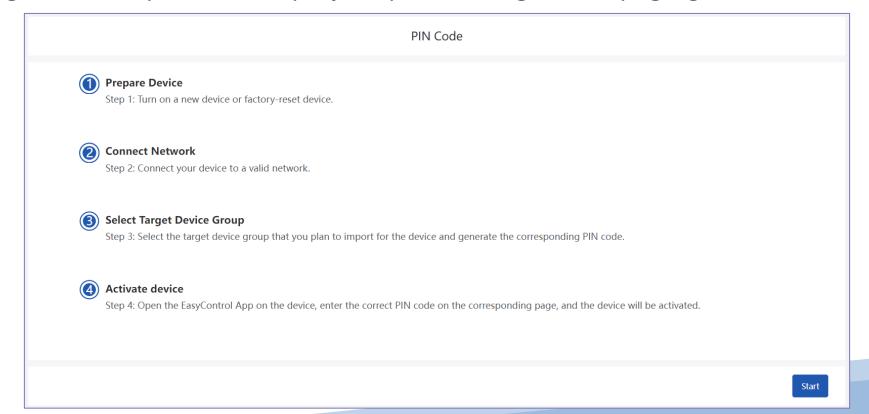
# 3.1 Dashboard3.1.1 User Management

Click on "User Management" in the account name at the top right corner of the console to enter. This section displays the account user name, email, and other account information, as well as the number of device permissions for the account.





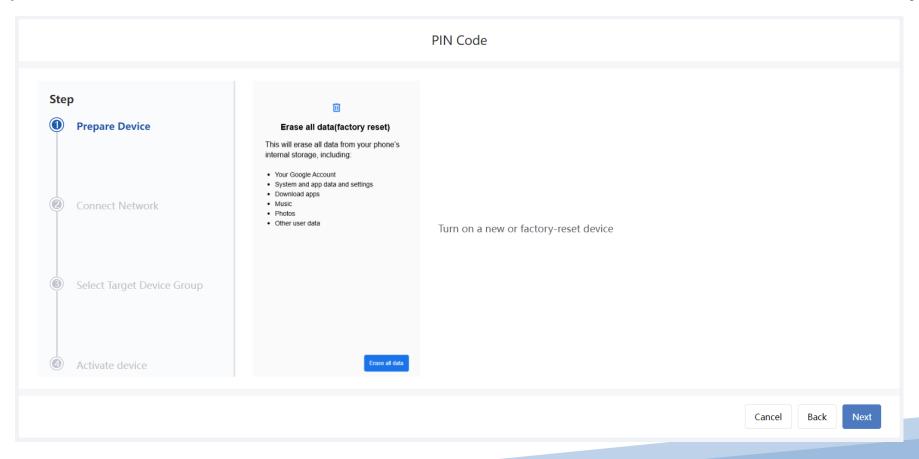
- For devices that have been shipped, connection with the backend can be achieved through PIN code registration.
- In the Android registration menu, select "PIN Code" to complete the device registration operation step by step according to the page guidance.





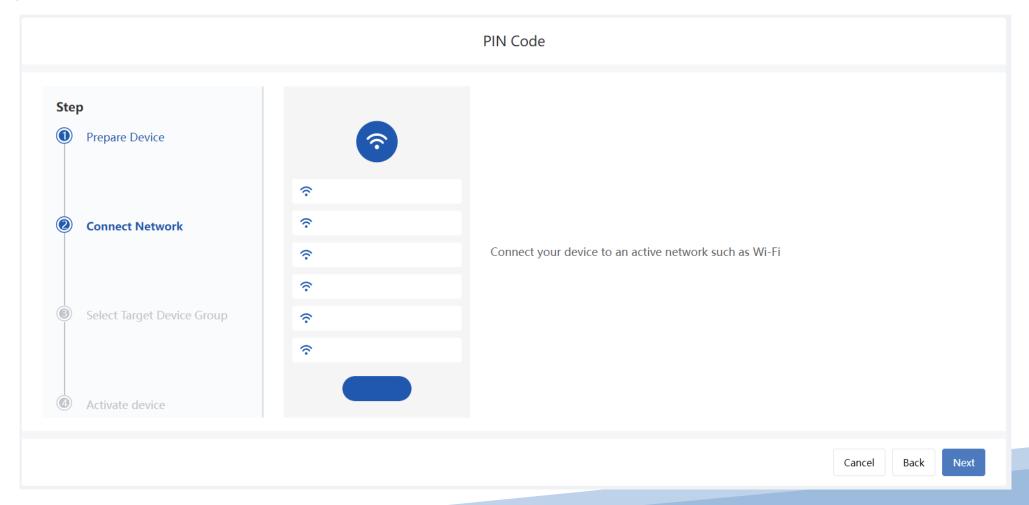
#### **Operation Process:**

(1)Prepare the device, turn on the new device or restore the device to factory settings.



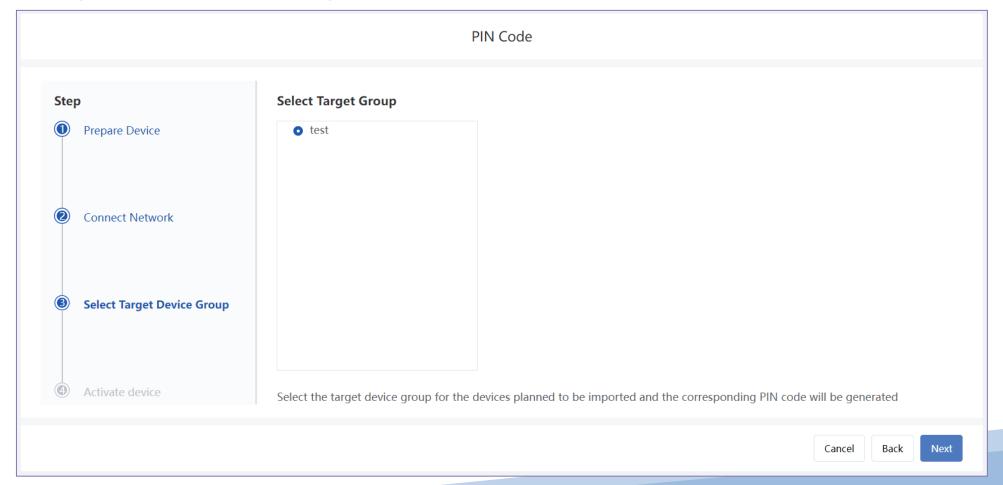


(2) Connect the device to a Wi-Fi network.



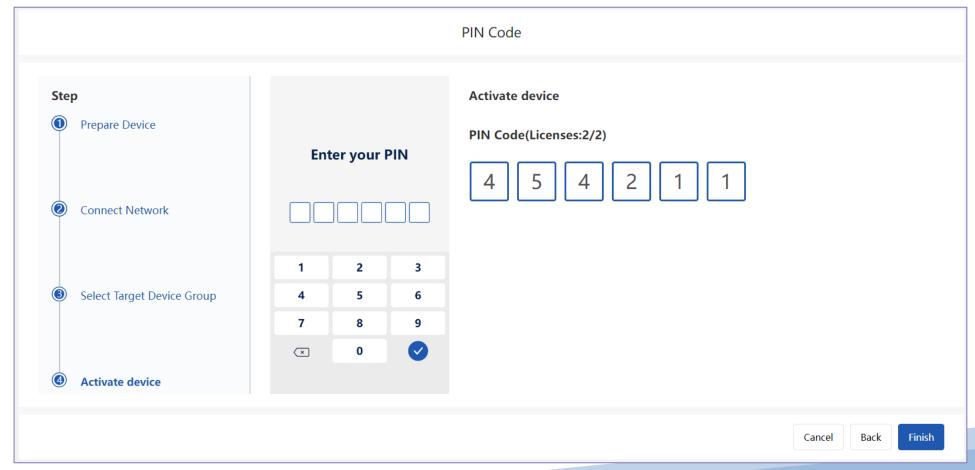


(3) For adding new devices, select the corresponding target device group. (Note: Only parent groups without subgroups can be selected.)





(4) Display the PIN code. Once the device enters the PIN code in the PIN CODE option of the EasyControl app, it will automatically register under the corresponding group.



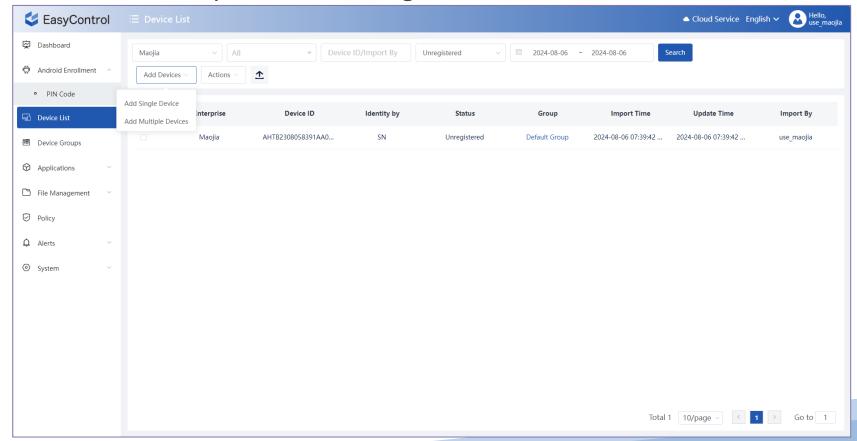


1.Add device: In

Add Devices ~

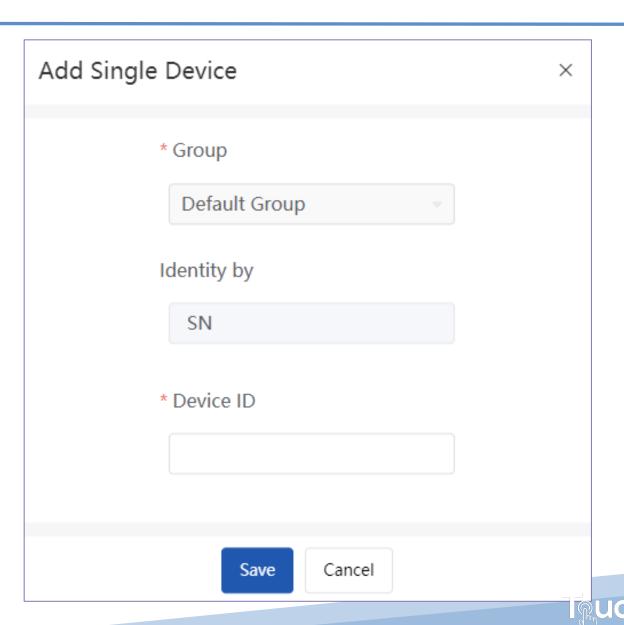
, you can add single or multiple device.

Note: Users must first import the device ID, then turn on a new device or factory-reset device in order to complete device registration and activation.

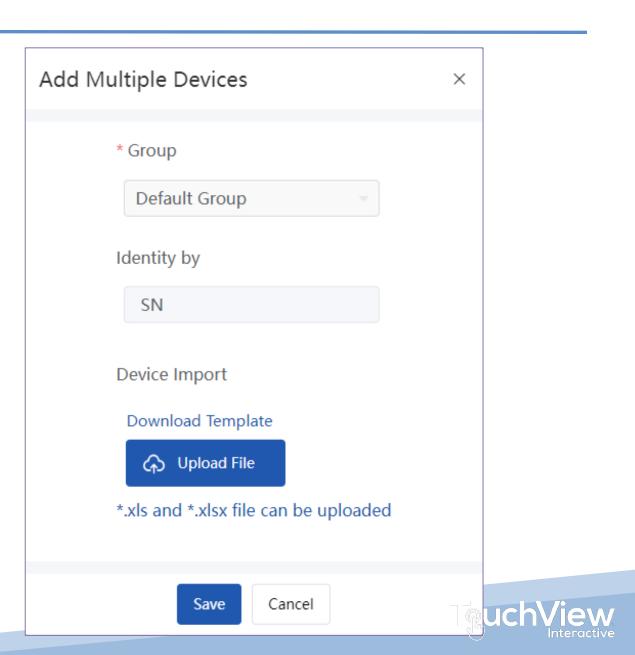




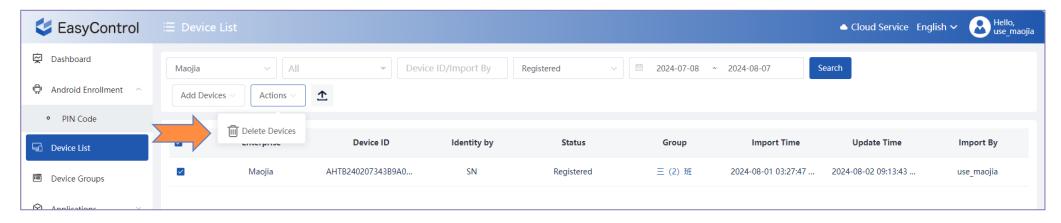
(1)Add Single Device: Select the device group and enter the device ID.



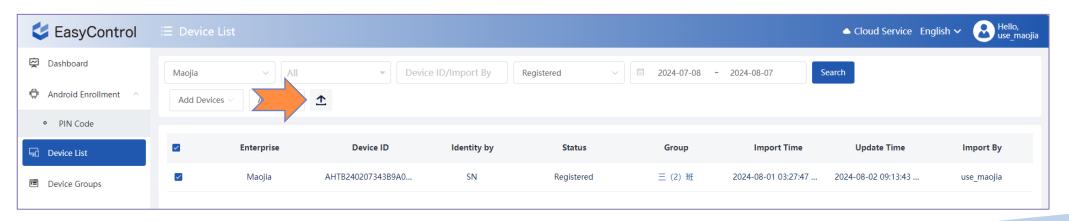
(2) Add Multiple Devices: Select the device group, download the template file, add device information and then upload the device list.



2.Delete Devices: Select the device and click "Delete Devices".



3.Export device: The device list can be exported according to the criteria.

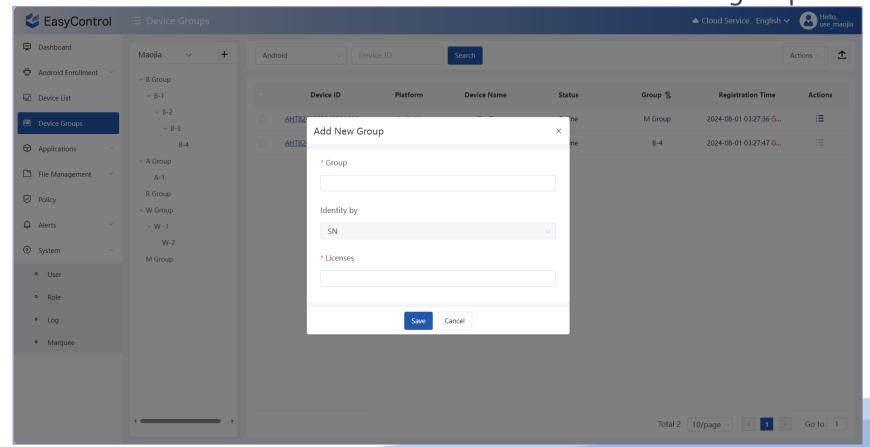




# 3.4 Device Groups 3.4.1 Device Groups

#### 1. Create device group:

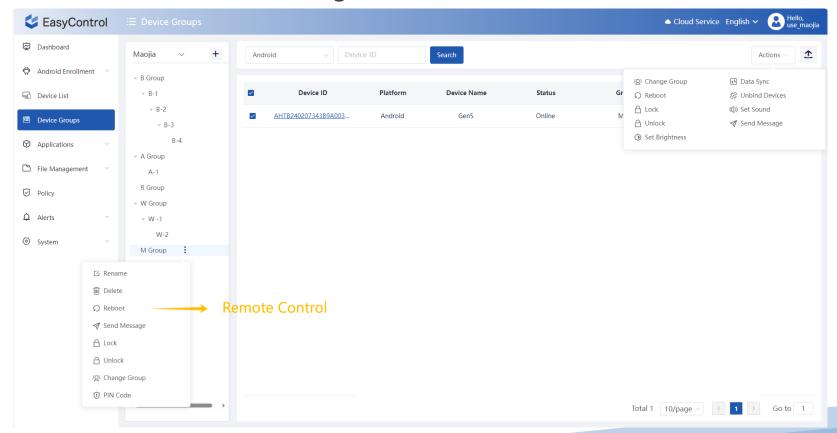
Add New Group: Click +, enter the name of the device group and select the device ID type. And enter the number of device licenses allocated to this group.





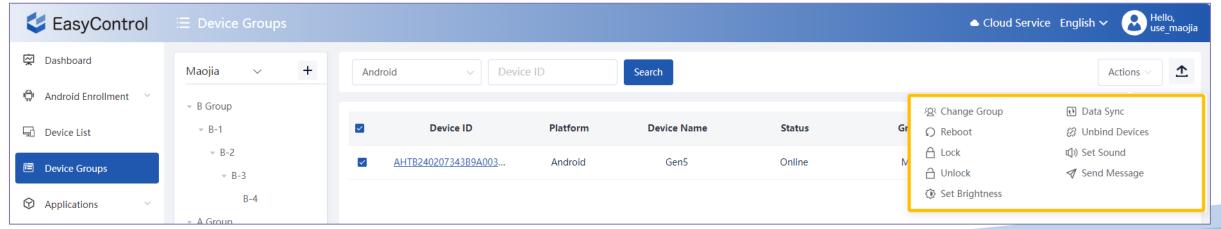
# 3.4 Device Groups 3.4.1 Device Groups

2. Device group operation & remote command (device group): Select a device group and click button to display related operations and instructions for the device group, including: Rename, Delete, Reboot, Send message, etc.





- 1.Device List: display device information (Device ID, Device status, Device Group, Enrollment time, etc).
- 2.Search: Click Search button to query the device information according to the enrollment time or the last connection time.
- 3.Device operation & remote command (Device): After checking the device, button to display *Unbind Devices, Data Sync, Reboot, Lock, Unlock, Send Message, Set Brightness, Set Sound and Change Group*.





#### Remote command:

- (1) Unbind Device: Select devices and click *Unbind Device*, the system and the device are unbound, and the device will immediately perform factory reset after receiving the instruction.
- (2) Data Sync: Select devices and click *Data Sync*. The device will immediately perform the data synchronization after receiving the instruction.
- (3) Reboot: Select devices and click *Reboot*, the device will immediately perform the shutdown after receiving the instruction.
- (4) Lock: Select devices and click *Lock*, the device will immediately perform the lock screen after receiving the instruction.
- (5) Unlock: Select devices and click *Unlock*, the device will immediately perform the unlock after receiving the instruction.

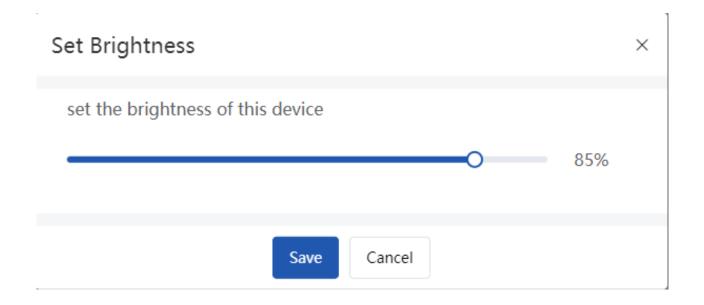


(6) Send Message: Select devices and click **Send Message** to popup a message box, then select the message type (text or marquee), and enter the message title and content according to different types, and then click save to execute the delivery, the device will display the message immediately after receiving the instruction.

Send Message	×	Send Message	×
type  type  text		type  text • Marquee	
* Content		* Marquee Select	~
If the content contain the hyperlink,it must start with either htt p:// or https://		* Cycles	×
Save Cancel		Save	



(7) Set Brightness: Select devices and click **Set Brightness**, then set the screen brightness value and click confirm, the device will immediately execute the set screen brightness operation after receiving the instruction.



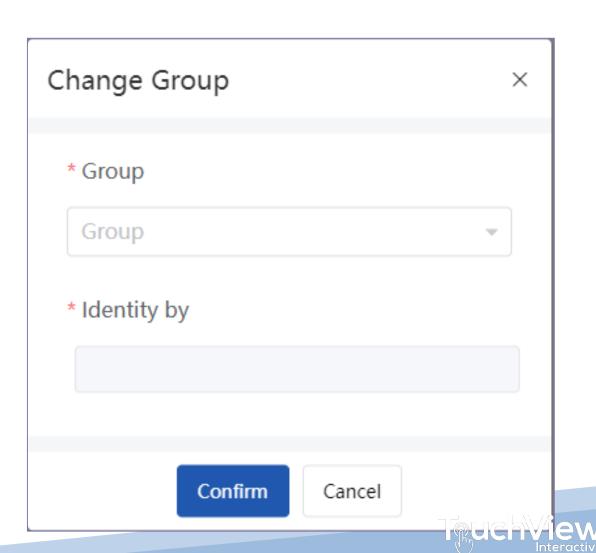


(8) Set Sound: Select devices and click **Set Sound**, then set the sound value and click confirm, the device will immediately execute the set sound operation after receiving the instruction.

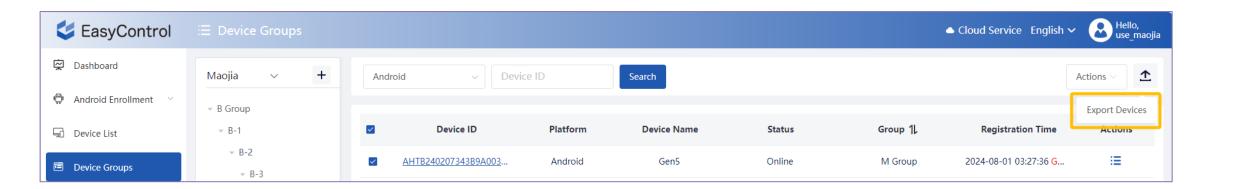
Set Sound		×
Set the sound volume o	f this device.	
0		 100
	Save Cancel	



(9) Change Group: Select the device and click *Change Group*, for the purpose of switching to other device group.

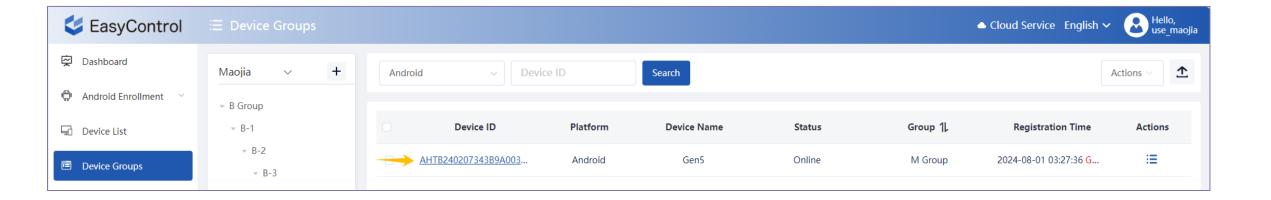


4.Export Device: Select the end-group, enter the criteria to filter, and click "*Export Device*" to export the corresponding device list.



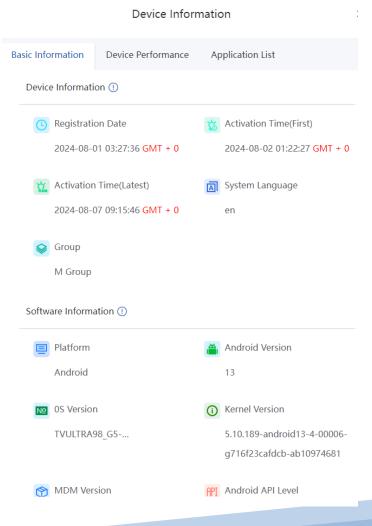


5.Device Details: On the "Device List" page, click the device ID to open the "Device Information" page which display the basic information of the device, including: basic information, device performance, applications, screenshots, etc.



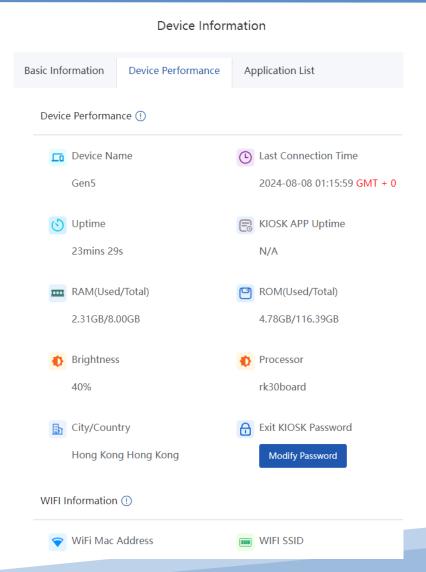


(1) Basic information: Device Information and Hardware Information.

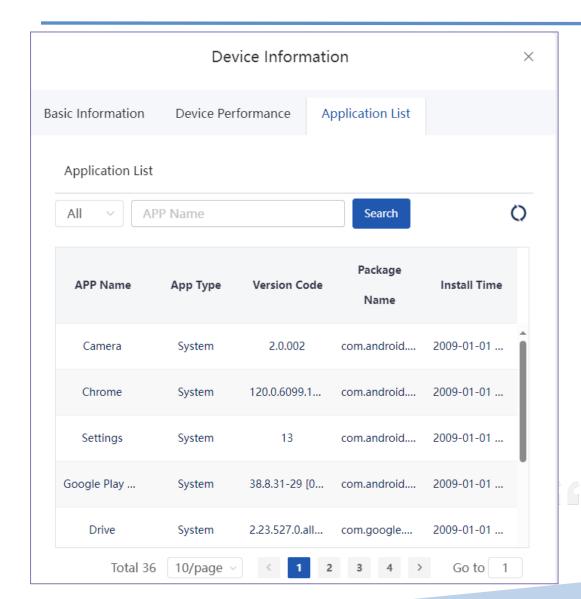


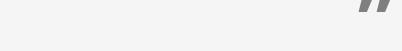


(2) Device Performance: Device Performance and Configuration.









(3) Application List: Display the third-party applications installed in the device.

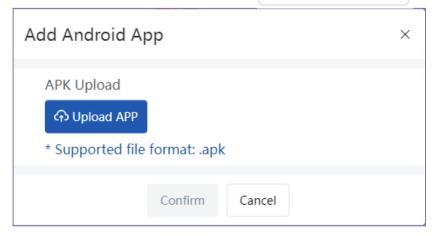


## 3.5 Applications 3.5.1 APP Store

1. Search: Select an application platform, enter the APP name, click information.

Search , and view application

2. Add APP: Click the Add APP button and upload the APP file to the system.



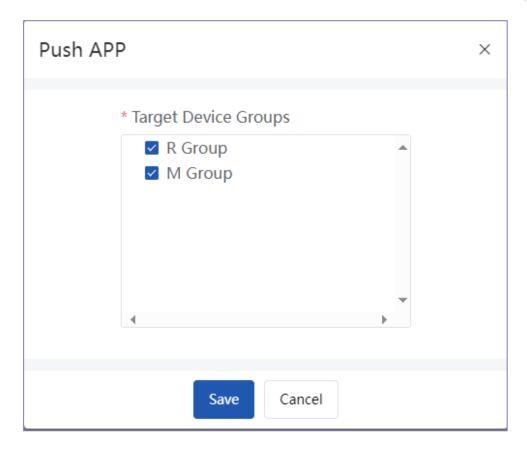
#### Steps:

- (1) "App" can upload an APP locally. (Required)
- (2) Click confirm to complete the operation and return to the page of "Applications", the APP will be added to the table.

Click cancel to cancel the operation and return to the page of "Applications". The APP will not be added to the table.

### 3.5.1 APP Store

3. Push APP: Click the Push APP button and select the device group on the push page to push the selected application to the corresponding device group.





### 3.5.1 APP Store

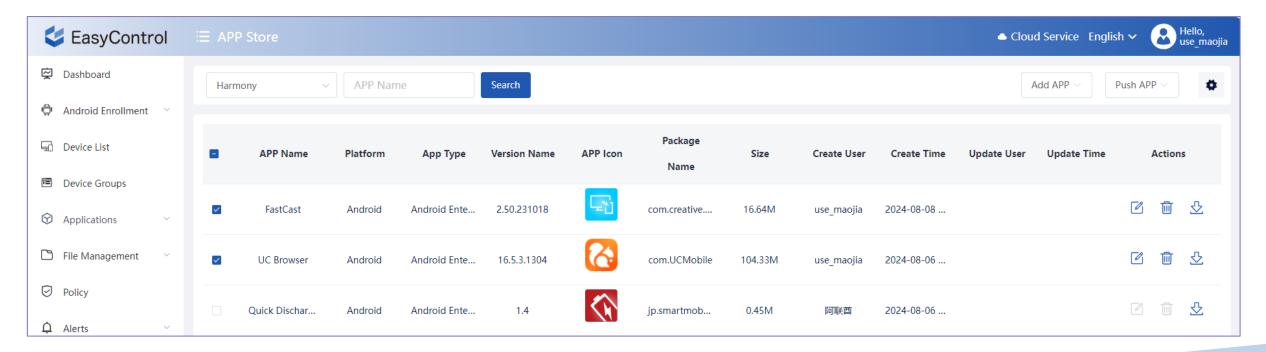
#### Steps:

- (1) Select one or more applications in the application list and click Push APP V
- (2) Enter the "Push APP" page.
- (3) Check one or more device groups according to requirements.
- (4) Click Save to complete the push and return to the page of "Applications", the APP will be pushed to the devices in the corresponding device group.

Click Cancel to cancel the action.

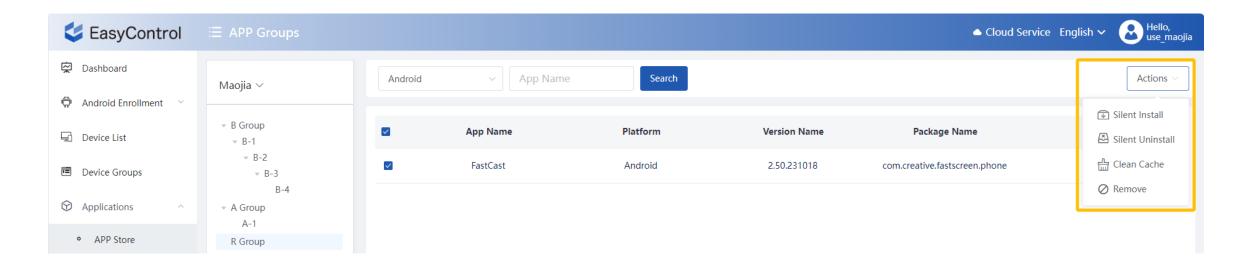
### 3.5.1 APP Store

- 4. Application list operation:
- (1) Edit: Click "Action" --> " 🗹 " to edit or update the app.
- (2) Delete: Click "Action" --> " 🔟 " to delete the application.
- (3) Download: Click "Action" --> " 🛂 " to download the application file to the local.





Select a device group on the left side of the page, and display information of the application list, and users can perform actions such as install, uninstall, clear cache, remove app and so on.



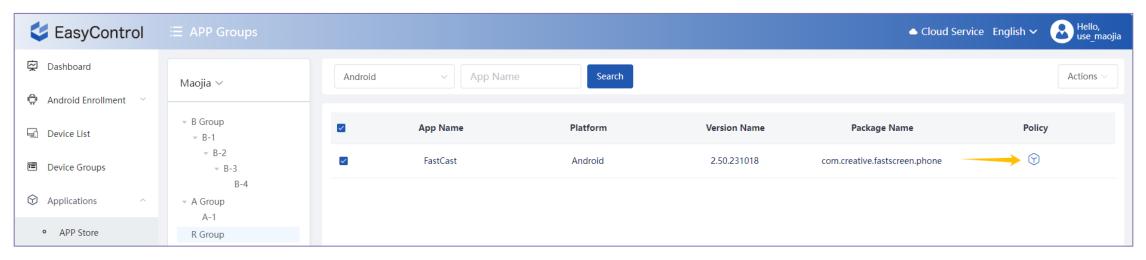


#### 1.Actions:

- (1) Silent Install: select the device group and check the application, click "*Silent Install*", the device will immediately perform silent installation of the application after receiving the instruction.
- (2) Silent Uninstall: select the device group and check the application, click "Silent Uninstall", the device will immediately perform the silent uninstall operation after receiving the instruction.
- (3) Clear Cache: Select the device group and check the application, click "*Clear Cache*", the device will immediately execute the clear application cache operation after receiving the instruction.
- (4) Remove: Select the device group and check the application, click "*Remove*", the device will immediately execute the removal application operation after receiving the instruction, and remove the application in the client "APP Store" of the device group.



### 2.Application Policy



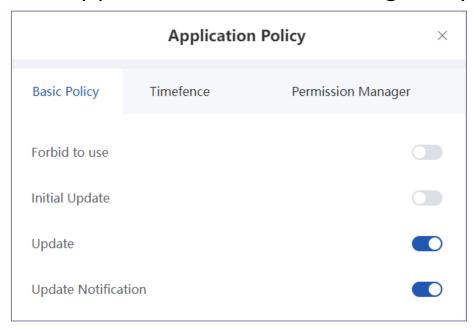
#### Basic Policy:

- (1)Forbid to use: Set as 

  , the device will disable the application after receiving the policy.
- (2)Block Notifications: Set as  $\bigcirc$  , the device will block notifications from the application after receiving the policy.



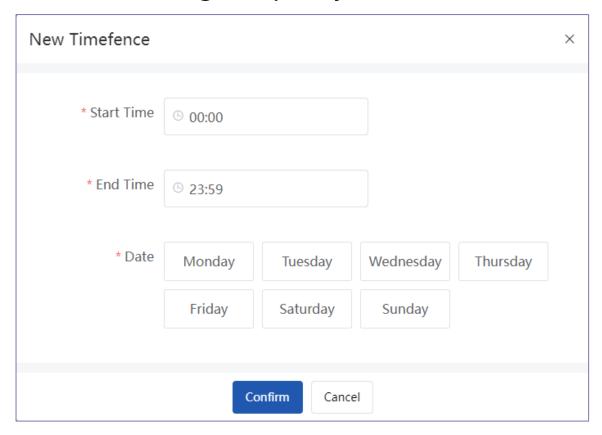
- (3)Initial Update: Set as 
  , the device will perform an initial update detection when it is powered on after receiving the policy.
- (4)Update: Set as  $\bigcirc$  , the device will update in time when detecting new version of the application after receiving the policy.
- (5) Update notification: Set as \_\_\_\_, the device will notify the user when detecting new version of the application after receiving the policy.





#### Time-fence:

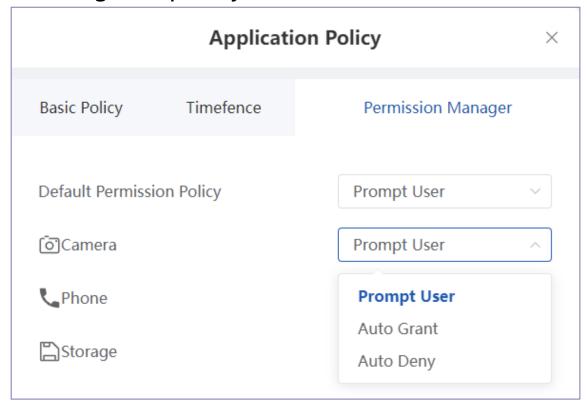
After the time fence is set, the device will control the device to be available only within the specified time fence after receiving the policy.





#### Permission Manager:

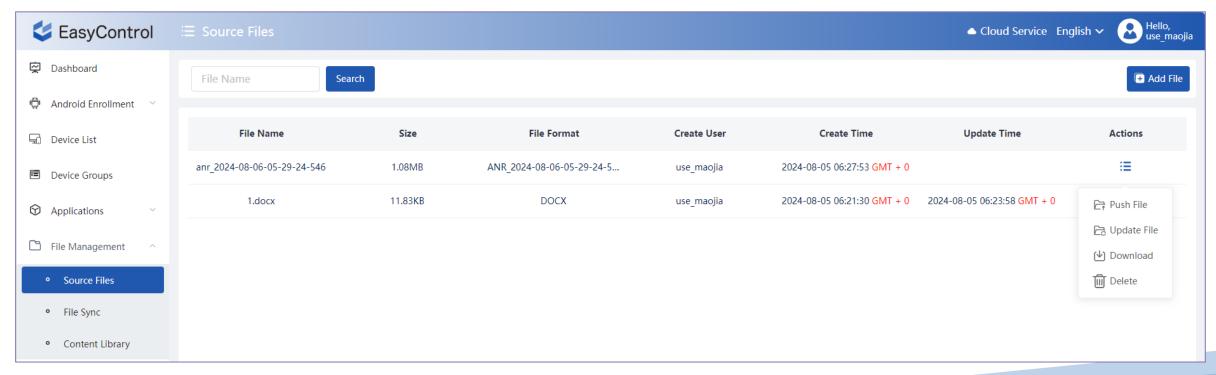
Disable Camera: Set as "Auto Deny", the device will prohibit the application from calling the camera after receiving the policy.





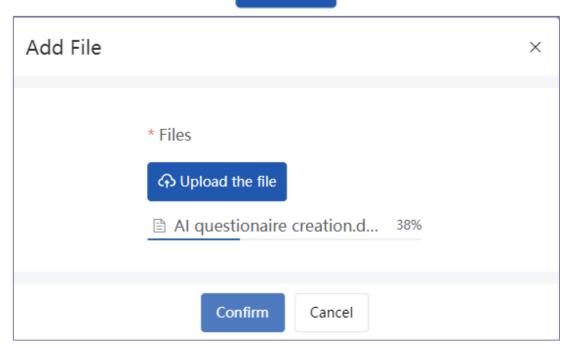
#### 1. File List:

In addition to displaying source file information (enterprise, file name, size, file format, create user, create time, update time, actions), you can also perform operations such as push file, modify file, download file or deleting file.





- 2. Search: select the enterprise name, or enter the file name in the text box, click search to query related information about the file.
- 3.Add: Click Add File the button and click Oppload the file to upload the file to the system, and finally click Confirm to complete the creation.

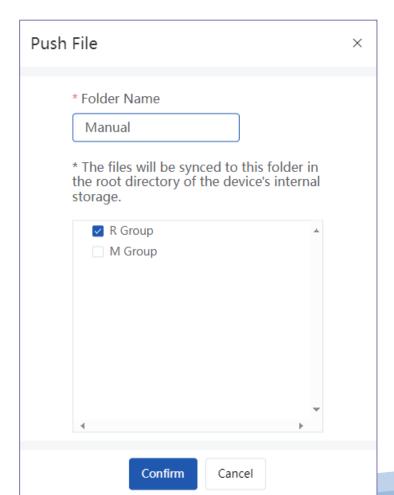




4. Push File: Click the "Push File" button in the actions := .

Input the folder name where the file will be saved, and select the device group as the

target.





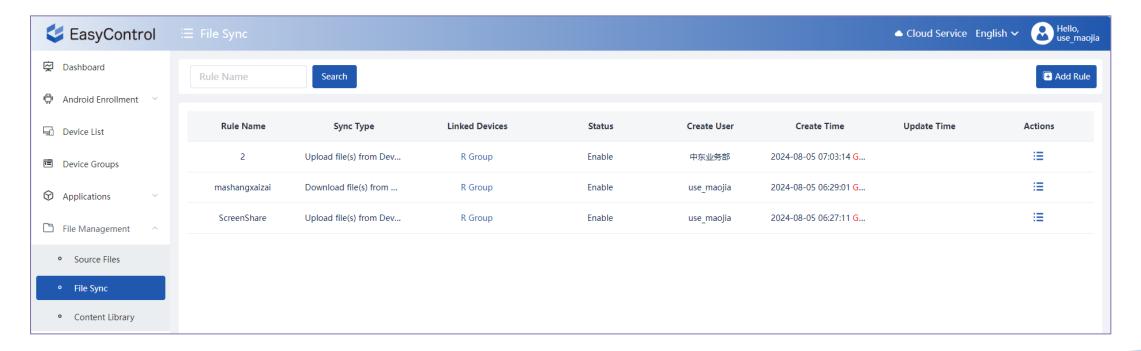
#### 5.Other operation:

- (1) Update File: Click "Action" --> " to update the file.
- (2) Delete: Click "Action" --> " 🔟 " to delete the file.
- (3) Download: Click "Action" --> " to download the file to the local.



# 3.6 File Management 3.6.2 File Sync

1. Rule List: In addition to displaying source file information (enterprise, rule name, sync type, linked devices, status, create by, create time, update time, actions), you can also perform operations such as modify rule, delete rule, and modify rule status.





### 3.6 File Management 3.6.2 File Sync

2. Search: select the enterprise name, or input the rule name in the text box, click query related information about the rule.

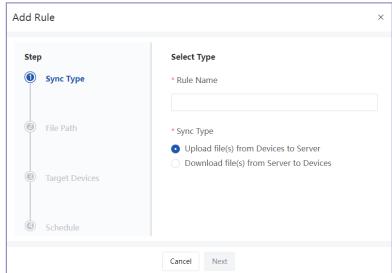
to Search

3. Add: Click the Add Rule button to add file sync rule within four steps, and finall Finish

to complete the creation.

#### Steps:

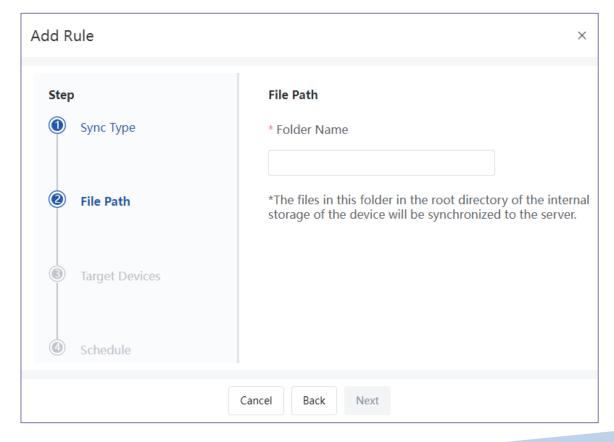
(1) Set the rule name and sync type: input the rule name and select the sync type (Upload file(s) from Devices to Server, Download file(s) from Server to Devices).





### 3.6 File Management 3.6.2 File Sync

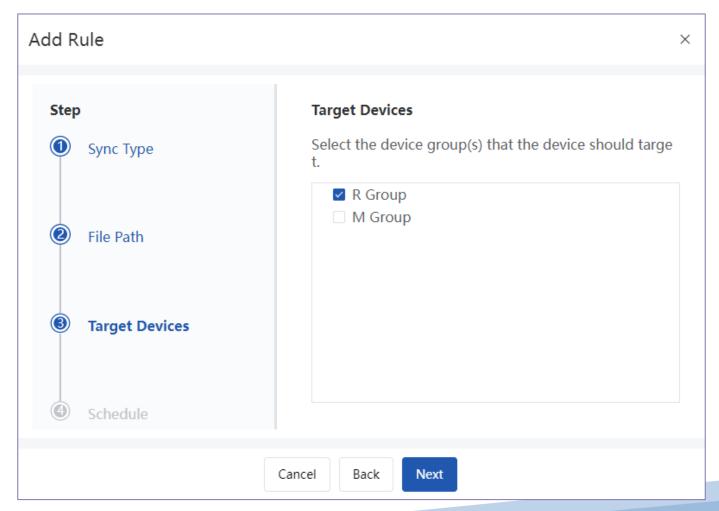
(2) File Path: corresponding file path can be set for each types of rule. To set the folder where the files synchronized by the server will be stored on the device, and select the files which will be synchronized from the server to device end.





# 3.6 File Management 3.6.2 File Sync

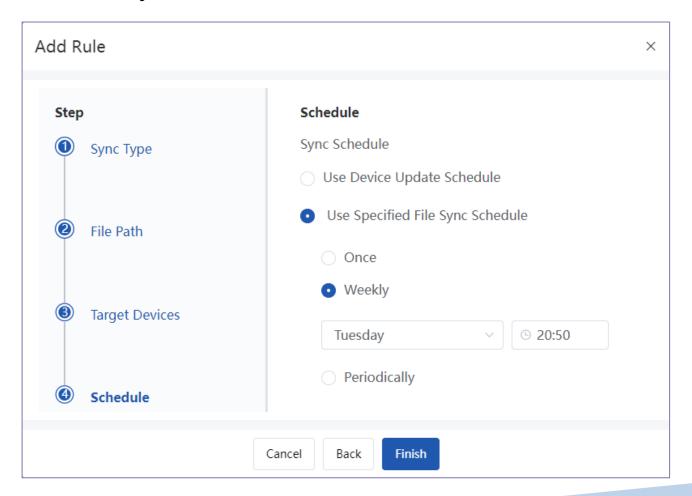
(3) Target device group: select the file sync rule to apply on the corresponding target device group.





# 3.6 File Management 3.6.2 File Sync

(4) Sync Schedule: Set the file sync schedule, such as: Use Device Update Schedule, Use Specified File Sync Schedule.





# 3.6 File Management 3.6.2 File Sync

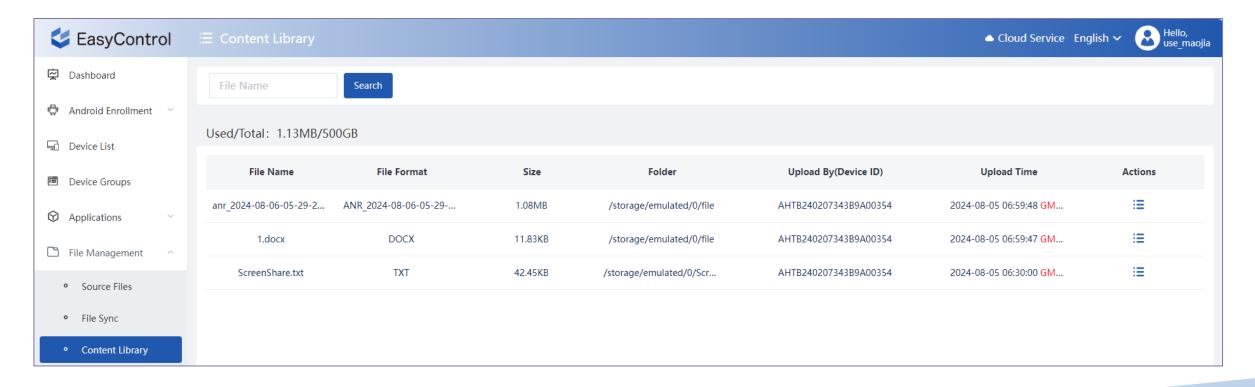
(5) Click the Finish button to finish adding the rule and return to the main page of "File Sync", there will be new data added in the data table.

Click the Cancel button to cancel the rule and return to the main page of "File Sync".



# 3.6 File Management 3.6.3 Content Inventory

1. File List: In addition to displaying file information (enterprise, file name, file format, size, folder, upload by, update time, actions), you can also perform operations such as downloading or deleting file information.





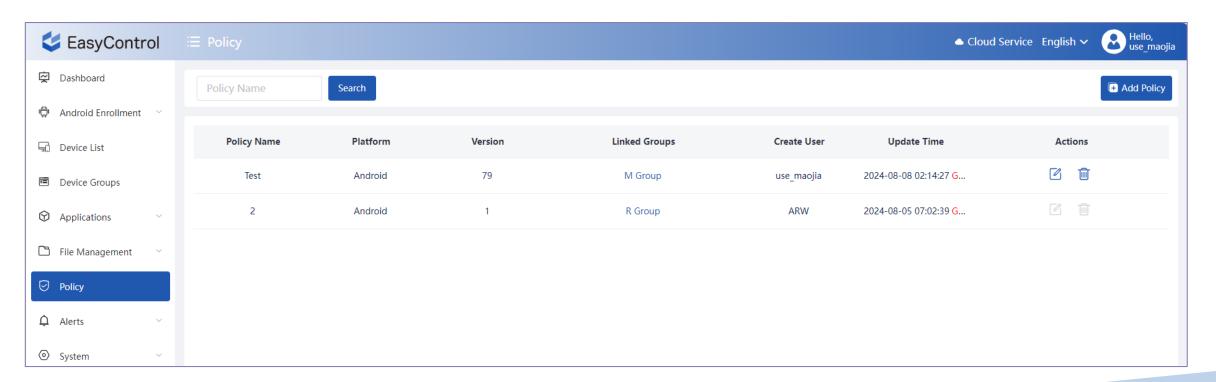
## 3.6 File Management 3.6.3 Content Inventory

- 2. Delete: Click "Action" := --> " 📺 " to delete the file.
- 3. Download: Click "Action" = --> " been to download the file to the local.



1. This page can display and modify the basic information of the current policy.

Policy List: In addition to displaying policy information (enterprise, policy name, version, update time, actions), you can also modify or delete policy information.





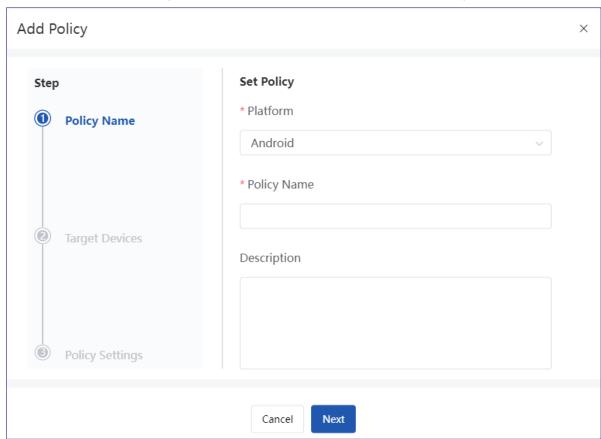
2.Search: Enter the name of the policy in the text box, click search to query related information about the policy.

3.Add: Click the Add Policy button to add the policy information in three steps, and finally click save to complete the creation.



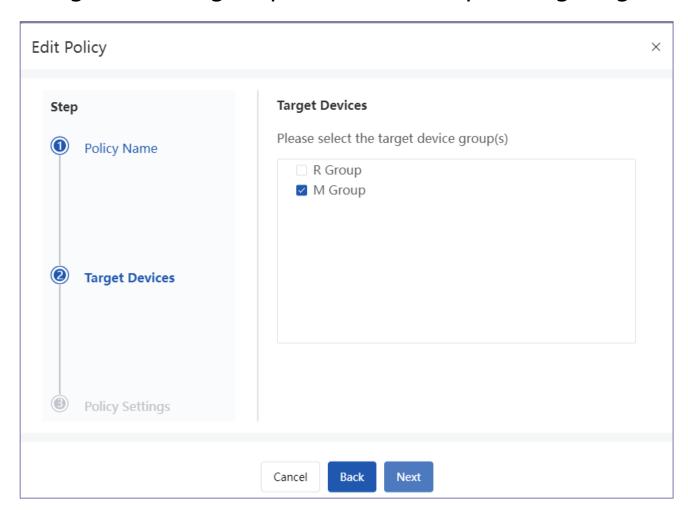
#### Steps:

(1) Set the policy name: enter the policy name and description.



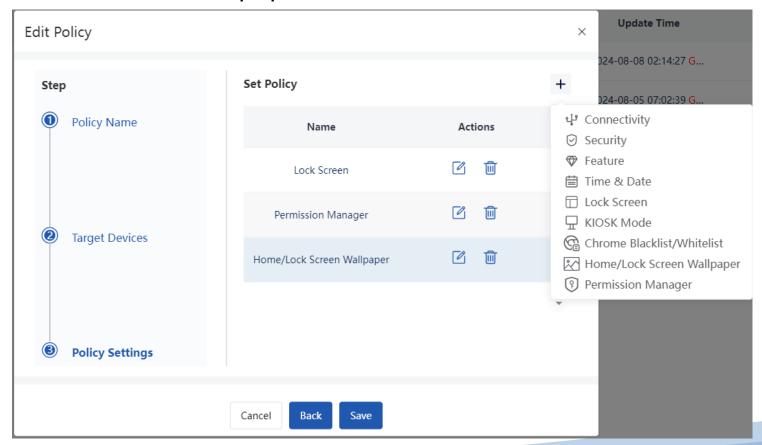


(2) Target device group: Select corresponding target device group.





(3) Set policy: Click the + button to add various types of policies, including: Connectivity, Security, Feature, UI Configuration, Time & Date, KIOSK Mode, Customize Settings, Home/Lock Screen Wallpaper, Chrome Blacklist/Whitelist, Permission Manager, and so on.



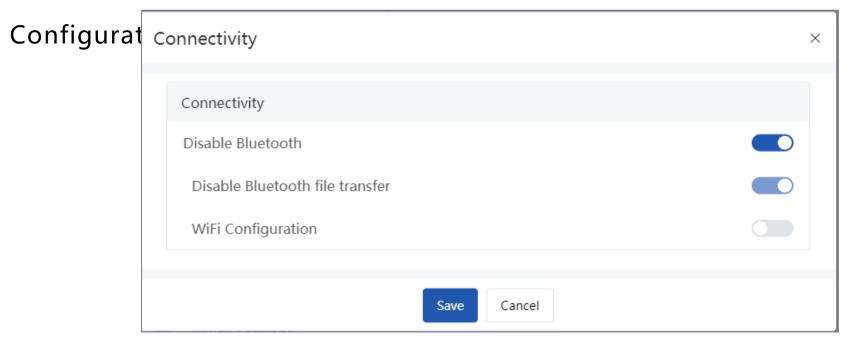


(4) Click the Save button to finish adding the policy, and return to the main page of "Policy", there will be new data added in the data table.

Click the Cancel button to cancel adding the policy and return to the main page of "Policy

## 3.7 Policy 3.7.1 Connectivity

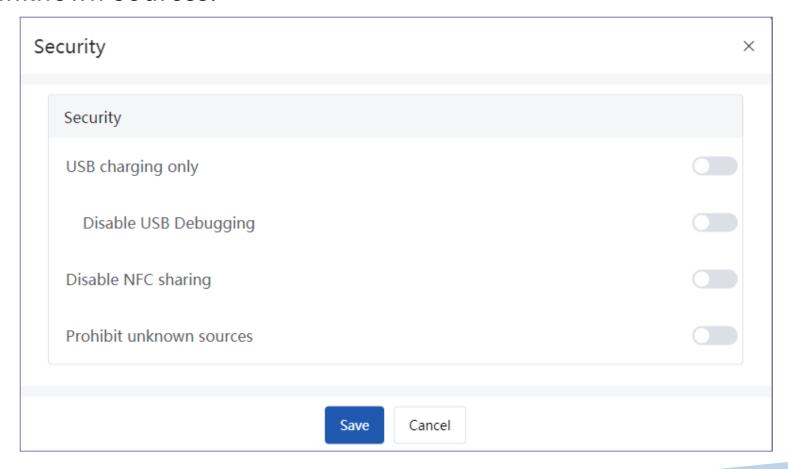
Connectivity: Including Disable Bluetooth, Disable Bluetooth file transfer and WiF



- (1) Disable Bluetooth: Forbidden to use Bluetooth, and it is also forbidden to manually turn on the feature at the device end;
- (2) Disable Bluetooth file transfer: Forbidden users from using Bluetooth to transfer files;
- (3) WiFi Configuration: After the policy is enabled, the Network name, security type and password can be configured, and the device can automatically connect to the WiFi;

# 3.7 Policy 3.7.2 Security

Security: Including USB charging only, Disable USB Debugging, Disable NFC sharing, and Prohibit unknown sources.





## 3.7 Policy 3.7.2 Security

- (1) USB charging only: After connected to the computer through USB, it can only be used for charging;
- (2) Disable USB Debugging: Disable the USB debugging mode, and it is also forbidden to manually turn on the feature at the device end;
- (3) Disable NFC sharing: Disable the NFC sharing feature, and it is also forbidden to manually turn on the feature at the device end;
- (4) Prohibit unknown sources: Forbidden to install applications from unknown sources, and it is also forbidden to manually turn on the feature at the device end;



## 3.7 Policy 3.7.3 Feature

Feature: Including Disable Factory Reset, Disable Cameras, Disable Notification Bar, Disable Microphone, Disable Airplane Mode, Disable Screen Capture, Disable Location and Disable Device Volume.

Feature					×
Feature					Î
Disable Fac	tory Reset				L
Disable Car	neras				
Disable No	tification bar				
Disable Mid	crophone				
		Save	Cancel		

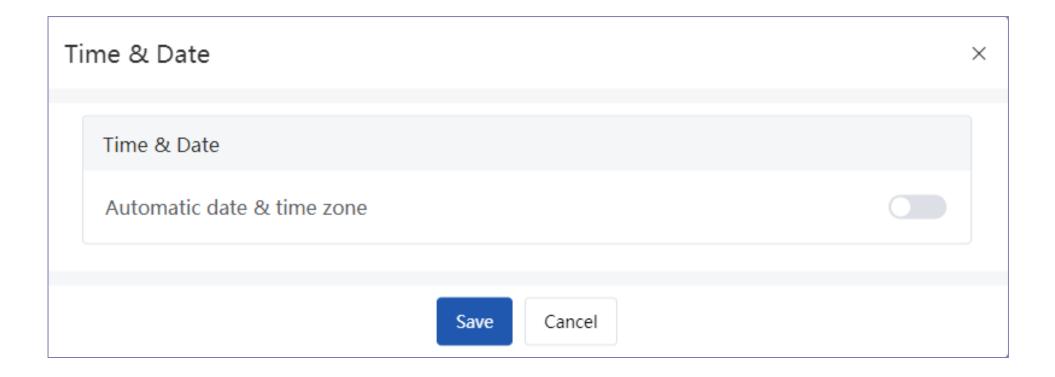


### 3.7 Policy 3.7.3 Feature

- (1) Disable Factory Reset: Forbidden to restore the device to factory setting, and it is also forbidden to manually turn on the feature at the device end;
- (2) Disable Cameras: Forbidden to cameras at the device end;
- (3) Disable Notification bar: Forbidden to drop-down Notification, and it is also forbidden to manually turn on the feature at the device end;
- (4) Disable Microphone: Forbidden to use the microphone of the device end;
- (5) Disable Airplane Mode: Forbidden to the flight mode, and it is also forbidden to manually turn on the feature at the device end;
- (6) Disable Screen Capture: Forbidden to take screenshots at the device end;
- (7) Disable Location: Forbidden to obtain positioning of the device end, and it is also forbidden to manually turn on the feature at the device end;
- (8) Disable Device Volume: Forbidden to adjust the volume of the device end;
- (9) Disable Brightness Configuration Management: Forbidden to use the Brightness Configuration Managemen.

## 3.7 Policy 3.7.4 Time & Date

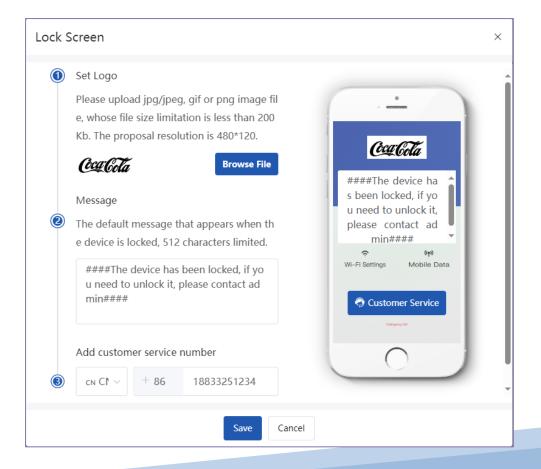
Time & Date: Including Automatic time zone and Automatic date & time zone. Forbidden to manually set the date and time zone on the device end.





## 3.7 Policy 3.7.5 Lock Screen

Lock Screen: Contains the logo of the lock screen, prompt messages and emergency calls. Users can set the company logo, message and customer service number that can display on the lock-screen;

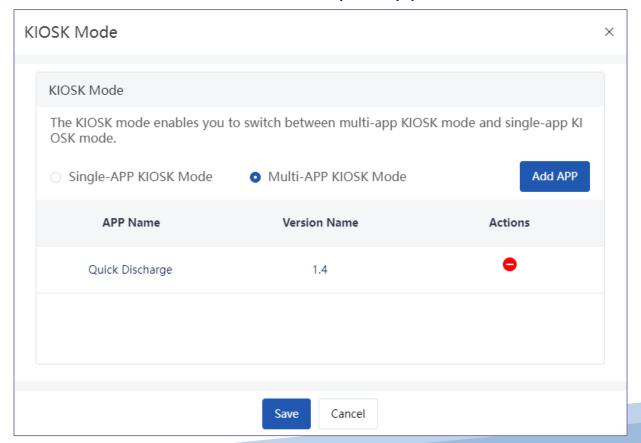




### 3.7 Policy 3.7.6 KIOSK Mode

KIOSK Mode: Contains single-app KIOSK mode and multi-app KIOSK mode, users can switch between single-app KIOSK mode and multi-app KIOSK mode.

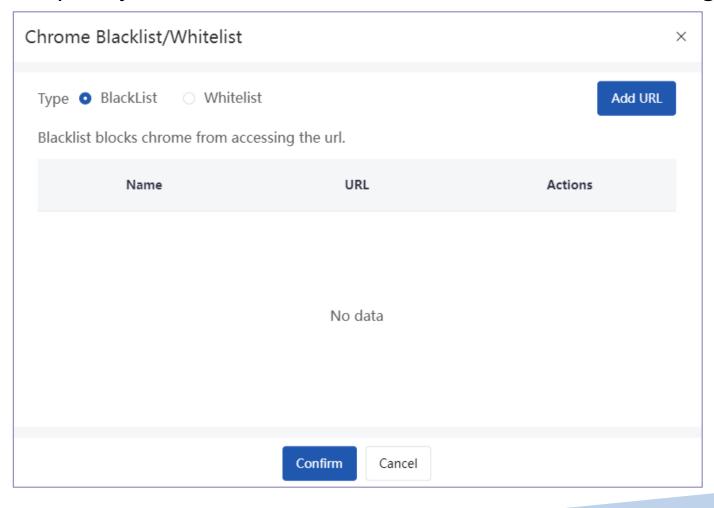
- (1) Single-APP KIOSK Mode: Set an application as home screen and cannot exit by manual.
- (2) Multi-APP KIOSK Mode: Combine multiple applications into a dedicated launcher display.





## 3.7 Policy 3.7.7 Chrome Blacklist/Whitelist

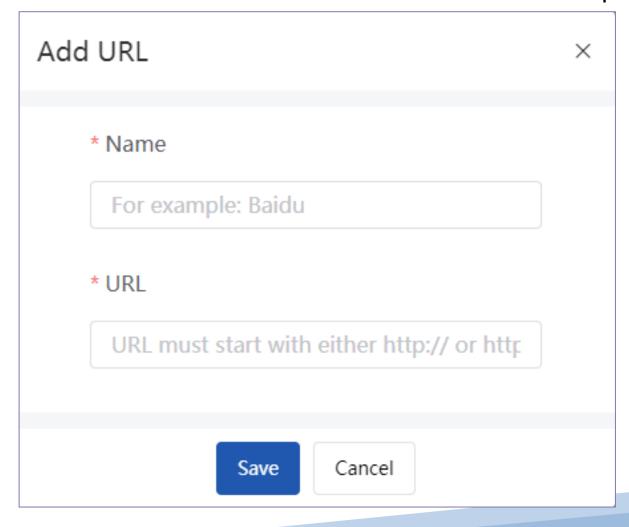
(1)Chrome Blacklist: Specify the URLs which are to be blocked from being accessed.





## 3.7 Policy 3.7.7 Chrome Blacklist/Whitelist

(2) Chrome Whitelist: enter the URL name and URL, click to complete.

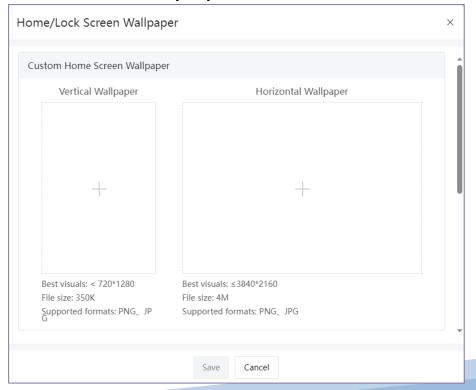




#### 3.7.8 Home/Lock Screen Wallpaper

Home/Lock Screen Wallpaper: Contains Custom Home Screen Wallpaper and Custom Lock Screen Wallpaper, users can remotely push the wallpaper to the device through the policy, and once the policy reaches the target devices, the wallpaper on those devices will get automatically change to the specified one.

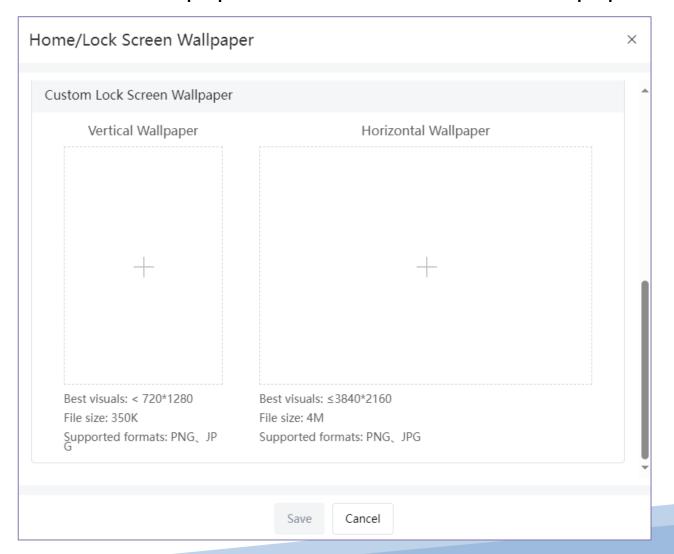
(1) Custom Home Screen Wallpaper: Set the home screen wallpaper of the device;





## 3.7 Policy 3.7.8 Home/Lock Screen Wallpaper

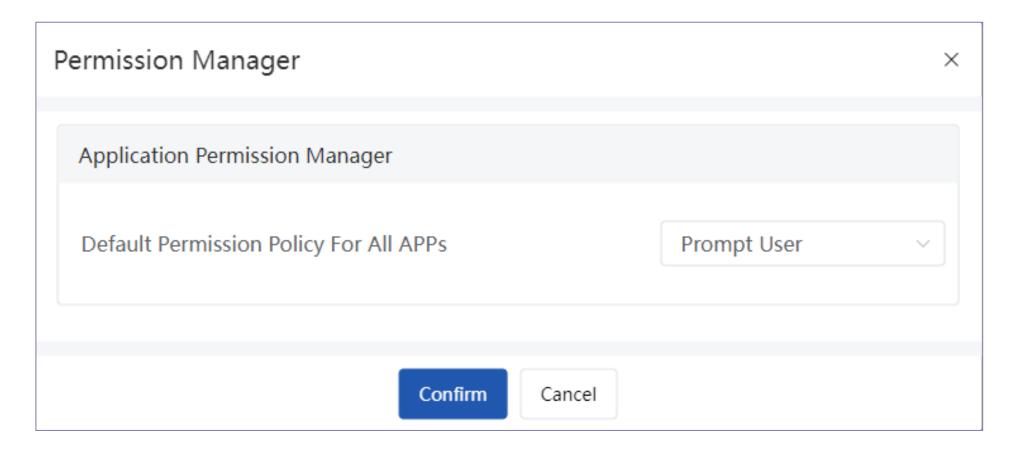
(2) Custom Lock Screen Wallpaper: Set the lock screen wallpaper of the device;





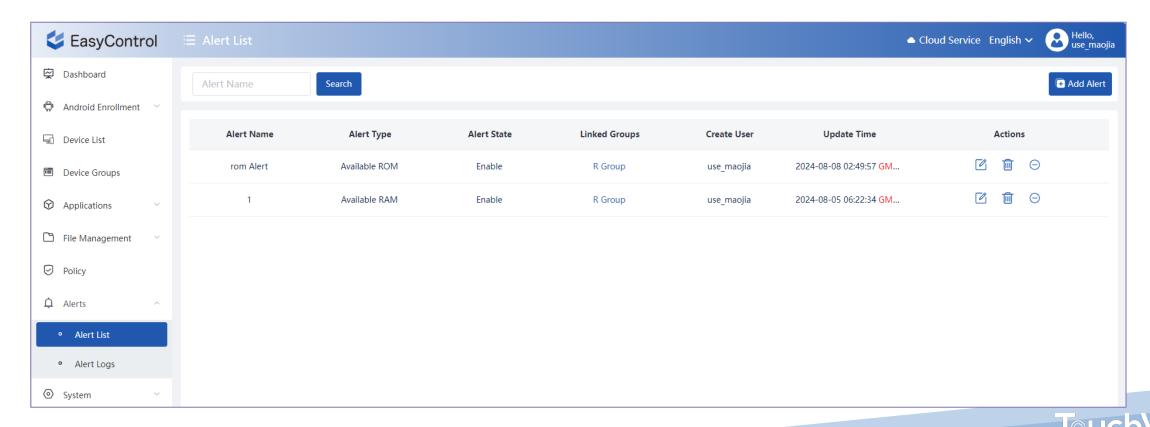
# 3.7 Policy3.7.9 Permission Manager

Permission Manager: Set default permission policy for all applications.





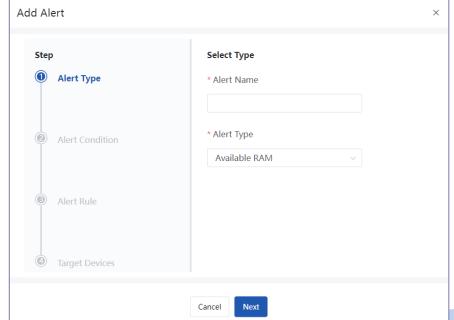
1. Alert List: In addition to displaying alert information (enterprise, alert name, alert type, linked groups, update time, actions), you can also perform operations such as modifying or deleting alert information.



- 2. Search: select the enterprise name, or enter the alert name in the text box, ( Search to query related information about the alert.
- 3. Add: Click the Add Alert button to add alert policy information in four steps, and finally click complete the creation.

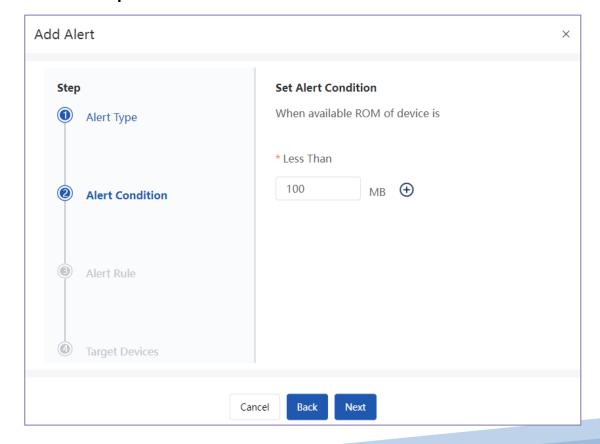
#### Steps:

(1) Set the alert name and alert type: enter the alert name and select the alert type (available ROM, available RAM).



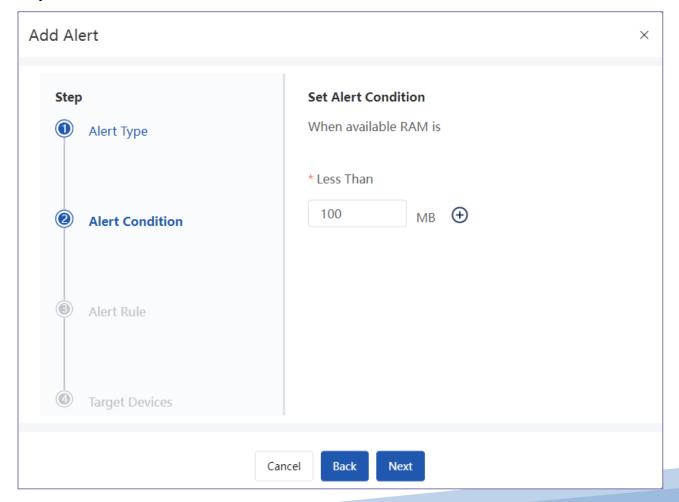


- (2) Alert Conditions: corresponding alert conditions can be set for each types of alerts.
- Available ROM: trigger an alert when the available internal storage space of the device is insufficient for the specified alert value.





• Available RAM: trigger an alert when the available memory of the device is insufficient for the specified alert value.



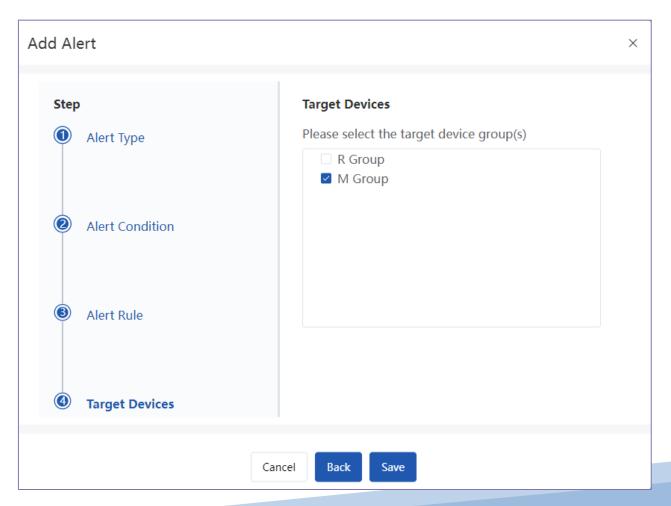


(3)Alert Rules: Set alert rules, such as: sending alert information to the designated mailbox, locking the device or sending alert notifications to the device, etc.

Add Alert	×
Step  Alert Type	Set Alert Rule  Alert To  * Email
② Alert Condition	*Multiple email addresses must be separated by semicol on(;).
Alert Rule	Status Bar
Target Devices	
Cancel Back Next	



(4) Target device group: select the alert policy to apply on the corresponding target device group.



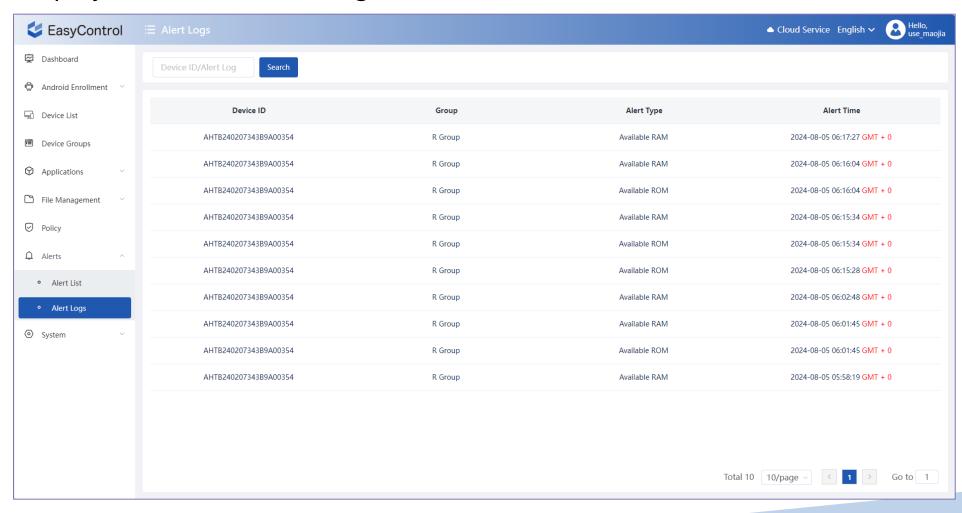


(5) Click the Save button to finish adding the alert and return to the main page of "Alerts", there will be new data added in the data table.

Click the Cancel of "Alerts".

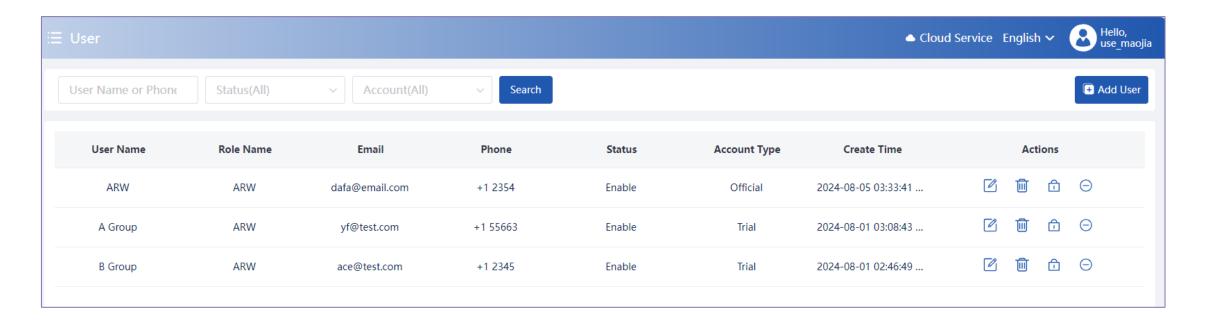
## 3.8 Alerts 3.8.2 Alert Logs

Display the related alert log information of the user's linked device.





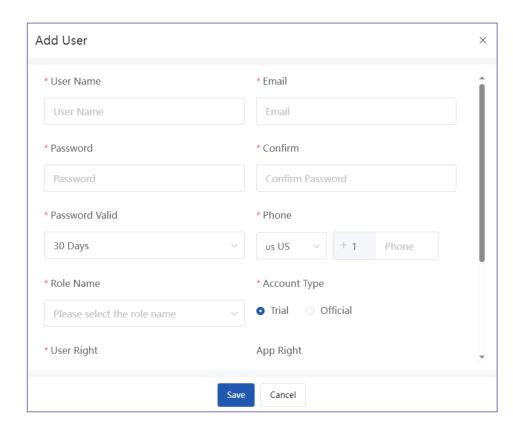
(1)User List: In addition to displaying user information (enterprise, account, role, email address, phone, creation time, etc.), you can also perform operations such as modifying user information, deleting user information, resetting password, and modifying account status.

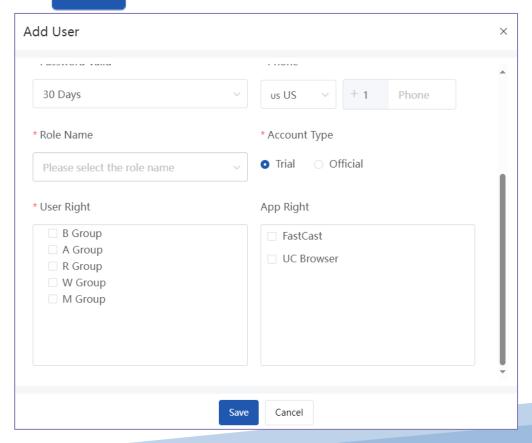




(2) Search: Enter the user name in the text box, click Search to query account related information

(3) Add: Click the Add User button, enter the user name, password, password validity, email, phone, role and other information, and set the status, click Save to complete the creation.







#### Steps:

- ①Enter the user ID with a length of 2-50 characters in the "User Name" input box. The characters only support numbers, letters, dots, @, -, underscores. (Required)
- ② "Password" enter a password with a length of 8-20 characters. It supports mixed characters of letters, numbers and characters. (Required)
- ③Enter the correct email address in the "Email" input box. (Required)
- ④ "Phone" enter the phone number in Arabic numerals, including country code and mobile phone number. (Optional)
- ⑤ "Role" check the corresponding role according to your needs. (Optional)
- ⑥ Checking "Disabled" in "Status" means that the user cannot log in. Checking "Enable" means that the user is enable to log in.



- ① Checking "Trial" in "Account Type" means that the user account is a trial account.
- Checking "Official" means that the user account is an official account.
- ® "User Right" can check the corresponding data right according to the needs.
- (Please note, the current account can only assign its direct subordinate groups to the accounts it creates.)
- O Click Save to complete the new operation and return to the main page of "User List".

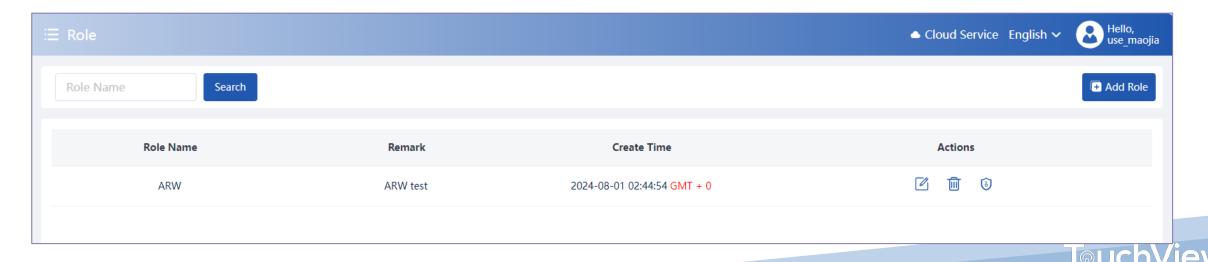
   There will be new user data added in the data table.

Click Cancel to cancel the new operation and return to the main page of "User List".



Role management can create roles and assign system-related permissions, which can be applied on sub-accounts.

- (1) Role List: Display role information (enterprise, role name, remarks, creation date), and actions such as modifying roles, deleting roles, and setting function authority.
- (2) Search: Enter the role name in the text box and click Search to query role-related information.



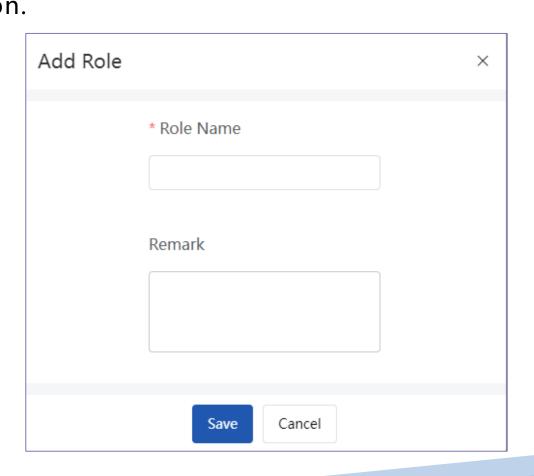
(2)Add Role: Click complete the creation.



, enter the role name and description, and click



to





#### Steps:

- ① Enter a role name with a length of 2-30 characters in the "Role Name" input box, and the character type is not limited. (Required)
- ② The "Remarks" input box can enter remarks with a length of 0-50 characters, and the character type is not limited. (Optional)
- ③ Click Save to complete the new operation and return to the main page of "Role List".

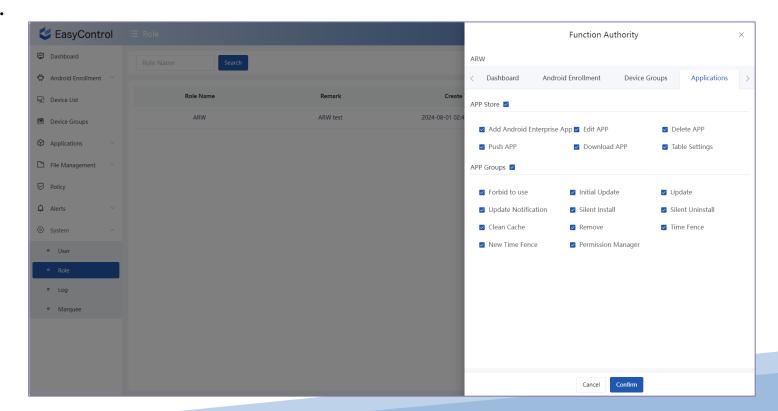
  The new data will be displayed in the table.
  - Click Cancel to cancel the new operation and return to the main page of "Role List".
- ④ In the "Role List", click "Function Authority © " to enter the function permission page, and one or more function authority can be checked according to the needs. (Optional)



⑤ Click Confirm to complete the new function authority operation and return to the main page of "Role List", the new function authority will be assigned to the role.

Click Cancel to cancel the new function authority operation and return to the main page

of "Role List".

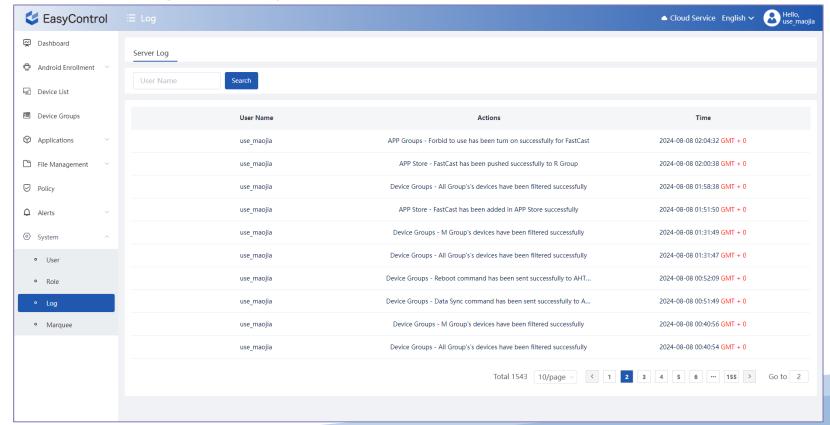




## 3.9 **System** 3.9.3 **Log**

In the "System" section under the "Log" option, you can view the operation logs.

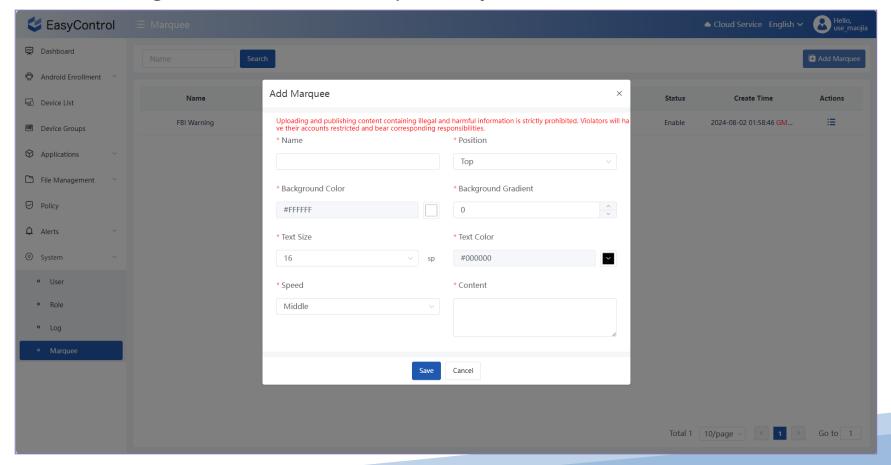
- (1) Enter the "User Name" and click Search to find the operation log history for that user;
- (2) The operation logs display the username, actions, and operation time.





#### 3.9 System 3.9.4 Marquee

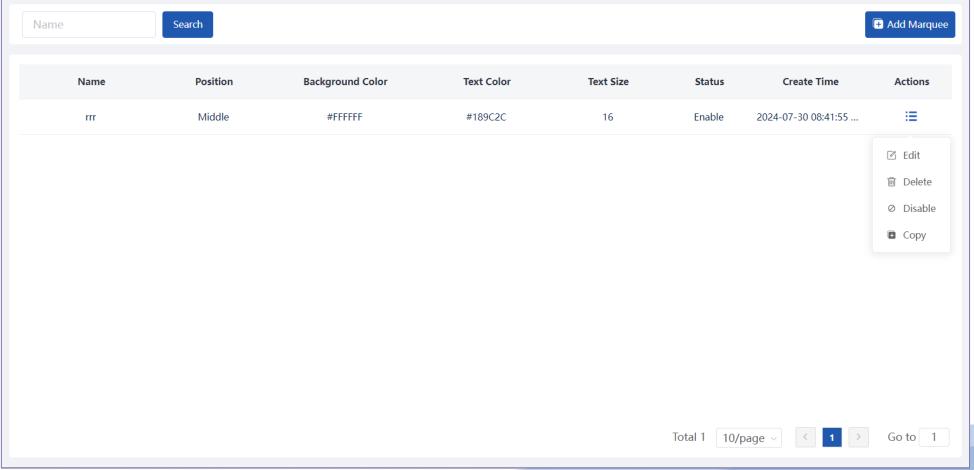
In the "System" section, under the "Marquee" option, you can set up marquee templates. Add: Click the Add Marquee button to enter the new marquee template page. You can set the name, position, background color, transparency, font size, content, etc., of the marquee.





## 3.9 **System** 3.9.3 **Log**

Click on the **E** button in the operation column to edit, delete, disable/enable, or copy the marquee template.





#### ■ Thank you ■