

Sophos Mobile Control User guide for Android

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1 About Sophos Mobile Control

Sophos Mobile Control is a mobile device management solution for smartphones and tablets. It allows configuration and software distribution as well as security settings and many other device management operations on mobile devices. The Sophos Mobile Control system consists of a server and a client component which communicate through data connections and SMS messages.

1.1 About this guide

This guide describes how to use the Sophos Mobile Control Self Service Portal to

- install and set up Sophos Mobile Control on Android devices
- manually synchronize registered devices with the Sophos Mobile Control server
- lock or reset devices to their factory settings (wipe) in case of theft or loss
- reconfigure devices in case they have been wiped
- show the location of devices in case of theft or loss

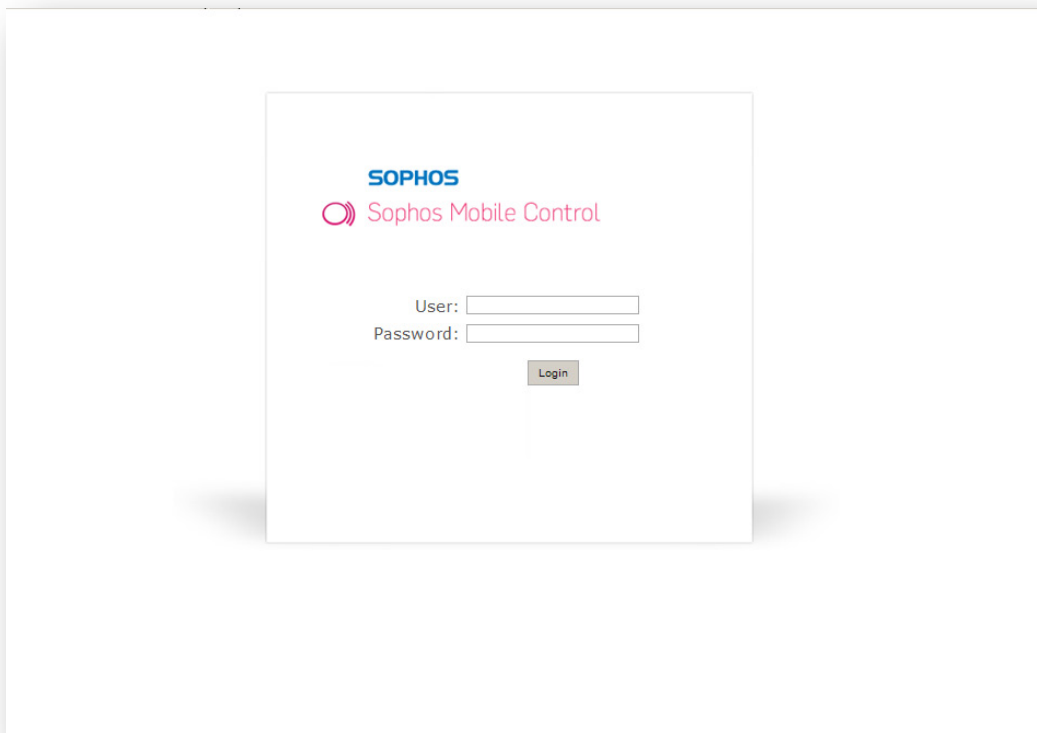
2 Set up Sophos Mobile Control on an Android phone

Prerequisite:

You have received the URL of the Sophos Mobile Control – Self Service Portal from your administrator.

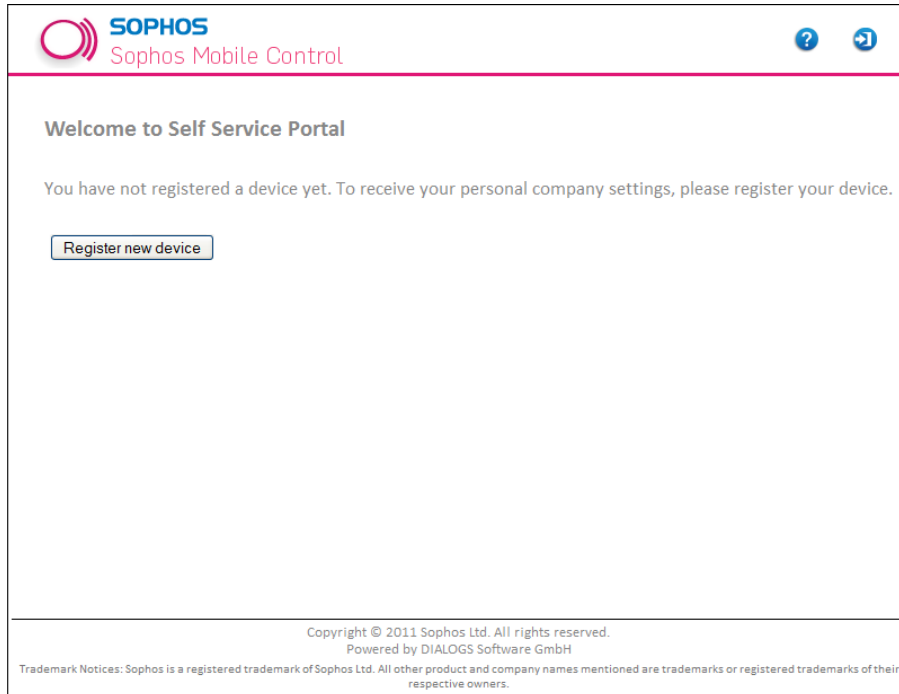
1. Open the Browser on your computer and go to the Sophos Mobile Control - Self Service Portal.

The Self Service Portal login page is displayed.



2. Enter your **User** name and your **Password** (most likely, this is the user name and password of your Windows account) and click **Login**.

The Self Service Portal Welcome page is displayed.



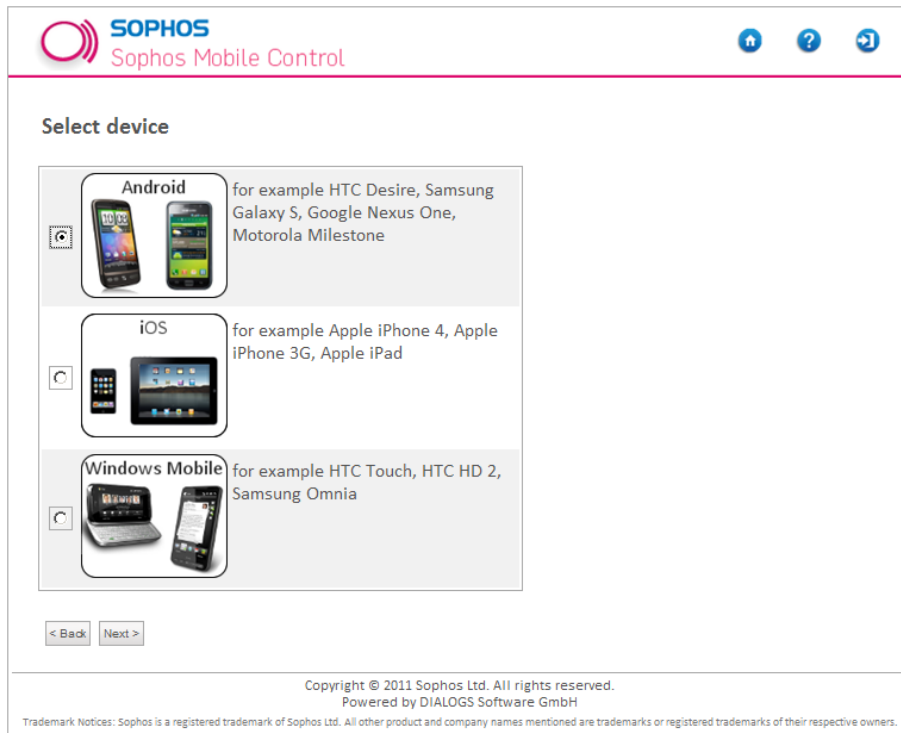
Note: If other devices have been registered for you, they are displayed in a list on the Welcome page.

3. Click **Register new device**.

The **Company Policy** page is displayed.

4. Read the company policy information, select **I accept the terms** and click **Next**.

5. On the Select device page, select **Android** and click Next.

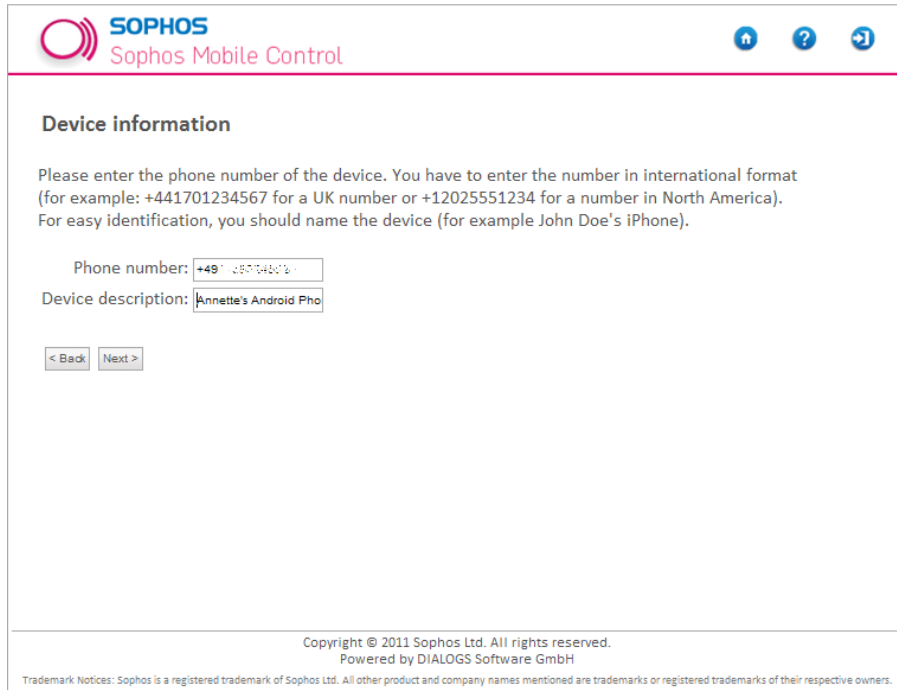


6. On the Installation mode page, select **The installation is done via pc** and click Next.



Note: If you are accessing the Self Service Portal on the device you want to install Sophos Mobile Control on, select **The installation is done directly on the appropriate device**. In this case, continue with *step 7* in section *Set up Sophos Mobile Control on an Android Tablet*.

7. On the **Device information** page, enter the **Phone number** of your device. For easy identification, enter a **Device description**.



SOPHOS
Sophos Mobile Control

Device information

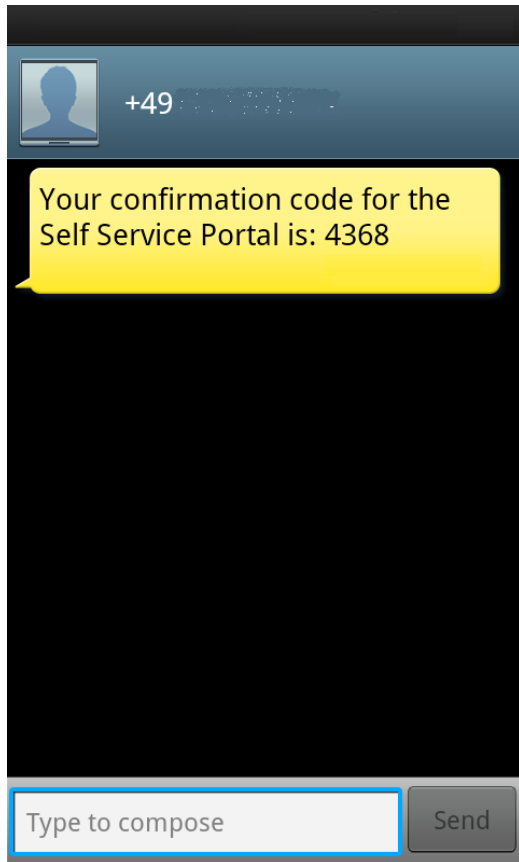
Please enter the phone number of the device. You have to enter the number in international format (for example: +441701234567 for a UK number or +12025551234 for a number in North America). For easy identification, you should name the device (for example John Doe's iPhone).

Phone number:

Device description:

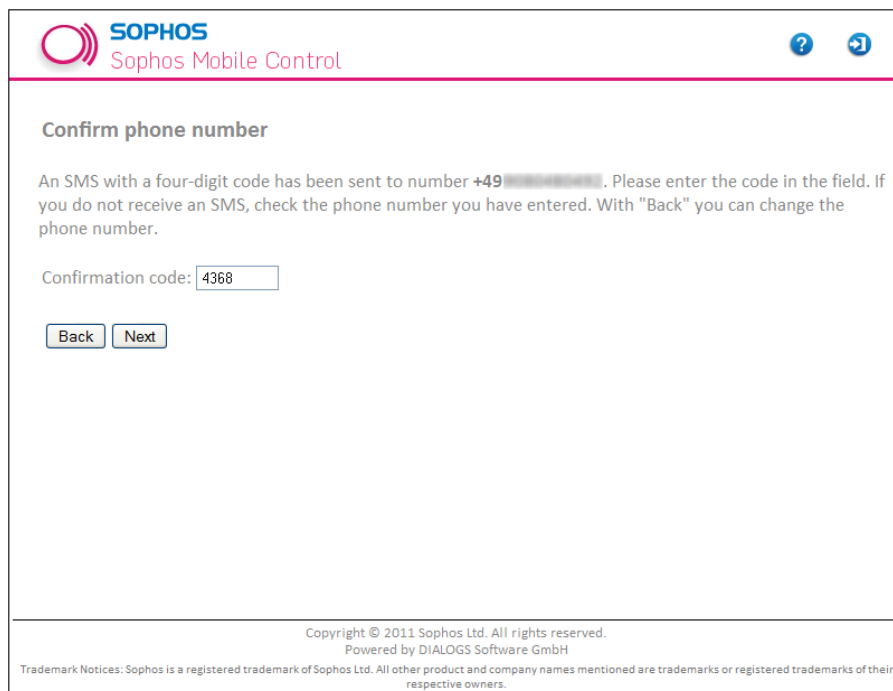
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8. After you click **Next** a message with a confirmation code is sent to the phone number you have entered.



In your Browser, the **Confirm phone number** page is displayed.

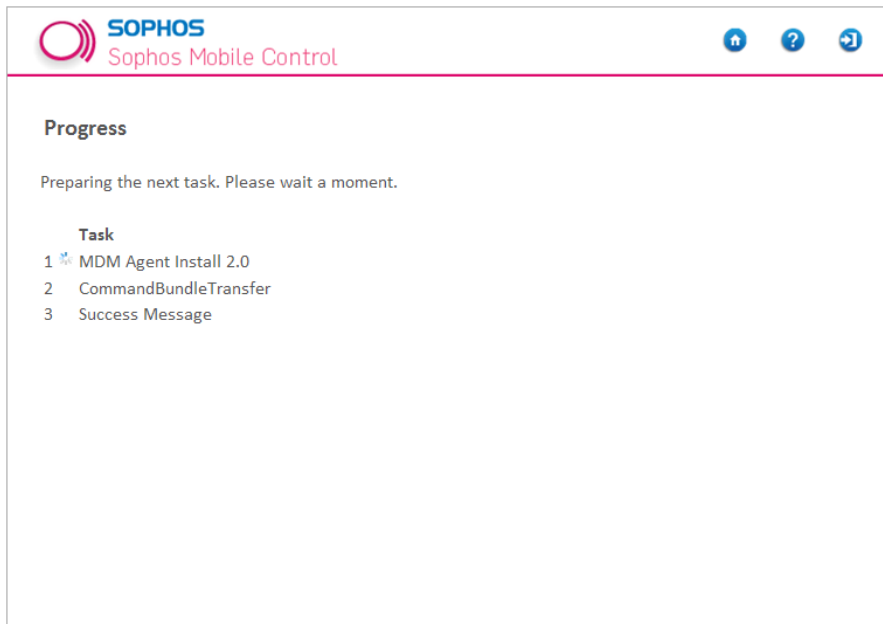
9. On the **Confirm phone number** page, enter the confirmation code.



10. Click **Next** to initiate installation.

A **Progress** page shows an overview on the set up progress. It is followed by a **Progress** page with a short instruction on how to proceed.

Note: Tasks 1 and 2 shown on the following **Progress** page are always applicable. The remainder of the installation and configuration process depends on your company-specific configuration, so different tasks may be shown.



The screenshot shows the Sophos Mobile Control interface. At the top, there is a header with the Sophos logo and the text "SOPHOS Sophos Mobile Control". To the right of the header are three icons: a home icon, a question mark icon, and a right arrow icon. Below the header, the main content area is titled "Progress" and contains the text "Preparing the next task. Please wait a moment." Underneath this, there is a section titled "Task" with a list of three items: "1 MDM Agent Install 2.0", "2 CommandBundleTransfer", and "3 Success Message". At the bottom of the page, there is a footer with copyright information: "Copyright © 2011 Sophos Ltd. All rights reserved. Powered by DIALOGS Software GmbH." and a trademark notice: "Trademark Notices: Sophos is a registered trademark of Sophos Ltd. All other product and company names mentioned are trademarks or registered trademarks of their respective owners."

Progress

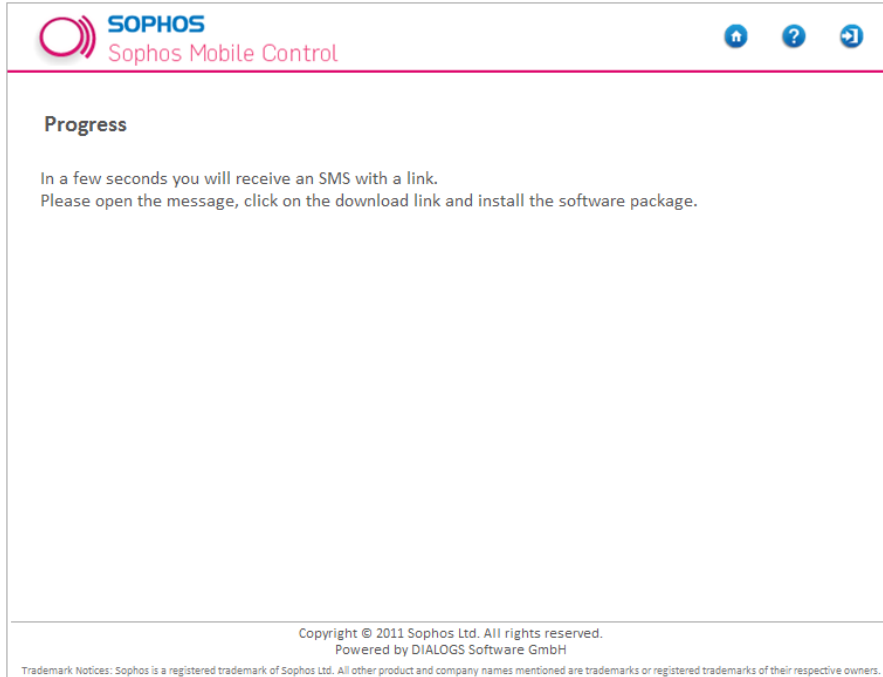
Preparing the next task. Please wait a moment.

Task

- 1 MDM Agent Install 2.0
- 2 CommandBundleTransfer
- 3 Success Message

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The screenshot shows the Sophos Mobile Control interface. At the top, there is a header with the Sophos logo and the text "SOPHOS Sophos Mobile Control". To the right of the header are three icons: a home icon, a question mark icon, and a right arrow icon. Below the header, the main content area is titled "Progress" and contains the text "In a few seconds you will receive an SMS with a link. Please open the message, click on the download link and install the software package." At the bottom of the page, there is a footer with copyright information: "Copyright © 2011 Sophos Ltd. All rights reserved. Powered by DIALOGS Software GmbH." and a trademark notice: "Trademark Notices: Sophos is a registered trademark of Sophos Ltd. All other product and company names mentioned are trademarks or registered trademarks of their respective owners."

Progress

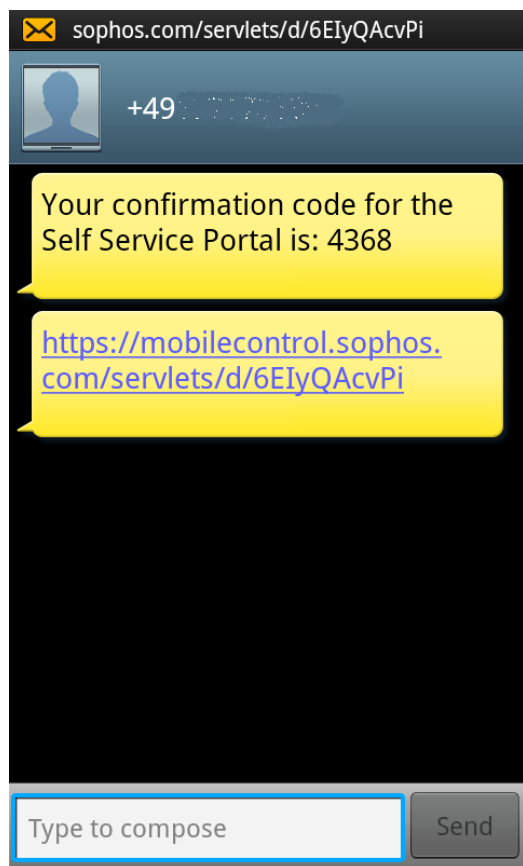
In a few seconds you will receive an SMS with a link.
Please open the message, click on the download link and install the software package.

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Note: with the **Home** button in the page header you can return to the Self Service Portal Welcome page. To return to the progress page, click **Show tasks** for the relevant device.

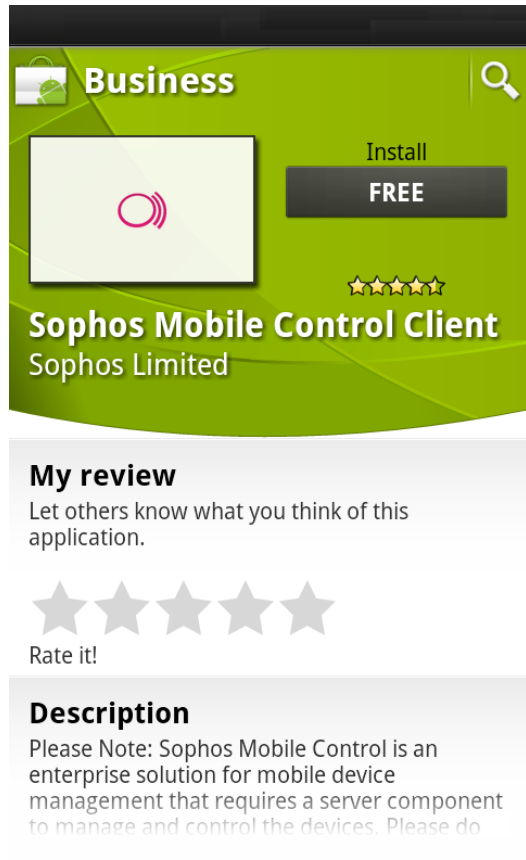
11. On your phone, you receive a message with a link.



12. Click the link.

Depending on your system configuration, you may be asked which Browser you want to use. Select Android Market.

The Sophos Mobile Control Client is displayed in Android Market.

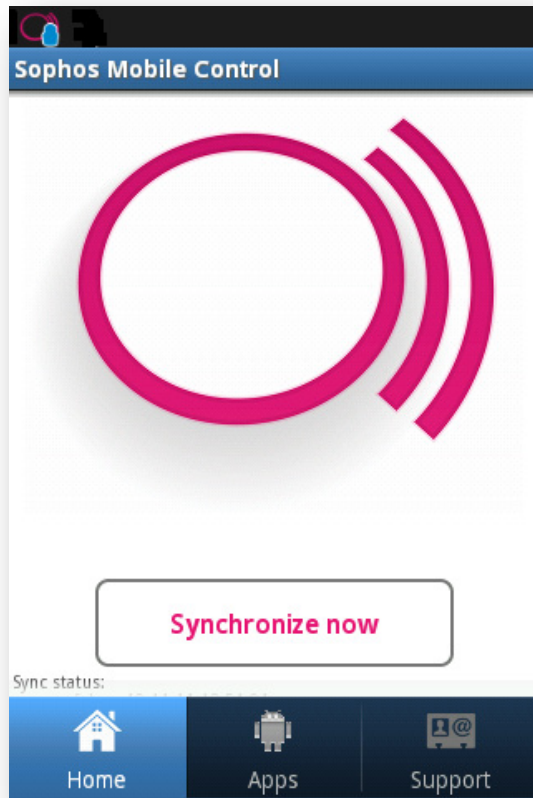


13. Click Free followed by **Install** to install the Sophos Mobile Control Client.

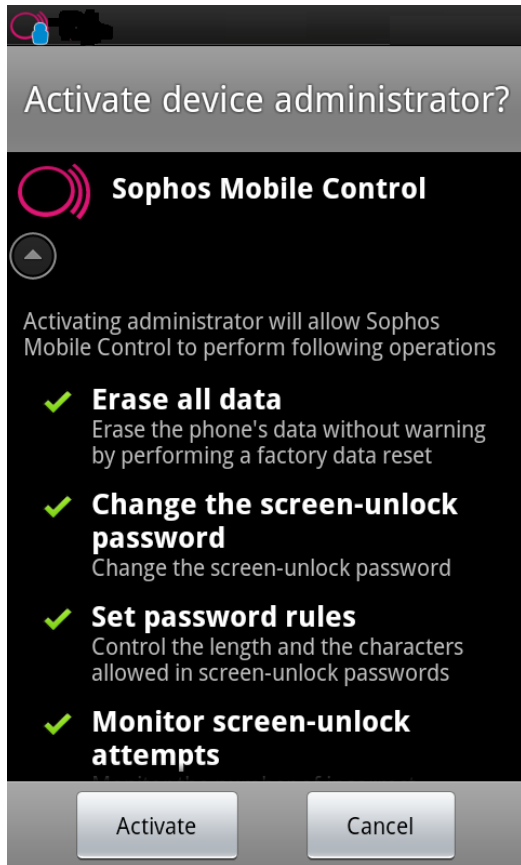
Upon completion a success message is displayed.

14. Start Sophos Mobile Control.

The Sophos Mobile Control icon is displayed in the notification bar area. It indicates that user interaction is required.

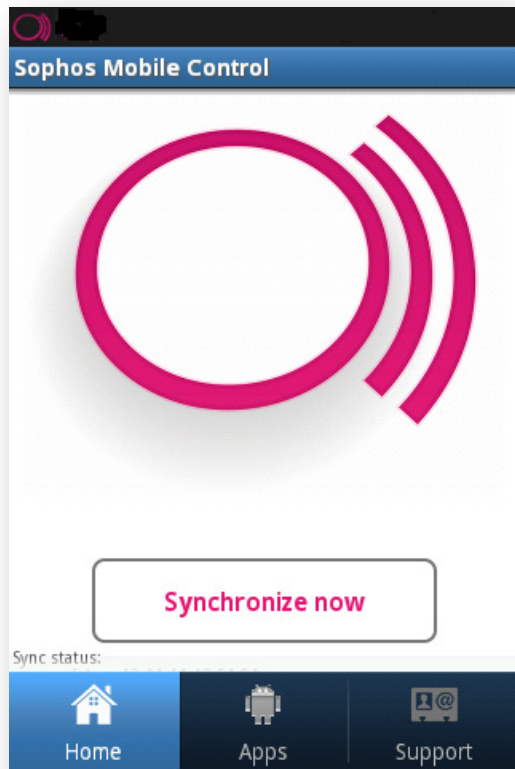


15. Pull down the notification bar and select the Sophos Mobile Control Client to activate it as device administrator.

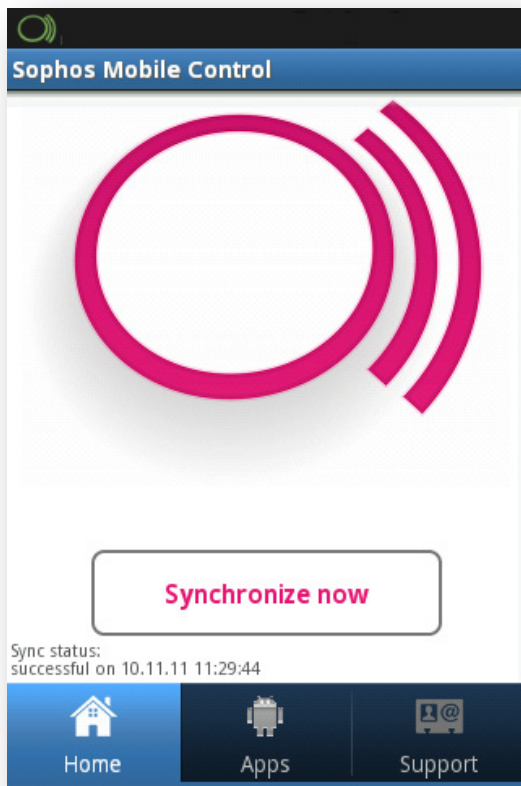


16. Click **Activate**.

A configuration SMS with encrypted contents is sent to your phone in the meantime. It is processed by the Client and deleted. The Sophos Mobile Control Client starts synchronization automatically.



17. After synchronization has been completed, the Sophos Mobile Control icon in the notification bar is displayed in green.



The sync status should show the last successful synchronization. Other configuration dependant steps might follow.

3 Set up Sophos Mobile Control on an Android tablet

1. On your Android tablet, open your Browser and go to the Sophos Mobile Control - Self Service Portal.

The Self Service Portal login page is displayed.

2. Enter your **User name** and your **Password** and click **Login**.

The Self Service Portal Welcome page is displayed.

Note: If other devices have been registered for you, they are displayed on the Welcome page.

3. Click **Register new device**.

The **Company Policy** page is displayed.

4. Read the company policy information, select **I accept the terms** and click **Next**.
5. On the **Select device** page, select **Android** and click **Next**.
6. On the **Installation mode** page, select **The installation is done directly on the appropriate device** and click **Next**.
7. On the **Device information** page, enter a **Device name** for your Android tablet.
8. Click **Next** to initiate installation.

The **Progress** page is displayed.

Note: Tasks 1 and 2 shown on the **Progress** page are always displayed. The remainder of the installation and configuration process depends on your company-specific configuration, so different tasks may be displayed.

Note: With the **Home** button you can return to the Self Service Portal Welcome page during installation. This page shows an overview on devices. To return to the installation progress page, click **Show tasks** for the relevant device.

9. After installation has been prepared a page with two links is displayed: one for installation and one for configuration.
10. Click on the installation link.

Depending on your system configuration, you may be asked which Browser you want to use. Select **Android Market**.

The Sophos Mobile Control Client is displayed in Android Market.

11. Click **Free** followed by **Install** to install the Sophos Mobile Control Client.
12. Return to your Browser and click on the configuration link.
13. When prompted, activate Sophos Mobile Control as device administrator.
14. After configuration has been completed, the **Configuration finished** page is displayed.

Note: Tasks 1 and 2 shown on the **Configuration finished** page are always displayed. The remainder of the installation and configuration process depends on your company-specific configuration, so different tasks may be displayed.

Click **OK**.

15. Sophos Mobile Control has been installed and set up on your device. Your device is displayed in the Sophos Mobile Control list of registered devices.

4 What to expect after installation

Depending on the settings of the configuration profile installed, the following can be expected after installation:

- New applications may be available.
- Your system administrator may have specified required and recommended apps to be installed on your device. To view and install them, open Sophos Mobile Control on your device and select **Apps**.

5 Synchronize your device manually

After you have installed and configured the software on your device, you can manually synchronize it with the Sophos Mobile Control server.

This is for example useful in the following situations:

- Your device has been switched off for a longer period of time and therefore has not been synchronized with the server. In this case, your device is non-compliant and you may for example not be able to receive emails. To make your device compliant again, you have to synchronize it with the Sophos Mobile Control server.
- Your device is non-compliant due to other reasons (for example non-compliant apps) and you have to make changes on your device to comply with your company policy. After you have made the necessary changes, you have to synchronize your device with the Sophos Mobile Control server.

To manually synchronize your device, do one of the following:

- Open Sophos Mobile Control on your device and click **Synchronize now**, or
- Go to the relevant device on the Self Service Portal Welcome page and click **Refresh data**.

6 Lock device

In case of theft or loss you can lock your registered device.

Go to the Self Service Portal Welcome page.

1. In the list of registered devices, go to the relevant device.
2. Click **Lock device**.

A message box is displayed.

3. If you want to reset your password, enter a new password in the **Lock code** field and confirm it.
To just lock your device without resetting your password, do not enter a new password.
4. Click **Lock device**.

Your device is locked. If you have reset your password, you need to enter the new password to unlock it.

7 Wipe device

In case of theft or loss you can reset your registered device to its factory settings (wipe).

Note: If you wipe your device, all data on the device is deleted.

1. Go to the Self Service Portal Welcome page.
2. In the list of registered devices, go to the relevant device.
3. Click **Wipe device**.

A message box is displayed.

4. Select **I am aware that the following action cannot be undone**.
5. Click **Delete all data**.

Your device is reset to its factory settings. All data is deleted.

8 Reconfigure device

Should Sophos Mobile Control have been removed from your device (for example because the device has been wiped) and your device is still registered, you can reconfigure your device with the Self Service Portal.

1. Go to the Self Service Portal Welcome page.
2. In the list of registered devices, go to the relevant device.
3. Click **Reconfiguration**.

A message box is displayed.

4. Click **Reconfiguration**.

A **Notice** page is displayed.

5. Click **Next**.

The installation and configuration process is initiated. The steps are identical with those described for setting up Sophos Mobile Control on Android phones and tablets. After the process has been completed, Sophos Mobile Control is set up again on your device.

9 Show location of your device

In case of theft or loss you can locate your registered Android device based on GPS coordinates.

1. Go to the Self Service Portal Welcome page.
2. In the list of registered devices, go to the relevant device.
3. Click **Show location**.

A message box is displayed showing the last location.

4. To show the last known location, click **Show Location**.
To request an update, click **Request new location**.

A **Task in progress** page is displayed.

Note: With the **Home** button you can return to the Self Service Portal Welcome page. To return to the progress page, click **Show tasks** for the relevant device.

After the task has been completed, Google Maps opens and shows the location of your device.

10 Technical support

You can find technical support for Sophos products in any of these ways:

- Visit the SophosTalk forum at <http://community.sophos.com/> and search for other users who are experiencing the same problem.
- Visit the Sophos support knowledgebase at <http://www.sophos.com/support/>.
- Download the product documentation at <http://www.sophos.com/support/docs/>.
- Send an email to support@sophos.com, including your Sophos software version number(s), operating system(s) and patch level(s), and the text of any error messages.

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