

Sophos Mobile Control User guide for Android

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1 About Sophos Mobile Control

Sophos Mobile Control is a device management solution for mobile devices. 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.

This guide describes how to install and set up Sophos Mobile Control on Android devices by using the Sophos Mobile Control Self Service Portal.

2 Set up Sophos Mobile Control on an Android device

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

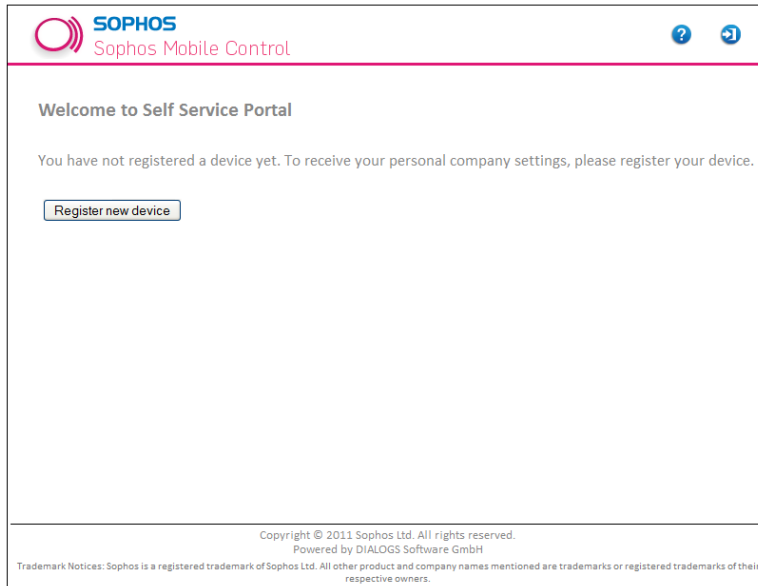
Note: Do not close your Browser during the entire setup process.

The Self Service Portal login page is displayed.



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

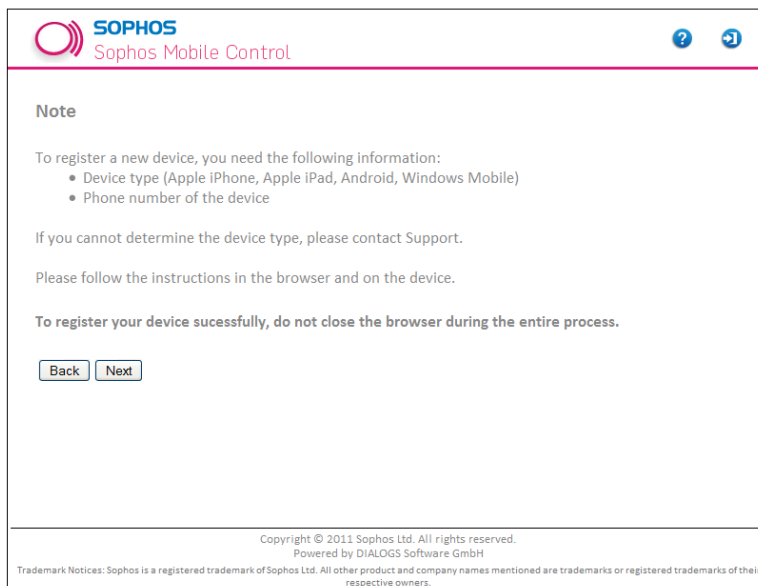
The Self Service Portal Welcome page is displayed.



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

3. Click **Register new device**.

A **Note** page is displayed with a short instruction on how to register your device.

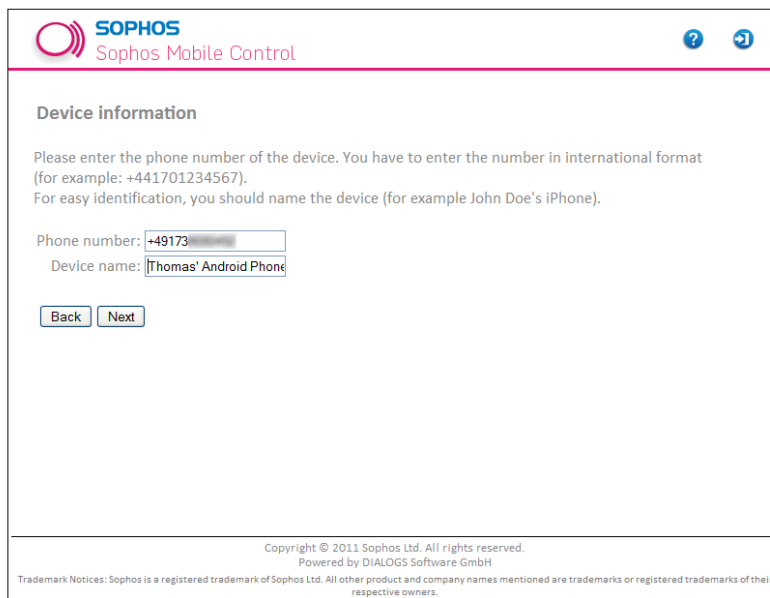


Click **Next**.

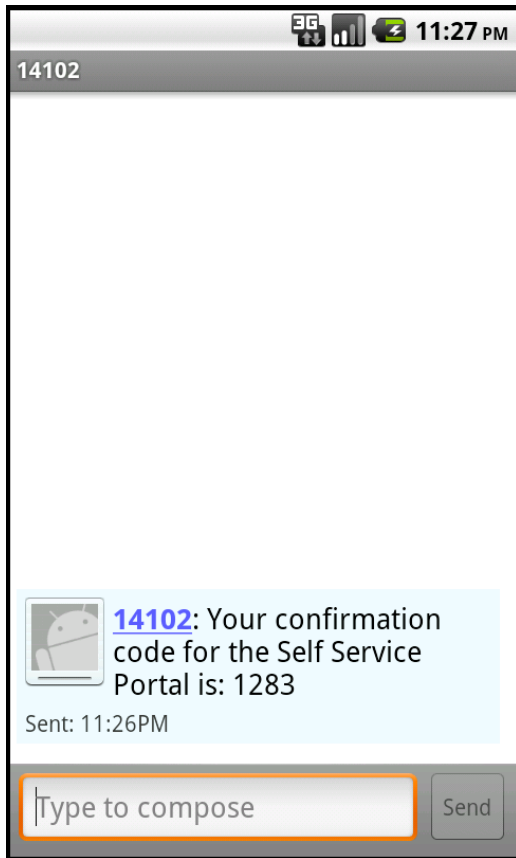
4. On the Select device page, select **Android** and click Next.



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

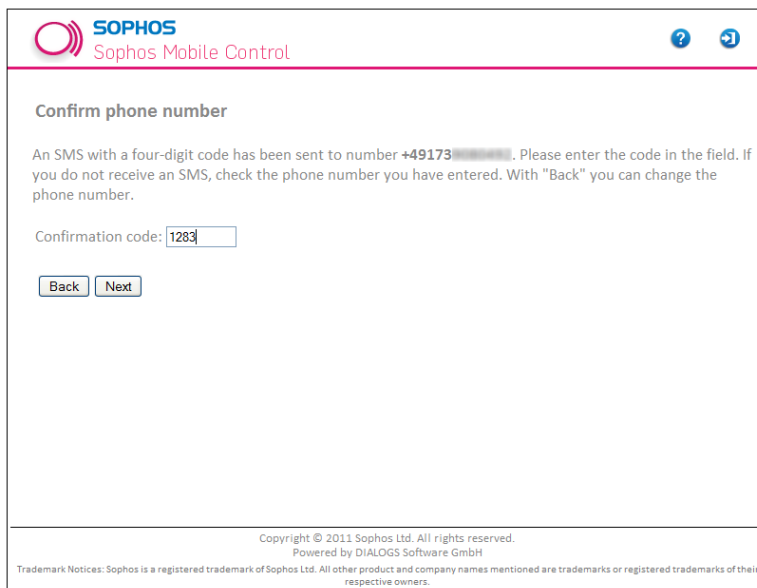


6. After you click Next a message with a confirmation code is sent to the phone number you have entered.



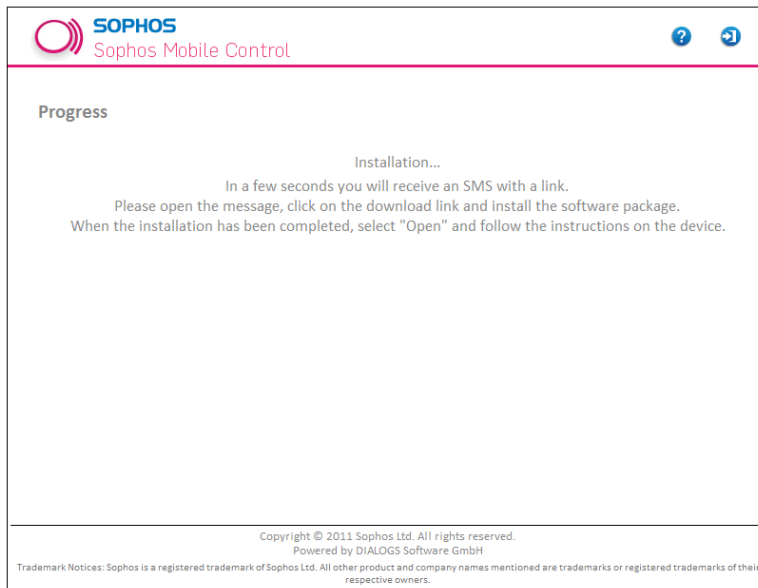
In your Browser, the **Confirm phone number** page is displayed.

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

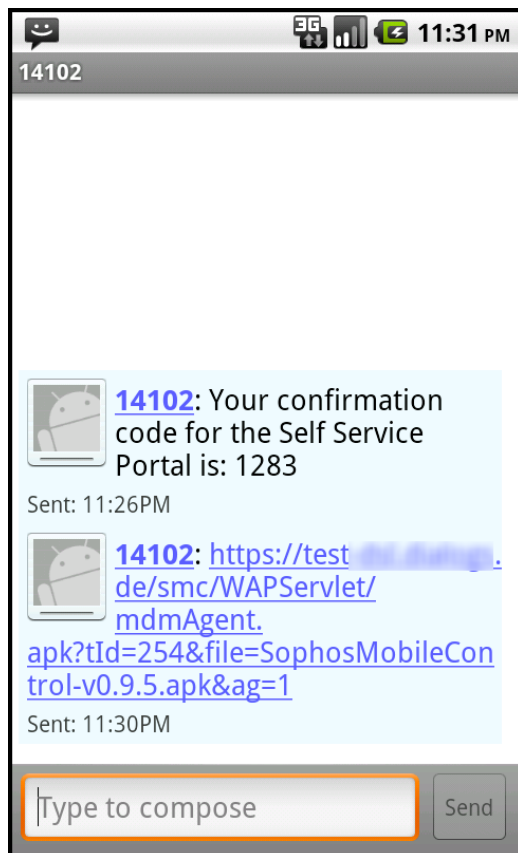


8. Click **Next** to initiate installation.

The **Progress** page with a short instruction on how to proceed is displayed.

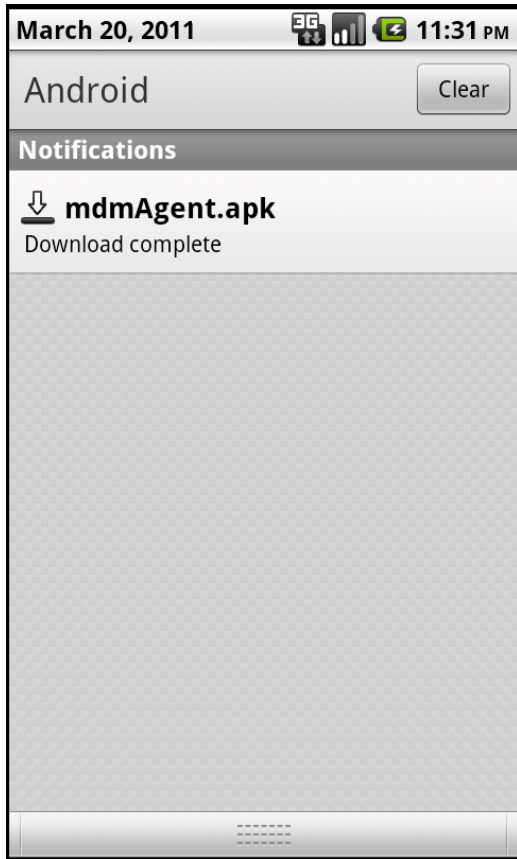


9. On your phone, you receive a message with a download link.



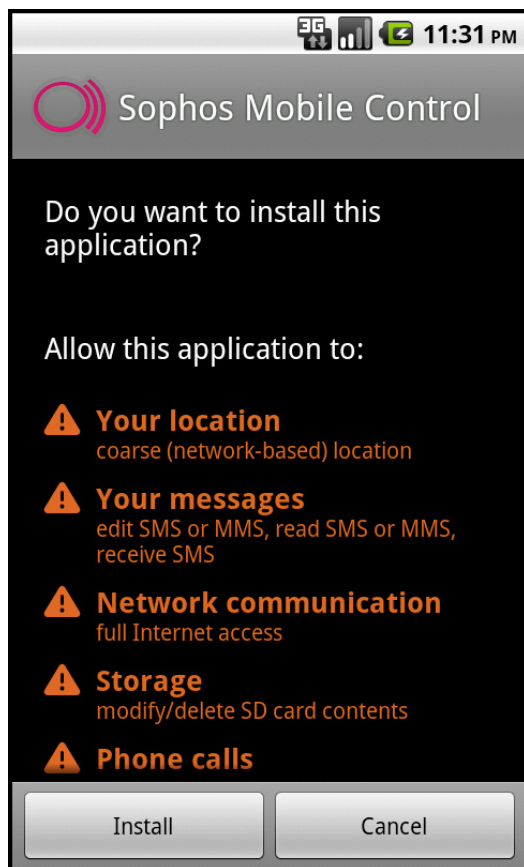
10. Click on the link and click on the application file to download the software.

A download complete notification is displayed.



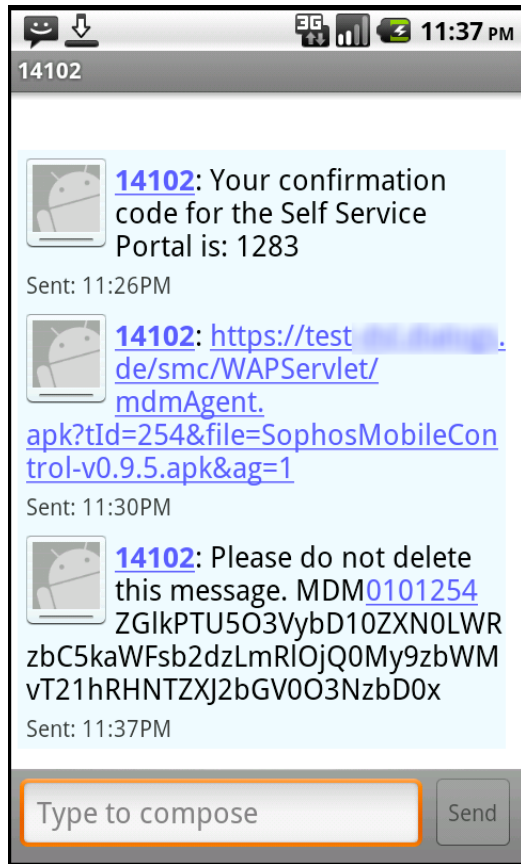
11. Start mdmAgent.apk.

All rights of the applications are displayed.

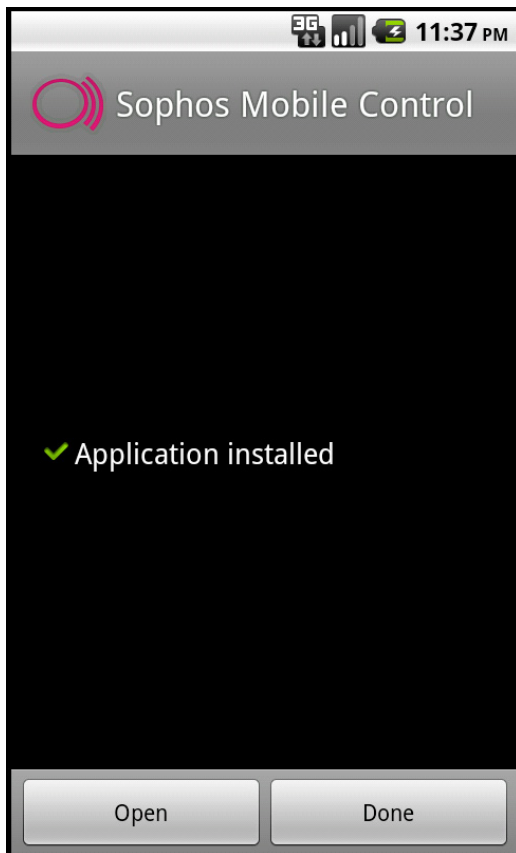


12. Click **Install**.

In the meantime, you receive a configuration SMS.

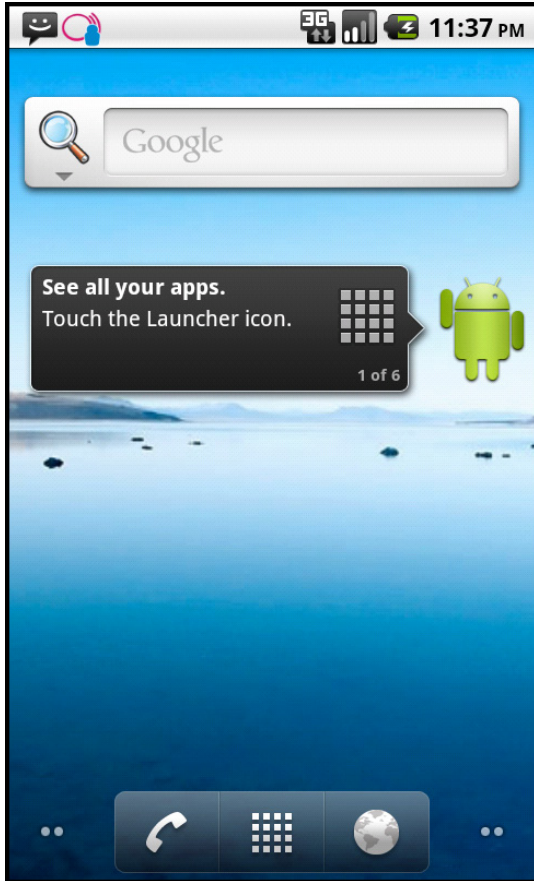


13. An **Application installed** message is displayed.

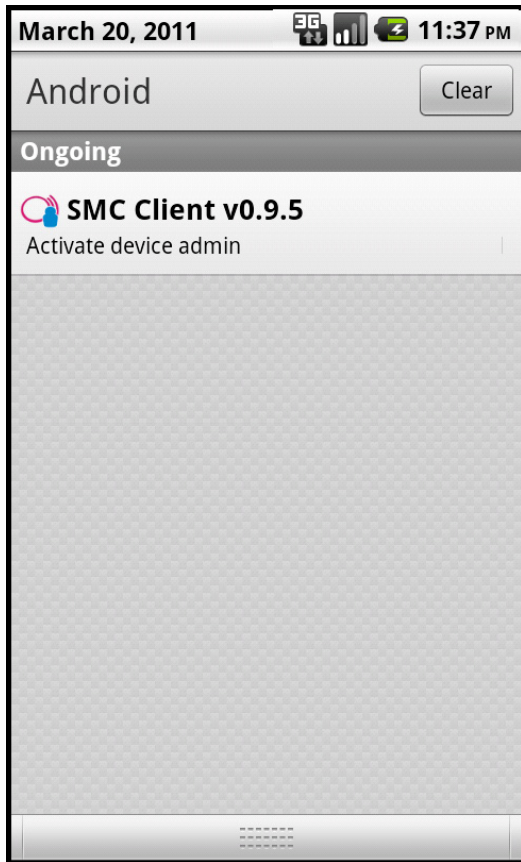


14. Click Open.

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

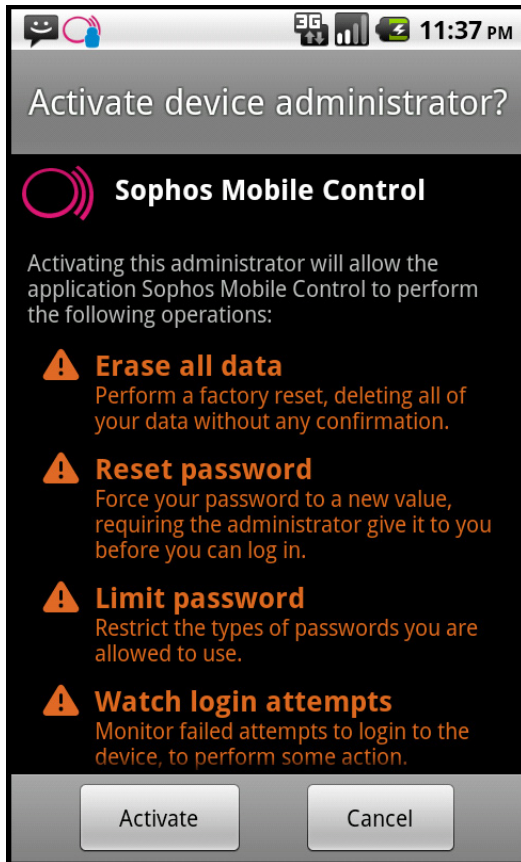


15. Activate device admin is displayed.



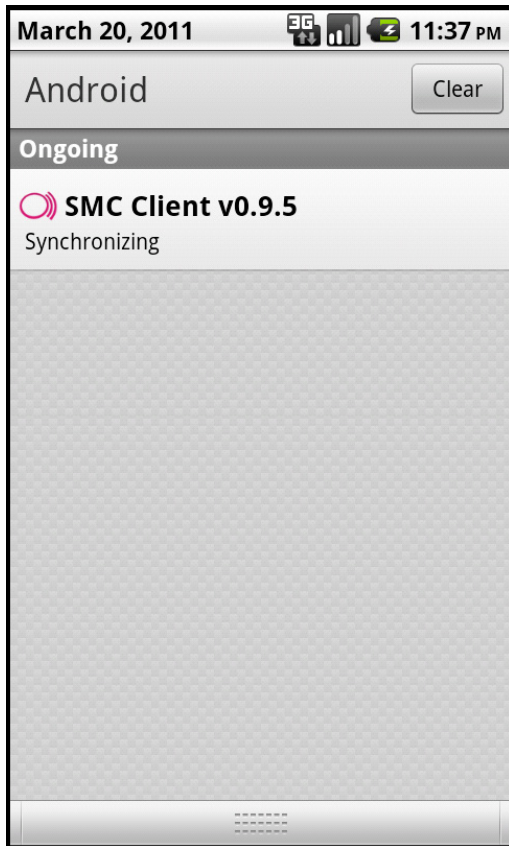
16. Click **Activate device admin.**

You are asked whether you want to activate the device administrator.

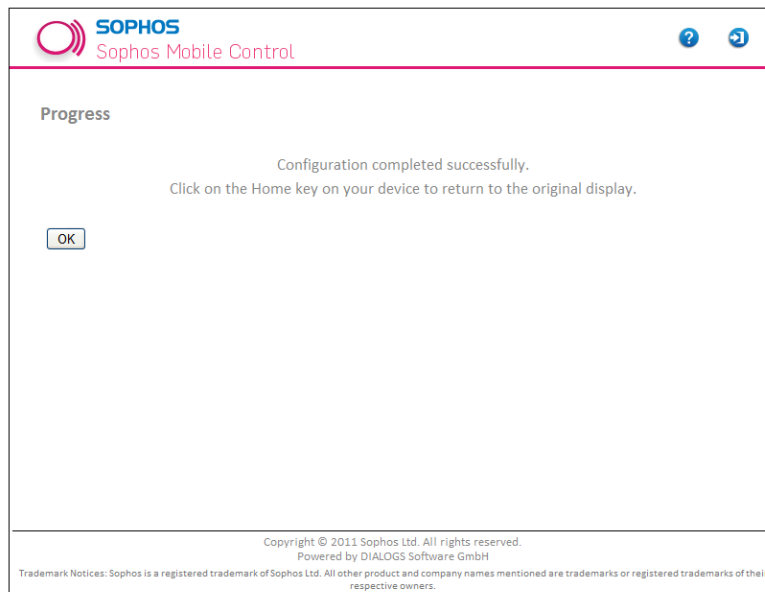


17. Click **Activate**.

The SMC Client v0.9.5 is synchronized.



18. After configuration has been completed, a success message is displayed in your Browser. Click **OK**.



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.

SOPHOS
Sophos Mobile Control

Welcome to Self Service Portal

The following devices are registered for you. In case of loss, you can lock your devices (Lock) or reset them to their factory settings (Wipe). When you wipe a device, all data on it are deleted.

[Register new device](#)

Name	Phone number			
Thomas' Android Phone	+49173 [REDACTED]	Lock device	Wipe device	Renew device

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3 What to expect after installation

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

- Certain applications may no longer be available on your mobile device.
- New applications may be available.
- Your E-mail application may be preconfigured for access to your corporate mail server.

Note: If Sophos Mobile Control is removed from the mobile device, all data and applications introduced by Sophos Mobile Control will also be removed.

4 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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