CipherLab User Guide

ReMoCloud

For Android 6.0 or later with GMS Certificated RS31 RS35 RS36 RS51 HERA51 RK25 RK26 RK95

Version 1.17



Copyright © 2024 CIPHERLAB CO., LTD. All rights reserved

The software contains proprietary information of its owner; it is provided under a license agreement containing restrictions on use and disclosure and is also protected by copyright law. Reverse engineering of the software is prohibited.

Due to continued product development, this information may change without notice. The information and intellectual property contained herein is confidential between the owner and the client and remains the exclusive property of the owner. If having any problems in the documentation, please report them to us in writing. The owner does not warrant that this document is error-free.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without the prior written permission of the owner.

For product consultancy and technical support, please contact the local sales representative. Also, visit our website for more information.

All brand, logo, product and service, and trademark names are the property of their registered owners.

Google, Google Play, Android and other marks are trademarks of Google Inc.

The editorial use of these names is for identification as well as to the benefit of the owners, with no intention of infringement.

CIPHERLAB logo is a registered trademark of CIPHERLAB CO., LTD. All other brands, products and services, and trademark names are the property of their registered owners. The editorial use of these names is for identification as well as to the benefit of the owners, with no intention of infringement.

> CIPHERLAB CO., LTD. Website: <u>http://www.CipherLab.com</u>

RELEASE NOTES

Version	Date	Notes
1.17	Apr. 15 th , 2024	• Add Section 2.7 "Advanced Settings".
		Add Section 3.3 "Zero-touch Enrollment".
		 Update Section 5.3 "Device Information".
		 Add Section 5.3.2 "File Management" and 3.2.3 "Device Logs".
		 Remove Section 5.2.6 Upload Log.
		 Add Section 5.4.5 "Enable Webkey Remote Control (Selected)", 5.4.6 "Enable Webkey Remote Control (All)", 5.4.7 "Device Transfer", and 5.4.8 "Assign Geofence Setting"
		Add Section 7.2.4 "Account Sharing".
		• Update figures.
1.16.1	Nov. 9 th , 2023	• Revise Section 2.4.1 and 2.5.1 and add Appendix V.
1.16	Aug. 17 th , 2023	 Update all chapters and the related figures
		 Add Section 1.3.3 "ReMoCloud Online Support," section 1.3.5 "Logout Timer," and new section "Site" to Chapter 6 "Group Management".
		Revise Appendix III.
		Add Appendix IV.
1.14	Nov. 24 th , 2022	 Update all chapters and the related figures.
		 Add Section 5.3.1 "Push Notification," section 5.3.3 "Enroll by pre-User Defined," section 5.3.9 "Sync with Google," and section 5.3.11 "Search Box & Quantity per Page" to Chapter 5.3 "Device Setting Buttons".
		 Delete Appendix III "Create URL of ADC.zip on Google Drive"
		Modify Section 9.3.2 "Create a ZIP file & URL".
1.13	Aug. 22 nd , 2022	• Update figures.
		Update all chapters.
		 Modify 1.1 Section 1.1.5 "Forget Password".
		Add the description about CAI Service.
1.10	March 15 th , 2022	Update Feature of Introduction.
		• Add new section "Important Notice" to Section 1.1.2 "Log on to Bind ReMoCloud Account with Managed Google Play Account".
		 Add new section "Overview" to Chapter 6 "Sub Account".
		• Add new section "Child Account Enroll Page" to Section 6.3.1 "Login".
		 Modify Section 6.2 "Sub Account Management (Only Available for Parent Account) " & Section 6.3 "Child Account View.
		 Update Section 9.5 "License Information".
		Update all the related figure.

ReMoCloud User Guide

1.09	Jan. 25 th , 2022	•	Update Section 1.1.2 "Log on to bind ReMoCloud Account with Managed Google Play Account".
		•	Add new section "Two-factor Authentication" to Section 1.1 "Login for the First Time".
		•	Update the description about "Release Note" of Section 1.3.1 "Header Navigation Buttons".
		•	Update the brief introduction of Chapter 9 "Edit Account".
		•	Add new sections "Google Key" & "License Information" to Chapter 9 "Edit Account".
		•	Update all the related figure.
1.08	Jan. 5 th , 2022	•	Update "Issue Report and Suggestion" to Section 1.3.1 "Header Navigation Buttons".
		•	Update "Profile Edit Time Overview" to Chapter 2 "Dashboard".
		•	Add the description about "Filter Devices" to Section 3.3.2 "Assign a Profile to a Device".
		•	Add the description about "Remote Control" to ${\bf Section}~{\bf 3.5.1}$
		•	"Functionality," Section 5.4 "Device Management," and Appendix III .
		•	Update all the related figures.
1.0.7	Dec 9 th , 2021	•	Add "Release Note" to Help part of Section 1.3.1 "Header Navigation Buttons".
		•	Add "App" to Section 1.3.2 "Main Menu (Sidebar Menu)".
		•	Add description about "CipherLab Profile Information" & "Device Policy" to Section 3.2.1 Add a Profile
		•	Add description about "App Auto Update Mode" to Section 3.5.2 Permission, Appication, & Bluetooth
		•	Add description about password visibility of Wi-Fi Setting to Section 3.5.4 Network
		•	Add description about "CipherLab Home Clear Cache Application Settings" to Section 3.5.5 Lock Task
		•	Add "Validity" and "Renew" to Section 4.1 Prerequisite.
		•	Update "Default Wi-Fi Setting" to Section 4.1 Prerequisite.
		•	Update the enrollment process of Section 4.2 and Section 4.3 .
		•	Add new section "Introduction of Monitor" to Chapter 5 Monitor
		•	Update Section 5.2 Preset/ Add/ Delete/ Assign Group
		•	Add new section "Enroll by Pre-group" to Section 5.2 Preset/ Add/ Delete/ Assign Group
		•	Add description about "Move/ Show/ Hide Column" to Section 5.4 Device Management.
		•	Add description about "Schedule Report" to Section 5.4.2 Device Setting Buttons.
		•	Revise the description about "Report" to $\ensuremath{\text{Section 5.4.2}}$ Device Setting Buttons.
		•	Update Section 8.1.2 Other Settings.
		•	Update Section 8.3 CipherLab ADC Module.

1.0.7	Dec 9 th , 2021	•	Add new section "CipherLab Profile information," "CipherLab Home," & "Device Policy" to Chapter 8 .
		•	Add note to Appendix I.
		•	Update Appendix II.
		•	Update all the related figures.
1.0.5	March 2nd, 2021		Update Section 1.3 "Main User Interface Introduction".
			Add new chapter "Dashboard".
			Update Section 3.5 "Edit a Profile—Device Settings".
		•	Add description about "Keyguard Disabled Features" to Section 3.5.1 "Functionality".
		•	Add description about "Always On Vpn App" to Section 3.5.2 "Permission, Applications, & Bluetooth".
		•	Add description about how to disable Bluetooth function for Android 6 and Android 7 devices to Section 3.5.2 "Permission, Applications, & Bluetooth"
		·	Add description about "Short Support Message & Long Support Message" to Section 3.5.3 "Use Setting, Wallpaper, Time Serring, & USB".
		•	Update Section 3.5.5 "Lock Task".
		•	Remove "Compliance Rule Action" from Section 3.5.6 "Security".
		•	Add the description about "Battery Plugged Mode" to Section 3.5.6 "Security".
		•	Update the description about "Refresh Data" of Chapter 5 "Monitor".
		•	Add the description about "Reset Password" of Section 5.3.2 "Device Setting Buttons".
		•	Update "User Log" of Section 6.2.1 "Login".
		·	Add "Sub Account Help Page" to Section 6.2.1 "Login".
		•	Update the description about "Refresh Data" of Section 6.2.3 "Group Management".
		•	Add "Search Log" to Section 7.2 "Search, Sort, & Filter Logs".
		•	Add "Other Settings" to Section 8.1 "CipherLab OEMConfig".
		•	Update Section 8.3.1 "Save the Project from Android Deploy Confugurator".
		•	Add description about "Greeting Message" to Section 9.1 "Change User Information".
		•	Add the description about ADC.zip file size limit to Appendix II.
		•	Update "Remote Control the Registered Device(s)" to Appendix III.
		•	Update all the related figures.



1.0.4	Nov. 18 th , 2020	•	Support RS35 Mobile Computer.
		•	Update Section 1.1.2 "Login".
		•	Update Section 1.1.3 "Remember Me".
		•	Add new section "Request Account" to Section 1.1 "Login for the First Time".
		•	Add "Issue Report and Suggestion" to Section 1.3.1 "Header Navigation Buttons".
		•	Update Section 2.2.1 "Add a Profile".
		•	Add "Delete Installed App(s) in Unmanaged Mode" to Section 2.4.4 "Delete Apps".
		•	Add new sections "Block List Apps" & "Save a Roll-back Profile" to Section 2.4 "Edit a Profile".
		·	Update Section 2.4.7 "Device Settings".
		•	Update Chapter 4 "Monitor".
1.0.3	Sep. 9 th , 2020		Update all figures.
		•	Add "User Log" to Section 1.3 "Main User Interface Introduction".
		•	Add new section "Scroll Back to Top Button" to Section 1.3 "Main User Interface Introduction".
		•	Add description about filtering by Last Edit Time to Section 2.1.2 "Sort, Search, & Filter".
		•	Add new section "Copy a Profile" to Chapter 2 "Deployment: Profile Management".
		•	Add description about WildCard setting button(s) in gray to Section 2.4.3 "WildCard Setting".
		•	Add description about "Wi-Fi Setting" to Section 2.4.5 "Device Settings".
		•	Add "Reservation Date & Time" to Section 2.5.2 "Schedule".
		•	Add description about "Schedule Profie Info" and "Back Button" to Section 2.5.2 "Schedule".
		•	Update "Default Wi-Fi Setting"of Section 3.1.1 "On ReMoCloud".
		•	Add "User-Defined" to Section 4.2.1 "Group Device List" and Section 4.3 "Device Management".
		•	Add new chapter "User Log".
		•	Add new section "WebKey" to Chapter 8 "Edit Account".

1.0.0 July 28th, 2020 Initial release

TABLE OF CONTENTS

RELEASE NOTES.		3
TABLE OF CONTE	NTS	7
INTRODUCTION		11
Features		12
CHAPTER 1. GETT	ING STARTED	13
1.1	Login for the First Time	
1.1.1	Prerequisites	
1.1.2	Log on to Bind ReMoCloud Account with Managed Google Play Account	
1.1.3	Two-Factor Authentication (2FA)	
1.1.4	Remember Me	
1.1.5	Forget Password	
1.1.6	New Account Registration	
1.2	Create a Profile	
1.3	Main User Interface Introduction	
1.3.1	Header Navigation Buttons	
1.3.2	Main Menu (Sidebar Menu)	
1.3.3	ReMoCloud Online Support	
1.3.4 1.3.5	Scroll Back to Top Button Logout Timer	
	5	
	OYMENT: PROFILE MANAGEMENT	
2.1	Overview of Deployment Main Page	
2.1.1 2.1.2	Profile List	
	Sort, Search, & Filter	
2.2	Add/ Delete/ Copy a Profile	
2.2.1	Add a Profile	
2.2.2 2.2.3	Delete a Profile Copy a Profile	
_		
2.3	Assign a Profile	
2.3.1	Assign a Profile to a Group or a Device	
2.4	Edit a Profile: APP	
2.4.1	Add Apps	
2.4.2 2.4.3	Edit Apps WildCard Settings	
2.4.3	App Auto Update Mode	
2.4.5	Delete Apps	
2.4.6	Block List Apps	
2.4.7	Save a Roll-Back Profile	
2.5	Edit a Profile: Device Setting	.119
2.5.1	Functionality	.120
2.5.2	Applications	
2.5.3	User Setting	
2.5.4	Network and Connect	
2.5.5	Lock Task	
2.5.6	Security	
2.6	Save/ Schedule a Profile	
2.6.1	Save	.141

2.6.2	Schedule	144
2.7	Advanced Settings	155
2.7.1	Geofencing	
CHAPTER 3. ENR	OLL DEVICE	
3.1	Prerequisite	
3.2	OR Code Enrollment	
3.2.1	On ReMoCloud	
3.2.2	On Your Mobile Computer	
3.3	Zero-touch Enrollment	
3.3.1	Link Zero-touch Account	
3.3.2	Create Configurations	
CHAPTER 4. DAS	HBOARD & APP	
4.1	Dashboard Overview	
4.2	Navigation Flexbox	
4.3	Dashboard Overview Charts	
4.3.1	The Information in the Overview Charts	
4.3.2	Reveal & Conceal the Overview Charts	
4.3.3	Arrange the Charts	
4.3.4	To Update the Data	218
4.3.5	Report	221
4.4	Application	224
4.4.1	Profile Count	
4.4.2	Device Count	
CHAPTER 5. DEV	ICE MANAGEMENT	
5.1	Overview	
5.1 5.2	Overview Enrolled Device List	229
5.2	Enrolled Device List	229 233
-	Enrolled Device List Move/ Show/ Hide Column	229 233 234
5.2 5.2.1	Enrolled Device List Move/ Show/ Hide Column User-Defined	229 233 234 236
5.2 5.2.1 5.2.2	Enrolled Device List Move/ Show/ Hide Column	229 233 234 236 237
5.2 5.2.1 5.2.2 5.2.3	Enrolled Device List Move/ Show/ Hide Column User-Defined Sorting the Enrolled Devices	229 233 234 236 237 238
5.2 5.2.1 5.2.2 5.2.3 5.2.4 5.3	Enrolled Device List Move/ Show/ Hide Column User-Defined Sorting the Enrolled Devices Filtering the Enrolled Devices Device Information	229 233 234 236 237 238 239
5.2 5.2.1 5.2.2 5.2.3 5.2.4	Enrolled Device List Move/ Show/ Hide Column User-Defined Sorting the Enrolled Devices Filtering the Enrolled Devices Device Information Device and Settings Overview	229 233 234 236 237 238 239 239
5.2 5.2.1 5.2.2 5.2.3 5.2.4 5.3 5.3.1	Enrolled Device List Move/ Show/ Hide Column User-Defined Sorting the Enrolled Devices Filtering the Enrolled Devices Device Information Device and Settings Overview File Management	
5.2 5.2.1 5.2.2 5.2.3 5.2.4 5.3 5.3.1 5.3.2	Enrolled Device List Move/ Show/ Hide Column User-Defined Sorting the Enrolled Devices Filtering the Enrolled Devices Device Information Device and Settings Overview File Management Device Logs	229 233 234 236 237 238 239 239 239 240 246
5.2 5.2.1 5.2.2 5.2.3 5.2.4 5.3 5.3.1 5.3.2 5.3.2 5.3.3	Enrolled Device List Move/ Show/ Hide Column User-Defined Sorting the Enrolled Devices Filtering the Enrolled Devices Device Information Device and Settings Overview File Management Device Logs Device Setting Buttons	229 233 234 236 237 238 239 239 239 240 246 248
5.2 5.2.1 5.2.2 5.2.3 5.2.4 5.3 5.3.1 5.3.2 5.3.3 5.4	Enrolled Device List Move/ Show/ Hide Column User-Defined Sorting the Enrolled Devices Filtering the Enrolled Devices Device Information Device and Settings Overview File Management Device Logs Device Setting Buttons Report	
5.2 $5.2.1$ $5.2.2$ $5.2.3$ $5.2.4$ 5.3 $5.3.1$ $5.3.2$ $5.3.3$ 5.4 $5.4.1$	Enrolled Device List Move/ Show/ Hide Column User-Defined Sorting the Enrolled Devices Filtering the Enrolled Devices Device Information Device and Settings Overview File Management Device Logs Device Setting Buttons	229 233 234 236 237 238 239 239 239 240 246 248 249 250
5.2 $5.2.1$ $5.2.2$ $5.2.3$ $5.2.4$ 5.3 $5.3.1$ $5.3.2$ $5.3.3$ 5.4 $5.4.1$ $5.4.2$	Enrolled Device List Move/ Show/ Hide Column User-Defined Sorting the Enrolled Devices Filtering the Enrolled Devices Device Information Device and Settings Overview File Management Device Logs Device Setting Buttons Report Schedule Report	229 233 234 236 237 238 239 239 239 239 240 246 246 248 249 250 252
5.2 $5.2.1$ $5.2.2$ $5.2.3$ $5.2.4$ 5.3 $5.3.1$ $5.3.2$ $5.3.3$ 5.4 $5.4.1$ $5.4.2$ $5.4.3$	Enrolled Device List Move/ Show/ Hide Column User-Defined Sorting the Enrolled Devices Filtering the Enrolled Devices Device Information Device and Settings Overview File Management Device Logs Device Setting Buttons Report Schedule Report Reset Password	
5.2 $5.2.1$ $5.2.2$ $5.2.3$ $5.2.4$ 5.3 $5.3.1$ $5.3.2$ $5.3.3$ 5.4 $5.4.1$ $5.4.2$ $5.4.3$ $5.4.3$ $5.4.4$ $5.4.5$ $5.4.6$	Enrolled Device List Move/ Show/ Hide Column User-Defined Sorting the Enrolled Devices Filtering the Enrolled Devices Device Information Device and Settings Overview File Management Device Logs Device Setting Buttons Report Schedule Report Reset Password Pre-User Defined Enable Webkey Remote Control (Selected) Enable Webkey Remote Control (All).	
5.2 $5.2.1$ $5.2.2$ $5.2.3$ $5.2.4$ 5.3 $5.3.1$ $5.3.2$ $5.3.3$ 5.4 $5.4.1$ $5.4.2$ $5.4.3$ $5.4.3$ $5.4.4$ $5.4.5$ $5.4.6$ $5.4.7$	Enrolled Device List Move/ Show/ Hide Column User-Defined Sorting the Enrolled Devices Filtering the Enrolled Devices Device Information Device and Settings Overview File Management Device Logs Device Setting Buttons Report Schedule Report Reset Password Pre-User Defined Enable Webkey Remote Control (Selected) Enable Webkey Remote Control (All) Device Transfer	
5.2 $5.2.1$ $5.2.2$ $5.2.3$ $5.2.4$ 5.3 $5.3.1$ $5.3.2$ $5.3.3$ 5.4 $5.4.1$ $5.4.2$ $5.4.3$ $5.4.4$ $5.4.5$ $5.4.6$ $5.4.7$ $5.4.8$	Enrolled Device List Move/ Show/ Hide Column User-Defined Sorting the Enrolled Devices Filtering the Enrolled Devices Device Information Device and Settings Overview File Management Device Logs Device Setting Buttons Report Schedule Report Reset Password Pre-User Defined Enable Webkey Remote Control (Selected) Enable Webkey Remote Control (All) Device Transfer	
5.2 $5.2.1$ $5.2.2$ $5.2.3$ $5.2.4$ 5.3 $5.3.1$ $5.3.2$ $5.3.3$ 5.4 $5.4.1$ $5.4.2$ $5.4.3$ $5.4.4$ $5.4.5$ $5.4.6$ $5.4.7$ $5.4.8$ $5.4.9$	Enrolled Device List	
5.2 $5.2.1$ $5.2.2$ $5.2.3$ $5.2.4$ 5.3 $5.3.1$ $5.3.2$ $5.3.3$ 5.4 $5.4.1$ $5.4.2$ $5.4.3$ $5.4.4$ $5.4.5$ $5.4.6$ $5.4.7$ $5.4.8$ $5.4.9$ $5.4.10$	Enrolled Device List Move/ Show/ Hide Column User-Defined Sorting the Enrolled Devices Filtering the Enrolled Devices Device Information Device and Settings Overview File Management Device Logs Device Logs Device Setting Buttons Report Schedule Report Reset Password Pre-User Defined Enable Webkey Remote Control (Selected) Enable Webkey Remote Control (All) Device Transfer Assign Geofence Setting Wipe Delete	
5.2 $5.2.1$ $5.2.2$ $5.2.3$ $5.2.4$ 5.3 $5.3.1$ $5.3.2$ $5.3.3$ 5.4 $5.4.1$ $5.4.2$ $5.4.3$ $5.4.4$ $5.4.5$ $5.4.6$ $5.4.7$ $5.4.8$ $5.4.9$ $5.4.10$ $5.4.10$ $5.4.11$	Enrolled Device List Move/ Show/ Hide Column	
5.2 $5.2.1$ $5.2.2$ $5.2.3$ $5.2.4$ 5.3 $5.3.1$ $5.3.2$ $5.3.3$ 5.4 $5.4.1$ $5.4.2$ $5.4.3$ $5.4.4$ $5.4.5$ $5.4.6$ $5.4.7$ $5.4.8$ $5.4.9$ $5.4.10$	Enrolled Device List Move/ Show/ Hide Column User-Defined Sorting the Enrolled Devices Filtering the Enrolled Devices Device Information Device and Settings Overview File Management Device Logs Device Logs Device Setting Buttons Report Schedule Report Reset Password Pre-User Defined Enable Webkey Remote Control (Selected) Enable Webkey Remote Control (All) Device Transfer Assign Geofence Setting Wipe Delete	

5.4.14	Sync with Google	
5.4.15	Refresh	
5.4.16	Search Box & Quantity per Page	
	OUP MANAGEMENT	
6.1	Site	
6.1.1	Create a New Site	
6.1.2	Add a Sub Site	
6.1.3	Edit Site Name	
6.1.4	Delete a Site	
6.1.5	Assign Site	
6.2	Group	
6.3	Preset / Add / Delete / Assign Group	
6.3.1	Pre-Group	
6.3.2	Create a New Group	
6.3.3	Delete Group	
6.3.4	Assign Group	
6.4	Group Management	297
6.4.1	Group Device List	
6.4.2	Group Setting Buttons	302
CHAPTER 7. ACC	OUNT MANAGEMENT	
7.1	Overview	314
7.1.1	User Role Type	314
7.1.2	Access with Admin Account for the First Time	316
7.2	Sub Account Management	325
7.2.1	Transfer the Admin Account's Authority	328
7.2.2	Sub Account Permission Management	330
7.2.3	Delete a Sub Account	331
7.2.4	Account Sharing	332
7.3	Child Account's POV	338
7.3.1	Login	338
7.3.2	Profile Management	344
7.3.3	Group Management	347
CHAPTER 8. USE	R LOGS	
8.1	Check User Logs	
8.2	Search, Sort, & Filter Logs	
-		
9.1	AULT APPLICATIONS CipherLab OEMConfig	
9.1.1 9.1.2	Manage App Config Page Other Important Settings	
-		
9.2	CipherLab Device Health	
9.3	CipherLab ADC Module	
9.3.1	Save the Project from Android Deploy Configurator	
9.3.2	Create a Zip File & URL	
9.3.3	How to Deploy the ADC Project Settings Through ReMoCloud	
9.4	CipherLab LogCollection	
9.4.1	Prerequisites	
9.4.2	Log Collection Settings on OEMConfig	
9.4.3	Upload Log	

ReMoCloud User Guide

9.5	CipherLab Profile Information	
9.6	CipherLab Home	
9.6.1	CipherLab Home Application Settings	
9.6.2	CipherLab Home Clear Cache Application Settings	
9.6.3	CipherLab Home Background Settings	
9.7	Device Policy	
CHAPTER 10. USE	ER INFO	
10.1	Change User Information	
10.2	User Name & Greeting Message	
10.3	Enable Google Authenticator	
10.3.1	Set Up Two-Factor Authentication (2FA)	
10.3.2	2-Step Verification	
10.3.3	Disable Google Authenticator	
10.4	Change Password	
10.5	Unenroll	
10.6	License Information	411
APPENDIX I		
Agility Intellige	nce	
APPENDIX II		
Settings For Ze	ero Touch	
APPENDIX III		
Remote Contro	ol on ReMoCloud	
	nrolled Device(s)	
-	evice by Remote Control	
APPENDIX IV		
	PI Service	
		431
	SATO	

INTRODUCTION

ReMoCloud is a cloud-based web system designed for enterprise users to manage CipherLab mobile computers. It provides an efficient way for controlling employees' mobile devices and enables employees to use mobile devices and applications securely. With ReMoCloud, managing your fleet of devices has never been easier. ReMoCloud offers a comprehensive suite of features designed to streamline device provisioning, enhance productivity, and fortify your data against potential threats.



FEATURES

- Supports CipherLab Android 6, Android 7, Android 8, Android 9, Android 10, Android 11, and Android 12 mobile computers with GMS certificated.
 - RS31 Mobile Computer (Android 7)
 - RS35 Mobile Computer (Android 10 & Android 11)
 - RS36 Mobile Computer (Android 12)
 - RS51 Mobile Computer (Android 8)
 - HERA51 Mobile POS (Android 8)
 - RK25 Mobile Computer (Android 7 & Android 9)
 - RK26 Mobile Computer (Android 12)
 - RK95 Mobile Computer (Android 9 & Android 12)
- Fully control your CipherLab mobile computers.
- Easy to install Apps on your enrolled devices.
- Supports multiple sub-accounts with different authorities of access and management.

Chapter 1

CHAPTER 1. GETTING STARTED

This chapter guides the users who sign in ReMoCloud for the very first time to complete registration. Also, it provides the introduction of ReMoCloud's user interface and specifies how to create the first profile for a new user.

IN THIS CHAPTER

1.1 Login for the First Time 1	۱4
1.2 Create a Profile	31
1.3 Main User Interface Introduction	33



1.1 LOGIN FOR THE FIRST TIME

1.1.1 PREREQUISITES

The requirements for logging in to **ReMoCloud**:

REMOCLOUD ACCOUNT & PASSWORD

Please contact the local sales representative for account application and fill out the request form. First, click "New account registration" on the login page to enter the request form.

ReMoCloud Login Page: <u>https://remocloud.cipherlab.com/login</u>

	ReM	
	Account	
	Enter e-mail	
	Password	Forget the password
	Enter Password	
	Remember Me	
	New account registration	Sign In
This website uses cook	ies to ensure you get the best experie	ence on our website. Please check our <u>Privacy Policy</u> . OK
Back	verified b	y Google EMM Dunt Request Form
E-mail		Job Title
Enter e-mail		Job Title
Name		Phone
First Name	Last Name	Enter Phone Number
Company		Country
Enter Company		Afghanistan ~
	a personal email or an email tie et up it is locked to the activation	ed to one individual. on email and can not be changed.

For more details about "ReMoCloud Account Request Form," refer to Request Account.

GOOGLE CHROME BROWSER, SAFARI, FIREFOX, INTERNET EXPLORER 11, OR MICROSOFT EDGE

It is highly recommended to access ReMoCloud with Google Chrome.

To download Google Chrome browser: https://www.google.com/chrome/

MANAGED GOOGLE PLAY ACCOUNT

ReMoCloud allows users to manage Apps for their organizations through "**Managed Google Play**," the Google Play Store for enterprises. Therefore, Managed Google Play account of your organization is required. If the user needs to further manage the company's own private Apps, it is suggested to subscribe your Managed Google Play account and to bind the accounts of ReMoCloud and **Google Play Console** together.

For more information on the registration of the Google Play Developer account, refer to <u>How</u> to use the Play Console and <u>Managed Google Play Account</u>.

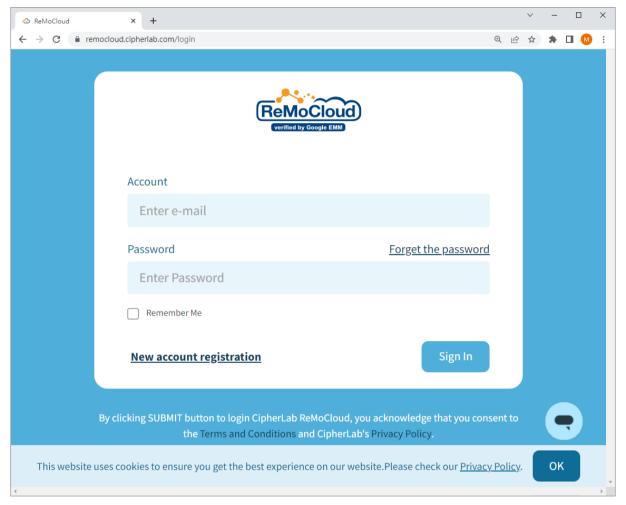
CIPHERLAB MOBILE COMPUTER

ReMoCloud supports the CipherLab mobile computers running on Android 6.0+ with GMS certification as below:

- RS31 (Android 7)
- RS35 (Android 10 and Android 11)
- RS36 (Android 12)
- RS51 (Android 8 and Android 11)
- RK25 (Android 7, Android 9, and Android 11)
- RK26 (Android 12)
- RK95 (Android 9 and Android 12)
- HERA51 (Android 8 and Android 11)

1.1.2 LOG ON TO BIND REMOCLOUD ACCOUNT WITH MANAGED GOOGLE PLAY ACCOUNT

For the first time to access **ReMoCloud**'s website (<u>https://remocloud.cipherlab.com/login</u>), please input your account(e-mail address) and password, and click "**Sign In**" to log in to **ReMoCloud**.



Clicking "Sign In" signifies the user's agreement to CipherLab's Terms and Conditions and Privacy Policy.

For more details, refer to:

Terms and Conditions:

https://remocloudregister.cipherlab.com.tw/static/Terms%20and%20Conditions.pdf

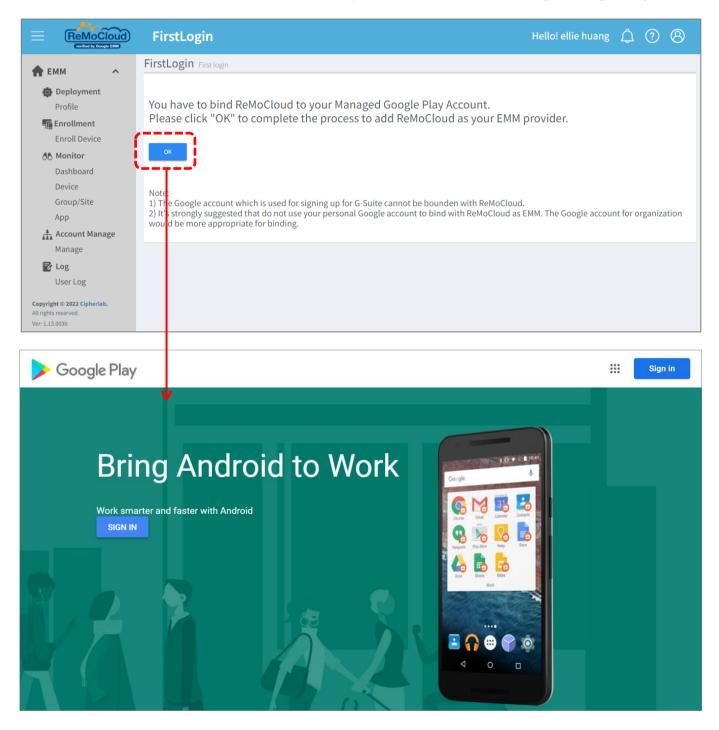
Privacy Policy:

https://www.cipherlab.com/en/a4-10996/Privacy-Policy.html

Note: The password can be changed in Edit Account after you log in.

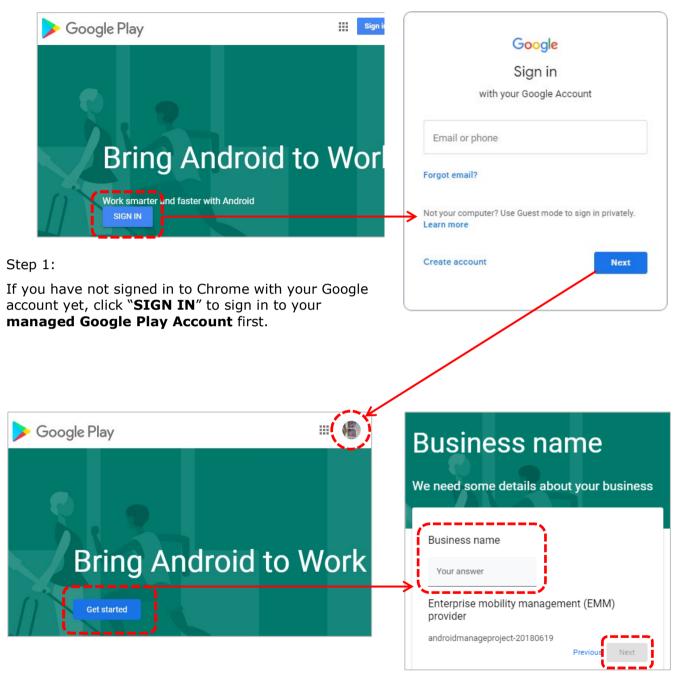
After logging in, the user will be required to complete binding the ReMoCloud account with the <u>Managed Google Play account</u>:

1) After logging in, the user needs to sign in to <u>managed Google Play</u> with their super administrator account. Click "**OK**". The page will be redirected to **managed Google Play**.





2) For those who have already signed in to Chrome with your Google account, please click "**Get Started**" to continue. Else, click "**Sign In**".



Step 2:

Click "Get Started" to continue the registraction process.



Click "**Next**" after entering the Business name.

3) In **Contact details** page, fill out the necessary information, click on the checkbox of <u>Managed Google Play agreement</u>, and click "**Confirm**" to complete the setup.

Phone	As part of our commitment to a Google must maintain contact d protection officer and an EU repr information to contact you with an regarding the privacy and securi services. These details can be added later, in of managed Google Play, if you right now. Data Protection Officer Name Email Phone EU Representative Name Email Phone	etails for a customer data esentative. We will use this by questions or notifications ty of your data within our the Admin Settings section	Set up complete Thanks for choosing Android enterprise. Complete Registration
-------	--	---	---

4) Click "Complete Registration". The page will be redirected to ReMoCloud.



IMPORTANT NOTICE

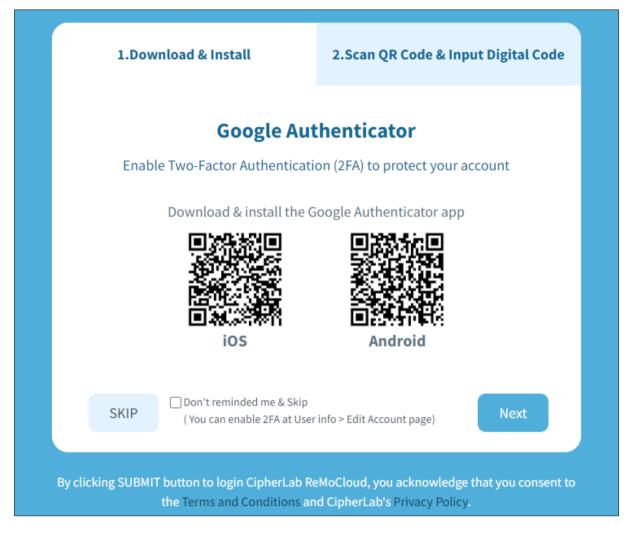
New users should pay attention to the following matters:

- 1) One Google Play account only allows one Enterprise Mobility Management (EMM) provider for Android management. Therefore, before using ReMoCloud as your EMM provider, please remove other EMM providers from your Google Account in advance.
- 2) Your Google Account used for signing up for G-Suite cannot be bound with ReMoCloud.
- 3) It is highly recommended that users avoid using your personal Google Account to bind with ReMoCloud as EMM. Your Google Account for organization would be more appropriate.

1.1.3 TWO-FACTOR AUTHENTICATION (2FA)

ReMoCloud offers **2FA**(**two-factor authentication**). It is the security process to enhance the access security by two different authentication factors, and to verify the user's identity. Whenever one tries to sign in to the user's ReMoCloud account, they will only gain access by providing evidence, other than the password, to verify the identity.

After completing the account binding process, the user will be asked to set up **2FA(Two-Factor Authentication**) the next time they log in by their ReMoCloud account and password. The pop-up window "**Google Authenticator**" appears after the user enters and submits the account and password.

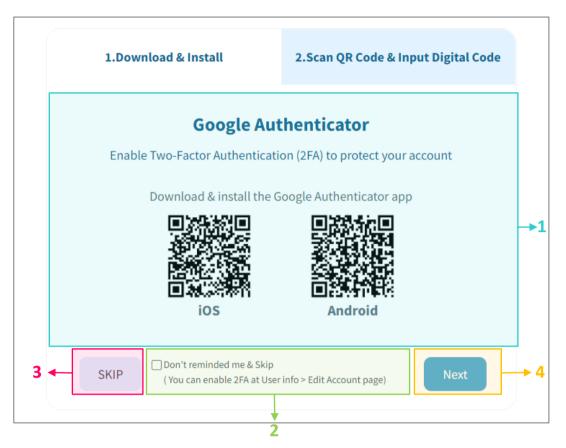


Note:

For more details about the binding process, refer to <u>Log on to Bind ReMoCloud Account with</u> <u>Managed Google Play Account</u>.



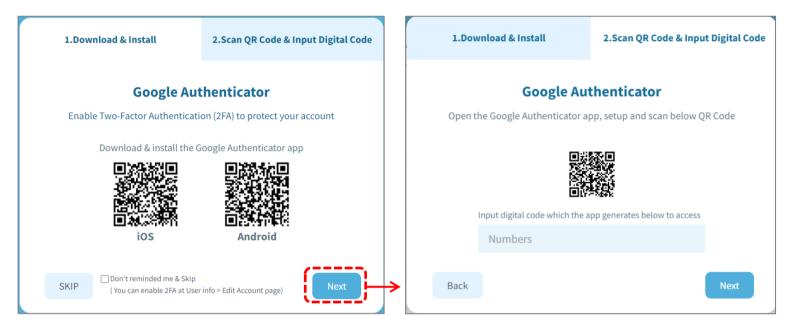
The items on the pop-up window "Google Authenticator" are:



Item	Description
1	The on-screen instruction about 2FA setup and the additional authentication step to access your ReMoCloud account. Follow step 1 to download the application " Google Authenticator ". Click the button " Next " at the bottom right of the popup to continue to step 2, carrying out the identity verification for this login.
2	By checking the box "Don't remind me & skip" on the login page, the pop-up "Google Authenticator" will no longer show up during the login process. This setting can be changed on <u>Edit Account</u> page.
3	Click the button " Skip " to close the pop-up " Google Authenticator " and skip 2FA for one time. The user will directly log in to ReMoCloud with just their account and password.
4	Click the button "Next" to proceed to step 2 "Scan QR Code & Input digital code".

GOOGLE AUTHENTICATOR

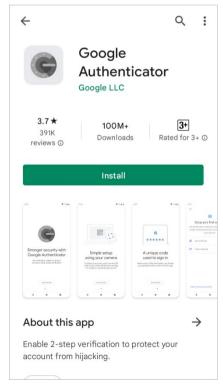
To reinforce the security of the ReMoCloud account, it is highly recommended that users enable **2FA** to protect their accounts from being compromised.



DOWNLOAD & INSTALL

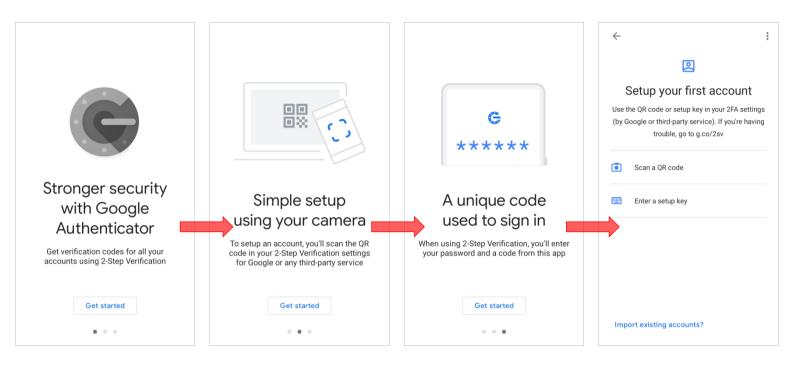
Step 1 "**Download & Install**" presents the QR code, linking to the download page of the App "**Google Authenticator**".

Use an own mobile device that is able to connect to the Internet. Scan this QR code and install "Google Authenticator".

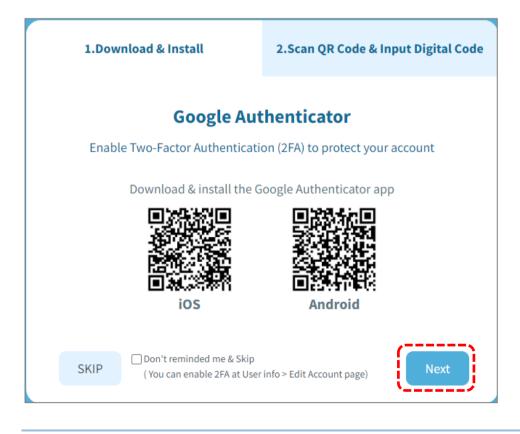




When launching the App **"Google Authenticator**," users will enter **"Setup your first account**" page after the introduction pages.



The user can proceed to step 2 "Scan QR Code & Input digital code" by clicking the "Next" button on the "Google Authenticator" pop-up window.



SCAN QR CODE & INPUT DIGITAL CODE

1.Dow	nload & Install	2.Scan QR Code & Inpu	t Digital Code				
Open th	Google Authenticator Open the Google Authenticator app, setup and scan below QR Code						
	国新 第20 20 20 20 20 20 20 20 20 20 20 20 20 2						
	nput digital code which the a	pp generates below to access					
	Numbers						
Back			Next				

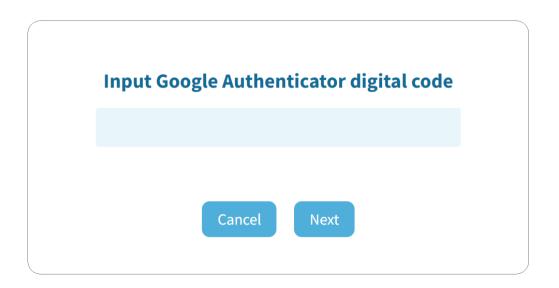
Step 2. There will be another QR code presented on the pop-up window. Please launch the App "**Google Authenticator**" and choose "**Scan a QR code**" to scan this QR code.

<pre>Aake sure to turn on camera access or "Google Authenticator".</pre>	~	• • •			
	2				
	Setup your first account				
	Use the QR code or setup key in your 2FA setting (by Google or third-party service). If you're havin trouble, go to g.co/2sv	-	"Authoritie	ator" Would Like to	
	Scan a QR code		Acce Authenticat	ator" Would Like to ss the Camera or uses your camera to an barcodes.	,
	📟 Enter a setup key		Don't Allo	w OK	
	Import existing accounts?				

Enter the digital code received from "Google Authenticator" into the filed "Numbers" and submit it. For example:

1.Dow	nload & Install	2.Scan QR Code & Inpu	t Digital Code			
Google Authenticator Open the Google Authenticator app, setup and scan below QR Code						
	Input digital code which the a	pp generates below to access				
	259042					
Back			Next			

So far, users have completed setting up **2FA** for ReMoCloud. Next time the user logs in, they will be required for the digital code that only belongs to the account holder. As shown:



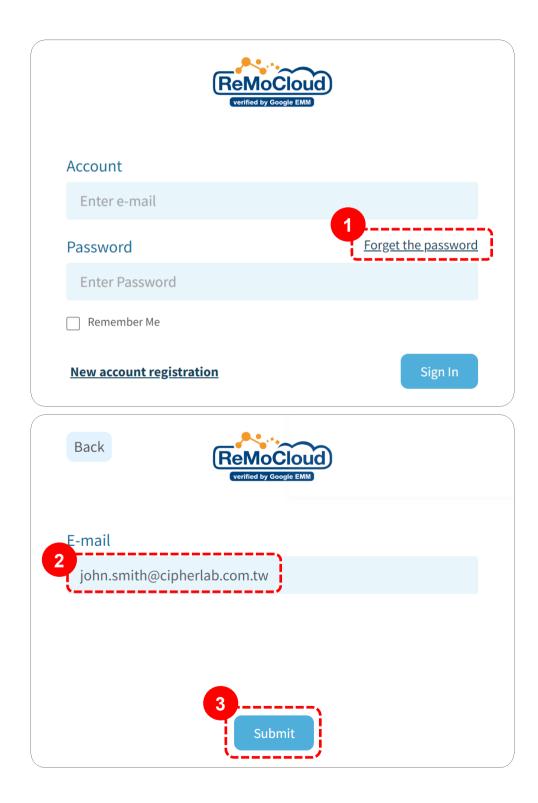
1.1.4 REMEMBER ME

If the user logs in to ReMoCloud with the box "**Remember Me**" checked, the user's account will stay signed in for 14 days with the same browser on the same PC.

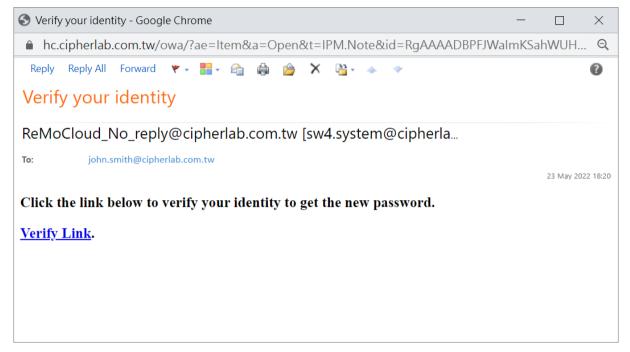
ReMoCloud verified by Google EMM	
Account	
Enter e-mail	
Password	Forget the password
Enter Password	
🗌 Remember Me	
New account registration	Sign In

1.1.5 FORGET PASSWORD

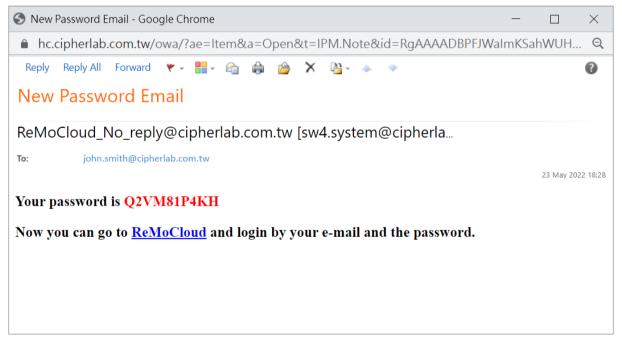
To recover the forgotten password, click "**Forget the password**" and enter the e-mail address used for enrolling the ReMoCloud account to reset the password.



The user will receive an e-mail from ReMoCloud to confirm their identity after submitting. Follow the instruction to complete the verification. The user will receive another e-mail informing them of the new password. As shown:



Use the new password to log in. The user may change the password in <u>Edit Account</u> part after logging in.





1.1.6 NEW ACCOUNT REGISTRATION

To apply for a ReMoCloud account, click "**New account registration**" to enter "**ReMoCloud Account Request Form**" page, fill out all fields, and submit the request. The local sales representative will contact the user soon afterwards.

1	ReMoCloud Acco	ount Request Form
E-mail		Job Title
Enter e-mail		Job Title
Name		Phone
First Name	Last Name	Enter Phone Number
Company		Country
Enter Company		Afghanistan
		or an email tied to one individual.

1.2 CREATE A PROFILE

After completing your Google account's registration, you will be redirected to the "**Profile**" page of **ReMoCloud**. You may create your first profile by clicking the "**Add**" button.

	Profile		Hello! John Smith 🛕 🕜 🙁
🕈 EMM 🔹	Q Search		Add Import Assign Copy Delete
Profile			
Advance Settings	Profile \vee	User-Defined Enr	oll Device Number 🗸 🔻 Status 🗸 🔻 Version 🗸 🍸 Last Edit Time
Enrollment	Create_Copied	<i>"</i> •• 0	nactivated 9 2024/03/15 15:4!
A Monitor	Create_Test	<u>م</u>	24/03/18 11:3.
Dashboard	DTS		23/07/12 17:0:
Device	НСТ	<i>"</i> 0	Please input profile name
Group Site	kunyou	""" ⁶ 0	nput Profile Name 23/11/22 12:00
Арр	Profile_1	, " •• 6	23/11/16 14:40
Management	profile_test	, de tra de la constante de la	Cancel Submit
Copyright © 2024 Cipherlab. All rights reserved. Ver: 1.17.001ch2		κ ε	

While the pop-up window "**Please input profile name**" is for creating a new profile, it offers the following functions:

Item	Description
Profile Name	Enter a name for this new profile. This field is required.
Cancel	Stop the creating process and close the pop-up window.
Submit	Click " Submit " to create this new profile.



Fill out the necessary fields and click "**Submit**" to proceed. A pop-up window will show up promptly to notify the user of the completion.



The newly created profile will be listed on the "**Profile**" page with its status shown as "**Inactivated**":

	Profil	e			l	Hello! John Smi	th 🗘 🤊 🛞
🕈 EMM 🔹 🔨	Q				Add Impor	t Assign	Copy Delete
Profile Advance Settings		Profile 🗸 🔻	User-Defined	Enroll Device Number $\vee ~ abla$	Status 🗸 🔻	Version \lor	Last Edit Time
Enrollment Enrollment		New_Created	1	0	Inactivated	0	
Monitor Dashboard		Profile_1 profile_test	1	6 0	Activated Inactivated	57	2023/11/16 14:4
Device Group		RK25 RounDDay	1	5	Activated Inactivated	63 6	2024/01/08 13:4 ⁻ 2023/05/03 15:4 ⁻
Site App		SKH	/	1	Activated	5	2024/03/04 14
Management Copyright © 2024 Cipherlab. All rights reserved. Ver: 1.17.001ch2	-	Testing		4	Activated	14	2023/11/16 14:4

To activate the profile, the user should assign an enrolled device to this profile.

For more details about how to enroll a device, refer to Enroll Device.

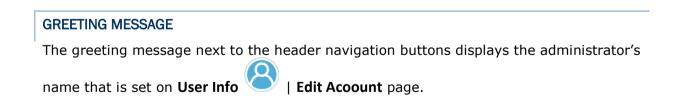
For more details about profile management, refer to <u>Deployment</u>.

1.3 MAIN USER INTERFACE INTRODUCTION

Whenever you log in to ReMoCloud after completing the **managed Google Play Account** settings, you will enter the "**Dashboard**" page.

verified by Google EMM	Dashboard		(Hello! John Smith
🛖 ЕММ 🔷			Greeting Messag	ge ←
 Deployment Profile Advance Settings Enrollment Enrollment 	PROFILE 13	DEVICE 20	ြာ GROUP 2 Head	A ABA MANAGE 12 ↓ der Navigation Buttons
Monitor Dashboard Device	Overview -		Last update : 2024-03-19 16	:59:44 Sync with Google Refresh
Group Site App	Device Overview		⊞ ×	
Management Account Management Copyright © 2024 Cipherlab. All rights reserved Ver: 1.17.001ch2			RS35: 9 RK25: 4 RS36: 3 RK95: 1 RK25WO: 1 RK26: 1 RS38: 1	•

Main Menu (Sidebar Menu)



After the user changes the name of the administrator, the greeting message will be changed next time the user logs in to ReMoCloud as well.



1.3.1 HEADER NAVIGATION BUTTONS

There are 3 navigation buttons in the header:

MESSAGE

The **"Message**" button shows the system messages from ReMoCloud. Click to expand the message box and read the text:

Alert		Clean Messages
	Unread	Read
Notifica	tion	<u> </u>
Reboot of I	Device Success	fully(SN :
FW120A00	02230).	
2022/11/23	15:26	
Notifica	tion	
Lock Scree	n of Device Su	ccessfully(SN :
FW120A00	02230).	
2022/11/23	15:22	

The "**Message**" button displays a number \checkmark to show the unread message counts. When the user clicks the "**Message**" button to expand the message box, the number icon disappears at the same time.

1

	Dashboard		ł	iello! John Smith 🋕 🕐 🛞
EMM Profile Advance Settings Enrollment Enrollment	DROFILE	DEVICE 20	GROUP 2	ABA MANAGE 12
Monitor Dashboard Device	Overview 👻		Last update : 2024-03-19 16:5	9:44 Sync with Google Refresh
Group Site App	Device Overview		⊞ ×	
Management Account Management Copyright © 2024 Cipherlab. All rights reserved. Ver: 1.17.001ch2			RS35: 9 RK25: 4 RS36: 3 RK95: 1 RK25WO: 1 RK26: 1 RS38: 1	•

In the Message Notification box, there are 2 sections: "Unread" and "Read".

To manage your messages, follow these steps:

1. Click "Clean Messages".

2. Select the messages from either section and click the "Delete" button to eliminate the messages.

3. Alternatively, click "Cancel" to undo the action and keep the messages.







	Help Page	Hello! John Smith 🛕 👩 🛞
🕈 ЕММ	ReMoCloud technical support center	
Deployment Profile Advance Settings	Create API Key	
Enrollment Monitor Dashboard Device Group Site App		
App Management Account Management Copyright © 2024 Cipherlab. All rights reserved. Ver: 1.17.001cb2		

REMOCLOUD TECHNICAL SUPPORT CENTER

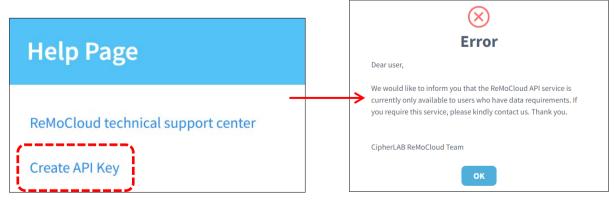
Click on "**ReMoCloud technical support center**" to get help with any issues or problems you are experiencing with ReMoCloud.

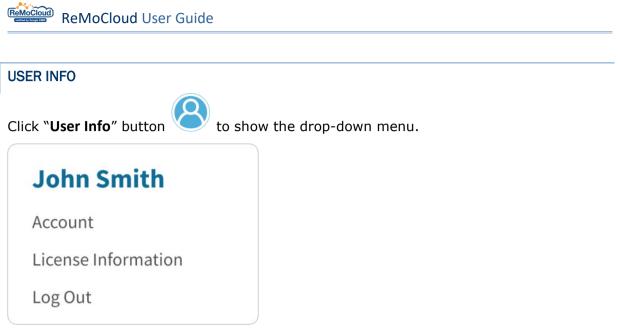
Help Page		
ReMoCloud technical support center Create API Key		
ReMoCloud technical support center	Submit a request	Sign in
\checkmark		
Q Search		
FAQ	ReMoCloud Documents	

CREATE API KEY

If you want to use an application programming interface (API) key to send your data from ReMoCloud to other system or database, please contact <u>CipherLab Support</u>.

For more details, refer to ReMoCloud API Service





The drop-down menu displays the user's name and three options, the link to the **`Edit Account**" page, the link to the **`License Information**" page, and **`Log Out**".

ACCOUNT

Click "Account" to enter the "Edit Account" page.

For more details, refer to "Change User Information".

	Account				Â	08	
C Conciliances	User Name			Company			
Enrollment Enrollment	John	Smith		Cipherlab			
A Monitor	Time			Nation			
Device	GMT +8:00		*	Taiwan		*	
Group Site	System Refresh Time 🕜			Language			
Арр	5 minutes		•	English			
Account	System Logout Time			Google Authenticator			
Management	None		•	Enable Google Authenticator			
User Logs	Reset Password			Unenroll ?			
				Managed Google Play			
Agility Intelligence				Integration			
Copyright © 2024 Cipherlab. All rights reserved. Ver: 1.17.001ch2				SATO Online Services		•	

LICENSE INFORMATION

"License Information" page lists the current status of all ReMoCloud accounts, including the admin account, the parent account, and the child account.

	License Info	rmation			Hello! John Smith	\$ ⑦ ⊗
Enrollment Enrollment	Account Type	Account	License Type	Available	Purchased	In Used
Monitor Dashboard Device	Admin	joshua.hsu@cipherlab.com.tw		30	50	20
Group Site	Parent	aabctesting@cipherlab.com.tw		-10	10	20
App	Parent	hsu@gamil.com		-10	10	20
Account Management	Parent	josh@cipherlab.com.tw		30	50	20
User Logs	Parent	parent_1@gmail.com		30	50	20
Agility Intelligence	Parent	parent_2@gmail.com		30	50	20
Copyright © 2024 Cipherlab. All rights reserved.	Child	asd@cipherlab.com	Advance	50		0
Ver: 1.17.001ch2	Child	child_1@gmail.com	Advance	50	-	3

For more details, refer to License Information.

LOG OUT

Click "Log Out" to directly exit ReMoCloud and return to the login page.





1.3.2 MAIN MENU (SIDEBAR MENU)

	Dashboard					Hello! John Smith	4 🤉 (
EMM A Deployment Profile Advance Settings Enrollment	PROFILE	DEVICE	20	င္မြာ GROUP	2	යි තිබීබ MANAGE	12
Enrollment Monitor Dashboard Device Group	Overview -				date : 2024-03-19	Sync with Google	Refresh
Site App Account Management	Device Overview		=	RS35: 9 RK25: 4 RS36: 3 RK95: 1			
Log User Logs right © 2024 Cipherlab. hts reserved. .17.001ch2				RK96: 1 RK25WO: 1 RK26: 1 RS38: 1			•

└──→ Main Menu (Sidebar Menu)

The main menu, sidebar menu, is on the left side. Click the menu items to enter specific pages.

EMM (ENTERPRISE MOBILITY MANAGEMENT)

As the "EMM" (Enterprise Mobility Management) provider, ReMoCloud allows the user to control devices and mobile Apps in an efficient way by:

Deployment 🔅

Item	Description
Profile	For profile management, such as add/delete Apps.
Advanced Settings	To access proprietary functions developed by CipherLab.
	·

Item	Description
Enroll Device	To create a QR code of a profile for your CipherLab mobile computers to enroll.

MONITOR

Item	Description
Dashboard	A collection of graphical reports that conveys profile and device information.
Device	Provides a list of enrolled devices for ReMoCloud administrators to manage and organize.
Group	For group management.
Site	For site management.
Арр	Provides a list of both "User Installed Apps" and built-in third-party apps from all enrolled devices.

Management

Item	Description
Account Management	To create the sub-accounts that belong to the ReMoCloud account and give the child account the limited permission to access certain functions.

Log 🔽

Item	Description
User Log	The user's operation record.



AGILITY INTELLIGENCE

Click **`Agility Intelligence**" (User Info" page of CipherLab Agility Intelligence Service (<u>https://cai.cipherlab.com/</u>) in a new tab.

Agility Intelligence	Trial Power N	Management Behavioral	Event	Weak S	ignal Even	t		Hello joshua.hsu@ciph	erlab.com.tw 🕜 🤅		0
	User Info										
	User No.	Recipient UserFirst RoleName	Last Name		ryTime Day Zone Ligł		^{it} assign_grou	ipparent			
	joshua.hsu@cipherlat	o.com.twCipherlabuser John	Smith	TW	+8:00N	admin					
	asd@cipherlab.com	Cipherlabuser null	null	TW	+8:00N	child	Test_for_Cr eating	joshua.hsu@cipherlab.com.tv	v		
	hsu@gamil.com	Cipherlabuser null	null	TW	+8:00N	parent		joshua.hsu@cipherlab.com.tv	v		
	qwe@cipherlab.com	Cipherlabuser null	null	TW	+8:00N	child	Test_for_Cr eating	joshua.hsu@cipherlab.com.tv	v		
	testing@cipherlab.co	m CipherlabuserCipher	LabSuppo	rtTW	+8:00N	parent		joshua.hsu@cipherlab.com.tv	v		
	hh@gamil.com	Cipherlabuser null	null	TW	+8:00N	child	Test_for_Cr eating	hsu@gamil.com			
								Copyright©2022 CipherLab C	o., Ltd All Rights Rese	erved	.Ver: 1.5.2

For more details, refer to <u>Agility Intelligence</u>.

Agility

Intelligence Ľ

VERSION INFORMATION The version information is displayed at the bottom of the main menu. Hello! John Smith 🕂 🧿 🛞 ReMoCloud 🛖 ЕММ GROUP ANA MANAGE Deployment 13 20 2 12 Profile Advance Settings Enrollment Last update : 2024-03-19 16:59:44 Sync with Google Refresh Overview -Enrollment A Monitor Edit Time Dashboard Device Copyright © 2024 Cipherlab. Group Site All rights reserved. App Management Ver: 1.17.001ch2 Account Management C Log User Logs server corver war war with who 354

ш×

App Version Overview

COLLAPSING THE MAIN MENU

The main menu is a collapsible sidebar menu.

Click the hamburger button 📃 to collapse the menu, and click again to expand it.

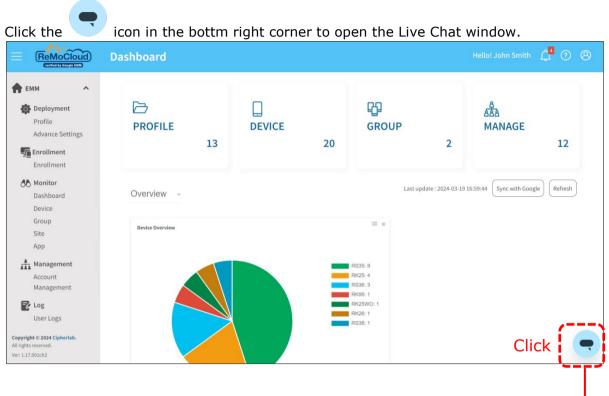
	Dashboard			Hello! John Sn	nith 🛕 🤈 🛞
Control Contr	D PROFILE 11	DEVICE 6	ငြူ GROUP	ନ୍ଧି MANA 4	GE 7
Dashboard Device Group/Site App	Overview -		Last update	: : 2023-05-25 11:05:23 Sync with	n Google Refresh
Account Manage Manage	Build Version Overview		⊞ ×		
Log User Log Copyright © 2023 Cipherlab. All rights reserved. Ver: 1.15.004h2		R\$35.GM	AS 5100.20221213: 1		-

You are still allowed to click the collapsed menu's items to enter pages.

 PROFILE DEVICE DEVICE			Dashboard			Hello! John Smith	Lª ⑦
Device Group Last update : 2024-03-19 16:59:44	\$			20	2		12
	Ob D G G SI SI	roup te			Last update : 2024-	03-19 16:59:44 Sync with God	ogle Refresh
RS35: 9			իտ	R\$35: 9			

1.3.3 REMOCLOUD ONLINE SUPPORT

ReMoCloud's Online Support provides help when you have trouble with ReMoCloud's service. Through the Live Chat, you can have real-time, back-and-forth conversations with the live agent. Tell us your problem, and the live agent will get you the right help and support.



Hi there. Welcome to ReMoCloud Chat. For ReMoCloud questions, we will transfer you to an agent. Before we transfer to an agent, please provide us your name, company name, country/state/zip code , telephone number and email address. For the Free Zero-touch Enrollment CipherLab will offer you Free Zero- touch enrollment service for our webinar participants before 31st Dec 2024. Please dick the link: https://forms.gle/6Z5UgpeK6vtBjT Ws8	Tech Support		
transfer you to an agent. Before we transfer to an agent, please provide us your name, company name, country/state/zip code, telephone number and email address. For the Free Zero-touch Enrollment CipherLab will offer you Free Zero- touch enrollment service for our webinar participants before 31st Dec 2024. Please click the link: https://forms.gle/6Z5UgpeK6vtBjT Ws8			
CipherLab will offer you Free Zero- touch enrollment service for our webinar participants before 31st Dec 2024. Please click the link: https://forms.gle/6Z5UgpeK6vtBjT Ws8	transfer you to an agent. Before we transfer to an agent, please provide us your name, company name, country/state/zip code, telephone number and		
Name	CipherLab will offer you Free Zero- touch enrollment service for our webinar participants before 31st Dec 2024. Please click the link: https://forms.gle/6Z5UgpeK6vtBjT		
	Indo		
1/5 Next ▼	1/5 Nex	-	

 First, provide us with your information, including your name, company name, your country/state/zip code, telephone phone number, and e-mail address.

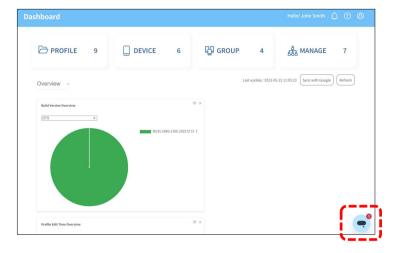
2. Tell us what we can help with.

If necessary, click the icon in the bottom left corner of the Live Chat window to attach files.

	AoCloud Online Support Chat operation hours: 9a.m. to 12a.m. UTC+8
	address. Thank you.
	Name
	CipherLab_Test
	Company
	CipherLab Co.
	Country / State / Zip code
	Taiwan/Taipei/100
	Telephone number
	02-8647-1166
	Email address
	Cipherlab_test@cipherlab.com.tw
	5 of 5 Send
U	(Type a message
	1oCloud Online Support Chat operation hours: 9a.m. to 12a.m. UTC+8
	Chat operation hours: 9a.m. to 12a.m. UTC+8 5:24 PM ReMoCloud Online Support
	Chat operation hours: 9a.m. to 12a.m. UTC+8 5:24 PM
	Chat operation hours: 9a.m. to 12a.m. UTC+8 5:24 PM ReMoCloud Online Support Name
	Chat operation hours: 9a.m. to 12a.m. UTC+8 5:24 PM ReMoCloud Online Support Name CipherLab_Test Company CipherLab Co. Country / State / Zip code
	Chat operation hours: 9a.m. to 12a.m. UTC+8 5:24 PM ReMoCloud Online Support Name CipherLab_Test Company CipherLab Co. Country / State / Zip code Taiwan/Taipei/100 Telephone number
	Chat operation hours: 9a.m. to 12a.m. UTC+8 5:24 PM ReMoCloud Online Support Name CipherLab_Test Company CipherLab Co. Country / State / Zip code Taiwan/Taipei/100 Telephone number 02-8647-1166
	Chat operation hours: 9a.m. to 12a.m. UTC+8 5:24 PM ReMoCloud Online Support Name CipherLab_Test Company CipherLab Co. Country / State / Zip code Taiwan/Taipei/100 Telephone number
	Chat operation hours: 9a.m. to 12a.m. UTC+8 5:24 PM ReMoCloud Online Support Name CipherLab_Test Company CipherLab Co. Country / State / Zip code Taiwan/Taipei/100 Telephone number 02-8647-1166 Email address Cipherlab_test@cipherlab.com.tw ReMoCloud Online Support
	Chat operation hours: 9a.m. to 12a.m. UTC+8 5:24 PM ReMoCloud Online Support Name CipherLab_Test Company CipherLab Co. Country / State / Zip code Taiwan/Taipei/100 Telephone number 02-8647-1166 Email address Cipherlab_test@cipherlab.com.tw
	Chat operation hours: 9a.m. to 12a.m. UTC+8 5:24 PM ReMoCloud Online Support Name CipherLab_Test Company CipherLab Co. Country / State / Zip code Taiwan/Taipei/100 Telephone number 02-8647-1166 Email address Cipherlab_test@cipherlab.com.tw ReMoCloud Online Support Hi. This is agent Joseph. Please provide us the your question. Thank
	Chat operation hours: 9a.m. to 12a.m. UTC+8 5:24 PM ReMoCloud Online Support Name CipherLab_Test Company CipherLab Co. Country / State / Zip code Taiwan/Taipei/100 Telephone number 02-8647-1166 Email address Cipherlab_test@cipherlab.com.tw ReMoCloud Online Support Hi. This is agent Joseph. Please provide us the your question. Thank you. How to check the information of the enrolled devices?

3. When the live agent replies,

the icon displays a number to show the unread message counts.



4. The Live Chat history will be stored for 4 days.

Click the icon to view the chat history.

	ReMoCloud Online Support Live Chat operation hours: 9a.m. to 12a.m. UTC+8 May I know what type of										
	infor		you w		f check on	•					
			9:2	8 AM							
	I want to check the Remote control status.										
			9:5	1 AM							
			N	lew —		_					
	Josep	h Wang									
	You can check the Remote control status whenever you have successfully enabled the Remote control, the eye of the Remote control would turn green as shown below.										
	Device(s) : 5				A1						
	T INFO	T. Palle C.	Frolla 7 Canval Av	Folia O T. Lakether O	odd 7 Vanaelo - T- Millio						
	1018		ш.	21	KOROWSKIPHINER KAROWSKIPH						
	5.00 20.01%	-28 htt		71	Permit Charles and a second second						
	2.00	in l		71	FW-0-049-20022						
	2-m	hold.	1.0	3	Folia Management Information						
	9	51 AM				-					
Û	Тур	e a me	ssage			\bigcirc					

Note:

The live agent's office hours are from 9 a.m. to 12 a.m. UTC+8, excluding holidays.

1.3.4 SCROLL BACK TO TOP BUTTON

When scrolling down the page, the "**Back-to-Top**" button \bigcirc appears in the bottom right corner and allows users to quickly navigate to the top of the page.

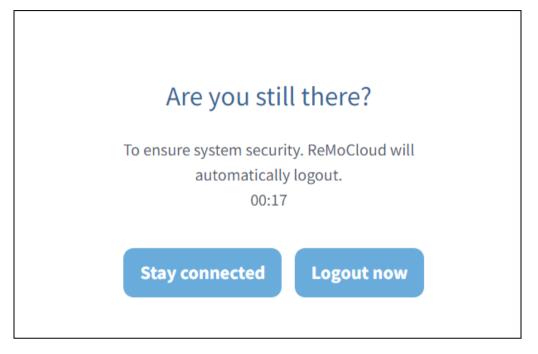


Click "Back-to-Top" button to return to the top of the page.



1.3.5 LOGOUT TIMER

To ensure system security, the auto-logout timer will appear for 30 minutes of inactivity. Click "Stay connected" to close the timer, or click "Logout now" to log out of ReMoCloud.



Upon completion of the countdown, the system will initiate an automatic log out, accompanied by a notification sent to the user.

(ReMoCloud)	Dashboard		1	Hello! John Smith 🕰 🤉 🛞
verified by Google EMM	Bushbouru			Alert Clean Messages
🛖 ЕММ 🔷				Unread Read
Deployment Profile Advance Settings	PROFILE	DEVICE	ြူ GROUP	Notification System automatically log out (security reason) 2023/06/27 14:22
Enrollment Enrollment	13	20		Notification CloudMessage Please update your app to ensure compatibility with
Monitor Dashboard Device	Overview 👻		Last update : 20	the latest version of ReMoCloud features. Open the Monitor \rightarrow App page to perform the update 2023/06/27 14:14
Group Site App	Device Overview			Notification RemoteService Please update your app to ensure compatibility with the latest version of ReMoCloud features.
Management Copyright © 2024 Cipherlab. All rights reserved. Ver: 1.17.001ch2			RS35: 9 RK25: 4 RS36: 3 RK95: 1	Open the Monitor \rightarrow App page to perform the update

SETTINGS FOR REMOCLOUD LOGOUT TIMER							
Click "User Info " button to show the drop-down menu. As shown:							
John Smith							
Account							
License Information							
Log Out							

Click "Account" to enter the "Edit Account" page.

For "System logout time," click to expand the menu. For the options, you can select the duration of inactivity that will trigger the logout timer.

Select "None" to disable the logout timer.

Make sure to click "Save" in the top right corner to carry out the changed settings.

Edit Account				Save
User Name			Company	
John	Smith		Cipherlab	
phone			Nation	
			Taiwan	•
Time			Enable Google Authenticator	
GMT +8:00		•	Enable Google Authenticator	
System Refresh Time ?			Unenroll	
5 minutes		•	Managed Google Play	
System logout time			 ↓ 	
30 minutes(default)			i i i i i i i i i i i i i i i i i i i	
None				
15 minutes				
30 minutes(default)				
lhour			i I	
2hours			J	

Chapter 2

CHAPTER 2. DEPLOYMENT: PROFILE MANAGEMENT

This chapter carries the introduction of how to create a profile, add/delete applications to profiles, manage profile device settings, and save or schedule to carry out the changed settings.

IN THIS CHAPTER

2.1 Overview of Deployment Main Page	51
2.2 Add/ Delete/ Copy a Profile	60
2.3 Assign a Profile	68
2.4 Edit a Profile: APP	72
2.5 Edit a Profile: Device Setting	119
2.6 Save/ Schedule a Profile	141
2.7 Advanced Settings	155

2.1 OVERVIEW OF DEPLOYMENT MAIN PAGE

On the "**Deployment**" main page, you will find "**Profile**" and "**Advanced Settings**" sections. The "**Profile**" page displays a list of profiles created by the ReMoCloud administrator, along with a search box and 5 setting buttons.

The "Advanced Settings" page provides proprietary functions developed by CipherLab. For further information, please refer to Section **2.7 Advance Settings**.

	Profil	le				Hello! John Smi	th 🗘 🤊 🤅
♠ EMM ∧ ♣ Deployment	٩	Search			Add Impor	rt Assign	Copy Delete
Profile Advance Settings		Profile 🗸 🔻	earch Box	Enroll Device Number V	ng Button Status ∨ ▼	S Version \vee $ egreen The second sec$	Last Edit Time
Enrollment Enrollment		Create_Copied	/	0	Inactivated	9	2024/03/15 15:4!
Monitor		Create_Test		3 0	Activated	45 19	2024/03/18 11:3. 2023/07/12 17:0:
Device		НСТ	1	0	Inactivated	49	2024/02/06 15:4
Group Site		kunyou	1	0	Inactivated	9	2023/11/22 12:0
App		New_Created	1	0	Inactivated	0	2022/11/16 14:4
Management Copyright © 2024 Cipherlab. All rights reserved. /er: 1.17.001ch2		Profile_1		6	Activated	57	2023/11/16 14:4(



The functions of the 5 setting buttons are:

Setting Button	Description
Add	To create a new profile.
Import	To import a .rmc file for creating a profile with the exported settings.
Assign	To assign profiles to groups and devices.
Сору	To copy an existing profile and make changes if necessary.
Delete	To eliminate the selected profiles. Note that you can only delete the inactivated profiles.

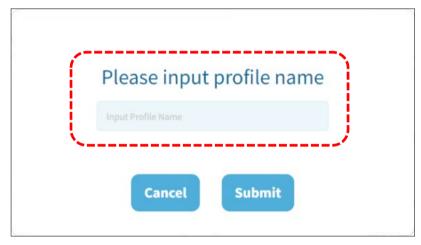
2.1.1 PROFILE LIST

The header row items shown on the profile list deliver the following information:

Header Row Items								
	Profile 🗸 🛛 🔻	User-Defined		Enroll Device Number $\!$	Status $\lor \overline{\forall}$	Version $\lor \overline{\neg}$	Last Edit Time \smallsetminus	
	Creat_Profile_Test			0	Inactivated	0		
	DTS			1	Activated	18	2023/05/24 11:27	
	НСТ			0	Inactivated	46	2023/02/21 17:34	
	Profile_1			2	Activated	3	2023/05/24 11:27	
	Profile_2			0	Inactivated	0		

Profile Name:

The profile name entered in the pop-up window "**Please input profile name**" when creating this profile.



Click the columns under "**Profile Name**" to enter its profile page for further settings. For more details, refer to "Edit a Profile: APP" and "Edit a Profile: Device Setting".

User-Defined:

The field for the user to put a mark on the profile.

Enroll Device Number:

The amount of the devices that apply to the profile.

Status:

An "Activated" profile means that it is applied by enrolled devices, while an "Inactivated" profile means it is not being applied by any enrolled devices.

To activate a profile, the users should apply an enrolled device to the profile. To details about enrolling a device, refer to <u>Enroll Device</u>.

Version:

The revision number of the profile. Whenever the user makes any changes to the profile, the version number increases. Blankness means that the profile is still unedited.

Last Edit Time:

The last time the profile was modified.



2.1.2 SORT, SEARCH, & FILTER

The header row items allow the profile list to be displayed sequentially by filtering.

	Profile				Hell	lo! John Smith 🇘	08
EMM A Deployment Profile	Q Search				Add Import	Assign Copy	Delete
Advance Settings	🗌 Profile 🗸 🔻	User-Defined	Enroll Device Number 🗸 🔻	Status 🗸 🔻	Version 🗸 🔻	Last Edit Time \smallsetminus	T
Enrollment	Create_Copied	/	0	Inactivated	9	2024/03/15 15:49	
Monitor	Create_Test	/	3	Activated Inactivated	45 19	2024/03/18 11:31	- 1
Dashboard Device	нст	1	0	Inactivated	49	2024/02/06 15:45	- 1
Group Site	kunyou	1	0	Inactivated	9	2023/11/22 12:00	- 1
App Management	New_Created	/	6	Inactivated Activated	0	2023/11/16 14:40	
Account Management	profile_test	1	0	Inactivated	1	,,	
opyright © 2024 Cipherlab. Il rights reserved. er: 1.17.001ch2	RK25		5	Activated	63	2024/01/08 13:47	

Sorting:

Click the sort button \checkmark \checkmark at the header row to display the profiles in ascending or descending order.

• Filtering:

Click the filtering button ∇ at the header row to expand "**Filter**" field for further searching.

SORTING YOUR PROFILES

Profiles may be sorted by "**Profile Name**," "Enroll Device Number," "Status," or "Last Edit Time". Click the button \checkmark to display the profiles in ascending order. After that, click it again to display the profiles in descending order.

Ascending (click once)

Profile V Vser-Defined		Enroll Device Number $^{ earrow}$	Status 🗸 🔻	Version \lor $$	Last Edit Time \lor
Creat_Profile_Test	/	0	Inactivated	0	
нст	/	0	Inactivated	46	2023/02/21 17:34
RounDDay	and the second	0	Inactivated	6	2023/05/03 15:47
test_import1		0	Inactivated	1	2023/05/04 10:40
DTS	/	1	Activated	18	2023/05/24 11:27
Testing	and the second	1	Activated	5	2023/05/24 11:28
Profile_1	and the second	2	Activated	3	2023/05/24 11:27
RK25	/	2	Activated	41	2023/05/24 11:27

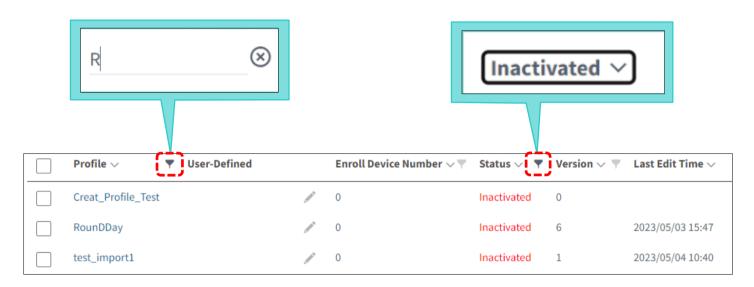
- Descending (click twice) \checkmark

Profile \checkmark $\overline{\forall}$ User-Defined	1	Enroll Device Number $\!$	Status 🗸 🔻	Version \vee $\overline{\uparrow}$	Last Edit Time \lor
Profile_1	<i>.</i>	2	Activated	3	2023/05/24 11:27
RK25	/	2	Activated	41	2023/05/24 11:27
DTS	/	1	Activated	18	2023/05/24 11:27
Testing	/	1	Activated	5	2023/05/24 11:28
Creat_Profile_Test	/	0	Inactivated	0	
нст	_	0	Inactivated	46	2023/02/21 17:34
RounDDay	/	0	Inactivated	6	2023/05/03 15:47
test_import1	<i>_</i>	0		1	2023/05/04 10:40



SEARCHING & FILTERING YOUR PROFILES

"Filter" $\mathbf{\nabla}$ buttons help doing a quick search. The user may set multiple filter criteria to refine the results.



BY PROFILE NAME, ENROLL DEVICE NUMBER, OR VERSION

1) Click the filter button ∇ to expand "Filter" field.

Profile 🗸 🔻 🔻	User-Defined	Enroll Device Number $\!$	Status 🗸 🔻	Version \vee \P	Last Edit Time \lor
Creat_Profile_Test	ilter 🛞	0	Inactivated	0	
DTS	/	1	Activated	18	2023/05/24 11:27
НСТ	/	0	Inactivated	46	2023/02/21 17:34
Profile_1	/	2	Activated	3	2023/05/24 11:27
RK25	/	2	Activated	41	2023/05/24 11:27
RounDDay	/	0	Inactivated	6	2023/05/03 15:47
Testing	li -	1	Activated	5	2023/05/24 11:28
test_import1	/	0	Inactivated	1	2023/05/04 10:40

2) In "Filter" field, enter the keyword to make the matching profiles appear.

te	st	\otimes					
Profile \lor	♥ User-Defined		Enroll Device Number $\sim \mathbb{V}$	Status 🗸 🔻	Version \vee $\overline{\neg}$	Last Edit Time \sim	T
Testing		and the second s	1	Activated	5	2023/05/24 11:28	
test_import1		and the second	0	Inactivated	1	2023/05/04 10:40	

BY PROFILE STATUS

For the header row item "**Status**," a drop-down menu will appear after clicking the filter button $\mathbf{\nabla}$. Select the preferred profile status to see the matching results.

Profile \checkmark \forall User-Defined		Enroll Device Number $\!$	Status 🗸 🔻 Version	\sim $\overline{}$ Last Edit Time \sim
DTS	A MARKE	1	Activated 18	2023/05/24 11:27
НСТ		0	Inactivated 46	2023/02/21 17:34
Profile_1	A MARK	2	Acti None	~ 27
RK25	and the second s	2	Acti None	27
RounDDay		0	Inactive Activated	023/05/03 15:47
Testing		1	_{Activat} Inactivate	023/05/24 11:28
test_import1		0	Inactivated 1	2023/05/04 10:40

BY LAST EDIT TIME

Click the filter button from "**Last Edit Time**" to show the drop-down menu and the datepicker for designating the date range:

1)	Click the filter button	V	to display the drap down many and coloct the duration.	
T)	Click the filter button	1	to display the drop-down menu and select the duration:	

Profile Name ≑ T	Enroll Device Number	Status ≑ ▼	Vers \$	sion Last Edit Time
Profile_1	0	Inactivated	2	2021/02/18 08:38
Profile_2	1	Activated	8	None None
Profile_3	0	Inactivated	5	Before
RS35_Testing	1	Activated	1	Specify After
Testing	3	Activated	3	Between

Duration	Description
None	Set for nothing.
Before	Set for an earlier duration lasts until the selected date
Specify	Set for a specific date.
After	Set for a later duration since the selected date
Between	Set for a date range from start date to end date.

2) Click the calendar button to expand the datepicker and select the date.

Γ

	Augu	ust 20)20 -			\uparrow	\downarrow
	Su	Мо	Tu	We	Th	Fr	Sa
	26	27	28	29	30	31	1
After	2	3	4	5	6	7	8
mm/dd/yyyy	9	10	11	12	13	14	15
	16	17	18	19	20	21	22
	23	24	25	26	27	28	29
	30	31	1	2	3	4	5
						То	day

For the filter "**Between**," select the start date and end date.



3) The matching results will be displayed as shown:

Profile Name ≑ ▼	Enroll Device Number \$	Status ≑ ⊤	Version ≑ ▼	Last Edit Time ≑ ▼
Profile3	0	Inactivated	2	2020/09/01 15:50
Testing	0	Inactivated	5	2020/08/30 12:00
Testing_2	2	Activated	8	2020/08/28 07:26

Note:

The current date and time of the timepicker is in accord with <u>Time Zone's</u> setting on User Info page.



2.2 ADD/ DELETE/ COPY A PROFILE

On the main page of **Profile** from **Deployment**, the user may add or delete profiles.

2.2.1 ADD A PROFILE

To create a new profile:

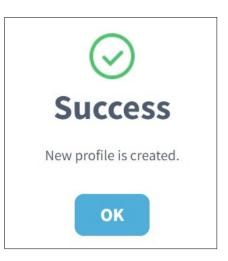
1) Click "Add" on the Profile page.

	Profile				Hel	lo! John Smith 🏠	? 8
EMM Profile	Q Search			β	dd Import	Assign Copy	Delete
Advance Settings	□ Profile ∨ ▼	User-Defined	Enroll Device Number \vee 🔻	Status 🗸 🔻	Version \vee	Last Edit Time \lor	T
Enrollment Enrollment	Create_Copied	/	0	Inactivated	9	2024/03/15 15:49	
A Monitor	Create_Test		3	Activated	45	2024/03/18 11:31	
Dashboard	DTS	di se	0	Inactivated	19	2023/07/12 17:02	
Device	НСТ	1	0	Inactivated	49	2024/02/06 15:45	
Group Site	kunyou	1	0	Inactivated	9	2023/11/22 12:00	
Арр	New_Created	ľ	0	Inactivated	0		
Management	Profile_1	/	6	Activated	57	2023/11/16 14:40	- 11
Account Management	profile_test		0	Inactivated	1		
Copyright © 2024 Cipherlab. All rights reserved.	RK25	1	5	Activated	63	2024/01/08 13:47	
Ver: 1.17.001ch2		٩.	^	an a	<u>^</u>	0000 /0E /00 1E 17	7

2) In "Please input profile name" pop-up window, enter the profile name and "Submit".Click "Cancel" to close the pop-up window.

Please input profile name
New_created
Close Submit

 When the profile is successfully created, a pop-up window will appear promptly to notify the user of the completion.



4) The newly-created profile will be listed on the profile list with its status shown as "Inactivated". The user may edit the profile by clicking the name to enter the information page.

ReMoCloud	Profile							Hell	o! John Sm	ith 🗘	0 0
🕈 EMM 🔹 🔨	Q Search						Add	Import	Assign	Сору	Delete
Profile Advance Settings	Profil	e 🗸 🔻	User-Defined		Enroll Device Number 🗸 🔻	Status 🗸 🔻	Ver	sion 🗸 🔻	Last Edit	Time V	
Enrollment			osci pennea	197	v	macavatea	-12		2027/02/0		
Enrollment	kunyo	u		/	0	Inactivated	9		2023/11/2	2 12:00	
A Monitor	New_0	created		/	0	Inactivated	0				
Dashboard	Profile	_1		/	6	Activated	57		2023/11/1	6 14:40	
Device Group	profile	e_test		1	0	Inactivated	1				
Site	RK25			1	5	Activated	63		2024/01/0	8 13:47	
App	RounE	Day			0	Inactivated	6		2023/05/0	3 15:47	
Account	SKH			and the second s	1	Activated	5		2024/03/0	4 14:37	
Management	Testin	g			4	Activated	14		2023/11/1	6 14:40	
pyright © 2024 Cipherlab. rights reserved. r: 1.17.001ch2	Testin	g_for_rollback		and the second sec	0	Inactivated	3		2023/07/2	5 14:56	•

Note:

1.To make an "Inactivated" profile "Activated," please assign an enrolled device to this profile.

2.For more details about profile editing, refer to "<u>Edit a Profile: APP</u>" and "<u>Edit a Profile: Device</u> <u>Setting</u>".

Click the profile's name to enter the "**Profile Information**" page. The default Apps are listed here. Note that the default Apps that only runs in the background will not show on the enrolled device.

	Profile Inform	ation			Hello! John S	mith 🔔 🤊 🛞
🕈 EMM 🔹 🔨		_created Version:	D	•	Export	Schedule Save
Profile Advance Settings	APP Device S	etting			Add App	WildCard Settings
Enrollment Enrollment	App Name	Package Name	Managed by	App Update Mode / Version	App Permissions	Manage Config
Monitor Dashboard	CipherLab OEMConfig	com.cipherlab.oemconfig.common	Google	AUTO_UPDATE_DEFAULT	Edit	Edit
Device Group Site	CipherLab Device Health	sw.programme.devicehealth	Google	AUTO_UPDATE_DEFAULT	Edit	
App	CipherLab LogCollection	sw.programme.logcollection	Google	AUTO_UPDATE_DEFAULT	Edit	
Account Management	CipherLab ADC Module	com.cipherlab.adcmodule.common	Google	AUTO_UPDATE_DEFAULT	Edit	
Copyright © 2024 Cipherlab. All rights reserved. Ver: 1.17.001ch2	CipherLab Profile	com.cipherlab.profileinfo.common	Google	AUTO_UPDATE_DEFAULT	Edit	m e



A default App that helps ReMoCloud administrator configure the enrolled devices applying to the profile. It may work with "**ADC Module**" to deploy the ADC Project Settings to the enrolled devices through ReMoCloud. Also, it may work with another CipherLab default App, "**LogCollection**," to retrieve the enrolled device logs.

CipherLab Device Health:

Checking the enrolled devices' battery health.



CipherLab LogCollection:

A default App that works with "**CipherLab OEMConfig**" to upload the logs of the enrolled devices to the user's designated PC where the FTP server is installed.



A default App that works with "**CipherLab OEMConfig**" to deploy the ADC(Android Deployment Configurator) Project Settings to the user's enrolled devices.

CipherLab Profile Information:

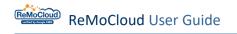
A default App that demonstrates the profile and the version the device applies to. It lists the default Apps installed on the device as well.

Device Policy

This default App is developed by Google. It is designed to control and synchronize the Android devices managed by EMM(Enterprise Mobility Management).

The default Apps will be installed on the enrolled devices that apply to the profile after "<u>Saved</u>" or "<u>Scheduled</u>". If the profile does not include those Apps, click "<u>Add App</u>" to add them into the profile from the "**App Management**" page.

For more details, refer to **<u>Default Applications</u>**.

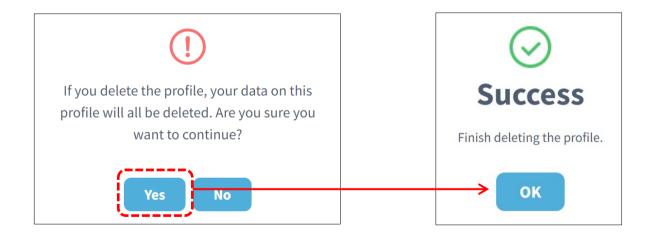


2.2.2 DELETE A PROFILE

Select the profiles and click "Delete".

	Profi	le			ł	Hello! John Sm	
FEMM A	م 1	Search			Add Import	t Assign	Copy Delete
Advance Settings		Profile 🗸 🖤	User-Defined	Enroll Device Number \vee 🔻	Status 🗸 🔻	Version \lor	Last Edit Time
Enrollment		Create_Copied	1	0	Inactivated	9	2024/03/15 15:4
Enrollment		Create_Test	/	3	Activated	45	2024/03/18 11:3
Monitor Dashboard		DTS	1	0	Inactivated	19	2023/07/12 17:0:
Device		нст	/	0	Inactivated	49	2024/02/06 15:4
Group Site		kunyou	1	0	Inactivated	9	2023/11/22 12:00
Арр		New_created	/	0	Inactivated	0	
Management		Profile_1	1	6	Activated	57	2023/11/16 14:4
opyright © 2024 Cipherlab. Il rights reserved. er: 1.17.001ch2	4	profile test	đ	^	Inschusted	1	- •

A warning message appears after clicking "Delete". Click "**Yes**" to continue deleting. Next, click "**OK**" to close the pop-up window that notifies the profile is successfully deleted.

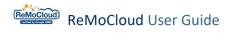


The profile is successfully deleted as shown:

	Profil	le			ł	lello! John Smi	th 🗘 ၇ 🖉
Contraction Contraction Contraction	Q				Add Import	t Assign	Copy Delete
Profile Advance Settings		Profile 🗸 🔻	User-Defined	Enroll Device Number \vee 🔻	Status 🗸 🔻	Version \vee \neg	Last Edit Time
Enrollment		Create_Copied	ľ	0	Inactivated	9	2024/03/15 15:49
Monitor		Create_Test		3	Activated	45	2024/03/18 11:3.
Dashboard		DTS	<i>I</i>	0	Inactivated	19	2023/07/12 17:0:
Device		НСТ	1	0	Inactivated	49	2024/02/06 15:4
Group Site		kunyou	ľ	0	Inactivated	9	2023/11/22 12:00
Арр		Profile_1	all ^a	6	Activated	57	2023/11/16 14:4
Management		profile_test		0	Inactivated	1	
pyright © 2024 Cipherlab. rights reserved. r: 1.17.001ch2	4	DKJE	Å	ε	Activated	60	2024/01/09 1

Note:

"Activated" profiles cannot be deleted.



2.2.3 COPY A PROFILE

"**Copy Profile**" is to reproduce an existing profile.

1) Click "Copy" to make the pop-up "Select a profile and input profile name" appear.

ReMoCloud	Profile			Hello!John Smith 🛕 🕜 ⊗
емм ^	Q Search		Add	Import Assign Copy Delete
Deployment Profile				J
Advance Settings	Profile V Vser-De	fined Enroll Dev	vice Number \lor \forall Status \lor \forall Version \forall	on V Y Last Edit Time V Y
Enrollment	kunyou	J 0	Inactivated 9	2023/11/22 12:0
A Monitor	New_created		Inactivated 0	
Dashboard Device	Profile_1	<i></i>	Activated 57	2023/11/16 14:40
Group	profile_test	<i></i>	Inactivated 1	
Site App	RK25		Please select a profile and i	input profile name
Account	RounDDay SKH	0	Copy Profile Name: New_created	•
Management	Testing	<i>"</i>	New Profile Name:	
Copyright © 2024 Cipherlab. Ill rights reserved. /er: 1.17.001ch2	Testing_for_rollback	<i>I</i> 0		-
			Close S	ubmit

2) Select the profile for copying.

Please sele	ct a pro	file and input	t profile I	name
Сору Р	rofile Name:	New_created	•	
New P	rofile Name:	New_created_copied		
L)
	Close	Submit		

3) Enter a new name for the new profile and "Submit".

Please select a pro	file and input prof	ile name
Copy Profile Name:	New_created	
New Profile Name:	New_created_copied	
Close	Submit	

4) The new profile is successfully created. Click the profile name to enter and make changes if necessary.

	Profi	le			H	ello! John Smi	th 🗘 🕐 🙆
Tepployment	Q				Add Import	Assign	Copy Delete
Profile Advance Settings		Profile 🗸 🔻	User-Defined	Enroll Device Number $\vee ~ abla$	Status 🗸 🔻	Version \vee	Last Edit Time
Enrollment		New_created		0	Inactivated	0	
Enrollment		New_created_copied	/	0	Inactivated	1	
Monitor Dashboard		Profile_1	1	6	Activated	57	2023/11/16 14:4
Device		profile_test		0	Inactivated	1	
Group Site		RK25	1	5	Activated	63	2024/01/08 13:4
Арр		RounDDay		0	Inactivated	6	2023/05/03 15
Anagement		SKH	/	1	Activated	5	2024/03/04 14:5
Copyright © 2024 Cipherlab. All rights reserved. Ver: 1.17.001ch2	4	Testing	/	4	Activated	14	2023/11/16

2.3 ASSIGN A PROFILE

"Assign" is to designate an existing profile to the certain group or device. Therefore, the user needs to create groups in advance.

For more details about creating a group, refer to Create a New Group.

	Profil	e			Н	ello! John Smit	h 🗘 🕐 🛞
★ EMM ∧ ★ Deployment	Q				Add Import	Assign	Copy Delete
Profile Advance Settings		Profile 🗸 🔻	User-Defined	Enroll Device Number \vee \forall	Status 🗸 🔻	Version \vee	Last Edit Time
Enrollment		New_created	1	0	Inactivated	0	
Enrollment		New_created_copied	/	0	Inactivated	1	
Monitor Dashboard		Profile_1		6	Activated	57	2023/11/16 14:4
Device		profile_test	. Mars	0	Inactivated	1	
Group Site		RK25	1	5	Activated	63	2024/01/08 13:4
Арр		RounDDay	1	0	Inactivated	6	2023/05/03 15
Management		SKH	/	1	Activated	5	2024/03/04 14:3
Copyright © 2024 Cipherlab. All rights reserved. Ver: 1.17.001ch2	4	Testing	/	4	Activated	14	2023/11/16

2.3.1 ASSIGN A PROFILE TO A GROUP OR A DEVICE

To assign a profile to groups and devices:

- 1) In the top left corner, click to select the profile to be assigned.
- 2) In the "**Group/Device**" list, the group's original assigned profile and the device's serial number will be demonstrated. Click to select a group or device.

	Assign Profile	Hello! John Smi	th 🕂 🤊 🙁
n EMM n	Back Create_Test Save Create_Copied	Group/Device Q	
Profile Enrollment Enroll Device	Create_Test DTS • Ort HCT profile_1 RK25 • NO RounDDay	• Group	~
Monitor Dashboard Device	Testing	Group_2 RK25	, , , , , , , , , , , , , , , , , , ,
Group/Site App		> Test_for_Creating HCT	2
Account Manage Manage		Non-grouped Dev RK25/ RK25 FJ118	~ 7A001307
User Log Copyright © 2023 Cipherlab. All rights reserved. Ver: 1.15.005a			270002087

- 3) Click and the selected group or device will move to the left section, suggesting it will apply to the profile you selected in step 1.
- 4) Click "Save" to finish the assignment and carry out the changed settings.

	Assign Profile	Hello! John Smith 🗘	08
n EMM n	<pre> Back Create_Test </pre>	Group/Device Q	
Profile ■ Enrollment Enroll Device Dashboard Device Group/Site App App Account Manage Manage User Log User Log	Non-grouped Devic		~
Copyright © 2023 Cipherlab. All rights reserved. Ver: 1.15.005a			•

Note: The assigning process will fail if the selected group contains no device.

After completing the assigning process, the devices belong to the group will apply to the designated profile immediately. The user may check the group information by accessing "**Group**" page from "**Group/Site**" and clicking the group's name.

For more details about group management, refer to "Group Management".

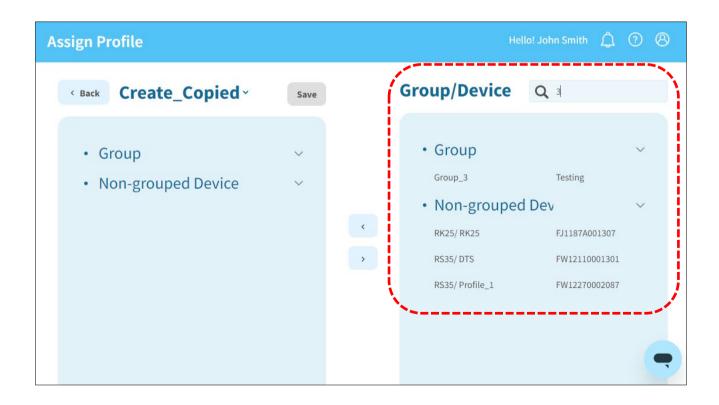
The device will apply to the assigned profile after the completing the process. Go to "**Device**" page for checking the designated devices' profile and profile status.

Group Setting	Hello! John Smith 🛕 🧿 🛞
<pre> Back Group : Group_2 Profile : Create_Test Total Device(s) : 1 </pre>	Add Wipe Delete Lock Reboot Push Notification 1 Last update : 2023-05-25 11:05:23 Sync with Google Refresh
Model Name Ver Defined Serial Number Group RS35 Joshua FW120A0002230 Group	
Device	Hello! John Smith 🛕 🕐 🛞
Q Search	Wipe Delete Lock Reboot Push Notification
Edit Column 1 to 50 / Total Device(s) : 6	Last update : 2023-05-25 11:05:23 (Sync with Google) (Refresh)
Model Serial ☐ Name → ▼ User Defined → ▼ Number →	Profile Build Comma Profile Version Version Status
🗌 RS35 Joshua 🖍 FW120A0002230	Create_Test Change RS35.GMS.5100.20221213
□ RK25	RK25 41 RK25.GMS.WO.8110.20
□ RK95	Profile_1 3 RK95.GMS.WO.2230.20
□ RS35	DTS 18 RS35.GMS.5100.20221213
RS35 FW12270002087	Profile_1 5 RS35.GMS.2530.20230322
□ RK25	Testing 5 RK25.GMS.8130.20220930
< < 1 / 1 > >	50 Quantity/Page

SEARCH BOX

On "Assign Profile" page, the search box is in the top right corner. You may enter the keyword to narrow down the matching results of groups and devices.

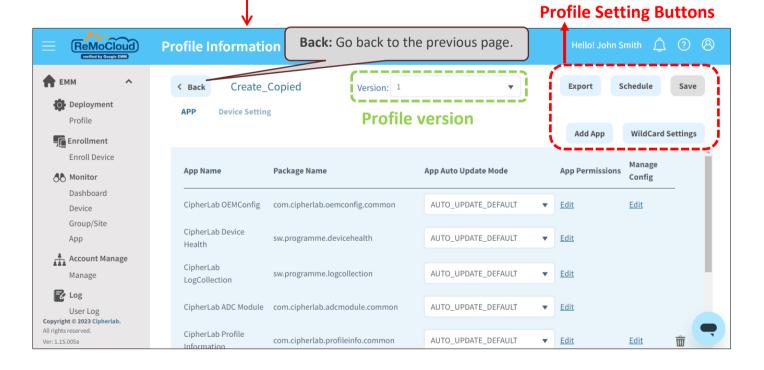
Assign Profile			Не	llo!John Smith 🛕	08
<pre></pre>	Save	(Group/Device	Q	
• Group	~		• Group		~
Non-grouped Device	\sim		Group_1	Profile_1 Create_Test	
		×	Group_2 Group_3	Testing	
		>	Test_for_Creating	НСТ	
			Non-grouped	Dev	\sim
		i	RK25/ RK25	FJ1187A001307	
			RS35/ DTS	FW12110001301	
		, į	RS35/ Profile_1	FW12270002087	



2.4 EDIT A PROFILE: APP

In "Profile," click the profile's name to enter the "Profile Information" page for editing.

	Profile				Hello! John Smith 🛕 🕜 🛞			
FEMM A Deployment Profile	Q Search	y y User-Defined		Enroll Device Number ~ 7	Ad Status V	dd Import Version ~ 🔻	Assign Copy	Delete
Enrollment Enroll Device	Create_Co		1	0	Inactivated Activated	1		
Monitor Dashboard	DTS	T,	1	1	Activated	18	2023/05/24 11:27	
Device Group/Site App	HCT Profile_1		1	2	Inactivated Activated	46 5	2023/02/21 17:34 2023/05/30 14:10	
Account Manage	RK25 RounDDa	у	1	1 0	Activated Inactivated	41 6	2023/05/24 11:27 2023/05/03 15:47	
Log User Log	Testing		ľ	1	Activated	5	2023/05/24 11:28	
opyright © 2023 Cipherlab. Il rights reserved. er: 1.15.005a								•



The functions of the profile setting buttons on the **Profile Information** page are:

Button	Description
Export	To export the profile's settings into a .rmc file
Schedule	To make a plan for carrying out the profile's changed settings
Add App	To add Apps to the profile
WildCard Settings	To set multiple e-mail addresses to the e-mail App



The profile information page includes "**APP**" and "**Device Setting**" tab pages.

For "**APP**" page, you may add Apps or delete Apps from the profile.

For "**Device Setting**" page, you may change the device system's settings for the enrolled devices that apply to the profile.

• "APP" Tab Page:

ofile Information Hello! John Smith							
Back Create_		•	Export Schedule	Save			
APP Device Setting	g		Add App WildCa	ard Settings			
App Name	Package Name	App Auto Update Mode	App Permissions Config				
CipherLab OEMConfig	com.cipherlab.oemconfig.common	AUTO_UPDATE_DEFAULT	▼ Edit Edit				
CipherLab Device Health	sw.programme.devicehealth	AUTO_UPDATE_DEFAULT	▼ Edit				
CipherLab LogCollection	sw.programme.logcollection	AUTO_UPDATE_DEFAULT	▼ Edit				
CipherLab ADC Module	com.cipherlab.adcmodule.common	AUTO_UPDATE_DEFAULT	▼ Edit				
CipherLab Profile	com.cipherlab.profileinfo.common	AUTO_UPDATE_DEFAULT	▼ Edit Edit	ŵ			

Note:

Click the "Back" button

< Back

to return to the previous page.

Device Setting" Tab Page:

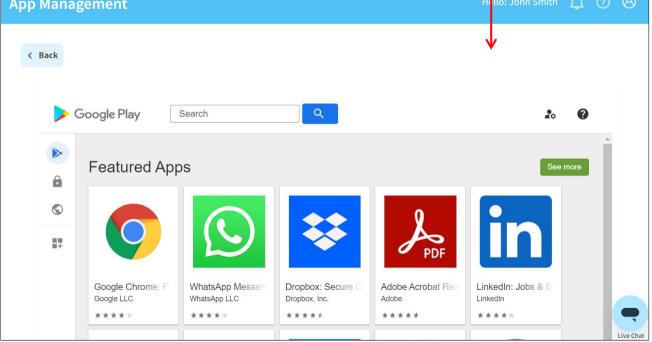
For more details, refer to "Edit a Profile: Device Setting".

Profile Information		Hello! John Smith 🛕 🕐 🛞
< Back Create_Test Ve APP Device Setting	rsion: 17 🔹	Export Schedule Save
Functionality Applications User Se	tting Network and Connect Lock Task	Security
 Allow Screen Capture () Allow Adjust Volume () Allow Cell Broadcasts Config () Allow Outgoing Beam () Allow Share Location () 	 Allow Camera () Allow Mount Physical Media () Allow Credentials Config () Allow Outgoing Calls () Allow SMS () 	
 Allow Unmute Microphone 1 Allow Skip First Use Hints 1 Allow Keyguard 1 	 Allow Data Roaming 1 App Management Mode 1 	Google Management Mode 🔹
 Keyguard Disabled Features () Lock Screen Message () 	Camera Notifications Trust	Agents Unredacted Notifications
Service		Live Chai

2.4.1 ADD APPS

On **"APP**" tab page, click **"Add App**" button to enter the **"App Management**" page. Here, you can add Apps by the mode you set from <u>Functionality</u>.

Back Create_	Test Version: 0	•	Export	t S	chedule Sa
APP Device Setting	g		Add	Арр	WildCard Settin
App Name	Package Name	App Auto Update Mode	App Per	nissions	Manage Config
CipherLab OEMConfig	com.cipherlab.oemconfig.common	AUTO_UPDATE_DEFAULT	▼ <u>Edit</u>		Edit
CipherLab Device Health	sw.programme.devicehealth	AUTO_UPDATE_DEFAULT	▼ Edit		
CipherLab LogCollection	sw.programme.logcollection	AUTO_UPDATE_DEFAULT	▼ <u>Edit</u>		
CipherLab ADC Module	com.cipherlab.adcmodule.common	AUTO_UPDATE_DEFAULT	▼ Edit		
CipherLab Profile	com.cipherlab.profileinfo.common	AUTO_UPDATE_DEFAULT	▼ <u>Edit</u>		Edit m

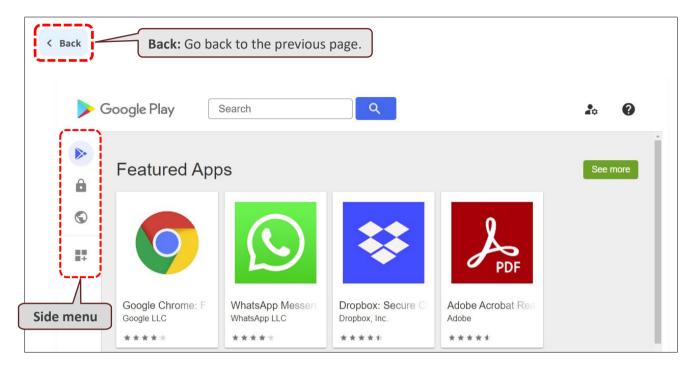


Apps added to the "Activated" profile will be simultaneously added to the enrolled devices that apply to the profile after clicking "<u>Save</u>" or "<u>Schedule</u>".

GOOGLE MANAGEMENT MODE

In Google Management Mode, you can add a new App from Google Play Store:

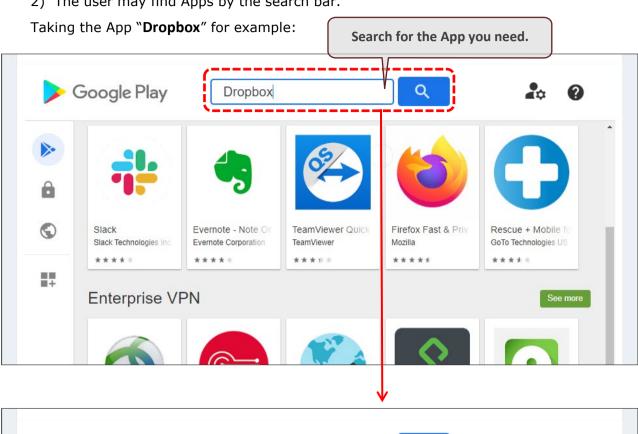
1) Click "Add App" button to enter the "App Management" page:



The side menu offers:

		Item	Description
Search Play Store		Search Play store	To discover or find Apps from Google Play Store.
Private appsWeb apps	۵	Private Apps	To publish private Apps. Google Play Developer account is not required. Refer to <u>https://support.google.com/googleplay/work</u> /answer/9146439.
Organize apps		Web Apps	To create web Apps. Refer to <u>https://support.google.com/googleplay/work</u> /answer/9147423.
		Organize Apps	To arrange the user's approved Apps.

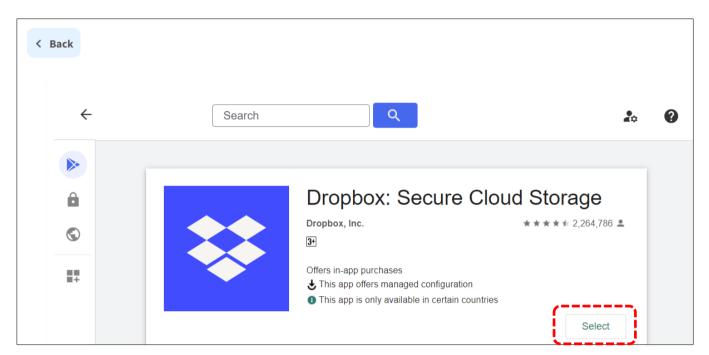




2) The user may find Apps by the search bar.

•	Private Click t	o enter the App	's detail page.		
	Private	/ 1			
+	Dropbox: Cloud Ph	Dropbox Paper	Dropbox Password	Dropsync: Autosyn	dfolio - Dropbox Phot
	Dropbox, Inc.	Dropbox, Inc.	Dropbox, Inc.	MetaCtrl	Snapwood Photo and Slid
	****	****	****	****	N

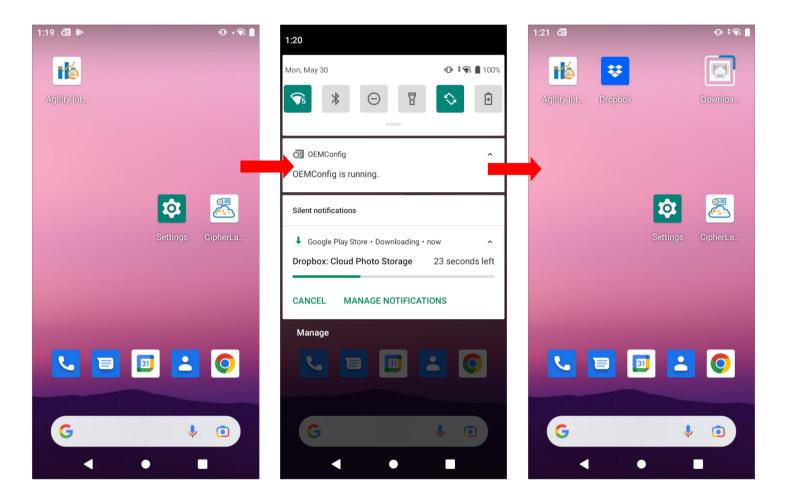
3) On the App's detail page, click "**Select**" to add this App to the profile.



4) The App is added to the profile. As mentioned above, Apps added to the activated profile will be simultaneously added to the enrolled devices that apply to the profile after "Save" or "Schedule".

ofile Ir	nformation				Hello! John Sr	nith 🔔 (<u> </u>
(Back	Create_Test	Version: 0	•		Export	chedule	Save
					Add App	WildCard Set	tings
CipherLa	b Profile Information	com.cipherlab.profileinfo.common	AUTO_UPDATE_DEFAULT	<u>Edit</u>	Ed	<u>dit</u> Ö	Ì
Android I	Device Policy 🕕	com.google.android.apps.work.clouddpc	AUTO_UPDATE_HIGH_PRIORIT' ▼	<u>Edit</u>			
CipherLa	b Assistant Service	sw.programme.assistantservice	AUTO_UPDATE_DEFAULT	<u>Edit</u>	Ed	<u>dit</u> t	Ì
CipherLa	b Cloud Message	sw.programme.cloud_message	AUTO_UPDATE_DEFAULT	Edit	Ed	<u>dit</u> t	Ì
CipherLa	b Agility Intelligence	sw.programme.agilityintelligence	AUTO_UPDATE_DEFAULT	<u>Edit</u>	Ed	^{dit} õ	Ì
CipherLa	b RemoteService	com.cipherlab.remoteservice	AUTO_UPDATE_DEFAULT	<u>Edit</u>	Ed	<u>dit</u> Ö	Ì
CipherLa	b Remote Control	com.webkey	AUTO_UPDATE_DEFAULT	<u>Edit</u>	Ed	<u>dit</u> d	Ì
Dropbox: Storage	: Cloud & Photo	com.dropbox.android	AUTO_UPDATE_DEFAULT	<u>Edit</u>	E	<u>dit</u> j	

When the profile's changed settings are carried out, the enrolled devices start to download and install the newly-added App.



PRIVATE APPS

"**Private App**" is an internal App made for the user's organization and products. It is only available for enterprise users.

The user should upload their own private Apps through "<u>Private Apps</u>" before adding them to a ReMoCloud profile. The uploaded private Apps are exclusive to the Managed Google Play account. Namely, other users will not find them in Google Play Store.

To upload private Apps and add them to the profile:

1) Click "Add App" to enter "**App Management**" page.

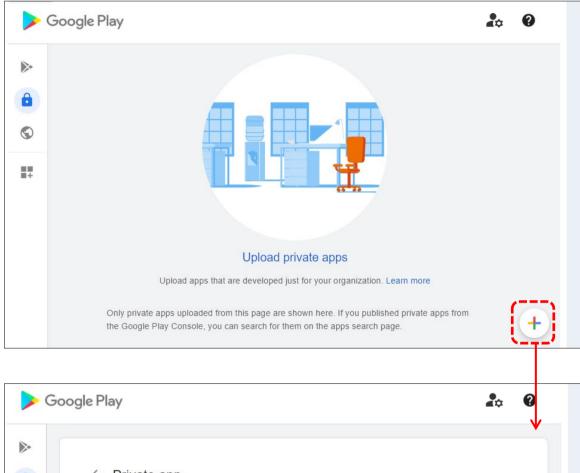
Pr	ofile Information				Hello! Jo	hn Smith 🇘	?	8
	K Back Create_Tes	t Version: 0	•		Export	Schedule	Save	
	APP Device Setting				Add App	WildCard S	Settings	
	App Name	Package Name	App Auto Update Mode		App Permissions	Manage Config		
	CipherLab OEMConfig	com.cipherlab.oemconfig.common	AUTO_UPDATE_DEFAULT	•	Edit	<u>Edit</u>	_	L
	CipherLab Device Health	sw.programme.devicehealth	AUTO_UPDATE_DEFAULT	•	Edit			L
	CipherLab LogCollection	sw.programme.logcollection	AUTO_UPDATE_DEFAULT	•	Edit			

2) Select "Private **apps**" **i** from the side menu.

Appl	Mana	agement						Hello! Johr	n Smith	Â	?	8
< B	Back											
		Google Play		Search	Q				.	0		
C		Search Play Store	\pp	S					See	more		
L.		Private apps Web apps	i -									
	-					Å	lin					
	∎÷	Organize apps				PDF						
			F	WhatsApp Messen WhatsApp LLC ★★★★★	Dropbox: Secure C Dropbox, Inc.	Adobe Acrobat Rea Adobe	LinkedIn: Jobs & B LinkedIn ★★★★★	Slack Slack Technologies Inc. * * * * *				



3) Click the add button in the bottom-right corner. Enter a title and click "**Upload APK**" to select the App from the PC.



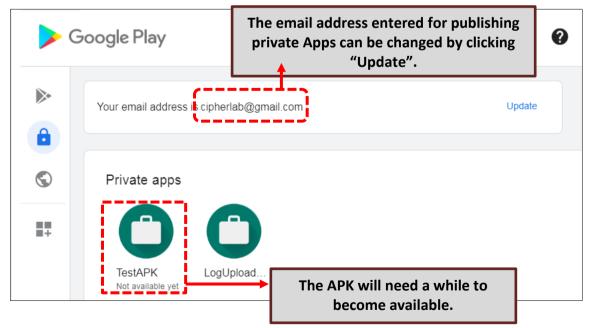
â	← Priva	te app
0	Title	Maximum 50 characters Enter the title for the private App
##	APK file	Upload APK Click to select the APK to upload
		Create

Note: The package name of the uploading private App must be unique. Else, cannot be published.

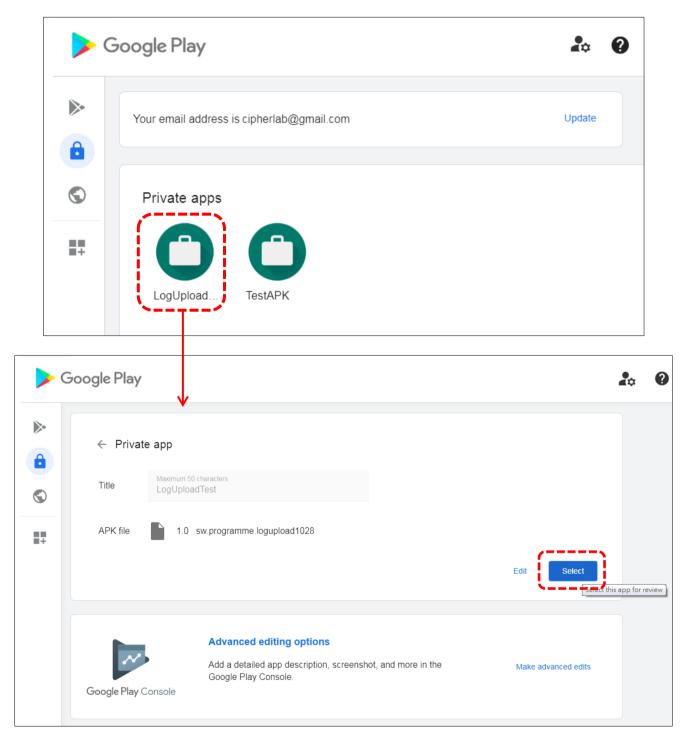
4) Click "Create" to upload the APK. If it is the user's first time to publish a private App, they need to enter the email address for receiving notifications from the Play Console.

Title	Maximum 50 characters TestAPK
APK file	app-release.apk edit clear
	Enter your email address You will get updates about your apps and developer account.
← Priva	
Title	Maximum 50 characters TestAPK
APK file	app-release.apk edit clear

5) When the APK is successfully uploaded, it will take a while to become available for adding to the profile. Users are free to go to other web pages before the process is completed.



6) When the APK is available, click it to enter its detail page. Next, click "**Select**" to add it to the profile.



7) The private app is successfully added to the profile.

Make sure to "Save" or "Schedule" the changed settings.

Note:

1. Please be cautious about uploading private Apps. Successfully uploading a private App means that the App's package name is unique in Google Play store. Thus, other APKs with the same package name cannot be uploaded to Google Play store, while the uploaded private Apps can only be accessed by the Google account set for uploading.

2. For more information on uploaing private Apps, refer to: <u>https://developers.google.com/android/management/apps#private-apps_1</u> <u>https://support.google.com/googleplay/work/answer/9146439</u> <u>https://support.google.com/googleplay/work/answer/9496237?hl=en&ref_topic=9496238</u>

3. More details about the functions for editing private Apps in Manage Google Play that are only available for the Google Play Developer account. Refer to the "<u>Register for a Google</u> <u>Play Developer account</u>" part of "<u>How to use the Play Console</u>".

CIPHERLAB MANAGEMENT MODE

CipherLab Management Mode serves as an alternative to Google's application management capabilities and provides cloud storage that better optimizes the deployment of private applications for ReMoCloud users.

Follow the steps to activate CipherLab Management Mode:

- 1. Update the CipherLab OEMConfig App to version 1.0.0.36.1 or above.
- Access Profile Information > Device Settings > App Management Mode and select "CipherLab Management Mode"

Profile Information	Hello! John Smith 🛕 ၇ 🛞
< Back Create_Copied Version: 5	Export Schedule Save
APP Device Setting	
Functionality Applications User Setting Networ	k and Connect Lock Task Security
Allow Screen Capture	Nlow Camera 1
Allow Adjust Volume	llow Mount Physical Media 🕕 💦 🚺
Allow Cell Broadcasts Config 👔 🛛 🚺 4	Ilow Credentials Config 1
Allow Outgoing Beam	llow Outgoing Calls 1
Allow Share Location	Illow SMS ()
Allow Unmute Microphone	Illow Data Roaming 🕦 👘
Allow Skip First Use Hints	App Management Mode 1 Cipherlab Management Mode 🔻
Allow Keyguard	

3. Install the App Manager Service by using <u>OEMConfig Deploy from ZIP</u> and enter the following URL:

https://asset.cipherlab.com/remocloud-download/download?token=Jzv3fJbZMVOrbqyUpi SQFucvBPMFtmFLH7FryFjd971qs44uXWQ0rq5BeD6PuzAcUX34KBB

	DeployFromZip
1	A group of deploy from zip.
	Deploy From Zip Control
	Use this switch to enable or disable deploy from zip options. If this control is disabled, any changes to other deploy from zip related settings have no impact.
~	Control Options
	A group of policies to switch deploy from zip settings.
	Deploy From Zip Control
	Enter URL.(https://)
	https://asset.cipherlab.com/remocloud-download/download?token=Jzv3fJbZMVOrbqyUpiSQFucvBPMFtmFLH7FryFid971qs44uXWQ0rq5BeD6PuzAcUX34KBB

4. Make sure to "<u>Save</u>" or "<u>Schedule</u>" the changed settings.

To add a new App in CipherLab Management Mode:

- 1. Click "Add App" button to enter the "App Management" page.
- 2. Select "CipherLab" to enter CipherLab Management Mode.

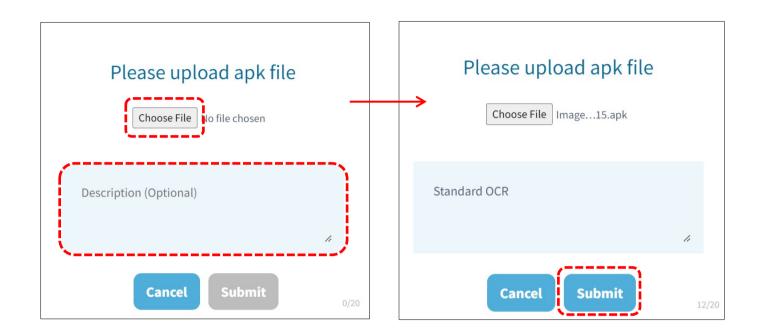
App Manager	ment			Hello! John S	mith 🔔 🤈 🛞
< Back		Google Play	CipherLab		5
Q Search		3. (128.68 MB used (1 GB to	tal)	4. Upload APK File	O. Add Selected Apps
[App Name \vee	▼ Package Name ∨ ▼ Ver	sion – 🔻 🔻 Descrij	otion 🗸 🔻 Update T	ime 🔻 Action
	Telegram	org.telegram.messenger 10.).8	2023/10/1	.6 11:36:09
6.					

CipherLab Management Mode				
Item	Description			
1. Mode Switching Buttons (Google Play / CipherLab)	Click to switch between Google Management Mode and CipherLab Management Mode.			
2. Search Box	To search for specific Apps by keywords.			
3. Storage Usage Progress Bar	Displaying how much storage space is used and how much space is available.			
4. Upload APK File	To upload Apps by .apk files.			
5. Add Selected Apps	To add the selected Apps to the profile.			
6. App List	Displaying the detailed information about the uploaded Apps.			



- 3. Click "Upload APK File" to open the "Please upload apk file" pop-up window.
- 4. Click "Choose File" to select the .apk file and click "Submit" to upload it.

The description field allows the user to add 20-word notes for the uploaded App, making it easily distinguishable from others. Else, click "Cancel" to close the pop-up window.



5. When successfully uploaded, the App will be displayed on the list. Select the App and click "Add Selected Apps" to add it to the profile.

< Back		Google Play	CipherLab		
Q Search		172.2 MB used (1 GB tota	l) 🕕	Upload APK File	Add Selected Apps
	App Name \vee	▼ Package Name ∨ ▼ Ve	ersion \lor Tescription	n v 🔻 Updat	e Time 🔻 Action
	Telegram	org.telegram.messenger 10	0.0.8	2023/1	0/16 11:36:09
	ImageToText	com.cipherlab.imagetotext 0.	1.12.1 Standard O	CR 🖍 2023/1	0/19 11:35:06 💼

Make sure to "<u>Save</u>" or "<u>Schedule</u>" the changed settings.

Note:

Please avoid simultaneously updating the App Manager Service and adding new apps.

2.4.2 EDIT APPS

Apps listed in the profile can be edited by:

APP PERMISSIONS

Click "Edit" under "App Permissions" to enter App permissions page.

Change the permission settings by selecting items, including "None," "PROMPT," "GRANT," and "DENY," from the drop-down menu.

Click "OK" to save the changed settings.

Profile Information Hello! John Smith 8 Export Schedule Create_Test < Back Version: 0 Save • APP **Device Setting** Add App WildCard Settings Manage App Name Package Name App Auto Update Mode **App Permissions** Config CipherLab OEMConfig com.cipherlab.oemconfig.common AUTO_UPDATE_DEFAULT <u>Edit</u> <u>Edit</u> CipherLab Device Health sw.programme.devicehealth AUTO_UPDATE_DEFAULT Edit . AUTO_UPDATE_DEFAULT CipherLab LogCollection sw.programme.logcollection <u>Edit</u> •

pp Permissions		Hello! John Smith 🛕 곗 🔕
€ Cancel	CipherLab OEMConfig	3
All permissions	None 🗸	·
android.permission.FOREGROUND_SERVICE	None 🗸	
android.permission.READ_EXTERNAL_STORAGE	None 🗸	
android.permission.READ_INTERNAL_STORAGE	None 🗸	
android.permission.RECEIVE_BOOT_COMPLETED	None 🗸	
android.permission.WRITE_EXTERNAL_STORAGE	None 🗸	
android.permission.WRITE_INTERNAL_STORAGE	2 None V	
	PROMPT GRANT DENY	



The available permission settings are:

Item	Description
None	to work in default mode
PROMPT	the App will prompt the window with question to set permissions
GRANT	allow the required access permissions
DENY	forbid the access permissions.

Return to "**Profile Information**" after editing permission settings.

"Save" or "Schedule" to carry out the changed settings before leaving this page.

Profile Information		cl	Be sure to "Save" or "Schedule" the changed settings before leaving the "Profile Information" page.			
Back Create_Test APP Device Setting	Version: 0	•	Export	Schedule Save		
AFF Device Setting			Add App	WildCard Settings		
App Name	Package Name	App Auto Update Mode	App Permissions	Manage Config		
CipherLab OEMConfig	com.cipherlab.oemconfig.common	AUTO_UPDATE_DEFAULT	▼ <u>Edit</u>	Edit		
CipherLab Device Health	sw.programme.devicehealth	AUTO_UPDATE_DEFAULT	▼ <u>Edit</u>			
CipherLab LogCollection	sw.programme.logcollection	AUTO_UPDATE_DEFAULT	▼ <u>Edit</u>			

MANAGE CONFIG

Click "Edit" under "Manage Config" to enter the App's configuration page. The configurable items vary depending on the Apps.

For example, the different configurable items of **Dropbox** and **Gmail** are as shown:

Manage App Config	Hello! John Smith	\$ @ ®
Dropbox: Cloud & Photo	Storage	ОК
Dropbox EMM auth token The auth token from the EMM section in the Dropbox Admin Console		

Manage App Config	Hello!John Smith 🛕 ၇ 🤅	9
Gmail	ок	
Email Address A variable field that supports a specific email address (janedoe@company.com) or templated value Active Directory.	: (\$emailaddress\$). EMMs can use this field to pull user credentials from	
Hostname or Host The complete hostname for the ActiveSync server, such as hostname.company.com:443/path. The h balanced VIP (virtual IP) serving multiple ActiveSync servers, or directly to the public CAS (client acc Defaults to port 443 unless specified otherwise.		
Username A variable field for user's Active Directory username that can be specified as a direct username (jane address may be different.	edoe) or templated value (\$usemame\$). The usemame and user's e	

Make sure to "<u>Save</u>" or "<u>Schedule</u>" the changed settings before leaving "**Profile Information**" page.

ReMoCloud User Guide

2.4.3 WILDCARD SETTINGS

"WildCard Settings" is for the administrator to centrally manage Apps' information settings, such as email address or user name. For users who would like to have their employees' information set up to the enrolled mobile devices with designated Apps, using "WildCard Settings" will be the better method than setting each mobile computer individually.

The possible required information depends on different Apps, mostly including email address and user name. Take "**Gmail**" for example:

- Go to "Profile Information" page. Add "Gmail" to the App list, referring to "Add Apps". Click "Edit" under "Manage Config" to enter Gmail configuration page.
- 2) Enter **\$emailaddress\$** into **``Email Address**" field, and **\$username\$** into **``Username**" field.
- 3) Click "OK" to save the changed settings before leaving "Manage App Config" page.

	Gmail 3
ncel	ок
	··
	ail Address
A va	riable field that supports a specific email address (janedoe@company.com) or templated value (\$emailaddress\$). EMMs can use this field to pull user credentials from Active Directory.
Şen	nailaddress\$
	stname or Host
	complete hostname for the ActiveSync server, such as hostname.company.com:443/path. The hostname may be accessed through an EMM on-site proxy server, a load-balanced VIP (virtual IP
serv	ing multiple ActiveSync servers, or directly to the public CAS (client access server). Specified host should not be redirected to another host. Defaults to port 443 unless specified otherwise.
	ing indiciple Actives yie servers, or sinectly to the public case (chert access server), Specified not sinolite inclue redirected to informer indiciple actives because of the mass specified other mass.
	пр плитрие жилезулства кета, от опеску то тие равне сма (спенк вссеза зение). Эреспноя позгановки по ве невнеской то вловнет позгановки о рок эмо и пеза эреспное овне изве
ller	
	ername
A va	rname
A va	ername riable field for user's Active Directory username that can be specified at a direct username (janedoe) or templated value (\$username\$). The username and user's email address may be differe
A va	ername riable field for user's Active Directory username that can be specified at a direct username (janedoe) or templated value (\$username\$). The username and user's email address may be different
A va Şusi	ername riable field for user's Active Directory username that can be specified at a direct username (janedoe) or templated value (SusernameS). The username and user's email address may be differe ernameS
A va Susi	ername riable field for user's Active Directory username that can be specified at a direct username (janedoe) or templated value (\$username\$). The username and user's email address may be differe

4) Go back to "Profile Information" page and click "WildCards Settings" to proceed.

Profile Information		Hello! John Smith 🛕 🕐 🛞
< Back	•	Export Schedule Save
App Name Package Name 	App Auto Update Mode	App Manage Permissions Config
Cipherl ab	AUTO_UPDATE_DEFAULT	
WildCard		Hello! John Smith 🛕 🧿 🙆
< Back		Import Export Delete
Serial Number User Na	me Ema	il Address

If the user did not correctly enter **\$emailaddress\$** into **"Email Address**" field and **\$username\$** into **"Username**" field, the system would answer "You don't have any setting by using wildcards" after clicking **"WildCard Settings**".

Wi	ildCard		Hello! John Smith	Â	?	8
	< Back					
	Serial Number	User Name	Email Address			
		You don't have any setting by usin	g wildcards.			



5) Else, click "**Import**" to upload the **.csv** file that contains the required information, e-mail address, of all the employees.

For more details, refer to <u>How to Create a .csv File for WildCard Settings</u>.

WildCard		Hello! John Smith 🛕 ၇ 🛞
< Back		Import Export Delete
Serial Number	User Name	Email Address

There are 3 setting buttons on "WildCard" page:

Setting Button	Description
Import	To import .csv files to WildCard Setting and set e-mail addresses with designated e-mail Apps.
Export	To export the e-mail address information listed on WildCard Setting page and save it as .csv files.
Delete	To delete all email address information from WildCard Setting page.

Gray setting buttons are unavailable. To make them available, <u>save the changed settings</u> on "**Profile Information**" page and return to **WildCard Setting** page to proceed.

6) In "Please select csv file." pop-up window, click "Choose File" to select the .csv file and click "Submit" to upload it.

Click "**Cancel**" to close the pop-up window.

Please select csv file.
Choose File No file chosen
Cancel Submit

Success Upload data successfully. ОК A WildCard (?) \bigcap Back Import Export Delete Serial Number **User Name** Email Address FC1171D000199 Laura laurafortesting@gmail.com FC1174D000600 Lydia lydiafortesting@gmail.com B767B12AK8073000007 Testing@email.com Testing

 All the required e-mail addresses will be listed on the WildCard Setting page after successfully uploaded.

Make sure to "<u>Save</u>" or "<u>Schedule</u>" before leaving "**Profile Information**" page to carry out the changed settings.

Note:

1. The user may only upload one .csv file to a profile. Delete the original .csv file to upload another one if necessary.

2. When there are multiple Apps using wildcards \$emailaddress\$ or \$username\$ in "Manage App Config," they will all be set by the uploaded .csv file.



EXPORT

WildCard		Hello! John Smith 🛕 ? 🛞
< Back		Import Export Delete
Serial Number	User Name	Email Address
FC1171D000199	Laura	laurafortesting@gmail.com
FC1174D000600	Lydia	lydiafortesting@gmail.com
B767B12AK8073000007	Testing	Testing@email.com

To export the email address information, click "**Export**" and enter the file name.

Click "Submit" to download it.

Click "Cancel" to close the pop-up window.

Please input	csv file name.
File:	.CSV
Cancel	Submit

DELETE

Click "**Delete**" and "**Yes**" on the warning window to confirm deleting. All the e-mail addresses listed on **WildCard** page will hence be removed. The e-mail App's settings for the enrolled devices will also be deleted after "<u>Save</u>" or "<u>Schedule</u>".

< Back		Import Export Delete
Serial Number	User Name	Email Address
FC1171D000199	Laura	laurafortesting@gmail.com
FC1174D000600	Lydia	lydiafortesting@gmail.com
B767B12AK8073000007	Testing	Testing@email.com
If you delete the settings, your settings will all be deleted. Are yo want to continue?		Success Delete WildCard Successfully.
2 Yes No		Heliol John Smith



HOW TO CREATE A .CSV FILE FOR WILDCARD SETTINGS

The .csv file should contain the information:

- the device serial number
- user name
- user's email address

The user may create a **.txt** file to input the required information as shown:

🧾 for profile 1.txt - Notepad		—		\times
File Edit Format View Help				
FC1171D000199,Laura,1a FC1174D000600,Lydia,1y B767B12AK8073000007,Te	diafortesting@gmail.	com	.com	~
<				× ×
Ln 3, Col 57	100% Windows		F-8	

The device serial number, user name, and the email address are separated by commas but any white-space characters between them.

Save the **.txt** file and change its filename extension from **.txt** to **.csv**:

1) Click "File" and select "Save As...".

	[for profile 1.txt - Not le Edit Format View	Help			_		×
New	Ctrl+N	T171D000199,Lau 21174D000600,Lyd	ra,laurafort ia.lvdiafort	esting esting	g@gmail.com g@gmail.com			
New Window	Ctrl+Shift+N	67B12AK80730000	07,Testing,a	it.walp	ourgis.night@	gmail.	com	
Open	Ctrl+O							
Save	Ctrl+S							
Save As	Ctrl+Shift+S							
Page Setup								
Print	Ctrl+P							
Exit								
								>
		Ln 3, Co	ol 57	100%	Windows (CRLF)	UTI	F-8	

2) The "Save As" window appears. Select "All Files (*.*)" for "Save as type".

Save As					×
$\leftarrow \rightarrow \ \cdot \ \uparrow \ $	« Des	ktop 👂 for WildCard Settings	v ت	Search for WildCard Settings	Q
Organize • Nev	w folder				?
🗢 This PC	^	Name		Date modified	
🧊 3D Objects		for profile 1.txt		3/21/2019 12:46 AM	
📃 Desktop					
l Documents					
🖊 Downloads					
👌 Music					
Nictures					
📑 Videos					
👟 OS (C:)					
学 Network	\sim	<			>
File name:	for pro	file 1 txt			~
Save as type:	All Files	5 (*.*)			~
1		ocuments (*.txt)			
	All Files				
 Hide Folders 		Encoding: UTF-8		Save Cancel	



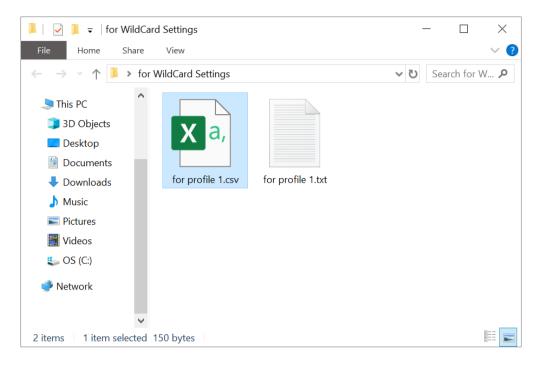
3) Manually change the filename extension to **.csv** in "File name" field.

Save As						×
$\leftarrow \rightarrow \checkmark \uparrow$	« Des	ktop » for WildCard Settings	~	U	Search for WildCard Settings	Q
Organize 🔹 New	w folder				₿ === ▼	?
🗢 This PC	^	Name			Date modified	
🧊 3D Objects		for profile 1.txt			3/21/2019 12:46 AN	1
📃 Desktop						
Documents						
🖊 Downloads						
👌 Music						
E Pictures						
📑 Videos						
👟 OS (C:)						
🗳 Network	~	<				>
File name:	for pro	ofile 1.csv				~
Save as type:						~
▲ Hide Folders		Encoding: UTF-8			Save Cance	

4) Set "UTF-8" for "Encoding" and click "Save".

Save As					×
← → · ↑ 🖡	« Desktop > for	WildCard Settings	ٽ ~	Search for WildCard Settings	Q
Organize 🔹 Ne	w folder				?
🗢 This PC	▲ Name	^		Date modified	
🧊 3D Objects	for pr	ofile 1.txt		3/21/2019 12:46 AN	Л
📃 Desktop					
Documents					
🖊 Downloads					
👌 Music					
E Pictures					
📑 Videos					
🧶 OS (C:)					
学 Network	~ <				>
File name:	for profile 1.csv				~
Save as type:	All Files (*.*)				~
	· · · · ·				
Hide Folders	Enco	ding: UTF-8		ANSI	
The Folders		5		UTF-16 LE UTF-16 BE	
				UTF-8	
				UTF-8 with BOM	
	·	100			

5) The .csv file is created and available for uploading to ReMoCloud "WildCard Settings".



Note:

When there are multiple Apps using wildcards \$emailaddress\$ or \$username\$ in "Manage App Config," they will all be set by the uploaded .csv file.

2.4.4 APP AUTO UPDATE MODE

There are three options for "App Auto Update Mode". Click to select.

ofile Informat	on					Hello! Jol	hn Smith 🔶	8 ? 8
< Back Create	_Test Ve	rsion: 4		•		Export	Schedule	Save
APP Device Setti	ng					Add App	WildCar	d Settings
App Name	Package Name		Арр Ац	ito Update Mode	App F	Permissions	Manage Config	•
CipherLab Device Heal	h sw.programme.dev	ricehealth	AUTO	D_UPDATE_DEFAULT	▼ <u>Edit</u>			-
CipherLab LogCollectio	on sw.programme.log	collection	AUTO	_UPDATE_DEFAULT	▼ <u>Edit</u>			
CipherLab ADC Module	com.cipherlab.adc	module.common	AUTO	_UPDATE_DEFAULT	▼ <u>Edit</u>			
CipherLab Profile Infor	mation com.cipherlab.pro	ileinfo.common	AUTO	_UPDATE_DEFAULT	• Edit			ŵ
App Auto	Update Mod	e	¥					
AUTO_U	IPDATE_DEF/	ULT						
AUTO								
AUTO_	JPDATE_DEF	AULT						
	JPDATE_DEF							
AUTO_U		TPONED	TY					

App Name	Package Name	App Auto Update Mode	App Permissions	Manage Config
CipherLab Device Health	sw.programme.devicehealth	AUTO_UPDATE_DEFAULT	Edit	
CipherLab LogCollection	sw.programme.logcollection	AUTO_UPDATE_DEFAULT	Edit	
cipitereus esgeotteetion	sw.programme.togcottection	AUTO_UPDATE_POSTPONED	Luit	
CipherLab ADC Module	com.cipherlab.adcmodule.common	AUTO_UPDATE_HIGH_PRIORITY	Edit	

	Control the auto update mode for the	e Apps.
		Apps will be automatically updated with low priority to minimize the impact on the user.
		By default, Apps are automatically updated when the following constraints are met:
		• The device is not actively used.
	AUTO_UPDATE_DEFAULT	 The device is connected to a Wi-Fi network.
		• The device is charging.
App Auto Update		The device will be notified within 24 hours after a new update is published by the developer. After an App is added to the queue, it wull be updated the next time the constraints above are met.
Mode		The App will not be automatically updated during 90 days after the App first became out of date.
	AUTO_UPDATE_POSTPONED	After the 90-day period, the latest available version of the App is automatically installed with the default update behavior. After the App is updated to the latest version, a new 90-day postponement period will begin the next time the developer publishes a new version of the App.
		The user can still manually update the app from the Play Store at any time.
	AUTO_UPDATE_HIGH_PRIORITY	When using the High Priority mode, the app is updated, as soon as possible, after the developer publishes the new version.



2.4.5 DELETE APPS

Click the dustbin button $\overline{\mathbf{III}}$ to delete Apps.

Click "Yes" on the warning window to confirm deleting.

Click "No" to cancel.

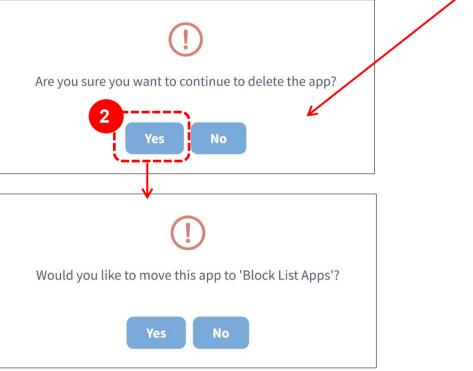
Back Create_Tes	t Version: 1	•	Exp	Schedul	e Save
PP Device Setting			A	dd App Wildo	Card Settings
App Name	Package Name	App Auto Update Mode	App Permis	sions Manage Config	•
CipherLab Device Health	sw.programme.devicehealth	AUTO_UPDATE_DEFAULT	Edit		
CipherLab LogCollection	sw.programme.logcollection	AUTO_UPDATE_DEFAULT	▼ <u>Edit</u>		
CipherLab ADC Modu	(• Edit		1
CipherLab Profile Info	(!		• Edit		
	Are you sure you want to co	ontinue to delete the app?			
	Yes	No			
file Informatic	Yes	No			phn Smith 🕂 (
file Informatio	Yes	No		Hello! Jo 3 Export	ohn Smith ft (
	Prest Version: 1			3	
Back Create_	Prest Version: 1			3	Schedule
Back Create_	Prest Version: 1			3 Export	Schedule
Back Create_ APP Device Setting	pn Fest Version: 1			3 Export Add App	Schedule WildCard Set Manage
Back Create_ APP Device Setting App Name	Package Name sw.programme.devicehealth	• App Auto Update Mode	JLT 🔻	Add App App Permissions	Schedule WildCard Set Manage
Back Create_ APP Device Setting App Name CipherLab Device Health	Package Name sw.programme.devicehealth	App Auto Update Mode AUTO_UPDATE_DEFAU AUTO_UPDATE_DEFAU	JLT V	Add App Add App Edit	Schedule WildCard Set Manage

Note that Apps installed on the enrolled devices applying to the profile will also be removed after "<u>Save</u>" or "<u>Schedule</u>".

DELETE INSTALLED APP(S) IN CIPHERLAB MANAGEMENT MODE

After clicking the dustbin button $\widehat{\mathbf{III}}$, the user will have to further confirm moving the deleted App to "**<u>Block List Apps</u>**" if <u>"App Management Mode" is set to be "CipherLab</u><u>Management Mode"</u>.

ofile Informatio	n			nn Smith 🗘 47 🕐 🤄
< Back Create_Te	est Version: 1	•	Export	Schedule Save
APP Device Setting				
Installed Apps Block Li	st Apps		Add App	WildCard Settings
Notice: To hide the app an	d restrict its installation from Google Play Store or	n the enrolled device(s), please add it to '	'Block List App".	
App Name	Package Name	App Auto Update Mode	App Permissions	Manage Config
CipherLab Device Health	sw.programme.devicehealth	AUTO_UPDATE_DEFAULT	Edit	
CipherLab LogCollection	sw.programme.logcollection	AUTO_UPDATE_DEFAULT	Edit	
CipherLab ADC Module	com.cipherlab.adcmodule.common	AUTO_UPDATE_DEFAULT	Edit	
CipherLab Profile Informa	tion com.cipherlab.profileinfo.common	AUTO_UPDATE_DEFAULT	Edit	Î



The App will be deleted from "Installed Apps" and moved to "Block List Apps" if clicking "Yes" on the pop-up confirming window "Woud you like to move this app to 'Block List Apps'?"

ofile Inforn	nation								n Smith 🔶	47 ?	8
< Back Cre	eate_Test	Version:	1	•				Export	Schedule	Save	
APP Device	Setting										
Installed Apps	Block List Apps							Add App	WildCare	d Settings	
Notice: To hide th	ne app and restrict	its installation from G	oogle Play Store or	n the enrolled devi	ce(s), please add i	t to "Bloo	ck List App	".			Î
App Name	Pa	ckage Name		App Auto Up	date Mode		App Per	missions	Manage Config		
CipherLab Device	e Health sw.	programme.devicehea	alth	AUTO_UPD	ATE_DEFAULT	•	<u>Edit</u>				
CipherLab LogCo	llection sw.	programme.logcollect	ion	AUTO_UPD	ATE_DEFAULT	¥	<u>Edit</u>				
CipherLab ADC M	odule cor	n.cipherlab.adcmodul	e.common	AUTO_UPD	ATE_DEFAULT	•	<u>Edit</u>				

ofile Infor	mation			Hello! Johr	n Smith 🗘 🖓 🙆
< Back C	reate_Test	Version: 1	•	Export	Schedule Save
APP Devic	e Setting				
Installed Apps	Block List Apps			Add App 🔻	WildCard Settings
Notice: To hide	the app and restrict its i	nstallation from Google Play Store o	on the enrolled device(s), please a	add it to "Block List App".	
App Name		Packag	ge Name	,	
CipherLab Profi	le Information	com.ciț	pherlab.profileinfo.common	<u></u>	

Make sure to "<u>Save</u>" or "<u>Schedule</u>" to carry out the changed settings.

2.4.6 BLOCK LIST APPS

"Block List Apps" conceals Apps from Google Play store and prevents the enrolled devices' users from installing them. Set "App Management Mode" as "CipherLab Management Mode" to access "Block List Apps".

Profile Information	h		Hello! John	Smith 🕂	08			
< Back Create_Te	est Version: 1	•	Export	Schedule	Save			
APP Device Setting								
Installed Apps Block Lis	st Apps		Add App 🔻	WildCard S	ettings			
Notice: To hide the app and	Notice: To hide the app and restrict its installation from Google Play Store on the enrolled device(s), please add it to "Block List App".							
App Name	Package Name							
CipherLab Profile Informat	ion com.cipherlab.pro	fileinfo.common	Ŵ					

ENABLE BLOCK LIST APPS

To enable the profile to access "Block List Apps" on the Profile Information page:

1) Enter the profile and enter its "**Device Setting**" tab page.

ofile Informatio	on			Hello! John Smi	th 🔔 47	? (
K Back Create_	Test Version: 1	•	E	Export Sch	edule	Save
APP Device Setting	3			Add App	WildCard Se	ettings
App Name	Package Name	App Auto Update Mode	App Pern	nissions	inage nfig	
CipherLab Device Health	sw.programme.devicehealth	AUTO_UPDATE_DEFAULT	▼ <u>Edit</u>			_
CipherLab LogCollection	sw.programme.logcollection	AUTO_UPDATE_DEFAULT	▼ <u>Edit</u>			



2) On "Device Setting" tab page, click "Functionality" to find "App Management Mode" and select "CipherLab Management Mode".

Profile Information					Hello! John	Smith 🛕	08
< Back Create_Test	Version: 1		•		Export	Schedule	Save
APP Device Setting							
Functionality Applications	User Setting Netwo	rk and Connect	Lock Task	Security			
Allow Screen Capture ()	•	Allow Camera 🕕					Â
Allow Adjust Volume	•	Allow Mount Physical	Media 🕕				
• Allow Cell Broadcasts Config 🕕	•	Allow Credentials Co	nfig 🕕				
• Allow Outgoing Beam 🕕	•	Allow Outgoing Calls	0				
• Allow Share Location ()	•	Allow SMS 🕕					
Allow Unmute Microphone	•	Allow Data Roaming	0				
Allow Skip First Use Hints	•	App Management Mo	de 🕕	Google Management	Mode 🔺		
Allow Keyguard				Google Management	Mode		
Keyguard Disabled Features ()	Camera	Notifications	Trust A	Cipherlab Manageme gents	a a la cara de	Remote Inp	ut

3) Return to "App" tab page. "Block List Apps" will appear.

Make sure to "<u>Save</u>" or "<u>Schedule</u>" to carry out the changed settings.

Profi	le Information				chan	ged settings b	or "Schedule" before leaving nation" page.	
< Bi	-)	Version:	2	•		Export	Schedule Sa	ve
Insta	alled Apps Block List A	lpps				Add App	WildCard Settin	gs
No	tice: To hide the app and re	estrict its installation from Goo	ogle Play Store on the enrolle	ed device(s), please	add it to "Blocl	k List App".		Î
Ap	p Name	Package Name	Арр Ац	uto Update Mode		App Permissions	Manage Config	
Cip	bherLab Device Health	sw.programme.devicehealt	th AUTC	O_UPDATE_DEFAUL	▼ T.	<u>Edit</u>		
Cip	oherLab LogCollection	sw.programme.logcollectic	AUTC	O_UPDATE_DEFAUL	▼ T.	<u>Edit</u>		

After setting "App Management Mode" as "CipherLab Management Mode," "App" tab page will be divided into "Installed Apps" and "Block List Apps":

Item	Description
Installed Apps	Apps installed on the enrolled devices that applied to the profile.
Block List Apps	Apps hidden from Google Play store on the enrolled devices that applied to the profile.

ADD APPS TO BLOCK LIST APPS

To add Apps to "Block List Apps":

1) Enter "Block List Apps" tab page and click "Add App by Google" to enter "Managed Google Play Block List" page.

Back Create_Test	Version: 2	•	Export	Schedule	Save
APP Setting			2		
nstalled Apps Block List Apps			Add App	WildCard	Settings
Notice: To hide the app and restrict its i	installation from Google Play Store c	on the enrolled device(s), please	add it to "Block List By Google		
App Name	Packag	ge Name	By Package	Name	

2) In "Managed Google Play Block List," enter the App's detail page and click "Select" to add it to "Block List Apps".

Managed	Google Play	Block List		Hello! John	Smith	Ĵ, ⁴⁷ (?	8
< Back							
÷		Search	Q		20	0	
							Î
Ê			Slack				
\bigcirc			Slack Technologies Inc.	★ ★ ★ ★ * 122,693 ≗			
			3+				
			 This app offers managed configuration This app is only available in certain countries 	Select			

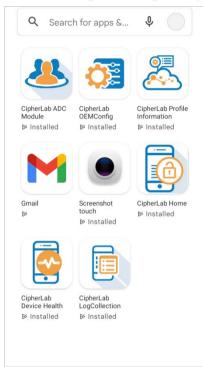
3) After the App is added to "**Block List Apps**" of the profile, make sure to "<u>Save</u>" or "<u>Schedule</u>" to carry out the changed settings.

Profile Infor	mation				Hello! Joł	nn Smith 🕰	47 ?	8
	reate_Test	Version: 2	•		Export	Schedule	Save	
Installed Apps	Block List Apps				Add App 🔻	WildCard	Settings	
Notice: To hide t	the app and restrict it	ts installation from Google Pl	ay Store on the enrolled device(s), p	lease add it to "Block List Ap	op".			
App Name			Package Name					
Slack			com.Slack		Ŵ			

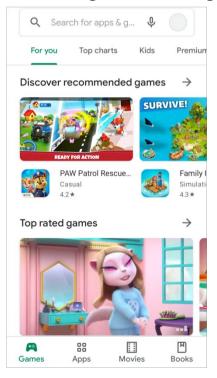
GOOGLE PLAY STORE ON THE ENROLLED DEVICE(S)

Check Google Play store on the enrolled devices after the changed settings are carried out. The normal UI allows users to search for and install Apps except for the blocked Apps.

The Main Page of Google Play on the Device (Google Management Mode):

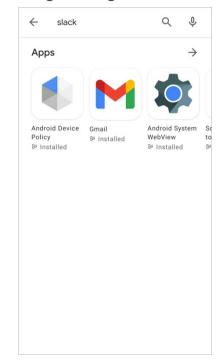


The Main Page of Normal Google Play on the Device (CipherLab Management Mode):



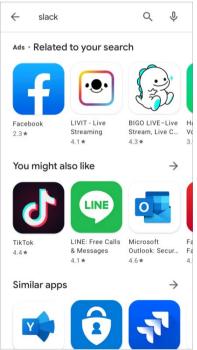


In Google Management Mode, only Apps installed by ReMoCloud will be displayed when searching Google Play store on the enrolled devices. Search for Apps in Google Management Mode:

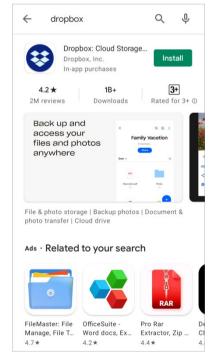


In CipherLab Management Mode, all Apps, execept for the blocked ones, will be available for searching and installing.

 Search for the blocked App in CipherLab Management Mode



 Search for the unblocked App in CipherLab Management Mode



ADD INSTALLED APPS TO BLOCK LIST APPS

To add the installed Apps to "Block List Apps," click "Add App by Google" on "Block List Apps" tab page to enter "Managed Google Play Block List".

< Back Create_Test	Version:	3				
APP Dotes Setting			•	Export	Schedule	Save
Installed Apps Block List App	os		2	Add App 🔺	WildCard	Settings
Notice: To hide the app and rest	rict its installation from G	Google Play Store on th Package Name	ne enrolled device(s), plea	se By Google By Package Na	p".	
Slack		com.Slack				

Find the installed App and click "Select".

Managed Google	Play Block List	Hello! John Smith 🛕 ၇ 🛞
< Back		
÷	Search	≵⇔ 🕜
		- I I I I I I I I I I I I I I I I I I I
ê	Gmail	
S	Google LLC 3+	★ ★ ★ ☆ 12,396,457 💄
	Contains Ads	

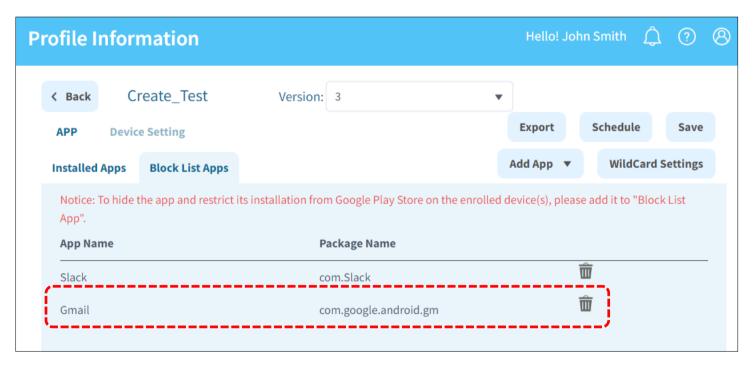
A pop-up window appears to confirm moving the selected installed App from "Installed Apps" to "Block List Apps".



Click "Yes" to proceed. Click "No" to cancel.

()
This app is existed on 'Installed Apps' list. Would you like to move it to 'Block List Apps'?
 Click 'Yes' and this app will be moved from 'Installed Apps' list to 'Block List Apps' Click 'No' and you will stay on this page without changing any settings.
Yes No

Make sure to "<u>Save</u>" or "<u>Schedule</u>" the profile to carry out the changed settings to the enrolled devices.



DELETE APPS FROM BLOCK LIST APPS

Click the dustbin button $\overline{\mathbf{III}}$ to delete Apps from Block List Apps.

Clicking "**Yes**" on the pop-up warning window to confirm deleting.

Profile In	formation		Hello! John Smith 🛕 🕐 🛞
< Back	Create_Test	Version: 3	v
APP	Device Setting		Export Schedule Save
Installed A	pps Block List Apps		Add App 🔻 WildCard Settings
Notice: To App".	hide the app and restrict i	ts installation from Google Play Store on the enr	rolled device(s), please add it to "Block List
App Name	e	Package Name	
Slack		com.Slack	<u> </u>
Gmail		com.google.android.gm	<u></u>
Are you :	sure you want to contir the app?	nue to delete	

Make sure to "<u>Save</u>" or "<u>Schedule</u>" the profile to carry out the changed settings.





2.4.7 SAVE A ROLL-BACK PROFILE

Saving a roll-back profile is to access a profile's previous version and save it as a new one.

Enter the profile and find "**Version**" next to the profile's name.

P	rofile Inform	ation		Hello! John Sm	nith 🛕 ?	8
	< Back Tes APP Device S		roll-back profile here.		wildCard Settings	
	App Name	Package Name	App Auto Update Mode	App Permissions	Manage Config	
	CipherLab OEMConfig	com.cipherlab.oemconfig.common	AUTO_UPDATE_HIGH_PRIORIT) V	Edit	Edit	L
	CipherLab Device Health	sw.programme.devicehealth	AUTO_UPDATE_HIGH_PRIORIT)	Edit		

1) Click to select the version to be copied from the drop-down menu.

Profile Information			Hello! John Smit	h 🗘 🕐 🛞
< Back Testing	Version: 5	A E	xport Sche	dule Save
APP Device Setting	5		Add App W	ildCard Settings
App Name Package	Name 2	e	Арр	Manage Config
CipherLab com.ciph OEMConfig	erlab.oemconfig.common	AUTO_UPDATE_HIGH_PRIORIT)	Edit	<u>Edit</u>
CipherLab Device Health sw.progra	mme.devicehealth	AUTO_UPDATE_HIGH_PRIORIT) V	Edit	

2) The roll-back version of the profile will be shown. Note that the user may only be able to check the details of profile setting but edit them.

rofile Ir	nforma	tion					ł	Hello! Joł	nn Smith	י Â	?
< Back	Testi	ng	Versi	ion: 3		▼ Sa	2				
APP	Device Set	tting					Ex	port	Sched	lule	Save
				Unav	ailabi	le Edit Buttons 🗲		Add App	Wi	ldCard	Settings
App Nan	ne	Package N	lame			App Auto Update Mode		App Permi	ssions	Mana Confi	
CipherLa OEMCon		com.ciphe	erlab.oemco	nfig.comm	non	AUTO_UPDATE_HIGH_PF	RIORIT\ 🔻	<u>Edit</u>		<u>Edit</u>	
CipherLa Health	b Device	sw.progra	mme.device	health		AUTO_UPDATE_HIGH_PF	RIORIT) 🔻	<u>Edit</u>			

3) Click "Save As" to save the previous version as a new profile.

Enter a name for the new profile and "Submit".

rofile Inforn	nation		Hello! John	Smith 🛕 (? 8
	sting Version: 3	Save as	Export Add App	Schedule S WildCard Setti	iave
App Name	Package Name	App Auto Update Mode	App Permissi	Manage	
CipherLab OEMConfig	com.cipherlab.oemconfig.common	AUTO_UPDATE_HIGH_PRIORIT	Edit	Edit	
CipherLab Dev Health	Input	new profile name			
	Profile Name:	Testing_for_rollback			
		(
	Car	ncel Submit			



The roll-back profile is created. Enter the profile to edit if necessary.

2				Add	Import	Assign Copy	Delet
	Profile \lor $\overline{\forall}$ User-Defined		Enroll Device Number $\!$	Status \lor \P	Version $\lor \P$	Last Edit Time \vee	Ţ
	Create_Test	Amount	1	Activated	3	2023/06/19 13:26	
	DTS		1	Activated	18	2023/05/24 11:27	
	НСТ		0	Inactivated	46	2023/02/21 17:34	
	Profile_1	. Inthe	2	Activated	7	2023/06/14 16:31	
	RK25	. Mar	1	Activated	41	2023/05/24 11:27	
	RounDDay		0	Inactivated	6	2023/05/03 15:47	
	Testing		1	Activated	5	2023/05/24 11:28	
	Testing_for_rollback	ALIMAN	0	Inactivated	1		1

	Profile Information			Hello! Joh	n Smith 🗘 🤉 🛞
🕈 ЕММ 🔨	< Back Testing_for_	rollback Version: 1	↓ .	Export	Schedule Save
Deployment Profile	APP Device Setting			Add App	WildCard Settings
Enrollment	App Name	Package Name	App Auto Update Mode	App Permissions	Manage Config
Monitor Dashboard Device	CipherLab OEMConfig	com.cipherlab.oemconfig.common	AUTO_UPDATE_HIGH_PRIORITY ▼	Edit	Edit
Group/Site App	CipherLab Device Health	sw.programme.devicehealth	AUTO_UPDATE_HIGH_PRIORITY ▼	Edit	
Account Manage	CipherLab LogCollection	sw.programme.logcollection	AUTO_UPDATE_HIGH_PRIORITY	Edit	
User Log	CipherLab ADC Module	com.cipherlab.adcmodule.common	AUTO_UPDATE_HIGH_PRIORIT ▼	<u>Edit</u>	
Agility		com.cipherlab.profileinfo.common	AUTO_UPDATE_HIGH_PRIORITY	Edit	ŵ
Intelligence	Android Device Policy 1	com.google.android.apps.work.clouddpc	AUTO_UPDATE_HIGH_PRIORIT ▼	<u>Edit</u> Edit	ŵ
	CipherLab Remote Control	com.cipneriab.remoteservice	AUTO_UPDATE_HIGH_PRIORITY	Edit	1 1 1 1
Copyright © 2023 Cipherlab. All rights reserved. Ver: 1.15.005ah1		com.webkey			

2.5 EDIT A PROFILE: DEVICE SETTING

"**Device Setting**" is for configuring system settings for the enrolled devices applying to the profile.

	Profile Information	Hello! John Smith 🗘 🧿 🛞
🕈 ЕММ 🔨	< Back Create_Test Version: 4 ▼	Export Schedule Save
Deployment Profile	APP Device Setting	
Enrollment	Functionality Applications User Setting Network and Connect Lock Task Security	
Enrollment	Allow Screen Capture Allow Camera Allow Camera	
A Monitor	• Allow Adjust Volume 👔 🛛 🔹 Allow Mount Physical Media 👔 💦	
Dashboard	Allow Cell Broadcasts Config 👔 Allow Credentials Config 👔	
Device Group/Site	Allow Outgoing Beam Allow Outgoing Calls	
Арр	Allow Share Location O Allow SMS	
Account Manage	Allow Unmute Microphone Allow Data Roaming	
Manage	Allow Skip First Use Hints Play Store Mode Managed Mode	•
User Log	Allow Keyguard	
	Keyguard Disabled Features Camera Notifications Trust Agents Unredacted Not	ifications Remote Input
Agility Intelligence	Lock Screen Message	
	Service	
	Sync Profile Information to Device Allow CipherLab Assistance Service	
Copyright © 2023 Cipherlab. All rights reserved. Ver: 1.15.005ah1	Allow Agility Intelligence Service Allow Remote Control	-

The information icon 1 next to every setting option tells the details about the settings.

Allow Adjust Volume	Allow	Mount Physical Media 👔
Allow Cell Broadcasts	ん Select whether the volume can be	Credentials Config 👔
Allow Outgoing Beam	adjusted or not. The device is mute when volume adjustment is disabled.	Outgoing Calls ()
Allow Share Location		SMS 👔
Allow Unmute Microp	hone 👔 🛛 💽 • Allow	Data Roaming 👔

2.5.1 FUNCTIONALITY

Item	Description
Allow Screen Capture	Select whether the device is allowed to capture screenshots.
Allow Camera	Switch to enable or disable the camera on the device
Allow Adjust Volume	Select whether the volume can be adjusted or not.
Allow Mount Physical Media	Enable or disable the device to connect the external hard drive.
Allow Cell Broadcasts Config	Select whether to allow messages to be broadcast to all devices within a designated geographical area.
Allow Credentials Config	Select whether to allow configuration and credential files.
Allow Outgoing Beam	To enable or disable sending data to App through NFC.
Allow Outgoing Calls	To enable or disable dialing out.
Allow Share Location	To enable or disable sharing the device location to others.
Allow SMS	To enable or disable sending and receiving SMS.
Allow Unmute Microphone	To enable or disable mute or adjust the microphone volume
Allow Data Roaming	To enable or disable data roaming.
Allow Skip First Use Hints	To enable or disable the instruction when launching an App for the first time.

App Management Mode	Select the mode on the "App management" page:		
	Google Management	To add new Apps to the profile from Google Play Store.	
	CipherLab Management	Offers an alternative to Google's application management capabilities and provides cloud storage for uploading Apps.	
Allow Keyguard	Switch to enable or disable the keyguard(lock screen).		
Keyguard Disabled Features	Checked items will be hidden and unavailable when in keyguard mode.		
Lock Screen Message	Enter the message to be	displayed on the lock screen.	

S	Ε	R\	/	С	Ε

Item	Description
	When this function is enabled, the default App " <u>CipherLab Profile</u> <u>Information</u> " on the enrolled devices will show the current profile information that the devices apply to.
Sync Profile Information to Device	The App "CipherLab Profile Information" will not show any information till "Sync Profile Information to Device" is turned on. When "Sync Profile Information to Device" is turned on and the device is synced with ReMoCloud, "CipherLab Profile Information" will show the latest information that it acquires.
	When "Sync Profile Information to Device" is off, "CipherLab Profile Information" will show the information that the last time it synchronized.
Allow CipherLab Assistance Service	Enable or disable CipherLab Assistance Service for ringing the device and sending the push notification.
Allow Agility Intelligence Service	Allow or disallow installing the App "Agility Intelligence" which retrieves the device data for analyzing
Allow Remote Control	Switch to enable or disable remote controlling of the enrolled device(s). Please refer to Appendix III for details.



APP MANAGEMENT MODE

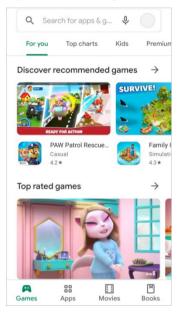
Follow the steps as "<u>Enable Block List Apps</u>" describes to set "**App Management Mode**" as "**CipherLab Management Mode**". For the details about hiding Apps from Google Play Store on the enrolled devices, refer to "<u>Add Apps to Block List Apps</u>".

After completing the steps, make sure to "<u>Save</u>" or "<u>Schedule</u>" the profile to carry out the changed settings on the enrolled devices. Check the App "**Google Play**" on the enrolled devices and the user may find the UI has changed:

UI of Google Management Mode

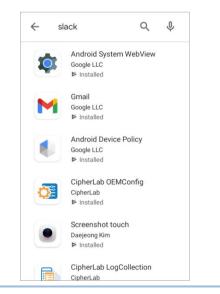


UI of CipherLab Management Mode



GOOGLE MANAGEMENT MODE

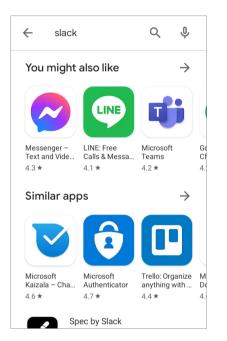
When searching for any Apps in Google Play Store on the enrolled devices, only Apps installed by ReMoCloud will be displayed.

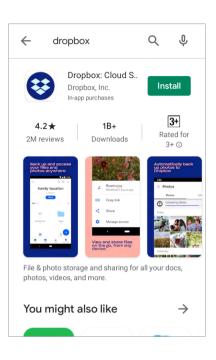


CIPHERLAB MANAGEMENT MODE

Apps in "Block List Apps" are concealed.

Other Apps, not in the block list, are displayed and available.







2.5.2 APPLICATIONS

Item	Description
Allow Install Apps Switch to allow or disallow users to install Apps.	
Allow Uninstall Apps Switch to allow or disallow users to uninstall Apps.	
Always On Vpn App	Setting an App to connect with VPN and making the VPN connection always-on to designated Apps.
	The user may check the designated App from Settings [Network & internet] VPN CT on the enrolled devices.

2.5.3 USER SETTING

Item	Description		
	Set the acc	ess permission for all Apps in this profile.	
	None	To work in default mode	
Default Permission	PROMPT	The App will prompt the window with question to set permissions	
	GRANT	Allow the required access permissions	
	DENY	Forbid the access permissions.	
Allow Modify Accounts Allow or disallow to add or remove account to the de		allow to add or remove account to the device.	
Short Support Message	Set the warning message to be displayed on the pop-up for the functions on the enrolled devices. The length limit is 200 characteristics of the enrol of the second		
Long Support Message	Set the detailed information for the "Short Support Message".		

APPEARANCE

Item	Description
Allow Set Wallpaper	Allow or disallow the user to set the wallpaper for this device.
Allow Set User Icon	Allow or disallow to change the user icon.

TIME SETTING

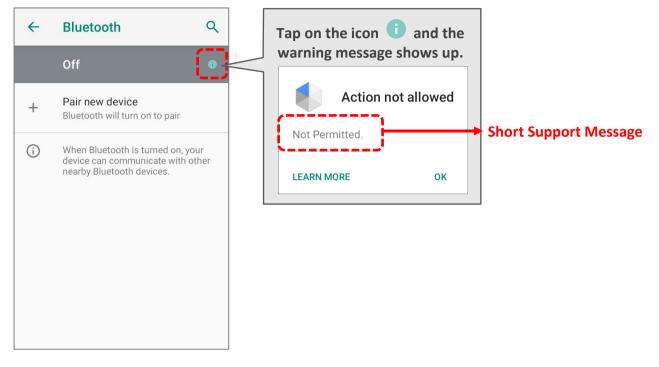
Item	Description
Allow Auto Time Required	Allow or disallow to automatically update time and date.

SHORT SUPPORT MESSAGE & LONG SUPPORT MESSAGE

To carry out the "**Short Support Message**" and "**Long Support Message**" settings, make sure to "<u>Save</u>" or "<u>Schedule</u>" this profile.

Profile Information			Hello! John Smith 🚊 🗿 🛞
K BackCreate_TestAPPDevice Setting	Version: 4	•	Export Schedule Save
Functionality Applications User	Setting Network and Connect	Lock Task Security	
 Default Permission ① Allow Modify Accounts ① Short Support Message ① 	None Not Permitted.)
Long Support Message	This function is unavailable.		
Appearance Allow Set Wallpaper Time Setting 		• Allow Set User Icon (1)	
Allow Auto Time Required (1)			

The enrolled device will show the warning message, the "**Short Support Message**" set by ReMoCloud administrator, to indicate that the function is unavailable if the user tries to access.



Click "**Learn More**" or "**More Details**" on the warning message to check the detailed information, namely, the "**Long Support Message**" set by ReMoCloud administrator.

← Bluetooth	۹	Device admin	
Off	0	Device Policy	
Pair new device Action not a Not Permitted. LEARN MORE	llowed ок	Your admin can monitor and manage apps and data associ- ated with this device, including settings, permissions, corporate access, network activity, and the device's location information. The function is unavailable.	→ Long Support Messag

2.5.4 NETWORK AND CONNECT

Item	Description	
Allow Mobile Networks Config	Enable or disable the device to set up the mobile network.	
Allow Tethering Config	Enable or disable sharing the Internet's connection for the device via tethering or hotspot.	
Allow Vpn Config	Enable or disable the device to access a virtual private network.	
Allow Wi-Fi Config	Allow or disallow the device to set Wi-Fi. Be cautious about disabling "Allow Wi-Fi Config" for the device. Wi-Fi will become totally unworkable and unconfigurable till a factory reset is performed on the device or the Wi-Fi function is restored by another profile.	
Wi-Fi Setting	To set, edit, or delete the Wi-Fi networks that can be selected to apply on " <u>Enroll</u> "page.	
Allow Network Reset	Allow or disallow the device to reset Wi-Fi.	
	Switching on will allow the user to temporarily connect to a network to get the the device policy refreshed if a network connection can not be made at boot time.	
Allow Network Escape Hatch	When "Allow Network Escape Hatch" is on, the enrolled devices will connect to a network if:	
	 There is no suitable networks in the last policy. 	
	 The device boots directly into an App in lock task mode. 	
	 Users are unable to reach the device settings. 	
	The temporary network will be forgotten after applying to the policy.	

CONNECT

Item	Description
Allow Bluetooth	Enable or disable the bluetooth function of the device.
Allow Bluetooth Config	Allow or disallow the device to pair with other devices via bluetooth.
Allow USB File Transfer	Enable or disable sending files between the mobile computer and PC through USB.

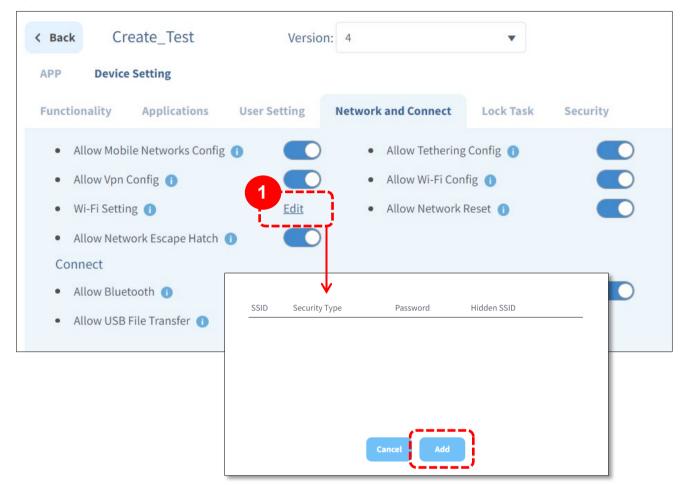
Note:

To disable the Bluetooth functions for the Android 6 or Android 7 devices, please turn off both "Allow Bluetooth" and "Allow Bluetooth Config".

WI-FI SETTING

Follow the steps below to add a new Wi-Fi network:

1) Click "Edit" and "Add" in the pop-up window.



2) Fill out the network information in the pop-up window "Please input Wi-Fi detail" and "Submit".

2 Please	e input Wi-Fi d	etail			
SSID:					
SECURITY_TYPE:	WPA-PSK	•	The pa	issword ma	y be visible or
PASSWORD:	Password	ø			ng the eye icon:
Hidden SSID:	OFF	• 1			
			I)	Invisible	The password is hidden.
Car	icel Subm	nit		Visible	The password is shown.

For hidden SSID, select "ON":

Please	e input Wi-Fi	detail
SSID:	Reliability	
ECURITY_TYPE:	WPA-PSK	•
PASSWORD:		ø
Hidden SSID:	ON	

3) Submit the Wi-Fi's detailed information. After completing the setting process, the Wi-Fi will be displayed on the setting list.

Repeat the above steps to add more Wi-Fi networks.

SSID	Security Type	Password	Hidden SSID		
Reliability	WPA-PSK	•••••	ON	Edit	Delete
		Cancel	Add		
		Cancel	Add		

Button	Description
Edit	To modify the Wi-Fi network setting.
Delete	To delete the Wi-Fi network from the list.
Cancel	To close the Wi-Fi Setting window.
Add	To add a new Wi-Fi network to the list.

The user may choose to apply the Wi-Fi setting or manually enter a new one when setting up the defaulted Wi-Fi network for the Android 9 devices on "<u>Enroll</u>" page.

2.5.5 LOCK TASK

Item	Description			
	Select the home screen setting for the devices.			
	Null	No Apps will be pinned on the screen. The user will need to select either setting " AppLock " or " Launcher3 (default)" as the home screen after completing the device enrollment.		
	Single App	To pin an App on the screen. To select " Single App ," the user will need to enter one App's package name in the field " Lock task single App " to pin it on the screen.		
Lock Task Mode	Multi App	To allow or disallow Multi App mode on the device. The status bar cannot be revealed by swiping down when " Multi App " is selected.		
	Cipherlab Home	To customize the user interface of the enrolled device by setting limits to functions, making certain system resources available to users. Enable " Cipherlab Hom StatusBar Expansion Option Settings " to reveal the status bar.		
		For details, refer to "CipherLab Home".		
	" Cipherlab Hom	only be available when " Lock Task Mode " is set as ne ". It is for ReMoCloud administrator to customize the n the enrolled devices.		
Cipherlab Home Application Settings	Select an Existing App	To select the allowed Apps, including system Apps and installed Apps on the profile App list, from the drop-down menu.		
	Input theTo designate an App, installed on the enroll devices, to be shown by inputting its packagePackage NameTo designate an App, installed on the enroll devices, to be shown by inputting its package			
	Enter the App's package name to pin it on the screen.			
Lock Task Single App	After completing the device enrollment and selecting the home screen, the device will start to download and install the applied profile's Apps. The designated App will be pinned on the screen after it is installed.			
	This function will only be available when " Lock Task Mode " is set as " Single App ".			

Item	Description		
Cipherlab Home Clear Cache Application Settings	To clear the App cache. To function properly, the version of Google Chrome App should be 90 or later.		
Cipherlab Home Background Settings	To set the enrolled devices' background by entering the URL of the designated wallpaper.		
		whether or not to let the status bar be expandable in vailable settings are:	
	Non-expandable	The status bar cannot be dropped down in User mode.	
Cipherlab Home StatusBar Expansion Option Setting	Expandable 1 layer	Users cannot drop the status bar down to check and manage system notifications or to open Quick Setting Panel.	
	Expandable 2 layers	Users cannot drop the status bar down to check and manage system notifications or to open Quick Setting Panel and Quick Setting Menu.	
	The options decide w Home's title bar.	whether or not to show the title content on CipherLab	
	CipherLab Home	Shows "CipherLab Home" on the title bar	
	Serial number	Shows the device serial number.	
	WI-FI IP	Shows the device Wi-Fi IP address	
	WI-FI MAC	Shows the device Wi-Fi MAC address.	
Cipherlab Home Custom Title Option	WI-FI SSID	Shows the Wi-Fi SSID that the device connects to.	
	Hostname	Shows the network hostname of the device.	
	Device name	Shows the device name.	
	Date (Month/date)	Shows the current date (format: MM/DD).	
	Custom title	Shows the content entered in "Cipherlab Home Custom Title String".	

These functions will only be available when "Lock Task Mode" is set as "Cipherlab Home".

Item	Description
Cipherlab Home Custom Title String	 Select "Custom title" for "Cipherlab Home Custom Title Option" to enter the content that will be displayed on CipherLab Home's title bar. Text characters are required for the string: English, Chinese, French, etc. The followings are optional for the string: White-space Digits: 0 to 9 Symbols: !#\$()*,/:;?@[]_ { }~ Note that the string might not be completely displayed on the device if it contains too many characters.
	The title may present multiple content options. For example, input {SN} into `Cipherlab Home Custom Title String " field to show the device serial number on CipherLab Home's title bar. That is, inputting "CipherLab {SN}" will make the CipherLab Home's title bar show "CipherLab FW12060011". The following list demonstrates the codes: {SN} : Serial number
	• {IP} : Wi-Fi IP
	{MAC} : Wi-Fi MAC
	{SSID} : Wi-Fi SSID
	{HOSTNAME} : Hostname
	{DEVICENAME} : Device name
	{DATE} : Month/date
	This function will only be available when "Lock Task Mode" is set as "Cipherlab Home," and "Cipherlab Home Custom Title Option" as "Custom title".
Cipherlab Home Admin Password	The password for CipherLab Home admin mode. When the user enters CipherLab Home admin mode, all the Apps will be displayed.
	The password can consist of text characters (English, Chinese, French, etc.), digits (0 to 9), and symbols $(!#$()*,/:;?@[]_{ }~)$.
	If this field is left blank, the password will be the default password "23058518".
	This function will only be available when "Lock Task Mode" is set as "Cipherlab Home".

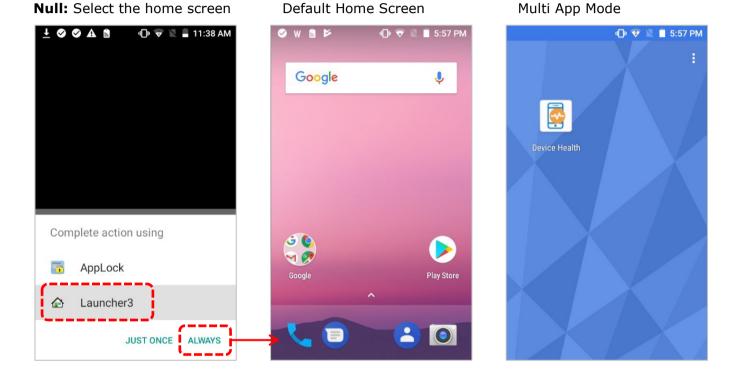
Item	Description
Cipherlab Home	To lock the devices.
Enable Lock Device	This function will only be available when "Lock Task Mode" is set as "Cipherlab Home".
Cipherlab Home Lock Device Background	When " Cipherlab Home Enable Lock Device " is enabled, the user may set the background by inputting the image's URL.
	The URL can consist of english letters; digits (0 to 9), and symbols $(!#$\&()*+,/:;=?@_~).$
	If this field is left blank, the default background will be "dark grey".
Cipherlab Home Lock Device Password	If " Cipherlab Home Enable Lock Device " is enabled, the user may input the password to manually unlock the device.
	If this field is left blank, the default password will be "Cipherlab Home Admin Password".
	The password can consist of text characters (English, Chinese, French, etc.), digits (0 to 9), and symbols $(!#$()*,/:;?@[]_{ }~)$.
Cipherlab Home Lock Device Message	When " Cipherlab Home Enable Lock Device " is enabled, the user may set text messages to be displayed on the lock device's screen.
	The default message is " DEVICE LOCKED ". Note that the message must not be blank, and the limitation is no more than 50 characters.
	The message must consist of text characters: English, Chinese, French, etc.
	The followings are optional for the message:
	 White-space
	Digits: 0 to 9
	Symbols: !#\$()*,/:;?@[]_ { }~
Cipherlab Home Lock Device Week	When " Cipherlab Home Enable Lock Device " is enabled, the user should select at least one day for a week to lock the devices.
Cipherlab Home Lock Device Time	When " Cipherlab Home Enable Lock Device " is enabled, the time must not be blank.
	Set the starting time to lock the devices. The time format should be HHMM (0000 - 2359).
	HH refers to hours (24-hour clock) while MM refers to minutes. For example, the starting time to lock the devices at 12:00 a.m.: 0000.



Item	Description
Cipherlab Home Lock Device Period	When " Cipherlab Home Enable Lock Device " is enabled, this field must not be blank.
	Setting the period is to lock the devices for 1 to 1440 minutes.
	The format: 1 - 1440.
Power Button Actions (Only support Android	To set the devices' behavior in kiosk mode when the user presses and holds (long-presses) the power button.
9.0+)	This function will only be available when the devices OS are Android 9 or later, and when "Lock Task Mode" is set as " Cipherlab Home" or "Multi App".
App System Error Warning Actions	Specify whether the "system error" dialog for crashed or unresponsive Apps is blocked in kiosk mode.
(Only support Android 9.0+)	This function will only be available when the devices OS are Android 9 or later, and when "Lock Task Mode" is set as " Cipherlab Home" or "Multi App".
App System Navigation Actions	Specify what navigation features are enabled in kiosk mode, such as Home button and Overview button.
(Only support Android 9.0+)	This function will only be available when the devices OS are Android 9 or later, and when "Lock Task Mode" is set as " Cipherlab Home" or "Multi App".
App Status Bar Actions (Only support Android	Specify whether the system information and notifications are disabled in kiosk mode.
9.0+)	This function will only be available when the devices OS are Android 9 or later, and when "Lock Task Mode" is set as " Cipherlab Home" or "Multi App".
App Devices Settings	Specify whether the App "Settings" is allowed in kiosk mode.
Actions (Only support Android 9.0+)	This function will only be available when the devices OS are Android 9 or later, and when "Lock Task Mode" is set as " Cipherlab Home" or "Multi App".

NULL & MULTI APP MODE

When setting "Null" for "Lock Task Mode," the user has to choose between "AppLock" or "Launcher3 (default)" to be the home screen after completing the device enrollment.



SINGLE APP MODE

"Single App" mode is to pin an App on the device screen.

Profile Information	Hello! John Smith 🛱 ? 🛞
< Back Create_Test Version: 4 ▼	Export Schedule Save
APP Device Setting	
Functionality Applications User Setting Network and Connect Lock Task Security	
Lock Task Mode O Null O Single App O Multi App O Cipherlab Home	
Lock Task Single App Only one packagename	
Power Button Actions (Only support Android 9.0+) Can use power button	
App System Error Warnings Actions (Only support Android 9.0+) Mute system error dialogs	
• App System Navigation Actions (Only support Android 9.0+) 1 Block home and overview butte	
• App Status Bar Actions (Only support Android 9.0+) 1 Disable system info and notifica 🔻	
• App Device Settings Actions (Only support Android 9.0+) 1 Allow access to the Settings app 🔻	



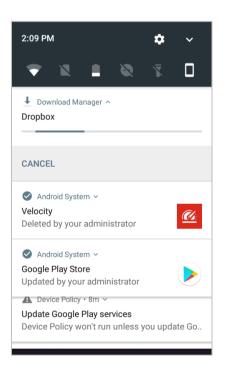
Enter one App's package name in the field "**Lock task single App**" to pin it on the screen. The package name must be the same with the system App or the installed App on the profile App list.

Profile Information		Hello! John Smith 🔔 🗿 🛞
< Back Create_Test Version: 4	×	Export Schedule Save
APP Device Setting		
Functionality Applications User Setting Network and Connect	Lock Task Security	
Lock Task Mode Null Single App	O Multi App Cipherlab Home	
Lock Task Single App	com.dropbox.android	
Power Button Actions (Only support Android 9.0+)	Can use power button	/
App System Error Warnings Actions (Only support Android 9.0+)	Mute system error dialogs	
• App System Navigation Actions (Only support Android 9.0+) 0	Block home and overview butte 🔻	
• App Status Bar Actions (Only support Android 9.0+) ()	Disable system info and notifica 💌	
• App Device Settings Actions (Only support Android 9.0+) ()	Allow access to the Settings apr 👻	

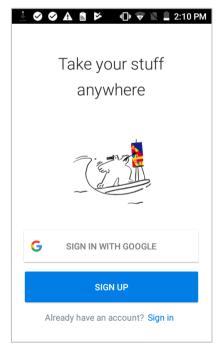
1. Select the home screen after enrollment.

± ⊗		¶⊧ 🗢 🕅	🚊 2:07 PM
Com	plete action u	sing	
-	AppLock		
	Launcher3		
	JUS	T ONCE	ALWAYS

2. It will automatically download the Apps the profile contains.



3. The designated App will be pinned on the screen after installation.



2.5.6 SECURITY

Item	Description				
	Passcode settings.				
	None	o passcode.			
	Numeric	he passcode must include digits.			
		The passcode must not include repeating and sequential digits, such as 0000 and 1234.			
	Alphabetic	The passcode must include letters and symbols.			
	Alphanumeric	The passcode must include digits and letters (or symbols).			
	LOMDIEY	The passcode must include at least a digit, a letter, and a symbol.			
	If select other settin	gs but "None," the user will be required to set:			
	Password Minimum Length	The minimum allowed password length. "None" refers to no restriction. It will only be required when the passcode is set as Numeric, Numeric (Complex), Alphabetic, or Complex.			
Minimum Passcode Requirement	If select " Complex ," the user will be required to set:				
	Minimum Letter Length	Minimum number of letters required in the password. Only required when the passcode is set as COMPLEX.			
	Minimum Lowercas Letter Length	Minimum number of lowercase letters required in the password. Only required when the passcode is set as COMPLEX.			
	Minimum Non Characters	Minimum number of non-letter characters, digits or symbols, required in the password. Only required when the passcode is set as COMPLEX.			
	Minimum Numeric Length	Minimum number of digits required in the password. Only required when the passcode is set as COMPLEX.			
	Minimum Symbol Length	Minimum number of symbols required in the password. Only required when the passcode is set as COMPLEX.			
	Minimum Uppercas Length	e Minimum number of uppercase letters required in the password. Only required when the passcode is set as COMPLEX.			



Item	Description			
Password History Length	Setting the limit of the passcode length.			
Maximum Number of Failed Attempts	Setting the limit of	failed logins timer.		
Battery Plugged Mode	Keep the device screen on when charging by the selected method. Note that setting as " None " is to disable " Battery Plugged Mode ". Set "Max Time to Screen Lock (second)" as "None" to enable "Battery Plugged Mode".			
Max Time to Screen Lock (Second)	Changing the scree	n timeout options to keep the device screen on for longer.		
Allow Factory Reset	Decide whether or	not to allow performing factory reset on the device.		
Allow Install Unknown Apps	Decide whether or not to allow manually installing Apps.			
	Location access opt	cions:		
Location Mode	User Choice	Location detection will be user-accessible		
	Enforced	Location detection will be enforced on the device.		
	Disable	Location detection will be disallowed.		
Compliance Rules Block After Days	If the devices break the security rules, Apps will be blocked after certain days.			
Compliance Rules Wipe After Days	If the devices break the security rules, Apps will be wiped after certain days.			
Allow Developer Settings	Decide whether or not to allow entering safe mode and debugging features.			
Allow Google Play Protect Verify Apps	Decide whether or not to enable checking the potential threats brought by Apps.			
Private Key Selection Enabled	Allow showing UI o	n the device for users to choose a private key alias.		

2.6 SAVE/ SCHEDULE A PROFILE

2.6.1 SAVE

"Save" button is on both "APP" tab page and "Device Setting" tab page in a profile.

• On "APP" tab page:

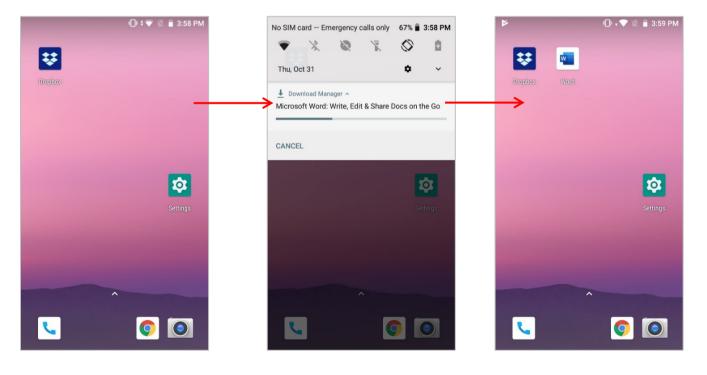
Profile Information			Hello! Joh	n Smith 🗘 18 🕐 🛞
K BackCreate_TestAPPDevice Setting	Version: 4	¥	Export	Schedule
			Add App	WildCard Settings
App Name	Package Name	App Auto Update Mode	App Permissions	Manage Config
CipherLab Device Health	sw.programme.devicehealth	AUTO_UPDATE_DEFAULT	Edit	
CipherLab LogCollection	sw.programme.logcollection	AUTO_UPDATE_DEFAULT	Edit	
CipherLab ADC Module	com.cipherlab.adcmodule.common	AUTO_UPDATE_DEFAULT	Edit	
CipherLab Profile Information	com.cipherlab.profileinfo.common	AUTO_UPDATE_DEFAULT	Edit	ŵ

On "Device Setting" tab page:

Profile Information		Hello! John Smith 🚊 🧿 🛞
< Back Create_Test	Version: 4	Export Schedule Save
Functionality Applications User S	etting Network and Connect Lock Task S	Security
 Allow Screen Capture 1 Allow Adjust Volume 1 Allow Cell Broadcasts Config 1 Allow Outgoing Beam 1 Allow Share Location 1 Allow Unmute Microphone 1 	 Allow Camera () Allow Mount Physical Media () Allow Credentials Config () Allow Outgoing Calls () Allow SMS () Allow Data Roaming () 	
 Allow Skip First Use Hints 1 Allow Keyguard 1 Keyguard Disabled Features 1 	Play Store Mode Play Store Mode Trust Ager	Managed Mode

Whenever the user makes changes to Apps or the settings for enrolled devices in a profile, the "**Save**" button changes its color to remind users that the changed settings are unsaved yet. Therefore, make sure to click the "**Save**" button to carry out the changed settings.

ofile Information					Hello! John S	Smith 🗘	0 0
K Back Create_Test APP Device Setting	Version: 4	•			Export	Schedule	Save
					Add App	WildCard S	settings
CipherLab Assistant Service	sw.programme.assistantservice	AUTO_UPDATE_DEFAULT	•	Edit			ŵ
CipherLab Cloud Message	sw.programme.cloud_message	AUTO_UPDATE_DEFAULT	•	Edit			Ŵ
CipherLab Agility Intelligence	sw.programme.agilityintelligence	AUTO_UPDATE_DEFAULT	•	<u>Edit</u>			Ŵ
CipherLab RemoteService	com.cipherlab.remoteservice	AUTO_UPDATE_DEFAULT	•	Edit			Ŵ
CipherLab Remote Control	com.webkey	AUTO_UPDATE_DEFAULT	•	<u>Edit</u>			Ŵ
Dropbox: Cloud & Photo Storage	com.dropbox.android	AUTO_UPDATE_DEFAULT	•	<u>Edit</u>		Edit	Ŵ
CipherLab OEMConfig	com.cipherlab.oemconfig.common	AUTO_UPDATE_DEFAULT	•	Edit	1	Edit	
Gmail	com.google.android.gm	AUTO_UPDATE_DEFAULT	•	<u>Edit</u>	()	Edit	Ŵ
Microsoft Word: Edit Documents	com.microsoft.office.word	AUTO_UPDATE_DEFAULT	•	<u>Edit</u>		<u>Edit</u>	ŵ

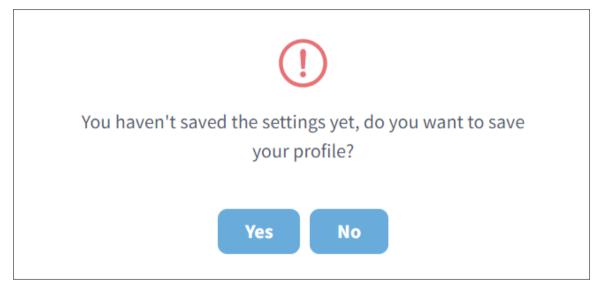


UNSAVED CHANGES WARNING

When the user leaves the **Profile Information** page without saving the changed settings, the warning popup appears to remind the user.

Click ``YES'' to save the changed settings and enter the page the user intended to reach

Click "NO" to directly leave the page.



2.6.2 SCHEDULE

The "Schedule" button on both "APP" tab page and "Device Setting" tab page is for planning the times at which each changed setting should happen or be done.

On "APP" tab page

ofile Information				n Smith 🔔 👔 🧷 🤅
APP Device Setting	Version: 4	v	Export	Schedule
			Add App	WildCard Settings
App Name	Package Name	App Auto Update Mode	App Permissions	Manage Config
CipherLab Device Health	sw.programme.devicehealth	AUTO_UPDATE_DEFAULT	<u>Edit</u>	
CipherLab LogCollection	sw.programme.logcollection	AUTO_UPDATE_DEFAULT	Edit	
CipherLab ADC Module	com.cipherlab.adcmodule.common	AUTO_UPDATE_DEFAULT	Edit	
CipherLab Profile Information	com.cipherlab.profileinfo.common	AUTO_UPDATE_DEFAULT	Edit	ŵ

On "Device Setting" tab page

Profile Information		Hello! John Smith 🗘 🗇 🛞
< Back Create_Test APP Device Setting	Version: 4	Export Schedule Save
Functionality Applications User S	etting Network and Connect Lock Task Security	
 Allow Screen Capture 1 Allow Adjust Volume 1 Allow Cell Broadcasts Config 1 Allow Outgoing Beam 1 Allow Share Location 1 Allow Unmute Microphone 1 	 Allow Camera () Allow Mount Physical Media () Allow Credentials Config () Allow Outgoing Calls () Allow SMS () Allow Data Roaming () 	
 Allow Skip First Use Hints () Allow Keyguard () Keyguard Disabled Features () 	Play Store Mode Manage Camera Notifications Trust Agents	ed Mode

Click the "Schedule" button to enter the updated profile task page after making changes to "APP" or "Device Setting" in a profile. The updated profile task page contains two tab pages, "Schedule List" and "Schedule Record".

< Back	Create_Test	Version: 4	•	Export	Schedule Save	
APP De	evice Setting			Add Ap	op WildCard Settings	
App Name		Package Name	App Auto Update Mode	App Permissions	Marage Config	Î
CipherLab De	evice Health	sw.programme.devicehealth	AUTO_UPDATE_DEFAULT	Edit		
CipherLab Lo	ogCollection	sw.programme.logcollection	AUTO_UPDATE_DEFAULT	Edit		
CipherLab AI	DC Module	com.cipherlab.adcmodule.common	AUTO_UPDATE_DEFAULT	<u>Edit</u>		
CipherLab Pr	rofile Information	com.cipherlab.profileinfo.common	AUTO_UPDATE_DEFAULT	Edit	ŵ	
MoCloud)	Schedul	e			ello! John Smith	Ĵ. ¹⁸
MoCloud margaret	Schedul					Ĵ ¹⁸
Antified by Google EUM)		Create_Test 🚱				2 ¹⁸
loyment Ilment	< Back Schedule	Create_Test 🚱	ıled Task Time Last Edit Tim	e Change Ta	tello! John Smith	
loyment ille illment	< Back Schedule	Create_Test 🚱	ıled Task Time Last Edit Tim	e Change Ta	Hello! John Smith Add Update	
loyment Alle billment hboard ice	< Back Schedule	Create_Test 🚱	ıled Task Time Last Edit Tim	e Change Ta	Hello! John Smith Add Update	
loyment ille lliment itor nboard	< Back Schedule	Create_Test 🚱	ıled Task Time Last Edit Tim	e Change Ta	Hello! John Smith Add Update	
loyment ile Ilment itor nboard ce	< Back Schedule	Create_Test 🚱	ıled Task Time Last Edit Tim	e Change Ta	Hello! John Smith Add Update	

Schedule List allows the user to create and manage all tasks. The device will automatically carry out the tasks at the time the user specifies.

Schedule Record allows the user to view and clear the task history.



SCHEDULE LIST

After making changes of **APP** or **Device Setting** in a profile, click the "**Schedule**" button to enter **Schedule List** tab page of "**Schedule**" for creating an updated profile task.

Scheo	dule			Hello! John Smith 🋕 ၇ 🛞
< Ba	Testing_for_roll			
Sch	edule List Schedule Reco	rd		Add Update Delete
	Profile to be Updated	Scheduled Task Time	Last Edit Time	Change Task Execution Date & Time
	Create_Test	2023-06-29 13:00:00	2023-06-26 10:16:56	2023-06-29 00:00
	Testing_for_rollback	2023-06-30 10:30:00	2023-06-26 10:29:36	2023-06-30 00:00
	Create_Copied	2023-07-05 08:30:00	2023-06-26 10:29:04	2023-07-05 00:00

Setting Button	Description
(Refresh)	To reload the page and receive the latest status of all tasks.
Add	To make plans for the profile to be updated.
Update	Click " Update " to carry out the changes made to the existing tasks.
Delete	To delete the selected tasks.

A scheduled task contains the information and functions:

Profile to be Updated:

The name of the profile to be updated.

Scheduled Task Time:

The date and time that the task is scheduled to be executed

Last Edit Time:

The date and time of when the scheduled task was edited the last time.

Change Task Execution Date & Time:

Click "**Update**" to reschedule the date and time for the task to be executed. The user can select multiple tasks at a time to modify.

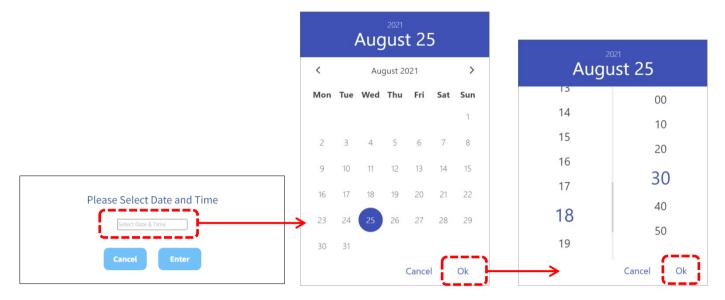
ADD A TASK IN SCHEDULE LIST

Click "**Add**" to schedule the date and time for the task to be executed. The user can schedule multiple tasks for one profile.

Schedule				Hello! John Smith 🛕 🧿	8
	_Test 😏			Add Update Delete	e
Profile to be Up	dated Scheduled	Task Time	Last Edit Time	Change Task Execution Date & Time	
Testing_for_rollt	vack 2023-06-30	10:30:00	2023-06-26 10:29:36	2023-06-30 00:00	
Create_Copied	2023-07-05	08:30:00	2023-06-26 10:29:04	2023-07-05 00:00	
	F				
			Please Select	Date and Time	
			Select Date &	Time	
			Cancel	Enter	

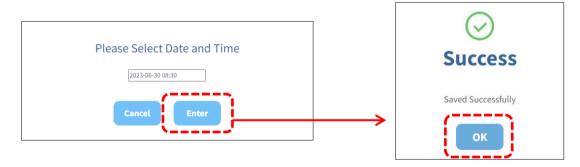


Click the "Select date & time" field to set the date and time.



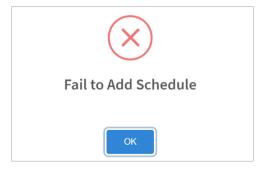
1. Click the "Select Date & Time" field. 2. Set the dat

2. Set the date and click "OK". 3. Set the time and click "OK".



- 4. Click "Enter" to complete the setting.
- 5. The task is successfully created.

Note that the date and time scheduled for the task should be later than the current time. Else, the task cannot be created.



After the task is successfully created, it will be listed on the **Schedule List**:

Sche	dule				Hello! Joh	n Smith 🔶		8
< B Sch	ack Create_Test 😔				Add	Update	Delet	e
	Profile to be Updated	Scheduled Task Time	Last Edit Time	Change Task Exec	ution Date &	Time		
	Profile to be Updated Create_Test	Scheduled Task Time	Last Edit Time 2023-06-26 11:28:03	Change Task Exect	ution Date &	Time		
					ution Date &	Time		

Note:

The current date and time of the timepicker will be in accordance with $\underline{\text{Time Zone}}$'s setting in User Info page.



MODIFY/ DELETE THE PROFILE TASK(S)

The user can modify multiple tasks execution time at a time by ticking up the checkboxes and clicking "**Update**" or "**Delete**".

MODIFY THE PROFILE TASK(S)

To modify the tasks' execution date and time:

ched	lule			Hello! John Smith 🛕 ၇ (
< Bac	ck Create_Test I Create_Test I Create_Test I Create_Test I Schedule Record I Creater I			Add Update Delete
	Jelect all tasks.			
	Profile to be Updated	Scheduled Task Time	Last Edit Time	Change Task Execution Date & Time
			Last Edit Time	Change Task Execution Date & Time
	Profile to be Updated	Scheduled Task Time		
	Profile to be Updated Create_Test	Scheduled Task Time	2023-06-26 11:28:03	2023-06-30 00:00

1. Click the **"Change Task Execution Date & Time**" field and select the date and time. Note that the date and time scheduled for the task must be later than the current time.

- 2. Tick the checkboxes of the tasks to be modified.
- 3. Click "Update" to save the changed settings.

DELETE THE PROFILE TASK(S)

Click "**Delete**" to eliminate the selectd tasks and click "**Yes**" on the warning pop-up window to confirm deleting.

Schedule			Hello! John Smith 🕂 🧿 🧟
K Back Create_Copied Schedule List Schedule Record Select all tas Profile to be Updated		Last Edit Time	Add Update Delete
Create_Test	2023-06-30 08:30:00	2023-06-26 11:28:03	2023-06-30 00:00
Testing_for_rollback	2023-06-30 10:30:00	2023-06-26 10:29:36	2023-06-30 00:00
Create_Copied	2023-07-05 08:30:00	2023-06-26 10:29:04	2023-07-05 00:00
Create_Copied	2023-07-05 08:30:00	2023-06-26 10:29:04	2023-07-05 00:00
		(!)	
	-	nedule, your setting on Are you sure you want	

No

les



SCHEDULE RECORD

Schedule Record tab page lists the task histiory:

Schedu	ıle			Hello! John Smith	?	8
< Back Sched	Create_Test 😚				Delete	e
	Profile Name	Execution Date & Time	Reservation Date & Time	Status		
	Create_Copied	2023-06-26 16:40:06	2023-06-26 16:40:00	Success		
	Create_Copied	2023-06-26 15:40:05	2023-06-26 15:40:00	Success		

The information and functions on "**Schedule Record**" tab page are:

Profile Name:

The name of the updated profile.

• Execution Date & Time:

The date and time that the task was executed.

• Reservation Date & Time:

The date and time for the ReMoCloud administrator to execute the task.

Status:

Tells if the task is successfully updated to ReMoCloud or not.

Delete :

Click "**Delete**" to delete the selected history log. The user can delete multiple task history logs at a time.

Refresh 5

Click the refresh button to reload the schedule record.

Note:

The Apps and device settings will not be updated and saved on the "Profile Information" page till the task is successfully executed at the scheduled date and time.

SCHEDULE PROFILE INFO

On both "**Schedule List**" and "**Schedule Record**" tab pages, click the profile's name to enter "**Schedule Profie Info**" page where the user can check the details.

Schedule				lello! Johi	n Smith 🔶	10 ?	8
< Back Testing_for_rollback 4	6						
Schedule List Schedule Record				Add	Update	Delete	1
Profile to be Updated ()	Click the profile name to enter	c	Change Task Execut	ion Date &	Time		
Create_Test	"Schedule Profile Info" page.	2:20 2	2023-06-29 00:00				
Testing_for_rollback	2023-06-30 14:00:00 2023-06-28 14:4	2:49	2023-06-30 00:00				

Note that the profile's information is NOT editable on "**Schedule Profie Info**" page.

Schedule ProfileInfo			Hello! John Smith	Ĺ [™] ⑦	8
Profile: Testing_for_rollback					
App Device Settings					
€ Back				WildCard S	ettings
App Name	Package Name	App Permissions	Manage Config		
CipherLab OEMConfig	com.cipherlab.oemconfig.common	Check	Check		
App Name CipherLab OEMConfig	Package Name com.cipherlab.oemconfig.common	App Permissions Check	Manage Config Check		

Schedule ProfileInfo						Hello! John S	Smith	08
Profile: Create_Test App Device Settings	plications Bluetooth	User Setting	Wallpaper	Time Setting	USB Network	Lock Task	Security	
Allow Screen Capture: ()		On						
Allow Adjust Volume: ① Allow Keyguard: ①		On On						

Click "Check" under "App Permissions" and "Manage Config" to enter the App's "Schedule App Permissions" page and "Schedule Manage Config" page. For these two pages, the detailed information is not editable as well.

Schedule App Permissions		Hello! John Smith	Д <mark>10</mark> ?)	8
€ Back	CipherLab OEMConfig			
android.permission.FOREGROUND_SERVICE	None			
android.permission.READ_EXTERNAL_STORAGE	None			
android.permission.READ_INTERNAL_STORAGE	None			
android.permission.RECEIVE_BOOT_COMPLETED	None			
android.permission.WRITE_EXTERNAL_STORAGE	None			
android.permission.WRITE_INTERNAL_STORAGE	None			

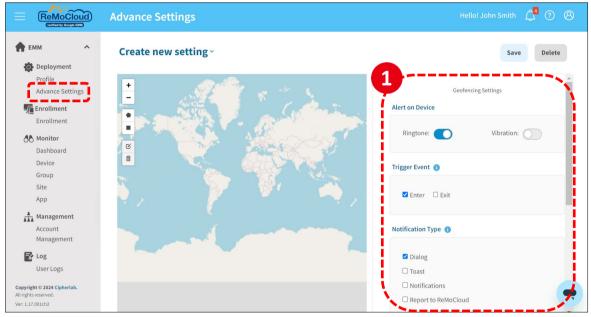
chedule Manage Config	Hello! John Smith 🗘 🔨 🕜 (
CipherLab OEM	Config
✓ DeployFromZip	
A group of deploy from zip.	
Deploy From Zip Control Use this switch to enable or disable deploy from zip options. If this control is disabled, any changes to other deploy from zip related	settings have no impact.
✓ Control Options	
A group of policies to switch deploy from zip settings.	
Deploy From Zip Control Enter URL_(https://)	
> Wireless	
> Wi-Fi Advanced	
> Cellular Data	
> System Setting	
> System Update	
> Log Collection	

2.7 ADVANCED SETTINGS

2.7.1 GEOFENCING

"**Geofencing**" is a security tool for administrators to manage devices using location-based rules. Alerts and notifications are triggered when devices enter or exit assigned geofences according to configured settings.

To create a Geofence Setting, navegate to the "Advanced Settings" page: 1. Customize the settings under "Geofencing Settings" to suit your requirements.



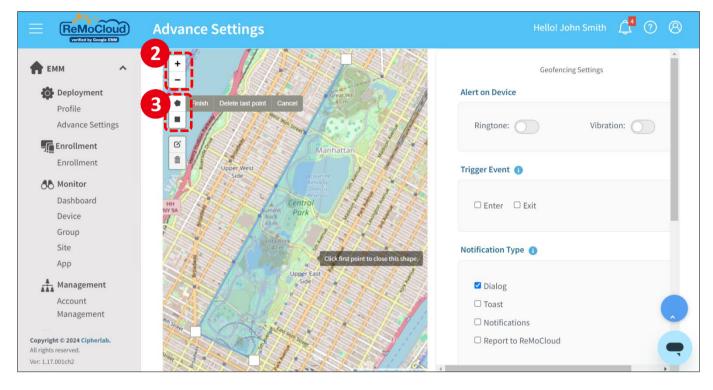
The table below lists the setting items and the descriptions for "Geofencing Settings":

Setting Item	Description
Alert on Device	Enable/Disable " Ringtone " or " Vibration " as alerts on the device.
Trigger Event	Configure alerts for entering/exiting geofences. Select "Enter", "Exit", or both.
Notification Types	Choose notification presentation: "Dialog", "Toast", "Notificationa", "Report to ReMoCloud" or multiple types.
Manual Stop	Allow the user to dismiss the alert on the device.
Text Messages	Define "Title" and "Message" for the alert shown on the device.



2. Navigate to the desired geographic area for creating a geofence by using the mouse scroll wheel or tapping the "+" and "-" buttons on the map.

3. Tap on the **pentagon** or the **sqare** on the map to define the area.

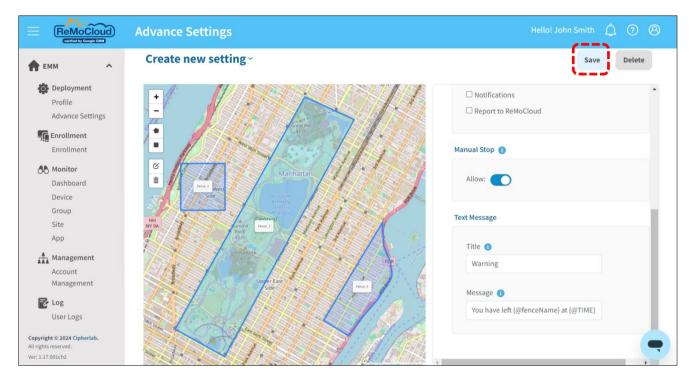


4. After drawing the shape, a pop-up window will appear. Enter a name for the geofence and click "**Submit**".



Users are allowed to draw multiple fences in one Geofence Setting.

5. After creating the geofences, tap "**Save**". A pop-up window will prompt you to name the setting.



6. Name the new setting and click on "Submit".





A pop-up window will appear to show the setting is added successfully.

	Advance Settings	Hello! John Smith 🛕 🕐 🛞
🛖 EMM 🔷	Setting_1	Save Delete
Profile Advance Settings Enrollment Enrollment		Notifications Report to ReMoCloud
Dashboard Device Group	Success Add Successfully!	Allow:
Site App		Text Message
Account Management	Upper East	Title Warning
Log User Logs Copyright © 2024 Cipherlab. All rights reserved. Ver: 1.17.001ch2	Side + Francisco -	Message ① You have left {@fenceName} at {@TIME}

Now you are ready to assign devices to the Geofencing Setting you created. For further instructions, please refer to section <u>5.3.5 Assign Geofence Setting</u>.

Note:

Upon assignment to a Geofence, devices are monitored every 3 minutes. The alert, whether ringtone or vibration is triggered, it will remain active until the user returns or leaves the fenced area or manually dismisses it.

Chapter 3

CHAPTER 3. ENROLL DEVICE

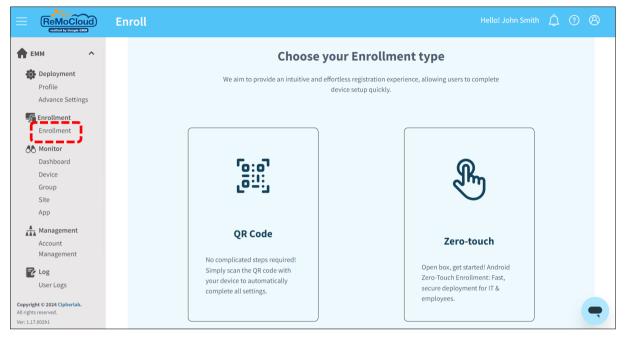
This chapter offers a step-by-step guide for enrolling CipherLab mobile computers, allowing users to choose between $\underline{QR} \ code$ or $\underline{Zero-touch}$ enrollment methods.

IN THIS CHAPTER

3.1 Prerequisite	160
3.2 QR Code Enrollment	161
3.3 Zero-touch Enrollment	192

3.1 PREREQUISITE

Nevigate to "**Enrollment**" page where you will find two options for device enrollment:QR Code and Zero-touch. Tap to choose your preferred enrollment method.



To begin enrolling CipherLab mobile computers using either QR Code or Zero-touch, users must first <u>create a profile</u>.

Please note that for QR Code enrollment, the device's OS (Operating System) version should be Android 6.0 or later with GMS certification, while for Zero-touch enrollment, it should be Android 9.0 or later with GMS certification.

3.2 QR CODE ENROLLMENT

3.2.1 ON REMOCLOUD

Enter "Enrollment" page on ReMoCloud, and tap "QR Code" to enroll your devices.

	Enroll		Hello! John Smith 🛕 🕐 🛞
Contemporation Contemporatio Contemporation Contemporation Contemporation Contemp		We aim to provide an intuitive and effortle	r Enrollment type ss registration experience, allowing users to complete ce setup quickly.
Enrollment Enrollment Dashboard Device Group Site App		تو: و] وَتَا: وَتَا:	R
Management Account Management Copyright © 2024 Cipherlab. All rights reserved.		QR Code No complicated steps required! Simply scan the QR code with your device to automatically complete all settings.	Zero-touch Open box, get started! Android Zero-Touch Enrollment: Fast, secure deployment for IT & employees.
Ver: 1.17.002h1			

Set up the default Wi-Fi network for the Android 9+ devices if necessary. After the completion, click "**Generate**" to receive the enroll code.

	Enroll Hello! John Smith
Count Anagement Account Management	Create_Copied Step1.Select a profile Create_Copied Step2.Enable the default system apps Yes Step3.Select whether the device to be enrolled is with camera Yes Step4.Enable Mobile Network No No No No Stop2.With the default Wi-Fi (Only support Android 9. Show Enroll Barcode
Copyright © 2024 Clipherlab. Aliright served. Ver: 1.17.002h1	SSID: SECURITY_TYPE: Print E-mail PASSWORD:



The enroll code (barcode/QR Code) will appear.

	Enroll	Hello! John Smith 🗘 🧿 🛞
🛖 ЕММ 🔷	< Back QR Code Generator ?	
Deployment Profile	Step1.Select a profile Create Test	Create_Test
Advance Settings	Step2.Enable the default system apps	
Monitor Dashboard Device Group	Step3.Select whether the device to be enrolled is with camera Yes Step4.Enable Mobile Network	
Site App Anagement	No ▼ Step5.With the default Wi-Fi (Only support Android 9.0+) No	
Account Management Cog User Logs	ssid: Enroll Code:	Enroll Code: XRWBUNRRMRBWAVJHLBVNTYVE
Agility Z Intelligence	SECURITY_TYPE: For manually enrolling Android Pesses effect 6.0+ devices.	Show Enroll Barcode
	HIDDEN SSID: Please select	Print E-mail
Copyright © 2024 Cipherlab. All rights reserved. Ver: 1.17.002h1	Generate	•

Click "Print" to print out the enroll QR Code.

Click ``E-mail'' to send the enroll QR Code, enroll code, and enroll barcode to the designated e-mail address.

Please enter your E-mail
Cancel Submit

Note:

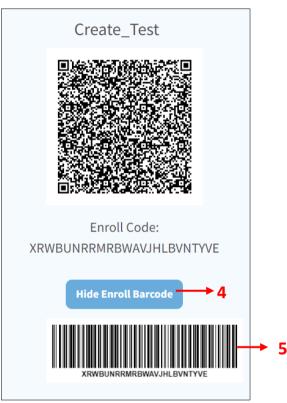
1. For more details about profile management, refer to "Deployment".

2. "Enable the default system Apps" will not be available for the devices enrolled by <u>manually inputting the "Enroll Code"</u>. All system Apps will be hidden even if the user chooses "Yes" for "Enable the default system Apps" on ReMoCloud.

FOR DEVICE WITH CAMERA

For step 3, the user should decide whether or not to allow the device's camera access during the enrollment. When the camera access is allowed, a QR Code will appear after clicking "Generate". As shown:





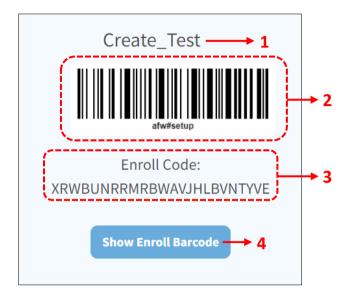
The items appear with the QR code:

No.	Item	Description
1.	Profile Name	The profile selected to generate the QR Code for device enrollment.
2.	QR Code	Provided to be scanned by the device's camera for enrollment.
3.	Enroll Code	Provided to be manually input to the devices for enrollment.
4.	Show Enroll Barcode/ Hide Enroll Barcode	Show or hide the barcode for the device's scanner but camera to scan.
5.	Enroll Barcode	Provided to be scanned by the device's scanner for enrollment.



FOR DEVICE WITHOUT CAMERA

When the camera access is disallowed in step 3, the **QR Code Generator** will create a set of barcode for the device's scanner.





The items appear with the Barcode:

No.	Item	Description
1.	Profile Name	The profile selected to generate the QR Code for device enrollment.
2.	afw#setup barcode	Provided for Android 6.0+ devices for the step "Sign in" during enrollment.
3.	Enroll Code	Provided to be manually input to the devices for enrollment.
4.	Show Enroll Barcode/ Hide Enroll Barcode	Show or hide the barcode for the device's scanner but camera to scan.
5.	Enroll Barcode	Provided to be scanned by the device's scanner for enrollment.

Note:

1. The user can only enroll devices by inputting "Enroll Code" and scanning "Enroll Barcode" when the QR reader fails to download, or when the barcode "afw#setup" is used without tapping on the same spot for 6 times at the beginning.

2. For more details about device enrollment, refer to:

- RS31, RS35, RS51, Hera 51, RK25, & RK95: Enrollment for Device with Android 7.0+.
- RS50: <u>Enrollment for Device with Android 6.0</u>.

DEFAULT WI-FI SETTING

The user can set the default Wi-Fi for the Android 9+ devices enrollment.

To set the default Wi-Fi network:

1. Complete step 1, selecting the profile for device enrollment, and step 2, deciding whether or not to enable system Apps.

2. In step 3, select "**Yes**" to enable the device camera.

E	nroll		Hello! John Smith	¢	?	8
	QR Code Generator Step1.Select a profile Create_Test Step2.Enable the default st					
	Step3.Select whether the c camera	evice to be enrolled is with	Camera must be enabled.			
	Step4.Enable Mobile Netwo	ork				
		i (Only support Android 9.0+)	Enroll Code:			
	Yes SSID:		Show Enroll Barcode			-



3. In step 4, select "No" to disable mobile network. Else, the default Wi-Fi network will fail to be set in step 5.

No	•	
Step5.With the	e default Wi-Fi (Only support Andro	oid 9.0+
Yes	•	
	1obile Network	
step4.Enable M		
Enable M	• 8	
Yes	default Wi-Fi (Only support Andro	oid 9.0+

4. In Step 5, select "**Yes**" to enable the default Wi-Fi network settings. Depending on different profiles, the "**SSID**" field may be a blank field or a drop-down menu displaying all the preconfigured Wi-Fi network settings from "<u>Device Setting</u>" tab page of the profile.

The blank SSID field

Step5.With the de	fault Wi-Fi (Only support And	lroid 9.0+
Yes	•	
SSID:		
SECURITY_TYPE:	الم	
WPA-PSK	•	
PASSWORD:		
Password	ø	
HIDDEN SSID:		
OFF	•	

For the blank SSID field, fill out the required information of the Wi-Fi network.

5. Fill out all the required information of the default Wi-Fi network settings. Note that if the user would like to hide the network ID, **"Hidden SSID"** must be set as "**ON**".

Step5.With the de	fault Wi-Fi (On	ly suppor	rt Android	9.0+)		
Yes	•					
SSID:						
TESTHANS						
SECURITY_TYPE:						
WPA-PSK	•	Click to	o switch bet	ween:		
PASSWORD:		I)	Invisible	The pa	assword is hidden	۱.
•••••	ø		Visible	The pa	assword is shown	
HIDDEN SSID:						
ON	•					



6. Step 6, click "Generate" to get the "Enroll Code" to be scanned by the device.

nroll		Hello! John Smith 🛕 🕐 🛞
QR Code Generat	r 📀	
Step1.Select a profile		
Create_Test	Ŷ	
Step2.Enable the defaul	system apps	
Yes	v	
Step3.Select whether th	device to be enrolled is with camera	
Yes	X	
Step4.Enable Mobile Net	vork	
No	•	
Step5.With the default V	-Fi (Only support Android 9.0+)	
Yes	v	Enroll Code:
SSID:		
TESTHANS		Show Enroll Barcode
SECURITY_TYPE:		
WPA-PSK	v	
PASSWORD:		Print E-mail
•••••	ø	
HIDDEN SSID:		
ON	•	
Generate		

For more details about device enrollment, refer to <u>Device with Android 9 or Later</u>.

Note:

Selecting "No" in step 3 will make the default Wi-Fi settings unavailable.

3.2.2 ON YOUR MOBILE COMPUTER

If the mobile computer is not new, it needs to start with factory reset for enrollment. To perform factory reset:

1. Access App Drawer (All Apps)>Settings 🔯>Backup & reset 🏠>Factory data reset.

Note: Depending on different device models, the path to access "Factory data reset" may vary.

2. Confirm the action and input the verification code

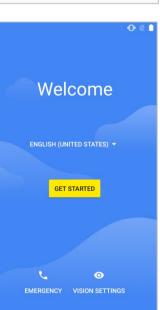
(please contact support@cipherlab.com.tw to obtain the verification code).

Click "OK" to perform factory reset.

← Factory data reset	← Reset?	← Reset?
This will erase all data from your phone's internal storage , including: • Your Google account • System and app data and settings • Downloaded apps • Music • Photos • Other user data	Erase all your personal information and downloaded apps? You can't undo this action! ERASE EVERYTHING	Input verify con
You are currently signed into the following accounts:		1 2 ABC
Personal		4 GHI 5 JKL
······································		7 PQRS 8 TUV
RESET PHONE		∞ 0

3. After the factory reset, when the mobile computer boots up for the first time, the **Welcome wizard** appears.

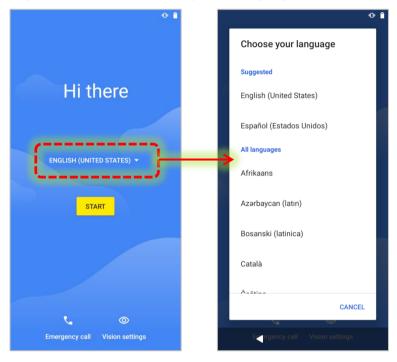
The following sections provide the enrollment introduction: <u>Enrollment for Device with Android 7.0+</u> <u>Enrollment for Device with Android 6.0</u>



ENROLLMENT FOR DEVICE WITH ANDROID 9.0+

For RK25, RK95 (Android 9.0), and RS35 (Android 10), the user can set the default <u>Wi-Fi</u> <u>network</u> in advance, and the device will automatically apply to the Wi-Fi setting during the enrollment.

• **Step 1:** Select the desired system language.



• **Step 2:** Tap on the same spot on the screen for **six times** to enter the QR code setup process.



Step 3:

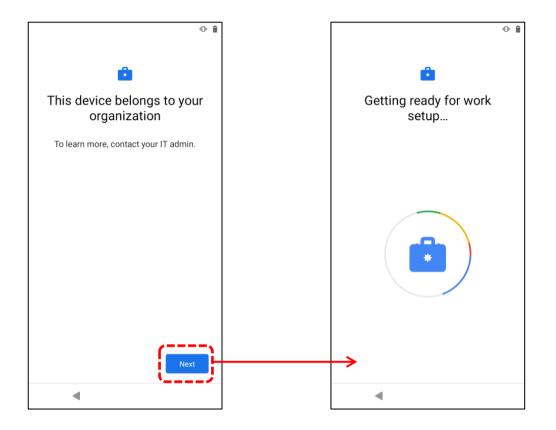
Use the mobile computer's camera to take aim at the QR code generated by ReMoCloud.





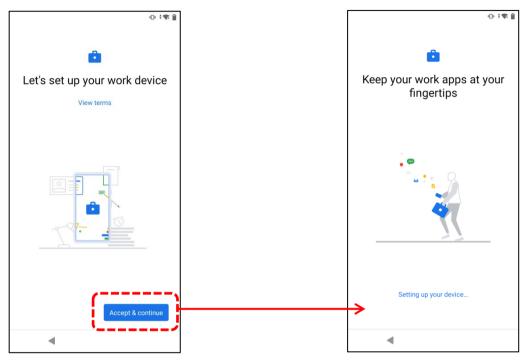
Step 4:

Click "**Next**" to confirm that the device will be managed as a work device by the ReMoCloud administrator.



Step 5:

Click "Accept & Continue" to proceed.



Step 6:

Again, click $``{\bf Next}''$ to confirm that the device will be controlled by the ReMoCloud administrator.

0-191 <u>8</u>
i
This device isn't private Your IT admin may be able to see your data and activity on this device.
To learn more, contact your IT admin.
Next
•



Step 7:

Choose the Google services that you would like to enable and click "Accept" to proceed.

	Coorle Comisse	
Tor	Google Services	aa ayah
	to learn more about each servi ow to turn it on or off later. Dat	
use	d according to Google's Privacy	y Policy.
ocat	ion	
.ocal	1011	
9	Use location 🗸	
	Allow apps and services with location permission to	
	use your device's location. Google may collect location	
	data periodically and use this data in an anonymous way	
	to improve location accuracy	
0	to improve location accuracy	
•	to improve location accuracy and location-based services. Allow scanning ~ Allow apps and services to	•
₽	to improve location accuracy and location-based services. Allow scanning ↓ Allow apps and services to scan for Wi-Fi networks and	•
•	to improve location accuracy and location-based services. Allow scanning ~ Allow apps and services to	•

Step 8:

The enrollment process will take a while.

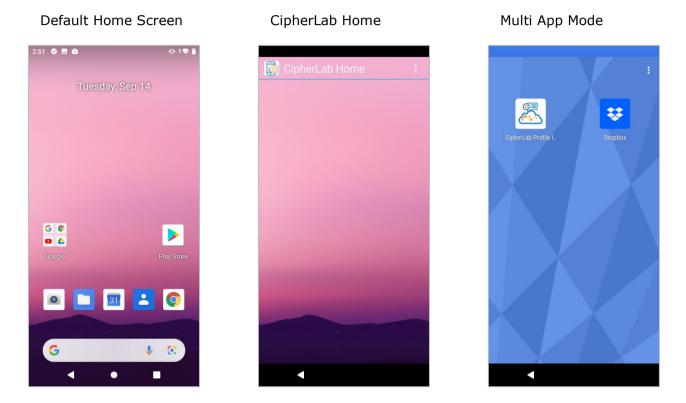
Click the "more button" and select "**Reset Device**" to reset the device if necessary.

2:50	0- †¶t 🔒	
	Updating device	Help & feedback
	This may take a few minutes	Reset device
	•	

Step 9:

When the enrollment is completed, the user will subsequently enter **the default home screen / CipherLab Home** / **Multi App Mode** previously set by the applied profile.

For more details about the related settings, refer to Lock Task.



The user may find the enrolled device listed on the "**Device**" tab page of "**Monitor**" on ReMoCloud. As shown:

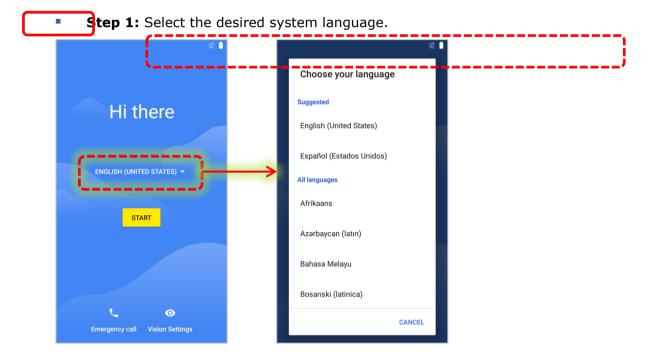
емм ^	Q Search						Wipe	e Delete	Lock Re	boot Push	Notification
Deployment Profile	Edit Column	1 to 6 / Total Dev	vice(s) : 6				L	ast update : 2	2023-06-28 11:)2:12 Sync wi	ith Google Refresh
Enrollment	Model	🗸 🔍 User Defined	Serial	🔻 Profile 🗸	Profile	Build	Command Status	Remote Control	Battery Level	Ring Device	Status 🗸 🔻
Enrollment	R\$35	Joshua	FW120A0002	230 Create_Test	4	R\$35.GM\$.5100.20221213		0		Â	offline
Monitor Dashboard	RK25		FJI18770015	07 RK25		KK25.GM5.W0.8110.2022		0			ontine
Device	RK95		FT12170003	74 Profile_1	12	RK95.GMS.WO.2230.2022		0		٤	offline
Group/site App	RS35		FW12110001	301 DTS	18	R\$35.GM\$.5100.20221213		0		<u> </u>	offline
Account Manage	RS35		FW12270002	087 Profile_1	12	R\$35.GM\$.2530.20230322		0		<u> </u>	online
Manage	RK25		/ FJ118CA0066	94 Testing	5	RK25.GMS.8130.20220930		0		<u>ث</u>	offline
Cog User Log											



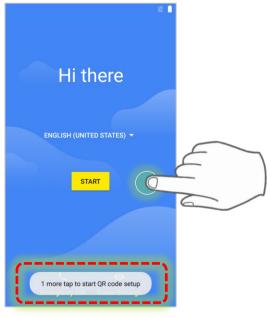
Enrollment for Device with Android 7.0+

When **Welcome wizard** appears, instead of clicking the yellow button "**GET STARTED**," please follow the steps to enroll HERA51, RK25, RK95, RS31, RS35, or RS51 devices:

Note: Depending on different devices, the <u>Welcome wizard</u> may slightly vary. The following steps will take RK25 as example.



• **Step 2:** Tap on the same spot on the screen for **six times** to enter the QR code setup process.



Step 3:

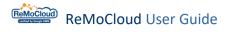
When the QR code setup process starts, click "**Next**" to continue.



Step 4:

Select the Wi-Fi network to connect.

	1 X 1
ᅙ Connect to Wi-Fi	🗢 Connect to Wi-Fi
₹ C	LAB-Guest Password
Tullaby	
😱 LAB	Show password
두 LAB-Guest	Advanced options
😱 N-Wireless	CANCEL
See all Wi-Fi networks	See all Wi-Fi networks



Step 5:

After connected to the Wi-Fi network, the system will automatically check for updates and install QR reader.

+ ▼ № ∎
U
Installing QR reader
This can take up to 2 minutes.

Step 6:

Use the mobile computer's camera to take aim at the QR code generated by ReMoCloud.



Step 7:

Click **"ACCEPT & CONTINUE**" to confirm that the device will be controlled as a work device by the ReMoCloud administrator.

The setup process will take a while.

	+▼ 🖹 🗎
Ô	Ô
Set up your device	Setting up work device
This device will be managed and kept secure by your organization. Terms from Google will apply. View terms	

Step 8:

The enrollment is about to be completed.

Click the "more button" and select "**Reset Device**" to reset the device if necessary.

C.		Help & feedback
Updating device This may take a few minutes		Reset device
)	

The enrollment is done. The user will subsequently enter **the default home screen** / **CipherLab Home** / **Multi App Mode** previously set by the applied profile.

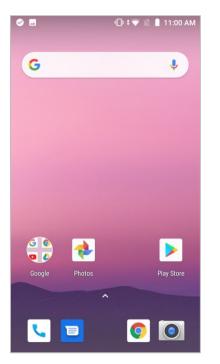


For the related settings, refer to Lock Task.

Default Home Screen





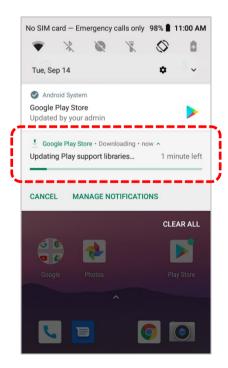






The device will start to install the Apps from the applied profile. Slide down the status bar to open the notification drawer and check the download progress.

For more details about the related settings of status bar, refer to Lock Task.



Note:

The status bar will be unavailable when "Multi App Mode" is enabled.

The user may find the enrolled device listed on the "**Device**" tab page of "**Monitor**" on ReMoCloud. As shown:

емм ^	Q									Wipe	Delete	Lock	Reboot Pus	sh Notification
Deployment Profile	Edi	it Column	1 to 6 / Total Device	(s) : (6					Las	t update : :	2023-06-28	11:02:12 Sync	with Google Refre
Enrollment		Model Name 🗸	🔻 User Defined 🗸	Ţ	Serial Number 🗸 🦷	Profile	Profile	Build Version	Command		Remote Control	Battery Level	Ring Device	Status 🗸
		RS35	Joshua	/	FW120A0002230	Create_1	est 4	RS35.GMS.5100.20221213			0		١	offline
Monitor Dashboard	U	RR25		7	FJ118174001507	RK25	41	ww25.csM5.wlC.orflu.z0zz			•			- ontine -
Device		RK95		/	FT12170003374	Profile_1	12	RK95.GMS.WO.2230.2022			0		<u></u>	offline
Group/site App		RS35		/	FW12110001301	DTS	18	R\$35.GM\$.5100.20221213			0		٤	offline
Account Manage		RS35		/	FW12270002087	Profile_1	12	R\$35.GMS.2530.20230322			0		<u>ب</u>	online
Manage		RK25		/	FJ118CA006694	Testing	5	RK25.GMS.8130.20220930			0		<u> </u>	offline
Log User Log														

Note:

1. For more details about profile management, refer to **Deployment: Profile Management**.

2. For more details about enrolled device management, refer to **Device Management**.

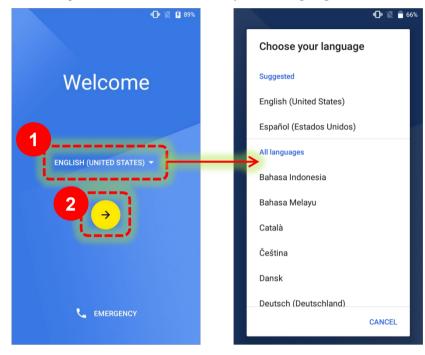
3. The user can only enroll devices by inputting "Enroll Code" and scanning "Enroll Barcode" when the QR reader fails to download, or when the barcode "afw#setup" is used without tapping on the same spot for 6 times at the beginning.



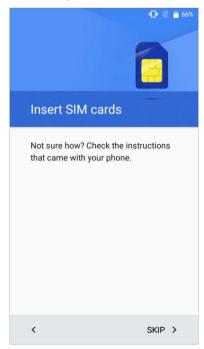
ENROLLMENT FOR DEVICE WITH ANDROID 6.0

The steps to enroll the RS50 mobile computer (Android 6.0) through the **Welcome Wizard** process:

• Step 1: Select the desired system language and click the yellow button $\stackrel{\bigstar}{\longrightarrow}$ to start.



• **Step 2:** Either insert the SIM card or directly "**SKIP**" to the next step.



Step 3:

Select the Wi-Fi network to connect.

Select W	-Fi network		
🗣 Lullat	у		
LAB		LAB-Guest	
S-Inte	ernal	Security WPA2 PSK Password	
💽 LAB-0	Guest	· · · · · · · ·	
CCC a		Show password	
The Direct	т	Advanced options	~
• • • • •		CANCEL	CONNECT
<	SKIP >		

Step 4:

Select "NO thanks" to not transfer data from other devices. Click "Next" to proceed.

•□• 🍞 🖹 🔒 66%
Got another device?
If you use another Android device, you can quickly copy your current setup to this RS50.
Copy your Google Accounts, apps, and data from your other device
No thanks
OK, follow the next steps to set up this device
< NEXT >



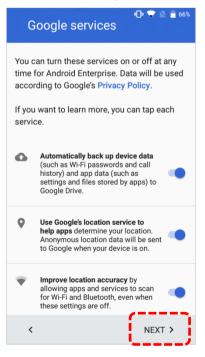
Step 5:

Manually input "**afw#setup**" into the "**Email or phone**" field or scan the "**afw#setup**" barcode.

	66% 🔽 🔽 🖷 ا
Go	ogle
Sic	gn in
	Account. Learn more
with your Google /	Account. Learn more
Email or phone	`
afw#setup	
Forgot email?	
rorgot email:	
Create account	
	()
Skip	Next
<	
``	

Step 6:

Choose the Google services that you would like to enable and click "**Next**" to proceed.



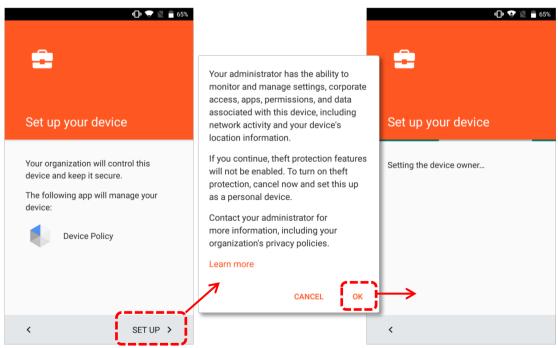
Step 7:

Click "INSTALL" to install the "Android Device Policy" App.

• •	8 🖹 🍵 65%		4] H 💎 🖹 盲 65%
		Device Po	blicy
		Do you want to ins does not require an	tall this application? It ny special access.
Android Enterprise			
This account requires mobile dev management. Install the Android Device Policy app to enforce secu policies required by the account. Android Device Policy		icy	
	51%		
	1	CANCEL	
SKIP	ALL >	CANCEL	INSTALL

Step 8:

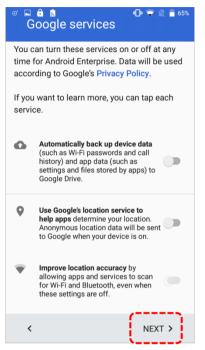
The ReMoCloud administrator will control the device through the **"Android Device Policy**". Click **"SET UP**" and **"OK**" to confirm that the device will be controlled as a work device by the ReMoCloud administrator.





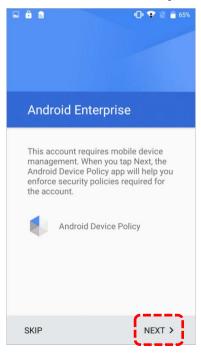
Step 9:

Again, choose the Google services that you would like to enable and click "**Next**" to proceed.



• Step 10:

Again, confirm that the device will be controlled by the ReMoCloud administrator through "Android Device Policy". Click "Next" to proceed.



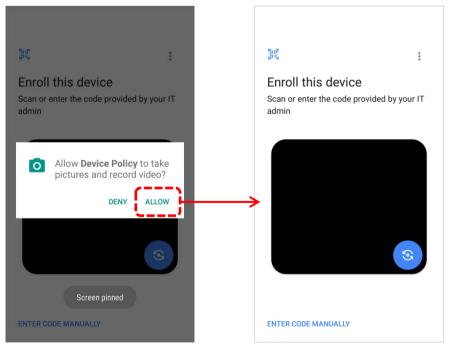
Step 11:

It will take a while for the device to be updated.

|--|

Step 12:

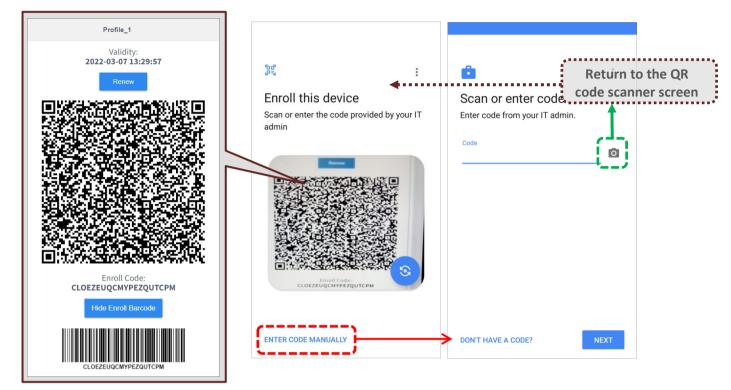
After the updating process is completed, click "**ALLOW**" to enable **Device Policy** using the device camera to scan the QR code for enrollment. The field for enroll code inputting will be offered later.



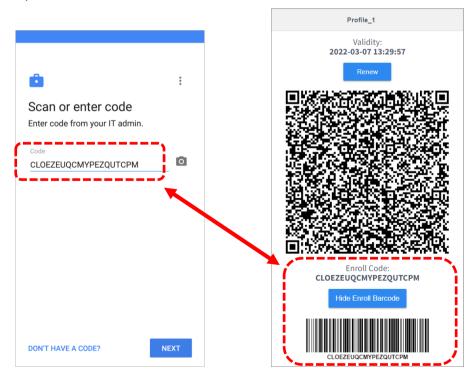


• Step 13:

Use the mobile computer's camera to take aim at the QR code generated by ReMoCloud.



Or click "ENTER CODE MANUALLY" to enter the "Scan or enter code" page. The user can either input the "Enroll Code" displayed under the QR code or scan the "Enroll Barcode" by the device's scanner.





Step 14:

The enrollment process will take a while.

Click the "more button" and select "**Reset Device**" to reset the device if necessary.

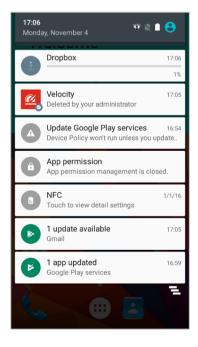
Checking code	:	Updating device This may take a few minutes Help & feedback Reset device

When the enrollment is completed, the user will subsequently enter **the default home screen / CipherLab Home** / **Multi App Mode** previously set by the applied profile.

For more details about the related settings, refer to Lock Task.

The device will start to install the Apps from the applied profile. Slide down the status bar to open the notification drawer and check the download progress.

For more details about the related settings of status bar, refer to Lock Task.



Note:

The status bar will be unavailable when "Multi App Mode" is enabled.

The user may find the enrolled device listed on the "**Device**" tab page of "**Monitor**" on ReMoCloud. As shown:

	De	vic	e																Hello! J	ohn Smit	h 🗘 🤊 🤅	9
🕈 ЕММ 🔷	(Q,	Search													Wipe	Delete	Lock	Reboot	Pus	h Notification	
Deployment Profile		Edit	Column	1 to 6	/ Total De	evice(s)	:6									La	st update :	2023-06-2	28 11:02:1	2 Sync w	rith Google Refresh)
Enrollment			Model Name 🗸	T 1	User Defined	1 V		Serial Number 🗸	🔻 Profile	<u>~</u>	-	Profile Current Ver 🛶 🐺	Build Version		nmand tus	Ŧ	Remote Control	Batte Leve		Ring Device	Status 🖂	_
Enrollment			RS35		Joshua	/	p	FW120A0002230	Create	Test		4	R\$35.GM\$.5100.20221213	1			0		ı	١	offline	_
Monitor Dashboard	-		RR25				•	FJ1187A001307	RK25			41	RK25.GM5.W0.a110.2022				0			<u> </u>	omine	Ĵ
Device			RK95			,	<i></i>	FT12170003374	Profile	1		12	RK95.GMS.WO.2230.2022				0			<u> </u>	offline	
App	C		R\$35			1	P.5.	FW12110001301	DTS			18	RS35.GMS.5100.20221213				0		ı	<u>ب</u>	offline	
Account Manage			RS35				12	FW12270002087	Profile	1		12	RS35.GMS.2530.20230322				0			<u></u>	online	
Manage			RK25			/	P.	FJ118CA006694	Testing			5	RK25.GMS.8130.20220930)			0		•	١	offline	
User Log																						
Agility Intelligence																						

Note:

1. For more details about profile management, refer to **<u>Deployment: Profile Management</u>**.

2. For more details about enrolled device management, refer to **Device Management**.

3. The user can only enroll devices by inputting "Enroll Code" and scanning "Enroll Barcode" when the QR reader fails to download, or when the barcode "afw#setup" is used without tapping on the same spot for 6 times at the beginning.

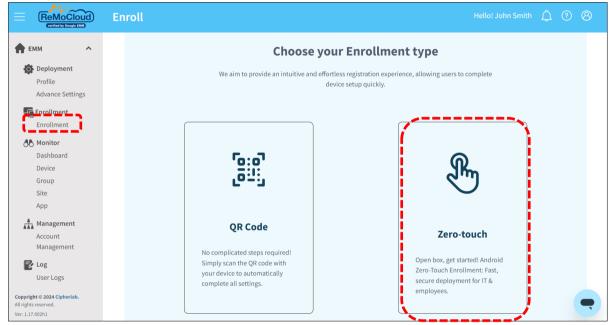


3.3 ZERO-TOUCH ENROLLMENT

Zero-touch enrollment provides a streamlined process for Android devices setup. Administrators can assign configurations to devices online, which will then be automatically detected by devices upon powering on. It simplifies online configuration and enables users for immediate use of the devices upon unboxing.

3.3.1 LINK ZERO-TOUCH ACCOUNTNOTE:

Before beginning the enrollment, please contact CipherLab to create your own Zero-touch account.



1. Nevigate to the "Enrollment" page and tap on "Zero-touch".

2. Select a profile you created and tap on "Next".

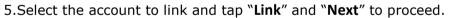
	Enroll Hello! John Smith 🗘 🕐 🙆
🕈 ЕММ 🔨	< Back Zero-touch
Deployment	
Profile	
Advance Settings	1 Select Profile — (2) Generate DPC extras
Enrollment	Ŭ Ŭ
Enrollment	
A Monitor	Please select the profile to generate configuration
Dashboard	
Device	Profile
Group	
Site	Create_Copied
Арр	
Management	Create_Test
Account	DTS
Management	013
🛃 Log	нст
User Logs	
Copyright © 2024 Cipherlab. All rights reserved.	Next
Ver: 1.17.002h1	

< Back Zero-touch		
(1) Select Profile 2 Generate D	PC extras
	Generate DPC extras	
Create_Test {"android.app.extra.PROVISIONING_LEAVE_ALL_SYSTEM_APPS_E1 "com.google.android.apps.work.clouddpc.EXTRA_ENROLLMENT_T	NABLED":true, "android.app.extra.PROVISIONING_ADMIN_EXTRAS_BUNDL OKEN": "XRWBUNRRMRBWAVJHLBVNTYVE" }}	e":(
Image: Sector		Transformed and the second secon
	Previous Copy & Link Zero-touch Acco	

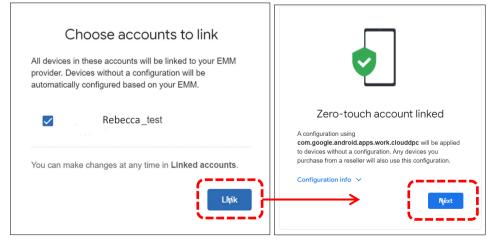
3. Copy the **DPC extras** for later use. Continue to tap on "Copy & Link Zero-touch Account".

4.Sign in to link your zero-touch account.

Link your zero-touch account to your EMM provider	G	
0 2 9	Sign in Use your Google Account	Email or phone Forgot email?
New to zero-touch enrollment?	English (United States)	Learn more about using Guest mode Create account

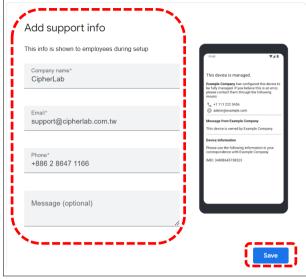


٦





6. Fill the columns which will be shown to employees during setup, and tap "Save".



Now, you can view your zero-touch accounts and configuration information. Tap on "**View devices in the zero-touch portal**" to view more information in the portal.

			Ļ12 (?)
🕈 ЕММ 🔷	< Ba	×	
Deployment Profile		Zero-touch accounts	
Advance Settings		Rebecca_Test Account ID: 1691700760 bo Unlink	
Monitor Dashboard Device		Configuration info This configuration was automatically created based on your EMM	đ
Group Site App		DEVICE POLICY CONTROLLER NAME com.google.android.apps.work.clouddpc	
Account	-	PROVISIONING EXTRAS This configuration has been applied to 3 devices and all future devices that you purchase from a reseller.	••
Management Log User Logs	(View devices in the zero-touch portal	
Agility Intelligence		Support info	
		Click the Link & Co. To David	
E Zero Touch		Configurations	
Zero Touch			
		Configurations Default configuration	
Rebecca_Test			e our
Rebecca_Test Configurations		Default configuration Choose a configuration PPLY Provide a configuration Provide a configur	e our
Rebecca_Test Configurations Configurations Devices Users		Default configuration Choose a configuration Choose a configuration	e our
Rebecca_Test Configurations Configurations Devices Users Resellers		Default configuration Choose a configuration Choose a configuration	e our er.
Rebecca_Test Configurations Configurations Devices Users Resellers		Default configuration Choose a configuration Image: Choose a configuration	e our er.
Rebecca_Test Configurations Configurations Devices Users Resellers		Default configuration Choose a configuration Choose a configuration ID Configuration ID Configuration ID Configuration The configuration Support e Support ph Custom m 741621116 Config_Test_1 com.google.a	e our er. +

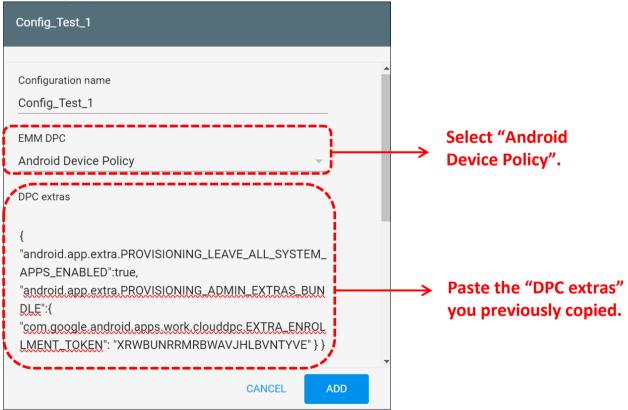
3.3.2 CREATE CONFIGURATIONS

1. Nevigate to "**Configuration**" page, and tap "+" to add a new configuration.

n Zero Touch	Configurations	
Rebecca_Test	Default configuration	
Configurations		
Devices	Choose a configuration APPLY applied to devices a	tion will be
Resellers		
Send feedback		(+)
	ID Configurati EMM DPC DPC extras Company Support e Support ph Custom m	
© 2024 Google Terms of Service		

2. Fill in the columns.

Note to choose "Android Device Policy" for EMM DPC, and paste the <u>DPC extras</u> you previously copied.





3. Tap "**ADD**" to complete the configuration.

Config_Test_1	
LMENT_TOKEN": "XRWBUNRRMRBWAVJHLBVNTYVE" } }	
Company name	
Company_1	
Support email address	
Company_1@gmail.com	
Support phone number	
0123456789	
Custom message	
This message is shown to users during setup	
CANCEL	ADD

The created configuration will be listed on the page.

onfigurations			
Default configuration			Company name Company_1
			Support email address
			Company_1@gmail.com
			Support phone number
Choose a configuration			0123456789
			Custom message
			This message is shown to users during setup
ID Configurati	EMM DPC DPC extras	Company	Support e Support ph Custom m
741621116 Config_Test_1	com.google.a Set	Company_1	Company_1@ 0123456789 Not set EDIT

Config_Test_1

To set a default configuration:

1. Tap to choose one to apply to newly enrolled devices.

≡ Zero Touch	Configurations								
Rebecca_Test	Default configuration								
Configurations									
L★ Devices	Your default configuration will be								
Users	Choose a configuration APPLY applied to any new devices added to your account by a reseller.								
Resellers	Config_Test_1								
Send feedback	+								
	Config_Test_2								
	ID Configurati EMM DPC DPC examples you support you Support ph Custom m								
	741621116 Config_Test_1 com.google.a Set Company_1 Company_1@ 0123456789 Not set EDIT								
	792406380 Config_Test_2 com.google.a Set Company_2 Company_2 0987654321 Not set EDIT								

2.Tap on "APPLY".

The configuration will now apply to any new devices added to your account.

Default configu	uration							
Choose a configura				- APPLY		efault configuratio our account by a re	n will be applied to a eseller.	any new devi
ID	Configuration na	EMM DPC	DPC extras	Company name	Support email a	Support phone n	Custom message	
ID 741621116	Configuration na Config_Test_1	EMM DPC		Company name Company_1	Support email a Company_1@gmai		Custom message Not set	EDIT

For more instructions about Zero-touch enrollment for IT admins, please refer to <u>Android</u> <u>Enterprise Help</u>.

Chapter 4

CHAPTER 4. DASHBOARD & APP

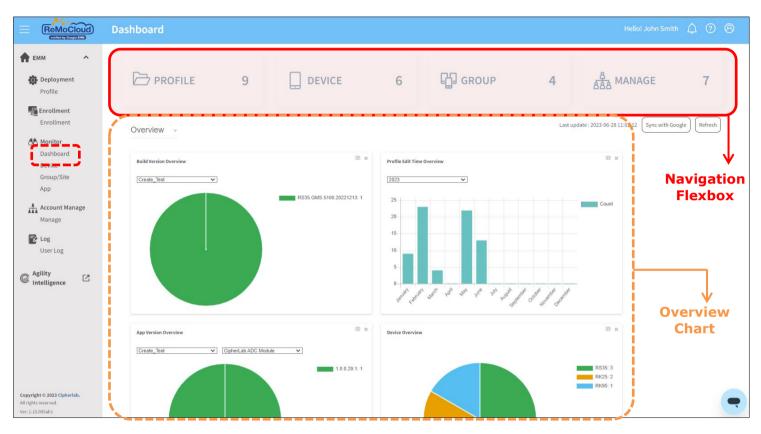
This chapter carries the detailed introduction of the functions offered by "Dashboard" and "App" on ReMoCloud.

IN THIS CHAPTER

4.1 Dashboard Overview	199
4.2 Navigation Flexbox	200
4.3 Dashboard Overview Charts	201
4.4 Application	224

4.1 DASHBOARD OVERVIEW

"**Dashboard**" is the page that presents a collection of graphical reports to give the user a full picture of the profile and device information.



- 1. Click the "**Home**" button 💼 to expand the sidebar menu.
- 2. Click "Dashboard".

The "Dashboard" page includes two parts:

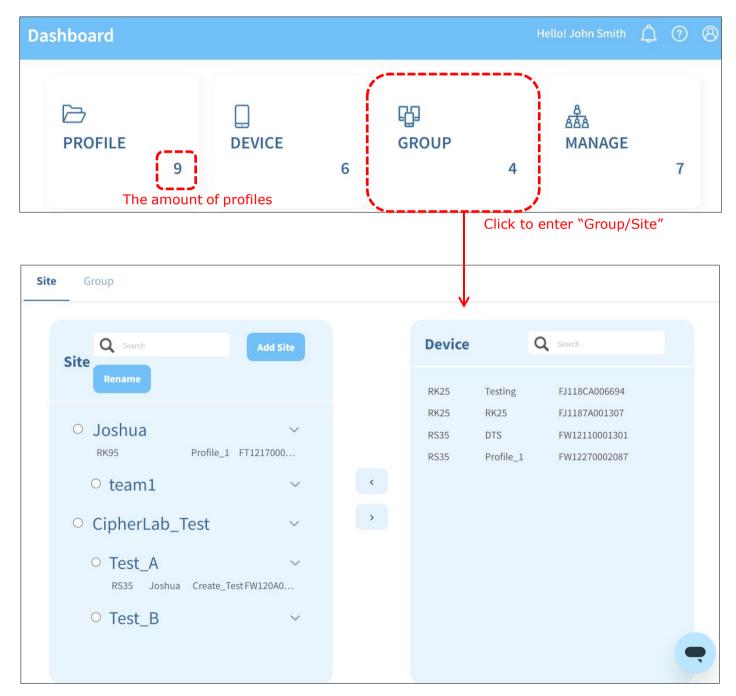
- 1. Four items in the navigation flexbox: Profile, Device, Site, and Manage.
- 2. Seven overview charts.

4.2 NAVIGATION FLEXBOX

The navigation flex container that includes the four items "**Profile**," "**Device**," "**Group**," and "**Manage**" is at the top of the "**Dashboard**" page.

The numbers under the items' titles respectively represent the amount of profiles, devices, groups, anb sub accounts.

Click on the flex items to enter the specific pages. As shown:



4.3 DASHBOARD OVERVIEW CHARTS

The overview charts visualize the general condition of the profiles, Apps, and devices on ReMoCloud. The 7 overview charts will all be displayed on the "**Dashboard**" page by default:

App Version Overview:

Shows the proportion of a selected App's different versions in a selected profile.

Build Version Overview:

Shows the proportion of the devices' build versions in a selected profile.

Device Overview:

Shows the proportion of the enrolled devices' different models.

Profile Edit Time Overview:

Shows the monthly edit counts of all profiles for the selected year.

Application Analysis Overview:

The analysis and logs of the App's crash events.

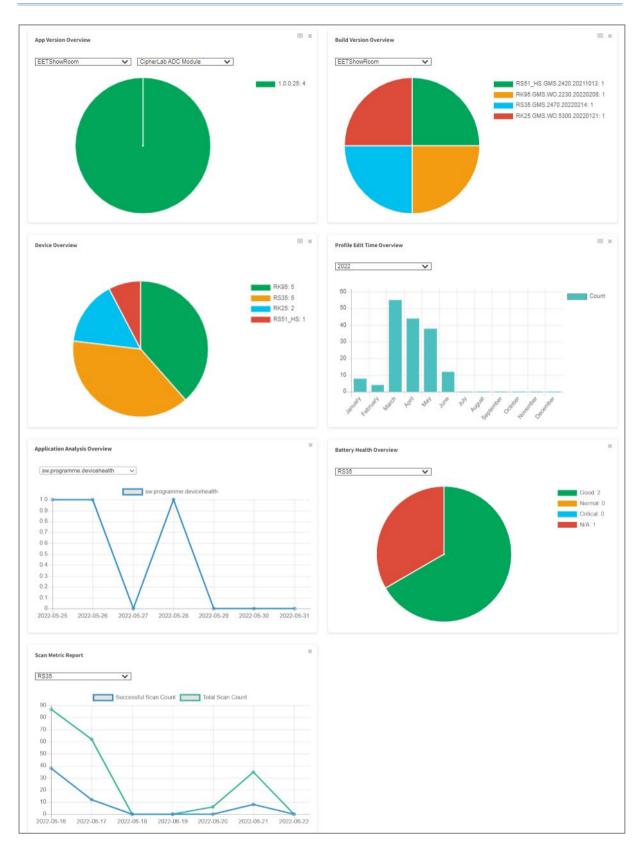
Battery Health Overview:

The analysis of the device's battery health status.

Scan Metric Report:

The statistical analysis of the device's barcode scanning records.

ReMoCloud User Guide

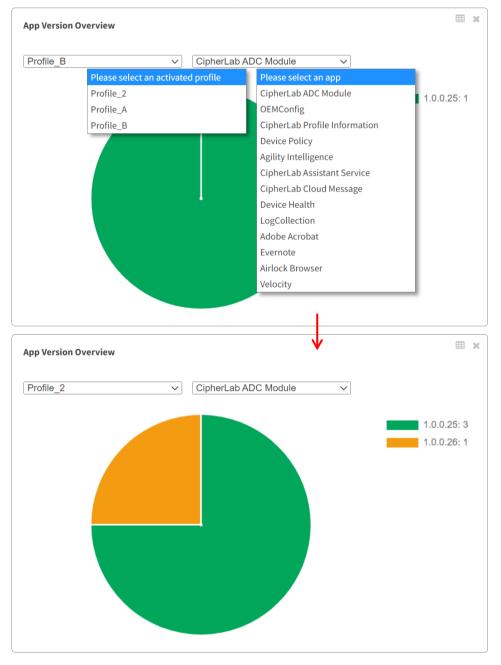


4.3.1 THE INFORMATION IN THE OVERVIEW CHARTS

The information about profiles, Apps, devices, and battery health will be summarized and visualized by the 7 overview charts.

APP VERSION OVERVIEW

There are two drop-down menus on "**App Version Overview**" for the user to select an activated profile and one of its "**User Installed Apps**". When the specific profile and App are selected, the pie chart will immediately show the proportion of the App's versions installed on all the enrolled devices in the profile.



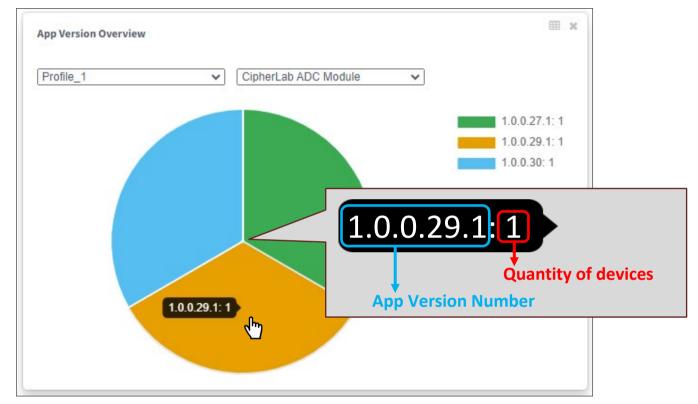


Note:

The access path for checking "User Installed Apps":

<u>Device</u> | <u>Device Information</u> (enter by clicking the device's model name) | <u>Install App</u> | <u>User</u> <u>Installed Apps</u>.

Move the cursor to the slice of the pie chart. It will demonstrate the quantity of the devices that apply to the App version.

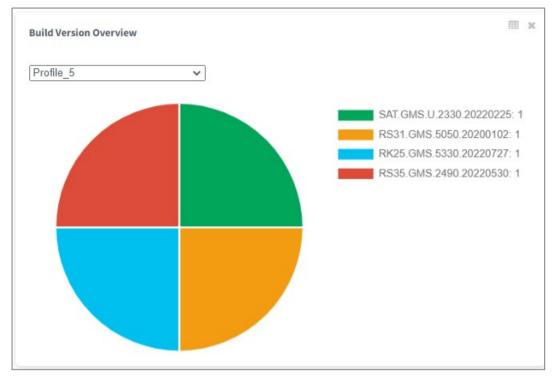


Click a slice to enter the "<u>Device of App</u>" page that lists the devices with their App versions.

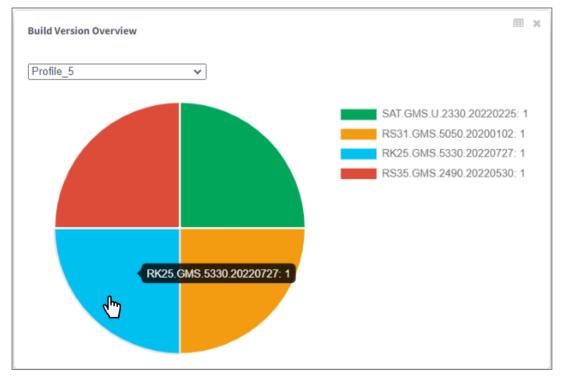
evice of App						Hello!	John	Smith J	2 	?	8
< васк App Name: CipherLab A		Last	update	2 : 2023-06-29 11:20:	55	Sync with Go	ogle	Ref	resh		
Model Name 🗸 🔻 🔻 User Defined 🗸	Ŧ	Serial Number 🗸	T	Group 🗸	T	Profile 🗸	T	App Versi	on 🗸		Ŧ
RS35	A MARK	FW12110001301		None		Profile_1		1.0.0.29.1			

BUILD VERSION OVERVIEW

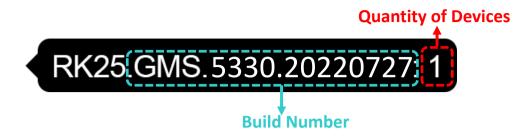
After selecting a specific profile, the "**Build Version Overview**" pie chart will present the build version of all devices in the profile.



Move the cursor to the slice of the pie chart. It will demonstrate the proportion of the devices' build versions.



The build version and the quantity of devices will be displayed in the dialog box:



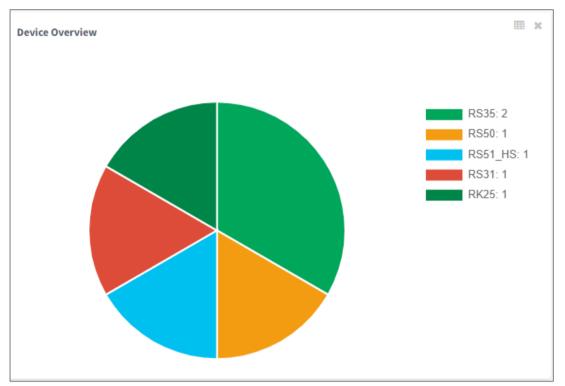
Click a slice to enter the device page that lists the devices with the same build version.

D	evi	ce								Hello! Jo	hn Smith	Ĵ ?	8
	Q					Wi	pe	Delete	Lock	Reboot	Push Notif	fication	:
	Edi	t Column	1 / Total Device(s) : 6				Last	update : 2	2023-06-2	9 11:20:55	Sync with Goo	ogle	resh
		Model Name 🗸	▼ User Defined ∨ ▼	Serial Number 🗸	Profi	le 🗸	•	Profile Current V	'er 🤍 🔻	Build Version 🗸	•	Command Status 🗸	Ŧ
		RS35	1	FW12110001301	Profi	e_1		13		RS35.GMS.510	00.20221213		

Note:

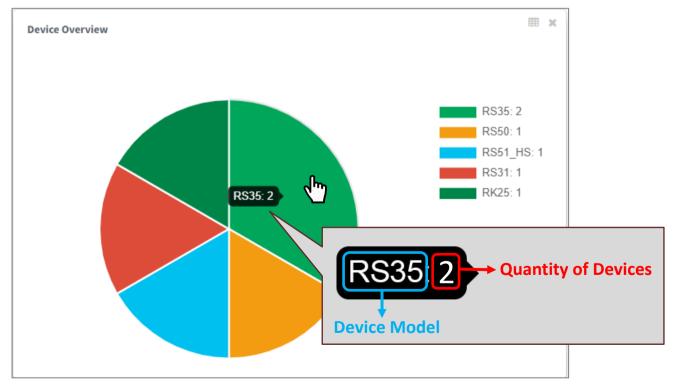
For more details about the functions of the listed devices on the device page, refer to "<u>Device</u> <u>Management</u>".

DEVICE OVERVIEW



The "**Device Overview**" pie chart offers the information about the proportion of different device models.

Each device model will be shown as a slice.





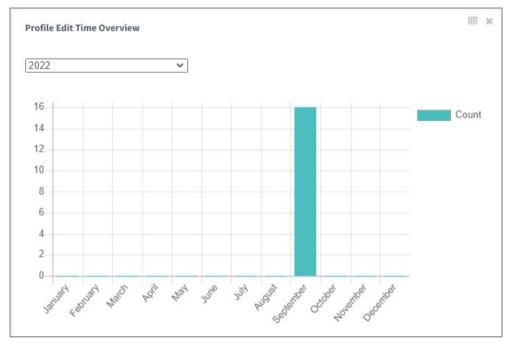
Click the slice to display all the enrolled devices with the same device model on the "device" page.

Devi	ce										Hello! Jo	hn Smith	Ļ ² ?	8
Q	Search						(Wipe	Delete	Lock	Reboot	Push Not	tification	:
Edit Column 1 to 3 / Total Device(s) : 6 Last update : 2023-06-29 11:20:55 Sync with Google								oogle	resh					
	Model Name 🗸	Ŧ	User Defined 🔍	- -	Serial Number 🗸	Ŧ	Profile 🗸	-	Profile Current \	/er 🧹 🔻	Build Version 🗸	.	Command Status 🗸	Ŧ
	RS35		Joshua	. Mart	FW120A0002230		Create_Tes	t	4		RS35.GMS.51	00.20221213		
	RS35			Amount	FW12110001301		Profile_1		13		RS35.GMS.51	00.20221213		
	RS35				FW12270002087		Profile_1		14		RS35.GMS.253	30.20230322		

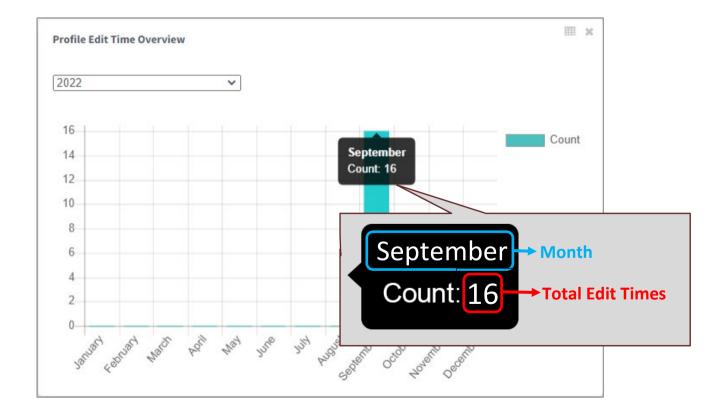
Note: For more details about the functions of the listed devices on the device page, refer to "Device Management".

PROFILE EDIT TIME OVERVIEW

"**Profile Edit Time Overview**" is the time series bar chart that demonstrates the editing data of all profiles.



Move the cursor on a specific bar to check the edit count of that month.





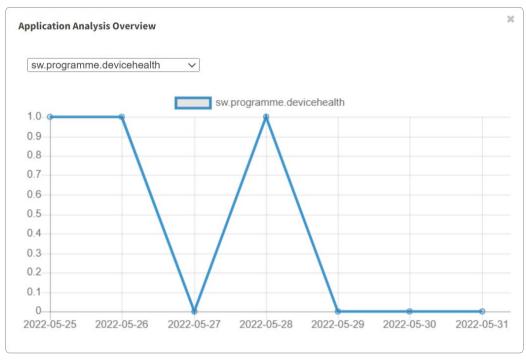
The user may also check the edit history by the following steps:

- 1) Enter the "Profile" page that lists the profiles with their <u>"Last Edit Time"</u>.
- 2) Click to enter the profile for checking.
- 3) Access the profile's previous version from the drop-down menu "<u>Version</u>" next to the profile name.

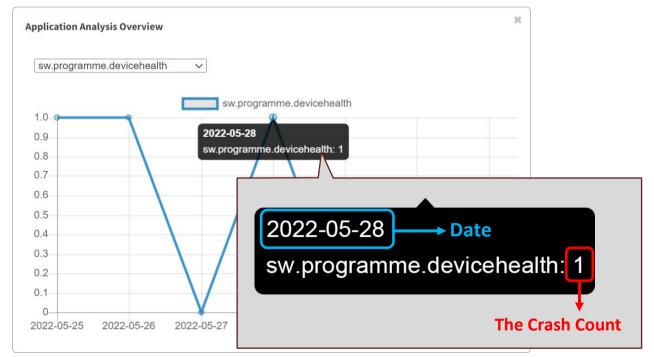
APPLICATION ANALYSIS OVERVIEW

"Application Analysis Overview" is the time series line chart with the horizontal axis representing date and the vertical axis representing crash count.

Select an App from the drop-down menu to present its crash events for the current week.

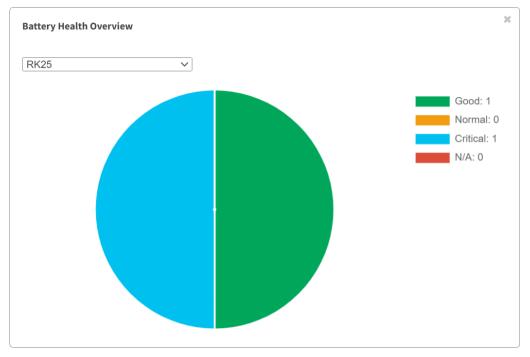


Move the cursor on a specific point to show the crash count of the day.



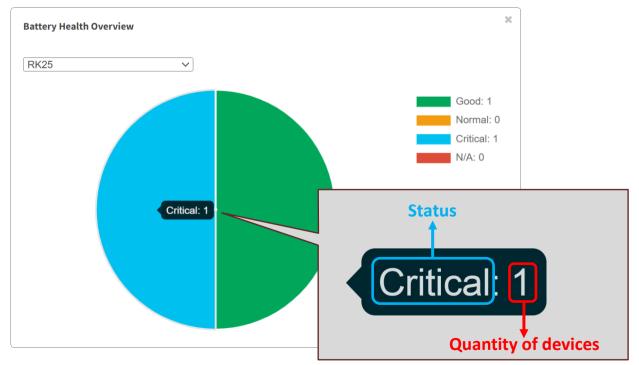
BATTERY HEALTH OVERVIEW

The "**Battery Health Overview**" pie chart represents the proportion of the enrolled devices' battery health status.



Select a device model from the drop-down menu to check the data.

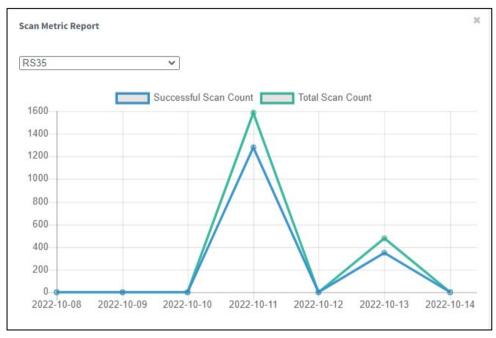
Move the cursor on a specific slice to show the quantity of devices for the certain battery health status.



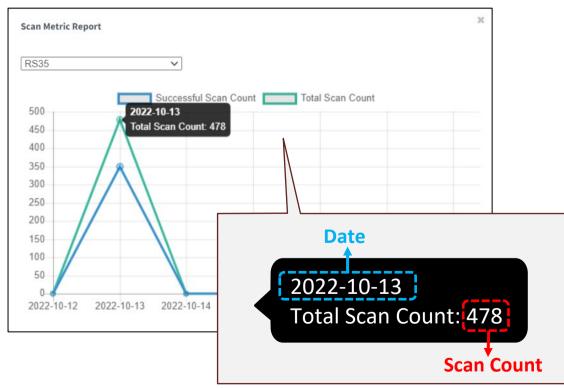
SCAN METRIC REPORT OVERVIEW

"Scan Metric Report" is the time series line chart that demonstrates the scan count data for the current week.

Select a device model from the drop-down menu to display its total scan count and successful scan count.



Move the cursor on a specific point to show the scan count of the day.



4.3.2 REVEAL & CONCEAL THE OVERVIEW CHARTS

In the top-left corner of the overview chart section, there will be a drop-down menu "**Overview**". Click to expand the menu. The checked items will be displayed as charts.

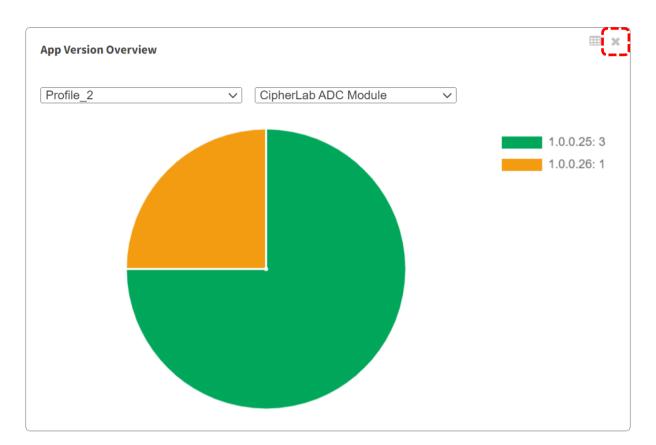
Uncheck the items to conceal the charts.

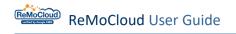
Check the items to reveal the charts.

ReMoCloud automatically saves the user's chart display settings.

Dashboard						Hello! John Smith 🕂 🧿 🛞
	9	DEVICE	6	ඩු group	4	충. MANAGE 7
Overview				Las	t update : 2023-0	06-29 11:20:55 Sync with Google Refresh
C App Version						
Build Version				×		
✓ Device						
O Profile Edit Time						
C Application Analysis						
Battery Health			RS35 RK25			
Scan Metric			RK95			



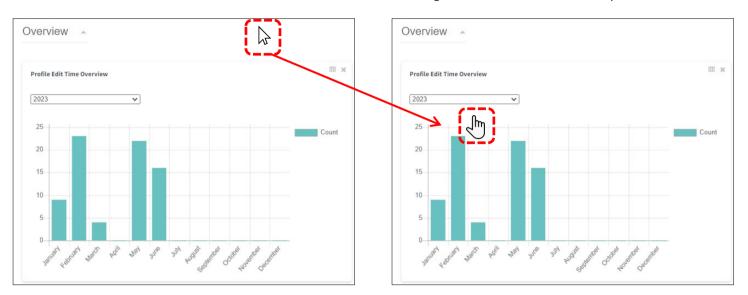




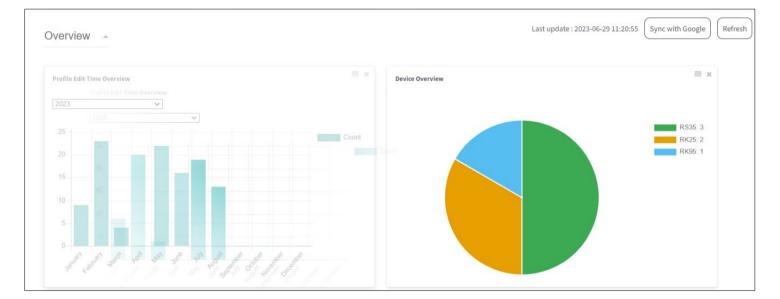
4.3.3 ARRANGE THE CHARTS

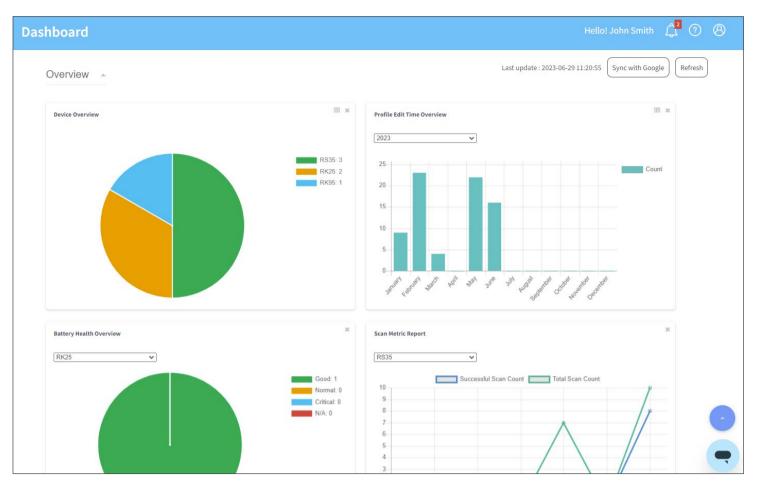
Steps to arrange the charts:

1. Move the cursor to the chart. The cursor will change from arrow \triangleright to hand pointer \clubsuit .



2. Drag and drop the chart onto the preferred place in the overview chart area.





ReMoCloud will automatically save the user's arrangement.

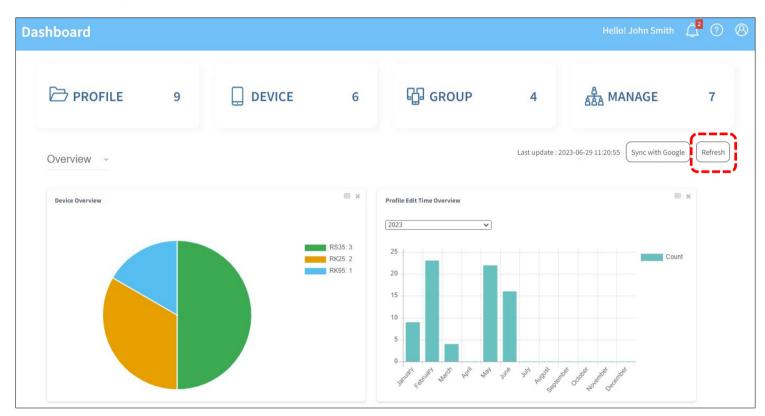


4.3.4 TO UPDATE THE DATA

In the top right corner of "Dashboard" page, there are two function buttons for updating the data, "Sync with Google" and "Refresh".

REFRESH

Click the "**Refresh**" button to update the data based on the condition for the last time ReMoCloud synchronized with Google system.Using this function will comparatively cause less system load.

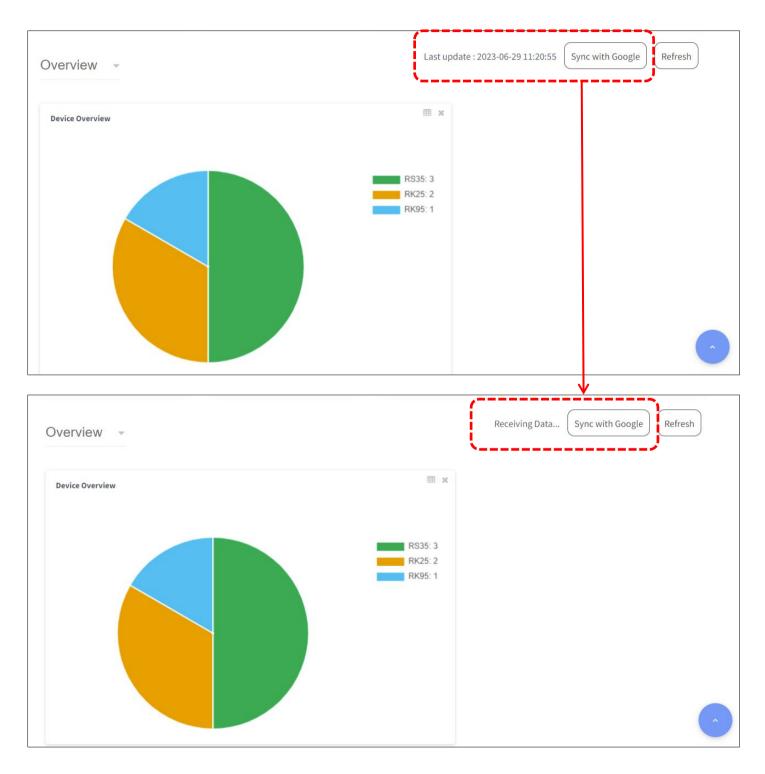


SYNC WITH GOOGLE

Click the "**Sync with Google**" button to update the data based on the most current conditions for all profiles and devices by synchronizing with the data from Google system.

While "Sync with Google" and "Refresh" are both for updating the data, "Sync with Google" will comparatively cause more system load.

After clicking "Sync with Google," it will take a while to receive and update data.



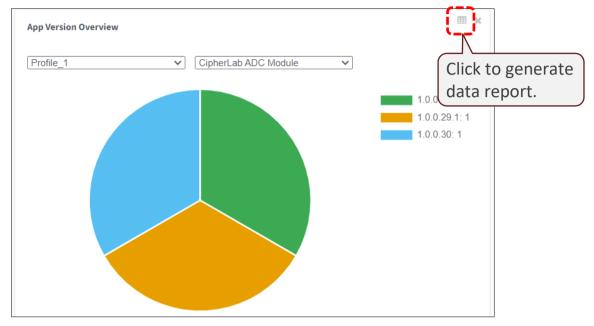
All group functions, such as <u>profile assignment</u> and <u>wiping devices</u>, will be temporarily unavailable during the data updating process.

When the status changes from "**Receiving Data...**" to "**Last update : YYYY-MM-DD HH:MM:SS**," the updating process is completed.

Overview -	Last update : 2023-06-29 14:42:22 Sync with Google Refresh
	RS35: 3 RK25: 2 RK95: 1

4.3.5 REPORT

Click the report button to generate the data report in Excel format. The report file will be automatically downloaded on the user's PC.



APP VERSION OVERVIEW

The "**App Version Overview**" report will list all the activated profiles, the **user installed Apps**, the App versions of **user installed Apps**, and the quantity of devices that apply to the App version.

🖬 Sidi = Ap	pVersionOverview.xlsx [Protected View]	Ē ·	- 🗆 X	
File Home Insert		View Help Q Tell		
A1 - : ×	✓ f _x User Installed	Apps	Quantity	y of Devices
Δ				
1 Activated Profile	App Name	App Version	Count	
2 Profile 5	CipherLab ADC Module	.0.0.3	1	
3	OEMConfig	.0.0.11	1	
4	Device Health	.0.4	1	
5	LogCollection	.0.3	1	
6	Airlock Browser	2.1.87	1	
7 Test	CipherLab ADC Module	1.0.0.3	1	
8	OEMConfig	1.0.0.11	1	
9	RemoteService	.0.0.4	1	
10	Webkey	₿.10.4-ui	1	
11	Device Health	.0.4	1	
12	LogCollection	.0.3	1	
13 Profile_3	CipherLab ADC Module	.0.0.9	8	
14	OEMConfig	.0.0.15	7	
15		.0.0.11	1	
16	Screenshot touch	.8.9	8	
17	Slack	20.12.10.0	7	
18	Device Health	1.0.4	8	
19	LogCollection	1.0.3	8	
20	Airlock Browser	2.0.81	1	
21		2.1.87	1	
22 Copy_1	Chrome	§7.0.4280.101	1 🔽	
AppVersionC	Overview (+)	4		
		E II	++ 85%	

BUILD VERSION OVERVIEW

The "**Build Version Overview**" report will list all the activated profiles, the build versions of the devices that apply to the profiles, and the quantity of devices with the same build version.

6	5-0	⇒ - = Bu	ildVersionOver	view.xlsx [Prote	cted Vie	w			A			×	
F	ile Hoi	ne Insert	Page Layout	Formulas	Data	Review	View	Help	Q	Tell me	2		
A1		• : ×	√ fx	Activated F	Profile							Quan	ntity of Devices
		А				В					<u> </u>	$\overline{}$	
1	Activate	d Profile		Build Vers	ion					Co	ount	1	
2	Profile_5	5		Hera51.GM	S.227	0.20200	318			1			
3	Test			MRA58K de	ev-keys	5				1		- i -	
4	Profile_3	3		RS51_HS.C	SMS.0	890.201	90725			1			
5				RK25.GMS	.5160.:	2020081	2			1			
6				RS35.GMS	.80.20	200512				1			
7				RS31.GMS	.daily.2	2020031	8			1			
8				RS35.GMS	.NB.20	200521				1			
9				RS35.GMS	.2090.	2020110)1			1			
10				RS35.GMS	.2080.	2020102	20			1			
11				RS51_HS.C	GMS.2	350.202	01104			1			
12	Copy_1			RK25.GMS	.2300.:	2020081	8			1			
13				RK95.GMS	.WO.2	120.202	01216			1			
	for_RS3	5		RS31.GMS	.5059.	2020121	0			1			
15	•	BuildVersion	Overview	(+)		:	•						
Read	dy						Ξ	─ -	_	-	- +	100%]

DEVICE OVERVIEW

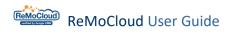
The "**Device Overview**" report will list all models of the enrolled devices and the quantity of devices for different models.

E	5.6.	DeviceOverview.xlsx [Protected View]	- E		ħ	-	
F	ile Home Inse	rt Page Layout	Formulas Dat	a Review	View	Help 👰	Tell me	
A1	•	× √ fx □	evice					~
	А	В	С	D	Е	F	G	H 🔺
1	Device	Count						
2	RS35	4						
3	RS31	2	Qua	ntity of	Devic	es		
4	RK25	2		-				
5	RS51_HS	2						
6	RS50	1						
7	Hera51	1						
8	RK95	1						
9								-
	DeviceOv	erview (+)		:	•			
Read	ły				Ξ	── - ──		

PROFILE EDIT TIME OVERVIEW

The "**Profile Edit Time Overview**" report demonstrates the monthly edit counts of all profiles for the selected year.

6	n ∽·∂· - Pr	ofileEditTimeOve	rview.xlsx [Pro	otected V	/i			T	_		×	
F	ile Home Insert	Page Layout	Formulas	Data	Review	View	Help	Q	Tell me			
A1	• : X	√ fx	Month									*
	А		В		С	D		Е	F		G	
1	Year/Month	Count										
2	2021/12	9										
3	2021/11	2										
4	2021/10	23										
5	2021/09	27										
6	2021/08	27										
7	2021/07	0										
8	2021/06	0										
9	2021/05	0										
10	2021/04	0										
11	2021/03	0										
12	2021/02	0										
13	2021/01	7										-
	ProfileEditT	imeOverview	+		:	•					►	
Read	dy						<u> </u>		-	— +	100%	



4.4 APPLICATION

The "Application" page lists all the "User Installed Apps" and the built-in third-party Apps on all enrolled devices.

	Application				Hello! John Smith (?)
емм ^					
🐞 Deployment	Q Search		User Install	ad Anns	
Profile	App Name \sim	▼ Package Name ∨	▼ Profile Count ∨	Device Count ~	Vpdate required 1
Enrollment	CipherLab ADC Module	com.cipherlab.adcmodule.common	4	6	No
Enrollment	OEMConfig	com.cipherlab.oemconfig.common	4	6	No
A Monitor	CipherLab Profile Information	com.cipherlab.profileinfo.common	4	6	No
Dashboard	RemoteService	com.cipherlab.remoteservice	4	6	Yes
Device Group/Site	Device Policy	com.google.android.apps.work.clouddpc	4	6	No
Арр	Gmail	com.google.android.gm	1	1	No
Account Manage	i			1	
Manage	Outlook	com.microsoft.office.outlook	1	1	No
🔁 Log	Webkey	com.webkey	1	1	No
User Log	Agility Intelligence	sw.programme.agilityintelligence	3	5	No
Agility	CipherLab Assistant Service	sw.programme.assistantservice	4	6	No
Intelligence	CipherLab Home	sw.programme.cipherlabhome	2	4	No
	CipherLab Cloud Message	sw.programme.cloud_message	3	5	Yes
	Device Health	sw.programme.devicehealth	3	5	No
	LogCollection	sw.programme.logcollection	3	5	No
opyright © 2023 Cipherlab.	Airlock Browser	com.outcoder.ibrowser	1	2	No
ll rights reserved. /er: 1.15.005ah1	Velocitv	com.wavelink.velocitv	4	6	No

The information provided by the **App** page includes:

App Name

The App's name.

Package Name

What allows the App to be uniquely identified on the devices and in Google Play Store.

Profile Count

The number of the profiles that include the App.

Device Count

The number of the devices that have the App installed.

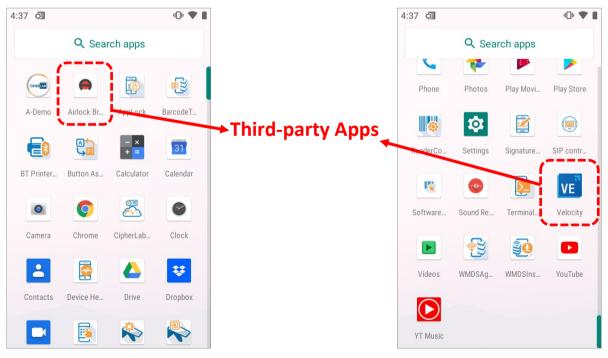
Update required

"Yes" means that the app is in need of update. "No" means that the app is already updated to the latest version.

The user may check "User Installed Apps" through Device > Device Information > Install App > Managed Installed Apps.

ice Information		He	llo! John Smith 🌔
Back ummary Install App Settings		Last update : 2023-06-30 09	28:24 Sync with Google Refres
Ianaged Installed Apps System Apps			
App Name	Version	Package Name	App Status
Device Policy	77.36.4 (1766050)	com.google.android.apps.work.clouddpc	Install
Agility Intelligence	1.4.0	sw.programme.agilityintelligence	Install
LogCollection	1.0.5	sw.programme.logcollection	Install
CipherLab Cloud Message	1.0.1	sw.programme.cloud_message	Install
CipherLab Profile Information	1.0.9	com.cipherlab.profileinfo.common	Install
RemoteService	1.0.1.4	com.cipherlab.remoteservice	Install
CipherLab Assistant Service	1.00.03	sw.programme.assistantservice	Install
Device Health	1.0.4	sw.programme.devicehealth	Install
CipherLab ADC Module	1.0.0.29.1	com.cipherlab.adcmodule.common	Install
Gmail	2023.01.08.501398065.Release	com.google.android.gm	Install
OEMConfig	1.0.0.35.1	com.cipherlab.oemconfig.common	Install
CipherLab Remote Control		com.webkey	Not Install
Dropbox: Cloud & Photo Storage		com.dropbox.android	Not Install

Depending on different device models, third-party Apps may or may not be allowed for installation on the device. The figures below are the examples showing the third-party Apps installed on RK25.



4.4.1 PROFILE COUNT

Create_Test

Profile_1

RK25

Testing

1

3

1

1

Click the profile count of a specific App to enter its "**Activated Profile of App**" page. Profiles that contain the App will be listed on the page:

емм ^						
-	Q Search					
Deployment Profile	Ann Nama	E Deckers News	E Drafila County	E Davies Count	Undetermenting ()	
	App Name \vee	▼ Package Name ∨	$\overline{}$ Profile Count \sim	$ earrow ext{Device Count} \lor $	Vpdate required 1	
Enrollment Enrollment	CipherLab ADC Module	com.cipherlab.adcmodule.common	4	6	No	
	OEMConfig	com.cipherlab.oemconfig.common	4	6	No	
Dashboard	CipherLab Profile Information	com.cipherlab.profileinfo.common	4	6	No	
Device	RemoteService	com.cipherlab.remoteservice	4	6	Yes	
Group/Site	Device Policy	com.google.android.apps.work.clouddpc	4	6	No	
Арр	Gmail	com.google.android.gm	1	1	No	
Account Manage Manage	Outlook	com.microsoft.office.outlook	1	1	No	
Log	Webkey	com.webkey	1	1	No	
User Log	Agility Intelligence	sw.programme.agilityintelligence	3	5	No	
Agility	CipherLab Assistant Service	sw.programme.assistantservice	4	6	No	
Agility Intelligence	CipherLab Home	sw.programme.cipherlabhome	2	4	No	
	CipherLab Cloud Message	sw.programme.cloud_message	3	5	Yes	
	Device Health	sw.programme.devicehealth	3	5	No	
	LogCollection	sw.programme.logcollection	3	5	No	l
opyright © 2023 Cipherlab.	Airlock Browser	com.outcoder.ibrowser	1	2	No	
rights reserved. r: 1.15.005ah1	Velocitv	com.wavelink.velocitv	4	6	No	
Activated Prof	ile of App				Hello! John Smith 🏠	?
	ame: CipherLab Assistar					

Click the profile's name to enter the "**Profile Information**" page for additional settings. For more details, refer to "Edit a Profile: APP" and "Edit a Profile: Device Setting".

5

15

41

5

2023/06/29 14:30

2023/06/30 09:27

2023/05/24 11:27

2023/05/24 11:28

4.4.2 DEVICE COUNT

Click the device count of the App to enter the "**Device of App**" page. In this page, the user may check which devices have the App installed. Moreover, click the model name to enter "**Device Information**" page for checking this device's App and its setting information.

verified by Google EMM					
емм	Q Search				
Deployment Profile	App Name \sim	🔻 Package Name 🗸	$igstarrow$ Profile Count \smallsetminus	$ earrow ext{Device Count} \lor$	Update required 1
Enrollment	CipherLab ADC Module	com.cipherlab.adcmodule.common	4	6	No
Enrollment	OEMConfig	com.cipherlab.oemconfig.common	4	6	No
Monitor	CipherLab Profile Information	com.cipherlab.profileinfo.common	4	6	No
Dashboard Device	RemoteService	com.cipherlab.remoteservice	4	6	Yes
Group/Site	Device Policy	com.google.android.apps.work.clouddpc	4	6	No
Арр	Gmail	com.google.android.gm	1	1	No
Account Manage Manage	Outlook	com.microsoft.office.outlook	1	1	No
Ze Log	Webkey	com.webkey	1	1	No
User Log	Agility Intelligence	sw.programme.agilityintelligence	3	5	No
Agility 🕞	CipherLab Assistant Service	sw.programme.assistantservice	4	6	No
Intelligence	CipherLab Home	sw.programme.cipherlabhome	2	4	No
	CipherLab Cloud Message	sw.programme.cloud_message	3	5	Yes
	Device Health	sw.programme.devicehealth	3	5	No
	LogCollection	sw.programme.logcollection	3	5	No
ight © 2023 Cipherlab.	Airlock Browser	com.outcoder.ibrowser	1	2	No
hts reserved. .15.005ah1	Velocitv	com.wavelink.velocitv	4	6	No

evice of App									Hello	o! John Smith 🛛 📋	V V
< _{Васк} Арр Nar	me: CipherLab Assistant S	erv	ice					Last update :	2023-06-30 09	9:28:24 Sync with Google	Refre
Model Name 🗸	$ earrow$ User Defined \earrow		Ŧ	Serial Number 🗸	Ŧ	Group 🗸	Ŧ	Profile 🗸	Υ.	App Version 🗸	
RS35	Joshua			FW120A0002230		Group_2		Create_Test		1.00.03	
RK95				FT12170003374		Group_1		Profile_1		1.00.03	
RS35				FW12110001301		None		Profile_1		1.00.03	
RS35			/	FW12270002087		None		Profile_1		1.00.04	
RK25			/	FJ1187A001307		None		RK25		1.00.02	
RK25				FJ118CA006694		Group_3		Testing		1.00.02	

Chapter 5

CHAPTER 5. DEVICE MANAGEMENT

This chapter specifies the details of the enrolled devices' management, including unenrolling the device, locking the device screen, checking the enrolled device's information, and generating the device reports.

IN THIS CHAPTER

5.1 Overview	229
5.2 Enrolled Device List	233
5.3 Device Information	239
5.4 Device Setting Buttons	248

5.1 OVERVIEW

	Device				Hello! Jo	ohn Smith 🛕 🥐 🙁
А ЕММ А	Q Search	Device Sett	ing Buttons	Í	Wipe Delete Lock Reboot	Push Notification
Deployment Profile	Edit Column	1 to 6 / Total Device(s) : 6	Ĺ		Last update : 2023-06-30 09:28:24	Sync with Google Refresh
Enrollment	Model	Serial 🗸 🔻 Number 🗸	🗸 🤻 Profile 🧹	Profile Current Ver 🗸	Build Command Version V Status V	Remote Battery Tontrol Level
Monitor	R\$35	Joshua 🖉 FW120A000	02230 Create_Test	5	RS35.GMS.5100.20221213	•
Dashboard	RK25	FJ1187A001	1307 RK25	41	RK25.GMS.WO.8110.20	•
Device Group/Site	RK95	FT1217000	3374 Profile_1	15	RK95.GMS.WO.2230.20	•
Арр	RS35	FW1211000	1301 Profile_1	15	RS35.GMS.5100.20221213	•
Account Manage	RS35	FW1227000	2087 Profile_1	15	RS35.GMS.2530.20230322	•
Manage	RK25	J FJ118CA00	5694 Testing	5	RK25.GMS.8130.20220930	•
User Log						
Agility Z Intelligence	List	t of Enrolled De	evices			
Copyright © 2023 Cipherlab. All rights reserved. Ver: 1.15.005ah1	4	K	< 1 /1 >>		50	Quantity/Page

The "Device" tab page lists all the enrolled devices.

ENROLLED DEVICE LIST

The items for the "Edit Column" button in the top-left corner:

Model Name:

The device model name.

User Defined:

The field for the user to put a mark on the device. With the marks, the user is allowed to distinguish the devices from each other with the same model name.

Serial Number

The serial number of the device.

Battery Level

Move the cursor on the battery icon to display the percentage of remaining battery charge.

Ring Device

To locate the device by making it ring.



Group

The group to which the device belongs.

Profile

The profile to which the device applies.

Site

The site to which the device applies.

Profile Current Ver

This column shows if the device applies to any designated profile.

If so, it will demonstrates the profile's version number. If not, it will show "Not Applied".

Profile Current Ver	Item	Description
÷ T	Green Version Number	The profile that this device applies to is the latest version.
3	Red Version Number	The profile that this device applies to is the old version.
Not Applied	Not Applied	The device does not apply to any designated profile.
0	0	The profile that this device applies to is unedited. 0 in green suggests that this profile is the latest version, while red suggests the old version.

Profile Latest Ver

The latest version number of the designated profile.

Build Version

The build number of the device.

IMEI

The IMEI number of the device.

Command Status

Showing the executing command, such as "Locking," "Wiping," and "Rebooting".

Remote Control

The "**Remote Control**" buttons are for remote controlling the registered device. Note that there will be extra charges for activating the "**Remote Control**" functions.

For more details, refer to **<u>Remote Control</u>**.

Status

Showing the executing command, such as "Locking," "Wiping," and "Rebooting".

DEVICE SETTING BUTTONS

The setting buttons on the "**Device**" page are:

Item	Description
Wipe	To restore the selected devices to their factory default settings and remove their data from ReMoCloud.
Delete	To remove the selected devices' data from ReMoCloud without restoring them to their factory default settings.
Lock	To turn off the selected devices' screens.
Reboot	To boot the selected devices again.
Push Notification	To pass text messages on to the selected devices.
Report (click i to show)	To generate the report about the selected devices.
Schedule Report (click i to show)	To make plans for automatically generating reports about all the enrolled devices. The reports will be sent to the designated e-mail address.
Reset Password (click i to show)	To set new passwords for the selected devices.
Pre-User Defined (click i to show)	To demonstrate the devices and their serial numbers as a list for more efficient reviewing.
Enable Remote Control (Selected) (click i to show)	To enable remote controlling of the selected devices. Please refer to Appendix III for details.
Enable Remote Control (All) (click : to show)	To enable remote controlling of all devices. Please refer to Appendix III for details.
Sync with Google	To update the data based on the most current conditions for all devices by synchronizing with the data from Google system. Using this function will comparatively cause more system load.
Refresh	To update the data based on the condition for the last time ReMoCloud synchronized with Google system. Using this function will comparatively cause less system load.

5.2 ENROLLED DEVICE LIST

The users are able to choose items to be displayed, to put marks on the enrolled devices, to sort and search from the device list, and to enter the "**Device Information**" page to check the devices' detailed settings.

evi	ce										Hello! Joh	n Smith 🗘	08
Q						Header Rov	w Items	Wipe	Delete	Lock	Reboot	Push Notificat	ion
Edi	t Column	1 to 7 / Total Device(s) :	7				t	Las	t update : 20	23-07-1	L 10:21:32	Sync with Google	Refresh
	Model Name 🗸	🔻 User Defined 🗸 🔻	Serial Number 🗸	🔻 Group 🗸	🔻 Profile 🗸	Profile Current Ver v	Build Version	~ 7	imei 🗸	Ŧ	Remote Control	Battery Level	Ring Device
	RS35	Joshua 🖉	FW120A0002230	Group_2	Create_Test	8	RS35.GMS.5100	.20221213	35457611004	44584	©		Û
	RS35	/	FW12260004001	None	Profile_1	19	RS35.GMS.S007	1.20230	35457611093	33083	0		<u>ب</u>
	RK25	1	FJ1187A001307	None	RK25	44	RK25.GMS.WO.8	3110.20	None		0		<u></u>
	RK95	/	FT12170003374	Group_1	Profile_1	19	RK95.GMS.WO.2	2230.20	None		•		<u></u>
	RS35	/	FW12110001301	None	Profile_1	19	RS35.GMS.5100	.20221213	35457611017	76006	0		<u>ب</u>
	RS35	/	FW12270002087	None	Profile_1	19	R\$35.GM\$.2530	.20230322	None		0		<u></u>
	RK25	/	FJ118CA006694	Group_3	Testing	7	RK25.GMS.8130	.20220930	35453809008	38288	0		<u></u>



5.2.1 MOVE/ SHOW/ HIDE COLUMN

Click "Edit Column" to unfold the drop-down menu for column items.

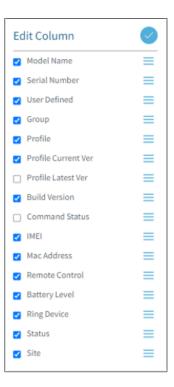
The user can display the list in the way they preferred by editing the columns.

Edit Column 1 to 7 / To	tal Device(s	5):7			Last update	: 2023-07-1	1 10:21:32	Sync with Google	Refrest
Edit Column		Serial Number 🗸	Group 🗸	🔻 Profile 🗸	Profile Current Ve	r 🗸	y Build Ver	sion 🗸 🔻 🔻	imei 🗸
Model Name	≡	FW120A0002230	Group_2	Create_Test	8		RS35.GMS	5.5100.20221213	354576110
User Defined	\equiv	FW12260004001	None	Profile_1	19		RS35.GMS	5.50071.20230	354576110
Serial Number	\equiv	FJ1187A001307	None	RK25	44		PK25 CM	5.WO.8110.20	None
🗹 Group	≡	FJ1167A001307	None	RR25	44		KK25.GM3	5.00.0110.20	NOTE
✓ Profile	\equiv	FT12170003374	Group_1	Profile_1	19		RK95.GMS	5.WO.2230.20	None
Profile Current Ver	\equiv	FW12110001301	None	Profile_1	19		RS35.GMS	5.5100.20221213	354576110
Profile Latest Ver	≡	FW12270002087	None	Profile_1	19		RS35.GMS	5.2530.20230322	None
Build Version	\equiv	5111054005504	Course 2	Tation	7		DV25 CM	0100 0000000	254520000
Command Status	\equiv	FJ118CA006694	Group_3	Testing	7		RK25.GMS	5.8130.20220930	354538090
MEI	≡								
Mac Address	≡								
🖌 Remote Control	≡								
		 < < 1 /				50			

Click "Edit Column" to unfold the menu and select the items to show on the header row of the list.

Click "Edit Column" again to fold the menu.

By clicking \equiv , drag and drop to arrange the order of the header row items.



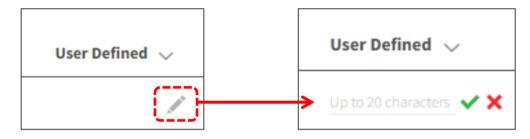


5.2.2 USER-DEFINED

The "**User Defined**" field is for the user to put marks on the devices. With the marks, the user is allowed to distinguish the devices from each other with the same model name.

To put a mark on the device:

1. Click the "Edit" button For the device to make the editable field appear.



- 2. Including white-space and punctuation marks, the user is allowed to input no more than 20 characters.
- 3. Click \checkmark to save. Or, click \thickapprox to exit the edit mode without saving.

Q	Search								Wipe	Delete	Lock	Rebo	ot Push No	tificat	ion
Edi	t Column	1 to 7 / Total Device(s	5):7						Last	update : 2	2023-07-1	1 10:21	:32 Sync with G	oogle	Refresh
	Model Name 🗸	Serial 🔻 Number 🗸	User Defined 🗸	▼ Group	~ •	Profile 🗸	Ŧ	Profile Current Ver 🔍	- -	Build Ver	rsion 🗸	T	IMEI 🗸		Remote Control
	RS35	FW120A0002230	Testing 🖌	Group_	2	Create_Test		8		RS35.GM	S.5100.2022	1213	354576110044584		0
	RS35	FW12260004001		None		Profile_1		19		RS35.GM	S.S0071.202	30	354576110933083		0
	RK25	FJ1187A001307	Å	None None		RK25		44		RK25.GM	S.WO.8110.2	20	None		0
	RK95	FT12170003374	1	Group_	1	Profile_1		19		RK95.GM	S.WO.2230.2	20	None		0
	RS35	FW12110001301	đ	None None		Profile_1		19		RS35.GM	S.5100.2022	1213	354576110176006		0
	RS35	FW12270002087	1	None		Profile_1		19		RS35.GM	S.2530.2023	0322	None		0
	RK25	FJ118CA006694	1	Group_	3	Testing		7		RK25.GM	S.8130.2022	0930	354538090088288		0

To remove the mark:

- 1. Click the "Edit" button 🖋
- 2. Eliminate the mark and click \checkmark to save.

Note:

The user defined information is only for the ReMoCloud administrator to check on ReMoCloud. It will not be displayed on the device.

5.2.3 SORTING THE ENROLLED DEVICES

In the "**Device**" tab page, the user may sort the displayed information by the header row items.

Click the sort button \checkmark of the header row item to display the device list in ascending order. Click it again to display the list in descending order. As shown:

Ascending (click once)

Q	Search						Wipe	Delete	Lock	Reboot	Push Notifica	tion
Edi	it Column	1 to 7 / Total Device(s)	:7				Last	update : 2	2023-07-11 1	0:21:32	Sync with Google	Refresh
	Model Name 🗸	Serial Vumber V	User Defined 🗸	Group 🔨	🔻 Profile 🗸	Profile Ver Ver Ver Ver Ver Ver Ver Ver Ver Ver	Ŧ	Build Ve	rsion 🗸	y imei	~ T	Mac Address
	RK95	FT12170003374	ļ.	Group_1	Profile_1	19		RK95.GM	S.WO.2230.20	None		00:d0:17:d0:90
	RS35	FW120A0002230	Testing	Group_2	Create_Test	8		RS35.GM	S.5100.2022121	3 35457	6110044584	00:d0:17:b9:11
	RK25	FJ118CA006694	<i>(</i>	Group_3	Testing	7		RK25.GM	S.8130.2022093	0 35453	8090088288	00:d0:17:bc:96
	RS35	FW12260004001	· · · · · · · · · · · · · · · · · · ·	None	Profile_1	19		RS35.GM	S.S0071.20230.	. 35457	6110933083	00:d0:17:d2:19
	RK25	FJ1187A001307	<i>.</i>	None	RK25	44		RK25.GM	S.WO.8110.20	None		00:d0:17:be:e5
	RS35	FW12110001301	· · · · · · · · · · · · · · · · · · ·	None	Profile_1	19		RS35.GM	S.5100.2022121	3 35457	6110176006	00:d0:17:b9:44
	RS35	FW12270002087		None	Profile_1	19		RS35.GM	S.2530.2023032	2 None		00:d0:17:d2:2e

Descending (click twice)

Q	Search						Wipe	Delete	Lock	Reboot	Push Notific	ation
Edi	t Column	1 to 7 / Total Device(s)):7				Last	update : 2	2023-07-11 1	0:21:32	Sync with Goog	e Refresh
	Model Name 🗸	Serial Vumber V	User Defined 🗸	Group 🗸	Profile 🗸 🔻	Profile Current Ver 🔍	- T	Build Ver	rsion 🗸	T IMEI	~ T	Mac Address
	RS35	FW12260004001	ļ.	None	Profile_1	19		RS35.GM	S.S0071.20230.	3545	76110933083	00:d0:17:d2:19
	RK25	FJ1187A001307	r	None	RK25	44		RK25.GM	S.WO.8110.20	. None	2	00:d0:17:be:e5
	RS35	FW12110001301	r	None	Profile_1	19		RS35.GM	S.5100.2022121	3 3545	76110176006	00:d0:17:b9:44
	RS35	FW12270002087	r	None	Profile_1	19		RS35.GM	S.2530.2023032	2 None	2	00:d0:17:d2:2e
	RK25	FJ118CA006694	Y	Group_3	Testing	7		RK25.GM	S.8130.2022093	30 3545	38090088288	00:d0:17:bc:96
	RS35	FW120A0002230	Testing 🧨	Group_2	Create_Test	8		RS35.GM	S.5100.2022121	3 3545	76110044584	00:d0:17:b9:11
	RK95	FT12170003374	l d	Group_1	Profile_1	19		RK95.GM	S.WO.2230.20	. None	2	00:d0:17:d0:90



5.2.4 FILTERING THE ENROLLED DEVICES

To search for the specific device from the device list:

1. Click the filtering button **v** of the header row item to expand the editable **"Filter**" field.

Model Name ∨ ▼	Serial Number 🗸 🔻 🔻	User Defined 🗸 🔻	Group 🗸 🔻	Profile 🗸 🔻	Battery Level	Remote Control	Profile Current Ver 🗸
RS35	FW120A0002230	Testing	Group_2	Create_Test		6	8
RS35	FW12260004001	1	None	Profile_1		0	22
RK25	FJ1187A001307	1	None	RK25		•	44
RK95	FT12170003374	1	Group_3	Testing		•	7
RS35	FW12110001301	1	None	Profile_1		0	22
RS35	FW12270002087	1	None	Profile_1		0	22

2. Enter keywords to search from the column. The matching devices will be displayed.

Model Name 🗸 🛛 🔻	Serial	Ser Defined	~ •	Group 🗸	🔻 Profile 🗸	•	Battery Level	Remote Control	Profile Current Ver 🗸 🗸
RS35	<u> </u>	Testing		Group_2	Create_Tes	st		0	8
RK25	FJ1187A001307			None	RK25			©	44
RK25	FJ118CA006694	А		\otimes	Testing			C	7
The user	may set mu	ltiple filter	criteria	a to refine	the result	s.	1		\otimes
Model Name 🗸	Serial ▼ Number ∨	🔻 User D	efined 🗸	🗸 🔻 Group	~ []	Profile V	y	Battery Level	Remote Control
		- -	efined 🗸	Group	~ (•	Profile ~ Profile_1	▼		
Name 🗸	🔻 Number 🗸	01	efined 🗸	<u>^</u>	~ (•	<i>.</i>	•	Level	Control
Name 🗸	▼ Number ∨ FW1226000400)1)1	efined 🗸	None	~	Profile_1		Level	Control

5.3 DEVICE INFORMATION

The **"Device"** page enables administrators to retrieve information and manage the content of enrolled devices. Additionally, administrators can access device logs for analysis or troubleshooting purposes. Click "**Device**" and then click on the "**Model Name**".

	De	evice	e							Hello! Jo	ohn Smith	? (
емм ^		Q 5					Wipe	Delete	Lock	Reboot	Push Notification	:
Deployment Profile		Edit	Column	1 to 20 / To	otal Device(s)	: 20		Last update :	2024-03-	19 16:59:44	Sync with Google	Refresh
Advance Settings			Model Name 🗸	🔻 Serial I	Number 🗸 🔻	User Define	ed 🗸 🔻	Group 🗸 🔻	Ρ	Profile 🗸 🔻	Battery Level	Remo Contr
Enrollment			RS35	FW122	70002087			None	Т	esting	null%	ø
Dashboard			RK25	FJ1216	A000423	demo	/	Test	R	K25	94%	0
Device Group		6	RK95	FT1223	0001994		/	None	Ρ	rofile_1	null%	0
Site App		8	RK26	GA1235	50000189		/	None	C	reate_Test	98%	0
Management			RS38	GH123	30001412			None	C	reate_Test	null%	0
Account Management			RS35	FW122	50002724		/	None	Ρ	rofile_1	null%	0
pyright © 2024 Cipherlab. rights reserved. r: 1.17.001ch2					K	< 1 /1 >	>			50	▼ Quantity/P	age

5.3.1 DEVICE AND SETTINGS OVERVIEW

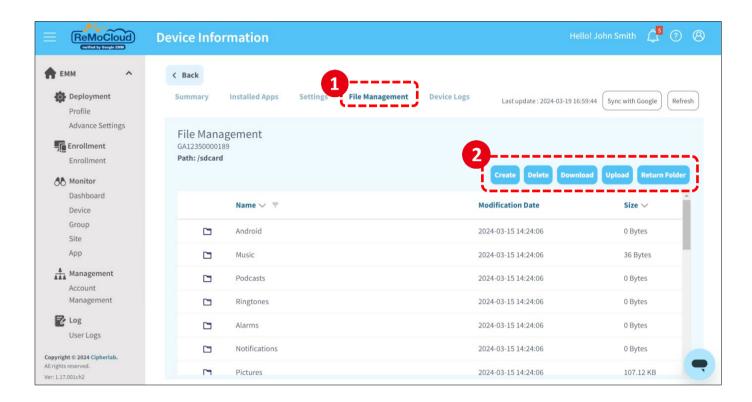
Click "Summary," "Install App," and "Settings" for more details about the device and its settings. Click "Sync with Google" or "Refresh" to receive the most recent data.

	Device Information	Hello! John Smith 🗘 🧿 🛞
★ EMM ▲ Ø Deployment Profile	C Back Summary Installed Apps Settings F	ile Management Device Logs Last update : 2024-03-19 16:59:44 Sync with Google Refresh
Advance Settings	O (11) 98%	User-Defined: Profile: Create_Test
& Monitor Dashboard Device Group Site App		Profile S OS V Build V Last Profile Sync Wi-F
Account Management	RK26 Enrollment 2024-03-15 Time: 14:19:59	Security Patch Level: 2024-02-05
E Log User Logs	IMEI: unknown MEID: None	
Copyright © 2024 Cipherlab. All rights reserved. Ver: 1.17.001ch2	Serial Number: GA12350000189	•

5.3.2 FILE MANAGEMENT

"**File Management**" enables administrators to perform actions such as creating, deleting, downloading, and uploading files from the PC to devices via ReMoCloud.

- 1. Click on "Model Name" on the "Device" page to enter "Device Information" page.
- 2. Tap "File Management" from the upper panel.
- 3. Manage the file by clicking buttons on the lower panel to perform desired actions.



CREATE

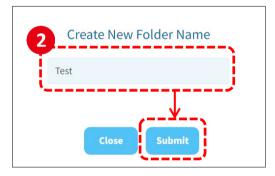
To create a folder on the device:

1. Tap "Create" in the chosen path.

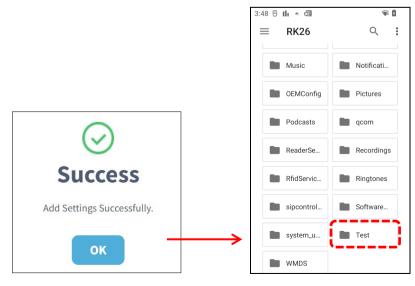
File Mana; GA1235000018 Path: /sdcard		Create Delete Download Up	oload Return Folder
	Name \vee \forall	Modification Date	Size 🗸
	Android	2024-03-21 15:22:32	0 Bytes
	Music	2024-03-21 15:22:32	36 Bytes
	Podcasts	2024-03-21 15:22:32	0 Bytes
	Ringtones	2024-03-21 15:22:32	0 Bytes
	Alarms	2024-03-21 15:22:32	0 Bytes
	Notifications	2024-03-21 15:22:32	0 Bytes
F =	Pictures	2024-03-21 15:22:32	107.12 КВ

A pop-up window will appear to prompt you to name the folder.

2. Enter the name and tap "Submit".



A pop-up window appears to show the folder is successfully added to the device.





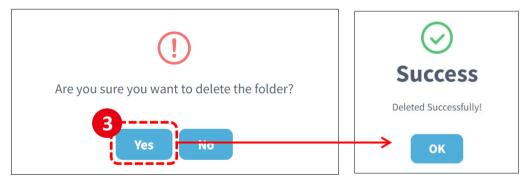
DELETE

To delete a folder or file on the device:

- 1. Select a folder or a file you would like to delete.
- 2. Tap "Delete".

GA12350000 Path: /sdca		Create Delete Downl	oad Upload Return Folde
	Name 🗸 🔻	Modification Date	Size 🗸
	sipcontroller_Data	2024-03-21 15:46:34	199 Bytes
	ReaderService_Data	2024-03-21 15:46:34	7.17 MB
	SoftwareTrigger_Data	2024-03-21 15:46:34	7 Bytes
	WMDS	2024-03-21 15:46:34	29 Bytes
	OEMConfig	2024-03-21 15:46:34	0 Bytes
	Test	2024-03-21 15:46:34	0 Bytes
Ē	screen.png	2024-03-21 15:46:34	41.15 KB

3. A confirmation pop-up will appear. Tap "**Yes**" to proceed the action.



DOWNLOAD

To download a file from the device to the PC:

- 1. Find the file you want to download on the page.
- 2. Tap "**Download**".

A pop-up window will appear confirming the successful download of the file.

	Last update : 2024-03-: Refresh	19 16:59:44 Sync	with Google	
nots	Create Delete Downlo	ad Upload	Return Folder	
	Modification Date	2	size ∨	
)319-104633.png	2024-03-19 10:46:33	1	.00.29 KB	
			•	
♥ Ø P Downloads File Home Share View				- 🗆
		New item •	Dpen •	
Image: Weight of the Quick Copy Pin to Quick Copy access Paste Paste shortcut	10 10	New folder	Properties History	Select all
Pin to Quick Copy Paste access Clipboard	to * to * * Organize	New Easy access	Properties Den	Select none
Pin to Quick Copy Paste access	to * to * * Organize	New folder	Properties History	Select none
	1319-104633.png ↓ ⊇) = Downloads	Create Delete Downlo Modification Date 319-104633.png 2024-03-19 10:46:33	Create Delete Download Upload Modification Date S 1319-104633.png 2024-03-19 10:46:33 1	Create Delete Download Upload Return Folder Modification Date Size ✓ 319-104633.png 2024-03-19 10:46:33 100.29 KB

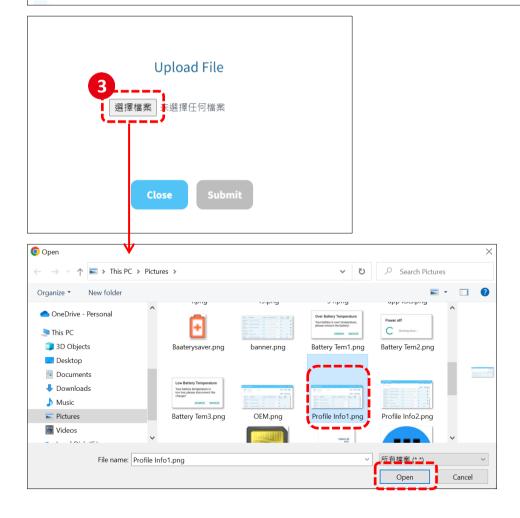


UPLOAD

To upload a file from your PC to the device:

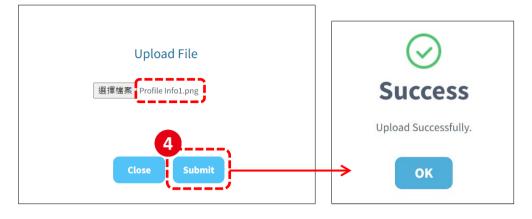
- 1. Locate the destination folder for your upload.
- 2. Tap "Upload" .
- 3. Select the file by tapping on the button $\begin{tabular}{c} \end{tabular}$

Summary	Installed Apps	Settings	File Management	Device Logs	Last update : 2024-03-19 16:59:4	44 Sync with Google Ref
File Mana 34123500001 Path: /sdcard	⁸⁹					2 ,
					Create Delete Download	Upload Return Folde
	Name 🗸 🔻				Create Delete Download	Upload Return Folde
	Name V T					



After selecting the file, it will be displayed on screen.

4. Tap "Submit". A pop-up window will appear confirming the successful upload of the file.



RETURN FOLDER

To return a higher layer of the folder, tap "Return Folder".

File Mana CA123500001 Path: /sdcard		Create Delete Download Uploa	ad Return Folder
	Name 🗸 🔻	Modification Date	Size \sim
F	Screenshot_20240319-104633.png	2024-03-19 10:46:33	100.29 KB
File Mana GA123500001 Path: /sdcard	89	Create Delete Download Uploa	d Return Folder
	Name 🗸 🔻	Modification Date	Size 🗸
	.thumbnails	2024-03-19 10:46:33	6.83 KB
	Screenshots	2024-03-19 10:46:33	100.29 KB

5.3.3 DEVICE LOGS

The "**Device Logs**" function allows administrators to retrieve logs from the device. Administrators can download the logs which can then be uploaded to the cloud for examination. This allows for further analysis or troubleshooting as needed.

- 1. Tap "**Device Logs**" on the Device Information page.
- 2. Click on the "Get Latest Logs" button.

Summary Installed Apps	Settings File Manageme	ent Device Logs	Last update : 2024-03-19 16:59:44(Sync with Google Refresh
Device Logs GA12350000189	637.85 MB used (1 GB total)		0	2 Get Latest Logs
Time ~ F	File \vee By	User Size	2 ∨	

The screen will first display "Getting Log" in red. After some time, a pop-up window will appear to show that you got the latest log successfully.

3. Click on "**OK**", then tap the ZIP file displayed on screen to complete download device logs.

Device Logs					
GA12350000189		637.85 MB	used (1 GB total)	0	
					Get Latest Logs
Time \checkmark	F	ile 🗸	By User	Size \lor	
2024/03/26	G	etting Log		-	
< Back Summary In	stalled Apps	Settings	File Management	Success	Sync with Google Refre
Device Logs GA12350000189		654.85 ME	3 used (1 GB total)	Successfully got the latest log.	Get Latest Logs
Time \lor	A File ∨		By Us	er Size 🗸	_
2024/03/26		0000189_2024	10326_143755.zip joshua	a.hsu@cipherlab.com.tw 17 MB	â Report

To delete the log, tap on the $\overline{\mathbf{III}}$ icon.

A confirmation pop-up will appear. Tap "**Yes**" to proceed the action.

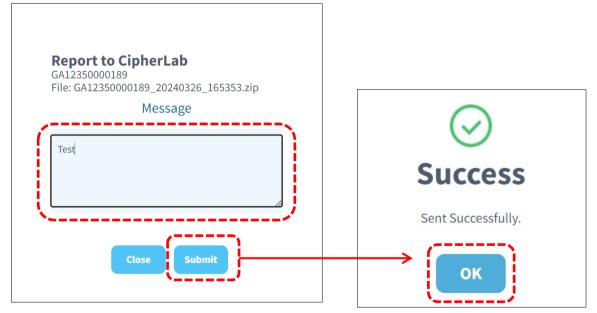


To receive further assistance from CipherLab:

1. Tap on "Report".

Device Logs GA12350000189	657.05 MB used (1 GB tot	al)	0		
					Get Latest Logs
Time \lor	File \sim	By User	Size \lor		·,
2024/03/26	GA12350000189_20240326_165353.zi	p joshua.hsu@cipherlab.com.tw	19.2 MB	Ŵ	Report

2. A pop-up window appears, prompting you to describe the problem you encountered. Type in the problem and tap "**Submit**" to proceed.



CipherLab Support will review your message and device log to offer further assistance.

5.4 DEVICE SETTING BUTTONS

In "Device" page, setting buttons offer the following functions for ReMoCloud adminstrators to manage the enrolled devices.

	Device				Hello! John Smith 🗍	27 ? 8
		Device Setting	Buttons 🌈			1
👚 ЕММ	Q Search			Wipe Delete Lock	Reboot Push Notific	ation
Deployment Profile	Edit Column	1 to 7 / Total Device(s) : 7		Last update : 2023-07	-14 11:45:53 Sync with Google	e Refresh
Enrollment	Model	Serial ▼ Number ∨ ▼ User Define	d 🗸 🔻 Group 🗸	🔻 Profile 🗸	Battery Remote Level Control	Profile Current V
A Monitor	RS35	FW120A0002230 Testing	Group_2	Create_Test	6	8
Dashboard Device	RS35	FW12260004001	None 🖉	Profile_1	•	22
Group/Site	RK25	FJ1187A001307	None None	RK25	()	44
Арр	RK95	FT12170003374	✔ Group_3	Testing		7
Account Manage Manage	RS35	FW12110001301	<i>"</i> ♪* None	Profile_1	()	22
🔁 Log	RS35	FW12270002087	None 🖉	Profile_1		22
User Log	RK25	FJ118CA006694	Group_3	Testing		7
Agility Intelligence	4					•
Copyright © 2023 Cipherlab. All rights reserved. Ver: 1.16.001		 < < 1 / 1 >	×	50	▼ Quan	tity/Page

There are 13 settings buttons, including "Wipe," "Delete," "Lock," "Reboot," "Push Notification," "Report," "Schedule Report," "Reset Password," "Pre-User Defined," "Enable Remote Control(Selected)," "Enable Remote Control(All)," "Sync with Google," and "Refresh".

To use the functions "Report," "Schedule Report," "Reset Password", "Pre-User Defined," "Enable Webkey Remote Control(Selected)," "Enable Webkey Remote Control(All)," "Device Transfer," and "Assign Geofence Settings," click in the top-right corner to unfold the drop-down menu.

For "Wipe," "Delete," "Lock," "Reboot," "Push Notification," "Reset Password," "Enable Remote Control(Selected)," and more, the user has to select at least one device first before clicking the setting buttons.

	Depart	
Device	Report Schedule Report	Hello! John Smith 🚊 🧑 (වි
	Reset Password	
Q Search	Pre-User Defined	Reboot Push Notification
Edit Column 1 to 7 / Total Device(s) : 7	Enable Webkey Remote Control(Selected)	-14 18:04:32 Sync with Google Refresh
	Enable Webkey Remote Control(All)	
Model Serial │ Name ✓ ▼ Number ✓ ▼ User Defined ✓ ▼ Group ✓	Device transfer	te Profile Profile ol Current Ver √ ▼ Latest Vei
	Assign Geofence Setting	

5.4.1 REPORT

The user may generate a report to examine the information of the enrolled devices:

1) Click to show the drop-down menu. Click "**Report**" to reveal the item selecting menu. By checking items, the user can create custom reports to obtain more specific data.

Q				Wipe Dele	ete Loc	k Reboot	Push No	otification
Edi	it Column	1 to 7 / Total Device(s	7-14 18:04:	Report				
							Schedule Re	eport
	Model Name	Ple	ase Select Repo	ort Item(s)		Batte Eevel	Reset Passw Pre-User De	
	RS35							ote Control(Selected)
	RS35	🗸 Model Name	Profile	✓ Enrollment Time				ote Control(All)
	RK25	🖌 Group	Vi-Fi MAC	Build Version	Ę		©	44
	RK95	MEID	✓ SerialNumber	MEI			O	7
	RS35	VserDefined	✓ BatteryLevel	✓ LastProfileSyncTime			٩	23
	RS35						©	48
	RK25		Cancel Ok				0	7
•								Þ
		< •			50		•	Quantity/Page

2) Click "**OK**" to export the report to an Excel .csv file and download it on the PC.

Ę	ם י רי ב	¢~ ∓				ReMoC	loudReport.	csv - Excel			团 —	o x
Fi	ile Ho	me Ins	ert Pag	je Layout	Formul	as Dat	a Revie	w View	Develop	er Help	Q Tell me	🖻 Share
17		•	× 🗸	fx								~
	A	В	С	D	E	F	G	Н	I	J	K	L 🔺
1	Model Nar	User-Defin	Serial Num	Build Versi	Group	Profile	Battery Lev	IMEI	MEID	Wi-Fi MAC	Enrollment Time	Last Profile Syr
2	RS50		012345678	SAT.GMS.U	Test_Grou	Profile_5	82	3.54648E+14	null	02:00:00:0	2022/9/26 18:20	2022/10/4 :
3	RS31		FC116BD0	RS31.GMS	Test_Grou	Profile_5	90	3.5764E+14	null	00:c0:59:1	2022/9/26 17:31	2022/9/27
4	RS35		FW120900	RS35.GMS	Test_Grou	Iris	43	3.54576E+14	0	00:d0:17:b	2022/9/23 17:41	2022/9/26 :
5	RK25	_hello	FJ1191A00	RK25.GMS	None	Profile_5	None	null	null	00:d0:17:b	2022/9/28 09:57	2022/10/14 :
6	RS51_HS		unknown	RS51_HS.G	None	lris	64	0	0	00:0a:f5:50	2022/9/28 10:40	2022/10/21 :
7	RS35	active	FW121100	RS35.GMS	None	Profile_5	72	3.54576E+14	0	00:d0:17:b	2022/9/28 11:36	2022/10/21 :
8	RK25		FJ1228A00	RK25.GMS	None	lris123	None	3.54538E+14	null	00:d0:17:b	2022/10/11 14:05	2022/10/20 :
9												
10												-
	•	ReMoClo	udReport	+				:	4			Þ
Rea	dy 🐻								Ħ			

5.4.2 SCHEDULE REPORT

"**Schedule Report**" is to automatically generate a report that provides a list of dozens of devices details. This report will be sent to the designated e-mail address.

To set the e-mail address for receiving the report:

1. Click the "schedule report" button to enter the setting page.

Click "Edit" to make the pop-up window for e-mail address setting appear.

Click "Add" to continue.

	Schedule Report	Hello! John Smith	Д ⁴⁰ ? 8
А ЕММ А	< Back Schedule Report		Save
Deployment Profile Fine Enrollment Enrollment	E-mail:		
Monitor Dashboard Device Group/Site App	ID E-mail		
Account Manage Manage Log User Log			
Agility Intelligence Copyright © 2023 Cipherlab. All rights reserved. Ver: 1.16.002	Cancel		

2. Enter the e-mail address for receiving the report and click "Submit".

	Please input Email
E-mail:	test@cipherlab.com
	Cancel Submit

3. The e-mail address is successfully set. Click ``Add'' and repeat the same steps to set more e-mail addresses.

Click the toggle switch button to select the days on which the reports will be generated. Make sure to save the changed settings before leaving this page.

< Back Schedule Repor	t	Save
E-mail: Sunday Monday Tuesday Wednesday Thursday Friday Saturday	Edit Switch on or	off to select or deselect

As shown, the reports will be generated and sent to the designated e-mail address on the selected days.

🖂 📙	5	U 🔶 🤅	⇒ -			R	eMoClou	ud Repo	rt(2022-	-10-27)				_		I X	
File		Home	Acrobat													♡ (?
From : To :	Rel	MoCloud _.	_No_reply	@cipherla	ab.com.tw	<sw4.system< td=""><td>m@cipherl</td><td>ab.com.tw</td><td>></td><td></td><td></td><td></td><td></td><td>2022/10</td><td>)/27 (Thu</td><td>rsday) 01:0</td><td>)1</td></sw4.system<>	m@cipherl	ab.com.tw	>					2022/10)/27 (Thu	rsday) 01:0)1
Cc :					,												
Subject :	Re	MoClou	id Repor	t(2022-1	LO-27)												
Attochments	5 🗵	Thu.cs	v														
																P	-
																2	
			1														
			1														
			1														
			1														
			1														
			_														_
R	Rel	MoCloud	Lo_reply	y@ciphe	rlab.com	n.tw										R	^
2	ReN	MoCloud	Llo_reply	y@ciphe	rlab.com	n.tw										2	^
		MoCloud	_llo_reply	y@ciphe	rlab.com	n.tw	T <u>hu</u>	.csv - Mid	crosoft <u>E</u>	xcel				Ē	-		^
File		€,		y@ciphe Page Layo				.csv - Mic Review	crosoft E View	xcel Developer	r Help	ŷ	Tell me	Ŧ	-		×
File	Hor K7	¢~∓ me In	nsert P • (*	age Layou	ut Fo 2022/9/2	rmulas 8 11:36:02	Data F				Help	ŷ			_	C B B Shar	×
File	Hor K7	¢° ≠ me In 7 B	sert P ▼ (* C	Page Layon	ut Fo 2022/9/21 E	rmulas 8 11:36:02 F	Data F	Review	View	Developer	ĸ	L	M	N	-		×
File A 1 Model	Hor K7	¢° → ∓ me In 7 B User-Defin	isert P C Serial Num	Page Layou fx D Build Vers	ut Fo 2022/9/20 E si Group	rmulas 8 11:36:02 F Profile	Data F G Battery Le	Review H	View I MEID	Developer J Wi-Fi MAC	K Enrollment	L Last Profile		N	-	C B B Shar	×
File A A Model 2 RS50	Hor K7	¢ ∓ me In 7 B User-Defin	C Serial Num 012345678	Page Layou fx D Build Vers SAT.GMS.	ut Fo 2022/9/20 E si Group L Test_Gro	rmulas 8 11:36:02 F Profile puj Profile_5	Data F G Battery Le 82	H MIMEI 2.3.55E+14	View I MEID I null	Developer J Wi-Fi MAC 02:00:00:0	K Enrollment	L Last Profile	M	N	0	C B B Shar	×
File A A Model 2 RS50 3 RS31	Hor K7	¢ ∓ me In 7 B User-Defin	c Serial Num 012345678 FC116BD0	fx D Build Vers SAT.GMS. RS31.GMS	ut Fo 2022/9/20 E si Group L Test_Gro S. Test_Gro	rmulas 8 11:36:02 F Profile puj Profile_5 puj Profile_5	Data F G Battery Le 82 90	H MIMEI 3.55E+14 3.58E+14	View I MEID I null I null	Developer Wi-Fi MAC 02:00:00:0 00:c0:59:1	K Enrollment ########	L Last Profile ########	M	N	0	C B B Shar	×
File A 1 Model 2 RS50 3 RS31	Hor K7	C ₹ me In 7 B User-Defin Manufactu	C Serial Num 012345678 FC116BD0 FW120900	Page Layou fr D Build Vers SAT.GMS. RS31.GMS RS35.GMS	ut Fo 2022/9/20 E si Group L Test_Gro S. Test_Gro S. Test_Gro	rmulas 8 11:36:02 Profile_5 pup Profile_5 pup Profile_5 pup Iris	Data F G Battery Le 82 90	H MIMEI 2.3.55E+14	View I MEID I null I null	Developer J Wi-Fi MAC 02:00:00:0 00:c0:59:1 0 00:d0:17:b	K Enrollment ########	L Last Profile ######## ###########################	M	N	0	C B B Shar	×
File A 1 Model 2 RS50 3 RS31 4 RS35	Hor K7	r v v v v v v v v v v v v v v v v v v v	c Serial Num 012345678 FC116BD0	yage Layou Jr D Build Vers SAT.GMS. (RS31.GMS) RS35.GMS RK25.GMS	ut Fo 2022/9/21 si Group L Test_Gro S. Test_Gro S. Test_Gro S. None	rmulas 8 11:36:02 F Profile puj Profile_5 puj Profile_5	Data F G Battery Le 82 90	H IMEI 3.55E+14 3.55E+14 3.55E+14 null	View I MEID I null I null	Developer J Wi-Fi MAC 02:00:00:0 00:c0:59:1 0 00:d0:17:b	K Enrollment ######## ######### ##########	L Last Profile ######## ######### #################	M	N	0	C B B Shar	×
File A 1 Model 2 RS50 3 RS31 4 RS35 5 RK25	Hor K7 I Nan I	re In 7 8 User-Defin Manufactu Picking25	C C Serial Num 012345678 FC116BD0 FW120900 FJ1191A00	Page Layou fr D Build Vers SAT.GMS. RS31.GMS RS35.GMS RK25.GMS RK25.GMS	ut Fo 2022/9/20 si Group L Test_Gro S. Test_Gro S. None G None	rmulas 8 11:36:02 Profile_5 pup Profile_5 pup Profile_5 pup Iris_ Profile_5	G Battery Le 82 90 43 64	H IMEI 3.55E+14 3.55E+14 3.55E+14 null	View I MEID 1 null 1 null 1 null 1 null 0	J J Wi-Fi MAC 02:00:00:0 00:c0:59:1 0 00:d0:17:b 00:d0:17:b	K Enrollment ######## ######### #################	L Last Profile ######## ######### #################	M	N	0	C B B Shar	×
File A 1 Model 2 RS50 3 RS31 4 RS35 5 RK25 6 RS51 7 RS35 8 RK25	Hor K7 I Nan I F HS	reining in the second s	c c Serial Num 012345678 FC116BD0 FW120900 FW120900 FJ1191A00 unknown	Page Layon fr D Build Vers SAT.GMS. RS31.GMS RS35.GMS RK25.GMS RS51_HS. RS35.GMS	ut Fo 2022/9/20 E si Group U Test_Gro S. Test_Gro S. Test_Gro S. None G None S. None	rmulas 8 11:36:02 F Profile Sul Profile_5 Sul Profile_5 Iris	G Battery Le 82 90 43 64	Review H IMEI 2 3.55E+14 3 3.55E+14 3 3.55E+14 null	View MEID 4 null 4 null 4 null 5	Developer J Wi-Fi MAC 02:00:00:0 00:c0:59:1 0:00:17:b 0:00:17:b 0:00:17:b 0:00:17:b	K Enrollment ######## ######### #################	L Last Profile ######## ######## ######### #########	M	N	0	C B B Shar	×
File ▲ A 1 Model 2 R550 3 R531 4 R535 5 RK25 6 R551 7 R535 8 RK25 9	Hor K7 I Nan I F HS	reining in the second s	sert P C Serial Num 012345675 FC116BD0 FW120900 FW120900 FW121100	Page Layon fr D Build Vers SAT.GMS. RS31.GMS RS35.GMS RK25.GMS RS51_HS. RS35.GMS	ut Fo 2022/9/20 E si Group U Test_Gro S. Test_Gro S. Test_Gro S. None G None S. None	rmulas 8 11:36:02 F Profile yu Profile_5 yu Profile_5 Profile_5 Iris Profile_5	G Battery Le 82 90 43 64	H 1MEI 3.55E+14 3.55E+14 3.55E+14 null 3.55E+14	View MEID 4 null 4 null 4 null 5	Developer J Wi-Fi MAC 02:00:00:0 00:c0:59:1 0:00:17:b 0:00:17:b 0:00:17:b 0:00:17:b	K Enrollment ######## ######## ######### #########	L Last Profile ######## ######## ######### #########	M	N	0	C B B Shar	×
File A A 1 Model 2 R550 3 R531 4 R535 5 RK25 6 R551_ 7 R535 8 RK25 9 10	Hor K7 I Nan I F HS	reining in the second s	sert P C Serial Num 012345675 FC116BD0 FW120900 FW120900 FW121100	Page Layon fr D Build Vers SAT.GMS. RS31.GMS RS35.GMS RK25.GMS RS51_HS. RS35.GMS	ut Fo 2022/9/20 E si Group U Test_Gro S. Test_Gro S. Test_Gro S. None G None S. None	rmulas 8 11:36:02 F Profile yu Profile_5 yu Profile_5 Profile_5 Iris Profile_5	G Battery Le 82 90 43 64	H 1MEI 3.55E+14 3.55E+14 3.55E+14 null 3.55E+14	View MEID 4 null 4 null 4 null 5	Developer J Wi-Fi MAC 02:00:00:0 00:c0:59:1 0:00:17:b 0:00:17:b 0:00:17:b 0:00:17:b	K Enrollment ######## ######## ######### #########	L Last Profile ######## ######## ######### #########	M	N	0	C B B Shar	×
File A 1 Model 2 R550 3 R531 4 R535 5 RK25 6 R551_ 7 R535 8 RK25 9 10 11	Hor K7 I Nan I F HS	re In 7 8 User-Defin Manufactu Picking25 Distributin	sert P C Serial Num 012345675 FC116BD0 FW120900 FW120900 FW121100	Page Layon fr D Build Vers SAT.GMS. RS31.GMS RS35.GMS RK25.GMS RS51_HS. RS35.GMS	ut Fo 2022/9/22 si Group L Test_Gro S. Test_Gro S. Test_Gro S. None G None S. None	rmulas 8 11:36:02 F Profile yu Profile_5 yu Profile_5 Profile_5 Iris Profile_5	G Battery Le 82 90 43 64	H 1MEI 3.55E+14 3.55E+14 3.55E+14 null 3.55E+14	View MEID 4 null 4 null 4 null 5	Developer J Wi-Fi MAC 02:00:00:0 00:c0:59:1 0:00:17:b 0:00:17:b 0:00:17:b 0:00:17:b	K Enrollment ######## ######## ######### #########	L Last Profile ######## ######## ######### #########	M	N	0	C B B Shar	×
File ▲ A 1 Model 2 RS50 3 RS31 4 RS35 5 RK25 6 RS51 7 RS35 8 RK25 9 10 11 12	Hor K7 I Nan I F HS	re In 7 8 User-Defin Manufactu Picking25 Distributin	sert P C Serial Num 012345675 FC116BD0 FW120900 FW120900 FW121100	Page Layon fr D Build Vers SAT.GMS. RS31.GMS RS35.GMS RK25.GMS RS51_HS. RS35.GMS	ut Fo 2022/9/22 si Group L Test_Gro S. Test_Gro S. Test_Gro S. None G None S. None	rmulas 8 11:36:02 F Profile yu Profile_5 yu Profile_5 Profile_5 Iris Profile_5	G Battery Le 82 90 43 64	H 1MEI 3.55E+14 3.55E+14 3.55E+14 null 3.55E+14	View MEID 4 null 4 null 4 null 5	Developer J Wi-Fi MAC 02:00:00:0 00:c0:59:1 0:00:17:b 0:00:17:b 0:00:17:b 0:00:17:b	K Enrollment ######## ######## ######### #########	L Last Profile ######## ######## ######### #########	M	N	0	C B B Shar	×
File A 1 Model 2 R550 3 R531 4 R535 5 RK25 6 R551_ 7 R535 8 RK25 9 10 11	Hor K7 I Nan U I S (re In 7 8 User-Defin Manufactu Picking25 Distributin	sert P C Serial Num 012345675 FC116BD0 FW120900 FW120900 FW121100	Page Layon fr D Build Vers SAT.GMS. RS31.GMS RS35.GMS RK25.GMS RS51_HS. RS35.GMS	ut Fo 2022/9/22 si Group L Test_Gro S. Test_Gro S. Test_Gro S. None G None S. None	rmulas 8 11:36:02 F Profile yu Profile_5 yu Profile_5 Profile_5 Iris Profile_5	G Battery Le 82 90 43 64	H 1MEI 3.55E+14 3.55E+14 3.55E+14 null 3.55E+14	View MEID 4 null 4 null 4 null 5	Developer J Wi-Fi MAC 02:00:00:0 00:c0:59:1 0:00:17:b 0:00:17:b 0:00:17:b 0:00:17:b	K Enrollment ######## ######### ########## ########	L Last Profile ######## ######## ######### #########	M	N	0	P P	×

5.4.3 RESET PASSWORD

Click in the top-right corner to show the "Reset Password" button.

Select the devices for changing the password.

To reset the password of multiple devices at the same time, the selected devices must apply to the same profile.

• When the devices apply to different profiles, it will fail to reset. As shown:

Q	Search			Wipe	Delete	Lock	Reboot	Push Notificatio	n
Ed	lit Column	1 to 7 / Total	Device(s):7	Last	t update : 2	2023-07-14	18:04:3	Report	
	Model Name 🗸	Serial Vumbe					Batte Level	Schedule Report Reset Password Pre-User Defined	
	RS35	FW120A	(\times)					Enable Remote Cont	ol(Selected)
	RS35	FW1226	Error					Enable Remote Cont	ol(All)
	RK25	FJ1187A				ſ		0	44
	RK95	FT1217(Reset Device					0	7
	RS35	FW1211	Please select the devices which ap profile.	ply the s	ame	- 1		0	23
	RS35	FW1227						0	48
	RK25	FJ118C4	ок			- 1		0	7
4		_							Þ

1. Select the devices that apply to the same profile first, and click the $``{\bf Reset}\ {\bf Password}''$ button.

Q								Wipe	Delete	Lock	Reboot	Push Notifica	tion	
Edi	t Column	1 to 7 / Total	Device	(s) : 7				Last ι	update : 20)23-07-14	18:04:3	Report		
											2	Schedule Report		
	Model Name 🗸	Serial Vumber	\sim	T U:	er Defined	$\sim \tau$	Group 🗸	T	Profile 🗸	-	Level	Reset Password		
	RS35	FW120A00	02230	Te	sting		Group_2		Create_Te	st		Pre-User Defined Enable Remote Co	ontrol(Selec	
	RS35	FW122600	04001			and the second s	None		Profile_1]		Enable Remote Co	ontrol(All)	
	RK25	FJ1187A00	1307			1. Constanting of the second s	None		RK25			6	44	
	RK95	FT1217000)3374			and the second sec	Group_3		Testing			G	7	
	RS35	FW121100	01301				None		Profile_1	j		0	23	
	RS35	FW122700	02087				None		НСТ			G	48	
	RK25	FJ118CA00	06694				Group_3		Testing			٩	7	

2. Enter the new password that corresponds with the settings in "<u>Password History</u> <u>Length</u>".

3. Select the action to be performed on the selected devices after changing their device password.

Click "Next" to proceed.

4. Enter the user's ReMoCloud login password to confirm changing the device password.

Click "Next" to proceed.

5. The password of the selected devices is successfully changed.

Note that the devices will be locked right away if selecting "Lock the device(s) now" in step 3.

Please enter your	new password
Your new password must fulfil the value	of "Password History Length" .
New password	
Reset_Password_Testing	©
Repeat password	
Reset_Password_Testing	•
Cancel	Next

Back	
	Please select the action
	Select the action to be performed after the password is reset.
	None None
	O Lock the device(s) now
	Cancel Next

Back	
	Please enter your ReMoCloud login password
	Enter your ReNoCloud login password to confirm the change of the device password.

	Cancel Next



5.4.4 PRE-USER DEFINED

The "**Pre-User Defined**" function allows users to efficiently examine the devices and their serial numbers.

Note that the "**Pre-User Defined**" function exclusively supports importing .csv files. Therefore, it is important to know how to generate a .csv file to utilize this "Pre-User Defined" effectively.

HOW TO CREATE A .CSV FILE FOR PRE-USER DEFINED

The **.csv** file should contain the following information:

- Serial Number
- User Defined

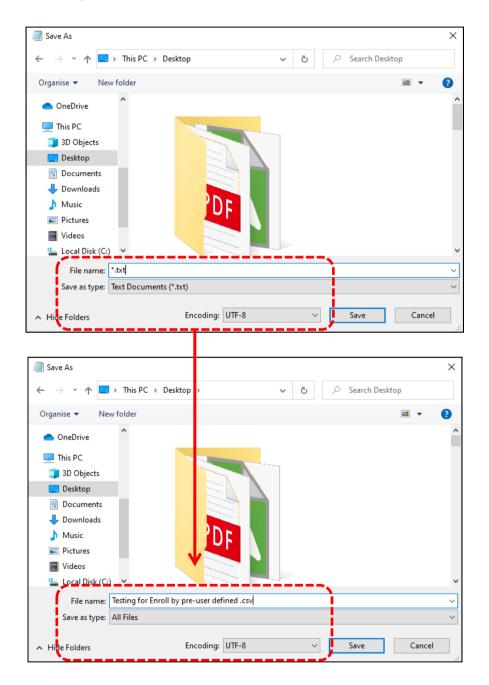
Open a **Notepad** file. Input the devices' serial numbers and their user-defined marks in sequence, one device per row. The serial number and the user-defined mark are only separated by a comma without any other characters or symbols. For example:

*Untitled - Notepad				_		\times
File Edit Format View Help						
FW12110005005,Distributing FJ1191A000908,Picking25 FW12090000449,Manufactu FJ1228A000677,Checking2	ring35					^
						\sim
	Ln 4, Col 25	100%	Windows (CRLF)	UTF-8	3	

After finishing inputting, click "File" and select "Save As..."

	*Untitled - Notep	ad			-		Х
File	Edit Format	View Help					
	New	Ctrl+N	ing35				^
	New Window	Ctrl+Shift+N	5				
	Open	Ctrl+O	turing35				
	Save	Ctrl+S	125				
	Save As	Ctrl+Shift+S					
	Page Setup						
	Print	Ctrl+P					
	Exit						
			-				
			Ln 4, Col 25	100% Windows (C	RLF) UTF	-8	

- 1) For the "File name" field, input a name and manually change the filename extension from .txt to .csv.
- 2) For the "Save as type" field, select "All Files (*.*)".
- 3) For the "Encoding" field, select "UTF-8".





The .csv file is successfully created and ready to be imported to the "**Enroll by pre-user defined**" setting page on ReMoCloud.

📙 🛃 📕 🔻 Device-En	oll by pre-user defined			- 0	×
File Home Share	View				~ ?
Navigation Details pane	Image icons Image icons <thimage icons<="" th=""> <thimage icons<="" th=""></thimage></thimage>	Group by ▼ ▲ Add columns * Sort by ▼ Size all columns to fit	Item check boxes File name extensions Hidden items	Options	
Panes	Layout	Current view	Show/hide		
$\leftarrow \rightarrow \cdot \uparrow \square \rightarrow ReN$	AoCloud → chapter 5 p.213 → Device-Enroll by pre-user defined	ٽ ~	Search Device-Enroll by pre-user d	efined	
Quick access Q	Testing for Enroll by pre-user defined				

IMPORT, EXPORT, AND DELETE

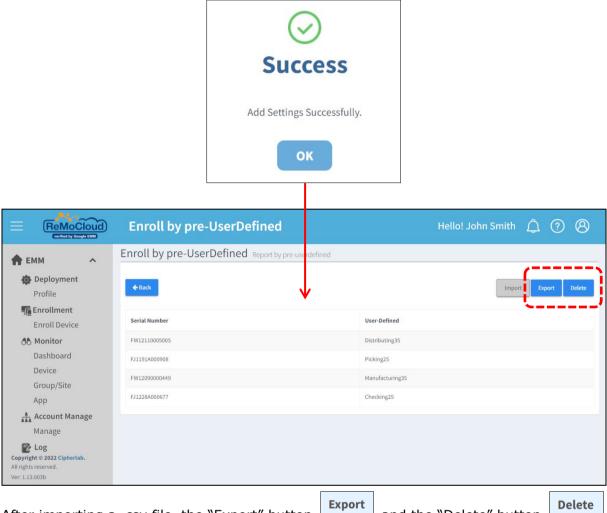
On the "**Enroll by pre-user defined**" setting page, click the "**import**" button to upload the file.

Enroll by pre-UserDefined		Hello! John Smith 🚊 🧐 🛞
< Back		Import Export Delete
Serial Number	User Defined	

Click the "**Choose File**" button to select the .csv file and click the "**Submit**" button to upload.

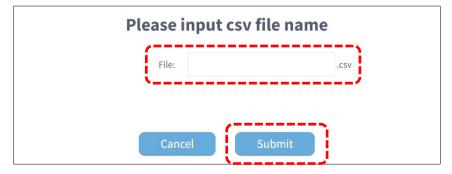
Please select csv file					
Choose File No file chosen					
Cancel Submit					

When the file is successfully imported, a pop-up window will appear to notify the user of the completion, and the imported .csv file will simultaneously be demonstrated as a list on the "Enroll by pre-User Defined" setting page.



After importing a .csv file, the "Export" button and the "Delete" button in the top-right corner will become available.

The user may click the "Export" button to export the list to an Excel .csv file for reviewing. After clicking "Export," a pop-up window will appear for the user to enter a name for the file. After inputting a name, click "Submit" to download the file on the PC. Or, click "Cancel" to undo.



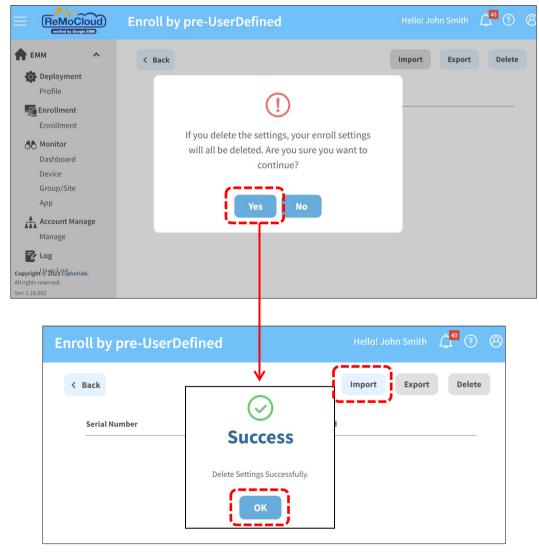


The exported file will	be saved in the	e default do	wnload loc	ation.	
🖊 🔄 📑 🖛 Downloads					- 🗆
File Home Share View					
Pin to Quick access Copy Pin to Quick access Copy	Move Copy to * to *	New item •	Properties	Select all Select none Invert selection	
Clipboard	Organise	New	Open	Select	
← → · ↓ ↓ This PC → Local Disk	(C:) > Users > Ellie.Huang > Do	ownloads	~	ی 🔎 Search	Downloads
😞 Creative Cloud Fil 🔷 Name	Da	te modified Ty	pe Size		
OneDrive	1				
💻 This PC		22/10/26 上午 10:51 M	icrosoft Excel 逗	1 KB	
3D Objects					
Desktop			icrosoft Excel 逗	1 KB	
Documents	кероп 20.	22/10/25 上午 11:18 M	icrosoft Excel 逗	2 KB	

 \times 2

. Т

Click the "Delete" button to eliminate the settings. Next, click "Yes" on the warning pop-up window to confirm deleting the settings on the "Enroll by pre-User Defined" page.



The user will be able to import new settings after deletion.

5.4.5 ENABLE WEBKEY REMOTE CONTROL (SELECTED)

To enable Webkey Remote Control to your selected devices, please nevigate to "**Device**" page:

- 1. Select the device for remote control.
- 2. Click in the top-right corner to tap "Enable Webkey Remote Control (Selected)".

E ReMoC		De	evic	e						Hello! Je	ohn Smith 🚊 41 🤊 🙆
🛖 ЕММ	^		Q				Wipe	Delete	Lock	Reboot	Push Notification
Profile			Edit	Column	1 to 20 / Total Device(s	;):20		Last update :	2024-03-19	Report Schedul	e Report
Advance Sett	ings			Model Name ∨	▼ Serial Number ∨ ▼	User Defined	~ Ŧ	Group 🗸 🔻	3	Reset Pa Pre-User	
Monitor				RK25	FJ1216A000423	demo		Test		L	Vebkey Remote Control(Selecte Vebkey Remote Control(All)
Dashboard		1		RK95	FT12230001994		/	None	Not		
Device Group				RK26	GA12350000189		1	None	ඵ	Assign G	eofence Setting
Site				RS38	GH123B0001412			None	ථ		Create_Test
Managemen	t			RS35	FW12250002724		/	None	ථ		Profile_1
Account Management	t			RS35	FW12060000095		/	None	යී		Testing
Copyright © 2024 Cipherl Il rights reserved. Ier: 1.17.002h1	ab.				I<	< 1 /1 >>	I			50	

3. A pop-up window appears reminding users to ensure the device is powered on and connected to a stable internet. Tap "**OK**" to continue.



4. Return to the device page, and click on the "**Remote eye**" button **(S)**. Webkey Remote Control is now available.





5.4.6 ENABLE WEBKEY REMOTE CONTROL (ALL)

To enable Webkey Remote Control to all enrolled devices at once, please nevigate to "**Device**" page:

1. Click in the top-right corner to tap "Enable Webkey Remote Control (All)".

ReMoCloud	Device		Hello! John Smith
🕈 ЕММ	Q Search	Wipe Delete Lock	Reboot Push Notification
Deployment Profile	Edit Column 1 to 21 / Total Device(s) : 21	Last update : 2024-04-	.16 Report Schedule Report
Advance Settings	Model Serial Number T User Defined User Defined Model RK25 FJ1216A000423 demo demo	▼ Group ∨ ▼ Geofencing ∨ ▼ ✓ Test &	Reset Password Pr Pre-User Defined Enable Webkey Remote Control(Saucter
Monitor	RK95 FT12230001994	None Not Support	
Dashboard Device	RK26 GA12350000189	None & Setting_1	Cr Assign Geofence Setting
Group Site	RS38 GH123B0001412	None 🖒	Create_Test Inull%
Арр	R\$35 FW12250002724	None 🖒	Profile_1 Inull% @
Account	R\$35 FW12060000095	None 🕹	Testing null% 💿
Management	R\$36 FZ122C0000386	None 🕹	Create_Test 🚺 46% 💿
User Logs	□ RK25 FJ118CA006694	None 🕑	Testing Inull%
Copyright © 2024 Cipherlab. All rights reserved. Ver: 1.17.002h1		>>	50 v Quantity/Page

3. A pop-up window appears reminding users to ensure the device is powered on and connected to a stable internet. Tap "**OK**" to continue.

Are you sure you want to continue?
Please make sure your device is powered on and has stable internet connection to complete the update.
Close

4. Return to the device page, and click on the "**Remote eye**" button **(S)**. Webkey Remote Control is now available.

5.4.7 DEVICE TRANSFER

"**Device Transfer**" allows users to transfer the devices between different accounts. To transfer the device:

- 1. Navigate to the "Device Page" and select the devices for transfer.
- 2. Tap i then continue to tap on "**Device Transfer**".

	Devic	:e								Hello! Jo	hn Smith
🕈 ЕММ 🔷	Q						Wipe	Delete	Lock	Reboot	Push Notification
Deployment Profile	Edit	t Column 1	to 20 / Total Device(s) :	20			I	ast update :	2024-03-1	19 Report Schedule	e Report
Advance Settings		Model Name ∨ ▼	Serial Number 🗸 🔻	User Define	4 ∨ ₹	Group 🗸 🦷	r	Geofencing	v Ŧ - 1	Reset Pa: Pr Pre-User	
Enrollment		RK25	FJ1216A000423	demo	/	Test		ஃ		RF	/ebkey Remote Control(Select
Monitor	1	RK95	FT12230001994		/	None		Not Support		Pr Enable W	Vebkev Remote Control(All)
Device		RK26	GA12350000189		1	None		& Setting_	1	Device Tr Assign G	ransfer eofence Setting
Group Site		RS38	GH123B0001412			None		ஃ		Create_Test	🚺 null% 💿
Арр		RS35	FW12250002724		1	None		ஃ		Profile_1	🚺 null% 🛛 🕢
Account		RS35	FW12060000095		/	None		ஃ		Testing	🚺 null% 💿
Management											•
Copyright © 2024 Cipherlab. All rights reserved. /er: 1.17.002				 < < □	/1 > 2	>				50	Quantity/Page

3. Select the account to transfer to and tap "OK".

Device	Fransfer
Devices transfer t	selected Account
child_1@gmail.c	om 🔹
Close	ок

The device is successfully transferred to the selected account.

	Device									llo! child 1 🇘 🧿	8
🕈 ЕММ 🔷	Q Sea						Wipe Delet	e Lock	Reboot	Push Notification	:
Deployment Profile	Edit Co	olumn	1 to 4 / Total [evice(s) : 4	l.					Sync with Google Re	fresh
Advance Settings		Model Name ∨	Vser Define	ed 🗸 🔻	Serial Number 🗸 🔻	Status 🗸 🖤	Group 🗸	▼ Sit	e 🗸 🔻	Profile 🗸 🔻	Pr Ci
Device Group		RK26		/	GA12350000189	online	None			Create_Test	45
Site		RS35		1	FW12260004001	online	Test	site	2_1	RK25	Nc
User Logs	F	R\$35	Remote	/	FW12130000112	offline	Test	site	2_1.1	RK25	Nc
Agility		RK25	demo	1	FJ1216A000423	offline	Test	site	2_1.1	RK25	62
Intelligence											

5.4.8 ASSIGN GEOFENCE SETTING

Geofencing helps admins manage devices with location-based rules. Utilize the "Assign Geofence Setting" function to set actions when devices enter or exit designated areas.

Note: Before assigning geofence settings to devices, make sure to create the desired <u>Geofencing Setting</u> in the "Advanced Settings" page.

1. Navegate to the "Device Page" and select the devices for geofence assignment.

	Device			Hello! Jo	hn Smith 🔔 🧿 🛞
† EMM ^	Q Search		Wipe Delete	Lock Reboot	Push Notification
Profile	Edit Column	1 to 20 / Total Device(s) : 20	Last update	: 2024-03-15 Report Schedule	Report
Advance Settings	1 Model Name ∨	▼ Serial Number ∨ ▼ User Defined	√ ▼ Group √ ▼	Reset Pas Pro Pre-User	
Enrollment	RK95	FT12230001994	None None	Prof	ebkey Remote Control(Selected) ebkey Remote Control(All)
Dashboard	RK26	GA12350000189	None None	Crea Device Tra	ansfer
Group	RS38	GH123B0001412	None	Crea Assign Ge	ofence Setting
Site App	RS35	FW12250002724	None None	Profile_1	null%
Management	RS35	FW1206000095	M None	Testing	null%
Account Management	RS36	FZ122C0000386	🖋 None	Create_Test	72%
Copyright © 2024 Cipherlab. All rights reserved. Ver: 1.17.001ch2		< 1 /1 > 2	>	50	Quantity/Page

2. Tap then continue to tap on "Assign Geofence Setting".

3. Tap "**OK**" to complete the assignment after choosing your desired Geofence Setting from the dropdown list. A pop-up menu will confirm successful assignment of the Geofencing Setting to the devices.

Assign Geofence Setting	
Select a Geofence Setting to apply.	\bigcirc
Setting_1	Success
Close	ок

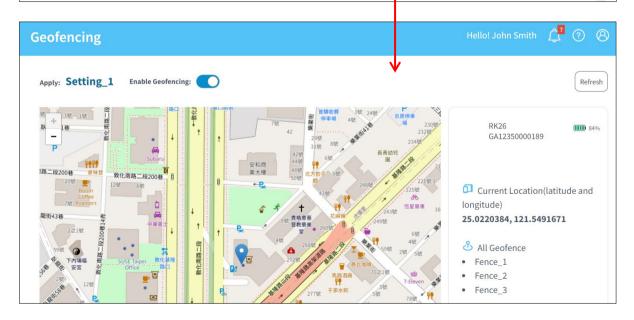
CHECK GEOFENCE ASSIGNMENT

After assigning Geofence Settings to the device, you are able to check the assignment on the Device page.

	Device						ohn Smith 🗘 🧿
емм ^	Q Search				Wipe Delete	Lock Reboot	Push Notification
Deployment Profile	Edit Column 1 to 20	/ Total Device(s) : 20			Last update :	2024-03-19 16:59:44	Sync with Google Refresh
Advance Settings	0	rial Number 🗸 🔻 User Defined	~ •	Group 🗸 🔻	Geofencing Not Support		Battery Ren Level Con
Monitor Dashboard	✓ RK26 GA	12350000189	/	None	د Setting_1	Create_Test	84%
Device Group		1123B0001412	/	None	ය ප	Create_Test Profile 1	🚺 null% 💿
Site App		/12260000095	1	None	ى ئ	Testing	null%
Account Management		122C0000386	/	None	ى	Create_Test	72%
Log User Logs		118CA006694 V12170003325	/	None	හ හ	Testing Profile_1	null% 💿 null%
nyright © 2024 Cinherlah	4						•

Click on the assigned geofencing to enter the Geofencing page.

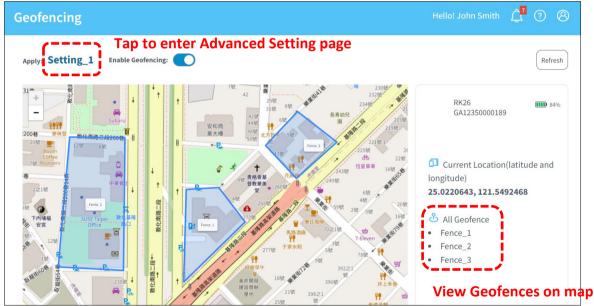
evic	e								hn Smith 🗘 🤅	
Q	Search			W	ipe	Delete	Lock	Reboot	Push Notification	:
Edit	Column 1 t	o 20 / Total Device(s) :	20		La	ast update :	2024-03-	-19 16:59:44	Sync with Google Re	efresh
	Model Name 🗸 🔻	Serial Number 🗸 🔻	User Defined 🗸 🔻	Group 🗸 🔻		Geofencing	~ •	Profile 🗸 🔻	Battery Level	Ren Con
	RK95	FT12230001994		None		Not Support		Profile_1	null%	0



The Geofencing page shows the applied setting name, device location, and the created geofences. Users can toggle the geofencing function on or off as well.



To access the Advanced Setting page for editing, tap on the setting name. To view geofences on the map, click on their names listed under "All Geofence".



5.4.9 WIPE

The function, "**Wipe**," is to restore the selected devices to their factory default settings and to remove their data from ReMoCloud.

Select the device and click the "Wipe" button.

Q Search			2 Wipe	Delete I	.ock Reboot	Push Notificati	on
Edit Column	1 to 7 / Total Device	(s):7	Las	t update : 202	3-07-14 18:04:32	Sync with Google	Refresh
Model Name V	Select all. Serial Number V	▼ User Defined 🗸 🔻	Group 🗸	🔻 Profile 🗸	Battery Tevel	Remote Control	Profile Current
RS35	FW120A0002230	Testing	Group_2	Create_Test		G	8
R S35	FW12260004001	1	None	Profile_1		G	23
RK25	FJ1187A001307	1	None	RK25		©	44
RK95	FT12170003374	1	Group_3	Testing		©	7
RS35	FW12110001301	1	None	Profile_1		•	23
RS35	FW12270002087	1	None	НСТ		©	48
RK25	FJ118CA006694		Group_3	Testing		©	7

Click "OK" on the pop-up warning window to proceed.



Enter the user's ReMoCloud password to confirm wiping the selected devices.





5.4.10 DELETE

The function, "**Delete**," is to remove the selected devices from ReMoCloud's device management list. Note that deleting a device does not "<u>Wipe</u>" or restore the device to its factory default settings.

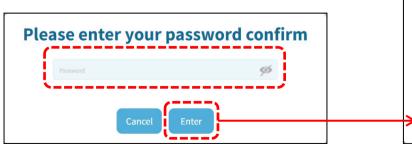
Select the device and click the "Delete" button.

Q Search				v	2 /ip.	Delete	Lock	Reboot	Push Notification	י י
Edit Column	1 to 7 / Total Dev	vice(s):7			Last	update : 20)23-07-14	18:04:32	Sync with Google	Refresh
Model Name V	Select all. Serial Number V	User Defined	~ •	Group 🗸	Ŧ	Profile 🔨		Battery Level	Remote Control	Profile Current
RS35	FW120A000223) Testing	ALMAN	Group_2		Create_Te	st		©	8
R S35	FW1226000400	1	Amount	None		Profile_1			0	23
RK25	FJ1187A001307		America	None		RK25			0	44
RK95	FT12170003374		America	Group_3		Testing			0	7
RS35	FW1211000130	1	Amount	None		Profile_1			0	23
RS35	FW1227000208	7	A.COMPET	None		HCT			0	48
RK25	FJ118CA006694		A STATE	Group_3		Testing			©	7

Click "OK" on the pop-up warning window to proceed.

Are you sure you want to continue?
If you delete the device, your data on this device(s) will all be deleted. Are you sure you want to continue?
Cancel

Enter the user's ReMoCloud password to confirm deleting the selected devices.





5.4.11 LOCK

Select devices and click the "**Lock**" button to turn off their screens. The user will need to unlock the screen first if the screen lock is set on the device.

Q Search			w	lipe Delet	Lock Reboot	Push Notificat	ion
Edit Column	1 to 7 / Total Device	e(s):7		Last update : 202	23-07-14 18:04:32	Sync with Google	Refresh
Model Name V	Select all. Serial Number V	🔻 User Defined 🗸 🔻	Group 🗸	🔻 Profile 🗸	Battery Tevel	Remote Control	Profile Current
RS35	FW120A0002230	Testing	Group_2	Create_Test		0	8
RS35	FW12260004001	1	None	Profile_1		©	23
RK25	FJ1187A001307	J.	None	RK25		G	44
RK95	FT12170003374	1	Group_3	Testing		©	7
RS35	FW12110001301	J.	None	Profile_1		©	23
RS35	FW12270002087	1	None	НСТ		0	48
RK25	FJ118CA006694		Group_3	Testing		©	7

Select the device and click the "Lock" button.

A pop-up window will appear to remind the user that the selected device's screen is locked successfully.





5.4.12 REBOOT

The function, "**Reboot**," is to shut down and restart the selected devices.

Q Search					Wipe	Delete	L06.	Reboot	Push Notificatio	n
Edit Column	1 to 7 / Total Devic	e(s):7			Last	update : 2)23-07-14	18:04:32	Sync with Google	Refresh
Model Name V	Serial Vumber V	User Defined	~ Ŧ	Group 🗸	Ŧ	Profile 🔨	/	Battery Level	Remote Control	Profile Current
RS35	FW120A0002230	Testing	. such t	Group_2		Create_Te	st		©	8
✓ RS35	FW12260004001		A START	None		Profile_1			G	23
RK25	FJ1187A001307		Amount	None		RK25			•	44
RK95	FT12170003374			Group_3		Testing			G	7
RS35	FW12110001301		Ameri	None		Profile_1			G	23
RS35	FW12270002087		1	None		НСТ			G	48
RK25	FJ118CA006694			Group_3		Testing			0	7

Select the device and click the "Reboot" button.

A pop-up window will appear to remind the user that the selected device is successfully rebooted.



5.4.13 PUSH NOTIFICATION

"Push Notification" is to pass text messages on to the selected devices.

Before clicking the "Push Notification" button, the user should select at least one device. Namely, the user is allowed to send messages to multiple devices simultaneously.

After selecting devices, click the "Push Notification" button to make the "Message" pop-up window appear.

On the pop-up window, there will be a text area and two buttons, "Cancel" and "Submit".

ReMoCloud	Device					Hello! Jo	hn Smith 🗘	08
🛖 ЕММ 🔷	Q Search			Wipe Delete	Lock	Reboot	Push Notificati	on :
Deployment Profile	Edit Column	1 to 7 / Total Device(s) : 7		Last update :	2023-07-1	4 18:04:32	Sync with Google	Refresh
Enrollment Enrollment	Model Name	Ν	lessage			Battery Y Level	Remote Control	Profile Current V
Monitor	RS35	Text In Here					0	8
Dashboard Device	RS35						0	23
Group/Site	RK25			h			6	44
Арр	RK95						0	7
Account Manage Manage	RS35	Can	cel Submit				0	23
Te Log	RS35			0/100			0	48
User Log	RK25	FJ118CA006694	₿ Group_3	Testing			0	7
Agility Intelligence	4							•
Copyright © 2023 Cipherlab. All rights reserved. Ver: 1.16.002		 < < ⊥ /	(1 > > 		50		▼ Quantity/	Page

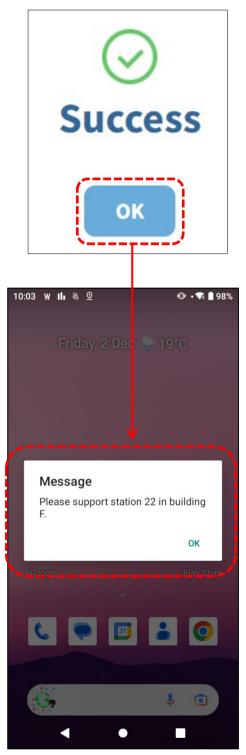
Including digits, punctuation marks, and symbols, the user may input no more than 100 characters.

For example:

Message	
Please support station 22 in building F.	
Cancel Submit	40/100



After entering the text, click "Submit" to pass the text on to the devices or click "Cancel" to undo. When the text is successfully sent, the process will be followed by another pop-up window notifying the user of the completion, and the text message will be displayed on the device. As shown:



5.4.14 SYNC WITH GOOGLE

Click the "**Sync with Google**" button to update the data based on the most current conditions for all devices by synchronizing with the data from Google system.

While "Sync with Google" and "Refresh" are both for updating the data, "Sync with Google" will comparatively cause more system load.

After clicking "**Sync with Google**," it will take a while to receive and update data.

Q	Search			Wip	e D	Delete	Lock	Reboot	Push Notification	:
Edi	it Column	1 to 7 / Total Device(5):7	I	Last up	odate : 202	23-07-14 1	.8:04:32	Sync with Google	efresh
	Model Name 🗸	Serial 🔻 Number 🗸	User Defined 🗸 🔻	Group 🗸	Ŧ	Profile 🗸	T	Battery Level		Profile Current V
	RS35	FW120A0002230	Testing	Group_2		Create_Test			0	8
	RS35	FW12260004001		None		Profile_1			0	23
	RK25	FJ1187A001307		None		RK25			•	44
	RK95	FT12170003374		Group_3		Testing			•	7
	RS35	FW12110001301		None		Profile_1			0	23
	RS35	FW12270002087	J.	None		НСТ			G	48
	RK25	FJ118CA006694	J.	Group_3		Testing			0	7

5.4.15 REFRESH

Click the "**Refresh**" button to update the data based on the condition for the last time ReMoCloud synchronized with Google system.

While "Sync with Google" and "Refresh" are both for updating the data, "Refresh" will comparatively cause less system load.

Q	Search						Wipe	Delete	Lock	Reboot	Push Notificatio	n
Edi	t Column	1 to 7 / Total	Device(s):7			Last	update : 2	2023-07-1	4 18:04:32	Sync with Google	Refresh
	Model Name 🗸	Serial Vumber	~	User Define	d 🗸 🔻	Group 🗸	-	Profile	~	Battery Level	Remote Control	Profile Current V
	RS35	FW120A00	02230	Testing		Group_2		Create_1	Test		G	8
	RS35	FW122600	04001			None		Profile_1	L		©	23
	RK25	FJ1187A00)1307			None		RK25			©	44
	RK95	FT1217000)3374			Group_3		Testing			©	7
	RS35	FW121100	01301		<i>.</i>	None		Profile_1	L		©	23
	RS35	FW122700	02087			None		НСТ			©	48
	RK25	FJ118CA00	06694		<u>I</u>	Group_3		Testing			©	7

5.4.16 SEARCH BOX & QUANTITY PER PAGE

In the top-left corner of the "Device" page, there is the search box for the user to search for specific devices.

Enter the keywords in the text area to search.

$\mathbf{Q} \quad \text{Search} \longrightarrow \text{Click to enter the keywords}$

Only the matching results will be displayed.

Q	fj1					Wipe	Delete	Lock	Reboot	Push Notificatio	n :
Ec	dit Column	1 to 2 / Total [Device(s) : 7			Las	t update : 2	2023-07-1	4 18:04:32	Sync with Google	Refresh
	Model Name 🗸	Serial Number 🗸	· – – – – –	ser Defined 🗸 🔻 🔻	Group 🗸	,	Profile	~	Battery Level	Remote Control	Profile Current V
	RK25	FJ1187A0013	307	1ª	None		RK25			G	44
	RK25	FJ118CA0066	694	1	Group_3		Testing			©	7
		·									

In the bottom-right corner, click the quantity box to unfold the menu.

By unfolding the menu, you can select the number for the devices to be displayed on a page. The options include 50, 100, and 150.

Q							Wipe		Delete	Lock	Reb	oot	Push N	otification	:
Edi	t Column	1 to 7 / Total	Device(s)	:7			Las	st u	pdate : 2	023-07-1	L4 18:0	4:32	Sync with	Google	Refresh
	Model Name 🗸	Serial	~ •	User Defined 🗸	Ŧ	Group 🗸		Ŧ	Profile	/		attery evel			Profile Current V
	RS35	FW120A00	02230	Testing		Group_2			Create_Te	st			¢		8
	R\$35	FW122600	04001			None			Profile_1				C		23
	RK25	FJ1187A00	1307			None			RK25				©		44
	RK95	FT1217000)3374			Group_3			Testing				(7
	RS35	FW121100	01301			None			Profile_1				6		23
	RS35	FW122700	02087			None			нст			▣_	0	-	48
	RK25	FJ118CA00	06694			Group_3			Testing	50					7
										100					
4										150					×
			< <	1 /1 >>					į	50				Quantity/Pag	•

Chapter 6

CHAPTER 6. GROUP MANAGEMENT

This chapter carries the detailed introduction of the functions offered by "**Group**" and "**Site**", especially specifying how to create a group and how to manage the enrolled devices in a group.

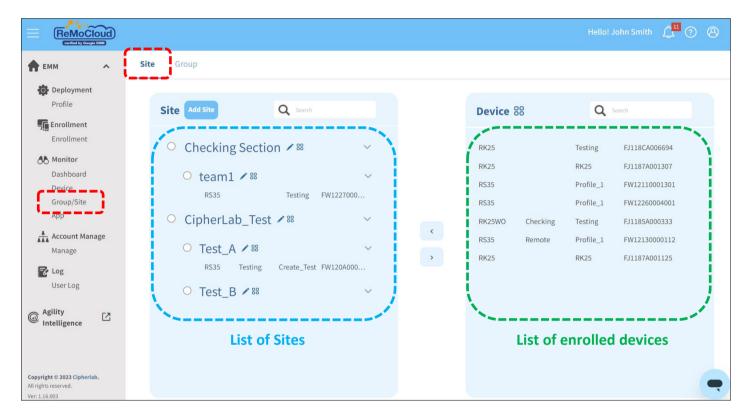
IN THIS CHAPTER

6.1 Site	275
6.2 Group	281
6.3 Preset / Add / Delete / Assign Group	282
6.4 Group Management	297

6.1 SITE

"Site" is for you to effectively categorize your devices, allowing you to organize the enrolled devices more efficiently.

Access "Group/Site" > "Site" :



The functions of the buttons on the "Site" page:

Button	Description
Add Site	To create a new site.
Add Sub Site 🕂	To create a new site under a certain upper-level site.
Edit Site Name 🖍	To give the site a new name.
Select all	To select all the devices on the list or in the site.
Delete Site —	To eliminate the site.



6.1.1 CREATE A NEW SITE

Follow the steps to create a new site:

1. Click Add site to open the "Add New Site Name" pop-up window.

Site Add Site Q Search	h		Device a	88	Q	Search
○ Checking Section ✓ ®	^		RK25		Testing	FJ118CA006694
○ team1 🖍 📽	^		RK25		RK25	FJ1187A001307
○ CipherLab_Test ✓ ⁸⁸	~		RS35		Profile_1	FW12110001301
			RS35		Profile_1	FW12260004001
○ Test_A ✓ ⁸⁸	\sim	<	RK25WO	Checking	Testing	FJ1185A000333
RS35 Testing Create_Te	est FW120A000		RS35	Remote	Profile_1	FW12130000112
○ Test_B 🗸 📽	~	>	RK25		RK25	FJ1187A001125
U Test_D ≠ ™	×					

2. Enter a name for the new site and click "Submit".

Add New Site Name	
Input Site Name	
Cancel Submit	

6.1.2 ADD A SUB SITE

Follow the steps to create a sub-site:

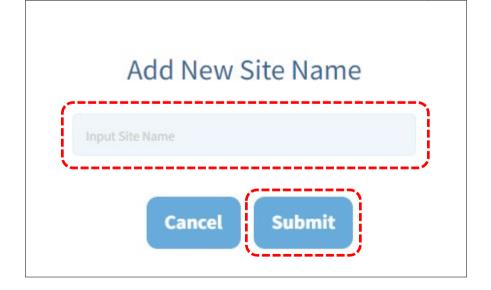
1) Make sure you have an existing site where you want to create a sub-site.

2) Move the cursor to the site. The function buttons + and - will appear.

3) Click + to open the "Add New Site Name" pop-up window.



4) Enter a name for the new sub-site and click "Submit".



Note:

You are not allowed to add a sub-site under a sub-site.

6.1.3 EDIT SITE NAME

Follow the steps to edit the name of a site or a sub-site:

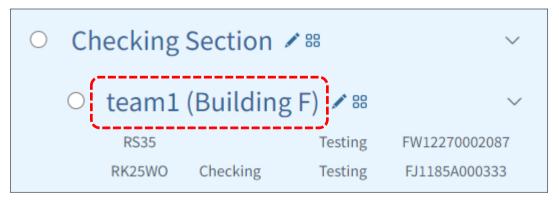
1) Click 🖍 to open the "Edit Site Name" pop-up window.

 Checking Section 	1 00	\sim
○ team1 🖍 🕫		\sim
RS35	Testing	FW1227000
RK25WO Checking	Testing	FJ1185A000

2) Enter a new name and click "Submit".



3) The name is successfully changed.



6.1.4 DELETE A SITE

Follow the steps to delete a site or a sub-site:

```
1) Move the cursor to the site. The function buttons + and - will appear.
```

2) Click —.

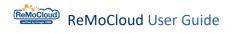
• CipherLab_Test	∕ 88 ∨
O Test_A 🖍 അ	\sim
RS35 Testing	Create_Test FW120A0002230
O Test_B ✔ 88	Click 🦳 🔓 🗸

3) Click "OK" to eliminate the site.

\bigotimes
Are you sure for delete Site?
Cancel OK

4) The site is successfully deleted.

0	CipherLab	_Test 🗸	88	\sim
	• Test_A	188		\checkmark
	RS35	Testing	Create_Test	FW120A0002230



6.1.5 ASSIGN SITE

On the "Site" page, you can assign devices to sites.

				Search Dux
Site Add Site Q Search		Device 8	e defined	Q Search
 ○ Checking Section ✓ 第 		RK25	Testing	FJ118CA006694
○ team1 (Building F) ✓ ¹⁸		RK25 RS35	RK25 Profile_1	FJ1187A001307 FW12110001301
RS35 Testing FW12270002087 RK25WO Checking Testing FJ1185A000333		RS35 RS35 F	Profile_1 Remote Profile_1	FW12260004001 FW12130000112
 CipherLab_Test ✓ [™] 	<	RK25 RS35	RK25 Testing	FJ1187A001125 FW12060000095
C Test_A ✓ № ✓ RS35 Testing Create_Test FW120A0002230	>	к535	Profile	S/N

Soarch Boy

On the right side, all devices without a site will be listed with their user-defined, applying profiles, and serial numbers on the "Device" section.

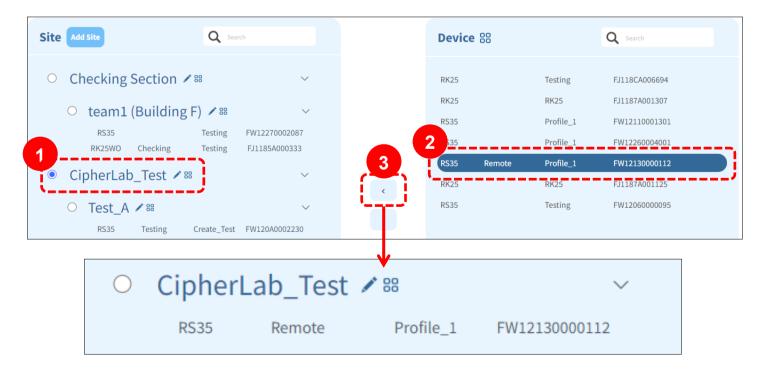
On the left side, the assignment list allows you to add devices to the selected site.

To assign devices to a site or a sub-site :

1. Click to select a site on the "Site" list. You can enter keywords in the search box to look for specific sites.

2. Click to select a device on the "Device" list. You can enter keywords in the search box to look for specific devices.

3. Click the left button <a>I to add the selected device to the selected site.



6.2 GROUP

"**Group**" helps the user manage devices. Create groups to organize the enrolled devices by different setting buttons.

```
(ReMoCloud)
                              Site
                                   1
                                       Group
                                                                                                                          Group Setting Buttons
👚 ЕММ
                    ~
  Deployment
                                                                                                         Add Group
                                                                                                                       Assign
                                                                                                                                 Pre-Group
                                                                                                                                               Delete
                                                                                                                                                         Rename
      Profile
  Enrollment
                                Group \sim
                                                                                  Ψ.
                                                                                     Number of Devices \sim
                                                                                                                         🔻 🛛 Profile 🗸
      Enrollment
                                0
                                                                                                                            Profile_1
                                              Group_1
  A Monitor
      Dashboard
                                 Create_Test
                                              Group 2
                                                                                     1
      Device
                                              Group_3
                                                                                     2
                                                                                                                            Testing
      Group/Site
       Арр
                                              Test_for_Creating
                                                                                                                            HCT
                                                                                     0
  Account Manage
      Manage
  🔽 Log
      User Log
Agility
Intelligence
                    \mathbb{Z}
Copyright © 2023 Cipherlab.
All rights reserved.
Ver: 1.16.002h1
```

The functions of the 5 setting buttons on the "**Group**" page:

Setting Button	Description
Add Group	To create a new group.
Assign	To assign a profile to the selected group. Devices from the selected group will hence apply to the assigned profile's settings.
Pre-Group	To import the .csv file for reviewing the device data in an efficient way.
Delete	To eliminate the selected groups.
Rename	To give a new name to the selected group.

Access "Group/Site" > "Group" :

6.3 PRESET / ADD / DELETE / ASSIGN GROUP

6.3.1 PRE-GROUP

The function, "Pre-Group," allows the user to more effectively examine the device serial numbers and the groups to which they belong.

SETTING BUTTONS ON THE "ENROLL BY PRE-GROUP" PAGE

Click the setting button "**Pre-Group**" in the top-right corner of the "**Group**" page to enter the "**Enroll by pre-group**" setting page.

Enroll by pre-group		Hello! John Smith 🛕 ၇ 🛞
< Back		Import Export Delete
Serial Number	Group Name	

The 3 setting buttons on the "**Enroll by pre-group**" page:

Setting Button	Description
Import	To upload the .csv file for setting.
Export	To export the list to an Excel .csv file for reviewing.
Delete	To eliminate the settings.

Note that the function, "Enroll by pre-group," only accepts .csv files for importing. Hence, knowing how to create a .csv file for the "enroll by pre-group" function is essential.

HOW TO CREATE A .CSV FILE FOR "ENROLL BY PRE-GROUP"

The **.csv** file should contain the following information:

- The Device Serial Number
- The Group Name

1. Open a **Notepad** file.

2. Input the devices' serial numbers and the groups' names the devices belong to in sequence, one device per row.

The serial number and the group name are only separated by a comma without any other characters or symbols. For example:

*Untitled - Notep	ad			_		×
File Edit Format	View Help					
FC116BD000	ABC,Test_Group)182,Test_Group)449,Test_Group	_1				^
						\sim
	Ln 3, Col 27	100%	Windows (CRLF)	UTF-8	3	

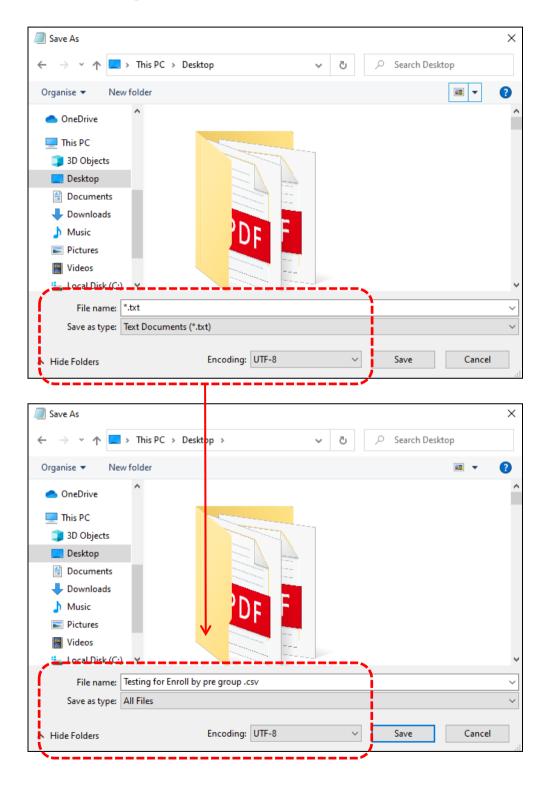
3. After finishing inputting, click "File" and select "Save As...".

🦉 *Untitled - Notep	ad			_		×
File Edit Format	View Help					
New	Ctrl+N	pup_1				\sim
New Window	Ctrl+Shift+N	oup_1				
Open	Ctrl+O	oup_2				
Save	Ctrl+S					
Save As	Ctrl+Shift+S					
Page Setup						
Print	Ctrl+P					
Exit						
						\sim
	Ln 3, Col 27	100%	Windows (CRLF)	UTF-	8	



4. For the "File name" field, input a name and manually change the filename extension from .txt to .csv.

- 5. For the "Save as type" field, select "All Files (*.*)".
- 6. For the "Encoding" field, select "UTF-8".



The **.csv** file is successfully created and ready to be imported to the "**Enroll by pre-group**" setting page on ReMoCloud.

📙 🛃 📃 🖛 Group-Site	_Enroll by pre group			- 0	×
File Home Share	View				~ ?
Navigation Details pane	Image Extra large icons Image ico	Group by • M Add columns • Sort by • Size all columns to fit	Item check boxes File name extensions Hidden items	S Options	
Panes	Layout	Current view	Show/hide		
\leftarrow \rightarrow \sim \uparrow \square \rightarrow This	PC > Desktop > ReMoCloud > chapter 6 p.243 > Group-Site_Enroll by	ore group 🗸 진	Search Group-Site_Enroll by pre gr	oup	
Creative Cloud Fil Desktop Desktop Documents Doc	Teting for Enroll by pre group				
1 item					

UPLOAD .CSV FILE FOR "ENROLL BY PRE-GROUP" SETTINGS

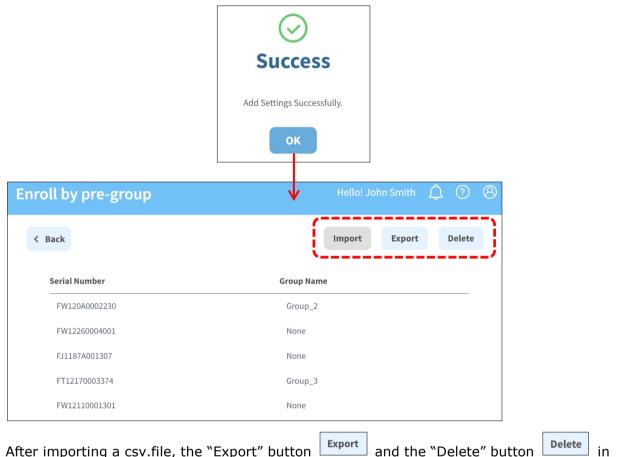
On the "Enroll by pre-group" setting page, click the "Import" button to upload the file.

Enroll by pre-group	Hello! John Smith 🛕 ၇ 🛞
< Back	Import Export Delete
Serial Number 	Group Name

Click the "**Choose File**" button to select the .csv file and click the "**Submit**" button to upload.

Please select csv file	
Choose File No file chosen	
Cancel Submit	

When the file is successfully imported, a pop-up window will appear to notify the user of the completion, and the imported .csv file will simultaneously be demonstrated as a list on the "Enroll by pre-group" setting page.



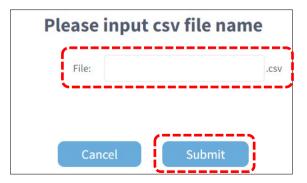
the top-right corner will become available.

valiable.

The user can upload only <u>one</u> .csv file to the "Enroll by pre-group" setting page. Click "Delete" to eliminate the original settings and import another one.

EXPORT "ENROLL BY PRE-GROUP" SETTINGS

The user may click the "Export" button to export the list to an Excel .csv file for reviewing. After clicking "Export," a pop-up window will appear for the user to enter a name for the file. After inputting a name, click "Submit" to download the file on the PC. Or, click "Cancel" to undo.



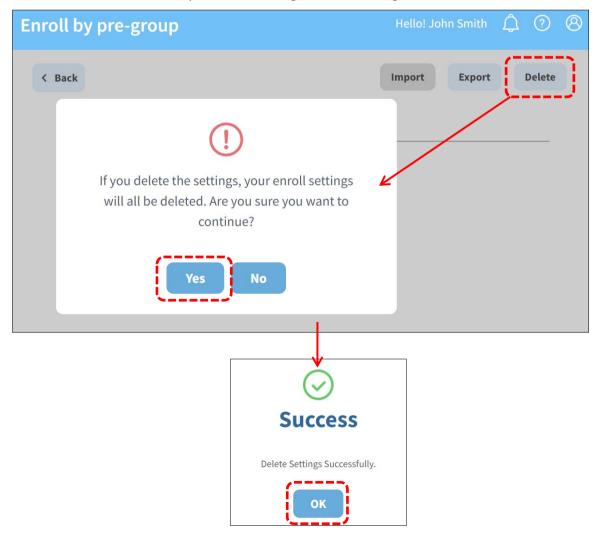
🖊 | 🛃 📑 🖛 | Downloads \times File Home Share View ? Group by • Preview pane Extra large icons ltem check boxes 📧 Large icons Medium-sized icons File name extensions Hide selected items 1 Small icons EE List 📺 Add columns 🔻 E Details Navigation Details pane Sort by • Size all columns to fit Hidden items Options Content -Layout Current view Show/hide Pane _____ ↑
↓
→ This PC → Downloads 5 ~ Search Downloads < Cloud Fil A Name Date modified Size Туре o Creative Cloud Fil ✓ Today (1) OneDrive 🖳 Enroll by pre group 2022/11/9 下午 04:58 Microsoft Excel 逗... 1 KB 🗸 💻 This PC J Last month (54) > 🗊 3D Objects Export test 2022/10/26 上午 10:51 Microsoft Excel 逗... 1 KB > 📃 Desktop 🖾 testttt 2022/10/25 下午 03:41 Microsoft Excel 逗... 1 KB > 🗎 Documents 🐴 ReMoClou udRei 2022/10/25 上午 11:18 Microsoft Excel 逗. 2 KB

The exported file will be saved in the default download location.

DELETE "ENROLL BY PRE-GROUP" SETTINGS

Click the "**Delete**" button to eliminate the settings. Next, click "Yes" on the warning pop-up window to confirm deleting the settings on the "**Enroll by pre-group**" page.

The user will be able to import new settings after deleting.



GROUP THE DEVICE(S) BY FOLLOWING "ENROLL BY PRE-GROUP" SETTINGS

Even if the user had assigned a different profile for the device during the "<u>enrollment</u>," ReMoCloud will reassign the designated profile for the device according to the "Enroll by pre-group" settings.

nro	oll by pre-a	group							Hello! Joł	hn Smith	Д (? C
< в	Back								Import	Export	D	elete
	Serial Number					Group	Name					
ſ	FW120A0002230	0				Group	p_2					
	FW12260004001	1		רי		None						
	FJ1187A001307	,				None						
	FT12170003374	4				Group	p_3					
	FW12110001301	1				None						
	FW12270002087	7				None						
	FJ118CA006694	ł				Group	p_3					
evi	се								Hello! Jo	ohn Smith	¢	?
evi Q							Wipe	Delete Lock			<u>ل</u>	
Q	Search	to 7 / Total Device	!(s) : 7					Delete Lock	Reboot		otificatio	on
Q	Search	to 7 / Total Device Serial Number ∽	e(s):7	• • •	Group 🗸	▼ Profile ∨	Last		Reboot 7-14 18:04:32	Push No	otificatio	on Refresh Profile
Q	Search	Serial		d ~ ~	Group_2	▼ Profile ∨ Create_Test	Last Ba	update : 2023-07	Reboot 7-14 18:04:32	Push No Sync with	otificatio Google	on Refrest Profile
Q	Search	Serial Number 🗸	🔻 User Define	d ~ 7			Last Ba V Le	update : 2023-07 ttery Remo vel Contr	Reboot '-14 18:04:32 te Profi	Push No Sync with	otificatio Google	Refrest Profile Latest
Q	Search It Column 1 1 Model Name \sim \mathbf{v} RS35	Serial Number 🗸 FW120A0002230	🔻 User Define	/	Group_2	Create_Test	Last P Le	update : 2023-07 ttery Remo vel Contr	Reboot '-14 18:04:32 tte Profi ol Curri	Push No Sync with	otificatio Google	Profile Latest
Q	Search 1 1 It Column 1 1 Model Name \sim \mathbf{v} RS35 RS35	Serial Number ~ FW120A0002230 FW12260004001	🔻 User Define	1	Group_2 None	Create_Test Profile_1	Last P Le	update : 2023-07 ttery Remo vel Contr	Reboot	Push No Sync with	otificatio Google	Profile Latest 8 25
Q Edi	Search 11 It Column 11 Model 7 RS35 RS35 RK25	Serial Number ~ FW120A0002230 FW12260004001 FJ1187A001307	🔻 User Define		Group_2 None None	Create_Test Profile_1 RK25	Last Ba Lee C	update : 2023-07 ttery Remo vel Contr)	Reboot	Push No Sync with	otificatio Google	Refresh Profile Latest 8 25 44
Q Edi	Search 1 1 Model 7 RS35 RS35 RK25 RK95	Serial Number Serial FW120A0002230 FW12260004001 FW12260004001 FJ1187A001307 FT12170003374 FT12170003374	🔻 User Define		Group_2 None None Group_3	Create_Test Profile_1 RK25 Testing	Last Ba Lee C C C	ttery Remo vel Contr) &) &) &	Reboot '-14 18:04:32 te Profi ol Curre 8 23 44 7	Push No Sync with	otificatio Google	Refresh Profile Latest 8 25 44 7

When the group listed on the "Enroll by pre-group" page has not been created yet, ReMoCloud will automatically create the group and assign the profile for the device.

Enroll by pre-group		Hello! John Smit	th 🗘 🖓 🛞
< Back		Import Exp	Delete
Serial Number	Group Name		
FW120A0002230	Group_2		
FW12260004001	None		
FJ1187A001307	None		
FT12170003374	Group_3		
FW12110001301	None		
FW12270002087	None		
FJ118CA006694	Group_3		
Site Group			
	Add Group Assign	Pre-Group Delete	Rename
Group ~	Y Number of Devices \vee	$igstarrow$ Profile \smallsetminus	Υ.
Group_1	0	Profile_1	
Group_2	1	Create_Test	
Group_3	2	Testing	
Test_for_Creating	0	НСТ	



6.3.2 CREATE A NEW GROUP

Use the following steps to create a new group:

Site	Group			
		Add Gro	up Assign Pre-Group Delet	e Rename
	Group \smallsetminus	\bigtriangledown Number of Devices \checkmark	$igvee$ Profile \lor	T
	Group_1	0	Profile_1	
	Group_2	1	Create_Test	
	Group_3	2	Testing	
	Test_for_Creating	0	HCT	

- 1. Enter a name for the new group.
- 2. Select the profile from the drop-down menu.
- 3. the available enrolled devices that belong to no groups will be listed. Select the devices to add them to the new group.

2 Profile Please select Model Name User Defined Serial Number Group Profile Profile Current Ver Profile Latest V RK25 FJ1187A001307 None RK25 44 44	Ver IMEI T V
RK25 FJ1187A001307 None RK25 44 44	
	None
RS35 FW12110001301 None Profile_1 23 25	354576110
RS35 FW12260004001 None Profile_1 23 25	354576110
RS35 FW12270002087 None HCT 48 48	None

The devices added to the group will automatically apply to the designated profile according to the group settings.

For more details about the "Group Setting" page, refer to Group Management.

rou	ıp Settii	ng											Hello! J	lohn Smith	Â	?	E
< в	Back						Add	Wip	e	Delete	Loc	:k I	Reboot	Push No	otificati	ion	:
Gro	up : Group_	_3 Profile :	Testi	ng Total De	vice(s) : 2			Las	t update :	2023-	-07-14 1	L8:04:32	2 Sync with	Google	Refre	sh
	Model Name ∨ ▼	User Defined	~	Serial Number	~	Group	~	Profile 🔨		Profile Current Ver		Profile Latest V	er ∨ ▼	IMEI 🗸	—	Comma Status	
	Name 🗸	User Defined	T	Serial Number FJ118CA006694	7	Group_3	7	Profile \	~ c	Current Ver	× •			IMEI ~ 35453809008			\sim

4. Click the "**Back**" button in the top-left corner to return to the "List of Group" page. The created group will be listed here.

Site	Group						
			Add Group	Assign	Pre-Group	Delete	Rename
	Group \vee	Vumber of Devices	,	▼ Pr	ofile \smallsetminus		Ŧ
	Group_1	0		Pr	ofile_1		
	Group_2	1		Cr	eate_Test		
	Group_3	2		Te	sting		
	Test_for_Creating	0		НС	CT		



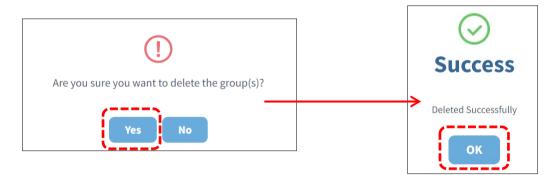
6.3.3 DELETE GROUP

On the "Group" page, the user can delete groups

Select the group and click the "**Delete**" button.

Site G	Group			
Select	all	Add Gro	up Assign Pre-Group Delet	e Rename
b	Group \vee	$igstar{\mathbf{v}}$ Number of Devices \lor	$igvee$ Profile \checkmark	7
	Group_1	0	Profile_1	
	Group_2	1	Create_Test	
	Group_3	2	Testing	
	Test_for_Creating	0	НСТ	

The warning pop-up window will appear for the user to confirm deleting the selected groups. Click "**Yes**" to proceed. Or, click "**No**" to undo.



While the group is deleted, the devices from the group will not be deleted or wiped. The devices will still apply to the profile that was assigned by the deleted group.

You can check the device information on the "**Device**" page:

	Device				Hello! Jo	ohn Smith 🛕 🤇	? 8
🕈 ЕММ 🔷	Q Search			Wipe Delete	Lock Reboot	Push Notification	:
Deployment Profile	Edit Column 1	o 7 / Total Device(s) : 7		Last update : 2	023-07-14 18:04:32	Sync with Google	Refresh
Enrollment Enrollment	Model Name	Serial Number 🗸 🛛 🔻 User De	efined 🤍 🔻 Group 🗸	Profile	Battery		Profile Current V
A Monitor	RS35	FW120A0002230 Testing	Group_2	Create_Te	est 🚺	©	8
Dashboard Device	RS35	FW12260004001	None None	Profile_1		0	23
Group/Site	RK25	FJ1187A001307	None 🖉	RK25		©	44
Арр	RK95	FT12170003374	Group_3	Testing		0	7
Account Manage	RS35	FW12110001301	None 🖉	Profile_1		٩	23
C Log	RS35	FW12270002087	🔊 None	НСТ		0	48
User Log	RK25	FJ118CA006694	Je Group_3	Testing		0	7
Agility Intelligence	4						•
Copyright © 2023 Cipherlab. All rights reserved. Ver: 1.16.002h1		 < < □ / :	1 > > 		50	▼ Quantity/Page	



6.3.4 ASSIGN GROUP

			Hello! John Smith	L ⁴ ? 8
🕈 ЕММ 🔨	Site Group			
Deployment Profile		Add Grou	up Assign Pre-Group Delet	e Rename
Enrollment Enrollment	Group V	\P Number of Devices \vee	▼ Profile ∨	Ŧ
A Monitor	Group_1	0	Profile_1	
Dashboard	Group_2	1	Create_Test	
Device Group/Site App	Group_3	2	Testing	
Account Manage				
Manage				
Cog				
User Log				
Agility [7] Intelligence				
Copyright © 2023 Cipherlab. All rights reserved. Ver: 1.16.002h1				

The "Assign" function is to assign profiles to groups and ungrouped devices.

Assign Profile			Hello! John Smith 🗘 🧿 🛞
< Back Create_Copied ~	Save	Group/Device	Q
 Group Non-grouped Device 	~ ~ ~	RS35/ Profile 1	 Profile_1 Create_Test Testing FJ1187A001307 FV12110001301 FW12260004001 FW12270002087

 Back Create_Copied ~ Group Non-grouped Device 	Save		Group/Device	۹
	~			
Non-grouped Device			• Group	Original Profiles
	\sim		Group_1	Profile_1
			Group_2	Create_Test
			Group_3	Testing
			 Non-grouped Dev 	^{ice} Serial Number
		<	RK25/ RK25	FJ1187A001307
		>	RS35/ Profile_1	FW12110001301
			RS35/ Profile_1	FW12260004001
			RS35/ HCT	FW12270002087

On the right side, all groups and the ungrouped devices will be listed with their original applying profiles and serial numbers on the "Group/Device" section.

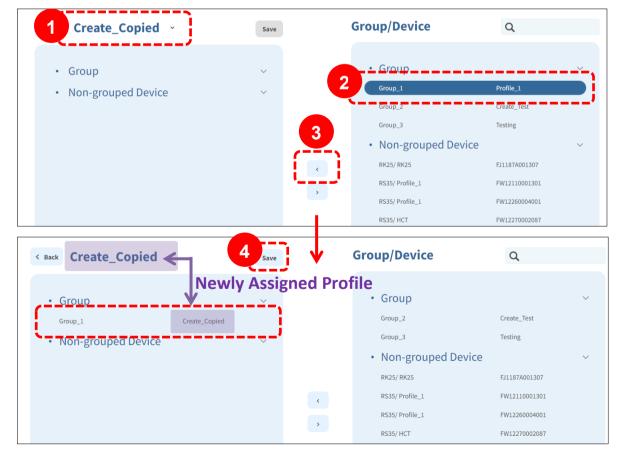
On the left side, the assignment list allows you to add groups/devices and select profiles.

To assign a profile to groups and devices :

1. Click to select a profile.

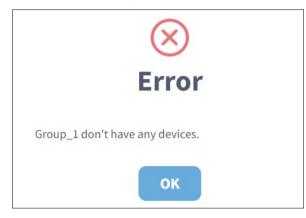
2. Select a group or device on the "Group/Device" list. You can enter keywords in the search box to look for specific groups or devices.

3. Click the left button \square to add the selected group or device to the assignment list.



ReMoCloud User Guide

4. Click "Save" to assign. (You can select multiple groups and devices for assignment.) Note that the assignment will fail when there is no devices assigned to the selected group.



After the assignment is completed, the devices from the group will immediately apply to the designated profile.

Devi	ce							Hello! Johi	n Smith 🗘	? 8
	Search t Column	1 to 7 / Total Devic	e(s):7			Wipe Last	Delete Loc update : 2023-0		Push Notificati	on Refresh
	Model Name 🗸	Serial Vumber V	y User Defined	 T 	Group 🗸	Ŧ	Profile 🗸	Battery Vevel	Remote Control	Profile Current V
	RS35	FW120A0002230	Testing		Group_2		Create_Test		©	8
	R\$35	FW12260004001			None		Profile_1		©	23
	RK25	FJ1187A001307		A. MARKE	None		RK25		©	44
	RK95	FT12170003374			Group_3		Testing		•	7
	RS35	FW12110001301			None		Profile_1		0	23
	RS35	FW12270002087			None		НСТ		©	48
	RK25	FJ118CA006694			Group_3		Testing		©	7

6.4 GROUP MANAGEMENT

On the "**Group**" page, click the group's name to enter the "**Group Setting**" page.

The detailed information of the devices assigned to the group will be listed on this page.

Site G	roup								
					Add Group	Assign	Pre-Group	Delete	Rename
	Group \vee		• Number o	f Devices \vee		T Pr	rofile \checkmark		
	Group_1		0			Pr	rofile_1		
	Group_2		1			Cr	reate_Test		
	Group_3		2			Te	esting		
roup Se	tting						Hello! J	ohn Smith	↓ ⑦
< Back		Group Setting I	Buttons	Ad	d Wipe	Delete	Lock Reboot	Push Noti	fication
Group : Gro	oup_3 Profile : Tes	ting Total Device(s): 2			La	st update : 20	23-07-14 18:04:32	Sync with Go	ogle
Model	V 🔻 User Defined	🗸 🔻 Serial Number 🗸 🔻	Group 🗸 🔻	Profile 🗸	Profile Current Ver	Profil V T Lates	le t Ver 🗸 🔻 IMEI	~ 7	Command Status V

Testing

7

7

354538090088288

Group Device List

FJ118CA006694

1

Group_3

RK25



6.4.1 GROUP DEVICE LIST

irou	p Setting								Hello! Jo	hn Smith 🔶	4 ? (
K B		Profile : Testing	Total Device(s) : 2	Header R	Add	Wipe S	Delete t update : 2	Lock	Reboot	Push Notific	
	Model Name 🗸 🔻	User Defined 🗸 🔻	Serial Number 🗸	🔻 Group 🗸 🔻	Profile 🗸 🔻	Profile Current Ver		ofile test Ver 🗸	T IMEI		Command Status 🗸 🤇
	RK95	1	FT12170003374	Group_3	Testing	7	7		None		
	RK25	1	FJ118CA006694	Group_3	Testing	7	7		35453	8090088288	

The header row items of the group device list:

Model Name

The device model name.

User Defined

The field for the user to put a mark on the device. With the marks, the user is allowed to distinguish the devices from each other with the same model name. For more details, refer to "User-Defined" of "Enrolled Device List".

Serial Number

The serial number of the device.

Group

The group to which the device belong.

Profile

The profile to which the device applies.

Profile Current Ver

This column shows if the device applies to any designated profile.

If so, it will demonstrate the profile's version number. If not, it will show "Not Applied".

Profile Current Ver	Item	Description
÷ T	Green Version Number	The profile that this device applies to is the latest version.
3	Red Version Number	The profile that this profile applies to is the old version.
Not Applied	Not Applied	The device does not apply to any designated profile.
0	0	The profile that this device applies to is unedited. 0 in green suggests that this profile is the latest version, while red suggests the old version.

Profile Latest Ver

The latest version number of the designated profile.

IMEI

The IMEI number of the device.

Command Status

Showing the executing command, such as "Locking," "Wiping," and "Rebooting".

Sorting:

Click the sort button $~\sim~$ at the header row to display the profiles in ascending or descending order.

Filtering:

Click the filtering button $\overline{}$ at the header row to expand "**Filter**" field for further searching.

SORTING THE GROUP DEVICES

In the "Group Setting" page, the user may sort the displayed information by the header row items.

Click the sort button $~\sim~$ of the header row item to display the device list in ascending order.

Click it again to display the list in descending order. As shown:

Ascending (click once)

Grou	p Setting									John Smith 🔶	4 ?	8
< В	ack				Add	Wipe	Delete	Lock	Reboot	Push Notifica	tion	:
Grou	up : Group_3	Profile : Testing	Total Device(s) : 2			La	ist update	: 2023-07-	14 18:04:3	2 Sync with Google	Refr	esh
	Model Name 🗸 🔻	User Defined 🗸 🔻	Serial Number 🔨 🔻	Group 🗸 🔻	Profile 🗸 🔻	Profile Current Ver		Profile Latest Ver 🔨	- т іме		Command Status 🗸	
	RK25	1	FJ118CA006694	Group_3	Testing	7	ī	7	354	538090088288		
	RK95	1	FT12170003374	Group_3	Testing	7	1	7	Nor	ne		

• Descending (click twice) \vee

irou	p Setting								Hello! Jo	ohn Smith 🔶	4 ?	8
< в	ack				Add	Wipe	Delete	Lock	Reboot	Push Notifica	ition	:
Grou	up:Group_3 Prot	file : Testing	Fotal Device(s) : 2			Las	t update :	2023-07-1	4 18:04:32	Sync with Googl	e Refre	esh
	Model Name ∨ ▼ User	Defined 🗸 🔰	Serial Number 🗸 🔻	Group 🗸 🔻	Profile 🗸 🔻	Profile Current Ver		rofile atest Ver 🗸	T IMEI		Command Status 🗸	
	RK95		FT12170003374	Group_3	Testing	7	7		None			
	RK25	/	FJ118CA006694	Group_3	Testing	7	7		35453	38090088288		

FILTERING THE GROUP DEVICES

To search the specific device from the device list.

1. Click the \square button of the header row item to expand the editable "Filter" field.

G	rou	p Setting	;							Hello! Jol	hn Smith 🔶	4	8
	< B	ack				Add	Wipe	Delete	Lock	Reboot	Push Notifie	ation	:
	Gro	up : Group_3	Profile : Testing	Total Device(s) : 2			La	ist update	: 2023-07-	14 18:04:32	Sync with Goog	le Refr	resh
		Model Name ∨ ▼	User Defined 🗸 🔻 🔻	Serial Number 🗸	🔻 Group 🗸 🔻	Profile 🗸 🔻	Profile Current Ver		Profile Latest Ver 🔍	MEI -	~ •	Command Status 🗸	
		RK95	1	FT12170003374			0	1	7	None			
		RK25	1	FJ118CA006694	Filter		(\times)	1	7	354538	8090088288		

2. Enter keywords to search from the column. The matching devices will be displayed.

Group Setting					Hello! John Smith	L ? 8
< Back	А		(X) elet	e Lock	Reboot Push N	otification
Group : Group_3 Profile : Testing Total Device(s) : 2			Last up da	te : 2023-07-:	14 18:04:32 Sync with	Google Refresh
Model			Profile	Profile		Command
🗌 Name 🗸 🔻 User Defined 🧹 🔻 ertat number 🗸 🔻	Group 🗸 🔻	Profile 🗸 🔻	Current Ver 🗸 🔻	Latest Ver 🗸	🗸 🔻 IMEI 🗸	🔻 Status 🧹 🔻
□ RK25	Group_3	Testing	7	7	354538090088288	

3. The user may set multiple filter criteria to refine the results.

Group Se	etting								Hello! Jo	hn Smith 🛽 🧕	Ĵ ¹² ?	8
< Back Group : G	roup_3 Profile	: Testing	Total Device(s) : 2	F		×	Delete st update	Lock	Reboot 14 18:04:32	Push Notif		resh
Mode Nam	el e 🗸 🔻 User Def	ined 🗸 🔻	Serial Number 🗸	Group 🗸 🔻	Profile 🗸 🔻	Profile Current Ver		Profile Latest Ver 🔨	V 🔻 IMEI	~ 5	Comman Status 🗸	
RK25	5	and the second s	FJ118CA006694	Group_3	Testing	7		7	35453	8090085288		
							0			\otimes		



6.4.2 GROUP SETTING BUTTONS

Above the group device list, there are 10 setting buttons:

rou	p Setting											∩	Ø
< в	ack					Add	Wipe	Delete	e Lock	Re	boot Push I	Notification	:
Grou	up:Group_3 F	Profile : Testing	1	otal Device(s) : 2			La	ast upda	te : 2023-07-:	14 18:	04:32 Sync wit	h Google Refre	sh
	Model Name ∨ ▼ U	Jser Defined 🗸	Ŧ	Serial Number 🗸 🔻	Group 🗸 🔻	Profile 🗸 🔻	Profile Current Ver	· · · ·	Profile Latest Ver 🗸	•	IMEI 🗸	Command Status V	
	RK25	لم		FJ118CA006694	Group_3	Testing	7		7		35453809008828	8	
	RK95	Å	-	FT12170003374	Group_3	Testing	7		7		None		

SYNC WITH GOOGLE

Click the "**Sync with Google**" button to update the data based on the most current conditions for all devices by synchronizing with the data from Google system.

While "Sync with Google" and "Refresh" are both for updating the data, "Sync with Google" will comparatively cause more system load.

rou	p Setting							Hello! Jo	ohn Smith	2 ? (8
< В	ack				Add	Wipe	Delete Loc	k Reboot	Push Notificat	ion	:
Grou	up : Group_3 Profile : 1	Testing T	otal Device(s) : 2			Las	t update : 2023-	07-14 18:04:32	Sync with Google	Refresh	
	Model Name 🗸 🔻 User Define	ed 🗸 🔻	Serial Number 🗸 🔻	Group 🗸 🔻	Profile 🗸 🔻	Profile Current Ver	Profile V T Latest Ve	r 🗸 🔻 IMEI		ommand tatus 🗸	Ţ
	RK25		FJ118CA006694	Group_3	Testing	7	7	35453	88090088288		
	RK95	/	FT12170003374	Group_3	Testing	7	7	None			

After clicking "**Sync with Google**," it will take a while to receive and update data. During this process, the setting buttons will be unavailable.

								llo! John Smith 🗍 🤅 🤇
< Ba	ck				Add	Wipe Delete	e Lock Re	boot Push Notification
Grou	p : Group_3 Profile : Testin	ig T	otal Device(s) : 2				Receiving	Data Sync with Google Refresh
	Model Name ∨ ▼ User Defined ∨	Ŧ	Serial Number 🗸 🔻	Group 🗸 🔻	Profile 🗸 🔻	Profile Current Ver 🗸 🔻	Profile Latest Ver 🗸 🔻	Command IMEI \checkmark \forall Status \checkmark
	RK25		FJ118CA006694	Group_3	Testing	7	7	354538090088288
	RK95	and the second s	FT12170003374	Group_3	Testing	7	7	None

REFRESH

Click the "**Refresh**" button to update the data based on the condition for the last time ReMoCloud synchronized with Google system.

While "Sync with Google" and "Refresh" are both for updating the data, "Refresh" will comparatively cause less system load.

irou	p Setting								Hello! Jo	hn Smith 🗘	2 ?	8
K Ba	ack				Add	Wipe	Delete	Lock	Reboot	Push Notifica	tion	:
Grou	ıp : Group_3 Profile : Test	ing	Fotal Device(s) : 2			La	st update	2023-07-1	4 18:04:32	Sync with Google	Refree	sh
	Model Name 🗸 🔻 User Defined 🔻	•	Serial Number 🗸 🔻	Group 🗸 🔻	Profile 🗸 🔻	Profile Current Ver		Profile Latest Ver ∨	TIMEI		ommand tatus 🗸	
	RK25	. and the	FJ118CA006694	Group_3	Testing	7		7	35453	8090088288		
	RK95		FT12170003374	Group_3	Testing	7		7	None			



PUSH NOTIFICATION

"Push Notification" is to pass text messages on to the selected devices.

Before clicking the "**Push Notification**" button, the user should select at least one device. Namely, the user is allowed to send messages to multiple devices simultaneously.

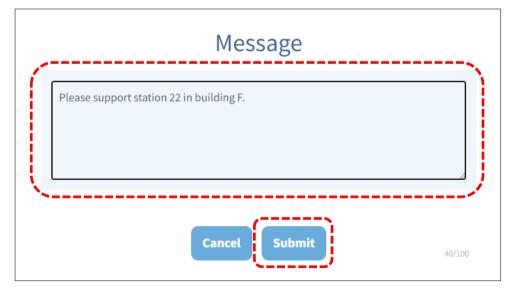
After selecting devices, click the "**Push Notification**" button to make the "**Message**" pop-up window appear.

On the pop-up window, there will be a text area and two buttons, "Submit" and "Cancel".

Grou	p Setting		Hello! John Smith 🗘 🕜 🛞
<	Back		Add Wipe Delete Lock Reboot Push Notification
Gro	oup : Group_3	Profile : Testing Total Device(s) : 2	Last update : 2023-07-19 11:17:37 Sync with Google Refresh
	Model Name 🗸 🔻		Profile Command Latest Ver T IMEI T Status T
	RK25	Message	7 354538090088288
	RK95	Text In Here	7 None
			1
		Cancel Submit	0/100

Including digits, punctuation marks, and symbols, the user may input no more than 100 characters.

For example:



After entering the text, click "send" to pass the text on to the devices or click "cancel" to undo. When the text is successfully sent, the process will be followed by another pop-up window notifying the user of the completion, and the text message will be displayed on the device. As shown:





ADD

To add devices to the group:

1. Click the "Add" button on the "Group Setting" page. The available devices will be listed on the pop-up window.

Grou	p Setting							Hello! John Smith 🛛 🔶	, <mark>12</mark> ⑦ Ø			
K Back Group:Group_3 Profile:Testing Total Device(s):2 Last update:2023-07-14 18:04:32 Refresh												
	Model Name 🗸 🔻 User Defined	d 🗸 🔻	Serial Number 🗸 🔻	Group 🗸 🔻	Profile 🗸 🔻	Profile Current Ver 🗸 🔻	Profile Latest Ver 🗸 🗸	T IMEI V T	Command Status 🗸 🔻			
	RK25	. mart	FJ118CA006694	Group_3	Testing	7	7	354538090088288				
	RK95	/	FT12170003374	Group_3	Testing	7	7	None				

2. Select the devices and click "**Add**" to add the device to the group. The added devices will apply to the designated profile that is displayed in the top left corner.

		ting						
Mod	el Name	User Defined	Serial Number	Group	Profile	Profile Current Ver	Profile Latest Ver	IMEI ~ ~
RK25	;		FJ1187A001307	None	RK25	44	44	None
RS35	i		FW12110001301	None	Profile_1	25	25	354576110176006
RS35	i		FW12260004001	None	Profile_1	25	25	354576110933083
RS35	i		FW12270002087	None	Testing	Change	7	None

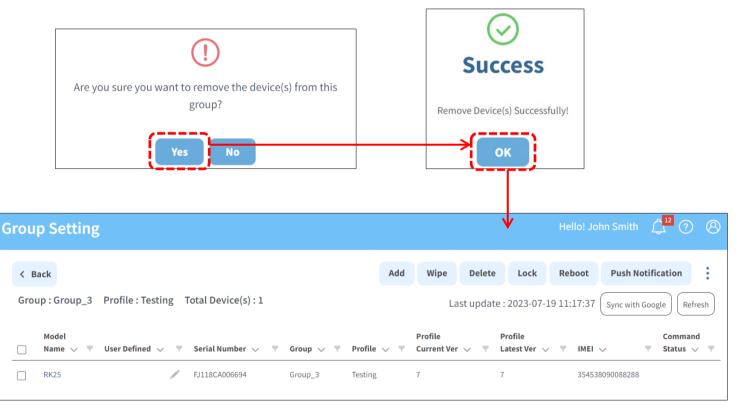
REMOVE

To use the function "Remove," click it o unfold the menu.

Select the device and click the "Remove" button to remove the device from the group.

Gro	oup Setting								Hello! Jo	hn Smith 🛽 🧕	a <mark>12</mark> ?	8
<	Back Se	lect all.			Add	Wipe	Delete	Lock	Reboot	Push Notifi	cation	
G		Profile : Testing	Total Device(s) : 2			La	ist update	: 2023-07-1	.9 11:17:37	Sync with Goo	Move Remove	
	Model Name 🗸 🔻	User Defined \vee 🔻 🔻	Serial Number 🗸 🔻	Group 🗸 🔻	Profile 🗸 🔻	Profile Current Ver		Profile Latest Ver ∨	T IMEI	~ •	Command Status 🗸	
] RK25	1	FJ118CA006694	Group_3	Testing	7		7	35453	8090088288		
C	RK95	1	FT12170003374	Group_3	Testing	7		7	None			

Click $``{\ensuremath{\textit{Yes}}}''$ on the pop-up warning window to confirm removing the device.



Note that the removed device will not be "Wiped" or "Deleted" from ReMoCloud but removed from the group. Also, it will still apply to the profile designated by the group from which the device is removed.



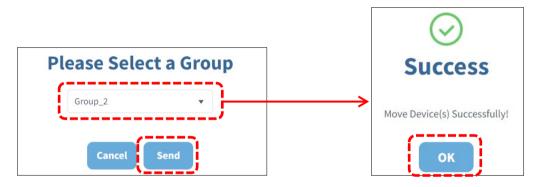
MOVE

To use the function "Move," click it o unfold the menu.

Select the device and click the "**Move**" button to move the device to another group.

rou	p Setting								Hello! Jo	ohn Smith \int_{-12}^{12} ? (
< Ba	ack Select	all.			Add	Wipe	Delete	Lock	Reboot	Push Notification
Grou			otal Device(s) : 2			La	ist update	: 2023-07-	19 11:17:37	Sync with Goo. Move
	Model Name 🗸 🔻 User	Defined 🗸 🔻	Serial Number 🗸 🔻 🔻	Group 🗸 🔻	Profile 🗸 🔻	Profile Current Ver		Profile Latest Ver 🔍	- TIMEI	command
	RK25	1	FJ118CA006694	Group_3	Testing	7		7	35453	38090088288
	RK95	-	FT12170003374	Group_3	Testing	7		7	None	

Select a group and click "Send".



The page will be redirected to the "Group Setting" page where the device is transferred to. The moved device will apply to the profile designated by the new group.

ou	p Setting								Hello	! John Smith f ¹² ?) (
< в	ack					Add	Wipe De	elete L	ock Reboo	ot Push Notification	:
Grou	ıp : Group_2	Profile : Creat	te_Te	st Total Device(s) : 2			Last u	pdate : 202	3-07-19 11:17	:37 Sync with Google Re	fresh
	Model Name 🗸 🔻	User Defined 🗸	–	Serial Number 🗸 🔻	Group 🗸 🔻	Profile 🗸 🔻	Profile Current Ver 🗸	Profile Tatest		Comma MEI V T Status	
	RS35	Testing		FW120A0002230	Group_2	Create_Test	8	8	3:	54576110044584	
_	RK95			FT12170003374	Group_2	Create_Test	Change	8	N	one	

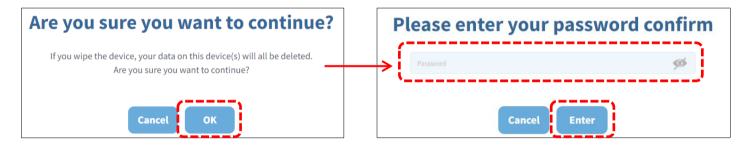
WIPE

The function, "Wipe," is to restore the selected devices to their factory default settings and to remove their data from ReMoCloud.

Select the devices and click the "Wipe" button.

Grou	p Setting									Hello! J	ohn Smith	Ĵ ¹² ?	E
< в	Back					Add	2 Wipe	Delete	Lock	Reboot	Push Notif	ication	:
Gro	up : Group_2	Profile : Creat	_	st Total Device(s) : 2			Las	t updat	e : 2023-07-1	19 11:17:3	7 Sync with Goo	Ref	resh
	Mødel Name 🗸 🔻	User Defined 🗸		Serial Number 🗸 🔻	Group 🗸 🔻	Profile 🗸 🔻	Profile Current Ver	v T	Profile Latest Ver ∨	ME	I ∨	Comman Status	
		,		Serial Number \sim ∇ FW120A0002230	Group ∨ ▼ Group_2	Profile 🗸 🔻		✓ ▼			I ∨ ▼ 576110044584		
	Name 🗸 🔻	User Defined 🗸	· •				Current Ver	~ •	Latest Ver 🗸		576110044584		

Click "OK" on the warning pop-up window and enter the user's ReMoCloud password to confirm wiping the selected devices.



The selected devices are successfully wiped.

Success
Wipe Device Successfully.
ок



DELETE

The function, "**Delete**," is to remove the selected devices from ReMoCloud's device management list. Note that deleting a device does not "<u>Wipe</u>" or restore the device to its factory default settings.

Select the device and click the "Delete" button.

Grou	p Setting							I	Hello! John Smith \int_{-1}^{12} ?	
< E	Back					Add	Wipe Delet	e Lock I	Reboot Push Notification	
Gro	up : Group_2	Profile : Crea	_	st Total Device(s) : 2		Last update : 2023-07-19 11:17:37 Sync with Google Refre				
	M od el Name 🗸 🔻	User Defined 🗸	- -	Serial Number 🗸 🔻	Group 🗸 🔻	Profile 🗸 🔻	Profile Current Ver 🗸 🔻	Profile Latest Ver ∨	Command ▼ IMEI ↓ ▼ Status ↓	
	RS35	Testing	America	FW120A0002230	Group_2	Create_Test	8	8	354576110044584	
_										

Click "OK" on the pop-up warning window to proceed.

Are you sure you want to continue?
If you delete the device, your data on this device(s) will all be deleted. Are you sure you want to continue?
Cancel

Enter the user's ReMoCloud password to confirm deleting the selected devices.

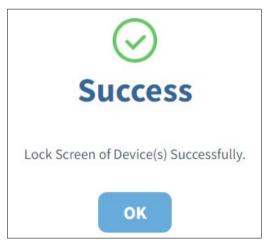


LOCK

Select devices and click the "**Lock**" button to turn off their screens. The user will need to unlock the screen first if the screen lock is set on the device.

Group	o Setting								ello! John Smith \int_{L}^{12} ?
< Ba	ick					Add	Wipe Dele	2 te Lock Re	boot Push Notification
Grou	p : Group_2	Profile : Creat	_	st Total Device(s) : 2			Last upd	ate : 2023-07-19 11	:17:37 Sync with Google Refresh
	Mødel Name 🗸 🔻	User Defined \smallsetminus	Ψ.	Serial Number 🗸 🔻	Group 🗸 🔻	Profile 🗸 🔻	Profile Current Ver 🗸 🦷	Profile Latest Ver 🗸 🔻	IMEI V V Status V
	RS35	Testing	And the second second	FW120A0002230	Group_2	Create_Test	8	8	354576110044584
	RK95			FT12170003374	Group_2	Create_Test	Change	8	None

A pop-up window will appear to remind the user that the selected device's screen is locked successfully.





REBOOT

Select devices and click the "**Reboot**" button to shut down and restart the devices.

	Grou	p Setting											ohn Smith	Ĵ, ¹² (?	8
	< в	ack					А	dd	Wipe	Delete	2 Lock	Reboot	Push Noti	fication	:
	Grou	ıp : Group_2	Profile : Creat	_	t Total Device(s) : 2	Last update : 2023-07-19 11:17:37 Sync with Google Refresh						fresh			
		Mødel Name 🗸 🔻	User Defined 🗸		Serial Number 🗸 🔻	Group 🗸 🔻	Profile 🗸	Ŧ	Profile Current Ver	~ •	Profile Latest Ver ∨	- TIMEI	~ •	Comman Status	
1		RS35	Testing		FW120A0002230	Group_2	Create_Test		8		8	3545	6110044584		
		RK95		A MARTIN S	FT12170003374	Group_2	Create_Test		Change		8	None			
Ī															

A pop-up window will appear to remind the user that the selected device's screen is rebooted successfully.

Success
Reboot of Device(s) Successfully.
ок

Chapter 7

CHAPTER 7. ACCOUNT MANAGEMENT

This chapter carries the detailed introduction of the functions offered by "**Sub Account**". There are two kinds of sub accounts on ReMoCloud, "**Parent account**" and "**Child account**".

IN THIS CHAPTER

7.1 Overview	314
7.2 Sub Account Management	325
7.3 Child Account's POV	338

7.1 OVERVIEW

"**Management**" is ReMoCloud's function that allows the user to structure and organize their accounts using different levels of authority. The ReMoCloud account hierarchy consists of admin account, parent account, and child account. As the account owner, the admin account, the user can add multiple sub accounts.

When logging into ReMoCloud with either the admin or parent account, users with these account types gain access permission to the "**Account Management**" function, visible on the main menu.

Click **"Account Management**" under **Management**" to enter the **"Account Management**" page.

	Ассо	ount Managemen	t		Hell	o! John Smith	408			
† EMM ^	Acc	count Sharing					Тг	ansfer	Add Edit	Delete
Deployment										
Profile										
Advance Settings	_				Account	Group	Assign	Enroll	Assign	Assign
Enrollment		Account Name	Account Type	Build Time	Permission	Permission	Group	Permission	License Type	License Quant
Enrollment		joshua.hsu@cipherlab.com	Admin	2020/12/15 05:24						
🕭 Monitor		asd@cipherlab.com	Child	2022/12/20 11:21	Write	Write	Group_1	disallow	Advance	50
Dashboard		asu@cipnenab.com	Cilila	2022/12/20 11:21	write	write	Gloup_1	disatiow	Advance	50
Device		hh@gamil.com	Child	2023/01/16 16:57	Read	Write	Group_1	Allow	Advance	10
Group										
Site		qwe@cipherlab.com	Child	2022/11/23 14:24	Write	Read	Group_1	disallow	Advance	50
Арр										
Management		zxc@cipherlab.com	Child	2023/03/08 18:07	Read	Write	Group_1	disallow	Advance	50
Account		aabctesting@cipherlab.co	Parent	2023/07/20 11:36						
Management		aabctesting@ciphenab.co	Parent	2023/07/20 11:36						
🔁 Log		hsu@gamil.com	Parent	2023/01/16 16:56						
User Logs		saaraan 🖛 📼 qaasa mada ahaaddii								
Copyright © 2024 Cipherlab.		josh@cipherlab.com.tw	Parent	2023/07/14 17:54						
All rights reserved. Ver: 1.17.001ch2	4									

7.1.1 USER ROLE TYPE

Every account type for logging into ReMoCloud—admin, parent, and child—is associated with the user's organization. When creating sub-accounts, users can specify access permissions for each sub-account, whether parent or child.

ADMIN ACCOUNT

The "**Admin account**" holds the highest position in the ReMoCloud account hierarchy. By default, it serves as the "**Main Account**", linked with the user's managed Google Play account.

With the admin account, the user can:

- 1. Create parent accounts and assign admin privileges.
- 2. Create child accounts and define their access permission.
- 3. Transfer its authority to a parent account.

Note that the admin account cannot be deleted or edited but only transferred.

PARENT ACCOUNT

The "**Parent account**" functions as a substitue for the admin account. However, the admin account retains ultimate authority and access permissions within ReMoCloud's account hierarchy.

The parent account is restricted to accessing devices solely from the groups assigned to its linked child account.

The privileges that the parent account **does not** share from the admin account include:

1. The parent account cannot review the data from other parent accounts on the Manage Account page.

2. The parent account cannot create or edit parent sub accounts but only child accounts.

3. The parent account cannot transfer the admin authority.

CHILD ACCOUNT

A "**Child account**," created by either the admin or parent account, has restricted access permissions. Positioned at the bottom of ReMoCloud's account hierarchy, the child account's access permissions are determined by its creator, the admin or parent account.

The definable configuration permissions for the child account are:

Profile

The child account can only access the profiles from the assigned groups .

Enroll Device

The child account's ability to perform device enrollment and the quantity of device enrolling are both decided by its creator.

Group

The child account can only access the groups assigned by its creator.

Edit Profile

The child account can only edit the profiles from the assigned groups.

Wipe & Lock Group Device

The child account will be allowed to wipe and lock the device from the assigned groups when the creator selected "Write" for "Group Permission".

Note: Sub accounts will not be able to view the devices they newly enroll until the admin account adds these devices to groups.



7.1.2 ACCESS WITH ADMIN ACCOUNT FOR THE FIRST TIME

After logging in to ReMoCloud with the admin account, click the **"Account Management**" button under **Management** to access the **"Account Management**" page.

For the first time accesing "Account Management" page with the ReMoCloud admin account, there will only be the admin account listed on the account list.

To add more sub accounts, refer to <u>Create a Parent Account by Admin Account</u> & <u>Create a</u> <u>Child Account by Admin Account</u>.

ReMoCloud	Acco	ount Managemen	t	Hello! John Smith 🚊 🧿 🛞						
🕈 ЕММ 🔨	Act	count Sharing					Tr	ansfer A	Add Edit	Delete
🔅 Deployment										
Profile										
Advance Settings					Account	Group	Assign	Enroll	Assign	Assign
Enrollment		Account Name	Account Type	Build Time	Permission	Permission	Group	Permission	License Type	License Quant
Enrollment		joshua.hsu@cipherlab.com	Admin	2020/12/15 05:24						
Monitor Dashboard		asd@cipherlab.com	Child	2022/12/20 11:21	Write	Write	Group_1	disallow	Advance	50
Device Group		hh@gamil.com	Child	2023/01/16 16:57	Read	Write	Group_1	Allow	Advance	10
Site		qwe@cipherlab.com	Child	2022/11/23 14:24	Write	Read	Group_1	disallow	Advance	50
Management		zxc@cipherlab.com	Child	2023/03/08 18:07	Read	Write	Group_1	disallow	Advance	50
Account Management		aabctesting@cipherlab.co	Parent	2023/07/20 11:36						
User Logs		hsu@gamil.com	Parent	2023/01/16 16:56						
pyright © 2024 Cipherlab.		josh@cipherlab.com.tw	Parent	2023/07/14 17:54						_
r: 1.17.001ch2	4									

Note:

To create sub accounts, there must be at least one **group** in the admin account's settings on ReMoCloud.

SUB ACCOUNT LIST

The information provided by the account list:

Account Name

The account names must be in the format of e-mail address.

Account Type

The account types include "admin," "parent," and "child". For more details, refer to <u>User</u> <u>Role Type</u>.

Build Time

The time and date when the account is built.

Profile Permission

The permission type given to the child account for accessing profiles.

Group Permission

The permission type given to the child account for accessing groups.

Assign Group

The accessible group(s) for the child account.

Enroll Permission

The permission type given to the child account for performing device enrollment.

Assign License Type

The license type given to the child account. For more details, refer to License Information.

Assign License Quantity

The total amount of the devices that the child account is allowed to perform device enrollment. The quantity is limited according to the user's license type.



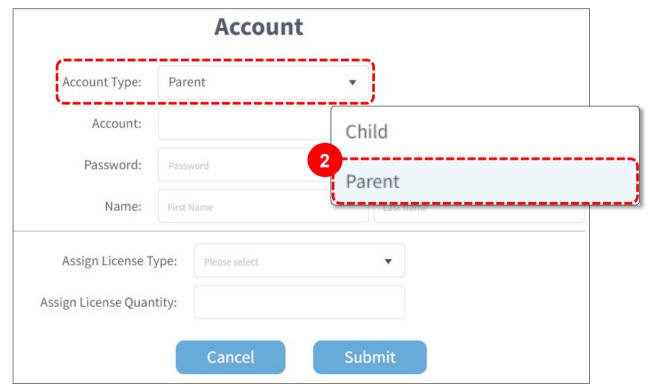
CREATE A PARENT ACCOUNT BY ADMIN ACCOUNT

Follow the steps to create a parent account:

1. Click the "Add" button.

	Ассо	unt Managemen		Hello! John Smith \hat{f}_{L}^{29} ? 8					
• EMM •	Acc	ount Sharing				Transfer	Add	Edit	Delete
Deployment Profile									
Advance Settings					Account	Group	Assign	Enroll	Assign
Enrollment		Account Name	Account Type	Build Time	Permission	Permission	Group	Permission	License Ty
Enrollment									_
A Monitor		joshua.hsu@cipherlab.com	Admin	2020/12/15 05:24					
Dashboard		asd@cipherlab.com	Child	2022/12/20 11:21	Write	Write	Group_1	disallow	Advance
Device				, ,			. –		
Group		child_1@gmail.com	Child	2024/03/28 10:08	Write	Write	Test	Allow	Advance
Site									
Арр		child_2@gmail.com	Child	2024/03/28 10:09	Write	Write	Group_1	Allow	Advance
Management		hh@gamil.com	Child	2023/01/16 16:57	Read	Write	Group_1	Allow	Advance

2. On the "Account" pop-up window, select "Parent" for "Account Type".



	Account			
3 Account Type:	Parent	•		-
Account:	Testing@cipherlab.co	m.tw		
Password:		ø		
Name:	CipherLab		Support	
Assign License Type:	Advance	•		
Assign License Quantity:	10			
	Cancel	Subm	it	

3. Fill out the necessary information and click "Submit".

Sub account

The account has to be in the format of an e-mail addresss.

Note that it will fail to create a new sub account if the e-mail address is already used by an existing ReMoCloud account. As shown:

	Error
<mark>Account</mark> DuplicateAccount	
	ок

Password

The login password of the sub account.

Name

The name you set here will be displayed as the greeting message next to the header navigation buttons when you log in to ReMoCloud with the sub account.

Assign License Type

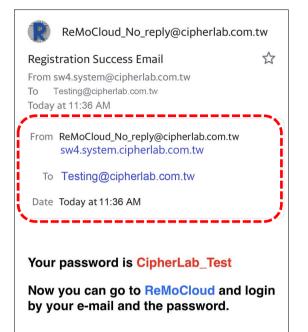
The available license type is decided by the user's ReMoCloud License. For more details, refer to <u>License Information</u>.

Assign License Quantity

When defining the child account's license quantity for device enrollment, the quantity is limited by the remaining quantity that the user's ReMoCloud License allows.



4. After submitting, ReMoCloud will send an e-mail to notify the user of the completion, and the newly-created sub account will be listed on the "Account Management" page.



lana	age Account								th 🗘
						Т	ransfer	Add	Edit Delete
	Account Name	Account Type	Build Time	Profile Permission	Group Permission	Assign Group	Enroll Permission	Assign License Type	Assign License Quantity
	joshua.hsu@cipherlab.com	Admin	2020/12/15 05:24						
	asd@cipherlab.com	Child	2022/12/20 11:21	Write	Write	Group_1;Group_2	disallow	Advance	50
	hh@gamil.com	Child	2023/01/16 16:57	Read	Write	Group_1;Group_2;Group_3	Allow	Advance	10
	qwe@cipherlab.com	Child	2022/11/23 14:24	Read	Read	Group_1;Group_2;Group_3	disallow	Advance	50
	zxc@cipherlab.com	Child	2023/03/08 18:07	Read	Write	Group_1	disallow	Advance	50
	Testing@cipherlab.com.tw	Parent	2023/07/20 11:36	1					

CREATE A CHILD ACCOUNT BY ADMIN OR PARENT ACCOUNT

Follow the steps to create a child account:

1. Click the "Add" button.

N	lana	age Account							Hello! John Si	mith 🗘 🤈 🛞
								Transfer	Add	Edit Delete
		Account Name	Account Type	Build Time	Profile Permission	Group Permission	Assign Group	Enroll Permission	Assign License Type	Assign License Quantity
		ellie.huang@cipherlab.com.tw	Admin	2022/10/20 14:12						

2. On the "Account" pop-up window, select "Child" for "Account type".

	Account	
Account Type:	Child 🔹	
Account:	2	Child
Password:	Password 6	Parent
Name:	First Name	
Pare	nt: Please select	
Profile Permissio	on: O Read O Write	
Group Permissio	on: O Read O Write	
Enroll Permissio	on: O Allow O Disallov	N
Assign Grou	:qL	
Assign License Ty	pe: Please select	•
Assign License Quanti	ity:	

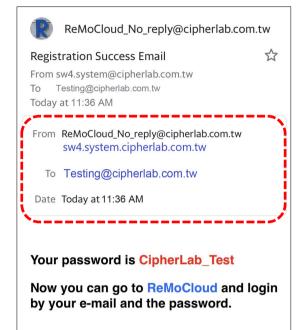
3. Fill out the necessary information and click "Submit".



	Account
3 Account Type:	Child
Account:	Testing@cipherlab.com.tw
Password:	······ Ø
Name:	CipherLab
Par Profile Permiss Group Permiss Enroll Permiss Assign Gro Assign License T Assign License Quan	sion: O Read O Write sion: Allow O Disallow oup: Testing ype: Advance

Note that the child account must be connected to a parent or the admin account.

4. After submitting, ReMoCloud will send an e-mail to notify the user of the completion, and the newly-created sub account will be listed on the "Manage Account" page.



	Ассо	unt Managemen		Hello! John Smith 🖞 🕐 🛞					
🕈 ЕММ 🔷	Acc	ount Sharing				Transfer	Add	Edit	Delete
🔅 Deployment									
Profile									
Advance Settings					Account	Group	Assign	Enroll	Assign
Enrollment		Account Name	Account Type	Build Time	Permission	Permission	Group	Permission	License Ty
Enrollment	_								
Monitor		aabctesting@cipherlab.co	Parent	2023/07/20 11:36					
Dashboard		hsu@gamil.com	Parent	2023/01/16 16:56					
Device		node Bannicom	, arene	1010/04/10 10100					
Group		josh@cipherlab.com.tw	Parent	2023/07/14 17:54					
Site	/								-
Арр		parent_1@gmail.com	Parent	2024/03/28 10:07					
Management									
Copyright © 2024 Cipherlab.		parent_2@gmail.com	Parent	2024/03/28 10:08					
All rights reserved. Ver: 1.17.001ch2	4								

THE REQUIRED INFORMATION FOR CREATING SUB ACCOUNTS

Sub account & Password

The account has to be in the format of an e-mail addresss.

Note that it will fail to create a new sub account if the e-mail address is already used by an existing ReMoCloud account.

Profile Permission

To define the child account's access permission for the profile settings.

Permission	Description
Read	The child account can only review the profiles.
Write	The child account can both review and edit the profiles.

Group Permission

To define the child account's access permission for the group settings.

Permission	Description
Read	The child account can only review the group settings.
Write	The child account can both review and edit the group settings.

Enroll Permission

To define this child account's access permission for performing device enrollment.

Assign Group

To define this child account's permission for accessing groups.

Assign License Type

The available license type is decided by the user's ReMoCloud License. For more details, refer to <u>License Information</u>.

Assign License Quantity

When defining the child account's license quantity for device enrollment, the quantity is limited by the remaining quantity that the user's ReMoCloud License allows.

7.2 SUB ACCOUNT MANAGEMENT

Users with the "**parent**" role can create and manage "**child**" accounts' access and authority in profiles, groups, and device enrollment.

Parent accounts have fully authorization to control the changes to all child accounts, including the "Add", "Edit", and "Delete" functions on the "**Account Management**" page.

	Acco	ount Manager	nent					Hello! parent	1 🗘 🧿	8
🕈 ЕММ 🔷								Add	Edit Dele	te
Deployment Profile										
Advance Settings		Account Name	Account Type	Build Time	Account Permission	Group Permission	Assign Group	Enroll Permission	Assign License Type	Ass Lio
Enrollment		child_1@gmail.com	Child	2024/03/28 10:08	Write	Write	Test	Allow	Advance	50
Dashboard Device		child_2@gmail.com	Child	2024/03/28 10:09	Write	Write	Group_1	Allow	Advance	50
Group Site		parent_1@gmail.com	Parent	2024/03/28 10:07						
App		parent_2@gmail.com	Parent	2024/03/28 10:08						
Account Management										

Add

To create a new child account.

Edit

To modify the selected child account's settings.

Delete

To delete the selected child accounts. Please note that the parent account cannot deleted itself.

Also, when logging in with the admin account, all the accounts attached to your organization will be listed on "**Account Management**" page, and the function limitation for every account is indicated in the sub account list as followings:

	Acc	ount Managemen	t				Hello! Jol	hn Smith 🔶	29 ⑦ ⑧
🕈 ЕММ 🔨	A	ccount Sharing				Transfer	Add	Edit	Delete
🔅 Deployment									
Profile									
Advance Settings					Account	Group	Assign	Enroll	Assign
Enrollment		Account Name	Account Type	Build Time	Permission	Permission	Group	Permission	License Ty
Enrollment		joshua.hsu@cipherlab.com	Admin	2020/12/15 05:24					
Monitor									
Dashboard		asd@cipherlab.com	Child	2022/12/20 11:21	Write	Write	Group_1	disallow	Advance
Device Group		child_1@gmail.com	Child	2024/03/28 10:08	Write	Write	Test	Allow	Advance
Site		_ = 0							
Арр		child_2@gmail.com	Child	2024/03/28 10:09	Write	Write	Group_1	Allow	Advance
Account		hh@gamil.com	Child	2023/01/16 16:57	Read	Write	Group_1	Allow	Advance
Management		qwe@cipherlab.com	Child	2022/11/23 14:24	Write	Read	Group_1	disallow	Advance
Copyright © 2024 Cipherlab. All rights reserved. Ver: 1.17.001ch2	•	ave@sinhorlah.com	Child	2022/02/00 10.07	Dood	Mrito	Crown 1	dicallow	Advance 🧲

Account Name

The sub account format is e-mail address.

Account Type

The account type this sub account is attributed.

Account Type	Description
Parent	Fully delegated, undeletable, and immutable.
Child	Restrictively authorized, deletable, and editable.

Build Time

The time and date when the account was created.

Profile Permission

The permission that this child account is assigned to do with the profile(s).

Permission	Description
Read	The child account can only read the profile(s).
Write	The child account can edit the profile(s).

Group Permission

The permission this child account is assigned to do with the group(s).

Permission	Description
Read	The child account can only read the group(s).
Write	The child account can edit the group(s).

Assign Group

The group(s) this child account is permitted to access.

Enroll Permission

The permission or prohibition on enrolling device.

Assign License Type

The license type this child account is assigned. Please refer to <u>License Information</u> for details.

Assign License Quantity

The device amount this child account is allowed to carry out device enrollment.

7.2.1 TRANSFER THE ADMIN ACCOUNT'S AUTHORITY

While the admin account has the highest authority, it can transfer its authority to a parent account, resulting in an exchange of roles. After the transfer, the admin account becomes a parent account, and vice versa.

To transfer the admin account:

1. Click "Transfer" to open the "Admin Transfer to Parent" pop-up window.

	ccount Management					Hello! Jo	hn Smith 🔶	33 ? 8
Enrollment	Account Sharing			(Transfer	Add	Edit	Delete
A Monitor								
Dashboard				Account	Group	Assign	Freedl	Assign
Device	Account Name	Account Type	Build Time	Permission	Permission	Assign Group	Enroll Permission	Assign License Ty
Group Site App	rebecca.lin@cipherlab.com	Admin	2020/12/15 05:24					
Account	asd@cipherlab.com	Child	2022/12/20 11:21	Write	Write	Group_1	disallow	Advance
Management	child_1@gmail.com	Child	2024/03/28 10:08	Write	Write	Test	Allow	Advance
Admin Password: Transfer Parent: Can	Transfer to Paren Support@cipherlab.com.tw cel Submit							

2. Enter the admin account's password and select a parent account.

3. Click "Submit" to proceed.

4. After clicking "Submit," if the account is immediately logged out, it means that the admin account's authority is already successfully transferred.

5. Log in to ReMoCloud with the new admin account to check the account settings.

Account Managemei	nt				llo! Suppo	ort_Team) @ @
Account Sharing			(Transfer	Add	Edit	Delete
		Succes	cfully t	rancfor	rod		
Account Name	Account Type	Build Time	Permission	Permission	Group	Enroll Permission	Assign License Ty
Account Name support@cipherlab.com.tw	Account Type						0

7.2.2 SUB ACCOUNT PERMISSION MANAGEMENT

The third setting button for account management is "Edit".

1. Select a child account and click the "Edit" button to open the "Edit Account" <code>pop-up</code> window

- 2. Redefine the sub account's settings for permission and license.
- 3. Click "**Submit**" to carry out the changed settings.

M	lana	age Account							Hello! John Si	mith 🔔 🧿 🛞
								Transfer	Add	Edit Delete
		Account Name	Account Type	Build Time	Profile Permission	Group Permission	Assign Group	Enroll Permission	Assign License Type	Assign License Quantity
		ellie.huang@cipherlab.com.tw	Admin 2	2022/10/20 14:12						
ſ		testing@cipherlab.com.tw	Child 2	2023/07/21 11:36	Read	Write	Testing	Allow	Advance	10
		support@cipherlab.com.tw	Parent 2	2023/07/24 15:16						
		Γ		Edit	Account					
		ſ		Child						
			Account Type:	testing@ciph	arlah aom tur		nedita	ble		
			Account:		eriab.com.tw		icuita			
			Password:							
		l. l	Name:	CipherLab		Suppor	t			
			Pa	rent: ellie.hu	uang@cipherlab.	.com.tw 🔻				
			Profile Permis	sion: O Read	d 🔍 V	Vrite				
			Group Permis	sion: O Read	d 🔍 V	Write				
			Enroll Permis	sion: 🔍 Allov	w O [Disallow				
			Assign Gr	roup: Testing	5	•				
			Assign License 1	Type: Advance	ce	•				
			Assign License Quar	ntity: 50						
				Cancel	Subr	mīt				

Please note that the fields "Account Type," "Account," "Password," and "Name" are uneditable.

7.2.3 DELETE A SUB ACCOUNT

To delete a sub account:

1. Select an account and click the fourth setting button "**Delete**" in the top-right corner.

Acco	ount Managemen	t			He	llo! Suppo	rt_Team _	0 8
Acc	count Sharing				Transfer	Add	Edit	Delete
	Account Name	Account Type	Build Time	Account Permission	Group Permission	Assign Group	Enroll Permission	Assign License Ty
	child_1@gmail.com	Child	2024/03/28 10:08	Write	Write	Test	Allow	Advance

2. Enter the admin account's password to confirm deleting and click "Submit".

2	Please	input
Password:		ø
·		'
	ncol	Cubmit
Ca	ncel	Submit

7.2.4 ACCOUNT SHARING

"Account Sharring" facilitates the synchronization of sites and groups across multiple accounts in ReMoCloud. This enables administrators to efficiently view and apply changes, ensuring consistency and enhancing overall management.

ADD ACCOUNT SHARING

1. Navigate to the "Account Management" page, and tap "Account Sharing".

2. Tap "Add Sharing" in the upper-right corner.

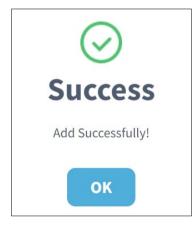
		unt Managemen	t				Hello! Jol	hn Smith 🔶	
емм ^		ount Sharing				Transfer	Add	Edit	Delete
Deployment	<u> </u>								
Profile									
Advance Settings					Account	Group	Assign	Enroll	Assign
Enrollment		Account Name	Account Type	Build Time	Permission	Permission	Group	Permission	License Ty
Enrollment		joshua.hsu@cipherlab.com	Admin	2020/12/15 05:24					
Monitor									
Dashboard		asd@cipherlab.com	Child	2022/12/20 11:21	Write	Write	Group_1	disallow	Advance
Device									
Group		child_1@gmail.com	Child	2024/03/27 16:15	Write	Write	Test	Allow	Advance
Site App		child_2@gmail.com	Child	2024/03/27 16:24	Write	Write	Group_1	Allow	Advance
Management Account		hh@gamil.com	Child	2023/01/16 16:57	Read	Write	Group_1	Allow	Advance
Management		qwe@cipherlab.com	Child	2022/11/23 14:24	Write	Read	Group_1	disallow	Advance
ight © 2024 Cipherlab. nts reserved.		zvc@ciphorlab.com	Child	2022/02/00 10:07	Pood	Write	Croup 1	dicallow	Advance

ReMoCloud	Account Sharing	Hello! John Smith 🛕 🕐 🛞					
EMM Profile	< Back	Add Sharing Delete Rename					
Advance Settings	Account Sharing	Number of Accounts					
Enrollment Enrollment							
Monitor							
Dashboard Device							

Account Ty	/pe Build Time
.com.tw Parent	2023/07/20 11:36
Parent	2023/01/16 16:56
Parent	2023/07/14 17:54
Parent	2024/03/27 16:22
Parent	2024/03/27 16:23
	A.com.tw Parent Parent V Parent Parent

3. Enter the Sharing Name, and proceed to select the accounts to be included in the sharing.

A pop-up window will appear to show the "Sharing" is successfully added.





PARENT ACCOUNTS IN THE SAME ACCOUNT SHARING

Parent accounts within the same sharing group synchronize the same "Groups" and "Sites". Changes made in one parent account or their child accounts will be synchronized across other sharing accounts.

For instance, the account "parent_1@gmail.com" and "parent_2@gmail.com" belong to the same sharing goup, allowing them to share identical "Group" and "Site" pages. Furthermore, if one of these accounts or any of their child accounts edits a site page, synchronization occurs across both parent accounts and their respective child accounts.

"parent_1@gmail.com" account shares the same "Group" and "Site" pages with "parent_2@gmail.com"

ReMo(Group					Hello! pa) ? @
👚 ЕММ	^ nt			Add	Group	Assign	Pre-Group	Delete	Rename
Profile Advance Se			Group 🗸 🔻	Number of Devices	~ 7		Profile 🗸 🔻		
Enrollment			Group_1	0			Profile_1	<u></u>	
Enrollment			Test	3			RK25		
Monitor Dashboard Device Group Site		"Gro	oup" page in "	parent_1" accoun	t			ز	

		Group					Hello! pa	arent 2	0 0 8
🕈 EMM	^				Add Group	Assign	Pre-Group	Delete	Rename
Profile Advance Settings	5	·	Group \vee 🔻	Number of I	Devices 🗸 🔻		Profile 🗸 🔻		
Enrollment			Group_1	0			Profile_1		
Enrollment			Test	3			RK25	- i -	
A Monitor		\						/	
Dashboard									
Device Group Site		"Gro	oup" page in	"parent_2" acco	ount				

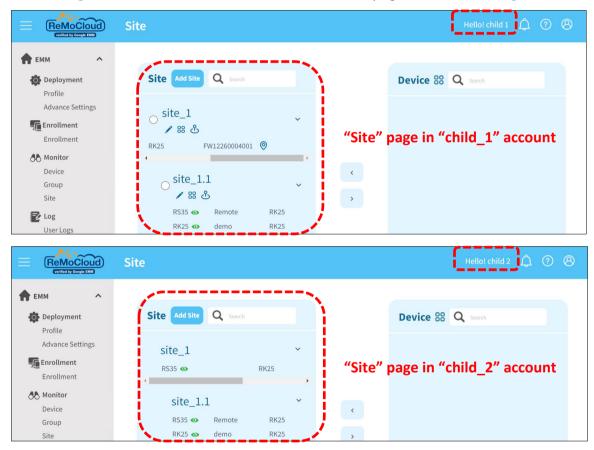
	Site	Hello! parent 1 🋱 🧿 🛞
EMM ^	Site Add Site Q Search	Device 88 Q Search
Profile Advance Settings Enrollment Enrollment Dashboard Device Group Site App Management Account Management Copyright © 2024 Cipherlab.		"Site" page in "parent_1" account
		4
	Site	Hello! parent 2
EMM ^	Site Site Add Site Q search	Hello! parent 2 🇘 🕜 🛞 Device 🔀 Q Search
EMM Profile Advance Settings Enrollment Enrollment		
EMM Deployment Profile Advance Settings Enrollment Enrollment Could be	Site Add Site Q search ○ site_1 ✓ 88 &	Device 28 Q Search
EMM Profile Advance Settings Enrollment Enrollment Enrollment Dashboard Device Group	Site Add Site Q Search Site_1 * 88 & RS35 • RK25 Site_1.1 * 88 & RS35 • Remote RK25	Device C Sourch "Site" page in "parent_2" account (



CHILD ACCOUNTS IN THE SAME ACCOUNT SHARING

Child accounts within the same sharing group synchronize the same "Site" page but not the "Group" page. That is, if one of these accounts edits a site page, synchronization occurs across both child accounts and their respective parent accounts. However, child accounts can only view the group page of its own.

For instance, the accounts "child_1@gmail.com" and "child_2@gmail.com" belong to the same sharing group, allowing them to share identical "Sites" pages. However, they can only view their own "Group" page.



"child_1@gmail.com" account shares the same "Site" page with "child_2@gmail.comt".

"child_1@gmail.com" account doesn't share the same "Group" page with "child_2@gmail.com" account.

	Group		Hello! child 1 🛕 🕐 🛞
🛖 ЕММ 🔷	"Grou	up" page in "child_1" account	
Deployment	Group	Number of Devices	Profile
Profile Advance Settings	Test	3	RK25
	Group		Hello! child 2 🔔 🕐 🛞
🛖 ЕММ 🔷	"Grou	p" page in "child_2" account	
Deployment	Group	Number of Devices	Profile
Profile Advance Settings	Group_1	0	Profile_1



7.3 CHILD ACCOUNT'S POV

At the bottom of ReMoCloud's account ranking system, the child sub account's access for ReMoCloud's management functions is limited by its creator.

7.3.1 LOGIN

To log in to ReMoCloud with a child account:

Go to the login page <u>https://remocloud.cipherlab.com/login</u>.

Enter the child account (e-mail address) and the password for submitting.

For more details, refer to Login & Remember Me.

Account	
Enter e-mail	
Password	Forgot password
Enter Password	
🗌 Remember Me	
New account registration	Sign In
By clicking SUBMIT button to login CipherLab ReMoClo the Terms and Conditions and Ciphe	
This website uses cookies to ensure you get the best experience on ou	ur website.Please check our <u>Privacy Policy</u> . OK

Note that sub accounts are not supported by the "**<u>2FA</u>**" service.

CHILD ACCOUNT GROUP LIST

After logging in, the child account user will enter the "**Group**" page.

The accessible groups for the child account will be listed here.

		Group		Hello	o! child 1 🗘 🧿 🛞
👚 ЕММ	^				
Deployment		Group	Number of Devices	Profile	
Profile Advance Settin	gs	Test	3	RK25	
Enrollment Enrollment					
A Monitor					
Device					
Group					
Site					

CHILD ACCOUNT PROFILE LIST

In addition to the "**Group**" page, the child account is also allowed to enter the "**Profile**" page. Yet, the ability to edit profiles will be decided by its creator's settings.

	Profile					Hello! child 1 🛕 🧿 🤗	ð
EMM ^	Profile	User-Defined	Enroll Device Number	Status	Version	Last Edit Time	
Profile Advance Settings	RK25	1	5	Activated	63	2024/01/08 13:47	
Enrollment Enrollment							
Monitor Device							
Group Site							

CHILD ACCOUNT DEVICE LIST

The child account is also allowed to enter the "**Device**" page, but not allowed to edit the settings.

ReMoCloud	Device			Hello	! child 1 🛕 🧿 🛞
EMM A	Q Search Edit Column 1 to 3 / T	otal Device(s) : 3	Wipe Delete	Lock Reboot	Push Notification
Profile Advance Settings	Model	Defined 🗸 🔻 Serial Number 🛇	🗸 🔻 Status 🗸 🔻	Group 🗸 🔻	Site 🗸 🔻 Pro
Enrollment	RS35	FW12260004001	online	Test	site_1 RK2
Device Group	RS35 Rem		offline	Test	site_1.1 RK2
Site 🔀 Log	RK25 dem	D FJ1216A000423	offline	Test	site_1.1 RK2
User Logs					

CHILD ACCOUNT USER LOG

The "User Log" page lists all the activities of the child account.

Select the start month and end month from the drop-down menu to search for more data. Also, the logs can be sorted by "**Time**".

For more details, refer to <u>Search, Sort, & Filter Logs</u>.

EMM ^	2024/03	▼ to 2024/03	 Search Expo 	ort
Deployment				
Profile Advance Settings	Time \lor	Arrive Page	Description	By User
Enrollment	2024/03/28 14:10:55:741	Sign in	Account sign in.	child_1@gmail.com
Enrollment	2024/03/28 13:03:59:240	Delete Site	Delete site: 'Site_1.2'.	child_1@gmail.com
Monitor	2024/03/28 13:03:52:491	Delete Site	Delete site: 'site_2'.	child_1@gmail.com
Device Group	2024/03/28 13:03:27:913	Sign in	Account sign in.	child_1@gmail.com
Site	2024/03/28 11:03:08:380	Sign in	Account sign in.	child_1@gmail.com

CHILD ACCOUNT ENROLL PAGE

ENROLL PERMISSION

Select "Allow" for "Enroll Permission" to give the child account the ability of performing device enrollment. Otherwise, select "Disallow".

When given the permission, the child account will be allowed to perform device enrollment in the same way as the admin account and the parent account do.

		Acco	unt		
	Account Type:	Child	•		
	Account:	child_1@gm	ail.com		
	Password:	•••••	ø		
	Name:	child		1	
To decide whether t account has the abili profiles.		parent_1@g	mail.com 🔻		
	Account Permission:	O Read	Write)	
	Group Permission:	O Read	Write	┣	To decide whether the child account can edit group settings. Profiles for the child account to
	Enroll Permission:	Allow	○ disallow		perform device enrollment are from the "Assign Group".
	Assign Group:	Test	•		
	Assign License Type:	Advance	•		
	Assign License Quantity:	50		┣	The permitted device amount for the child account to perform device enrollment.
		Close	Submit		

For more details about permission settings, refer to Create a Sub Account.

When the creator selects "Disallow" for the child account's "**Enroll Permission**" setting, the "**Enroll Device**" **page** will not be displayed as an item on the main menu.

Use the setting button "<u>Edit</u>" on the "Account Management" page to change the "Enroll Permission" setting.

Acco	ount Sharing					Transfer	Add	Edit	Delete
	Account Name	Account	Туре В	uild Time	Account Permission	Group Permission	Assign Group	Enroll Permission	Assign License
	asd@cipherlab.com	Child	20	022/12/20 11:21	Write	Write	Group_1	disallow	Advance
~	child_1@gmail.com	Child	20	024/03/28 10:08	3 Write	Write	Test	Allow	Advance
	child_2@gmail.com	Child	20	024/03/28 10:09) Write	Write	Group_1	Allow	Advance
	Acco Passw Na	ord: ••	nild_1@gm 	nail.com		1			
	Par Account Permiss Group Permiss	ion: O	arent_1@g Read Read	• W	▼ rite				
	Enroll Permiss	ion: 💿	Allow	O di	sallow				
	Assign Gro	oup: Te	est		•				
	Assign License T	ype: A	dvance		•				
	Assign License Quan	tity: 50)						

ENROLLMENT

When logging in with the child account, click "**Enroll Device**" under "**Enrollment**" on the main menu to enter the "**Enroll**" page.

ReMoCloud	Enroll	Hello! child 1 🔔 🕐 🛞
🛖 ЕММ 🔷	QR Code Generator 🔞	
Deployment	Step1.Select a profile	
Profile Advance Settings	Create_Copied	
	Step2.Enable the default system apps	
Enrollment	Yes 💌	
A Monitor	Step3.Select whether the device to be enrolled is with camera	
Device Group	Yes 💌	
Site	Step4.Enable Mobile Network	
🛃 Log	No	
User Logs	Step5.With the default Wi-Fi (Only support Android 9.0+)	
Agility Intelligence	No	Enroll Code:
intettigence	SSID:	
		Show Enroll Barcode
	SECURITY_TYPE:	
	Please select	
	PASSWORD:	Print E-mail
	HIDDEN SSID:	
	Please select	
Copyright © 2024 Cipherlab. All rights reserved. Ver: 1.17.001ch2	Generate	•

For the detailed steps of performing device enrollment, refer to Enroll Device.

Note that only the profiles from the <u>Groups Assigned</u> are available for performing device enrollment.

Furthermore, since the device enrolled by the child account belongs to no groups, the child account will only be able to review the newly-enrolled device's data until it is assigned to a group accessible for the child account by either the admin account or a parent account.



7.3.2 PROFILE MANAGEMENT

Based on different permission settings, the child account may or may not edit the profiles when accessing the "Profile Information" page.

Only the profiles from the assigned groups will be listed.

Click the profile's name to enter its "Profile Information" page.

	Profile				Hello!	child 2 🛕 🗿 🛞
емм ^						
Deployment	Profile	User-Defined	Enroll Device Number	Status	Version	Last Edit Time
Profile	Profile_1	<u></u>	6	Activated	57	2023/11/16 14:40
Advance Settings	`- <u>-</u> -'					
Enrollment						
Enrollment						
A Monitor						
Device						
Group						
Site						
🔁 Log						
	ofile Informatio	n				Hello! child 2 🐧 🤅

EMM ^	< Back Profile_1APP Device Settin					Export	Schedule Save
Profile Advance Settings		List Apps				Add App	WildCard Settings
Enrollment	Notice: To hide the app	and restrict its installation on the enrolled de	vice(s), please add it to 'E	Block List Apps'.			
Enrollment	App Name	Package Name	Managed by	App Update Mode / Version	App Permission	ns Mana Conf	-
Device Group	CipherLab Device Health	sw.programme.devicehealth	Google	AUTO_UPDATE_HIGH_PRIORIT' ▼	Edit		
Site	CipherLab LogCollection	sw.programme.logcollection	Google	AUTO_UPDATE_DEFAULT	Edit		
User Logs	CipherLab ADC Module	com.cipherlab.adcmodule.common	Google	AUTO_UPDATE_DEFAULT •	Edit		
Agility Intelligence	CipherLab Profile Information	com.cipherlab.profileinfo.common	Google	AUTO_UPDATE_DEFAULT •	Edit		窗
	Android Device Policy	com.google.android.apps.work.clouddpc	Google	AUTO_UPDATE_HIGH_PRIORIT' ▼	Edit		
	CipherLab Cloud Message	sw.programme.cloud_message	Google	AUTO_UPDATE_HIGH_PRIORIT' -	Edit		窗
pyright © 2024 Cipherlab.	CipherLab Assistant Service	sw.programme.assistantservice	Google	AUTO_UPDATE_HIGH_PRIORIT' ▼	Edit		ŵ

READ

With the permission setting "**Read**," the child account can only review but edit the profile's settings. As shown:

ReMoCloud	Profile				н	ello! child 1 🋕 🕐 🛞
А ЕММ Л	Profile	User-Defined	Enroll Device Number	Status	Version	Last Edit Time
Deployment 🔅	Profile	User-Defined	Enroll Device Number	Status	version	Last Eurt Time
Profile	RK25		5	Activated	63	2024/01/08 13:47
Advance Settings						
Enrollment						
Enrollment						
A Monitor						
Device						
Group						
Site						
🔁 Log						
User Logs						

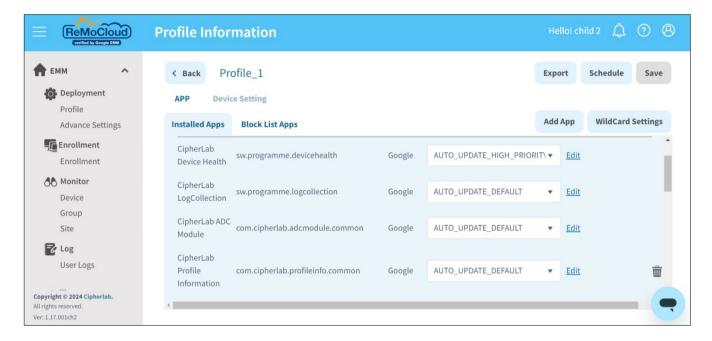
	Profile Detail Information	Hellol chile	dı 🗘 🖓 🛞
EMM Complement Profile Advance Settings Enrollment Enrollment	Profile: RK25 App Device Settings Functionality Permissions Applications Bluetooth U Lock Task Security	Jser Setting Wallpaper Time Setting U	ISB Network
Monitor Device Group Site Cog User Logs Copyright © 2024 Cipherlab. All rights reserved. Ver: 117 Outph2	Allow Install Apps: ① On Allow Uninstall Apps: ① On App Auto Update Mode: ① AUTO_UP Always On Vpn App: ① On	DATE_DEFAULT	



WRITE

With the permission setting "Write," the child account can both review and edit the profile's settings. As shown:

For more details, refer to "Edit a Profile: APP" and "Edit a Profile: Device Setting".



	Profile Information	Hello! child 2 🚊 🥐 🛞
F EMM A	< Back Profile_1 APP Device Setting	Export Schedule Save
Advance Settings	Functionality Applications User Setting Network and Connect Lock Task	Security
Enrollment Enrollment Monitor Device Group Site Ever Logs	 Allow Screen Capture 1 Allow Adjust Volume 1 Allow Adjust Volume 1 Allow Cell Broadcasts Config 1 Allow Cell Broadcasts Config 1 Allow Cutgoing Beam 1 Allow Outgoing Calls 1 Allow Share Location 1 Allow SMS 1 Allow Unmute Microphone 1 Allow Data Roaming 1 Allow Skip First Use Hints 1 	Unmanage Mode
Copyright © 2024 Cipherlab. All rights reserved. Ver: 1.17.001ch2		

7.3.3 GROUP MANAGEMENT

Based on different permission settings, the child account may or may not edit the group settings when accessing the "Group" page.

Only the data of the assigned groups will be displayed on the list.

Click the profile's name to enter the "Group Setting" page.

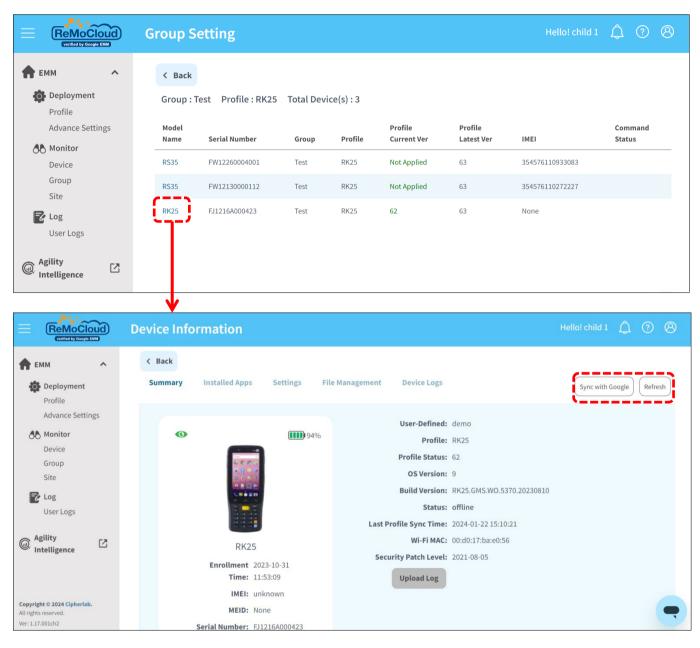
	Group		Hello! CipherLab Support 🋕 ⑦ 🛞
🕈 ЕММ 🔨	Site Group		
Deployment Profile	Group	Number of Devices	Profile
Enrollment Control Enrollment Device Group/Site Cog Log	Testing	1	Profil_1
User Log (C) Agility Intelligence			
Copyright © 2023 Cipherlab. All rights reserved. Ver: 1.16.002h2			•

		Group S	Setting					He	llo! CipherLab Suppo	ort 🗘 🕐 🛞
👚 ЕММ	^	< Back			Wipe	Delete Lock	Push Notification	Group : Testing	Profile : Profile_1	Total Device(s) : 1
Deployment Profile			Model Name	Serial Number	Group	Profile	Profile Current Ver	Profile Latest Ver	IMEI	Command Status
Enrollment Enrollment			RK95	FT12170003374	Testing	Profile_1	0	0	None	
Monitor Device Group/Site										
Agility Intelligence	Ľ									
Copyright © 2023 Cipherlab All rights reserved. Ver: 1.16.002h2										-

READ

With the permission setting "Read," the child account can only review the group's settings.

Click "Sync with Google" or "Refresh" on the "Device Information" page to receive the latest status.



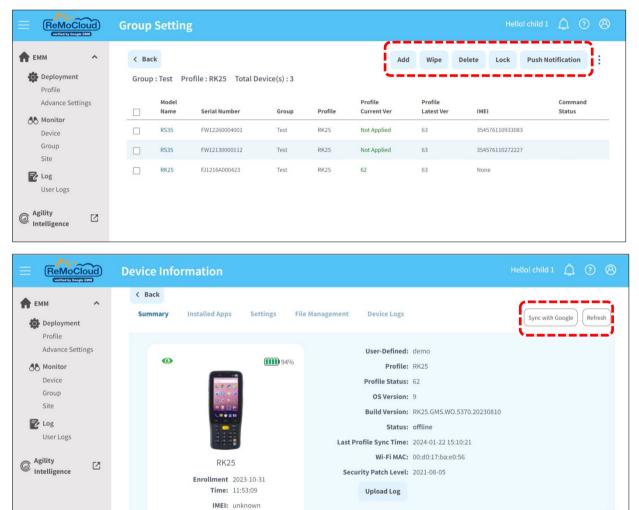
WRITE

Copyright © 2024 Cipherlab.

Ver: 1.17.001ch2

With the permission setting "Write," the buttons, "Wipe," "Delete," "Lock," and "Push Notification," in the top-right corner of "Group Setting" page will become available for the child account.

Click "Sync with Google" or "Refresh" on the "Device Information" page to receive the latest status.



MEID: None

Serial Number: FJ1216A000423

Chapter 8

CHAPTER 8. USER LOGS

This chapter carries the introduction of the functions offered by "Logs" on ReMoCloud.

IN THIS CHAPTER

8.1 Check User Logs	351
8.2 Search, Sort, & Filter Logs	353

8.1 CHECK USER LOGS

The "User Logs" page lists all the activities and events of the account.

	User Logs			Hello! John Smith 🕺 🧿 🛞
Enrollment	2024/03	▼ to 2024/03	• Search Export	
Monitor				
Dashboard Device	Time \checkmark	Arrive Page	Description	By User
Group	2024/03/28 15:02:50:486	Sign in	Account sign in.	joshua.hsu@cipherlab.com.tw
Site	2024/03/28 15:02:18:867	Sub Account Group Info	Arrive Sub Account Group: 'Test' Page.	child_1@gmail.com
App Management	2024/03/28 15:01:59:559	Vue_UploadLog	Upload Devie: 'FJ1216A000423' log.	child_1@gmail.com
Account	2024/03/28 15:00:32:517	Sub Account Group Info	Arrive Sub Account Group: 'Test' Page.	child_1@gmail.com
Management	2024/03/28 15:00:25:695	Sign in	Account sign in.	child_1@gmail.com
User Logs	2024/03/28 15:00:15:544	Edit SubAccount	Edit child account: 'child_1@gmail.com' can use these groups: 'Test'.	joshua.hsu@cipherlab.com.tw
Agility	2024/03/28 15:00:00:687	Sign in	Account sign in.	joshua.hsu@cipherlab.com.tw
Intelligence	2024/03/28 14:57:56:028	Sub Account Group Info	Arrive Sub Account Group: 'Test' Page.	child_1@gmail.com
Copyright © 2024 Cipherlab. All rights reserved. Ver: 1.17.001ch2	2024/03/28 14-57-38-227		Arrive Sub Account Groun: 'Test' Page	child 1@ømail.com

Time 🗸	Arrive Page	Description	By User
2024/03/28 15:02:18:867	Sub Account Group Info	Arrive Sub Account Group: 'Test' Page.	child_1@gmail.com
2024/03/28 15:01:59:559	Vue_UploadLog	Upload Devie: 'FJ1216A000423' log.	child_1@gmail.com
2024/03/28 15:00:32:517	Sub Account Group Info	Arrive Sub Account Group: 'Test' Page.	child_1@gmail.com

The "User Logs" page provides the information:

Item	Description
Time	The time and date when the activity was executed.
Arrive Page	The page where the activity was executed.
Description	The activity details.
By User	The account that executed the activity.

Click "Export" in the upper panel to download the user logs report as a CSV file.

User Logs				Hello! John Smith 🋕 🧿	8
2024/03	▼ to 2024/03	•	Search Expo	t	
Time \checkmark	Arrive Page	Desc	ription	By User	•
2024/03/28 15:02:50:48	6 Sign in	Accou	unt sign in.	joshua.hsu@cipherlab.com.tw	
2024/03/28 15:02:18:86	7 Sub Account G	roup Info Arrive Page.	e Sub Account Group: 'Test'	child_1@gmail.com	L
2024/03/28 15:01:59:55	9 Vue_UploadLo	g Uploa	ad Devie: 'FJ1216A000423'	child_1@gmail.com	
→ C 😁 remocloud.ciph	adab.com/usadag		•	☆ 🖪 臼 👌	
Alina	User Logs		(¥ 2 1 2	8
EMM ^	2024/03	▼ to 2024/03	• Search	Export	
Profile Advance Settings	Time \sim	Arrive Page	Description	By User	
Advance Settings	2024/03/28 15:02:50:486	Sign in	Account sign in.	joshua.hsu@cipherlab.com.tw	-
Enrollment	2024/03/28 15:02:18:867	Sub Account Group Info	Arrive Sub Account Grou Page.	p: 'Test' child_1@gmail.com	L
Monitor Dashboard	2024/03/28 15:01:59:559	Vue_UploadLog	Upload Devie: 'FJ1216A0	00423' child_1@gmail.com	

8.2 SEARCH, SORT, & FILTER LOGS

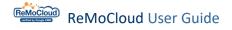
The "Search" button on the "User Logs" page is for setting a date range to refine the results. The user may also sort or filter the results by the "Time" column.

SEARCH THE LOGS

At first, the "User Logs" page only shows the logs for the current month.

- 1. Click to expand the drop-down menus and set the date range.
- 2. Click "**Search**" to display the logs for previous months.

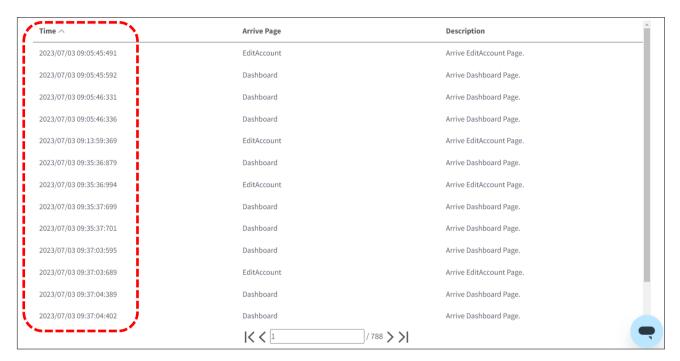
User Logs			Hello! John Smith 🗍	08
2024/03	▲ to 2024/03	Search Export	t	
2024/03	1			
2024/02	Arrive Page	Description	By User	•
2024/01	Sub Account Group Info	Arrive Sub Account Group: 'Test' Page.	child_1@gmail.com	
2023/12 2024/03/28 15:01:59:559	Vue_UploadLog	Upload Devie: 'FJ12154000423'	child_1@gmail.com	
2024/03/28 15:00:32:517	Sub Account Group Info	Arrive Sub Account Group: 'Test' Page.	child_1@gmail.com	
2024/03/28 15:00:25:695	Sign in	Account sign in.	child_1@gmail.com	



SORT THE LOGS

Click the sort button \land v next to "Time" to display the logs in the ascending order. Click again to display the logs in the descending order.

Ascending (click once)



Descending (click twice) \vee

Time 🗸	Arrive Page	Description
2023/07/25 14:56:16:906	Save Settings	Save Profile Device Settingsmore
2023/07/25 14:56:16:806	Profile Version Update	Testing_for_rollback;3;23
2023/07/25 14:55:06:268	Profile Info	Arrive Profile 'Testing_for_rollback' Page.
2023/07/25 14:54:59:893	Profile	Arrive Profile Page.
2023/07/25 14:53:40:420	DeviceList_new	Arrive Device Page.
2023/07/25 14:51:40:740	DeviceList_new	Arrive Device Page.
2023/07/25 14:51:40:717	DeviceList_new	Arrive Device Page.
2023/07/25 14:48:39:912	DeviceList_new	Arrive Device Page.
2023/07/25 14:46:40:233	DeviceList_new	Arrive Device Page.
2023/07/25 14:46:40:221	DeviceList_new	Arrive Device Page.
2023/07/25 14:43:40:049	DeviceList_new	Arrive Device Page.
2023/07/25 14:41:40:013	DeviceList_new	Arrive Device Page.
2023/07/25 14:41:39:964	DeviceList_new	Arrive Device Page.
~	< < 1 /788 > >	•

Chapter 9

CHAPTER 9. DEFAULT APPLICATIONS

This chapter carries the detailed introduction of the functions offered by the default Apps.

IN THIS CHAPTER

9.1 CipherLab OEMConfig	356
9.2 CipherLab Device Health	366
9.3 CipherLab ADC Module	367
9.4 CipherLab LogCollection	376
9.5 CipherLab Profile Information	381
9.6 CipherLab Home	383
9.7 Device Policy	393

9.1 CIPHERLAB OEMCONFIG

CipherLab OEMConfig is the hidden default App that helps the ReMoCloud administrator configure the settings of the enrolled devices.

9.1.1 MANAGE APP CONFIG PAGE

On the profile's App list, click "Edit" from the "Manage Config" column to enter CipherLab OEMConfig's "Manage App Config" page.

On the "Manage App Config" page, the user can manage the advanced settings.

ofile Information				ohn Smith 🛕 곗 🛞
K BackCreate_TestAPPDevice Setting	Version: 12	×	Export	Schedule Save
			Add A	op WildCard Settings
App Name	Package Name	App Auto Update Mode	App Permissions	Manage Config
CipherLab OEMConfig	com.cipherlab.oemconfig.common	AUTO_UPDATE_HIGH_PRIORIT ▼	Edit	Edit
CipherLab LogCollection	sw.programme.logcollection	AUTO_UPDATE_DEFAULT •	Edit	T.
CipherLab ADC Module	com.cipherlab.adcmodule.common	AUTO_UPDATE_DEFAULT	Edit	
ancel		CipherLab OEMConfig		ОК
> DeployFromZip				
> Wireless				
> Wi-Fi Advanced				
> Cellular Data				
> System Setting				
> System Update				
> Log Collection				

The significant settings on the "Manage App Config" page of CipherLab OEMConfig:

DeployFromZip

Deploying the **ADC** (**Android Deploy Configurator**) project settings to the enrolled devices, the "**DeployFromZip**" settings must cowork with "<u>CipherLab ADC Module</u>".

by from zip options. If this control is	disabled, any change				
		s to other deploy from zi	p related settings have no i	impact.	0
zip settings.					

Log Collection

The "**Log Collection**" settings should cowork with "<u>CipherLab LogCollection</u>" for uploading the log data of enrolled devices to the FTP server.

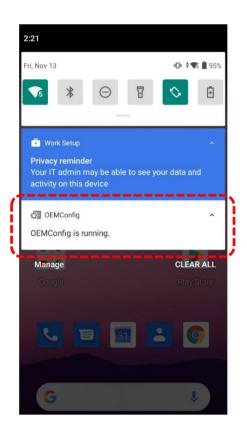
Switch on or off to enable or disable "Log Collection".

Enable Log collection			
 FTP Server 			
Server address			
Server port			
Upload path]
User name]
Password			
L			

Make sure to click "OK" to save the changed settings before leaving the **"Manage App Config"** page.

"<u>Save</u>" or "<u>Schedule</u>" to carry out the changed settings on the **"Profile Information"** page.

While **"CipherLab OEMConfig"** will only be displayed in the App Drawer on the enrolled devices, it will be running in the background.



9.1.2 OTHER IMPORTANT SETTINGS

Other important settings of CipherLab OEMConfig:

SYSTEM UPDATE

1. Switch on or off to enable or disable update controls.

2. Click "Enable" or "Disable" to allow or disallow the enroll devices to perform an OTA system update.

A	group of update settings.
	1
	Enable Update Controls
	Use this control to switch or disable Update options. If this control is disabled, any changes to other update related settings have no impact.
~	Control Options
	A group of policies to switch update settings (Please select one).
,	OTA
2	
	O Disable

An over-the-air (OTA) update is the wireless delivery of new software, firmware, or other data to mobile devices.

When the battery level of the device is below 50%, the OTA update cannot be performed. For this situation, have the enrolled device plugged into a power source to perform the OTA update.



SENT INTENT

"**Sent Intent**" is to perform an action on the device's screen, such as starting activities and services, or sending broadcasts and messages.

	Send Intent Controls Use this switch to enable or disable Send Intent options. If this control is disabled, any changes to other display related settings have no impact.
~	Control Options
	A group of policies to switch deploy from Send Intent settings.
	Call activity manager (am) Enter issue command. Using the following format:(Action:ACTION(StartActivity, StartService, StopService, Broadcast), Package:PKG, Class:CLS, intent:INT, ExtraKey:EK, ExtraValue:EV, ExtraPackage:EP). Take Start Enterprise Settings as example, Please enter ACTION:StartActivity, PKG:com.sw.enterprisekeypadmode, CLS:MainActivity Take Set SIP Controller HardKey Intent as example, Please enter ACTION:Broadcast, INT:android.intent.action.sip

- 1. Switch on "Send Intent Controls".
- 2. Input the command in the required format into the "Call activity manager (am)" field.

For example:

Start SIPController

"ACTION:StartActivity, PKG:com.sw.android.sipcontroller, CLS:MainActivity"

Start SoftwareTrigger Icon

"ACTION:StartService, PKG:com.Cipherlab.SoftwareTrigger_Service, CLS:FlyBitch"

BUTTON ASSIGNMENT

"Button Assignment" is for the user to redefine the functions of the device's physical keys to trigger different actions.

Click the "Add" button to create new settings for redefining the action that occurs when clicking a button.

Click the "**Remove**" button to eliminate the most recently created setting, resetting the button settings to default.

	Button Assignment Controls Jse this switch to enable or disable Button Assignment options. If this control is disabled, any changes to other display related settings have no impact.
C	Control Options
ļ	A group of policies to switch deploy from Button Assignment settings.
>	Wake UP
>	Key ID
>	Behavior
>	Mapping Key ID
ſ	User-defined If you Mapping Key choose User-defined, please enter keycode.
	Launch Activity with Intent Specify the action defined in the Intent. Take Set SIP Controller HardKey Intent as example, Please enter android.intent.action.sip
	Launch Application Package Name Specify Application Package Name to provide the application to be launched. Take Start SIP controller as example, Please enter com.sw.android.sipcontroller.
	Launch Application Class Name Specify Application Class Name to provide the application to be launched. Take Start SIP controller as example, Please enter com.sw.android.sipcontroller.MainActivity.

By the function "**User-defined**," the user can map the key by entering the key code defined in the Android operating system: <u>https://developer.android.com/reference/android/view/KeyEvent</u>

The package name and the class name for launching App settings:

Application	Package Name	Class Name				
A-Demo	sw.programme.demos	sw.programme.demos.ui.activity .MainActivity				
Airlock Browser	com.outcoder.ibrowser	crc643f80cb343b07773e.MainActivity				
AppLock	sw.programme.applock	sw.programme.applock.SetHomeActivity				
BarcodeToSetting	com.cipherlab.barcodetosetting	com.cipherlab.barcodetosetting .MainActivity				
	RK95/RS51:	RK95/RS51:				
BT Printer Mate	cipherlab.btprtmate	cipherlab.btprtmate.MainActivity				
DI Printer Mate	• RS35:	 RS35: 				
	com.cipherlab.btprtmate	com.cipherlab.btprtmate.MainActivity				
Button Assignment	sw.programme.buttonassignment	sw.programme.buttonassignment.activity .ButtonAssignmentActivity				
Calculator	com.android.calculator2	com.android.calculator2.Calculator				
Calendar	com.android.calendar	com.android.calendar.AllInOneActivity				
Camera	org.codeaurora.snapcam	com.android.camera.CameraLauncher				
Chrome	com.android.chrome	com.google.android.apps.chrome.Main				
Clock	com.android.deskclock	com.android.deskclock.DeskClock				
Contacts	com.android.contacts	com.android.contacts.activities. PeopleActivity				

Application	Package Name	Class Name					
Device Health Dashboard	sw.programme.devicehealth .dashboard	sw.programme.devicehealth.dashboard.ui .DashboardActivity					
Drive	com.google.android.apps.docs	com.google.android.apps.docs.app .NewMainProxyActivity					
Duo	com.google.android.apps .tachyon	com.google.android.apps.tachyon .MainActivity					
Enterprise Settings	com.sw.enterprisekeypadmode	com.sw.enterprisekeypadmode .MainActivity					
EZConfig	sw.programme.ezconfig	sw.programme.ezconfig.MainActivity					
EZEdit	sw.programme.ezedit	sw.programme.ezedit.MainActivity					
	• RS50:	• RS50:					
Files/Downloads	com.android.providers .downloads.ui	com.android.providers.downloads.ui .DownloadList					
	• Others:	Others:					
	com.android.documentsui	com.android.documentsui.LauncherActivity					
File Manager	com.cyanogenmod.filemanager	com.cyanogenmod.filemanager.activities .NavigationActivity					
Gallery	org.codeaurora.gallery	com.android.gallery3d.app.GalleryActivity					
Gmail	com.google.android.gm	com.google.android.gm .ConversationListActivityGmail					
Google	com.google.android .googlequicksearchbox	com.google.android .googlequicksearchbox.SearchActivity					
HF RFID Configuration	sw.programme.hf	sw.programme.hf.ConfigPrefActivity					
Keep Notes	com.google.android.keep	com.google.android.keep.activities .BrowseActivity					
Maps	com.google.android .apps.maps	com.google.android.maps.MapsActivity					



Application	Package Name	Class Name
Messages	com.google.android.apps.messaging	com.google.android.apps.messaging.ui .ConversationListActivity
Music	com.android.music	com.android.music.MusicBrowserActivity
Phone	 RK25N/RS50 com.android.dialer RK25P/RS51 com.android.dialer RS35 com.google.android.dialer 	 RK25N/RS50 com.android.dialer.DialtactsActivity RK25P/RS51 com.android.dialer.app.DialtactsActivity RS35 com.google.android.dialer.extensions .GoogleDialtactsActivity
Photos	com.google.android .apps.photos	com.google.android.apps.photos.home .HomeActivity
Play Movie & TV	com.google.android.videos	com.google.android.youtube.videos .EntryPoint
Play Music	com.google.android.music	com.android.music.activitymanagement .TopLevelActivity
Play Store	com.android.vending	com.android.vending.AssetBrowserActivity
QTI Logkit-lite	 RS51 com.qualcomm.qti.logkit Others com.qualcomm.qti.logkit.lite 	 RS51 com.qualcomm.qti.logkit.cActivity Others com.qualcomm.qti.logkit.lite.cActivity
Reader Config	sw.programme.readerconfig	sw.programme.readerconfig.MainActivity
SDLgui	com.zebra.sdl	com.zebra.sdl.SDLguiActivity
Settings	com.android.settings	com.android.settings.Settings
Signature Capture	sw.programme.signature	sw.programme.signature.MainActivity

Application	Package Name	Class Name				
SIP controller	com.sw.android.sipcontroller	com.sw.android.sipcontroller.MainActivity				
SoftwareTrigger	com.Cipherlab.SoftwareTrigger	com.Cipherlab.SoftwareTrigger .MainActivity				
Sound Recorder	com.android.soundrecorder	com.android.soundrecorder .SoundRecorder				
Terminal Emulation	sw.programme .terminalemulation	com.te.UI.MainActivity				
Video	com.android.music	com.android.music.VideoBrowserActivity				
Velocity	com.wavelink.velocity	com.wavelink.velocity.te.SplashActivity				
Voice Search	com.google.android .googlequicksearchbox	com.google.android.googlequicksearchbox .VoiceSearchActivity				
WMDSAgent	sw.programme.wmdsagent	sw.programme.wmdsagent.MainActivity				
WMDSInstaller	sw.programme.wmdsinstaller	sw.programme.wmdsinstaller.MainActivity				
Youtube	com.google.android.youtube	com.google.android.youtube.app .honeycomb.Shell\$HomeActivity				
YT Music	com.google.android.apps .youtube.music	com.google.android.apps.youtube.music .activities.MusicActivity				

9.2 CIPHERLAB DEVICE HEALTH

The default App, "CipherLab Device Health," is for checking the battery level of the enrolled devices.

Having "**CipherLab Device Health**" installed on the enrolled devices, the user can check the devices' battery level on the "<u>Device Information</u>" page.

CHECK THE BATTERY INFORMATION ON REMOCLOUD

Access "Device" to check the battery information of the enrolled devices on ReMoCloud.

evi	ce												Hello! Jol	hn Smith 🛽 🛽 🖉	Ĵ	? 8
Q										Wipe	Delete	Lock	Reboot	Push Notif	icatioı	n :
Edit Column 1 to 7 / Total Device(s) : 7							La	st update :	: 2023-07-26	5 11:26:24	Sync with Goo	gle	Refresh			
	Model Name 🗸		Serial Number 🗸	Ŧ	User Define	ed 🗸 🦷	Group 🗸	Ŧ	Profile 🗸	ſ	Battery Level	Remote Control	Profil Curre	e nt Ver 🗸	Ŧ	Profile Latest Veı
	RS35		FW120A0002230		Testing		Group_2		Create_Test			•	12			12
	RS35		FW12260004001			/	None		Profile_1			•	29			29
	RK25		FJ1187A001307				None		RK25			•	48			48
	RS35		FW12110001301			/	None		Profile_1			©	29			29
	RK25WO		FJ1185A000333		Checking	ľ	Group_3		Testing			0	10			10
	RS35		FW12270002087			/	None		Testing			•	10			10
	RK25		FJ118CA006694			, di	Group_3		Testing	į		©	10			10

Note:

The requirements must be fulfilled in advance to acquire the battery health status:

1. Update the device OS to the latest version.

2. Update the default Apps "CipherLab OEMConfig" and "CipherLab Device Health" to the latest version and reboot the devices.

9.3 CIPHERLAB ADC MODULE

The default App **CipherLab ADC Module** is a service that coworks with **CipherLab OEMConfig** to deploy the **ADC** (**Android Deploy Configurator**) Project Settings to the enrolled devices through ReMoCloud.

The following items are required:

Android Deploy Configurator

Download **ADC** (**Android Deploy Configurator**) program installer from http://wmds.cipherlab.com/ to your PC and run it by following its on-screen instructions.

SD Card or USB Disk

Plug in the SD card or the USB disk to your computer in advance.

Note:

For the details about <u>Android Deploy Configurator</u>, refer to the latest <u>ADC User Guide for</u> <u>Android</u> that can be downloaded from <u>http://wmds.cipherlab.com/ADC/UserGuide/Latest</u>

The following sections provides the steps of deploying the ADC project settings to the enrolled devices through ReMoCloud.

9.3.1 SAVE THE PROJECT FROM ANDROID DEPLOY CONFIGURATOR

To save the project from ADC to the SD card or USB disk:

1. Execute **Android Deployment Configurator** and select an existing project or create a new one depending on the settings the user preferred to deploy.

🔒 Android Deployment C	onfigurator	×
i 🖄 🗙 📝	Create a new project.	
Select an existing proj		
	Select an existing project.	\uparrow
Project Name	Project location	
Project 6	C:\CipherLab\ADC\Project 6	
Project 7	C:\CipherLab\ADC\Project 7	
Project 8 (for RS51)	C:\CipherLab\ADC\Project 8 (for RS51)	
Project 9	C:\CipherLab\ADC\Project 9	
RS35 Configuration	C:\CipherLab\ADC\RS35 Configuration	
÷		\rightarrow
Show dialog at Startu	р	



2. On the main page of ADC, select the configuration items you need.

Click the App-launcher icon in the bottom-right corner to review more advanced settings.

😤 Project 6		- 🗆 X
Android Deployment Configuration	tor	
2 👛 💾 🛃 🔓 🚔 📕	🕑 📥 🖄	📉 🔒 🐻 🕑 🗇
Specify your deployment task(s)		
All Device Configuration		
General Options	Application Options	
File Transfer	🗹 Barcode Reader	
Auto Installation	✓ Button Assignment	
🗆 Auto Run	Terminal Emulation	
Auto Permission	AppLock	
✓ Wireless Manager	Software Trigger	
🗆 Wi-Fi Settings	Enterprise Settings	
Cellular Data	SIP Controller	2
System Settings	Z EZConfig	
Reboot after Deployment		

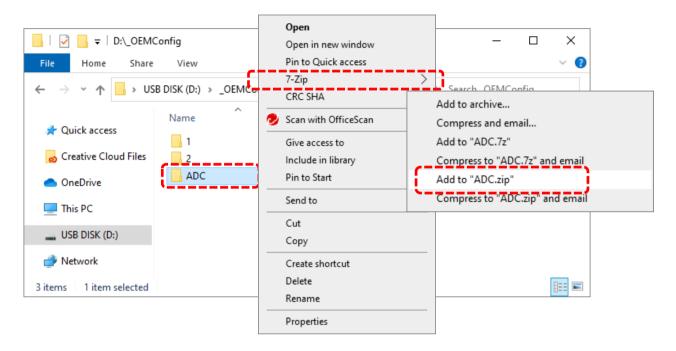
3. After configuring the project settings, click **"Save current project to SD card**" ko select the drive (SD card or USB disk) for saving the project.

🚭 Project 6			-		\times
Android Deployment 3 jurat	or				
2 🚔 💾 🞽 🔓 💻	🕑 📥 🏹	Select USB Disk X	0	?	2
Specify your deployment task(s)					
All Device Configuration		× X			
General Options	Application O	/			
✓ File Transfer	✓ Barcode Reader	Please select a drive:			
Auto Installation	Button Assign		,		
Auto Run	Terminal Emulat	D:\			
Auto Permission	🗹 AppLock		_;		
☑ Wireless Manager	Software Trigger				
□ Wi-Fi Settings	Enterprise Settir				
Cellular Data	SIP Controller				
System Settings	EZConfig	4	_		
Reboot after Deployment					

9.3.2 CREATE A ZIP FILE & URL

1. Find the ADC project, a folder named "**ADC**," that you saved in the SD card or the USB disk.

2. Right-click the ADC folder to compress it.



3. Upload the zip file to a cloud storage platform to create and copy its link.

aws	Services	Q Search for servi	ices, features, blogs, do	cs, and more	[Alt+S]		2	Ş	0	Global 🔻	Support @ 7500-66	00-9036 🔻
=	Amazon S3	> Buckets > suppo	ort-service > Android	d Products/ > Softwa	are User Guide/ > ReMoCloud	i/ > CipherLab AD(C Module,	/				
	Cipher	Lab ADC M	odule/								🗇 Copy S3 (JRI
	Objects	Properties										
	Objects Objects are Learn more	the fundamental entities	stored in Amazon S3. You	ı can use Amazon S3 İnvent	tory 🛃 to get a list of all objects in y	vour bucket. For others to	o access yo	ur objects	s, you'll n	eed to explicitly	grant them permission	5.
	C	Copy S3 URI	Copy URL	Download	Open 🖸 Delete	Actions v	Creat	te folde	er	\Lambda Upload		
	Q Find	objects by prefix			Show versions						< 1 >	0
		lame 🔺	Туре	7 Last modified			▼ .	Size		7 Storag	je class	~
11		ADC.zip	zip	October 20, 202	22, 10:49:41 (UTC+08:00)				11.7 KE	Standa	ırd	



The following section takes Amazon S3 for example.

1. On Amazon S3, locate the zip file. Select the zip file and click "Copy URL".

aws	Services Q Search for services, features, blogs, docs, and more [Alt+S]	Ð 4	⑦ Global ▼	Support @ 7500-6600-9036 🔻								
≡	Amazon S3 > Buckets > support-service > Android Products/ > Software User Guide/ > ReMoCloud/ > CipherLab ADC Module/											
	CipherLab ADC Module/											
	Objects Properties											
	Objects (1) Objects are the fundamental entities stored in Amazon S3. You can use Amazon S3 inventory 🖄 to get a list of all objects in your bucket. For oth Learn more 🛃	ers to access your objects, y	rou'll need to explicitly	grant them permissions.								
	C 🗗 Copy S3 URI	Create folder	🕅 Upload									
	Q Find objects by prefix Show versions			< 1 > 🔘								
1	ZName ▲ Type マ Last modified	⊽ Size		e class 🗸 🗸								
T	🗹 🗈 ADC.zip zip October 20, 2022, 10:49:41 (UTC+08:00) 11.7 KB Standard											

2. A green notification tells that the URL is successfully copied.

aws	Services	Q Search for serv	ices, features, blogs, doc	s, and more	[Alt+S]			Ð 4	0	Global 🔻	Support @ 7500-66	00-9036 🔻
≡	Amazon S3	> Buckets > suppo	ort-service > Android	Products/ > Softwa	re User Guide/ >	ReMoCloud/	> CipherLab AD	C Module/				
	CipherLab ADC Module/											JRI
	Objects	Properties										
	Objects	, 2		- •								
	Learn more	_	Object URL Copied								grant them permission	5.
	C	🗗 Copy S3 URI	Copy URL	M Download	Open 🛽	Delete	Actions v	Create fol	der	↑ Upload		
	Q Find o	objects by prefix			Sho	w versions					< 1 >	0
	N	Name 🖌	Type 🗢	Last modified				▼ Size	~	7 Storage	class	▽
		ADC.zip	zip	October 20, 202	2, 10:49:41 (UTC+	08:00)			11.7 KB	8 Standar	d	

3. Paste the URL into any file or field that allows you to edit it.



4. Replace the first part, "...amazonaws.com," with "d2b20xz24496kr.cloudfront.net".

https://<mark>support-service.s3.ap-northeast-1.amazonaws.com</mark>/Android+Products/Software+User+Guide/ReMoCloud/CipherLab+ADC+Module/ADC.zip

5. Save the edited URL for CipherLab OEMConfig deployment.

https://d2b20xz24496kr.cloudfront.net/Android+Products/Software+User+Guide/ReMoCloud/CipherLab+ADC+Module/ADC.zip



9.3.3 HOW TO DEPLOY THE ADC PROJECT SETTINGS THROUGH REMOCLOUD

To deploy the ADC project settings:

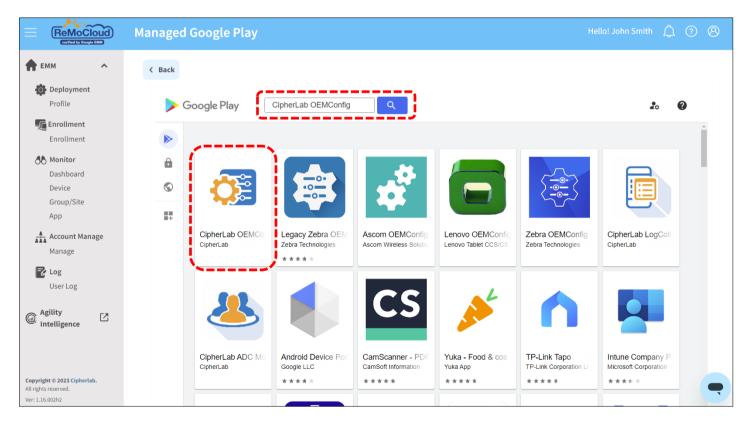
1. Access Profile > Profile name > Profile Information > App

	Profile			Hel	lo! John Smith 🗍	?
EMM	Q Search			Add Import	t Assign Copy	Delet
Profile	Profile ∨ ▼ User-De	efined Enroll Device N	umber \checkmark $\overline{\forall}$ Status \checkmark $\overline{\forall}$	Version 🗸 🛛 🔻 Last E	Edit Time \checkmark	
Enrollment	Create_Copied	<i>ø</i> 0	Inactivated	4 2023/	06/30 15:30	
Enrollment	Create_Test	/ 1	Activated	12 2023/	07/20 14:32	
Monitor	DTS	<i></i>	Inactivated	19 2023/	07/12 17:02	
Dashboard Device	нст	ø* 0	Inactivated	48 2023/	07/17 10:48	
Group/Site	Profile 1	set 2	Activated	29 2023/	07/20 14:32	
Арр	RK25	1	Activated	48 2023/	07/20 14:32	
Account Manage	RounDDay	<i>"</i>	Inactivated	6 2023/	05/03 15:47	
Manage	Testing	A* 3	Activated	10 2023/	07/20 14:29	
Log UserLog Agility	Testing_for_rollback	<i>I</i> 0	Inactivated	3 2023/	07/25 14:56	
Intelligence	v					
	ion			Hello	o! John Smith 🛛 🗋	
Gile Informati Greate APP Device Setting	_Test Version: 12	•		Ехро		? Save
< Back Create	_Test Version: 12	*		Ехро		Save
< Back Create	_Test Version: 12	▼ App Auto Update	e Mode	Ехро	rt Schedule	Save
< Back Create APP Device Settin	_Test Version: 12 ng Package Name	App Auto Update	e Mode _HIGH_PRIORIT' ▼	Expo	rt Schedule d App WildCard	Save
Back Create Create Device Settin	_Test Version: 12 ng Package Name com.cipherlab.oemconfig.commo	App Auto Update	_HIGH_PRIORIT ▼	Expo Ado App Permissions	rt Schedule d App WildCard Manage Config	Save

2. Find the default App "**CipherLab OEMConfig**" from the App list. Click its "**Edit**" button from the "**Manage Config**" column.

rofile Information				John Smith 🛕 🧿 🤅
< Back Create_Test	Version: 12	¥	Export	Schedule Save
APP Device Setting				
			Add A	WildCard Settings
App Name	Package Name	App Auto Update Mode	App Permissions	Manage Config
CipherLab OEMConfig	com.cipherlab.oemconfig.common	AUTO_UPDATE_HIGH_PRIORIT	Edit	Edit
CipherLab LogCollection	sw.programme.logcollection	AUTO_UPDATE_DEFAULT	Edit	
CipherLab ADC Module	com.cipherlab.adcmodule.common	AUTO_UPDATE_DEFAULT	<u>Edit</u>	

If "CipherLab OEMConfig" is not included in the profile, click "Add App" to add it from the "App Management" page.



3. On the **"Manage App Config**" page, click to unfold the settings of **"DeployFromZip**". Unfold other settings for more configuration if necessary.

ana	age App Config	Â	?	
Cancel	CipherLab OEMConfig			
~	DeployFromZip	 _	-	-
	A group of deploy from zip.			
	Deploy From Zip Control Use this switch to enable or disable deploy from zip options. If this control is disabled, any changes to other deploy from zip related settings have no impact.		0	
~	 Control Options 			
	A group of policies to switch deploy from zip settings.			
	Deploy From Zip Control Enter URL(https://)			

The settings on the "Manage App Config" page:

- (1) DeployFromZip
- (2) Wireless
- (3) Wi-Fi Advanced
- (4) Cellular Data
- (5) System Setting
- (6) System Update
- (7) Log Collection
- (8) Send Intent
- (9) Button Assignment
- (10) Reader Config
- (11) Enterprise Settings
- (12) Cold Chain
- (13) SIP Controller
- (14) Software Trigger
- (15) Other Settings

Note that if the "**DeployFromZip**" settings' parameters and and other OEMConfig settings' parameters are in duplicate, the "**DeployFromZip**" settings have the highest priority to be applied.

- 4. Switch on "Deploy From Zip Control".
- 5. Input the link created from the cloud storage to the "Deploy From Zip Control" field.
- 6. Click on the "**OK**" button to save the changed settings before leaving this page.

nage App Config	Hello! John Smith 🛕 🥎
CipherLab O	EMConfig 6
✓ DeployFromZip	
A group of deploy from zip.	4
Deploy From Zip Control Use this switch to enable or disable deploy from zip options. If this control is disabled, any changes to other de	
 Control Options 	
A group of policies to switch deploy from zip settings.	
Deploy From Zip Control Enter URL (https://)	
	DC+Module/AD.zip

7. Return to the "**Profile Information**" page, click "<u>Save</u>" or "<u>Schedule</u>" to carry out the changed settings.

For other settings, refer to **<u>CipherLab OEMConfig</u>** for more details.

Note:

The enrolled devices in the profile shoud be consistent with the device model from the ADC project to be deployed.

9.4 CIPHERLAB LOGCOLLECTION

The default App "**CipherLab LogCollection**" coworks with the App "**CipherLab OEMConfig**," to upload the log data of the enrolled device to the designated PC.

Note that CipherLab LogCollection is concealed on the enrolled device.

9.4.1 PREREQUISITES

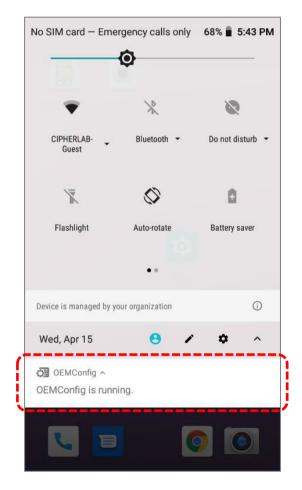
The requirements for uploading the device's log data to the designated PC:

1. Create a new profile or add all default Apps to an existing profile.

2. Enroll the device for log uploading to apply to the profile.

3. Make sure that "**CipherLab LogCollection**" and "**CipherLab OEMConfig**" are both installed on the enrolled device. Access the "<u>Device Information</u>" page to check if these two Apps are included in "Install App".

4. Make sure that the OEMConfig service is running. As shown:



9.4.2 LOG COLLECTION SETTINGS ON OEMCONFIG

1. Access the profile for setting. Click the "Edit" button of "**CipherLab OEMConfig**" from the "**Manage Config**" column.

file Information				Hello! John Smith 🔒
Back Profile_1	Version: 24			Export Schedule
APP Device Setting				
				Add App WildCard Set
App Name	Package Name	App Auto Update Mode	App Permissions	Manage Config
CipherLab Device Health	sw.programme.devicehealth	AUTO_UPDATE_DEFAULT	Edit	
CipherLab LogCollection	sw.programme.logcollection	AUTO_UPDATE_DEFAULT •	Edit	
CipherLab ADC Module	com.cipherlab.adcmodule.common	AUTO_UPDATE_DEFAULT •	Edit	
CipherLab Profile Information	com.cipherlab.profileinfo.common	AUTO_UPDATE_DEFAULT	Edit	
Android Device Policy 🌖	com.google.android.apps.work.clouddpc	AUTO_UPDATE_HIGH_PRIORIT' ▼	Edit	
CipherLab Cloud Message	sw.programme.cloud_message	AUTO_UPDATE_HIGH_PRIORIT	Edit	
CipherLab Assistant Service	sw.programme.assistantservice	AUTO_UPDATE_HIGH_PRIORIT' -	Edit	
CipherLab Agility Intelligence	sw.programme.agilityintelligence	AUTO_UPDATE_DEFAULT •	Edit	
CipherLab Home	sw.programme.cipherlabhome	AUTO_UPDATE_DEFAULT	Edit	
CipherLab RemoteService	com.cipherlab.remoteservice	AUTO_UPDATE_DEFAULT •	Edit	
CipherLab Remote Control	com.webkey	AUTO_UPDATE_DEFAULT	Edit	1
CipherLab OEMConfig	com.cipherlab.oemconfig.common	AUTO UPDATE DEFAULT	Edit	Edit

- 2. On the "Manage App Config" page, switch on "Enable Log collection".
- 3. Unfold the settings of "Log Collection" and fill out all the necessary fields.

✓ Log Collection	2
Enable Log collection	
FTP Server	
3 Server address	
ftp://123.45.678.90	
Server port	
23	
Upload path	
User name	
CipherLab	
Password	^
CipherLab.Testing	



The necessary fields that must be filled in:

Item	Description
Server address	The FTP Server IP
Server port	The FTP port number
Upload path	The path to access the folder where the uploaded log will be saved. For root directory, input a slash " / ".
Username	The user name for logging in to the FTP server from an FTP client
Password	The password for logging in to the FTP server from an FTP client

1. Click **"OK**" and return to the **"Profile Information**" page after completing the settings of **Log Collection**.

2. Make sure to "<u>Save</u>" or "<u>Schedule</u>" the changed settings before leaving the "**Profile Information**" page.

9.4.3 UPLOAD LOG

When the settings of "Log Collection" are completed, the "Upload Log" button will appear at the bottom of the Device Information page.

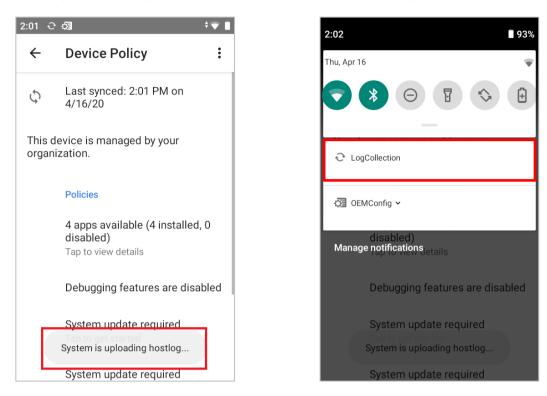
Click the "**Upload Log**" button and the log data of the device will immediately be uploaded to the FTP server.

The result of uploading log data will be displayed next to the "**Upload Log**" button.

Device Information				Hello! John Smith	Д <mark>16</mark> (?)	8
						_
•	10:10	Profile Status: OS Version:	Profile_1 36			
		Last Profile Sync Time: Wi-Fi MAC: Security Patch Level: Upload Log	00:d0:17:b9:72:27	}		
	RS35 2023-07-26 18:06:47 354576110272227	Upload hostlog successfully!	,	;		
	0000000000000 FW12130000112					



After clicking "Upload Log," the device will start to upload the log data.



On the designated PC, access the folder that was set for saving the uploaded log data and locate the log file sent from the device.

The format of the log file's name will be "SerialNumber_YYMMDD-HHMMSS_hostlog.zip," representing the device serial number, the date, and the time.

📙 🛃 📙 🛨				- 🗆	×
File Home Share	View				~ 🕐
\leftarrow \rightarrow \checkmark \uparrow \square > Lo	g Collection		マ 🖸 Search Log C	ollection	Q
	Name	Date modified	Туре	Size	
📌 Quick access	0123456789ABCDEF_200330-145847_hostlog	3/30/2020 3:02 PM	Compressed (zipped) Folder	20,912 KB	
oreative Cloud Files	l123456_200416-140242_hostlog	4/16/2020 2:02 PM	Compressed (zipped) Folder	3,774 KB	
len OneDrive	FM1193B000166_200409-131441_hostlog	4/9/2020 1:14 PM	Compressed (zipped) Folder	6,186 KB	
💻 This PC					
USB DISK (D:)					
Network					
3 items					

9.5 CIPHERLAB PROFILE INFORMATION

CipherLab Profile Information allows the user to review the profile's information on the enrolled device, including the profile's name, the profile version, the default Apps, and the installed Apps.

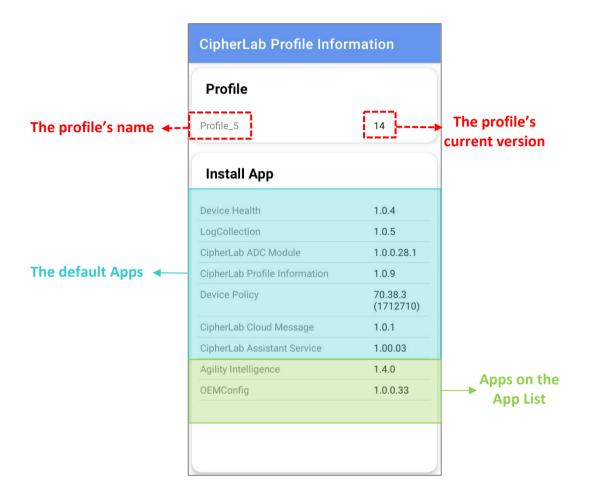
When the **"Sync Profile Information to Device**" function is never turned on, there will be no data on **"CipherLab Profile Information**".

Switch on "Sync Profile Information to Device" on the "Device Setting" page to review the data.

			?) (
K Back Profile_5	Version: 14	Export Schedule	Save
APP Device Setting			
	r Setting Network and Connect Lock Task	Security	
Allow Screen Capture	Allow Camera 1		
Allow Adjust Volume	Allow Mount Physical Media		
 Allow Cell Broadcasts Config (1) 	Allow Credentials Config 1		
• Allow Outgoing Beam 🕕	Allow Outgoing Calls ()		
Allow Share Location	Allow SMS (1)		
• Allow Unmute Microphone 🕕	Allow Data Roaming 1		
• Allow Skip First Use Hints 🕧	Play Store Mode ()	Managed Mode 🔹	
Allow Keyguard			
Keyguard Disabled Features ()	Camera Notifications Trust A	gents Unredacted Notifications Remote Input	
 Lock Screen Message 1 			
Lock Screen Message Service			
Service	Allow CipherLab Assistance Service		
Service Sync Profile Information to Device			
Service Sync Profile Information to Device Allow Agility Intelligence Service () 			(
Service Sync Profile Information to Device Allow Agility Intelligence Service () 	Allow Remote Control	on	(
Service Sync Profile Information to Device Allow Agility Intelligence Service () 	Allow Remote Control	ofile Information	
Service Sync Profile Information to Device Allow Agility Intelligence Service () 	Allow Remote Control		
Service Sync Profile Information to Device Allow Agility Intelligence Service Off ipherLab Profile Information	Allow Remote Control CipherLab Pro		
Service Sync Profile Information to Device Allow Agility Intelligence Service Off ipherLab Profile Information Profile	Allow Remote Control CipherLab Pro Profile	ofile Information	
Service Sync Profile Information to Device Allow Agility Intelligence Service Off SipherLab Profile Information	Allow Remote Control CipherLab Pro Profile Profile_5	ofile Information	
Service Sync Profile Information to Device Allow Agility Intelligence Service Off SipherLab Profile Information Profile	Allow Remote Control () CipherLab Pro Profile Profile_5 Install App	ofile Information	(
Service Sync Profile Information to Device Allow Agility Intelligence Service Off SipherLab Profile Information Profile	Allow Remote Control CipherLab Pro Profile Profile_5 Install App Device Health LogCollection CipherLab ADC Mode	Information 14 1.0.4 1.0.5 ale 1.0.0.28.1	
Service Sync Profile Information to Device Allow Agility Intelligence Service Off SipherLab Profile Information Profile	Allow Remote Control	14 1.0.4 1.0.5 ile 1.0.0.28.1 ormation 1.0.9	
Service Sync Profile Information to Device Allow Agility Intelligence Service Off SipherLab Profile Information Profile	Allow Remote Control CipherLab Pro Profile Profile_5 Install App Device Health LogCollection CipherLab ADC Mode	Information 14 1.0.4 1.0.5 ale 1.0.0.28.1	
Service Sync Profile Information to Device Allow Agility Intelligence Service Off SipherLab Profile Information Profile	Allow Remote Control	14 1.0.4 1.0.5 ule 1.0.0.28.1 ormation 1.0.9 70.38.3 (1712710)	
Service Sync Profile Information to Device Allow Agility Intelligence Service Off SipherLab Profile Information Profile	Allow Remote Control CipherLab Pro Profile Profile_5 Install App Device Health LogCollection CipherLab ADC Mode CipherLab Profile Infe Device Policy	10.4 1.0.5 Jee 1.0.028.1 ormation 1.0.9 70.38.3 (1712710) ssage 1.0.1 Service 1.00.03	
Service Sync Profile Information to Device Allow Agility Intelligence Service Off SipherLab Profile Information Profile	Allow Remote Control () CipherLab Profile Profile_5 Install App Device Health LogCollection CipherLab ADC Mode CipherLab Profile Infi Device Policy CipherLab Cloud Meet	10.4 1.0.5 Jee 1.0.028.1 ormation 1.0.9 70.38.3 (1712710) ssage 1.0.1	

After the "**Sync Profile Information to Device**" is switched on, even if the user switches it off again, it will always show the information the last time it synchronized.

Make sure to <u>save</u> or <u>schedule</u> to carry out the changed settings.



9.6 CIPHERLAB HOME

"**CipherLab Home**" is the App that restricts user operation and customizes both the background and App settings.

By default, it will be installed on the enrolled device after setting "**CipherLab Home**" as the "Lock Task Mode". The App will not be uninstalled or removed even when switching the Lock Task Mode from CipherLab Home to other modes.

By enabling "CipherLab Home," the related functions will appear for further settings.

< Back	Profile_5	Version: 14		•		Expo	rt Schedule	Save
APP	Device Setting							
Functio	mality Applications Us	ser Setting Net	work and Connect	Lock Task	Security			
•	ock Task Mode 🌒	Null	○ Single App	O Multi A	pp)		
• (Cipherlab Home Application Setting	gs 🕕			Edit	•		
• (ipherlab Home Clear Cache Applic	cation Settings 🕕			Edit			
• (Cipherlab Home Background Settin	ngs 🕕						
• (Cipherlab Home StatusBar Expansio	on Option Settings 🧃)		Non-expandable	•		
• (ipherlab Home Custom Title Optic	on 🕕			CipherLab Home	×		
• (Cipherlab Home Custom Title String	g 🕕						
• (Cipherlab Home Admin Password	0			Password	ø		
• (ipherlab Home Enable Lock Device	e 🕕			\bigcirc			
• (ipherlab Home Lock Device Backg	ground 🕕						
• (ipherlab Home Lock Device Passw	vord 🕕						
• (ipherlab Home Lock Device Messa	age 🕕			DEVICE LOCKED			
					Saturday			
• (Cipherlab Home Lock Device Time	0						
• (Cipherlab Home Lock Device Period	d 🕕						
• (Cipherlab Home Single App Enable	• •			\bigcirc			
• 1	Power Button Actions (Only suppor	rt Android 9.0+) 🏮			Can use power button	×		
• /	App System Error Warnings Actions	s (Only support Andro	oid 9.0+) 🕕		Mute system error dialogs	•		
• /	App System Navigation Actions (On	nly support Android 9.	.0+) 📵		Block home and overview but	ic •		
• /	App Status Bar Actions (Only suppo	ort Android 9.0+) 🕕			Disable system info and notifie	iz •		
•)	App Device Settings Actions (Only s	support Android 9.0+)	0		Allow access to the Settings ap	¢F ▼		

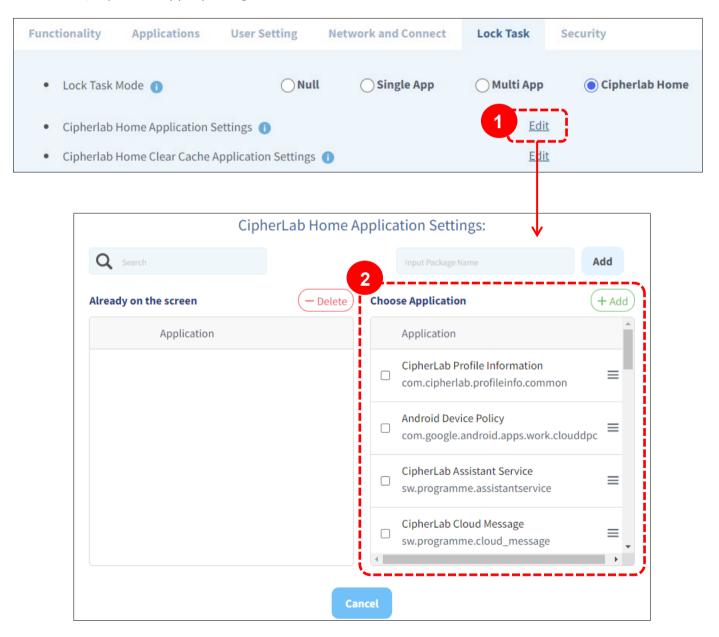


9.6.1 CIPHERLAB HOME APPLICATION SETTINGS

"Cipherlab Home Application Settings" determines what Apps will be available on the enrolled device.

Follow the steps to add Apps to CipherLab Home screen:

- 1. Click "Edit" to open the "CipherLab Home Application Settings" window.
- 2. Select the Apps from the "Application" list and click (+Add).
- 3. Or, input the App's package name and click ^{Add}.

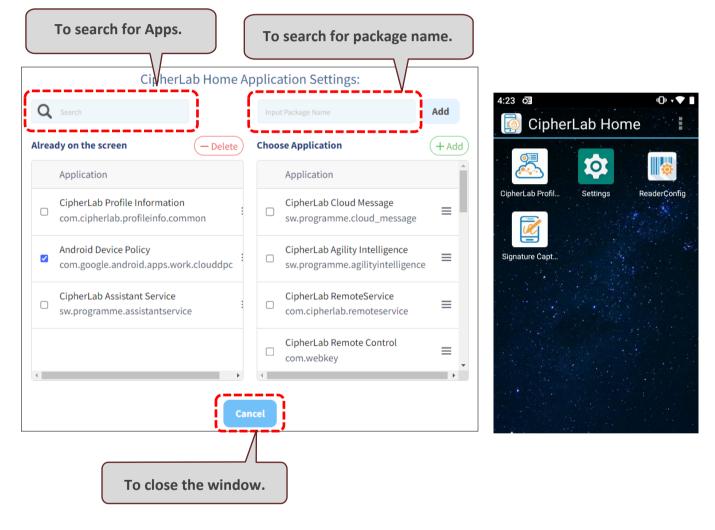


Note: Only the system built-in Apps or the installed Apps from the profile App list can be set for CipherLab Home screen.

4. The App added successfully will be on the "Already on the screen" list.

Make sure to <u>Save</u> or "<u>Schedule</u>" to carry out the changed settings. The enrolled devices that apply to the profile will change to CipherLab Home mode and display only the allowed Apps.

To remove the App from the "Already on the screen" list, select the App and click (-Delete).





9.6.2 CIPHERLAB HOME CLEAR CACHE APPLICATION SETTINGS

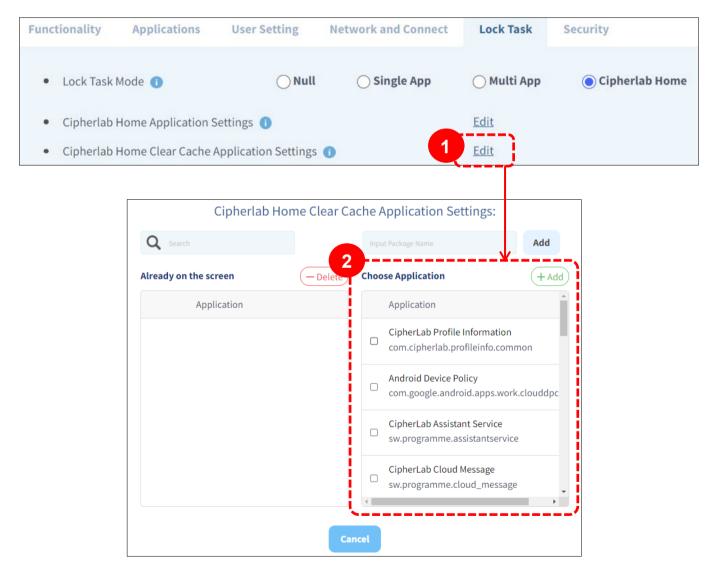
"Cipherlab Home Clear Cache Application Settings" clears the App cache, that is, removing all the temporary stored files the App uses.

To function properly, the version of Google Chrome App should be 9.0 or later.

SETTING CLEAR CACHE APPLICATION

Follow the steps to set Apps for clearing the cache:

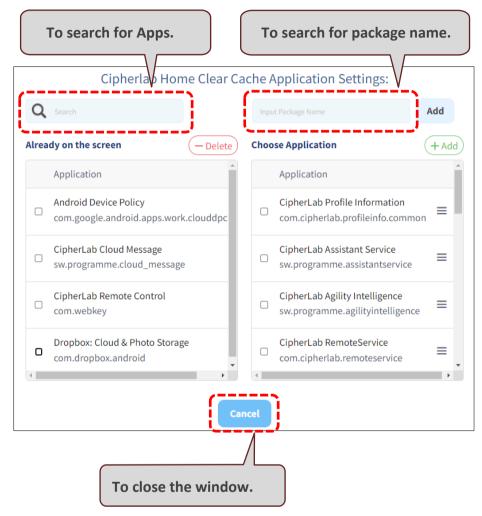
- 1. Click "Edit" to open the "Cipherlab Home Clear Cache Application Settings" window.
- 2. Select the Apps from the "Application" list and click (+Add).
- 3. Or, input the App's package name and click ^{Add}.



4. The App added successfully will be on the "Already on the screen" list.

Make sure to <u>Save</u> or "<u>Schedule</u>" to carry out the changed settings. The enrolled devices that apply to the profile will change to CipherLab Home mode and display only the allowed Apps.

To remove the App from the "Already on the screen" list, select the App and click — Delete.



Make sure to "<u>save</u>" or "<u>Schedule</u>" to carry out the changed settings.

Note:

Only the built-in Apps and the installed Apps will be available for **Cipherlab Home Clear Cache Application Settings**

HOW TO SET WEB APP AS CLEAR CACHE APPLICATION

To add web Apps to the clear cache list, the user needs to create the web App and add it to the profile App list in advance.

1. Click "Add App" on the profile information page to enter the "App Management" page.

Profile Information			Hello! Joh	n Smith 🗘	08
< Back Profile_1	Version: 29	•	Export	Schedule	Save
APP Device Setting			Add App	WildCard Se	ttings
App Name	Package Name	App Auto Update Mode	App Permissions	Manage Config	-
CipherLab Device Health	sw.programme.devicehealth	AUTO_UPDATE_HIGH_PRIORITY ▼	Edit		
CipherLab LogCollection	sw.programme.logcollection	AUTO_UPDATE_DEFAULT •	Edit		
CipherLab ADC Module	com.cipherlab.adcmodule.common	AUTO_UPDATE_DEFAULT	Edit		
CipherLab Profile Information	com.cipherlab.profileinfo.common	AUTO_UPDATE_DEFAULT	Edit		ŵ
Android Device Policy 🕕	com.google.android.apps.work.clouddpc	AUTO_UPDATE_HIGH_PRIORITY -	<u>Edit</u>		
CipherLab Cloud Message	sw.programme.cloud_message	AUTO_UPDATE_HIGH_PRIORITY	Edit		ŵ

2. Select "Web Apps" on the side menu.

Managed Google Play				He	llo! John Smith 🗘	08
< Back	Search	٩			20	0
Search Play Store						Î
Private apps	ps				See mor	e
🔇 Web apps			0		-	
• Organize apps	\bigcirc	**	PDF	In	1.	
F	WhatsApp Messen WhatsApp LLC	Dropbox: Secure C Dropbox, Inc.	Adobe Acrobat Rea Adobe	LinkedIn: Jobs & B LinkedIn	Slack Slack Technologies Inc.	
-	****	****	****	****	****	
	OZ)	(1)	0			
Dr	TeamViewer Quick TeamViewer	Firefox Fast & Priv Mozilla	Rescue + Mobile fo GoTo Technologies US			
	****	****	****			~

	Google Play		Hello! John Smith 🕂 🧿
Back	oogle Play		1 0
ô	Web apps		
0			
		0	
	ReMoCloud	cipherlab	

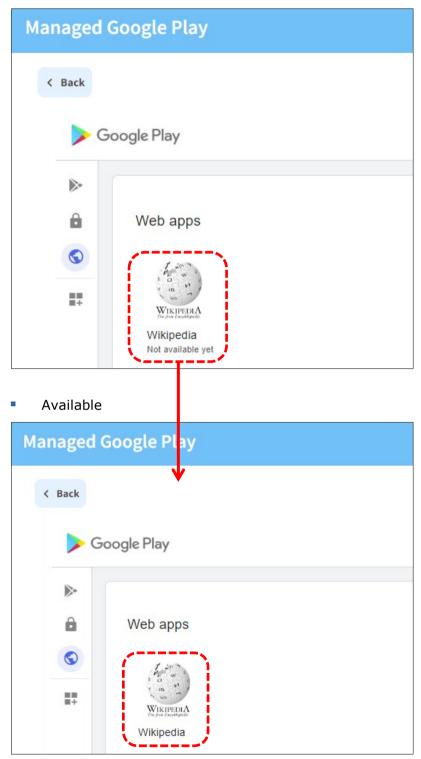
3. Click the add button + to create a new web App.

4. Fill out all the necessary information and click "Create".

Managed	Google Play	y		
< Back				
> G	Google Play			
⊳	← New	web app		
	Title *	Wikipedia		
# +	URL *	https://en.wikipedia.org/wiki/Main	n_Page	
	Display	Full screen	Standalone	Minimal UI
		Web app will use the entire screen	Web app shows the phone's navigation and status bars	Web app shows the phone's navigation and status bars, the URL bar, and the Refresh button
	Icon	Upload icon		
		Icons should be a maskable 512px square, follow the Google Play Developer Program	png or jpeg. Your app title and image must Policies.	Create

5. The newly created web App will be listed on the "**App Management**" page. The created web App will become available in a while. When the web App has become available, click it to enter the "**Edit web app**" page.

Not available yet



Managed	Google Play	y		
< Back				
> G	oogle Play			
⊳	← Edit v	web app		
	Title *	Wikipedia		
	URL *	https://en.wikipedia.org/wiki/Main	_Page	
	Display	Full screen	Standalone	Minimal UI
		Web app will use the entire screen	Web app shows the phone's navigation and status bars	Web app shows the phone's navigation and status bars, the URL bar, and the Refresh button
	lcon	Upload icon		
		Icons should be a maskable 512px square, j follow the Google Play Developer Program F		Delete Edit Select

6. On the "Edit web app" page, click "Select" to add the web App to the profile's App list.

7. Now, the web App is allowed to be added to the clear cache App list.

ofile Information					\$ @ @
K Back Profile_1	Version: 29 🔹			Export Schedul	e Save
APP Device Setting				Add App Wild	Card Settings
App Name	Package Name	App Auto Update Mode	App Permissions	Manage Conf	g
CipherLab Device Health	sw.programme.devicehealth	AUTO_UPDATE_HIGH_PRIORIT	<u>Edit</u>		
Wikipedia	com.google.enterprise.webapp.x1dc47d2f4879c439	AUTO_UPDATE_DEFAULT V	Edit	Edit	窗
CipherLab ADC Module	com.cipherlab.adcmodule.common	AUTO_UPDATE_DEFAULT 🔻	Edit		

For more details, refer to "Setting Clear Cache Application".



9.6.3 CIPHERLAB HOME BACKGROUND SETTINGS

To customize the background of the enrolled device:

1. Input the URL of the wallpaper into the "Cipherlab Home Background Settings" field.

2. Remember to <u>save</u> or <u>schedule</u> to carry out the changed settings.

ofile Information				Hello! John Smith 🛕 🧿 🌾
Back Profile_1 APP Device Setting	Version: 29	•		Export Schedule Save
Functionality Applications User Set	ting Network and Connect	Lock Task Sec	urity	
Lock Task Mode	O Null O Single A	App 🔷 Multi App	Cipherlab Home	
Cipherlab Home Application Settings			Edit	
Cipherlab Home Clear Cache Application :	Settings 🕕		Edit	
Cipherlab Home Background Settings			https://im.ge/i/9CMBif	
Cipherlab Home StatusBar Expansion Opt	ion Settings 🕧		Non-expandable 🔹	

The customized background is applied to the enrolled device as shown.



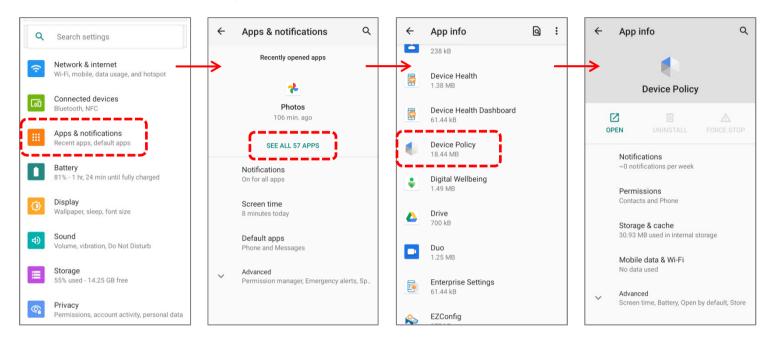
9.7 DEVICE POLICY

The default App "**Device Policy**" is developed by Google for the EMM administrator to remotely manage the enrolled device. It is concealed in the App Drawer on the device.

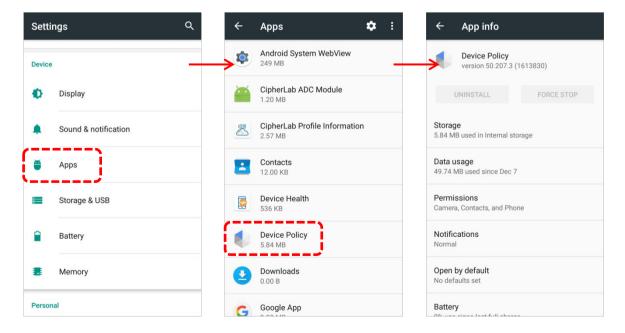
Access **Settings**>**Apps & notifications** or access **Settings**>**Apps** (depending on different device models) to check it on the device.

Take RS35 and RS50 for examples:

RS35 Mobile Computer



RS50 Mobile Computer



"Device Policy" is also listed on Device>Model Name>Install App>Managed Installed Apps on ReMoCloud.

vice Information			Hello! John Smith 🛱 🕜 🛛
Back Summary Install App Settings Managed Installed Apps System Apps		L	ast update : 2023-07-26 11:26:24 Sync with Google Refree
App Name	Version	Package Name	App Status
LogCollection	1.0.5	sw.programme.logcollection	Install
CipherLab Profile Information	1.0.14	com.cipherlab.profileinfo.common	Install
Webkey	3.16.24-93b1c421-ui	com.webkey	Install
Device Health	1.0.5	sw.programme.devicehealth	Install
Agility Intelligence	1.5.1	sw.programme.agilityintelligence	Install
RemoteService	1.0.1.5	com.cipherlab.remoteservice	Install
OEMConfig	1.0.0.36	com.cipherlab.oemconfig.common	Install
CipherLab Cloud Message	1.2.0	sw.programme.cloud_message	Install
CipherLab ADC Module	1.0.0.30	com.cipherlab.adcmodule.common	Install
CipherLab Home	1.0.4	sw.programme.cipherlabhome	Install
CipherLab Assistant Service	1.00.04	sw.programme.assistantservice	Install
Device Policy	88.33.4 (1827360)	com.google.android.apps.work.clouddpc	Install

To work properly, the App "**Device Policy**" on the enrolled device will automatically update itself to the latest version that Google released.

Chapter 10

CHAPTER 10. USER INFO

This chapter carries the introduction of the pages directed from the header navigation button, "User Info" \otimes .

IN THIS CHAPTER

10.1 Change User Information	396
10.2 User Name & Greeting Message	398
10.3 Enable Google Authenticator	399
10.4 Change Password	407
10.5 Unenroll	408
10.6 License Information	411



10.1 CHANGE USER INFORMATION

Click the "User Info" button B and click "Account" to enter the "Edit Account" page.

In this page, the user can check and change the information settings.

Make sure to "**Save**" before leaving the "Edit Account" page.

	Hello! John S	Smith				
	A	ccount	Smith Information			
Account				H	Iello! John Smith	Lª ⑦ ⊗
Edit Account	V					Save
User Name			Company			
John	Smith		Cipherlab			
Phone			Nation			
			Taiwan			•
Time			Language			
GMT +8:00		•	English			•
System Refresh Time ?			Google Authenticator			
5 minutes		•	Enable Google Authenticator			
System Logout Time			Unenroll ?			
None		•	Managed Google Play			
Reset Password			Integration			
Old Password			SATO Online Services			
New Password						
Confirm The New Password						-

The editable sections of the "Edit Account" page are:

Item	Description
User Name	Enter your name. This section is allowed to be left blank.
Company	Enter the organization's name. This section is allowed to be left blank.
Phone	Enter your phone number. This section is allowed to be left blank.
Nation	Select the country from the drop-down menu.
Time	Set the time zone.
Language	Select to change the display language.
System Refresh Time	To schedule automatic refreshes of the device status.
System Logout Time	To set the logout timer to protect your data from unauthorized access.
Reset Password	To set the new password.
Google Authenticator	2FA (Two-factor authentication) setup settings.
Unenroll	To remove ReMoCLoud as the EMM provider from the user's Managed Google Play account.
Integration	To connect ReMoCloud to SATO Online Services.



10.2 USER NAME & GREETING MESSAGE

The first name and last name you set will be displayed as the greeting message next to the header navigation buttons.

After saving the changed settings, the greeting message will change accordingly.

ccount			Hello! John Smith 🗍 🧿 🛞
Edit Account			Save
User Name		Company	
Ellie	Huang	CipherLab	
Phone		Nation	
		Taiwan	*
Time		Language	
GMT +8:00		English	• •
			<u> </u>
ccount			Hello! Ellie Huang
ccount Edit Account			Hello! Ellie Huang
		Company	(/
Edit Account	Huang	Company CipherLab	(/
Edit Account	Huang		(/
Edit Account User Name Ellie	Huang	CipherLab	(/
Edit Account User Name Ellie	Huang	CipherLab Nation	Save

10.3 ENABLE GOOGLE AUTHENTICATOR

"Google Authenticator" is the function that sets up **2FA** (Two-factor authentication) for the user's ReMoCloud account. More specifically, 2FA is the security process that enhances the access security by two different authentication factors. To reinforce the security of the ReMoCloud account, it is highly recommended that users enable 2FA to protect their accounts from being compromised.

2FA works by requiring the following two verification methods:

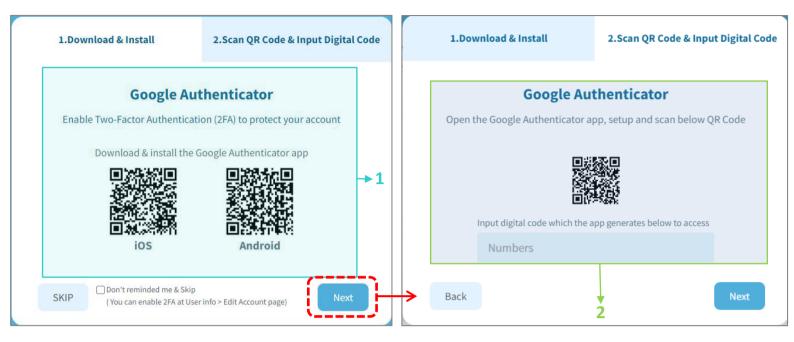
- 1) The password of the user's ReMoCloud account.
- 2) The code sent to the user's trusted device.

Click the **"Enable Google Authenticator**" button to open the **"Google Authenticator**" pop-up window. The user may tick the **"Don't remind me & skip**" checkbox to block the **"Google Authenticator**" pop-up window from the ReMoCloud login process.

Account		Hello! Jol	hn Smith 🗘 🗘 🔿 🛞
Edit Account			Save
User Name		Company	
John	Smith	Cipherlab	
Phone		Nation	
		Taiwan	▼
Time		Language	
GMT +8:00		▼ English	▼
System Refresh Time 🕜		Google Authenticator	
5 minutes		▼ Enable Google Authenticator	
System Logout Time		Unenroll	
None		▼ Managed Google Play	
Reset Password		Integration	
		SATO Online Services	
New Password			
			•



The items on the "Google Authenticator" pop-up window are:



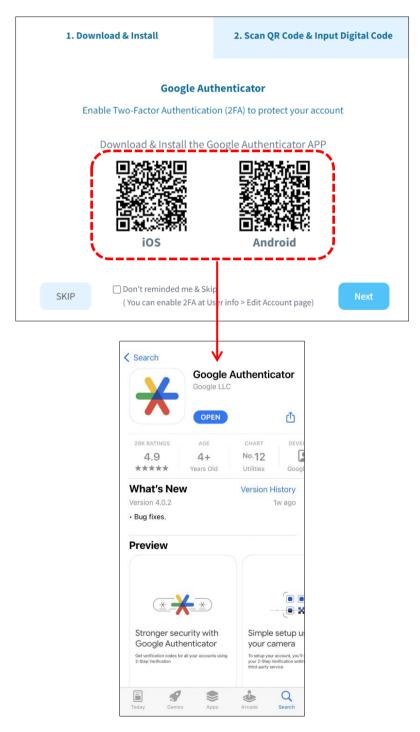
Item	Description
Step 1 (Download & Install)	Scan the QR code to download the App "Google Authenticator" on the user's trusted device. Click "Next" to proceed to step 2.
Step 2 (Scan QR Code & Input Digital Code)	Use the App's camera to scan the QR code. The digital code will be sent to the device. Input the digital code and click "Next" to activate 2FA.
Don't remind me & skip	Tick the "Don't remind me & skip" checkbox to block the " Google Authenticator " pop-up window from the ReMoCloud login process. The user may change this setting on "Edit Account" page.
Skip	Click "Skip" to pass over the "Google Authenticator".
Next	Click "Next" to proceed.

10.3.1 SET UP TWO-FACTOR AUTHENTICATION (2FA)

To set up **2FA** for the ReMoCloud login process:

DOWNLOAD & INSTALL

Scan the QR code to download the App "Google Authenticator" on the user's trusted device.





1. Click "Next" to proceed to Step 2.

1.Download & Install	2.Scan QR Code & Input Digital Code	1.Do	wnload & Install	2.Scan QR Code & Input Digital Code
	thenticator on (2FA) to protect your account	Open	-	thenticator pp, setup and scan below QR Code
Download & install the O	Soogle Authenticator app		Input digital code which the a	app generates below to access
SKIP Don't reminded me & Skip (You can enable 2FA at User	rinfo > Edit Account page)	Back		Next

- 2. Launch the App "Google Authenticator" on the device. Click "Get started".
- 3. Click "Add a code".
- 4. Click "Scan a QR code".

	≡ Google Authenticator & ② Search	< 2
Google Authenticator is upgrading You can now sign in to your Google Account and back up your Google Authenticator codes to the cloud	Josephinic Sign in	Set up your first account Use the QR code or setup key in your 2FA settings (by Google or third-party service). If you're having trouble, go to g.co/2sv Scan a QR code Enter a setup key
2 Get started	+	Import existing accounts?

SCAN QR CODE & INPUT DIGITAL CODE

 1.Download & Install
 2.Scan QR Code & Input Digital Code

 Google Authenticator

 Open the Google Authenticator app, setup and scan below QR Code

 Input digital code which the app generates below to access

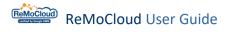
 554650

 Back

5. Enter the code generated by **"Google Authenticator**" on the device and click **"Next**" to activate **2FA** on ReMoCloud.

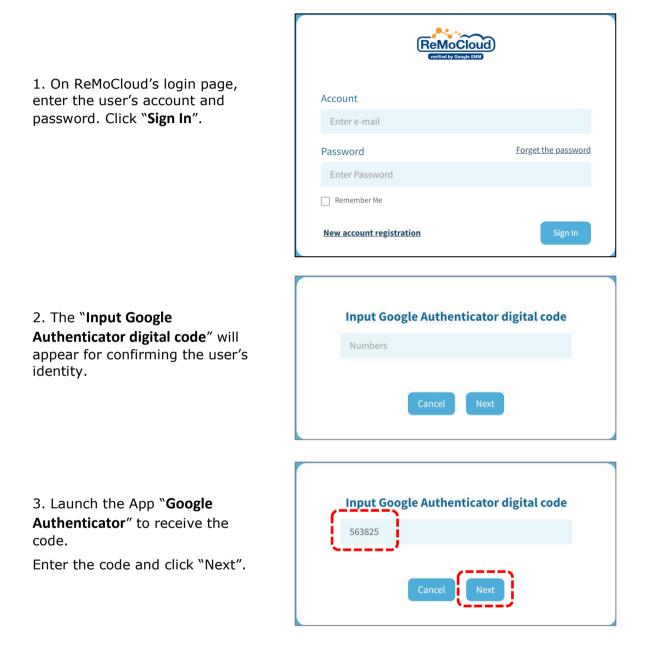
After **2FA** is activated, the "**Enable Google Authenticator**" button on the "Edit Account" page will become "**Disable Google Authenticator**".

	Account			Hello! John Smith 🕂 🧿 🛞
🛖 ЕММ 🔷	Edit Account			Save
Deployment Profile	User Name		Company	
Enrollment	John	Smith	Cipherlab	
Enrollment	Phone		Nation	
Monitor Dashboard			Taiwan	Ψ.
Device Group/Site	Time		Language	
Арр	GMT +8:00		English	· ·
Account Manage	System Refresh Time ?		Google Authenticator	
Manage	5 minutes		▼ Disable Google Authenticator	
User Log	System Logout Time		Unenroll ?	
Agility	None		Managed Google Play	
Intelligence	Reset Password		Integration	
			SATO Online Services	
Copyright © 2023 Cipherlab.				
All rights reserved. Ver: 1.16.003h1	Confirm The New Password			•



10.3.2 2-STEP VERIFICATION

After activating **2FA** by following the steps "<u>Set up Two-Factor Authentication (2FA)</u>," the user will be asked to input the code generated by "**Google Authenticator**" whenever the user accesses ReMoCloud.



10.3.3 DISABLE GOOGLE AUTHENTICATOR

After 2FA is activated, the user can disconnect the authentication between the device and ReMoCloud:

1. Click the "Disable Google Authenticator" button on the "Edit Account" page to open "Input Google Authenticator digital code".

Edit Account			Save
User Name		Company	
John	Smith	Cipherlab	
Phone		Nation	
		Taiwan	•
Time		Language	
GMT +8:00		▼ English	•
System Refresh Time ?		Google Authenticator	
5 minutes		▼ Disable Google Authenticator	
System Logout Time		Unenroll 🕜	
None		 Managed Google Play 	
Reset Password		Integration	
		SATO Online Services	

2. Enter the code sent from the App "Google Authenticator" and click "Next" to proceed.

Numbers
Numbers

When the **2FA** authentication is removed, the **"Disable Google Authenticator**" button will become **"Enable Google Authenticator**". The user may activate **2FA** again by following the steps "<u>Set Up Two-Factor Authentication (2FA)</u>".

Edit Account			Save
User Name		Company	
John	Smith	Cipherlab	
Phone		Nation	
		Taiwan	.
Time		Language	
GMT +8:00		▼ English	•
System Refresh Time 🕜		Google Authenticator	
5 minutes		▼ Enable Google Authenticator	
System Logout Time		Unenroll ?	
None		Managed Google Play	
Reset Password		Integration	
		SATO Online Services	
	1.Download & Install	2.Scan QR Code & Input Digital Code	
		tion (2FA) to protect your account	
	Download & install the (Google Authenticator app	
		Android	
	SKIP On't reminded me & Skip (You can enable 2FA at Use	Next	

10.4 CHANGE PASSWORD

To reset the password:

- 1) Input the original password.
- 2) Input the new password.
- 3) Input the new password again for confirming.

Reset Password				
Old Password				
New Password				
Confirm The New Password Enter the new password again.				

4) Click "Save" to carry out the changed settings.

	Account			Hello! John Smith	r 4ª ⑦ ⊗
🕈 ЕММ 🔷	Edit Account				Save
Deployment Profile	User Name		Company		`
Enrollment	John	Smith	Cipherlab		
Enrollment	Phone		Nation		
A Monitor Dashboard			Taiwan		•
Device Group/Site	Time		Language		
Арр	GMT +8:00		▼ English		•
Account Manage	System Refresh Time ?		Google Authen	ticator	
Manage	5 minutes		▼ Enable Google	Authenticator	
User Log	System Logout Time		Unenroll 🕜		
Arilia	None		▼ Managed Goog	le Play	
Agility Intelligence	Reset Password		Integration		
			SATO Online Se	rvices	
Copyright © 2023 Cipherlab. All rights reserved. Ver: 1.16.003h1			j		•



10.5 UNENROLL

The "**Unenroll**" function is to remove ReMoCloud as the EMM provider from the user's Managed Google Play account. Performing "**Unenroll**" means that all the data on ReMoCloud will be eliminated. Also, the enrolled devices will be reset to factory settings.

1. Click the "Managed Google Play" button to make the pup-up window appear.

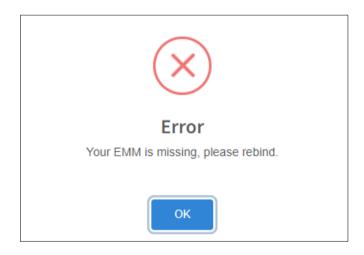
2. Click "Yes" to enter the "Admin Settings"	s" page of Managed Google Play
--	--------------------------------

Edit Account			Save
User Name		Company	
John	Smith	Cipherlab	
Phone		Nation	
		Taiwan	*
Гime		Language	
GMT +8:00	Ŧ	English	•
System Refresh Time ?		Google Authenticator	
5 minutes	v	Enable Google Authenticator	
System Logout Time		Unenroll	
None	Ŧ	Managed Google Play	
Reset Password			
		() ♥	
		\odot	
Confirm The New Password	If you unenroll the en	nterprise, your data will all be	-
	deleted. Are you s	sure you want to continue?	
	Yes	s No	
> Google Play	Search		્
PP Anno		,	
88 Apps	Cattings		
My Managed Apps	Settings		
Shop			
Updates	Organization	n information	:
	-		
	Organization name: (CipherLab	

- 3. Click the more button in the top-right corner of "Organization information"
- 4. Click "Delete Organization" and click "Delete" for confirming.

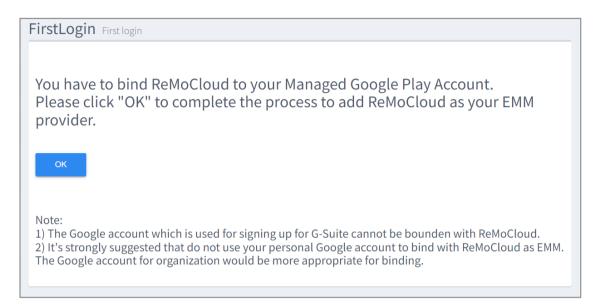
Organization information	
Organization name: CipherLab	Delete Organization
Organization ID: LC02yon3h1	
Delete this organization?	
All accounts and data associated with CipherLab (Organization ID:LCC permanently deleted from devices.	2yon3h1) will be
You cannot delete organizations with multiple active admins.	
Warning: You can't undo this action.	
C/	ANCEL DELETE

5. After returning to ReMoCloud, the "Error" pop-up window will appear when the user tries to use any function.



6. When the user logs in to ReMoCloud after deleting the organization information, the user will be asked to sign in to <u>Managed Google Play</u> with the super administrator account and to set ReMoCloud as the EMM provider.

For more details, refer to"Log on to Bind ReMoCloud with Managed Google Play Account".



7. The enrolled devices will be reset to factory settings after performing "Unenroll".

10.6 LICENSE INFORMATION

Hello! Jo	hn Smith 🛕
	John Smith
	License Information
	Log Out

The "License Information" page displays the current status of all the user's ReMoCloud accounts, including the admin account, the parent accounts, and the child accounts.

	License Inform	nation				th 🗘 🤉 🛞
† EMM ^						
Deployment Profile	Account Type	Account	License Type	Available	Purchased	In Used
Enrollment	Admin	joshua.hsu@cipherlab.com.tw		41	50	9
Enrollment	Parent	aabctesting@cipherlab.com.tw		1	10	9
A Monitor Dashboard Device	Parent	hsu@gamil.com		1	10	9
Group/Site App	Parent	josh@cipherlab.com.tw		41	50	9
Account Manage	Child	asd@cipherlab.com	Advance	50		1
Manage	Child	hh@gamil.com	Advance	10	-	3
User Log	Child	qwe@cipherlab.com	Advance	50		3
Agility Intelligence	Child	zxc@cipherlab.com	Advance	50		0
Copyright © 2023 Cipherlab. All rights reserved. /er: 1.16.003						•

For more details about the admin account and sub accounts, refer to <u>User Role Type</u> and <u>Sub Account</u>.

Account Type	Account	License Type	Avail	able Purchased	In Used
Admin	joshua.hsu@cipherlab.com.tw		41	50	9
		advance	2023/12/31	License Expirat 50	ion Date
Parent	aabctesting@cipherlab.com.tw		1	10	9
		advance	2023/12/31	10	
Parent	hsu@gamil.com		1	10	9
Parent	josh@cipherlab.com.tw		41	50	9
Child	asd@cipherlab.com	Advance	50		1

On the "License Information" page, the accounts' information will be listed as:

License Type

The license type given to the account.

Available

For **Main Accounts** (highlighted in blue), it represents the remaining device allocation for all accounts to use for device enrollment.

For child accounts, it represents the remaining device allocation specific to each child account for device enrollment.

Purchased

The total number of devices purchased by the user for device enrollment.

In Used

The amount of enrolled devices.

LICENSE TYPE

ReMoCloud offers three types of license.

Please <u>contact the local sales representative</u> for ReMoCloud license consultation.

Туре	Description
Advance	Offering the advanced features.
Standard	Offering the basic features.
Trial	Offering the "Advance" level features within the validity period.

APPENDIX I

AGILITY INTELLIGENCE

"**CipherLab Agility Intelligence Service**"(CAI) is the analytic service for enterprise mobility. It works with ReMoCloud to demonstrate the analytical reports of enrolled devices.

Click **Agility Intelligence**" on ReMoCloud's main menu to open the **CAI Service** page(<u>https://cai.cipherlab.com/</u>). ReMoCloud users can log in to **CAI Service** with their ReMoCloud account and password, including the <u>admin account</u>, the <u>parent account</u>, and the <u>child account</u>.

Agility Intelligence		🕜 🌐 🖯 Login
	Sign In	
	Account* Enter e-mail	
	Password* Enter Password * The account and the password is identical to your ReMoCloud account. Please apply for a ReMoCloud account if you don't have one yet. By clicking Submit button to login Agility Intelligence Service of CipherLab, you acknowledge that you consent to the Terms and Conditions and CipherLab's Privacy Policy.	
	Clear Login	
		Copyright©2022 CipherLab Co., Ltd All Rights Reserved.Ver: 1.4.0

For more details, refer to CipherLab Agility Intelligence Service User Guide.

Note that the user can only review the data of the devices from the assigned profiles and groups when logging in to **CipherLab Agility Intelligence Service** with the child account.



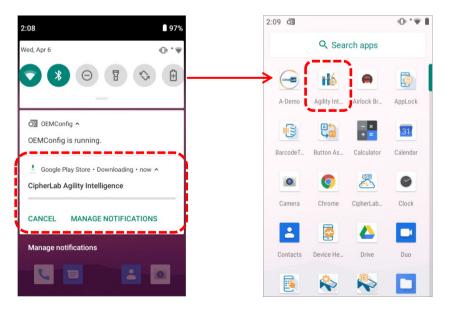
To enable **CAI Service** for group devices:

1. Access Profile Information>Device Setting>Functionality

2. Switch on the "Allow Agility Intelligence Service" item and click "Save" to carry out the changed settings.

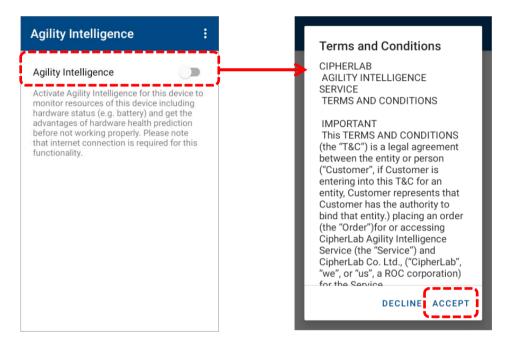
Profile Information		Hello! John Smith 🗘 🧿 🛞
< Back Create_Test	Version: 15 🔹	Export Schedule Save
APP Device Setting		
Functionality Applications User So	etting Network and Connect Lock Task Security	
Allow Screen Capture	Allow Camera ()	A.
Allow Adjust Volume	Allow Mount Physical Media ()	
Allow Cell Broadcasts Config	Allow Credentials Config ()	
Allow Outgoing Beam	Allow Outgoing Calls ()	
Allow Share Location	• Allow SMS ()	
Allow Unmute Microphone	Allow Data Roaming	
Allow Skip First Use Hints ()	Play Store Mode Managed Mode	*
Allow Keyguard		
Keyguard Disabled Features	Camera Notifications Trust Agents Unreda	acted Notifications Remote Input
Lock Screen Message		
Service		
Sync Profile Information to Device 🕕	Allow CipherLab Assistance Service ①	
2 Allow Agility Intelligence Service ①	Allow Remote Control	

- 3. The enrolled devices from the profile will automatically download "Agility Intelligence".
- 4. After successfully installed, launch the App "Agility Intelligence".

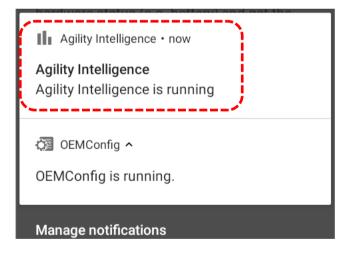


5. On the main screen, tap on the toggle button to activate "Agility Intelligence".

6. The user must accept CipherLab's "Terms and Conditions" to activate "**Agility** Intelligence".



After activated, "Agility Intelligence" will start to run in the background.



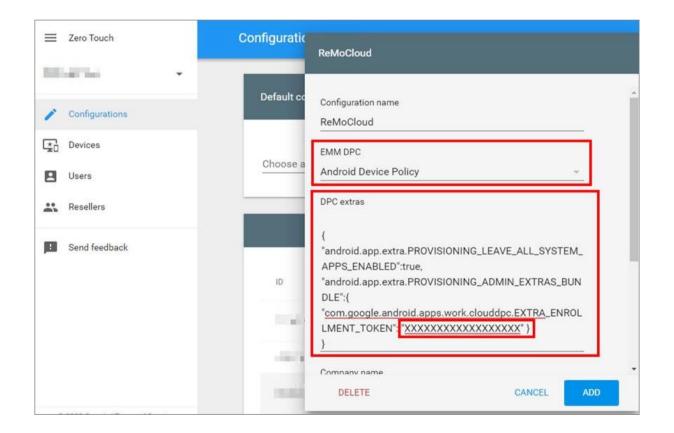
APPENDIX II

SETTINGS FOR ZERO TOUCH

Zero Touch portal link: <u>https://partnerdash.google.com/zerotouch</u>

For the "EMM DPC" field, select "Android Device Policy".

For the **DPC extras** field, input the following:



The "XXXXXXXXXXXXXXXXXX part should be the <u>enroll code</u> generated by ReMoCloud. Hence, the device will apply to the corresponding profile during enrollment.

Note: The Zero Touch settings should be updated whenever the user generates a new enroll code.

APPENDIX III

REMOTE CONTROL ON REMOCLOUD

"**Remote Control**" allows the user to control the Android devices by the browser-based dashboard. More specifically, the "**Remote Control**" function enables the ReMoCloud administrator to remote control the enrolled devices.

"**Remote Control"** is only available for the users with advance license, please contact the local sales representative for activating "**Remote Control"** on ReMoCloud.

ENABLE "ALLOW REMOTE CONTROL"

To use the "**Remote Control**" function, the user should enable "**Remote Control**" from the "Device Setting" page in advance.

- 1. Access Profile Information>Device Setting>Functionality
- 2. Switch on "Allow Remote Control" and click "Save".

< Back Create_Test	Version:	16	•	Exp	ort Schedule Save
APP Device Setting					
Functionality Applications U	ser Setting N	letwork and Connect	Lock Task Secur	ity	
Allow Screen Capture ()		• Allow Camera 🕕		\Box	Î
Allow Adjust Volume ()		Allow Mount Physical	Media 🕦 🛛	\bigcirc	
Allow Cell Broadcasts Config 1		Allow Credentials Con	fig 🕕 🧲	\bigcirc	
• Allow Outgoing Beam 🕕		Allow Outgoing Calls	0	\bigcirc	
Allow Share Location		Allow SMS		\bigcirc	
Allow Unmute Microphone		Allow Data Roaming	D	\bigcirc	
Allow Skip First Use Hints	\bigcirc	Play Store Mode	Ν	Nanaged Mode	•
Allow Keyguard					
Keyguard Disabled Features	Camera	Notifications	Trust Agents	Unredacted Notificatio	ons Remote Input
Lock Screen Message					
Service					
Sync Profile Information to Device	•	Allow CipherLab Assis	tance Service 🚯 🦷	0	
Allow Agility Intelligence Service		Allow Remote Control	0	0	•

3. You can also enable "Remote Control" by <u>clicking the Device etting buttons</u>.

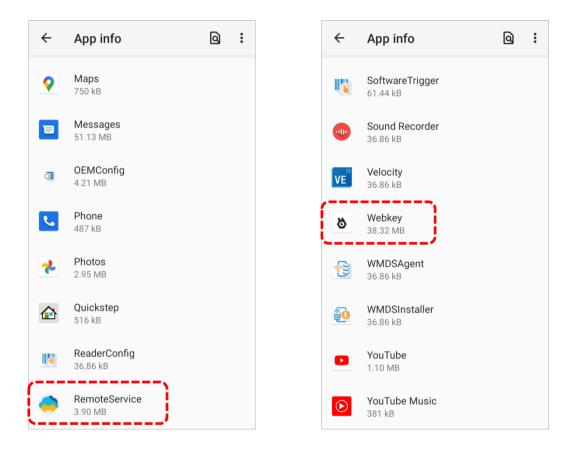
The enrolled devices will start to download and install "CipherLab RemoteService" and "Webkey" (CipherLab Remote Control).

ReMoCloud User Guide	
Google Play Store ⋅ Downloading ⋅ now ^ CipherLab RemoteService	▲ Google Play Store • Downloading • now ^ CipherLab Remote Control 17 seconds left
CANCEL MANAGE NOTIFICATIONS	CANCEL MANAGE NOTIFICATIONS

Note that "**RemoteService**" and "**Webkey**" (**CipherLab Remote Control**) must be successfully installed on the device. Otherwise, "**Remote Control**" will be unavailable.

• On the Enrolled Device:

Access App Drawer (All Apps)>Settings>Apps & notifications Check and confirm that "CipherLab RemoteService" and "Webkey" are installed.



On ReMoCloud:

1. Access Device > Model Name>Device Information>Install App>Managed Installed Apps Check and confirm that "RemoteService" and "Webkey" are listed.

vice Information			Hello! John Smith 🗘 🧿 🤇
K Back Summary Install App Settings		Last update : 2023-08-0	1117:52:22 Sync with Google Refresh
Managed Installed Apps System Apps			
App Name	Version	Package Name	App Status
LogCollection	1.0.5	sw.programme.logcollection	Install
CipherLab Profile Information	1.0.14	com.cipherlab.profileinfo.common	Install
Webkey	3.16.24-93b1c421-ui	com.webkey	Install
Device Health	1.0.5	sw.programme.devicehealth	Install
Agility Intelligence	1.5.1	sw.programme.agilityintelligence	Install
RemoteService	1.0.1.5	com.cipherlab.remoteservice	Install
OEMConfig	1.0.0.36	com.cipherlab.oemconfig.common	Install

2. Access the "Application" page to check and confirm that "RemoteService" and "Webkey" are updated to the latest version.

pplication			Hello! John	Smith 🗘 ?
Q Search				
App Name 🗸 🔻 🍸	Package Name \vee	Profile Count \lor	Device Count \lor	Update required 🕕
CipherLab ADC Module	com.cipherlab.adcmodule.common	4	9	No
OEMConfig	com.cipherlab.oemconfig.common	4	9	No
CipherLab Profile Information	com.cipherlab.profileinfo.common	4	9	No
RemoteService	com.cipherlab.remoteservice	4	9	No
Device Policy	com.google.android.apps.work.clouddpc	4	9	No
Gmail	com.google.android.gm	1	1	No
Outlook	com.microsoft.office.outlook	1	2	No
Webkey	com.webkey	3	5	No



REGISTER THE ENROLLED DEVICE(S)

The prerequisites for registering the enrolled devices:

1) The "Remote Control" function is successfully activated on the device.

2) The two Apps, "CipherLab RemoteService" and "Webkey" (CipherLab Remote Control), work properly.

3) The device's status is "online".

Note that the device amount for the user to register devices varies depending on different Remote license types.

To register the enrolled device:

CLICK THE DEVICE SETTING BUTTONS

1. On the "Device" page, select the "online" devices.

2. Click i to unfold the drop-down menu.

3. Click "Enable Remote Control(Selected)". Alternatively, you can click "Enable Remote Control(All) to enable Remote Control for all enrolled devices.

De	evi	ce										Hello! .	John Smith 🔶	98 ?	8
	Q	Search						(Wipe	Delete	Lock	Reboot	Push Notific	2 cation	:
	Edi	t Column	1 to	o 10 / Total Dev	ice(s):10			Las	t update : 2	2023-08-1	1 10:59:5	Report Schedule Repor	t	
_		Model Name 🗸	T	Serial Number 🗸	Ŧ	User Defined 🗸	Ŧ	Group 🗸		Status	× T	Profile	Reset Password Pre-User Define		
1	2_	RS35		FW120A0002230		Testing	American	Group_2		offline		c. 3	Enable Remote	Control(Se	lected)
Ý		RS35		FW12130000112		Remote	A.C.M.S.	None		online	1	Profile_1	Enable Remote	Control(All	l)
	✓	RS35		FW12260004001		REBECCA	Amonth	None		online		Profile_1		D	36
		RK25		FJ1187A001307			AMAG	None		offline	-	RK25)	54
		RK25		FJ1187A001125				None		offline		RK25		D	54
		RS35		FW12110001301			A MARK	None		offline		Profile_1)	36
		RK25WO		FJ1185A000333		Checking	Among	Group_3		offline		Testing)	12
		RS35		FW12270002087				None		offline		Testing		D	12

4. On the "Are you sure you want to continue?" window, click "OK" to proceed.



5. The registration process will take a while, less than 10 minutes.

After completing the registration process, the color of the "**Remote eye**" button will transition from grey to yellow to green , indicating its availability.

					17		
RS3	FW12130000112	Remote	None	online	0	Profile_1	0
RS3	FW12260004001	REBECCA	M* None	online	٥	Profile_1	
RK2	25 FJ1187A001307		None 🖉	offline	•	RK25	E
					<u> </u>		

The information about the **"Remote eye O**" button:

Button	Description
C Grey	Click to register the device for being controlled by Remote Control.
C Yellow	The registration process is still ongoing.
Creen	The device is successfully registered. Click to open the browser-based tool for remote controlling the device.

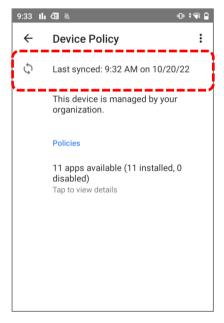


On the registered device, unfold the notification drawer to check the connection status, "Webkey is connecting" and "Webkey is active".

* 🖓 🗄	Thu, Oct 28 •••*	9
III Agility Intelligence • 5m Agility Intelligence Agility Intelligence is activated	© Webkey ∙ now Webkey	
Webkey • now Webkey Connecting	Active	v
词 OEMConfig 🗸 🗸	Manage	

When the registration process takes too long, the user should:

- (1) Reboot the device.
- (2) On the device, access App Drawer (All Apps)>Settings>Google>Device Policy.
- (3) Tap on \bigcirc to manually synchronize the device with the settings on ReMoCloud.



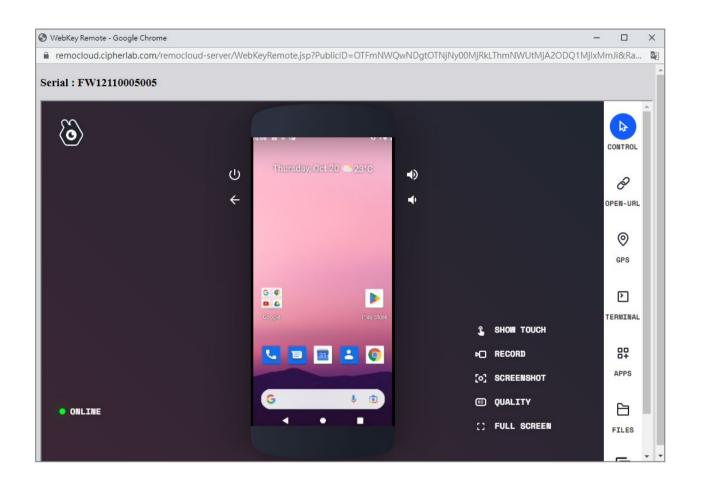
If the registration fails, the color of the "**Remote eye**" button will turn back to grey **(**.

Check if all the <u>prerequisites</u> mentioned in the previous section of this chapter are met, and then register again.

OPERATE THE DEVICE BY REMOTE CONTROL

To operate the registered device by remote control:

- 1. Find the device on the device list or enter its "Device Information" page.
- 2. Click the "**Remote eye**" button **O** to open "**Webkey Remote**".



The functions of the buttons on Webkey Remote:

ON THE SIDEBAR

Item	Description
CONTROL	To open the control panel.
OPEN-URL	To enter the URL for the device to link.
O GPS	To show the Global Positioning System(GPS) location of the device.
TERMINAL	To enable the real-time pseudoterminal access to the device.
OH APPS	The installed Apps on the device.
FILES	The internal storage of the device.
CLIPBOARD	Allow the user to copy and paste text to the device's input field.

ON THE CONTROL SCREEN

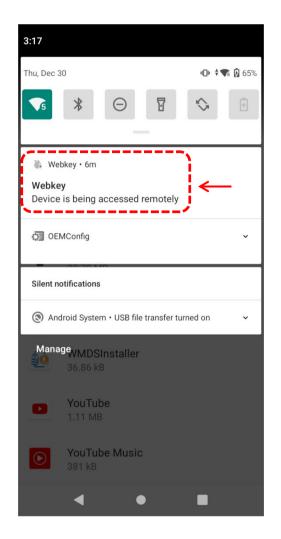
Item	Description
С U	The power button. Click once to turn on or off the device's screen. Click twice to turn the camera on. Long click to show the power menu.
\leftarrow	To return the user to a previously shown page.
	To increase the volume.
•	To decrease the volume.
•	To open the "More" menu for more functions.
6	To be redirected to <u>https://webkeyapp.com/</u> .



ON THE MAIN MENU

Item	Description
SHOW TOUCH / HIDE TOUCH	To enable or disable the touch pointer on the device display screen.
	To record the device's screen.
C SCREENSHOT	To capture the image of the device display.
HD QUALITY	To change the streaming resolution settings.
F J J FULL SCREEN	To maximize the device display screen.
JL JF EXIT FULL SCREEN	To exit the full screen mode.
\triangleleft	The navigation bar button "Back".
0	The navigation bar button "Home".
	The navigation bar button "Recent".

On the controlled device, unfold the notification drawer to check the Webkey status, "Device is being accessed remotely".



APPENDIX IV

REMOCLOUD API SERVICE

The application programming interface (API) is for two different systems to share information and data. When an API calls another, it needs the API key to gain access because the API key serves as a secure password granting access between APIs.

\bigotimes
Error
Dear user,
We would like to inform you that the ReMoCloud API service is currently only available to users who have data requirements. If you require this service, please kindly contact us. Thank you.
CipherLAB ReMoCloud Team
ок

Note that the ReMoCloud API service is currently only available for the users that have applied for this service. If you need the ReMoCloud API service, please contact <u>CipherLab</u> <u>Support</u>.

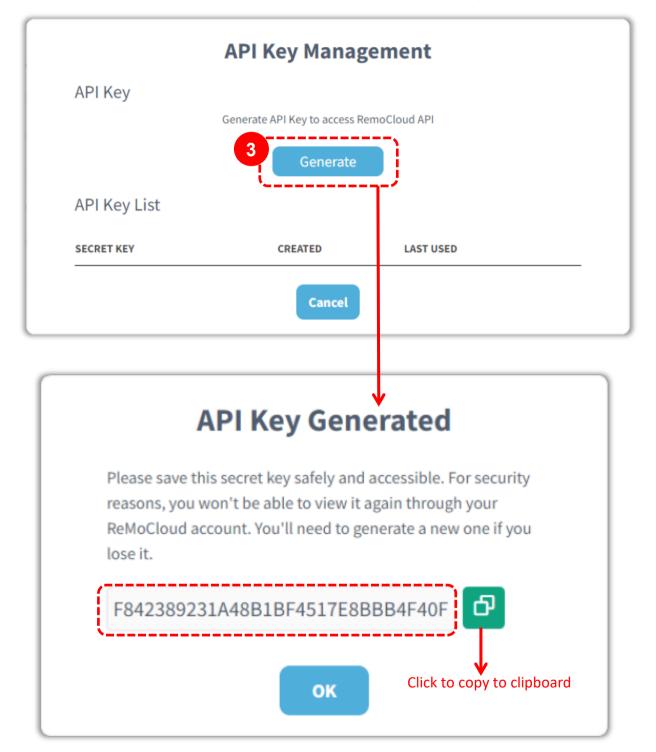
CREATE API KEY

Follow the steps to create the API key for accessing ReMoCloud API:

- 1. Click ? in the top right corner to access the "Help Page".
- 2. Click "Create API Key".

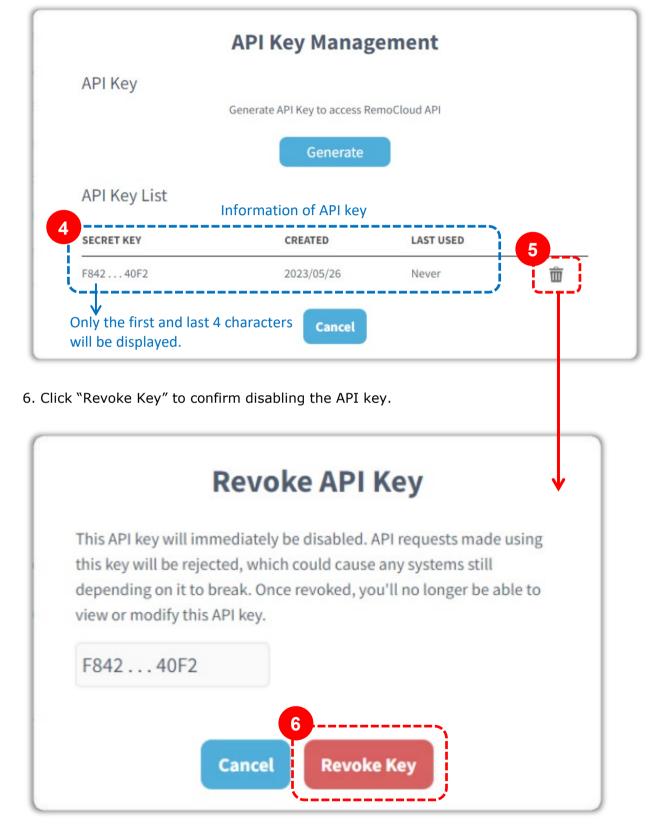
≡		Help Page	Hello! John Smith	08
A	емм 2	ReMoCloud technical support center		
4	Deployment	Create API Key		
	Profile			
	Advance Settings			
	Enrollment			
1	Enrollment			
112				
8	A Monitor			
	Dashboard			
	Device			
	Group			
	Site			
	Арр			
	Management			
±1				
	Account Management			
	ight © 2024 Cipherlab. hts reserved.			
	17.002h1			-

3. Click "Generate" on the "API Key Management" window to create and view the API key. Please note that ReMoCloud will display the API key only once upon its generation. Remember to securely store your API keys. If lost, you'll need to generate a new one.





- 4. The information of the created API key will be displayed.
- 5. If necessary, click $\overline{\mathbb{III}}$ to disable the API key.



APPENDIX V

REMOCLOUD X SATO

Users are allowed to effortlessly integrate the S.O.S interface, SATO's renowned MDM software, directly into the ReMoCloud system.

This seamless integration provides users with a unified and comprehensive view of data from both systems, presenting critical information from both ReMoCloud and SATO's S.O.S interface in one place.

Note:

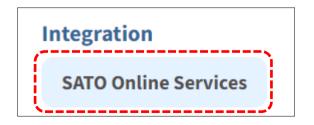
The special co-branding function is available exclusively for specific users. For more information, please contact your local sales representative.

Follow the steps to integrate SATO's S.O.S interface into ReMoCloud system:

1. Click the **"User Info**" button **and click "Account**" to enter the **"Edit Account**" page.

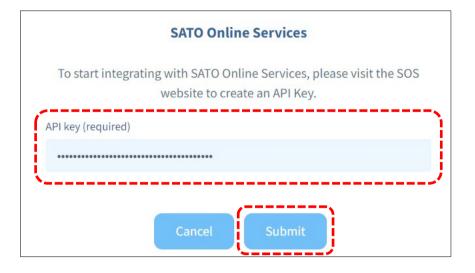
Hello! Jol	hn Smith 🛕
	John Smith
	Account
	License Information
	Log Out

2. Click Integration > SATO Online Services.





3. On the "SATO Online Services" window, enter the API access token you created from S.O.S system and click "Submit".



Note:

For more details about creating the API key for integration, please contact <u>SATO Online</u> <u>Services</u>.

4. Once successfully integrated, the button will change to "SATO Online Services Connected," and the S.O.S system will appear on the sidebar menu as a new item.

	Account			Hello! John Smith 🛕 ၇ 🛞
А ЕММ ^	Edit Account			Save
Profile	User Name	Smith	Company CipherLab	
Enrollment Enrollment	Phone	Jindi	Nation	
Monitor Dashboard			Taiwan	Ţ
Device Group/Site App	Time GMT +8:00		English	Ŧ
Account Manage	System Refresh Time ?		Google Authenticator	
😼 Log	5 minutes System Logout Time		Disable Google Authenticato Unenroll ?	r
User Log	None		Managed Google Play	
	Old Password		Integration SATO Online Services Conner	tad
Online Services				
All rights reserved. Ver: 1.15.004s1	Confirm The New Password			•



5. Click SATO Online Services > Dashboard to enter the page that presents a collection of graphical reports to give the user a full picture of the printer information.

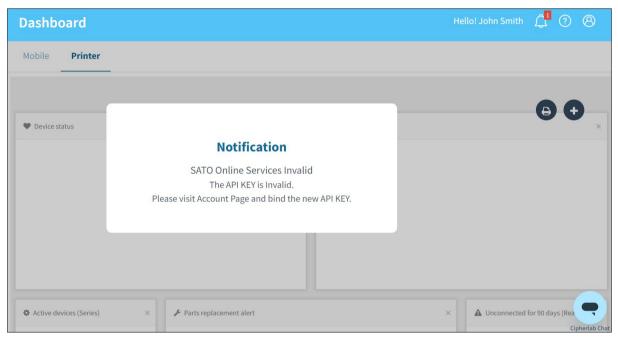
6. Click SATO Online Services > Device to enter the page that presents the devices you have registered with S.O.S system.

	Device						Hello!	John Smith 🔶	7 () (8
Enrollment	Mobile P	rinter								
Monitor										
Dashboard	Q									
Device										-
Group/Site										
Арр	Display 1 to 100 of 4	0	100	✓ items displayed				Q Page		
Account Manage										
Manage	Model name 🏦	Device name $\uparrow\downarrow$	SOS type $\uparrow \downarrow$	Serial number $\uparrow\downarrow$	SOS registration date $~\uparrow\downarrow~$	Status ↑↓	Location $\uparrow \downarrow$	Deactivation $\uparrow \downarrow$	Firmware 1	1 1
Cog	SATO PRINTER	CT4 SOS API Test	On-demand	EM213781	2023-07-31		Taiwan Office	Active		F
User Log	CL4NX	TEST3	Other devices		2023-08-07		Taiwan Office	Deactivation	20	4
Agility	CL4NX	TEST2	Other devices	123	2023-08-07		Taiwan Office	Active	20	٨
Intelligence	CL4NX	TEST1	Other devices	TEST01	2023-07-31	DISCONNECT	Taiwan Office	Active	10	¥
SATO Online Services Dashboard Device Copyright © 2023 Cipherlab. All rights reserved. Ver: 1:500451	×			Тор	Back 1 Next Last				•	

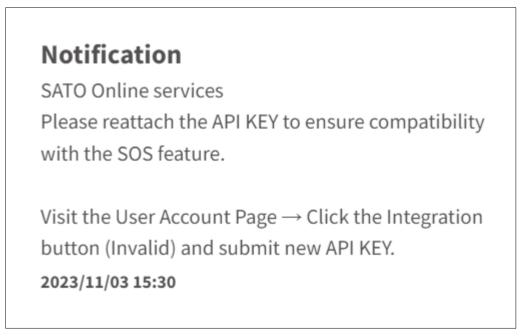


INVALID API KEY

If your API key is deleted or doesn't match, you will receive an "Invalid API Key" notification when accessing the "Dashboard" page.



Also, an alert message will instruct you to attach a new API key for restoring S.O.S interface integration.



Follow the steps to reattach a new API key:

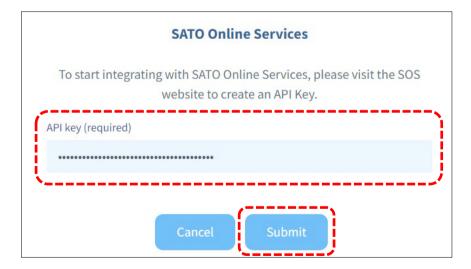
1. Click the **"User Info**" button (2), then click "Account" to enter the "Edit Account" page.

Hello! Joh	nn Smith 🗘 🤉 🛞
	John Smith
	Account
	License Information
	Log Out

2. Click Integration > SATO Online Services (Invalid).



3. On the "SATO Online Services" window, enter the new API access token and click "Submit".





Note:

For more details about obtaining a new API key for restoring S.O.S interface integration, please contact your company's IT manager or <u>SATO Online Services</u>.

4. Once successfully integrated, the button will revert to "SATO Online Services Connected," and the "Dashboard" page will be restored.

