

Sophos Mobile Control User guide for Android

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1 About Sophos Mobile Control

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

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

2 Set up Sophos Mobile Control on an Android device

Prerequisite:

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

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

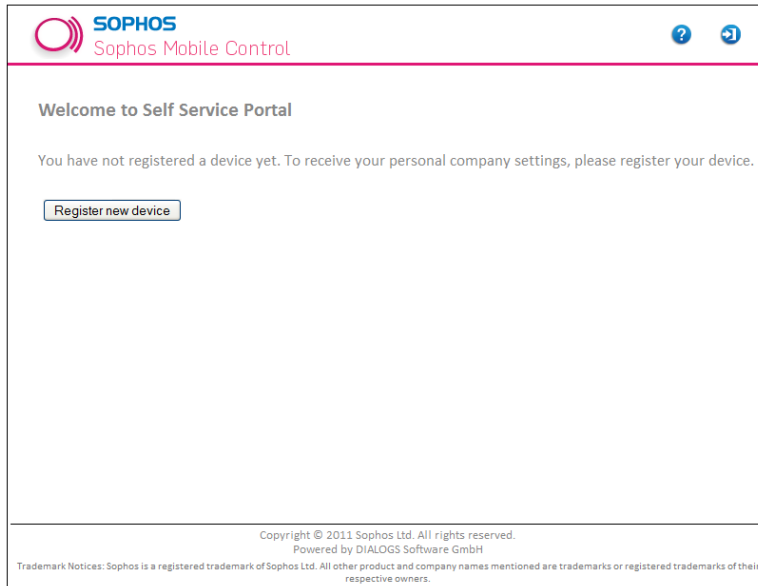
Note: Do not close your Browser during the entire setup process.

The Self Service Portal login page is displayed.



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

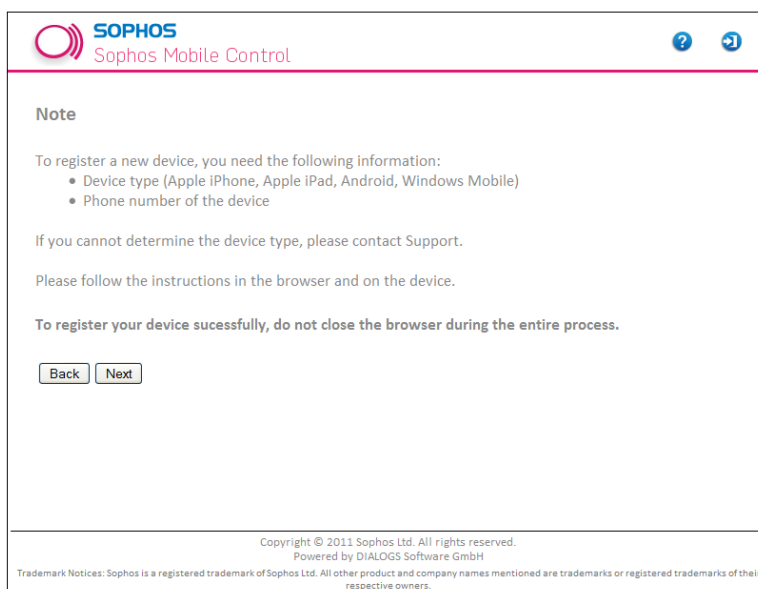
The Self Service Portal Welcome page is displayed.



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

3. Click **Register new device**.

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

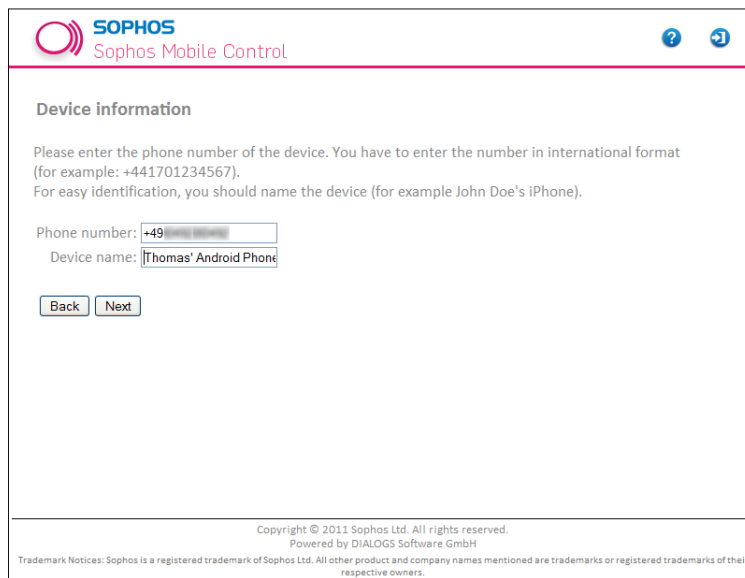


Click **Next**.

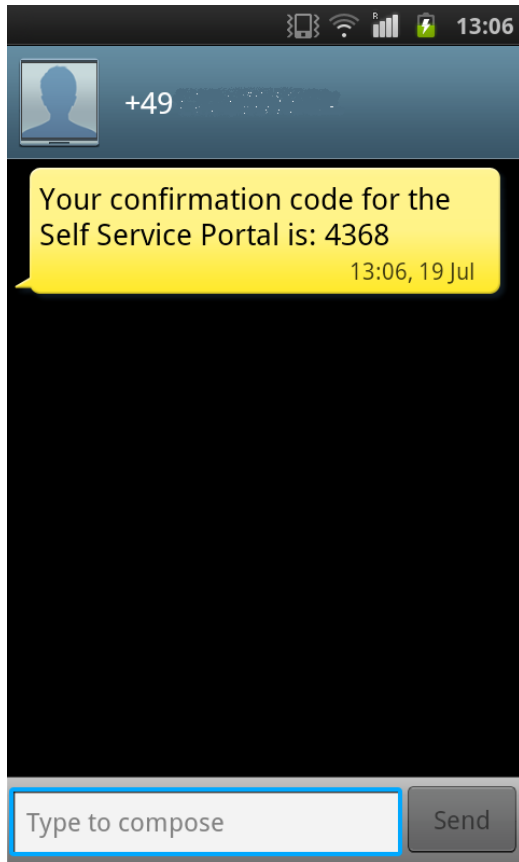
4. On the Select device page, select **Android** and click Next.



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



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



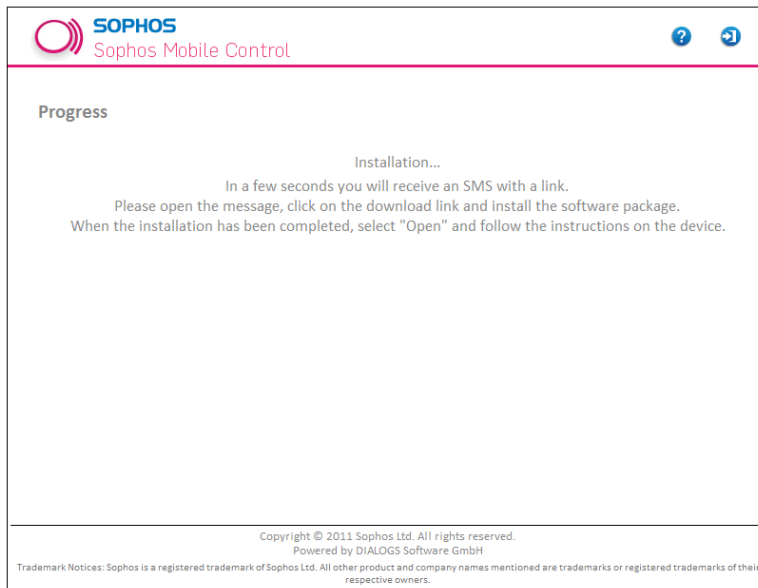
In your Browser, the **Confirm phone number** page is displayed.

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

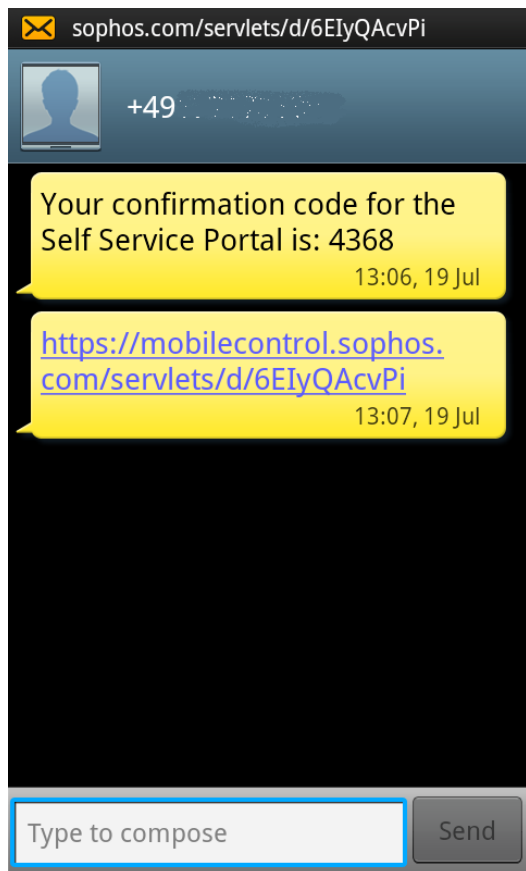
A screenshot of a web browser displaying the "Confirm phone number" page of the Sophos Mobile Control application. The page header includes the Sophos logo and "Sophos Mobile Control" text. The main heading is "Confirm phone number". Below this, a paragraph of text reads: "An SMS with a four-digit code has been sent to number +49 [redacted]. Please enter the code in the field. If you do not receive an SMS, check the phone number you have entered. With 'Back' you can change the phone number." A text input field labeled "Confirmation code:" contains the value "4368". Below the input field are two buttons: "Back" and "Next". At the bottom of the page, there is a footer with copyright information: "Copyright © 2011 Sophos Ltd. All rights reserved. Powered by DIALOGS Software GmbH." and a trademark notice: "Trademark Notices: Sophos is a registered trademark of Sophos Ltd. All other product and company names mentioned are trademarks or registered trademarks of their respective owners."

8. Click Next to initiate installation.

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



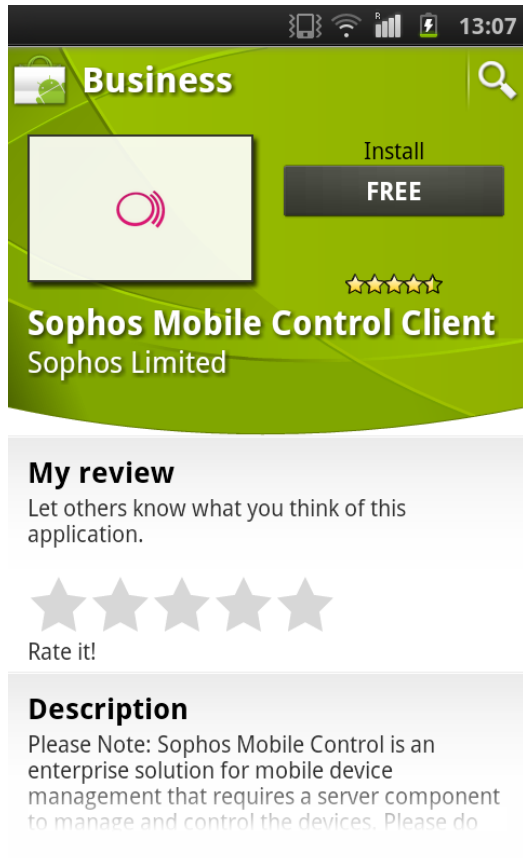
9. On your phone, you receive a message with a link.



10. Click the link.

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

The Sophos Mobile Control Client is displayed in Android Market.



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

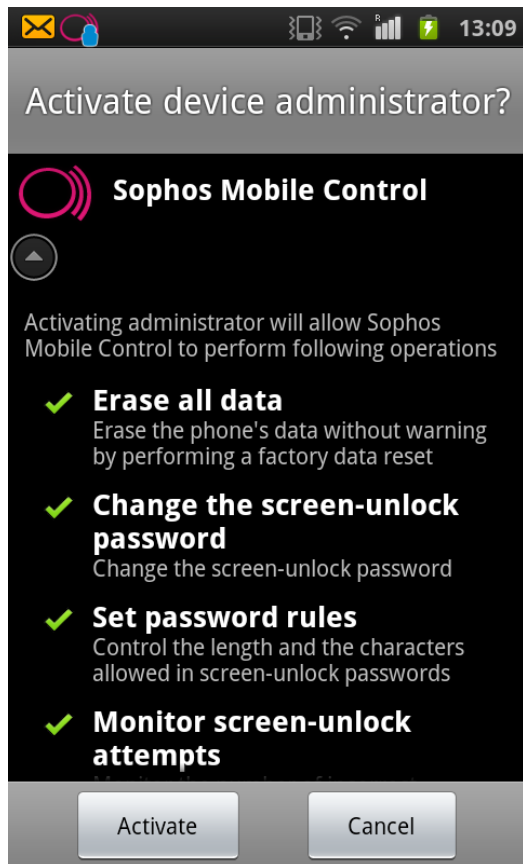
On completion a success message is displayed.

12. Start Sophos Mobile Control.

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



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



14. Click **Activate**.

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



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



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



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

The screenshot shows the Sophos Mobile Control Self Service Portal. At the top left is the Sophos logo and the text 'SOPHOS Sophos Mobile Control'. To the right are help and refresh icons. Below the header is a 'Welcome to Self Service Portal' section. A paragraph explains that registered devices can be locked or wiped. A 'Register new device' button is present. A table lists one device: 'Thomas' Android Phone' with a phone number starting with '+49'. The table has columns for Name, Phone number, Lock device, Wipe device, and Renew device. At the bottom, there is copyright information for 2011 Sophos Ltd. and a trademark notice.

Name	Phone number	Lock device	Wipe device	Renew device
Thomas' Android Phone	+49 [REDACTED]	Lock device	Wipe device	Renew device

3 What to expect after installation

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

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

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

4 Technical support

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

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

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