



# MobiControl Stage Manual

This manual describes how to use the  
MobiControl Stage tool installed in our terminal.

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# Editorial Record

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# Table of the Contents

1.	Introduction .....	1
1.1	Overview .....	1
1.2	System Configuration .....	2
1.2.1	SaaS .....	2
1.2.2	On Premise .....	2
2.	Functions .....	3
3.	How to use .....	4
3.1	Screen .....	4
3.1.1	Starting Screen .....	4
3.1.2	Barcode Scan Screen (Barcode Scanner) .....	5
3.1.3	Barcode Capture Screen (Camera) .....	6
3.1.4	Settings Processing Screen .....	7
3.2	Enroll in MobiControl .....	8
3.2.1	The method to enter the enrollment information of MobiControl .....	8
3.2.2	The method to scan the barcode .....	11
4.	Restrictions .....	16
5.	Troubleshooting .....	17
5.1	Start Screen .....	17
5.2	Setting Processing Screen .....	17
5.3	Barcode Scan Screen .....	18

# 1. Introduction

This manual describes how to use MobiControl Stage.

\* It is a premise that you have knowledge of MobiControl introduction for using this tool.

## 1.1 Overview

This tool helps you enroll your terminal in MobiControl (MDM/EMM software).

This tool provides a way to quickly and easily perform a series of operations to enroll your terminal in MobiControl.

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When enrolling your terminal to MobiControl server without using this tool, various settings such as installation of MobiControl agent, network connection setting, access to MobiControl server, etc. must be done manually to the terminal. You can do this series of operations easily and quickly with this tool.

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### Customer to use

- Customers who will install MobiControl.
- Customers who will run a trial and/or consider to install MobiControl.

\* In order to use MobiControl, it needs to purchase MobiControl separately from terminal.

When you are considering to install or try MobiControl, please contact the sellers for the terminal.

### About MobiControl Stage

This tool provides a way to enroll your terminal in MobiControl

There are two ways to do it.

#### 1. The method to enter the MobiControl enrollment information

By Enrollment ID or server address on the input screen of MobiControl Stage, a series of enrollment operations will be performed.

#### 2. The method to scan the setting barcodes

By scanning the barcodes which is generated by MobiControl Stage Barcode Generator (\*1), a series of enrollment operations will be performed.

Moreover, in addition to enroll in MobiControl, it provides a way to set the following terminal settings easily.

- WiFi setting, APN setting, date setting, File download etc.

(\*1) About MobiControl Stage BarCode Generator

- MobiControl Stage Barcode Generator is provided by SOTI and available to download from the following website for free of charge.

<https://www.soti.net/products/mobicontrol/download/>

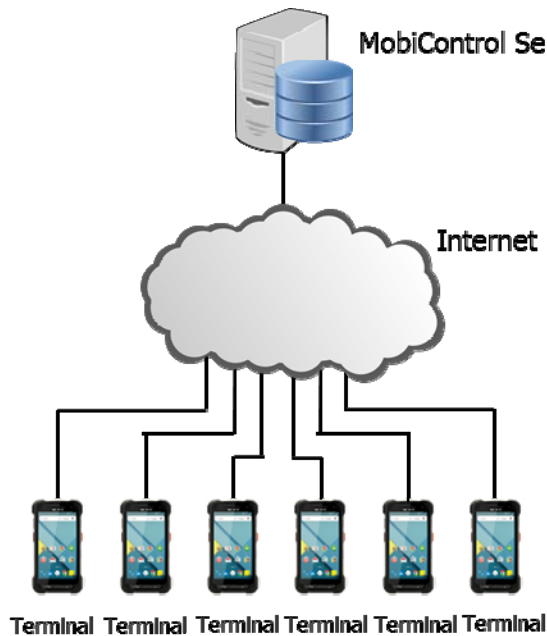
- For the details of MobiControl Stage Barcode Generator, please refer to the online manual on the following website.

<https://www.soti.net/mc/help/v14.0/en/mcstage/helpindex.html>

## 1.2 System Configuration

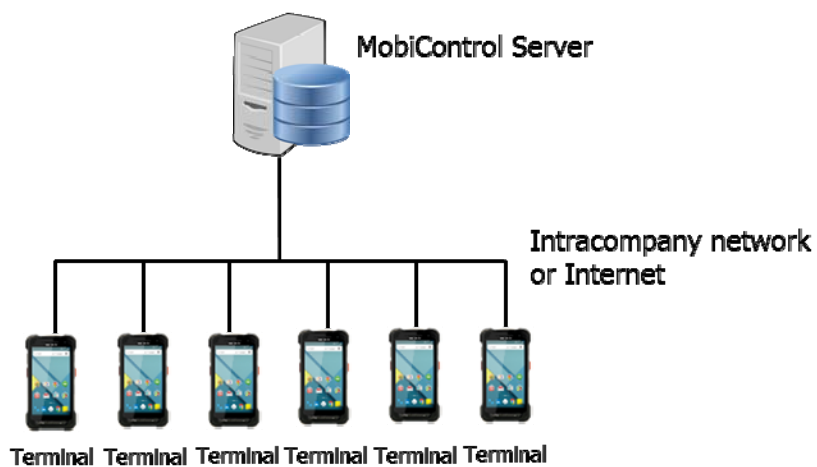
### 1.2.1 SaaS

The figure below shows the configuration in case of the plan of MobiControl SaaS service, and MobiControl server is placed on the Internet (cloud).



### 1.2.2 On Premise

The figure below shows the configuration in case of the plan of MobiControl on-premises, and MobiControl server is placed on the intracompany network or the Internet.



## 2. Functions

This tool provides the settings shown in the following table.

Method1 ... The method to enter MobiControl enrollment information

Method2 ... The method to scan the setting barcodes

Setting Items	Content	Method1	Method2
Device Agent	Download the MobiControl agent from the MobiControl server and install it. After that, enroll the terminal in MobiControl.	Yes	Yes
APN	Configure APN setting on the terminal.	N/A	Yes
WiFi	Configure WiFi setting on the terminal. The WiFi setting has the following actions. • Turn on the WiFi radio / Turn off the WiFi radio / Configure Wireless Settings.	N/A	Yes
Date and Time Synchronization	Configure the date and time got from the specified SNTP/NTP server to the terminal.	N/A	Yes
Fixed Date	Configure date setting on the terminal.	N/A	Yes
Time Zone	This function is not supported.	N/A	No
File Download	Download files from the HTTP or FTP server to the terminal.	N/A	Yes
WiFiConfig.apk	This function is not supported.	N/A	No

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Note!

- Method2 is limited to contents that enables to set with MobiControl Stage Barcode Generator.
- In our terminal, please use Simple of encryption type at creating barcode by MobiControl Stage Barcode Generator. When you specify other encryption type (AES 256), it may not work properly.

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- Scannable barcode type by Method2

Our terminal enables to scan the following barcodes which is generated by MobiControl Stage Barcode Generator.

- CODE128
- QR CODE
- PDF417

### 3. How to use

#### 3.1 Screen

##### 3.1.1 Starting Screen

This screen is displayed when MobiControl Stage is started.



No.	Item	Content
(1)	Input area of MobiControl enrollment information	Enter an Enrollment ID or Server Address of the MobiControl server.
(2)	Enrollment button	Enroll the terminal in MobiControl with input information of (1).
(3)	Icon of switching Barcode Scanning Screen	Switch the screen of Barcode Scanning Screen.



### 3.1.2 Barcode Scan Screen (Barcode Scanner)

The following figure shows the screen to scan the barcode by using the barcode scanner on the terminal. By focusing the scanner on the barcode and pressing the trigger key, it can be scanned the barcode which is generated by MobiControl Stage Barcode Generator.

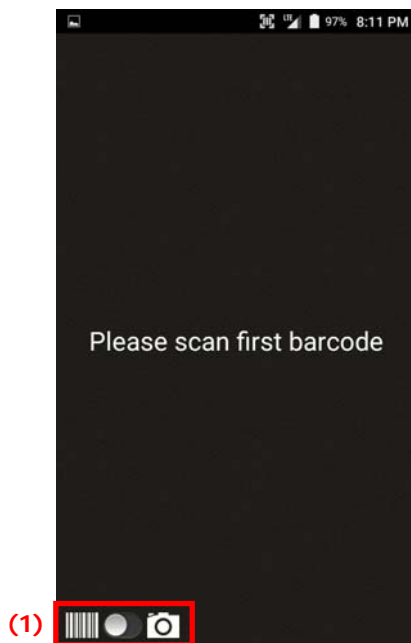
When there are multiple generated barcodes, the progress status of the following screen (b) is updated each time barcode is scanned.

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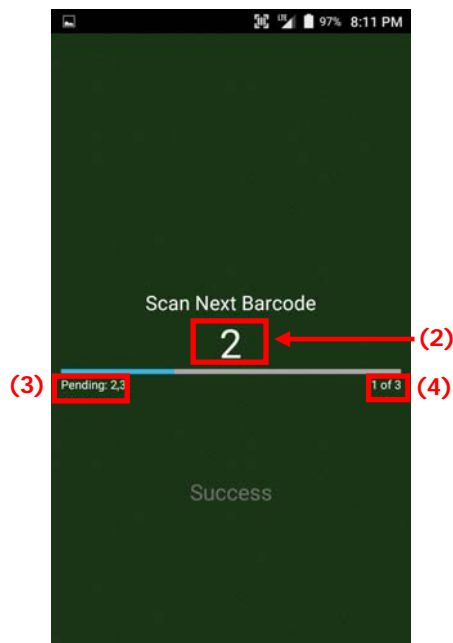
**Note!** When scanning the barcode on this screen, please turn on ScanSetting on the terminal in advance. (see page 11)

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(a) First Barcode Scan Screen



(b) Next Barcode Scan Screen



(a) First Barcode Scan Screen

No.	Item	Content
(1)	Slide bar to switch to Barcode scanning mode	When switching barcode scanning mode to the camera, slide the slide bar to the right side (camera icon side).

(b) Next Settings Barcode Scan Screen

No.	Item	Content
Barcode scanning progress status display		
(2)	Scan to Next barcode number	Displays the smallest number among unscanned barcode.
(3)	Unscanned barcode number	Displays all unscanned barcode numbers.
(4)	Barcode scanning progress status	Displays the number of scanned barcodes / the number of all setting barcodes.

### 3.1.3 Barcode Capture Screen (Camera)

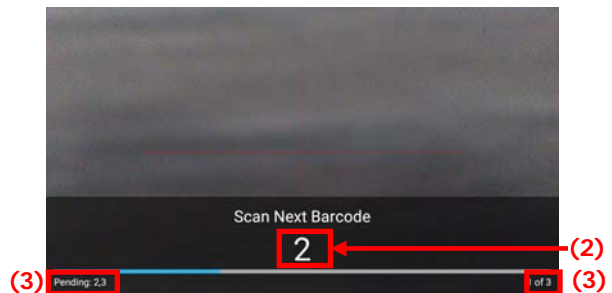
The following figure shows the screen to capture the settings barcode by using the camera on the terminal. By focusing the camera on the barcode, it can be scanned the barcode which is generated by MobiControl Stage Barcode Generator.

When there are multiple generated barcodes, the progress status of the screen (b) below is updated each time barcode is captured.

(a) First Barcode Capture Screen



(b) Next Barcode Capture Screen



(a) First Barcode Capture Screen

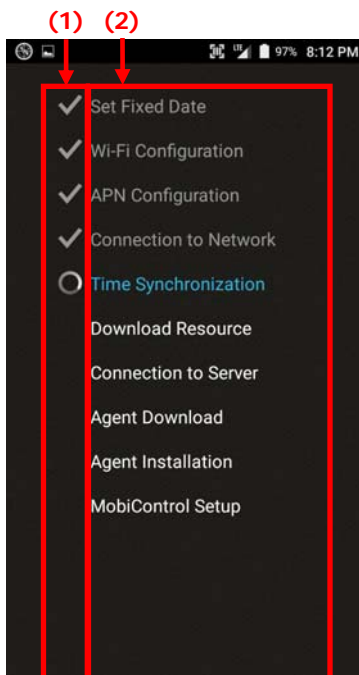
No.	Item	Content
(1)	Slide bar to switch to Barcode capturing mode	When switching barcode capturing mode to the barcode scanner, slide the slide bar to the left side (barcode icon side).

(b) Next Settings Barcode Capture Screen

No.	Item	Content
Barcode scanning progress status display		
(2)	Scan to Next barcode number	Displays the smallest number among unscanned barcode.
(3)	Unscanned barcode number	Displays all unscanned barcode numbers.
(4)	Barcode capturing progress status	Displays the number of captured barcodes / the number of all settings barcodes.

### 3.1.4 Settings Processing Screen

This screen shows the enrollment on MobiControl and the status of setting processing on the terminal.



No.	Item	Content
(1)	Shows the processing status	Shows the processing status. ... completed successfully ... processing ... error occurred
(2)	Shows the processing content	Shows the processing content to be performed. • The processing contents are displayed in running order. • Details of Setting Items is as follows.

#### • Setting Items and Processing contents

Setting Items	Processing contents
Device Agent	• Connect to Server • Agent Download • Agent Installation • MobiControl Setup
APN	• APN Configuration • Connection to Network
WiFi(Turn on radio)	• Turn WiFi on • Connection to Network
WiFi(Turn off radio)	• Turn WiFi off • Connection to Network
WiFi(Configuration)	• WiFi Configuration • Connection to Network
Date and Time Synchronization	• Time Synchronization
Fixed Date	• Set Fixed Date
File Download	• Download Resource

## 3.2 Enroll in MobiControl

### 3.2.1 The method to enter the enrollment information of MobiControl

Please connect the terminal to the network and access the MobiControl server in advance in order to enroll in this way.

1. Tap MobiControl Stage icon in Apps list to start MobiControl Stage.



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**Cautions!** When you start MobiControl for the first time, a dialog requesting the following four access rights are displayed. Please select "Allow" every time.

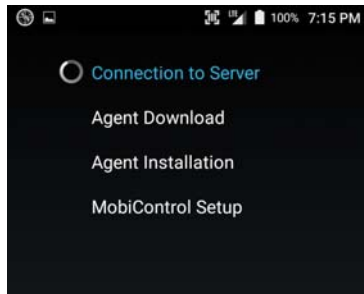
- Allow MobiControl to make and manage phone calls?
  - Allow MobiControl to access photos, media, and files on your device?
  - Allow MobiControl to take pictures and record video?
  - Allow MobiControl to access your contacts?
- 

2. Enter an Enrollment ID or Server Address to (1)Input are of enrollment information for MobiControl, and tap (2)“Enroll” button.

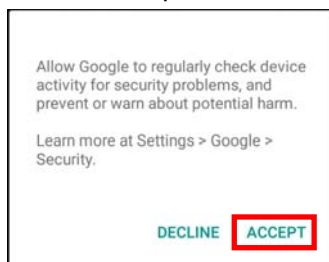


3. By running the following processing and enroll the terminal to MobiControl server.

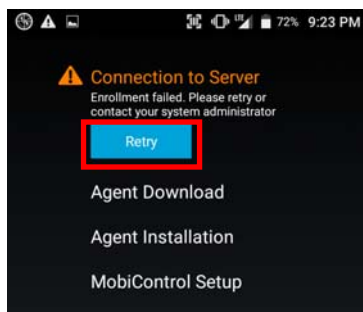
- Enrollment to MobiControl Server
  - Connection to MobiControl Server
  - MobiControl Agent Download
  - MobiControl Agent Installation
  - MobiControl Setup



The following dialog may be displayed at installing MobiControl Agent, please check the contents and tap "ACCEPT".



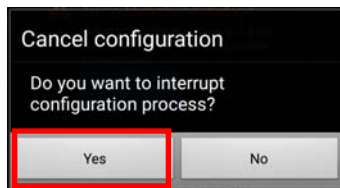
- When an error occurs during processing  
Please check the error contents and tap the "Retry" button if you try it again.



- When you want to interrupt processing

When you want to interrupt processing of "during processing" or "error stop", please enter Back key.

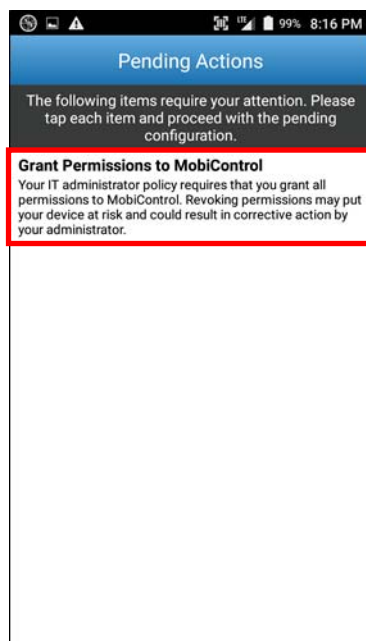
When the following dialog is displayed on the screen, please tap "Yes". (Returned to Starting Screen)



4. When MobiControl setup is completed, MobiControl Agent starts up.

Moreover, at this time MobiControl Stage is closed automatically and is deleted from the Apps list.

When the following dialog is displayed on the screen, please tap "Grant Permissions to MobiControl".



A dialog requesting the following five access rights are displayed, please select "Allow" every time.

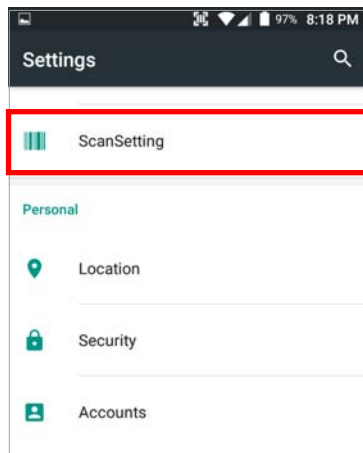
- Allow MobiControl to take pictures and record video?
- Allow MobiControl to access your contacts?
- Allow MobiControl to make and manage phone calls?
- Allow MobiControl to access photos, media, and files on your device?
- Allow MobiControl to access this device's location?

### 3.2.2 The method to scan the barcode

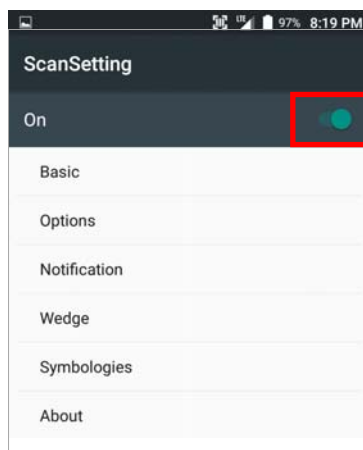
Please turn on ScanSetting on the terminal in advance at the enrolling in this way.

< Turn on ScanSetting in the terminal >

1. Run the Settings app and open ScanSetting,

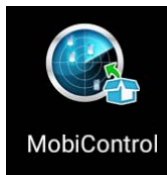


2. Turn on ScanSetting.



<MobiControl enrollment processing>

3. Tap MobiControl Stage icon in Apps list to start MobiControl Stage.

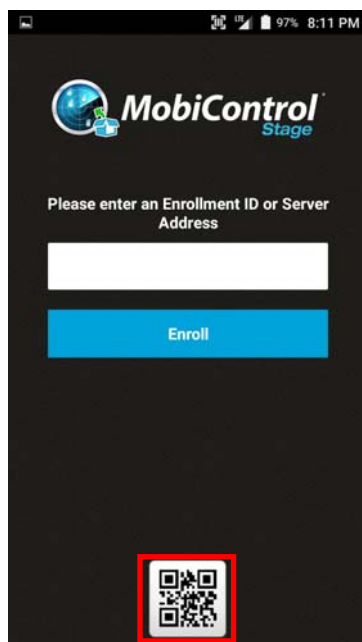


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**Caution!** When you start MobiControl for the first time, a dialog requesting the following four access rights are displayed. Please select "Allow" every time.

- Allow MobiControl to make and manage phone calls?
  - Allow MobiControl to access photos, media, and files on your device?
  - Allow MobiControl to take pictures and record video?
  - Allow MobiControl to access your contacts?
- 

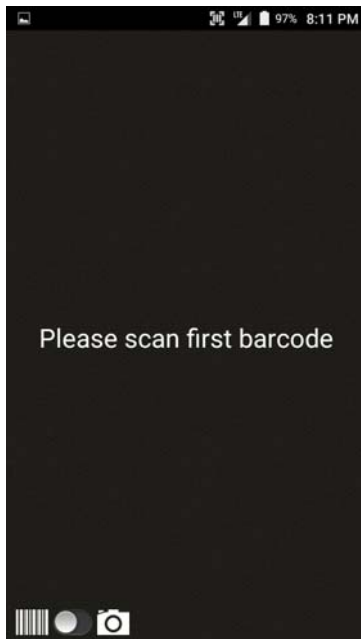
4. Tap "Barcode Scan Switching" button.



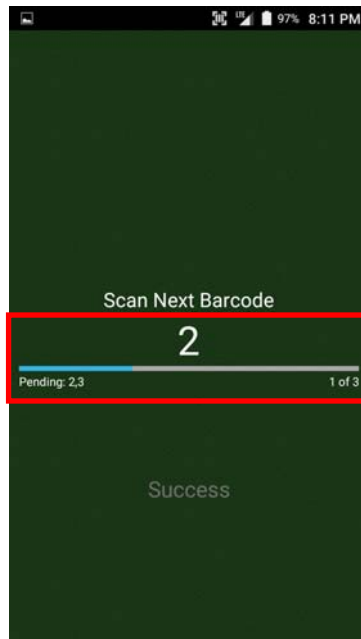


5. Please press trigger key of the terminal at displayed the following screen (a) and scan the first Settings barcode. Then,
- if there is only one barcode, go to 6.
  - if there are multiple barcodes, proceed to screen (b) and continue scanning until all barcodes are scanned. (The second and subsequent barcode may be scanned in random order.)

(a) First Barcode Scan Screen

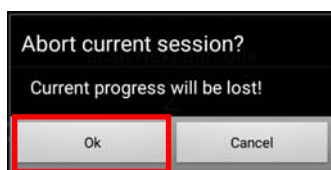


(b) Next Barcode Scan Screen



Progress status is displayed each time the barcode is scanned.

- When you want to interrupt processing on Next Barcode Scan Screen  
When you want to interrupt processing after scanning some Setting barcodes, press the Back key.  
Please tap "Yes" (Return to First Barcode Scan Screen) at the following dialog is displayed.



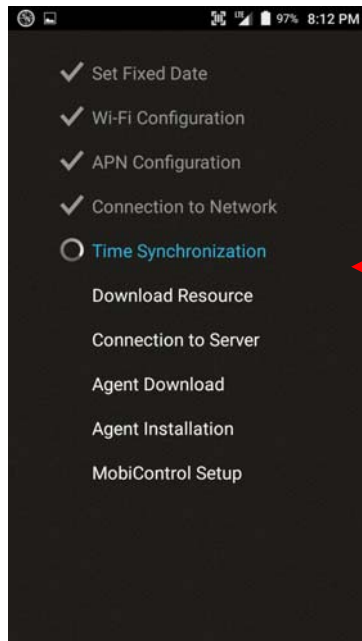
- When you want to switch barcode scanning mode to camera  
In case of switching to camera mode, you can scan the barcode by the camera.  
Slide the slide bar at the bottom of the barcode scan screen to the camera icon side to switch to camera mode.



Scanner/Camera mode switching

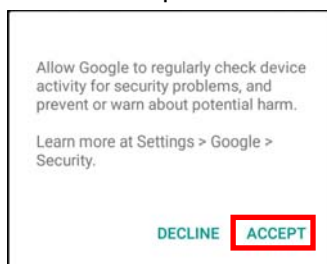
6. Please set the specified terminal settings and enroll the terminal in MobiControl at running the following processing.

- Terminal settings
- Enrollment in MobiControl
  - Connection to MobiControl Server
  - MobiControl Agent Download
  - MobiControl Agent Installation
  - MobiControl Setup

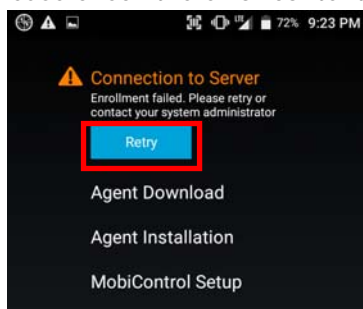


\* The processing content displayed depends on the barcode contents.  
(see page 7)

The following dialog may be displayed at installing MobiControl Agent, please check the contents and tap "ACCEPT".



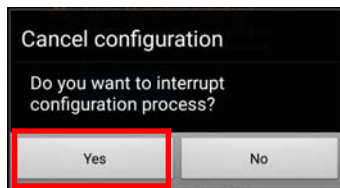
- When an error occurs during processing  
Please check the error contents and tap the "Retry" button if you try it again.



- When you want to interrupt processing

When you want to interrupt processing of "during processing" or "error stop", please enter Back key.

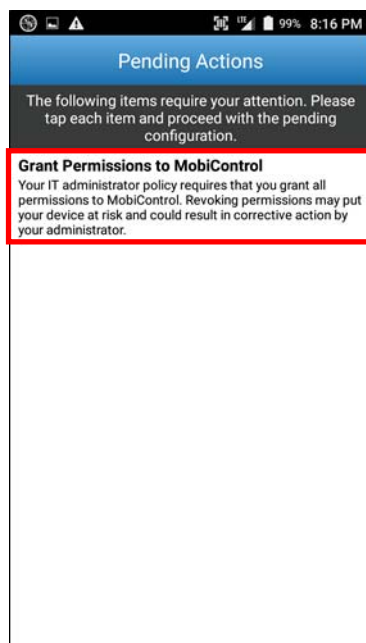
When the following dialog is displayed on the screen, please tap "Yes". (Returned to First Barcode Scan Screen)



7. When MobiControl setup is completed, MobiControl Agent starts up.

Moreover, at this time MobiControl Stage is closed automatically and is deleted from the Apps list.

When the following dialog is displayed on the screen, please tap "Grant Permissions to MobiControl".



A dialog requesting the following five access rights are displayed, please select "Allow" every time.

- Allow MobiControl to take pictures and record video?
- Allow MobiControl to access your contacts?
- Allow MobiControl to make and manage phone calls?
- Allow MobiControl to access photos, media, and files on your device?
- Allow MobiControl to access this device's location?

## 4. Restrictions

The following barcodes, which were generated by MobiControl Stage Barcode Generator, doesn't work properly.

No.	Settings	This tool behavior	Workaround
1	Use encryption type other than "Simple"	Even if scanning barcode, it may not do work properly, such as not starting the setting processing.	Please use "Simple" encryption type.
2	Include "TimeZone" in the settings	The following message will be displayed after scanning the barcode. "Password incorrect. Please re-enter password."	Please don't include "Time Zone" in the settings.
3	Include "WiFiConfig.apk Settings" in the settings	The following error message is displayed on the Setting Processing Screen and processing is skipped. "WiFiConfig.apk settings configuration failed; device is not supported. Please contact your system administrator"	Please don't include "WiFiConfig.apk Settings" in the settings.

## 5. Troubleshooting

### 5.1 Start Screen

Error message	Solution
The MobiControl Installer has deleted a MobiControl Agent already installed on your device. Please uninstall the Agent to use the Installer.	<p>This message displays when the terminal is not fully enrolled in MobiControl. In this case, you need to enroll again with Method 1 or 2.</p> <ul style="list-style-type: none"><li>•Method1 Please uninstall the installed MobiControl Agent. Then, it can be available to enroll the terminal in MobiControl with MobiControl Installer.</li><li>•Method2 Please enroll the terminal in MobiControl with MobiControl Agent. When enrollment is completed, this tool will be deleted from Apps list.</li></ul>

### 5.2 Setting Processing Screen

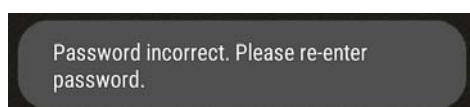
Processing Content	Error message	Solution
Connection to Server	Enrollment failed; Please retry or contact your system administrator.	<ul style="list-style-type: none"><li>•Please check the followings if the terminal can access to the MobiControl server.<ul style="list-style-type: none"><li>- The terminal is connected to the network.</li><li>- Network path to the MobiControl server is correct.</li><li>- The specified server address is correct.</li></ul></li><li>•This error also occurs in case the number of terminals enrolled has reached the upper limitation. To enroll the terminal additionally, please delete the enrollment of another terminal on the MobiControl server.</li></ul>
Connection to Server	Enrollment failed; invalid enrollment ID. Please retry or contact your system administrator.	<ul style="list-style-type: none"><li>•Please check that the specified enrollment ID is correct.</li></ul>
Agent Download	Failed to download device agent. There is no corresponding agent on the server.	<ul style="list-style-type: none"><li>•Please check that the specified enrollment ID is correct.</li></ul>
Agent Download	Failed to download device agent. Please retry or contact your system administrator	<ul style="list-style-type: none"><li>•The network connection may have been disconnected during processing. Please check that the terminal is connected to the network and try again.</li></ul>

Time Synchronization	Failed to synchronize time and date. Please retry or contract your system administrator.	<ul style="list-style-type: none"> <li>•Please check the following if your terminal can access to the SNTP/NTP server. <ul style="list-style-type: none"> <li>- The terminal is connected to the network.</li> <li>- Network path to the SNTP/NTP server is correct.</li> <li>- The specified SNTP/NTP server address is correct.</li> <li>- The SNTP/NTP server is running normally.</li> </ul> </li> </ul>
Download Resource	Download Failed. Unable to connect to the file server.	<ul style="list-style-type: none"> <li>•Please check the following if your terminal can access to the file server. <ul style="list-style-type: none"> <li>- The terminal is connected to the network.</li> <li>- Network path to the file server is correct.</li> <li>- The specified file server address (URL) is correct.</li> <li>- The file server is running normally.</li> </ul> </li> </ul>
Download Resource	File {file name} was not found. Please check the correct file exists, or contact your IT administrator.	<ul style="list-style-type: none"> <li>•Please check that the specified URL and file name are correct.</li> </ul>

## 5.3 Barcode Scan Screen

The following message may be displayed after barcode scanning.

It may contain settings that is not supported by our terminal. Please check the settings in MobiControl Stage Barcode Generator.



\* This message will remain on the screen for a while, but will disappear automatically after a certain period of time (several minutes).