

**Mobile Device Management (MDM)
User Manual V 4.2**

1/14/2021

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Overview


The Mobile Device Management solution will allow users to remotely manage and configure their devices in the field. The solution is designed specifically for Educational institutions as well as Enterprises and small businesses. The cloud-based management platform is secured by 2 Factor authentication and industry standard security and protocols.


Login

When you first login you will need to request a One Time Pin (OTP) code. This value will be a 6-digit code sent to the cell phone of the registered owner of the email id. Once you receive the code, enter it along with your password and select LOGIN & CONTINUE.

Reset – Clears all current fields.

Recover password – This will allow you to reset your password. You will need the registered phone to be able to receive the OTP code.

 Authentication



Email Id

orgadmin@outlook.com

OTP

6 digit OTP from your phone

Password

LOGIN & CONTINUE

RESET

RECOVER PASSWORD

Dashboard

The dashboard page will show you all the current devices loaded under your account.

The screenshot shows the Pintrac MDM dashboard. On the left is a dark blue sidebar with a 'Dashboard' button highlighted by a red rectangle. The main content area is titled 'Available Devices' and 'Organization Admin'. It features a search bar and a table of devices. The table has columns for IMEI, MODEL, ORG NAME, GROUP NAME, MISSION, CONFIG VERSION, CONFIG GENERATED, DEVICE VERSION, DEVICE UPDATED, and USAGE (GB). The 'DEVICE VERSION' column contains color-coded status indicators: orange for configurations sent but not checked, green for matching configurations, and grey for no data received.

IMEI	MODEL	ORG NAME	GROUP NAME	MISSION	CONFIG VERSION	CONFIG GENERATED	DEVICE VERSION	DEVICE UPDATED	USAGE (GB)
356827100000000	R717	Franklinwireless	General	9139984667	202007302043	7/30/2020, 1:43:09 PM	356827100000000	7/15/2020, 11:36:43 AM	0.00
356827100000073	R717	Franklinwireless	Testing	4253938864	202007301539	7/30/2020, 8:39:02 AM	356827100000073	7/30/2020, 8:40:45 AM	0.0
356827100000000	R717	Franklinwireless	General	4253938871	202007301529	7/30/2020, 8:29:31 AM	356827100000000	7/30/2020, 8:06:24 AM	0.0
356827100000064	R717	Franklinwireless	General	8585551212	202007242013	7/24/2020, 1:13:45 PM	356827100000064	7/16/2020, 10:58:55 AM	2.18
356827100002190	R717	Franklinwireless	General	4253938847	202007241740	7/24/2020, 10:40:43 AM	8585551212	7/28/2020, 10:26:57 AM	0.08
356827100000998	R717	Franklinwireless	General	9136382583	202007242005	7/23/2020, 6:13:39 PM	8585551212	7/23/2020, 6:19:07 PM	0.00
356827100001004	R717	Franklinwireless	General	9132286379	202007231936	7/23/2020, 12:36:03 PM	8585551212	7/28/2020, 4:53:36 PM	0.23
356827100001079	R717	Franklinwireless	General	4254997830	202007210001	7/20/2020, 5:01:48 PM	8585551212	7/28/2020, 11:30:37 AM	0.00
356827100000956	R717	Franklinwireless	General	8585551212	202007161755	7/16/2020, 10:55:24 AM	8585551212	7/19/2020, 5:44:07 PM	0.00
356827100001087	R717	Franklinwireless	General	8585551212	202007161708	7/16/2020, 10:08:02 AM	8585551212	7/27/2020, 1:31:12 PM	0.00
356827100001063	R717	Franklinwireless	General	8585551212	202007152146	7/15/2020, 2:46:12 PM	356827100001063	7/22/2020, 9:41:33 AM	0.0
356827100000003	R717	Franklinwireless	General	8585551212	202007151751	7/15/2020, 10:51:23 AM	8585551212	7/27/2020, 2:38:56 PM	0.05
356827100001046	R717	Franklinwireless	Testprint	9134757142	202007151602	7/15/2020, 9:02:47 AM	8585551212	7/28/2020, 11:16:44 AM	0.00
356827100000949	R717	Franklinwireless	General	8585551212	202006261905	6/26/2020, 12:05:23 PM	8585551212	7/27/2020, 3:27:47 PM	0.00

You can easily search for a specific device by using the search field. Click on the device details to configure the device. You can also search based on group name as well to list all the devices within the group.

Device Version Color Codes:

Orange- A configuration has been sent but the device has not checked in yet.

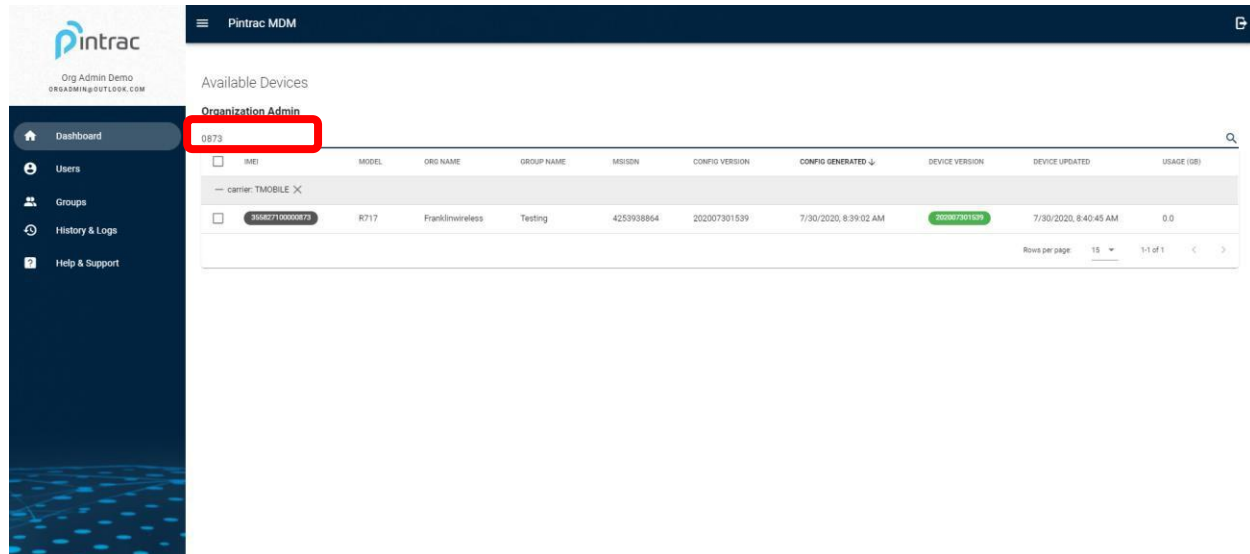
Green- Device and the server have the same configuration.

No-data: The server has not received any updates from the device at all.

If the device is running MR2 (v891) the device version will only report a config version number. Devices running MR3 (v1311) will show the actual firmware version.

Data Usage is a new field only available for devices running MR3. This is based on a local counter on the device and is not provided by your Carrier or based on your rate plan. Usage limits can be set using MDM for informational purposes. The data usage available is not a real-time counter and will only update when the device is powered on or every 24 hours if on AC power. This is to help IT administrators monitor usage at a general level. If a user goes over their usage limit MDM will not stop internet access and in most cases the carrier will simply throttle down the network speed.

You can also do a quick search by typing in the last 4-digit s of the device IMEI.
Make sure to select LOAD GROUP or LOAD DEVICES before searching.



Device Settings

Once you have selected your device you can manage and make configuration setting changes.

General Information

The General Information page allows you to view or change device settings.

- IMEI – This is the hardware ID of your device.
- Product code – The is the model of the device type.
- Select Country Code- This allows to you to select your country.
- Select Carrier – The allows you to set the specific Carrier of your device.
- Organization – This shows the current organization the device is assigned too.
- Phone Number – This is the phone number of the device.
- Color – This is the device color.
- Save Config & Publish:
This will change to Gray if one of the values in settings is not entered properly.
Selecting this setting will save the local configuration as well as send a SMS to the device telling it to check-in with the server.
- Save Config – This saves the latest configuration to the local server settings but does not send a message to the device to check in. Instead the next time the device reboots it will retrieve the latest update.

GENERAL INFORMATION

WIRELESS SETTINGS

MOBILE SETTINGS

LAN + FIREWALL

IMEI

355827100334942

Product Code

R717

Select Carrier

SPRINT / TMOBILE

Organization

Franklin Wireless

Select Country Code

USA / Canada

Phone Number / MSISDN

317-970-2646

Color

Black

Help & Notes

- **SAVE CONFIG & PUBLISH** - THIS WILL CHANGE TO GRAY IF ONE OF THE VALUES IN SETTINGS IS NOT ENTERED PROPERLY. SELECTING THIS SETTING WILL SAVE THE LOCAL CONFIGURATION AS WELL AS SEND A SMS TO THE DEVICE TELLING IT TO CHECK-IN WITH THE SERVER
- **SAVE CONFIG** - THIS SAVES THE LATEST CONFIGURATION TO THE LOCAL SERVER SETTINGS BUT DOES NOT SEND A MESSAGE TO THE DEVICE TO CHECK IN. INSTEAD THE NEXT TIME THE DEVICE REBOOTS IT WILL RETRIEVE THE LATEST UPDATE.
- MAKING CHANGES TO EXISTING CONFIG WILL OVERWRITE THE SETTINGS.
- ORGANIZATION NAME AND DEVICE COLOR CANNOT BE CHANGED.

DOWNLOAD CONFIG

CLOSE WINDOW

Wireless Settings

The Wireless Settings page allows you to view or change device wireless settings.

- **WiFi Name** – This is the current SSID or network name of the device.
- **WiFi Password** – This is the current network WiFi password used to connect to the device.
- **WiFi Band** – This allows you to set the device band. Supported bands are 2.4GHz & 5GHz.
- **Maximum Connections** – This is the maximum number of users allowed to connect at one time.
- **Display Name & Password** – This is to turn on/off the WiFi Name and Password from the display on the device.
- **Inactive Time** – This is the setting used to control how long the device will be idle before going to sleep.
- **SSID Stealth** – This is to disable the broadcast SSID so that the network becomes hidden. You need to know the SSID name and password to be able to connect and manually enter it into your connection when this feature is enabled. Do not enable without taking note of your device details.

GENERAL INFORMATION

WIRELESS SETTINGS

MOBILE SETTINGS

LAN + FIREWALL

WiFi Name

T9Hotspot

WiFi Password

WiFi Band

2.4G

Maximum Connections

5

Display WiFi Name & Password

On

Inactive Time

5 mins

SSID Stealth Mode

On

Mobile Settings

The Mobile Settings page allows you to view or change mobile settings.

- **Connection Type** – This allows you to choose your connection types. (WiFi Only, WiFi + USB, USB Only) Note: If USB Only is enabled you will not see WiFi information on the device display.
- **Factory Reset** – This allows you to disable the physical button that performs a factory reset.
- **Time of Day Access** – This allows you to set specific times of day allowed for the user to access the internet. You can set up to 3 time periods.
- **Monthly Reset** – This is typically the day your billing cycle restarts. The device default is calculated based on the initial activation date. If a new value is provided the initial date will be overwritten. The device will calculate 1 month based on activation date or manual update. If the activation date or manual date is set to June 18th the device will reset the data counter on July 18th.
- **Usage Limit** – This is the current data usage limit on your rate plan.
- **Usage Unit** – This is the unit values (MB, GB, Unlimited)
- **Web Interface Access** – This allows you to control if a user can access the local Web UI. If this is set to no or disabled a user will receive an error if they try and access the admin URL <https://mobile.hotspot>. This is where you could change the device settings in the local WEB UI, however if remote management is enabled and the local settings are different than what is in the MDM server, they will be updated to the latest server configuration next time the device checks in.
- **Web Interface Password** – This is the local Web UI login password used to make local setting changes on the device.
- **Remote Management** – **This is an important setting. If you change this to Off you will no longer be able to manage your device remotely.**
- **Data Usage Info Display** – This setting allows you to turn on/off the data usage meter on the LCD display.

The screenshot shows the 'MOBILE SETTINGS' tab selected among four options: GENERAL INFORMATION, WIRELESS SETTINGS, MOBILE SETTINGS, and LAN + FIREWALL. The settings are organized into sections: 'Data Usage' with fields for Connection Type (WiFi Only), Factory Reset Button (Disable), Time of Day Access (On/Off) (Off), Monthly Reset (Day of month) (5), Usage Limit (eg: 500, 30) (20), and Usage Unit (GB/MB/Unlimited) (Unlimited); 'Web Interface Settings' with fields for Web Interface Password (masked), Confirm Password (masked), and Web Interface Access (Off); and 'Remote Management + Show Usage' with fields for Enable Remote Management (On) and Data Usage Info Display (WebUI Only).

GENERAL INFORMATION	WIRELESS SETTINGS	MOBILE SETTINGS	LAN + FIREWALL
Connection Type WiFi Only			
Factory Reset Button Disable			
Time of Day Access (On/Off) Off			
Data Usage			
Monthly Reset (Day of month) 5		Usage Limit (eg: 500, 30) 20	
		Usage Unit (GB/MB/Unlimited) Unlimited	
Web Interface Settings			
Web Interface Password *****		Confirm Password *****	
		Web Interface Access Off	
Remote Management + Show Usage			
Enable Remote Management On		Data Usage Info Display WebUI Only	

Lan + Firewall Settings

The LAN Firewall settings page allows you to set network related settings.

- DNS Manual Mode – When enabled this allows you to set custom DNS settings. Custom DNS settings can be used to enter a DNS server of a content filtering partner. Once enabled all internet request will be sent to the custom DNS servers for resolution. For example: if you are using WEB Titan as a content filtering partner and you enter the Web Titan DNS servers that have been assigned to you all internet request will be resolved by WEB Titan.
- DNS Address 1 – Custom DNS 1
- DNS Address 2 – Custom DNS 2

- Firewall Switch (IPv4) – Turn the IP v4 firewall on/off. This protects you from external attacks.
- Port Blacklist (IPv4) – Allows you to add port blacklist rules.
- Port forwarding (IPv4) – Allows you to add mapping ports to forward.
- Firewall Switch (IPv6) – Turn the IPv6 firewall on/ff. This protects you from external attacks.
- Port Whitelist (IPv6) – Allows you to add port whitelist rules.
- WiFi MAC Filtering - Allows you to set specific MAC IDs you wish to allow to connect to your device. Meaning you can configure the hotspot to only allow access to the internet from specific devices. Make sure you use a colon “:” between each 2 characters (i.e. 12:34:56:78:90:10)

Users

The Users page will show you all the current users and their roles. You can add and delete users as needed but you cannot edit an existing user.

Franklin Wireless
Org Admin Demo
ORGADMIN@OUTLOOK.COM

T9 | Remote Management Tool

Manage Users

Search...

	FULLNAME	ORG NAME	GROUP NAME	ENABLED	EMAIL	PHONE	USER ROLE	ADDED ON
<input type="checkbox"/>	Org Admin Demo	Franklinwireless	Testing	true	orgadmin@outlook.com	9134616489	orgadmin	5/6/2020, 5:57:27 PM
<input type="checkbox"/>	Michael Sheppard	Franklinwireless	Testing	true	michael.sheppard@franklinwireless.com	8589224700	orgadmin	5/6/2020, 12:39:06 PM
<input type="checkbox"/>	Mukund Orgadmin	Franklinwireless	General	true	franklintracker@gmail.com	8184698382	orgadmin	4/28/2020, 10:17:03 PM
<input type="checkbox"/>	Jerry Na	Franklinwireless	General	true	jerry.na@franklitech.co.kr	8184698382	orgadmin	4/27/2020, 6:21:45 PM
<input type="checkbox"/>	Venkatesh G	Franklinwireless	General	true	venkatesh_bg@yahoo.com	+919880347844	orgadmin	4/26/2020, 10:37:13 PM
<input type="checkbox"/>	mukundgroup	Franklinwireless	Testing	true	mth402k@yahoo.com	8184698382	groupmanager	4/24/2020, 2:44:37 PM
<input type="checkbox"/>	Org admin tester	Franklinwireless	Testing	true	jward2224@hotmail.com	9134616489	orgadmin	4/24/2020, 1:06:00 PM
<input type="checkbox"/>	David Yi	Franklinwireless	General	true	david.yi@franklinwireless.com	8583129774	orgadmin	4/24/2020, 10:41:48 AM
<input type="checkbox"/>	Scott Wood	Franklinwireless	TMoTsterScott	true	michael.wood37@T-Mobile.com	9165296644	groupmanager	4/23/2020, 9:58:37 AM
<input type="checkbox"/>	David Kim	Franklinwireless	General	true	davidkim@franklinwireless.com	8589455421	orgadmin	4/23/2020, 8:02:21 AM

Rows per page: 10 1-10 of 13

+ Add User

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If you wish to delete a user you can select the user you wish to remove and select the DELETE USER button.

Franklin Wireless
Org Admin Demo
ORGADMIN@OUTLOOK.COM

T9 | Remote Management Tool

Manage Users

DELETE USER

Search...

	FULLNAME	ORG NAME	GROUP NAME	ENABLED	EMAIL	PHONE	USER ROLE	ADDED ON
<input type="checkbox"/>	Org Admin Demo	Franklinwireless	Testing	true	orgadmin@outlook.com	9134616489	orgadmin	5/6/2020, 5:57:27 PM
<input type="checkbox"/>	Michael Sheppard	Franklinwireless	Testing	true	michael.sheppard@franklinwireless.com	8589224700	orgadmin	5/6/2020, 12:39:06 PM
<input type="checkbox"/>	Mukund Orgadmin	Franklinwireless	General	true	franklintracker@gmail.com	8184698382	orgadmin	4/28/2020, 10:17:03 PM
<input type="checkbox"/>	Jerry Na	Franklinwireless	General	true	jerry.na@franklitech.co.kr	8184698382	orgadmin	4/27/2020, 6:21:45 PM
<input type="checkbox"/>	Venkatesh G	Franklinwireless	General	true	venkatesh_bg@yahoo.com	+919880347844	orgadmin	4/26/2020, 10:37:13 PM
<input type="checkbox"/>	mukundgroup	Franklinwireless	Testing	true	mth402k@yahoo.com	8184698382	groupmanager	4/24/2020, 2:44:37 PM
<input checked="" type="checkbox"/>	Org admin tester	Franklinwireless	Testing	true	jward2224@hotmail.com	9134616489	orgadmin	4/24/2020, 1:06:00 PM
<input type="checkbox"/>	David Yi	Franklinwireless	General	true	david.yi@franklinwireless.com	8583129774	orgadmin	4/24/2020, 10:41:48 AM
<input type="checkbox"/>	Scott Wood	Franklinwireless	TMoTsterScott	true	michael.wood37@T-Mobile.com	9165296644	groupmanager	4/23/2020, 9:58:37 AM
<input type="checkbox"/>	David Kim	Franklinwireless	General	true	davidkim@franklinwireless.com	8589455421	orgadmin	4/23/2020, 8:02:21 AM

Rows per page: 10 1-10 of 13

+ Add User

© 2020 build #1985

You can also temporarily disable the user if needed. First select the user you want to disable and confirm the change.

Franklin Wireless
Org Admin Demo
ORGADMIN@OUTLOOK.COM

T9 | Remote Management Tool

Manage Users

Search...

	FULLNAME	ORG NAME	GROUP NAME	ENABLED	EMAIL	PHONE	USER ROLE	ADDED ON
<input type="checkbox"/>	Org Admin Demo	Franklinwireless	Testing	true	orgadmin@outlook.com	9134616489	orgadmin	5/6/2020, 5:57:27 PM
<input type="checkbox"/>	Michael Sheppard	Franklinwireless	Testing	true	michael.sheppard@franklinwireless.com	8589224700	orgadmin	5/6/2020, 12:39:06 PM
<input type="checkbox"/>	Mukund Orgadmin	Franklinwireless				8184698382	orgadmin	4/28/2020, 10:17:03 PM
<input type="checkbox"/>	Jerry Na	Franklinwireless				8184698382	orgadmin	4/27/2020, 6:21:45 PM
<input type="checkbox"/>	Venkatesh G	Franklinwireless				+919880347844	orgadmin	4/26/2020, 10:37:13 PM
<input type="checkbox"/>	mukundgroup	Franklinwireless				8184698382	groupmanager	4/24/2020, 2:44:37 PM
<input type="checkbox"/>	Org admin tester	Franklinwireless	Testing	true	jward2224@hotmail.com	9134616489	orgadmin	4/24/2020, 1:06:00 PM
<input type="checkbox"/>	David Yi	Franklinwireless	General	true	david.yi@franklinwireless.com	8583129774	orgadmin	4/24/2020, 10:41:48 AM
<input type="checkbox"/>	Scott Wood	Franklinwireless	TMoTsterScott	true	michael.wood37@T-Mobile.com	9165296644	groupmanager	4/23/2020, 9:58:37 AM
<input type="checkbox"/>	David Kim	Franklinwireless	General	true	davidkim@franklinwireless.com	8589455421	orgadmin	4/23/2020, 8:02:21 AM

Rows per page: 10 1-10 of 13

+ Add User

LOGOUT © 2020 build #1985

Groups

The groups page shows you all of the current groups within an organization. You can add new groups as needed. You currently cannot delete groups.

Franklin Wireless
Org Admin Demo
ORGADMIN@OUTLOOK.COM

T9 | Remote Management Tool

Manage Groups

Search...

GROUP NAME	ORGANIZATION NAME	ADDED	ACTIVE
DELETE	Franklinwireless	5/6/2020, 8:39:24 AM	true
Cspire test	Franklinwireless	4/30/2020, 2:27:52 PM	true
ILSchool	Franklinwireless	4/29/2020, 11:11:37 AM	true
Franklin Engineer	Franklinwireless	4/23/2020, 2:21:03 PM	true
TMoTsterScott	Franklinwireless	4/23/2020, 9:55:43 AM	true
General	Franklinwireless	4/15/2020, 8:40:57 AM	true
Testing	Franklinwireless	4/10/2020, 3:38:02 PM	true

Rows per page: 10 1-7 of 7

+ Add Groups

Group Name Select Organization

SAVE & CONTINUE CLEAR DATA

LOGOUT © 2020 build #1985

You can also change groups from the dashboard page. Select the device you want to move to a new group and change groups in the fields below.

The screenshot shows the Franklin Wireless T9 Remote Management Tool dashboard. On the left is a sidebar with navigation links: Dashboard, Users, Groups, History, and Help & Support. The main area displays a table of devices with columns for selection, ID, name, status, type, and timestamps. The last row is selected. Below the table is a 'Change Device Group (Multiple)' section with dropdowns for 'Select Organization' and 'Select Device Group', and a 'CHANGE GROUP' button.

	ID	Name	Status	Type	Timestamp 1	Timestamp 2	Timestamp 3
<input type="checkbox"/>	503215032150321	R717	Franklinwireless	DELETE	CSPiRE	5032150321	No Data
<input type="checkbox"/>	543215432154321	R717	Franklinwireless	DELETE	TMOBILE	5432154321	No Data
<input type="checkbox"/>	123451234512345	R717	Franklinwireless	DELETE	TMOBILE	8058760072	No Data
<input type="checkbox"/>	111111111111111	R717	Franklinwireless	DELETE	OTHERS	9980026033	202005051628
<input type="checkbox"/>	999988888777777	R717	Franklinwireless	DELETE	OTHERS	9980026033	No Data
<input type="checkbox"/>	555554444466666	R717	Franklinwireless	DELETE	OTHERS	9980026033	No Data
<input type="checkbox"/>	355827100003083	R717	Franklinwireless	General	TMOBILE	4253938871	202005050437
<input type="checkbox"/>	355827100000222	R717	Franklinwireless	General	TMOBILE	4253938847	202005042202
<input type="checkbox"/>	355827100000873	R717	Franklinwireless	Testing	TMOBILE	4253938864	202005042033
<input type="checkbox"/>	355827100001079	R717	Franklinwireless	General	TMOBILE	4254997830	202005041707
<input type="checkbox"/>	444444444444444	R717	Franklinwireless	DELETE	CSPiRE	9980026033	202005020213
<input checked="" type="checkbox"/>	3569380356431999	R717	Franklinwireless	DELETE	AIRTEL	9980026033	202005010307

Rows per page: 15 1-15 of 48

Change Device Group (Multiple)

Select Organization: [dropdown] Select Device Group: [dropdown] CHANGE GROUP

History

The History page shows you the latest changes that were made to the server within your organization.

The screenshot shows the 'History & Logs' page in the Franklin Wireless T9 Remote Management Tool. The sidebar on the left has the 'History' link highlighted with a red box. The main area displays a table of log messages with columns for the message content, organization name, group name, and date/time.

LOG MESSAGE	ORGANIZATION NAME	GROUP NAME	DATE / TIME
USER ADDED: orgadmin@outlook.com	Franklinwireless	Testing	5/6/2020, 5:57:27 PM
USER ADDED: orgadmin@outlook.com	Franklinwireless	Testing	5/6/2020, 5:52:12 PM
CONFIG UPDATED: 355827100001095	Franklinwireless	General	5/6/2020, 4:33:17 PM
CONFIG UPDATED: 355827100001095	Franklinwireless	General	5/6/2020, 3:04:43 PM
CONFIG UPDATED: 355827100001095	Franklinwireless	General	5/6/2020, 2:59:35 PM
USER ADDED: michael.sheppard@franklinwireless.com	Franklinwireless	Testing	5/6/2020, 12:39:06 PM
BULK IMPORT DEVICES INTO: 5e90e1968940746fe3ffa2f5	Franklinwireless	DELETE	5/6/2020, 8:47:09 AM
BULK IMPORT DEVICES INTO: 5e90e1968940746fe3ffa2f5	Franklinwireless	DELETE	5/6/2020, 8:46:45 AM
BULK IMPORT DEVICES INTO: 5e90e1968940746fe3ffa2f5	Franklinwireless	DELETE	5/6/2020, 8:46:14 AM
BULK IMPORT DEVICES INTO: 5e90e1968940746fe3ffa2f5	Franklinwireless	DELETE	5/6/2020, 8:44:48 AM
BULK IMPORT DEVICES INTO: 5e90e1968940746fe3ffa2f5	Franklinwireless	DELETE	5/6/2020, 8:44:07 AM
GROUP ADDED: DELETE	Franklinwireless	DELETE	5/6/2020, 8:39:24 AM
DEVICE ADDED: 355827100001095	Franklinwireless	General	5/5/2020, 4:50:10 PM
CONFIG UPDATED: 355827100000014	Franklinwireless	Franklin Engineer	5/5/2020, 3:31:31 PM

Configuration Management

The MDM platform comes with a feature to be able to apply a specific configuration to multiple devices. For example, if you have a golden device that is setup exactly how you like it and you want to copy that configuration to a set or group of other devices.

- 1) Setup the device you would like to be the default and select the “Set As Default Config Device” button.

The screenshot shows the 'Organization Admin' page in the Pintrac MDM interface. A table lists various devices with columns for ID, Model, Group Name, Mission, Config Version, Config Generated, Device Version, Device Updated, and Usage. A red box highlights the 'SET AS DEFAULT CONFIG DEVICE' button at the top right of the table. The table contains 18 rows of device data.

ID	MODEL	GROUP NAME	MISSION	CONFIG VERSION	CONFIG GENERATED	DEVICE VERSION	DEVICE UPDATED	USAGE (GB)
35582710000004	R717	testschool1	8585551212	202009161754	9/16/2020, 10:54:55 AM	35582710000004	9/3/2020, 11:16:53 AM	0.05
35582710000006	R717	testschool1	9980299800	No Data	9/11/2020, 10:24:15 PM	No Data	-	0.05
35582710000007	R717	testschool1	9980299800	No Data	9/11/2020, 10:24:15 PM	No Data	-	0.05
35582710000008	R717	Test Now	4253938871	202009091717	9/9/2020, 10:17:28 AM	35582710000008	8/26/2020, 11:02:58 AM	0.05
35582710000009	R717	testschool1	9136382563	202009030608	9/2/2020, 11:08:48 PM	35582710000009	7/31/2020, 10:52:57 AM	0.05
35582710000010	R717	General	8585551212	202008271807	8/27/2020, 11:07:38 AM	35582710000010	7/27/2020, 1:31:12 PM	0.05
35582710000011	R717	General	8585551212	202008271807	8/27/2020, 11:07:38 AM	35582710000011	6/22/2020, 7:07:19 AM	0.05
35582710000012	R717	General	8585551212	202008271807	8/27/2020, 11:07:38 AM	35582710000012	7/22/2020, 9:41:33 AM	0.05
35582710000013	R717	General	9132214355	202008271807	8/27/2020, 11:07:38 AM	35582710000013	8/19/2020, 9:35:27 AM	0.05
35582710000014	R717	General	8585551212	202008271807	8/27/2020, 11:07:38 AM	35582710000014	7/16/2020, 10:58:55 AM	0.05
35582710000015	R717	General	8585551212	202008271807	8/27/2020, 11:07:38 AM	35582710000015	7/27/2020, 3:27:47 PM	0.05
35582710000016	R717	General	8585551212	202008271807	8/27/2020, 11:07:38 AM	35582710000016	8/4/2020, 1:25:55 PM	0.05
35582710000017	R717	General	9139984467	202008271807	8/27/2020, 11:07:38 AM	35582710000017	7/30/2020, 1:43:09 PM	0.05
35582710000018	R717	General	4253938847	202008271807	8/27/2020, 11:07:38 AM	35582710000018	5/4/2020, 3:03:52 PM	0.05
35582710000019	R717	General	4253938847	202008271807	8/27/2020, 11:07:38 AM	35582710000019	9/1/2020, 9:11:11 AM	0.05
35582710000020	R717	General	4254917830	202008271807	8/27/2020, 11:07:38 AM	35582710000020	8/27/2020, 12:52:06 PM	0.05

- 2) Go back to the dashboard and select the devices you would like to copy the configuration too.
- 3) Scroll to the bottom of the page to select the Bulk configuration details you want to duplicate. This feature is useful if you have many devices that will have the same configuration. Devices that have unique settings should not use this feature.

The screenshot shows the 'Bulk Configuration' section in the Pintrac MDM interface. It features a table of devices with columns for ID, Model, Group Name, Mission, Config Version, Config Generated, Device Version, Device Updated, and Usage. A red box highlights the 'SAVE CONFIG + GENERATE FILE' button at the bottom. The table contains 18 rows of device data.

ID	MODEL	GROUP NAME	MISSION	CONFIG VERSION	CONFIG GENERATED	DEVICE VERSION	DEVICE UPDATED	USAGE (GB)	
35582710000003	R717	Franklinwireless	General	8585551212	202008042025	8/4/2020, 1:25:55 PM	35582710000003	8/3/2020, 5:33:18 PM	0.05
35582710000004	R717	Franklinwireless	General	9139984667	202007302043	7/30/2020, 1:43:09 PM	35582710000004	7/15/2020, 11:36:43 AM	0.05
35582710000005	R717	Franklinwireless	Testing	4253938864	202007301539	7/30/2020, 8:39:02 AM	35582710000005	7/30/2020, 2:44:22 PM	0.05
35582710000006	R717	Franklinwireless	General	8585551212	202007242013	7/24/2020, 1:13:45 PM	35582710000006	7/16/2020, 10:58:55 AM	0.18
35582710000007	R717	Franklinwireless	General	4253938847	202007241740	7/24/2020, 10:40:43 AM	35582710000007	7/28/2020, 10:26:57 AM	0.05
35582710000008	R717	Franklinwireless	General	4254997890	202007210001	7/20/2020, 9:01:48 PM	35582710000008	7/28/2020, 11:30:37 AM	0.05
35582710000009	R717	Franklinwireless	General	8585551212	202007161708	7/16/2020, 10:08:02 AM	35582710000009	7/27/2020, 1:31:12 PM	0.05
35582710000010	R717	Franklinwireless	General	8585551212	202007152146	7/15/2020, 2:40:12 PM	35582710000010	7/22/2020, 9:41:33 AM	0.05
35582710000011	R717	Franklinwireless	Testprint	9134757142	202007151602	7/15/2020, 9:02:47 AM	35582710000011	7/28/2020, 11:16:44 AM	0.05
35582710000012	R717	Franklinwireless	General	8585551212	202006261905	6/26/2020, 12:05:23 PM	35582710000012	7/27/2020, 3:27:47 PM	0.05
35582710000013	R717	Franklinwireless	General	8585551212	202006192026	6/19/2020, 1:26:16 PM	35582710000013	6/22/2020, 7:07:18 AM	0.05

- 1) Example: Select save config + generate file. Select the device IMEI that been selected and the default config. **NOTE: Choosing All in this scenario will generate an error.**
- 2) Next Apply config to selected devices. The configs will be put in a que to propagate. Updates should propagate in a few minutes.

Config Modes:

Save Config – Saved for review (No update sent to device)

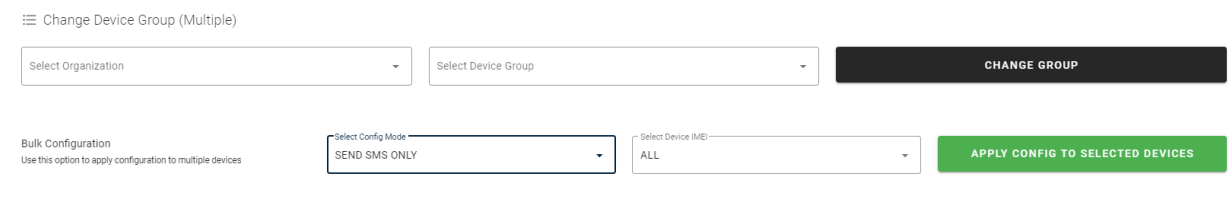
Save Config + generate file – Save config and device will retrieve when it checks in.

Save config and publish – Save config and send SMS to device to check in.



A vertical menu with four options: 'SAVE CONFIG', 'SAVE CONFIG + GENERATE FILE' (highlighted with a blue background), 'SAVE CONFIG AND PUBLISH', and 'SEND SMS ONLY'.

- 3) Send SMS only – Config file has already been created previously and you want to push to the device to request a check in. The server updates 50 devices every 10 minutes during bulk SMS pushes. In this case you should select ALL.



The interface includes a 'Change Device Group (Multiple)' section with 'Select Organization' and 'Select Device Group' dropdowns, and a 'CHANGE GROUP' button. Below this is the 'Bulk Configuration' section with the text 'Use this option to apply configuration to multiple devices'. It contains a 'Select Config Mode' dropdown set to 'SEND SMS ONLY', a 'Select Device IMEI' dropdown set to 'ALL', and an 'APPLY CONFIG TO SELECTED DEVICES' button.

- 4) You can also select to use Group Level Actions with the button on the top right of the page. The changes made here will apply to all devices in a specific group. This could be your current group or another group.

The screenshot displays the Pintrac MDM interface. On the left is a sidebar with navigation links: Dashboard, Users, Groups, History & Logs, and Help & Support. The main header shows 'Pintrac MDM' and 'Available Devices'. Below the header, there's a section for 'Organization Admin' with a 'GROUP LEVEL ACTIONS' button. A table lists available devices with columns: IMEI, MODEL, ORG NAME, GROUP NAME, MISSION, CONFIG VERSION, CONFIG GENERATED, DEVICE VERSION, DEVICE UPDATED, and USAGE (GB). A modal titled 'Group Level Actions' is open, prompting the user to 'Please choose an action that you would like to perform on a group'. It includes dropdowns for 'Select Organization' (Franklinwireless) and 'Select Device Group' (Franklin Engineer). The modal also contains three buttons: 'SAVE CONFIG + GENERATE FILE', 'SAVE CONFIG AND PUBLISH', and 'SEND SMS ONLY'.

IMEI	MODEL	ORG NAME	GROUP NAME	MISSION	CONFIG VERSION	CONFIG GENERATED	DEVICE VERSION	DEVICE UPDATED	USAGE (GB)
36082718000903	R717	Franklinwireless				8/5/2020, 4:02:54 PM	30000840205	8/4/2020, 1:25:55 PM	0.00
360827180001004	R717	Franklinwireless				8/5/2020, 1:44:19 PM	300007811884	7/31/2020, 9:34:24 AM	0.00
360827180000998	R717	Franklinwireless				8/5/2020, 12:40:37 PM	300007811882	7/31/2020, 10:52:57 AM	0.00
360827180003483	R717	Franklinwireless				8/5/2020, 12:01:58 PM	30000861946	8/5/2020, 2:25:41 PM	0.00
360827180000966	R717	Franklinwireless				8/4/2020, 5:07:56 PM	300008640250	8/4/2020, 3:50:32 PM	0.00
360827180000862	R717	Franklinwireless				7/30/2020, 1:43:09 PM	300007151836	7/15/2020, 11:36:43 AM	0.00
360827180000873	R717	Franklinwireless				7/30/2020, 8:39:02 AM	300007081529	7/30/2020, 2:44:22 PM	0.00
360827180003964	R717	Franklinwireless				7/24/2020, 1:13:43 PM	300007141796	7/16/2020, 10:58:55 AM	2.14
360827180003190	R717	Franklinwireless				7/24/2020, 10:40:43 AM	8777923181301	7/28/2020, 10:26:57 AM	0.00
360827180001079	R717	Franklinwireless	General	4254997830	202007210001	7/20/2020, 5:01:48 PM	8777923181301	7/28/2020, 11:30:37 AM	0.00
360827180001067	R717	Franklinwireless	General	8585551212	202007161708	7/16/2020, 10:08:02 AM	8777923181301	7/27/2020, 1:31:12 PM	0.00
360827180001063	R717	Franklinwireless	General	8585551212	202007152146	7/15/2020, 2:46:12 PM	300007162146	7/22/2020, 9:41:33 AM	0.00
360827180001046	R717	Franklinwireless	Testprint	9134757142	202007151602	7/15/2020, 9:02:47 AM	8777923181301	7/28/2020, 11:16:44 AM	0.00
360827180000949	R717	Franklinwireless	General	8585551212	202006261905	6/26/2020, 12:05:23 PM	8777923181301	7/27/2020, 3:27:47 PM	0.00

FAQ

How often will the device check in with the server?

Every 24 hours or on every power up.

Can I bulk upload devices?

Only Franklin Admins can upload new devices to be registered. Once the devices are uploaded and registered the user can manage on their own.

Can I have more than one user assigned to a single contact phone number?

Yes, however whenever the user logs in they will need the registered phone to receive the OTP code.

Does my data traffic go through the MDM server?

No user or data traffic is sent through the MDM server. The MDM server only maintains and updates device configurations.

Can I add devices which are already deployed to MDM portal?

Yes. You can add the devices even though they are deployed. Update the configuration and push to the devices.

Can I pull the configurations from the devices which are deployed?

No. MDM will help to over-write the configuration which is on the device. MDM will not download configuration from the device.

Does Pintrac or device slowdown data speed or disconnect service if the data usage crosses the set limit?

No. MDM or Device will not be able to disconnect the service or rate plan or slow down data speeds. But, based on your contract with the network operator, they control that option.

Can MDM send alerts if a particular device reaches the data limit?

Within the MDM portal, user can login to sort on data usage to observe the data consumption on every hotspot. Those which have the limit crossed will show in RED. If the data usage is within the limit it will be GREEN. Alerts will not be sent to any users of portal or hotspot.

What does contract Expire mean?

When MDM contract expires, all of those devices which are out of contract will be removed and deleted.

Will user be able to see the devices on MDM portal?

No. User will not see those devices anymore on MDM portal.

Will the device lose its configuration or go back to factory settings?

No. Devices will have the last updated values sent from MDM portal. User will not be able to make changes anymore. Device will not go through factory reset.

What happens to those device which are not updated yet?

No updates will be pushed to those devices which are not updated yet.

Can user bring back those devices to Pintrac portal?

Yes. User can bring back those devices back to Pintrac portal anytime.

Can user pay the remaining amount to stay on Pintrac or renew contract to another term.?

Yes. It should be done before the devices are removed from the system

Demo Video Links

MDM Presentation and Demo

https://drive.google.com/file/d/1k4LqCEO1YXqUd8Cl_mT_R6viYRIAwErg/view?usp=sharing

MDM Demo

<https://drive.google.com/file/d/1INdg7Zt1oMpT1RX8IDbF2S3sEPSFymQ4/view?usp=sharing>

Logging In

<https://drive.google.com/file/d/1nJfuQ8dUsOIXz5UAteOaQqrqc0zEAsBx/view?usp=sharing>

Dashboard Navigation

<https://drive.google.com/file/d/1B0avOUWclKSPExISPouihGuby-huLiql/view?usp=sharing>

Device Navigation

General Information and Wireless Settings

<https://drive.google.com/file/d/1Mj4hRaZa9NkCgFg90gJz6Ado4fqCIO1G/view?usp=sharing>

Mobile Settings

<https://drive.google.com/file/d/1NR6rMmQahEVNaUpNJMrAZSGw6O-GBz8R/view?usp=sharing>

Lan + Firewall

<https://drive.google.com/file/d/1G8uLOA6fahI1C6L9RA4UacdO2mgxWfTN/view?usp=sharing>

Groups, Group Level Actions, and Users

https://drive.google.com/file/d/16YCLaQkOovHDHJkikz_3q4VCcauwV79z/view?usp=sharing

History & Logs/Help & Support

<https://drive.google.com/file/d/1nWHH12f8fX3dnHabuwguIXiEf18aNSfB/view?usp=sharing>

Configuration Management

Master Config and Push

<https://drive.google.com/file/d/1Wfl73MB04uXOhkqfEAzmtz3ZyTybpAyx/view?usp=sharing>

Save Config and Publish

<https://drive.google.com/file/d/1eF8hPiB665WpjFBgeFS3TZ6bUwtjULrk/view?usp=sharing>