SOTI MobiControl Enrollment Guide for RealWear HMT-1 & HMT-1Z1

(For Device Admin Based Management)

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SOTI MobiControl EMM Enrollment Guide

1. Solution Overview

SOTI MobiControl is an enterprise mobility management solution that secures and manages Google Android™, Apple® iOS, Linux®, macOS® and Microsoft Windows® devices, throughout their entire lifecycle, from deployment to retirement. It controls all aspects of business mobility — tracking physical assets, managing applications and content, as well as keeping devices and data safe and secure. SOTI is the proven leader for managing rugged, special-purpose devices used in key industries, such as: healthcare, transportation, logistics, retail and field services. It removes the complexity from managing a multi-OS, multi-vendor and multi-purpose business mobility program.
This deployment guide details how to enroll the RealWear HMT-1 or HMT-1Z1 with SOTI MobiControl.

2. Features

The SOTI MobiControl Device Agent application allows you to authenticate and enroll your RealWear HMT-1/HMT-1Z devices with the SOTI MobiControl management platform. The intuitive enrollment process will prompt you to authenticate, accept a terms of use agreement, and install any applications, content, and profiles set by your IT administrator. From within the SOTI MobiControl Device Agent client app, you can verify compliance status, see notifications, view device status, and alerts.

Note: The SOTI MobiControl Device Agent application works in conjunction with and is managed through configurable system settings within the SOTI MobiControl admin console. The SOTI MobiControl Device Agent application will not operate without the required SOTI infrastructure. Please contact your IT administrator before installing the SOTI MobiControl application.

With SOTI MobiControl you can:

- Remote Control and Remote View: access (and troubleshoot) your devices remotely
- Application management: control the software deployed to your devices
- Data protection: safeguard enterprise data with restricted content repositories, enforced connection policies and more
- Location services: find your devices and monitor their movements
- Profile configurations: apply settings across wide swathes of your deployment at once
- Data collection: gather vast amounts of data regarding your devices

3. Deployment Requirements

3.1 Software requirements

RealWear HMT Firmware version: 10.5.0+
RealWear Foresight: optional can be utilized for application deployment
RealWear Explorer version: 4.x optional can be utilized for assistance with setup
RealWear Companion app version: optional can be utilized for assistance with setup
SOTI MobiControl licensing
SOTI MobiControl Device Agent application:

3.2 Hardware requirements

RealWear HMT-1 or HMT-1Z1

4. SOTI MobiControl Device Agent App Installation to HMT

Instructions for installation:

4.1 Obtain the APK file for SOTI MobiControl Device Agent app from the SOTI MobiControl Device Agent Download page. Select Android - OEM Specific Agent and Plugins. (https://docs.soti.net/mobicontrolagentdownloads)

4.2 Install the SOTI MobiControl Device Agent app onto the HMT using either RealWear Foresight, or RealWear Explorer:

> RealWear Explorer available at:
> https://www.realwear.com/knowledge-center/developer/rw-explorer/
>
> RealWear Foresight available via:
> https://www.realwear.com/products/foresight/

5. EMM Registration Requirements

Registration steps may vary based upon the specific configuration setup by your SOTI MobiControl administrator. The following steps should be used as a guide, however steps may vary based on the environment to which you're registering the device.

5.1 Setting the Management Model

SOTI MobiControl can manage devices running multiple operating systems. Due to the variability of functionality across operating systems, SOTI MobiControl groups similar device types into 'Platforms'. Always ensure you are working within the right platform for your device type.

Device Administrator/Android Classic Enrollment:
https://www.soti.net/mc/help/v15.0/en/console/devices/managing/enrollment/androidplus/overview.html

Enrolling Android Classic Devices:
https://www.soti.net/mc/help/v15.0/en/console/devices/managing/enrollment/androidplus/classic/androidclassic.html

Note: Android Enterprise is supported with SOTI MobiControl and HMT Firmware version: 11.x + see alternate SOTI enrollment guide: here TBD

5.2 Required data for registration

Confirm that a user account has been provisioned and assigned the appropriate SOTI licensing

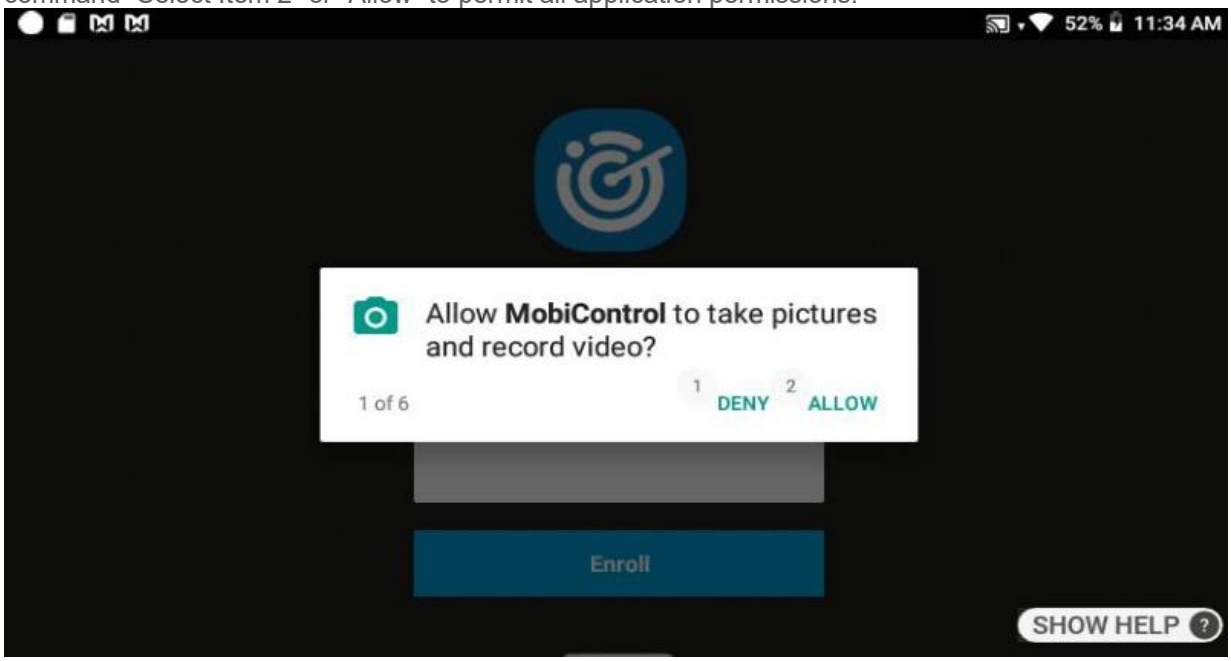
- Enrollment URL
- Enrollment ID
- Username/Email
- Password
- Barcode provided or created by SOTI MobiControl Stage

6. EMM Registration Steps

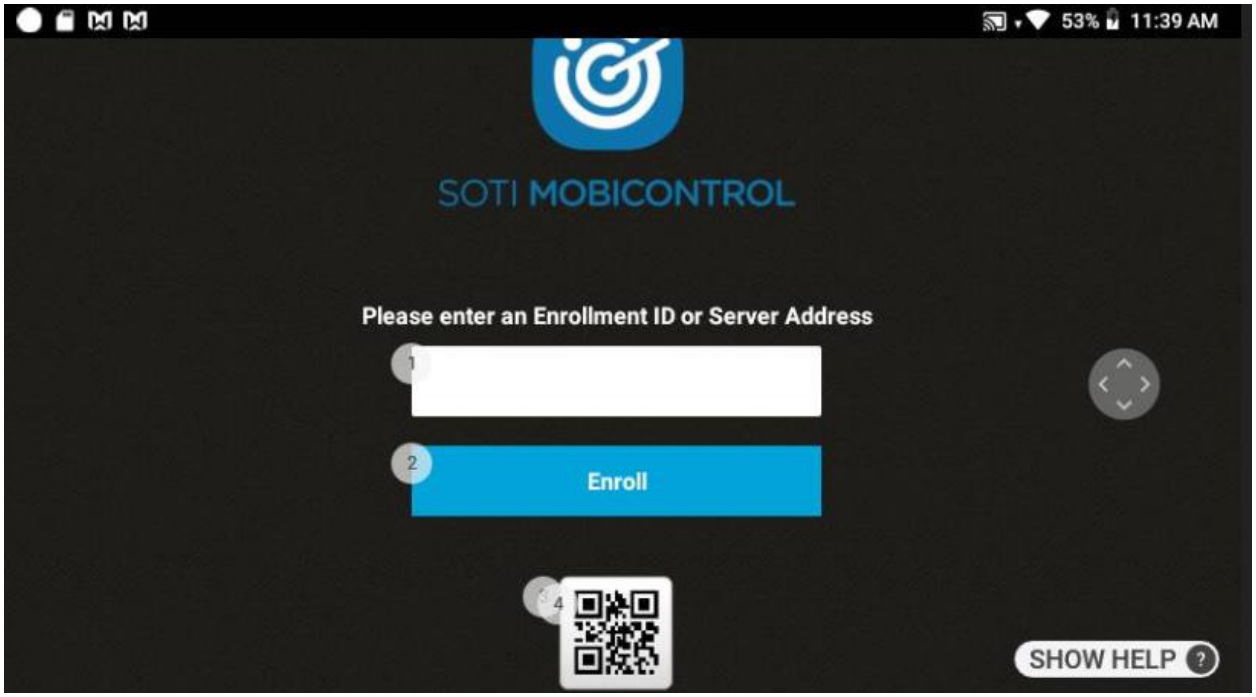
Ensure that the HMT device is connected to a WiFi network that has access to the Internet for registration to a cloud-based EMM

6.1 Ensure that the SOTI MobiControl Device Agent app installed on the HMT.
6.2 Launch the SOTI MobiControl Device Agent app using the voice command “MobiControl” or by using the voice command “Select Item #” where # is the number indicated for the SOTI MobiControl app (e.g. “Select Item 5” in the example below):

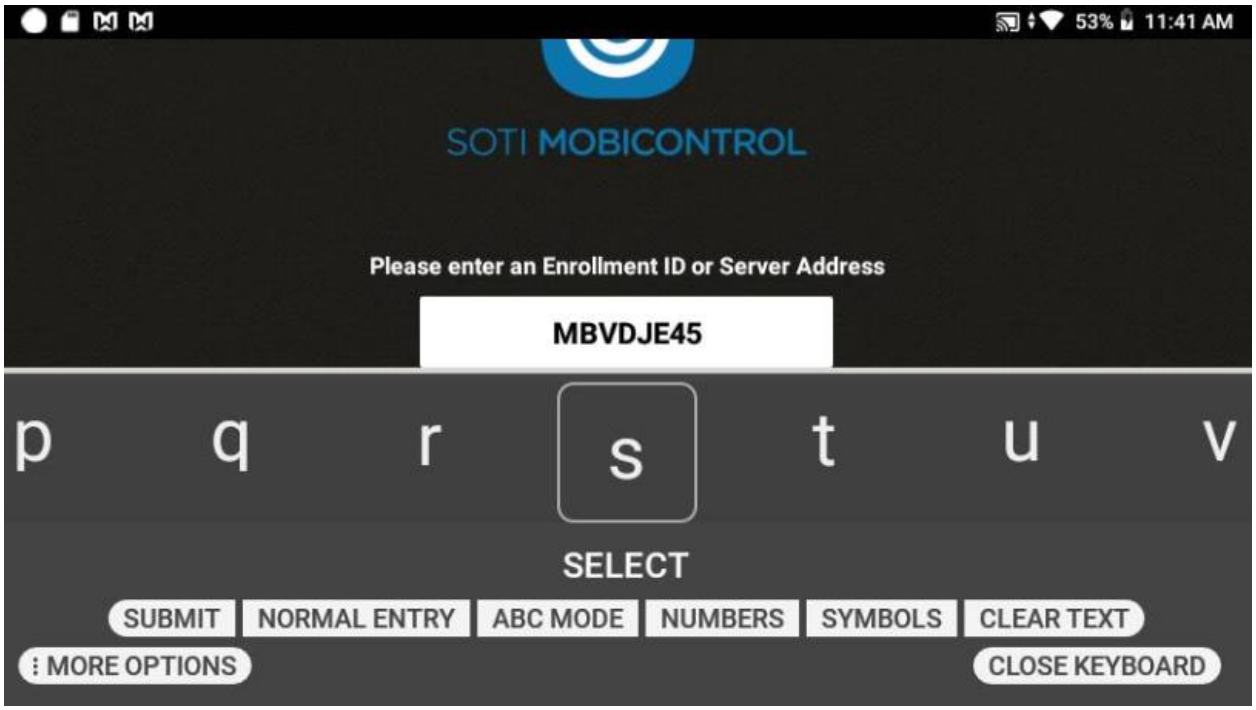
6.3 The SOTI MobiControl Device Agent app will prompt for a series of permissions use the voice command “Select Item 2” or “Allow” to permit all application permissions.

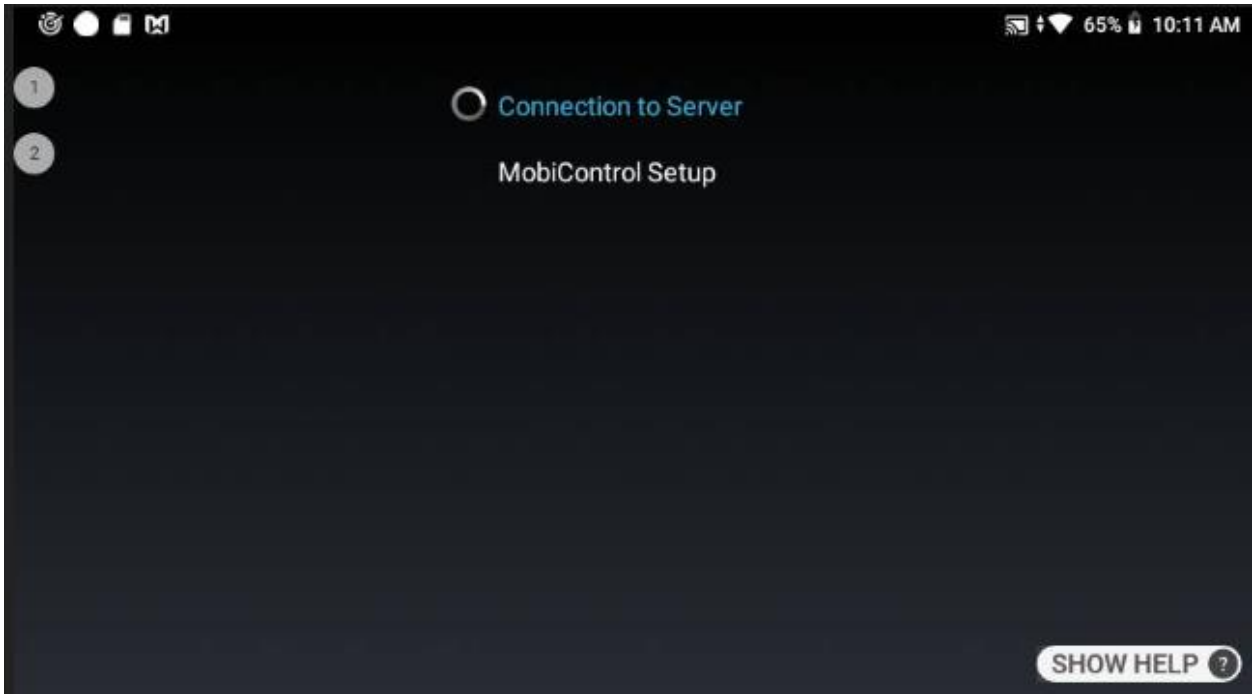


6.4 From the SOTI MobiControl Device Agent screen, use the voice command “Select item 1” to enter an Enrollment ID or Server Address or “Select item 4” for QR code Enrollment.

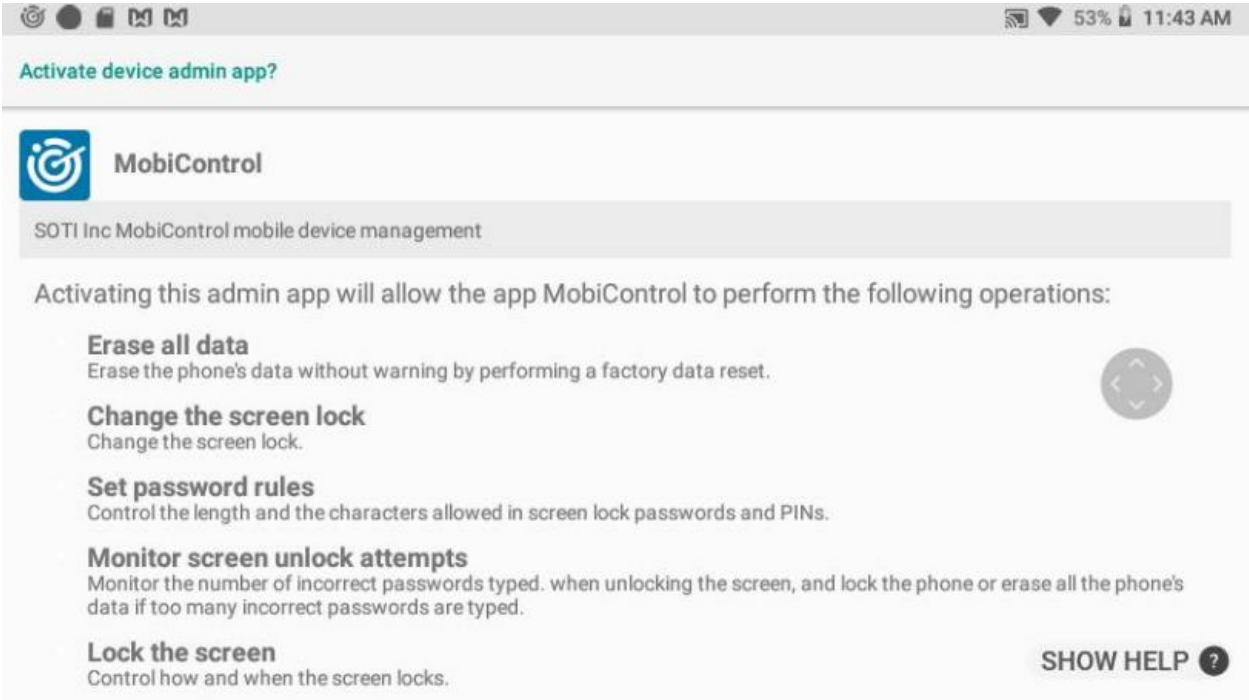


6.5 Enter a valid Enrollment ID or Server Address using the onscreen keyboard, RealWear Explorer, or via the RealWear Companion mobile app. Use the voice command “Submit” or “close keyboard” “Select item 2” or simply “Enroll” when done.

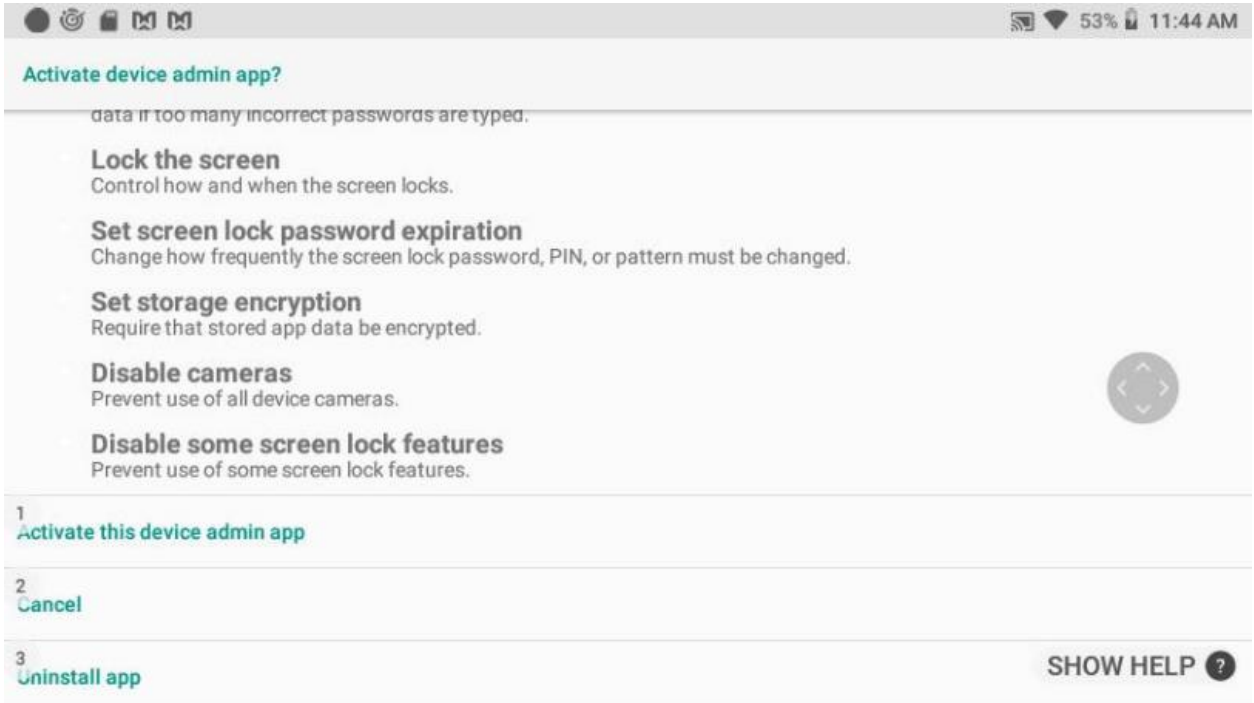




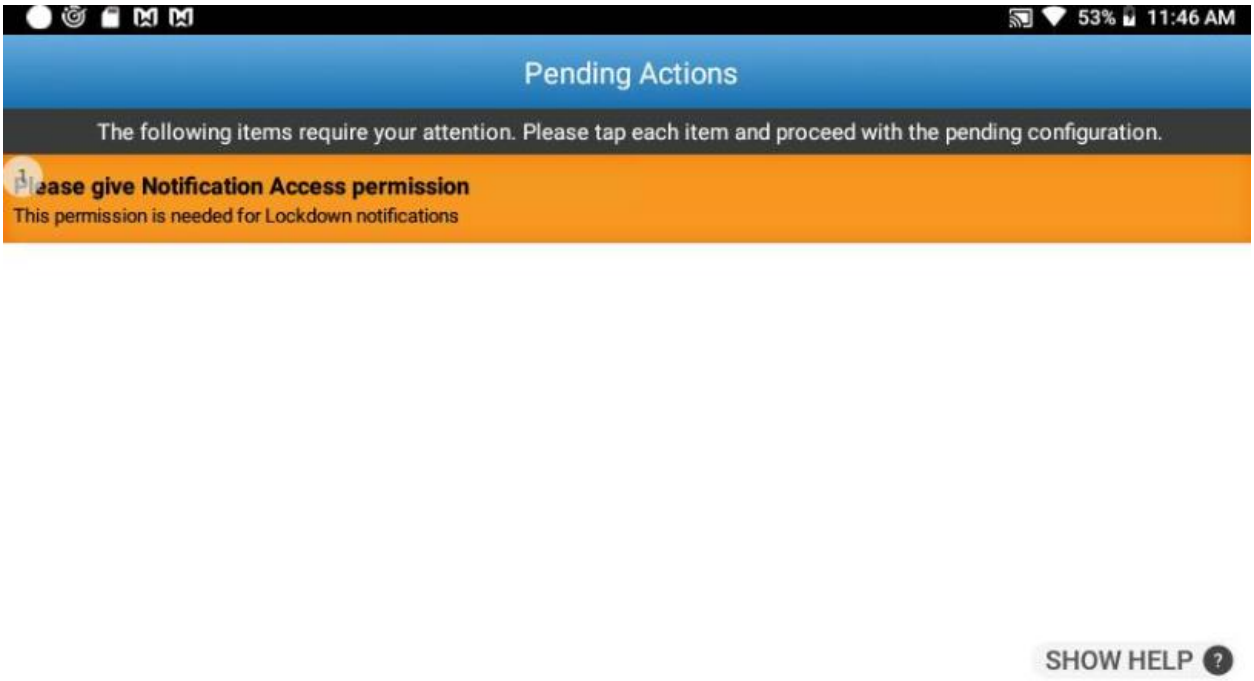
6.6 On the next setup screen the SOTI MobiControl Device Agent app will prompt to activate the device administrator. Say “Page Down” to reveal additional items.



6.7 Use the voice command “Select Item 1” to Activate Device Admin:

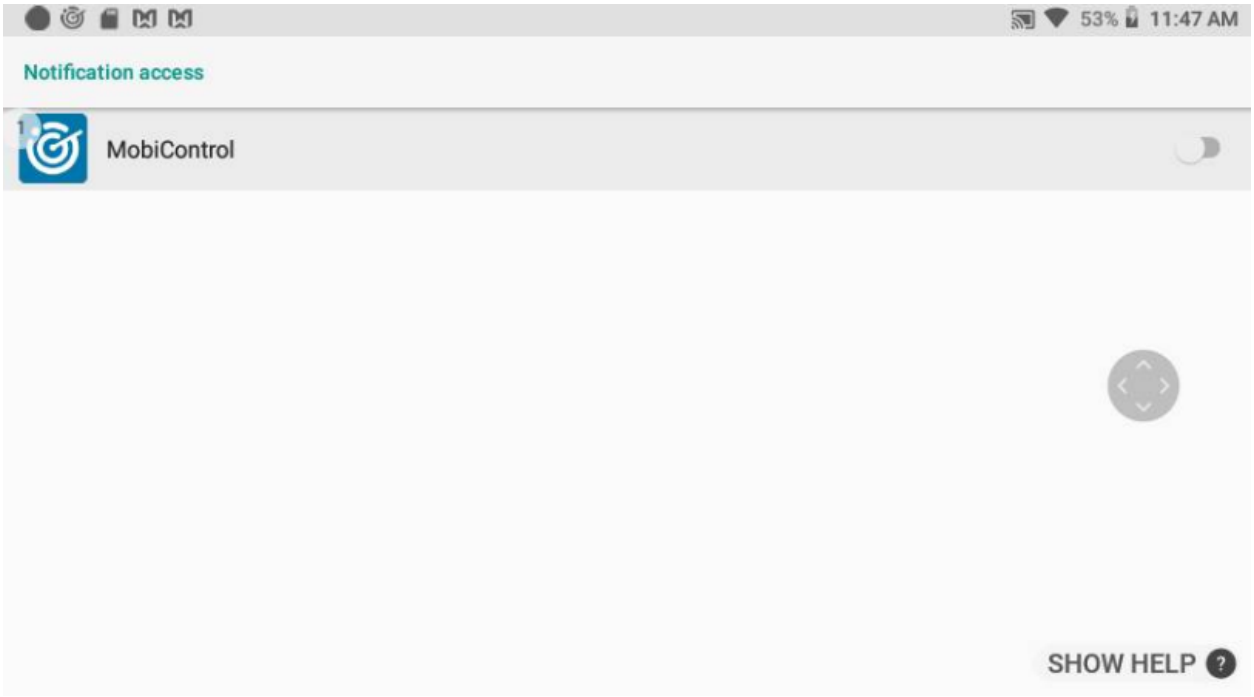


6.8 From the ‘SOTI MobiControl Device Agent’ screen, say “Pending Actions” or use the voice command “Select item 1”.

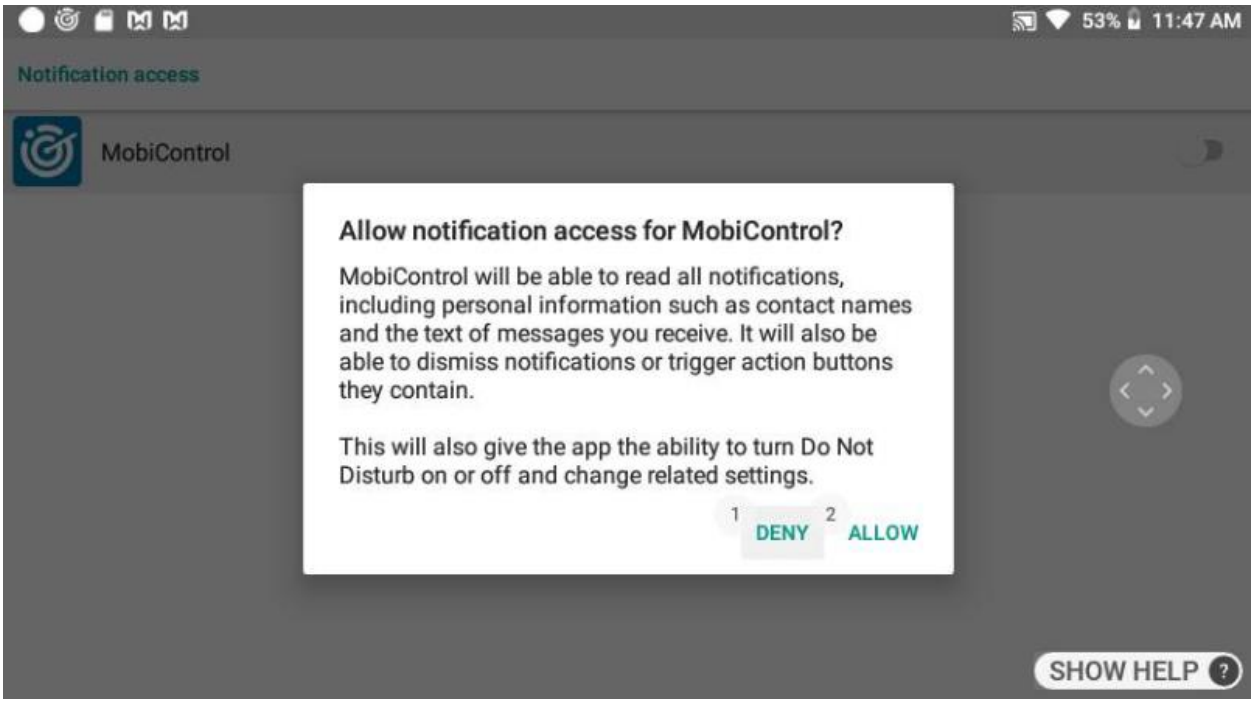

53% 11:46 AM
Pending Actions
The following items require your attention. Please tap each item and proceed with the pending configuration.
ease give Notification Access permission
This permission is needed for Lockdown notifications

SHOW HELP

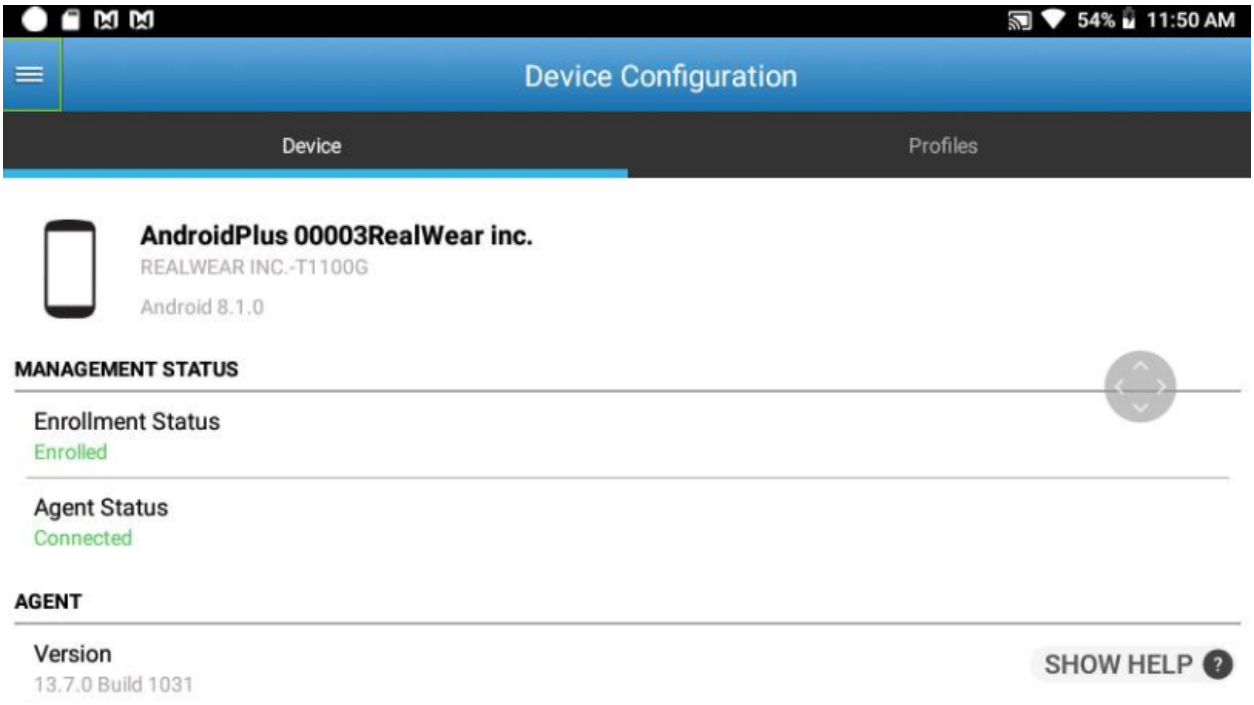
6.9 From the ‘SOTI MobiControl Device Agent’ screen, say “Notification Access” or use the voice command “Select item 1”.



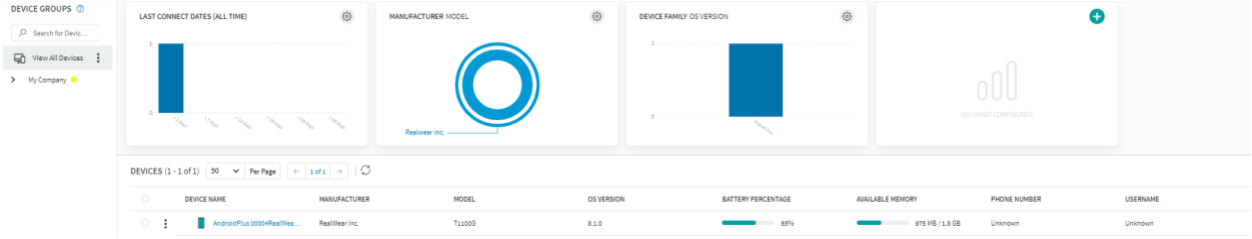
6.10 Use the voice command “Select item 2” to Allow Notification Access.

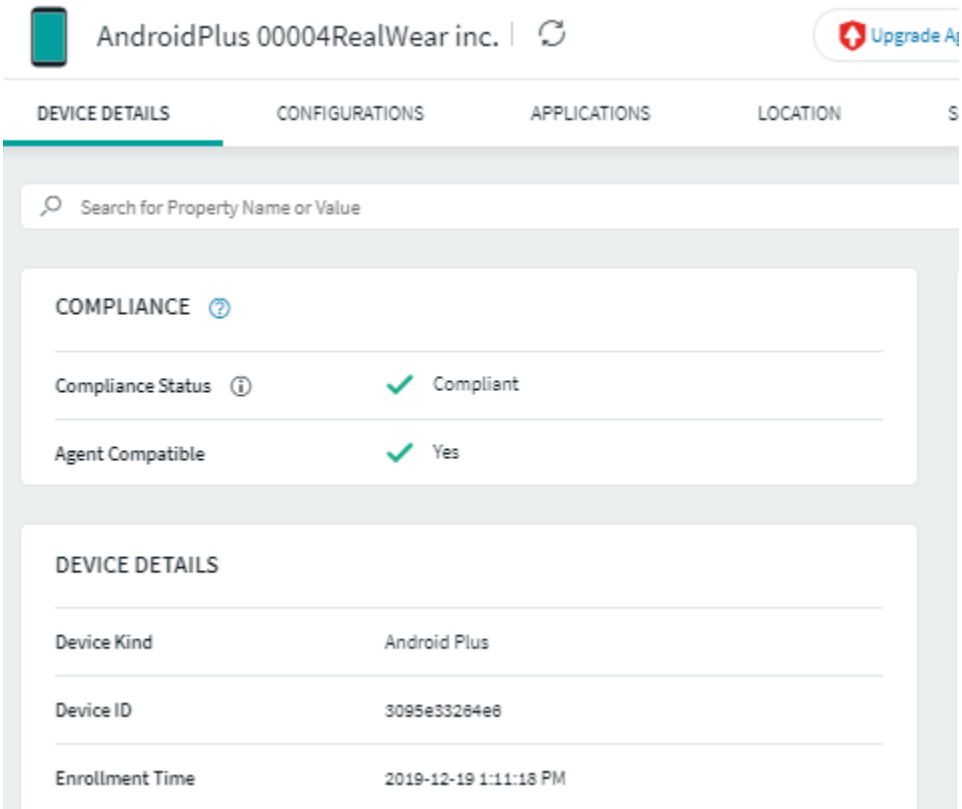


6.11 Use the voice command “Select item 5” to Navigate back to the Device Details/Management Status page. You should now see a “Management Status” is “Enrolled” and “Agent Status” is “Connected”, indicating the device is registered and in compliance.



6.12 Within the SOTI MobiControl admin console, you should now see the HMT device listed in the ‘All Devices’





HMT Device enrollment is now complete.