

Sophos Mobile Control

User guide for Windows Mobile

Product version: 2

Document date: December 2011



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1 About Sophos Mobile Control

Sophos Mobile Control is a mobile device management solution for smartphones and tablets. 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.

1.1 About this guide

This guide describes how to use the Sophos Mobile Control Self Service Portal to

- install and set up Sophos Mobile Control on Windows Mobile devices
- manually synchronize registered devices with the Sophos Mobile Control server
- reset devices to their factory settings (wipe) in case of theft or loss
- reconfigure devices in case they have been wiped

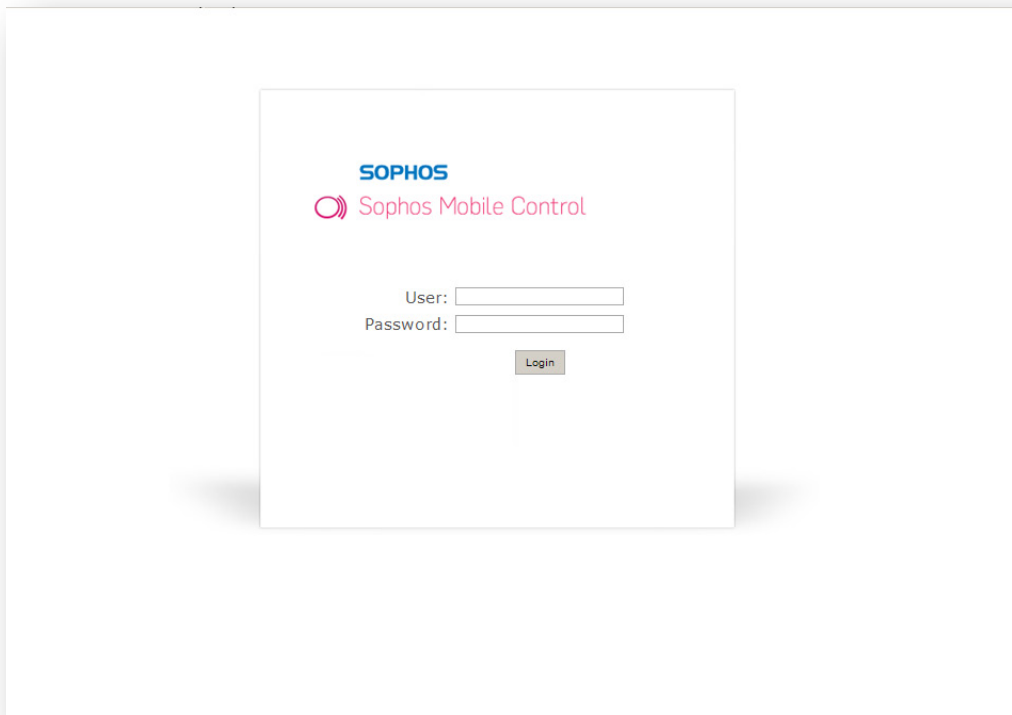
2 Set up Sophos Mobile Control on a Windows Mobile device

Prerequisite:

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

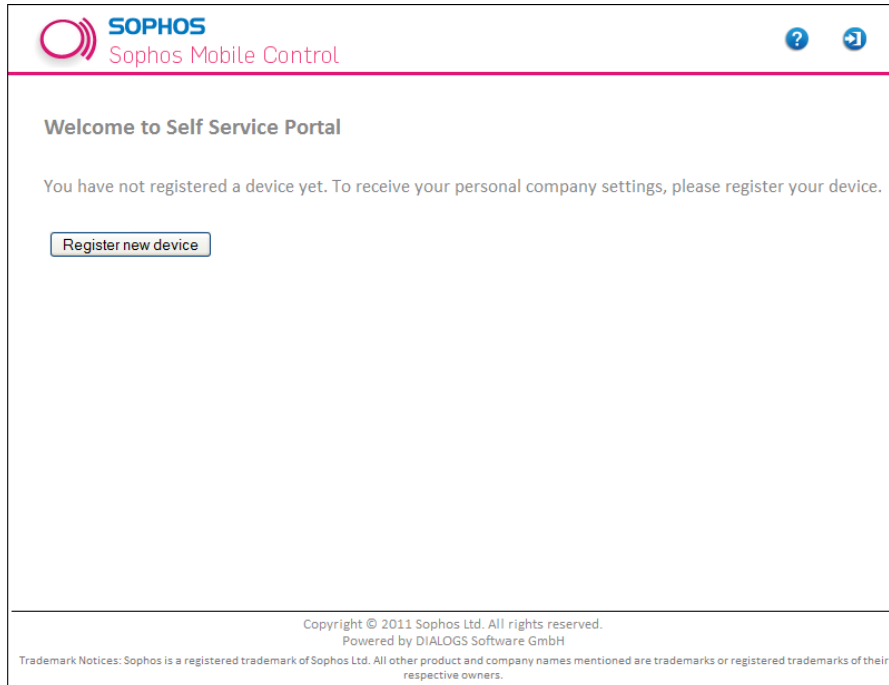
1. Open the Browser on your computer and go to the Sophos Mobile Control - Self Service Portal

The Self Service Portal login page is displayed.



2. Enter your **User** name and your **Password** (most likely, this is the user name and the 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**.

The **Company Policy** page is displayed.

4. Read the company policy information, select **I accept the terms** and click **Next**.

5. On the Select device page, select Windows Mobile and click Next.

SOPHOS
Sophos Mobile Control

Select device

Android for example HTC Desire, Samsung Galaxy S, Google Nexus One, Motorola Milestone

iOS for example Apple iPhone 4, Apple iPhone 3G, Apple iPad

Windows Mobile for example HTC Touch, HTC HD 2, Samsung Omnia

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6. On the Device information page, enter the Phone number of your device. For easy identification, enter a Device description.

SOPHOS
Sophos Mobile Control

Device information

Please enter the phone number of the device. You have to enter the number in international format (for example: +441701234567 for a UK number or +12025551234 for a number in North America). For easy identification, you should name the device (for example John Doe's iPhone).

Phone number:

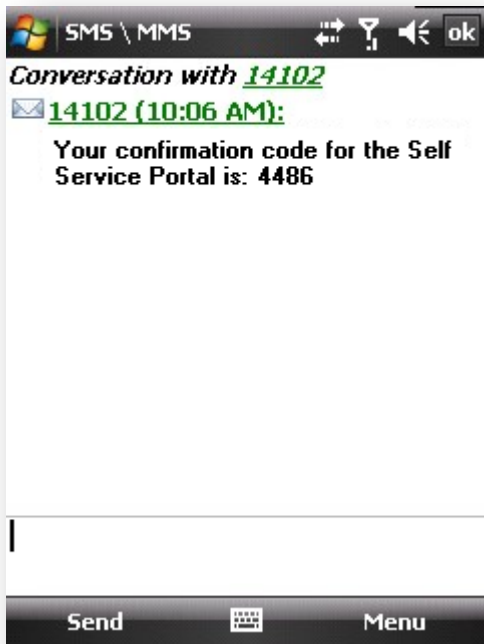
Device description:

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7. 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.

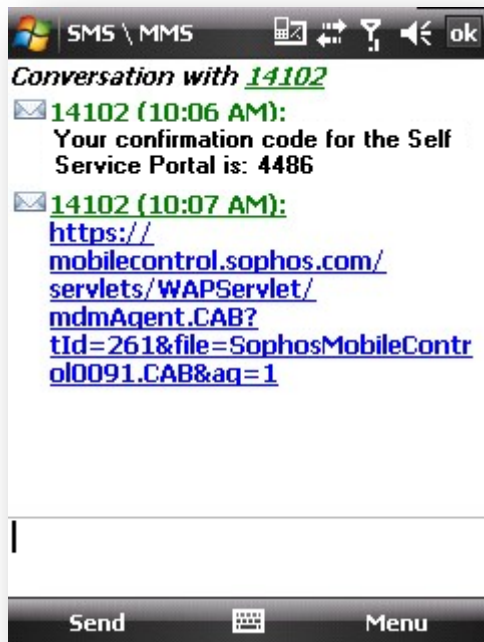
8. On the **Confirm phone number** page, enter the confirmation code received.



9. Click **Next** to initiate installation.

A **Progress** page shows an overview on setup progress. It is followed by a **Progress** page with a short instruction on how to proceed.

10. On your phone, you receive a message with a download link.



11. Click on the link. You may have to confirm that you want to continue to the relevant website.



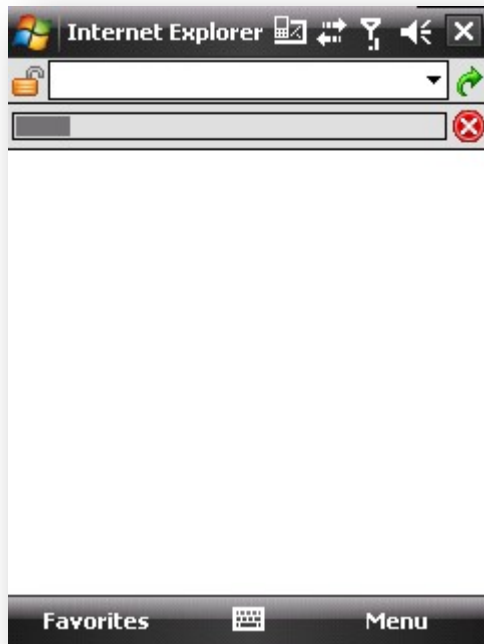
Click Yes.

The download dialog is displayed.

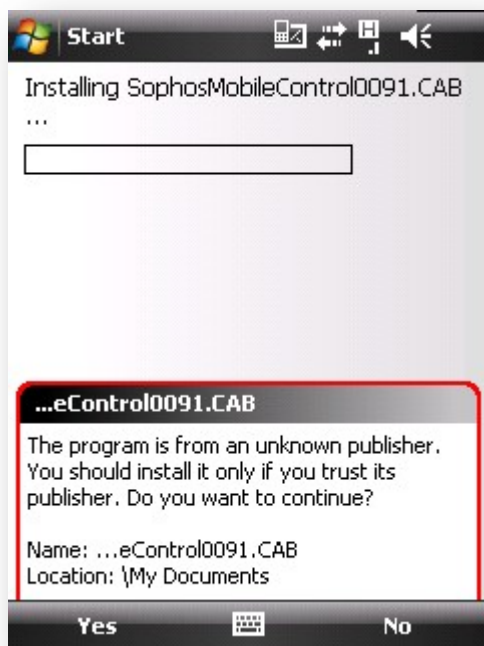
12. Click Yes to download the Sophos Mobile Control software.



13. The download progress is displayed.



14. After the software has been downloaded you are prompted confirm that you want to install it.



15. Click Yes to install Sophos Mobile Control.

The installation progress is displayed.

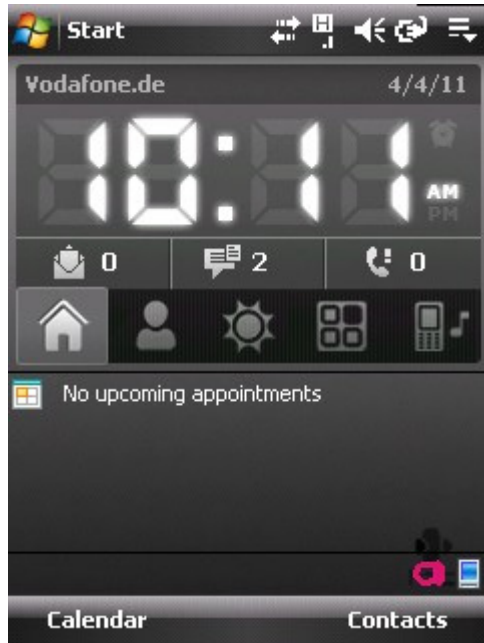


16. After the installation has been completed, a confirmation message is displayed.

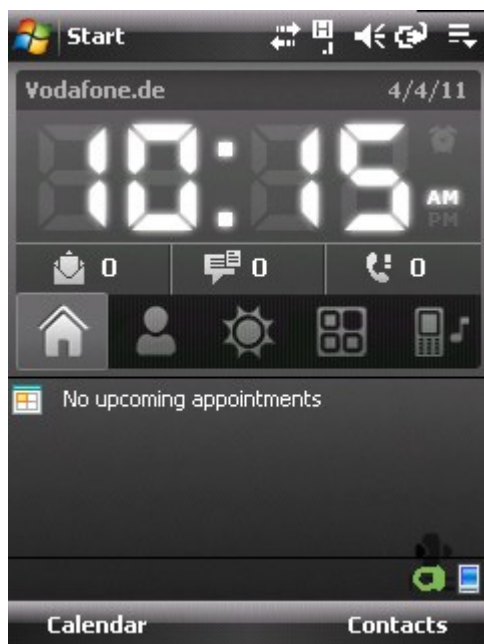


17. Click OK.

After you close the Browser on your device, the **Start** screen is displayed. The pink Sophos Mobile Control icon indicates that the client communicates with the server.



18. When communication with the server has been completed, the icon changes from pink to green.



19. After configuration has been completed, a success message is displayed in your Browser. Click **OK**.
20. 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.

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 the Mobile Device Management profile is removed from the mobile device, all data (email, calendar items and contacts) introduced by the profile will also be removed.

4 Synchronize your device manually

After you have installed and configured the software on your device, you can manually synchronize it with the Sophos Mobile Control server.

This is for example useful in the following situations:

- Your device has been switched off for a longer period of time and therefore has not been synchronized with the server. In this case, your device is non-compliant and you may for example not be able to receive emails on your device. To make your device compliant again, you have to synchronize it with the Sophos Mobile Control server.
- Your device is non-compliant due to other reasons and you have to make changes on your device to comply with your company policy. After you have made the necessary changes, you have to synchronize your device with the Sophos Mobile Control server.

To manually synchronize your device, go to the relevant device on the Self Service Portal Welcome page and click **Refresh data**.

5 Wipe device

In case of theft or loss you can reset your device to its factory settings (wipe).

Note: If you wipe your device, all data on the device is deleted.

1. Go to the Self Service Portal Welcome page.
2. In the list of registered devices, go to the relevant device.
3. Click **Wipe device**.

A message box is displayed.

4. Select **I am aware that the following action cannot be undone**.
5. Click **Delete all data**.

Your device is reset to its factory settings. All data is deleted.

6 Reconfigure device

Should Sophos Mobile Control have been removed from your device (for example because the device has been wiped) and your device is still registered, you can reconfigure your device with the Self Service Portal.

1. Go to the Self Service Portal Welcome page.
2. In the list of registered devices, go to the relevant device.
3. Click **Reconfiguration**.

A message box is displayed.

4. Click **Reconfiguration**.

A **Notice** page is displayed.

5. Click **Next**.

The installation and configuration process is initiated. The steps are identical with those described for setting up Sophos Mobile Control on Windows Mobile phones. After the process has been completed, Sophos Mobile Control is set up again on your device.

7 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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