Optimal Biz
Android Client Reference Manual

Last update date October 16, 2022
(Website ver.9.13.1)
OPTiM Corporation

Getting Started

Purpose of this manual

This manual explains operation of Android device.

How to read this manual

The meanings of symbols and marks used in the explanation of this manual, the types of screens used in manuals, and notes are as follows.

◆ About the symbol ･ mark

The marks and symbols used in the manual are as follows.

Symbols / Mark	Description
[ ]	Represents menu name, button name, and link name.
" "	Represents the name you want to emphasize, such as tab name, function name, item name, reference destination in the manual.
< >	Represents the manual name or the document name.
⇒	Represents the result of the operation.
🔍	Represents the manual or document to be referenced.
☞	Represents the reference in the manual and the link to the website.
📝	Explains what to watch out for.
✎	Explains points of handling and operation and what is convenient to know.
Operation	In the explanation of the screen, describes the menu operation for displaying the corresponding screen. Ex.) Operation [Settings]→[iOS]→[Applications]→[Application Distribution]→ ✚

◆ About the screen

●The version notation on the screen may differ from the actual one.

About website URL

URLs of websites other than our company described in the manual are subject to change without notice.

About trademark

●Company names and product names mentioned are trademarks and registered trademarks of each company.

Table of contents

1 About Android client

Describes the following items.

1.1 Overview

Optimal Biz (hereinafter referred to as this product) is a support service that manages and operates Android devices without requiring expert knowledge. Remote lock and remote wipe (initialization) of Android devices can be performed from Optimal Biz management site.(hereinafter referred to as the management site).

This manual is the operation manual of Android devices. For operation of the management site, refer to the following.

<Management Site Reference Manual>

1.2 Agent type

Android agent has both the conventional version and the store version. The differences are as follows.

Since the conventional version does not correspond to the new function and the new OS, use the store version in principle.

	Conventional version	Store version
Package name	jp.co.optim.bizagent	jp.co.optim.bizagent.biz3.store
Supported OS version	Android 8.x Do not support Android 9 or later	Supported version Support new OS version at any time
New OS/New function correspondence	No correspondence	Corresponding
How to get	-	Android Enterprise provisioning using afw identifier/QR/NFC/ Google Workspace (formerly G Suite) /zero-touch enrollement etc.
How to use Android Enterprise	None	Available
How to make Device Owner Mode	None	Available Device Owner Mode only
How to update agent	Manual, AppManager, or distributed by administrator	Manual/Auto from Google Play, distributed by administrator via managed Google Play

1.3 OS support policy

In this product, OS support policy was established with the aim of ensuring product operation and security functions. We will end support of lower OS version on a regular basis, so customers who use OS and devices that are not subject to support will be requested to update OS or change model.

This OS support policy also covers Optimal Biz Browser.

Support policy	Example of support
●Support from the latest supported OS of this product to OS major version three generations ago. ●With the addition of the latest supported OS, as for the OS version that became out of support, we respond to inquiries as much as possible only for one year from the date the support period expires as transition period. Operation guarantee and trouble correspondence are not performed.	●Android 12: Latest supported OS ●Android 11: One generation ago ●Android 10: Two generations ago ●Android 9: Three generations ago 📝Android 8.x is no longer supported. We will try our best to respond to your inquiries until October 23, 2022.

1.4 Agent System Requirement

Target OS	Android 9 or later 📝We support up to Android 8.x for the conventional version agent. 📝For details, refer to the following. 🔍<Android Support Device List>
Device memory	At least 200MB available disk space
SD Card	At least 5MB of available disk space (required when saving the downloaded installer on the SD Card)
Network Connection	Connected to the internet via 3G or Wi-Fi. Available to communicate HTTPS (port 443) to the management site with / without proxy.

📝Support for agent: Optimal Biz supports the agent for 180 days after release. Also supported are two newest generations of released agents

📝Only available in Japan.

1.5 System Requirement for Optimal Biz Browser

Target OS	Android 9 - 12 📝We support up to Android 8.x for the conventional version agent. 📝For details, refer to the following. 🔍<Android Support Device List>

1.6 Agent Function

Summary	Description
Retrieve Android Device Information	Retrieve Android device information regularly and send it to the server.
Set Android Device	Get the setting information from the server and apply the setting to Android device.
Backup Android device setting backup	Retrieve Android device information regularly and send it to the server.
Restore Android device setting	Download the setting previously saved on the server and restore the Android device setting.
Application / Contents Distribution	Get applications and contents files distributed from the server and distribute them to a device.
Distribute Messages	Get messages distributed from the server and distribute the messages to a device.
Detect illegal applications (Antivirus)	Searches for illegal applications.

1.7 Information collected by Agent

Category	Items	Remarks
Device Information	GPS Function	
	OS version	
	Model Name	
	Phone number	Only for SIM inserted devices
	IMEI	
	Firmware Version	
	Build Number	
	Serial Number	
	Bluetooth Status	
Battery Information	Battery Level	
	Battery Status	
Device Password	Password Policy	
	Reuse of Password	
	Password Expiration	
Network information	Global IP Address	
	Network Mode	3G/Wi-Fi/WiMAX
	Network Operator	Only for SIM inserted devices
	MAC Address	
	IP Address	
	Wireless Network	
	SSID	

Category	Items	Remarks
Antivirus	Antivirus software log	
	Antivirus software name	
	Antivirus features	
	Application Version	
	Version of the Pattern File	
	Pattern File	
	Last date/time update checked	
	Last date/time updated	
Optimal Biz	Agent Version	
	Communication Date	
	Authentication Date/Time	
	Log	
	Screen timeout	
	Remote lock due to failed screen unlock attempts	
	Remote Lock Status	
	Encryption Status	
	Rooted Status	
	Root Detection Status	
	List of apps	
	Location Data	
	Status	
	Status Acquisition Date/Time	
	Scheduled messages	
	Message box	

For all the information collected by the agent, refer to the following.

"Assets" – "Add with CSV" – "Structure of import CSV file" in <Management Site Reference Manual>

2 Agent Basic Operations

Describes the following items.

2.1 Installing Agent

This product uses the agent to manage and configure Android devices.

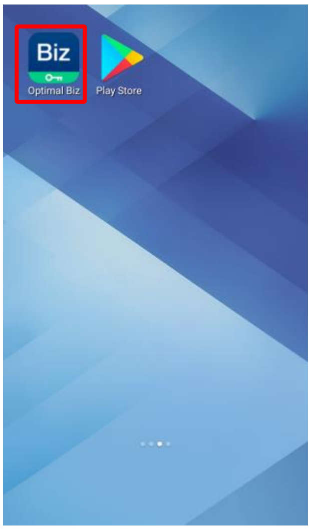
📝Kitting methods depend on the integration method between the management site and Google. Check the integration methods before performing kitting. For details, refer to the following.

"Selecting kitting method" in <Android Kitting Manual>

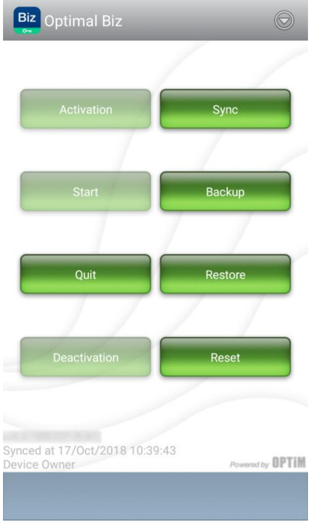
2.2 Menu Screen

2.2.1 Menu Screen

【1】Tap [Optimal Biz] icon.



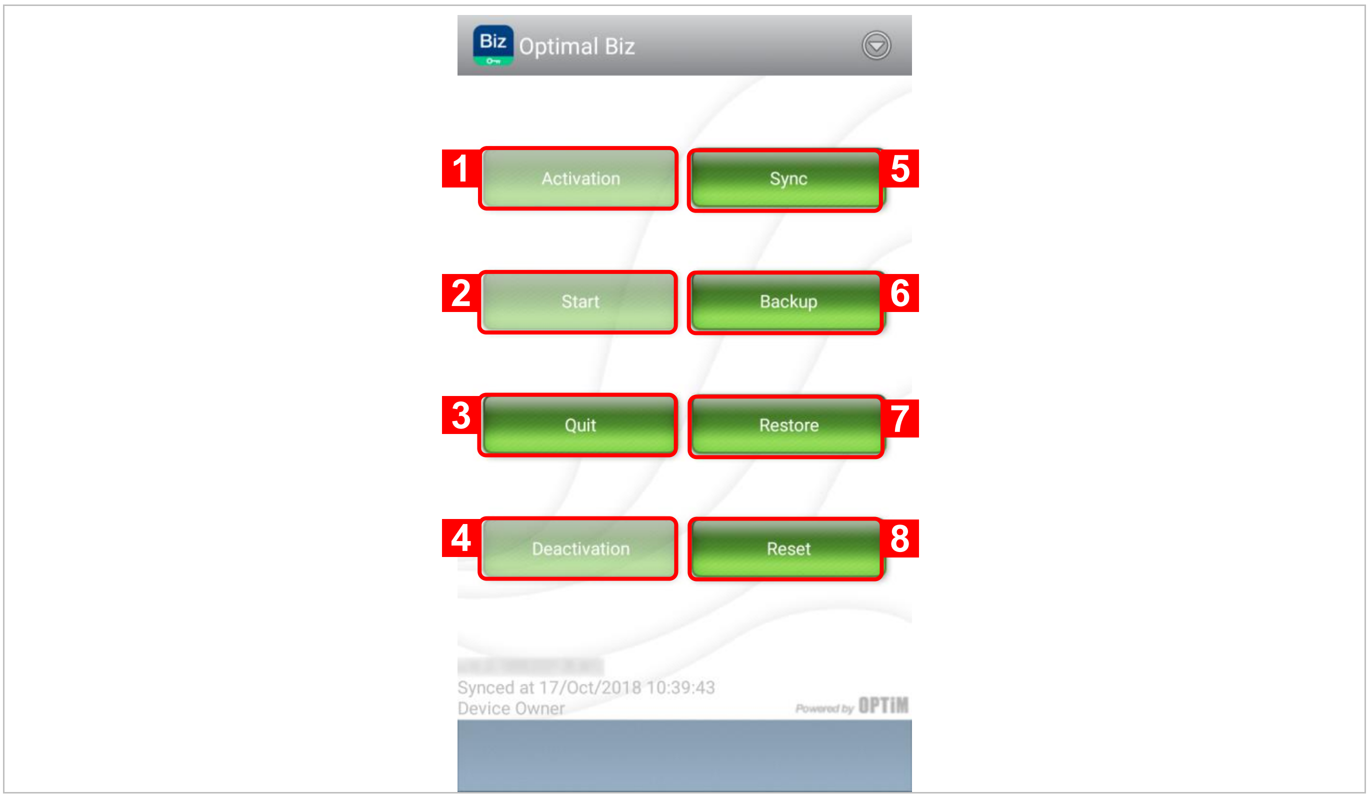
【2】The main menu is displayed.



[redacted]
Synced at 17/Oct/2018 10:39:43
Device Owner

2.2.2 How to use Menu

Depending on the agent status, some buttons may be disabled.



No.	Object	Function
1	[Activation]	To use this product, you need to carry out a license authentication for it. The license authentication steps depend on the integration method between the management site and Google. Check the integration methods before performing license authentication. For details, refer to the following. "Selecting kitting method" in <Android Kitting Manual>
2	[Start]	Launch the agent. For details, refer to the following. "Re-Launching agent" Page 108
3	[Finish]	Quit the agent. For details, refer to the following. "Quit agent" Page 107
4	[Deactivation]	The license cannot be canceled because it is a specification to prevent data leakage which can be caused by the user's information remaining on the device. "Factory resetting the device" – "Change the device user" in <Android Kitting Manual> If you are using a conventional agent and are not in Device Owner Mode, you can cancel the license. For details, refer to the following. "Deactivating agent" Page 109
5	[Sync]	You can synchronize data and quickly apply the settings which your administrator changed in the management site. For details, refer to the following. "Applying latest setting to Android devices" Page 14
6	[Backup]	You can back up your Android device data on the server. For details, refer to the following. "Backup Android device to the management site" Page 31

No.	Object	Function
7	[Restore]	You can restore your Android device data from the backup data stored in the server. For details, refer to the following. ☞"Restoring Android device saved on the management site" Page 32
8	[Reset]	Initialize the device and make it to the factory shipping screen. For details, refer to the following. "Factory reset using the agent" – "Factory resetting the device " – "Change the device user" in <Android Kitting Manual> If you use a conventional agent that is not in Device Owner Mode, [Uninstall] is displayed. For details, refer to the following. ☞"Uninstalling Agent" Page 110

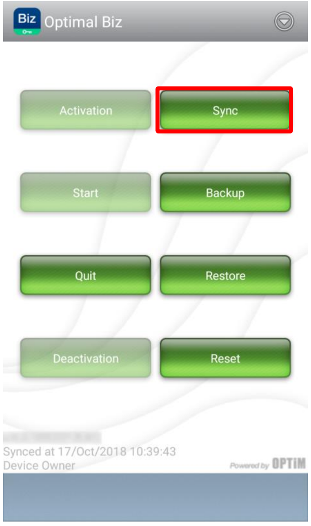
2.3 Applying latest setting to Android devices

You can synchronize data and quickly apply the settings which your administrator changed on the management site.

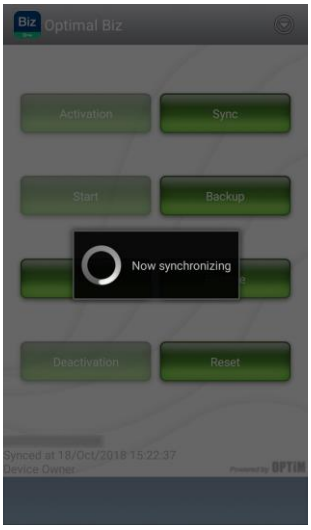
【1】 Tap [Sync] on menu.

✍For the display method of the menu screen, refer to the following.

☞"Menu Screen" Page 11

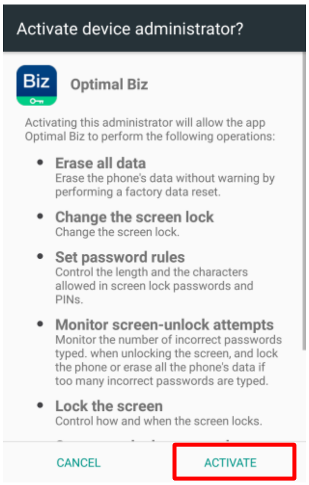


【2】 Applying the latest changes.



<<When the device management function is not activated with the conventional version agent>>
The screen on the right appears.
Tap [Activate].

✍If the device management function is not launched when the Android device communicates with the server, the screen is also displayed. Tap [Activate].



Activate device administrator?

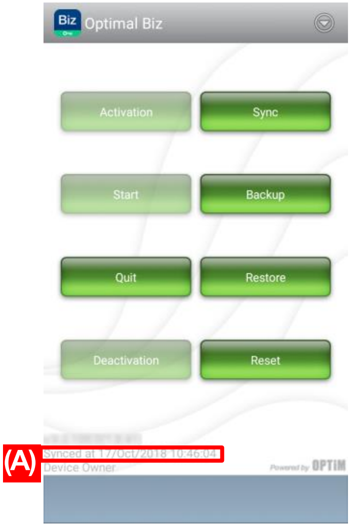
Biz Optimal Biz

Activating this administrator will allow the app Optimal Biz to perform the following operations:

- **Erase all data**
  Erase the phone's data without warning by performing a factory data reset.
- **Change the screen lock**
  Change the screen lock.
- **Set password rules**
  Control the length and the characters allowed in screen lock passwords and PINs.
- **Monitor screen-unlock attempts**
  Monitor the number of incorrect passwords typed. when unlocking the screen, and lock the phone or erase all the phone's data if too many incorrect passwords are typed.
- **Lock the screen**
  Control how and when the screen locks.

CANCEL ACTIVATE

【3】 **Synchronization is completed. The date and time of synchronization are displayed in (A).**



Synced at 17/Oct/2018 10:46:04
Device Owner

2.4 Displaying location access policy

The location information access policy is displayed to recognize that the Android agent is accessing location information in the background.

✎For information on location information settings, refer to the following.

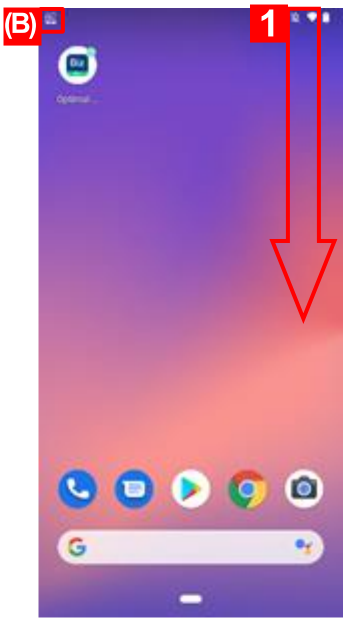
☞For Android 5.x and earlier:"Setting Location Data Collection" Page 55

☞For Android 6.0 or later: "Setting permissions" Page 60

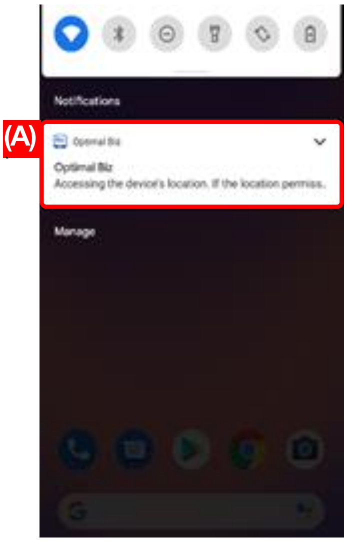
【1】Swipe up on the screen.

⇒(A) Location access policy is displayed.

✎While the agent is running, the status bar always displays the Optimal Biz icon (B).



✎Swiping does not delete notifications.

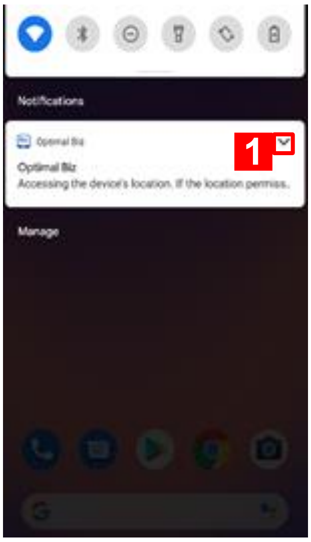


Optimal Biz
Accessing the device's location. If the location permiss.

≪For Android 8.0 or later≫

【1】 Tap ^.

⇒(A) The full text of the location information access policy is displayed.



Notifications

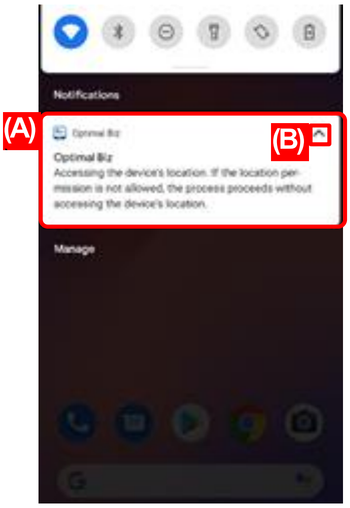
Optimal Biz

Optimal Biz
Accessing the device's location. If the location permiss...

Manage

✎Swiping does not delete notifications.

✎To collapse the full text, tap (B) ^.



Notifications

Optimal Biz

Optimal Biz
Accessing the device's location. If the location permission is not allowed, the process proceeds without accessing the device's location.

Manage

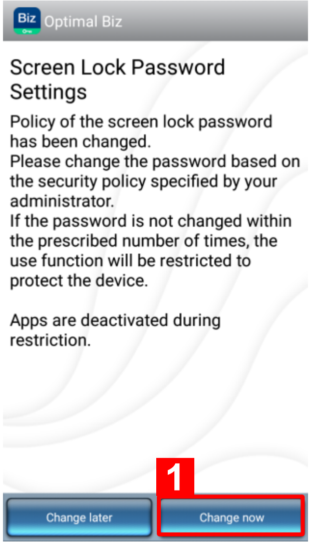
3 Setting Screen Lock Password

Describes the following items.

3.1 Setting Screen Lock Password

The administrator can get the user to set the screen lock password by only changing the setting in the management site. The password setting screen is displayed automatically. Follow the steps below to set the password.

【1】Tap [Change now].



Screen Lock Password Settings

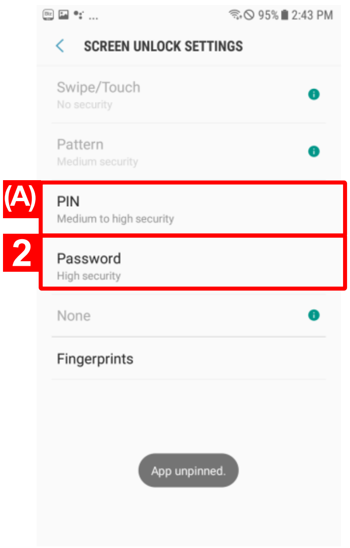
Policy of the screen lock password has been changed.
Please change the password based on the security policy specified by your administrator.
If the password is not changed within the prescribed number of times, the use function will be restricted to protect the device.

Apps are deactivated during restriction.

【3】Tap [Password].

Depending on the setting of the management site, (A) "PIN" can also be set. In that case, set either "PIN" or "Password".

The screen differs depending on your Android device. The fingerprint registration confirmation screen may be displayed before the screen on the right appears.



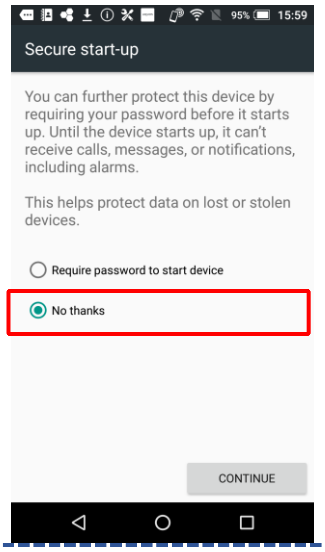
SCREEN UNLOCK SETTINGS

- Swipe/Touch — No security
- Pattern — Medium security
- PIN — Medium to high security
- Password — High security
- None
- Fingerprints

Attention

If you are using Android 6.0 or later, "Secure start-up" will be displayed. Select "No thanks".

If "Require password to start device" is selected, if you forget your password, device may restart and you may not be able to change the screen lock password.



Secure start-up

You can further protect this device by requiring your password before it starts up. Until the device starts up, it can't receive calls, messages, or notifications, including alarms.

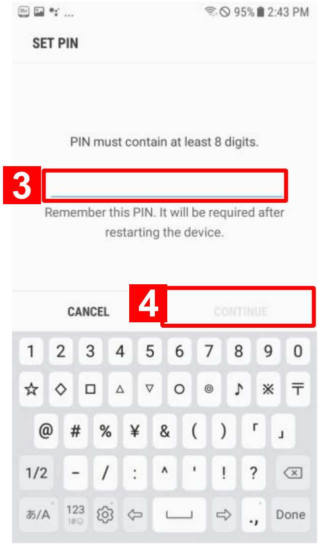
This helps protect data on lost or stolen devices.

○ Require password to start device

● No thanks

【4】 **Enter "Password".**

【5】 **Tap [CONTINUE].**



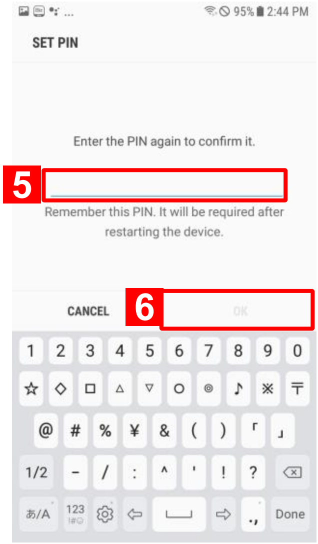
SET PIN

PIN must contain at least 8 digits.

Remember this PIN. It will be required after restarting the device.

【6】 **Re-enter "Password" for confirmation.**

【7】 **Tap [OK].**



SET PIN

Enter the PIN again to confirm it.

Remember this PIN. It will be required after restarting the device.

4 Change Screen Lock Password

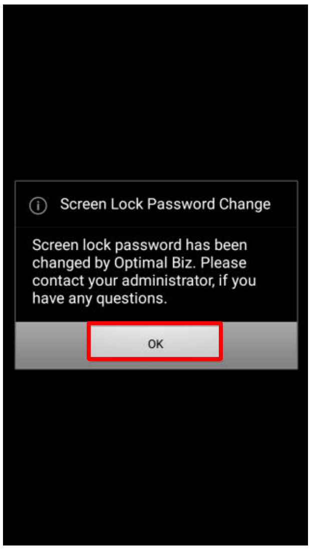
Describes the following items.

4.1 When Screen Lock Password is changed

When the screen lock password is changed by the management site, the following screen is displayed.

【1】 **Tap [OK].**

📝Contact your administrator to confirm the new password.



Screen Lock Password Change

Screen lock password has been changed by Optimal Biz. Please contact your administrator, if you have any questions.

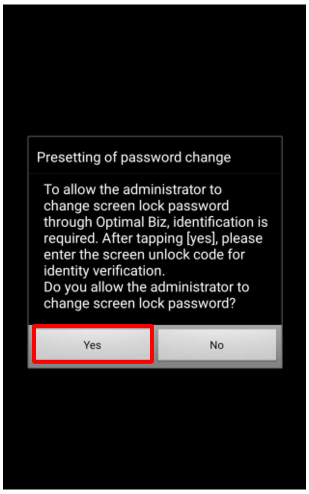
<<When Android 8.0 or later and Device Owner Mode and some

A screen prompting "Presetting of password change" may be displayed at the time of agent authentication or agent update.

In that case, tap [Yes]. Confirm your identity on the screen displayed. Enter the password, PIN, or pattern that are set on the device, but do not use biometric authentication. When it is completed, it will not be displayed from next time.

📝It is to confirm that you are the device user who can unlock screen lock, and the device is not actually locked.

📝The "Screen unlock code" is the password, PIN, or pattern set on the device to unlock the screen.



Presetting of password change

To allow the administrator to change screen lock password through Optimal Biz, identification is required. After tapping [yes], please enter the screen unlock code for identity verification.
Do you allow the administrator to change screen lock password?

5 When the screen lock password policy is not satisfied

If the policy of the password set by the screen lock of the management site is not satisfied in the Device Owner Mode device, a warning screen is displayed on the agent, and until the password policy is satisfied, the target apps are hidden (or deactivated).

Describes the following items.

Attention

●Operating behavior varies depending on the Android OS version.

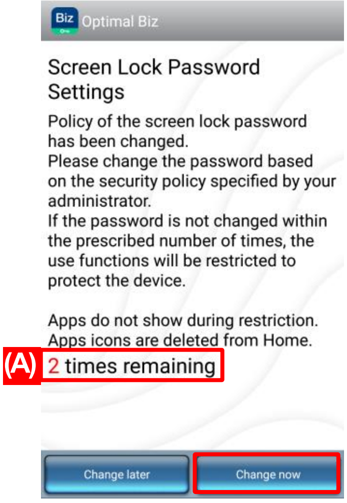
Android OS version	Behavior	Password change screen
Android 7.0 or later	The target app will be hidden (or disabled).	Setting screen on Android devices
Android 6.x	After a short wait, a warning screen will appear. The target app will be hidden (or disabled).	

5.1 When the apps are hidden

If the policy of the password set by the screen lock of the management site is not satisfied, the following warning screen is displayed. The target apps are hidden, until the password policy is satisfied.

【1】 **Tap [Change now].**

✍There are three opportunities to change the password and satisfy the policy until the apps are hidden. "2 times remaining" (A) in the image on the right decreases like "1 time remaining", "0 time remaining".



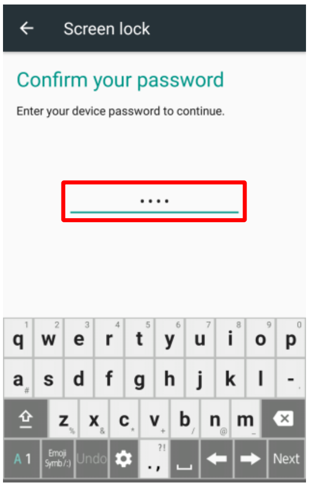
Screen Lock Password Settings

Policy of the screen lock password has been changed.
Please change the password based on the security policy specified by your administrator.
If the password is not changed within the prescribed number of times, the use functions will be restricted to protect the device.

Apps do not show during restriction.
Apps icons are deleted from Home.

(A) 2 times remaining

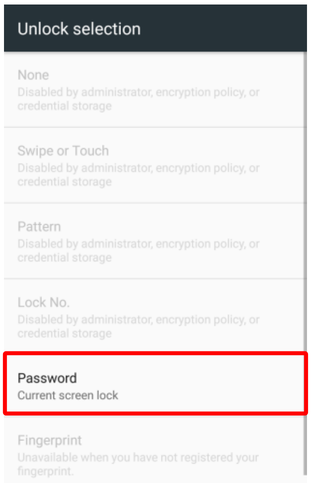
【2】 **Enter the present password.**



Confirm your password

Enter your device password to continue.

【3】 **Tap [Password].**



Unlock selection

None
Disabled by administrator, encryption policy, or credential storage

Swipe or Touch
Disabled by administrator, encryption policy, or credential storage

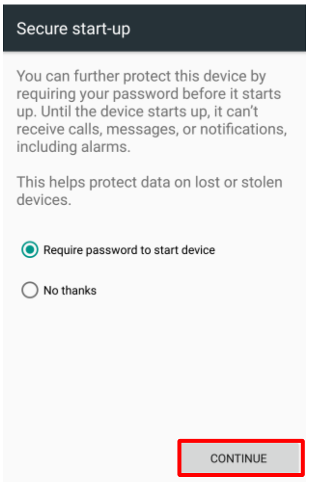
Pattern
Disabled by administrator, encryption policy, or credential storage

Lock No.
Disabled by administrator, encryption policy, or credential storage

Password
Current screen lock

Fingerprint
Unavailable when you have not registered your fingerprint.

【4】**Select whether to protect with a password when start the device, tap [CONTINUE].**



Secure start-up

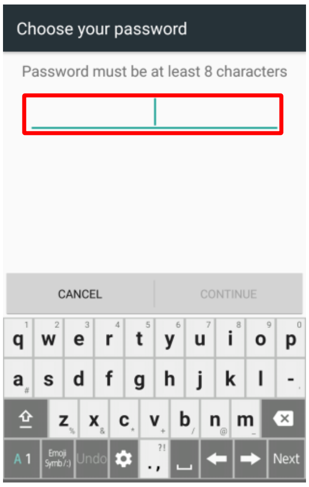
You can further protect this device by requiring your password before it starts up. Until the device starts up, it can't receive calls, messages, or notifications, including alarms.

This helps protect data on lost or stolen devices.

● Require password to start device

○ No thanks

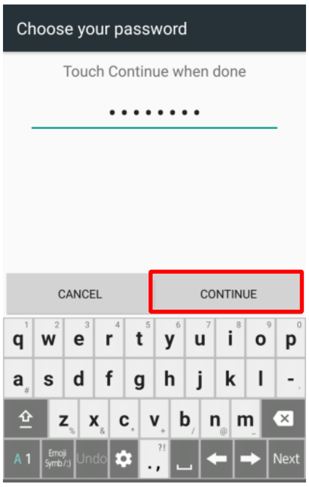
【5】**Enter a new password that satisfy the password policy.**



Choose your password

Password must be at least 8 characters

【6】**Tap [CONTINUE].**

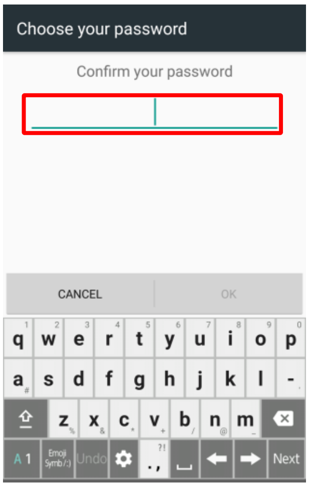


Choose your password

Touch Continue when done

••••••••

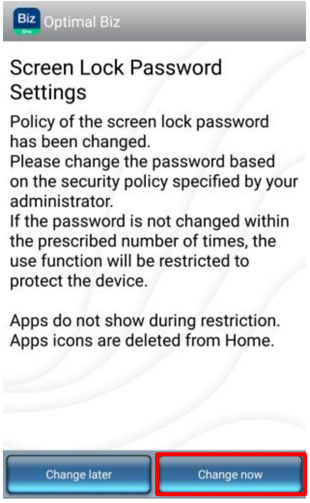
【7】**Re-enter the password set in the previous step for confirmation. If the password policy is satisfied, the warning screen disappears.**



Choose your password

Confirm your password

【8】 **If the password policy is not satisfied and the apps are hidden, the screen on the right appears. To display the apps, tap [Change now] and set the password again.**



Screen Lock Password Settings

Policy of the screen lock password has been changed.
Please change the password based on the security policy specified by your administrator.
If the password is not changed within the prescribed number of times, the use function will be restricted to protect the device.

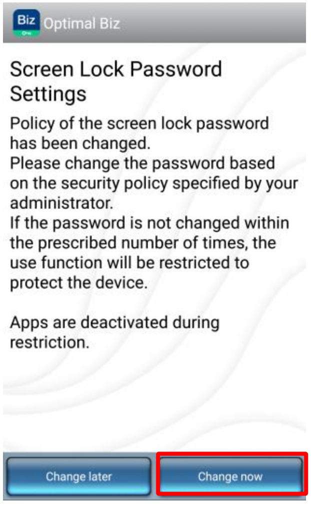
Apps do not show during restriction.
Apps icons are deleted from Home.

5.2 Apps are deactivated

If the policy of the password set by the screen lock of the management site is not satisfied, the following warning screen is displayed. The target apps are deactivated, until the password policy is satisfied.

However, once deactivated, shortcuts that were previously placed on the home screen are deleted and cannot be restored. Create and arrange again by yourself.

【1】Tap [Change now].

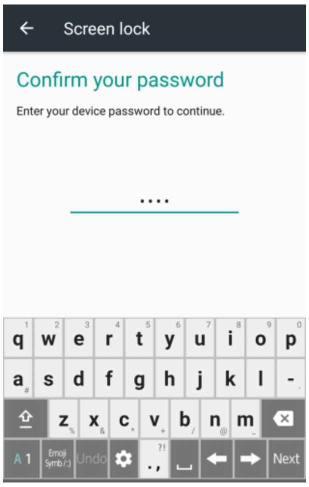


Screen Lock Password Settings

Policy of the screen lock password has been changed.
Please change the password based on the security policy specified by your administrator.
If the password is not changed within the prescribed number of times, the use function will be restricted to protect the device.

Apps are deactivated during restriction.

【2】Enter the present password.

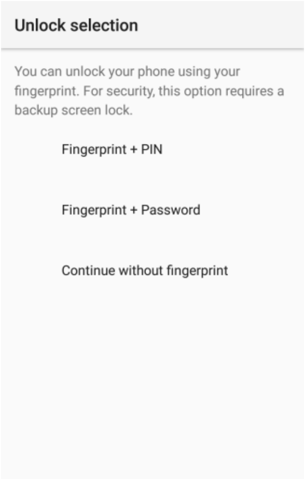


Confirm your password

Enter your device password to continue.

【3】Select the method of releasing the lock.

📝This section describes the procedure when "Continue without fingerprint" is selected.



Unlock selection

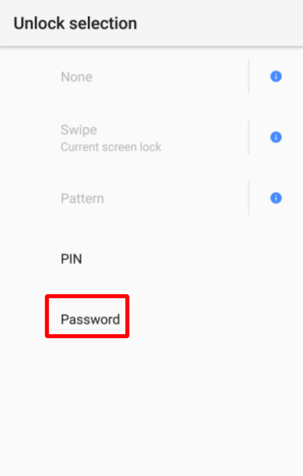
You can unlock your phone using your fingerprint. For security, this option requires a backup screen lock.

Fingerprint + PIN

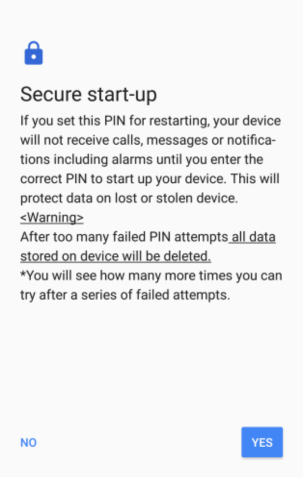
Fingerprint + Password

Continue without fingerprint

【4】 Tap [Password].



【5】 Select whether to protect with a password when start the device.


Secure start-up

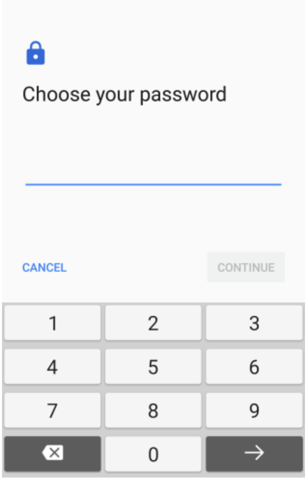
If you set this PIN for restarting, your device will not receive calls, messages or notifications including alarms until you enter the correct PIN to start up your device. This will protect data on lost or stolen device.

<Warning>

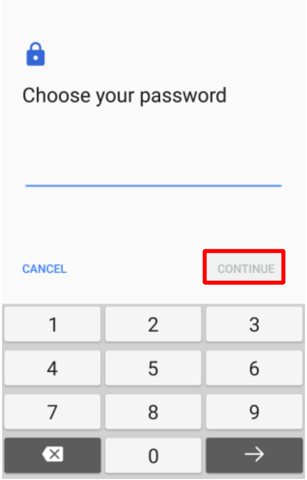
After too many failed PIN attempts all data stored on device will be deleted.

*You will see how many more times you can try after a series of failed attempts.

【6】 Enter a new password that satisfy the password policy.

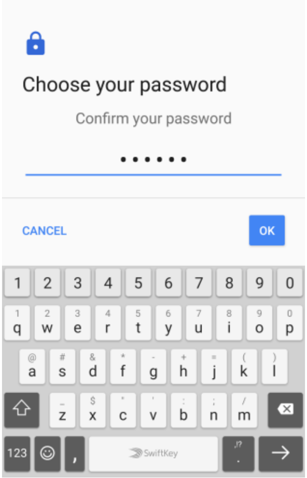

Choose your password

【8】 Tap [CONTINUE].


Choose your password

【7】 Re-enter the password set in the previous step for confirmation.

📝If the password policy is satisfied, the warning screen disappears.


Choose your password

Confirm your password

••••••

6 Using Backup / Restore Function

This function is an optional function (Additional function). You can use this function only if you purchase this function. Contact your administrator for details on this optional function (Additional function).

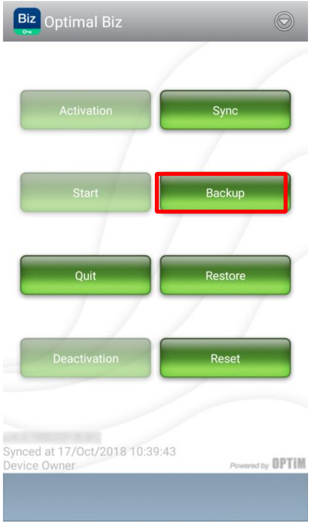
Describes the following items.

6.1 Backup Android device to the management site

Follow the following procedure to backup Android device settings to the management site at the time of your choosing.

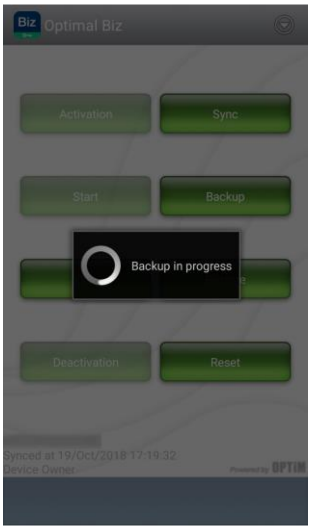
✎Backup is performed periodically according to the settings of the management site. For details, contact administrator.

【1】 Tap [Backup] on the menu screen.



[redacted]
Synced at 17/Oct/2018 10:39:43
Device Owner

【2】 Backup in progress. Wait.

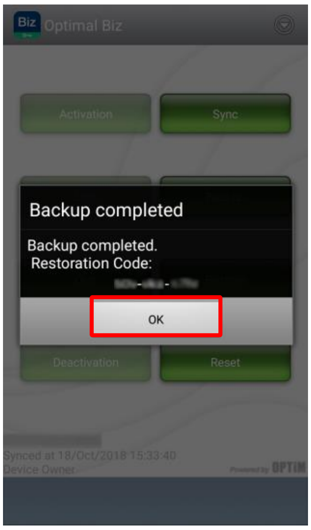


Backup in progress

[redacted]
Synced at 19/Oct/2018 17:19:32
Device Owner

【3】 Backup is completed. Tap [OK].

✎Restoration code is used when restoring Android device settings.



Backup completed

Backup completed.
Restoration Code:
[redacted]

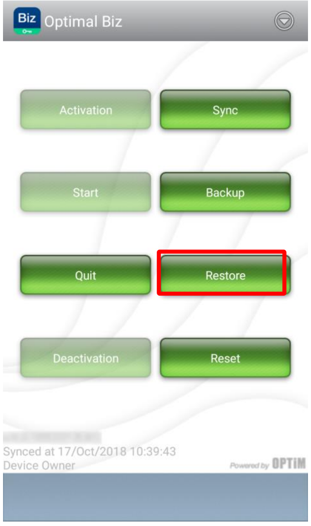
[redacted]
Synced at 18/Oct/2018 15:33:40
Device Owner

6.2 Restoring Android device saved on the management site

To restore your Android device data and settings saved to the management site, follow the steps below.

📝You need the restoration code which you get when you back up your Android device data and settings in "Backup Android device to the management site".

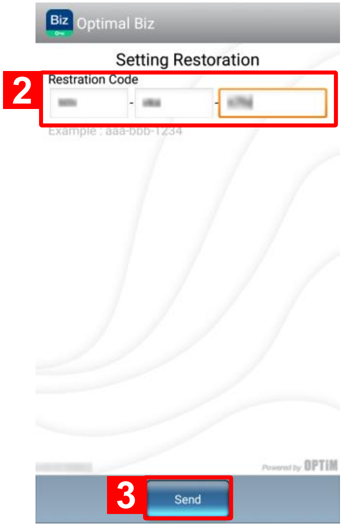
【1】 Open the main menu and tap [Restore].



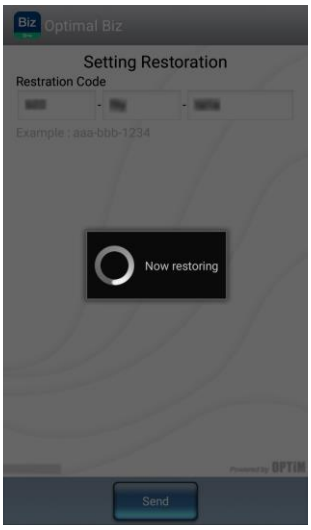
【2】 Enter Restoration Code.

【3】 Tap [Send].

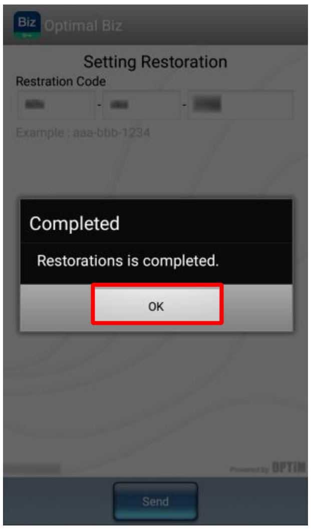
📝Restoration Code is 10 characters long. Separate the restoration code and enter first 3 characters in the left box, next 3 characters in the middle box and last 4 characters in the right box.



【4】 Now restoring. Wait.



【5】**The restoration is completed. Tap [OK].**



Completed

Restorations is completed.

7 Registering Asset Information

Describes the following items.

7.1 Registering Asset Information

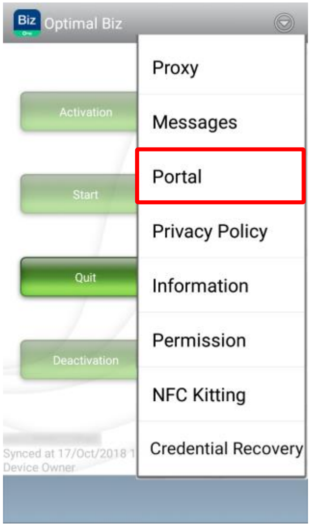
To register the asset information, follow the steps below.

📝If the Additional Asset Item is not registered on the management site, the setting page is not displayed. The Asset Item depends on the settings on the management site.

📝If the Additional Asset items are not registered on the management site, this function is not displayed. Optional menu [Portal] is not displayed on your screen.

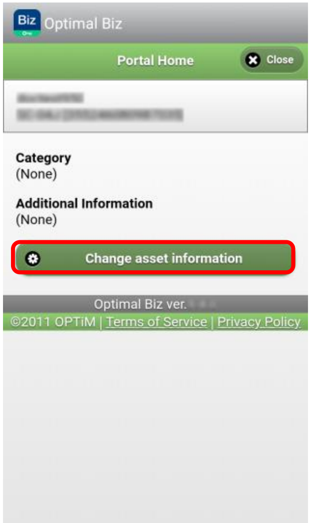
【1】Open the main menu and press the menu key to show a list of options. Tap [Portal].

📝For some Android devices, press the menu button on the bottom left to access the menu.



Synced at 17/Oct/2018 1
Device Owner

【2】Tap [Change asset information].



Category
(None)

Additional Information
(None)

Optimal Biz ver.
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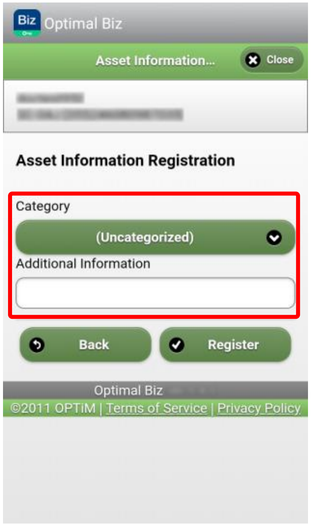
【3】Enter the required information.



Asset Information Registration

Category
(Uncategorized)

Additional Information

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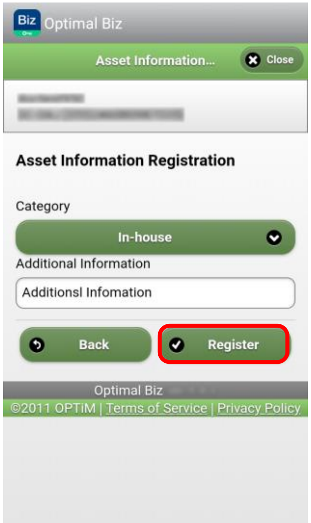
【4】**Tap [Register].**



Optimal Biz

Asset Information... Close

Asset Information Registration

Category

In-house

Additional Information

Additionsl Infomation

Back Register

Optimal Biz

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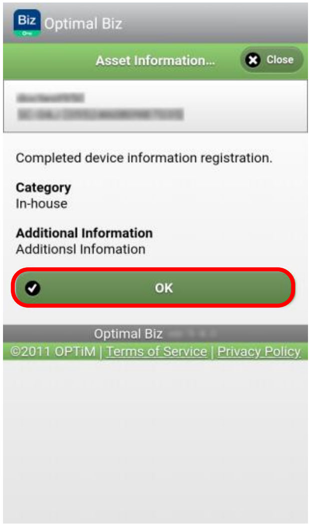
【5】**Registration is completed. Tap [OK].**



Optimal Biz

Asset Information... Close

Completed device information registration.

Category
In-house

Additional Information
Additionsl Infomation

OK

Optimal Biz

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8 Setting Proxy

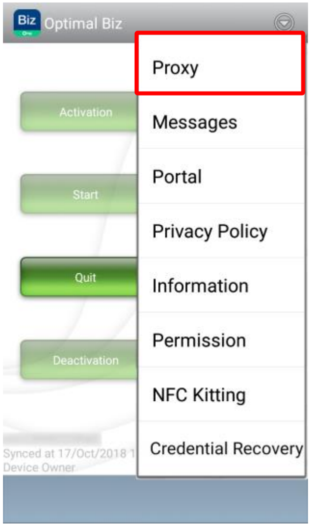
Describes the following items.

8.1 Adding Proxy Setting

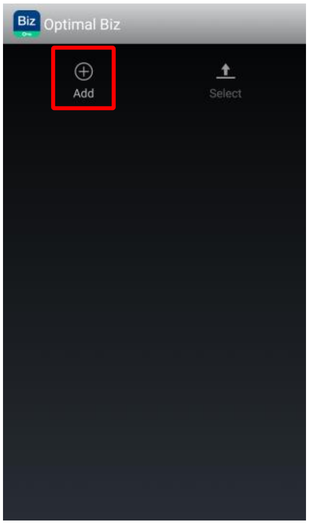
To add proxy settings, follow the steps below.

【1】 Open the main menu and press the menu key to show a list of options. Tap [Proxy].

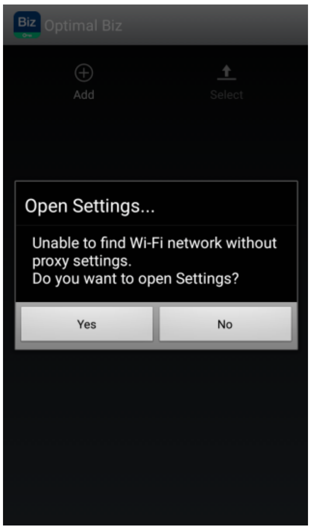
📝For some Android devices, press the menu button on the bottom left to access the menu.



【9】 Tap [+ Add] button.



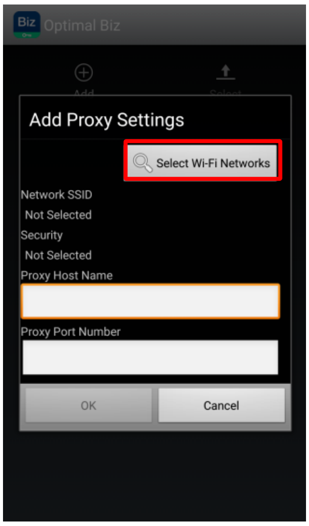
<<For Android 6.0 or later>>
Proxy settings are available only for Wi-Fi networks saved with Optimal Biz. For proxy settings of other Wi-Fi networks, set in the setting screen of the device.



Open Settings...

Unable to find Wi-Fi network without proxy settings.
Do you want to open Settings?

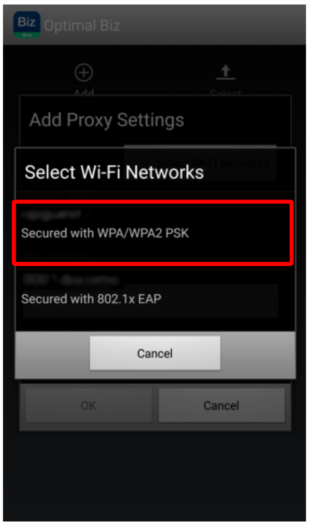
【10】 **Tap [Select Wi-Fi Networks].**



Add Proxy Settings

Network SSID
Not Selected
Security
Not Selected
Proxy Host Name
Proxy Port Number

【11】 **Select the network.**

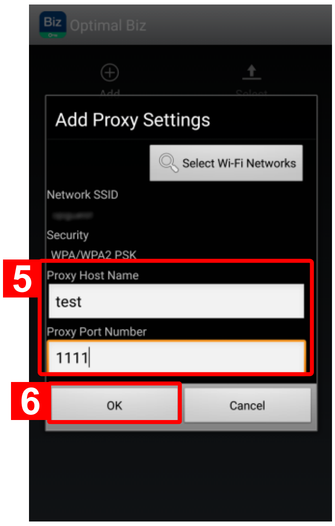


Select Wi-Fi Networks

[redacted]
Secured with WPA/WPA2 PSK

[redacted]
Secured with 802.1x EAP

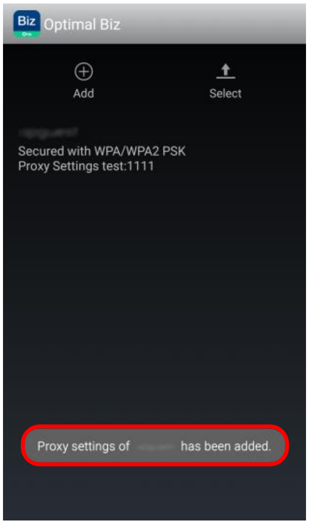
【12】 **Enter "Proxy Host Name" and "Proxy Port Number".**
【13】 **Tap [OK].**



Add Proxy Settings

Network SSID
[redacted]
Security
WPA/WPA2 PSK
5
Proxy Host Name
test
Proxy Port Number
1111

【14】**Proxy settings have been set.**



[redacted]
Secured with WPA/WPA2 PSK
Proxy Settings test:1111

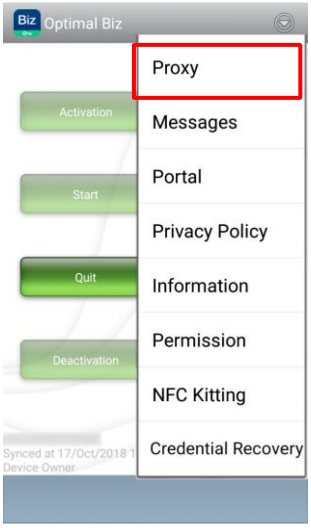
Proxy settings of [redacted] has been added.

8.2 Editting Proxy Setting

To edit the proxy settings, follow the steps below.

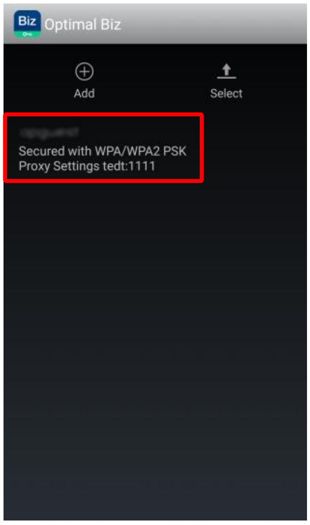
【1】 Open the main menu and press the menu key to show a list of options. Tap [Proxy].

✍For some Android devices, press the menu button on the bottom left to access the menu.



Synced at 17/Oct/2018 1
Device Owner

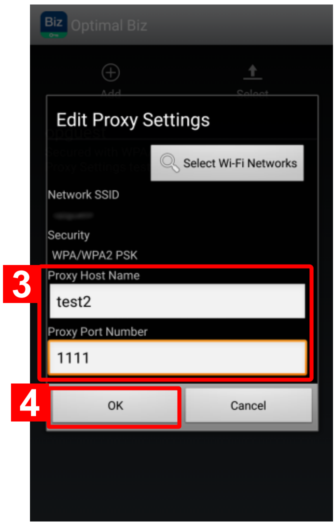
【2】 Tap the proxy settings you want to edit.



Secured with WPA/WPA2 PSK
Proxy Settings tedt:1111

【3】 Edit the settings.

【4】 Tap [OK].



Edit Proxy Settings

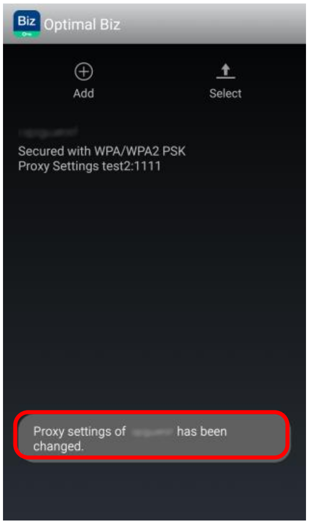
Network SSID

Security
WPA/WPA2 PSK

Proxy Host Name
test2

Proxy Port Number
1111

【5】The the proxy settings is changed.



[redacted]
Secured with WPA/WPA2 PSK
Proxy Settings test2:1111

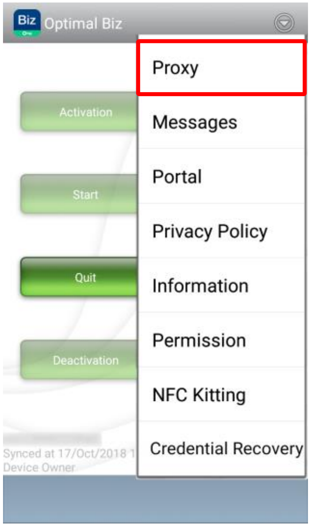
Proxy settings of [redacted] has been changed.

8.3 Deleting Proxy Setting

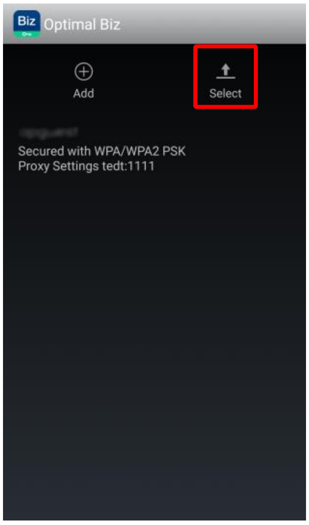
To delete the proxy settings, follow the steps below.

【1】 Open the main menu and press the menu key to show a list of options. Tap [Proxy].

✎For some Android devices, press the menu button on the bottom left to access the menu.

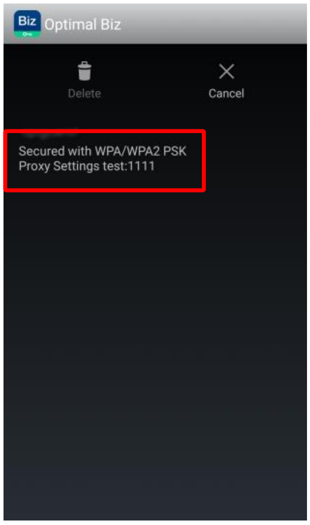


【2】 Tap [Select].



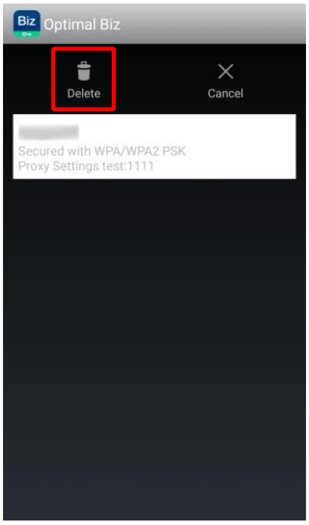
Secured with WPA/WPA2 PSK
Proxy Settings tedt:1111

【3】 Tap the proxy settings you want to delete.



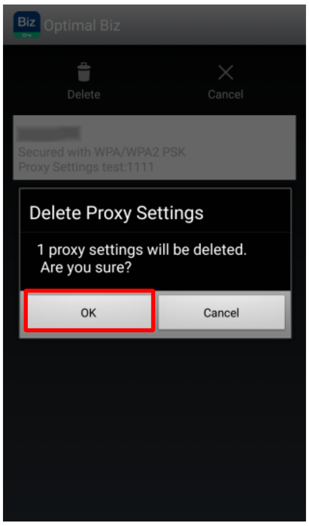
Secured with WPA/WPA2 PSK
Proxy Settings test:1111

【4】 **Tap [Delete].**



Secured with WPA/WPA2 PSK
Proxy Settings test:1111

【5】 **Tap [OK].**

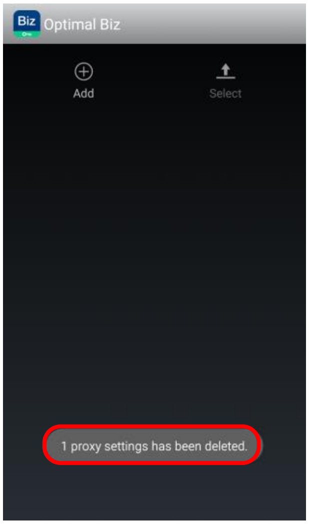


Secured with WPA/WPA2 PSK
Proxy Settings test:1111

Delete Proxy Settings

1 proxy settings will be deleted.
Are you sure?

【6】 **The proxy settings is deleted.**



1 proxy settings has been deleted.

9 Checking Message

Describes the following items.

9.1 Checking Message

To check the message from the management site, follow the steps below.

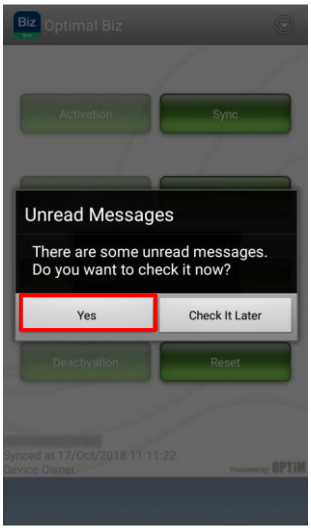
✎To check messages already received, refer to the following.

☞"Checking Message" Page 46

【1】The screen in the right pane is displayed when you receive a message. Tap [Yes].

✎If you want to check the message later, tap [Check It Later].
Refer to the following for confirming the message.

☞"Checking Unread Messages" Page 47

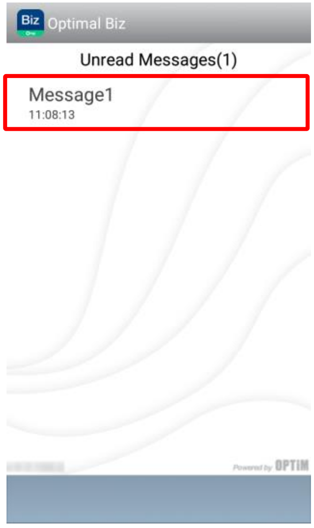


Unread Messages

There are some unread messages.
Do you want to check it now?

Synced at 17/Oct/2018 11:11:22
Device Owner

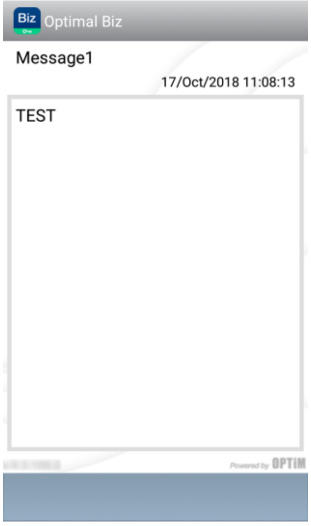
【2】Tap the confirmation message.



Unread Messages(1)

Message1
11:08:13

【3】The message is displayed.



Message1

17/Oct/2018 11:08:13

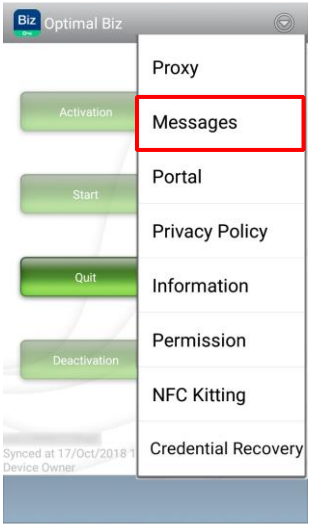
TEST

9.2 Checking Unread Messages

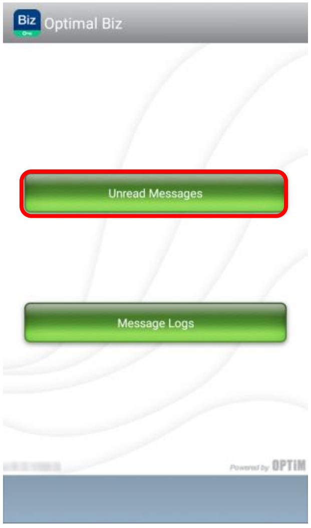
To check an unread message which has been already received, follow the steps below.

【1】 **Open the main menu and press the menu key to show a list of options. Tap [Messages].**

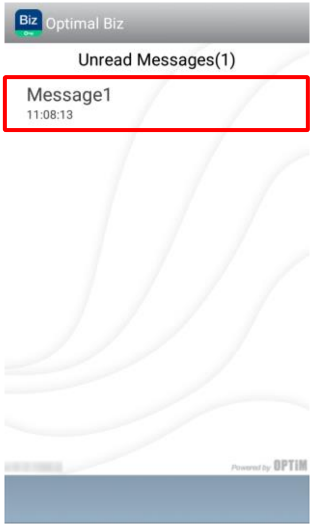
✎For some Android devices, press the menu button on the bottom left to access the menu.



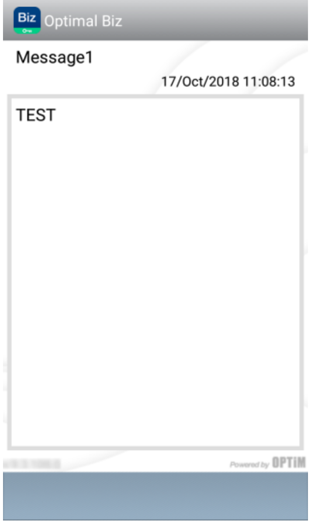
【2】 **Tap [Unread Messages].**



【3】 **Tap the confirmation message.**



【4】**The message is displayed.**



Message1

17/Oct/2018 11:08:13

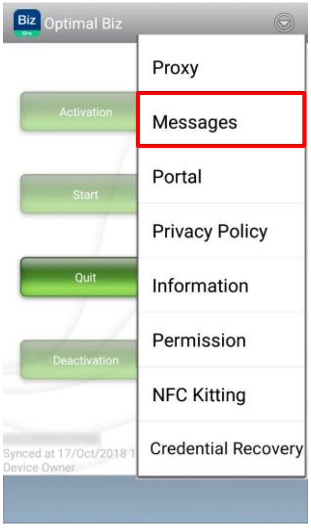
TEST

9.3 Checking Message History

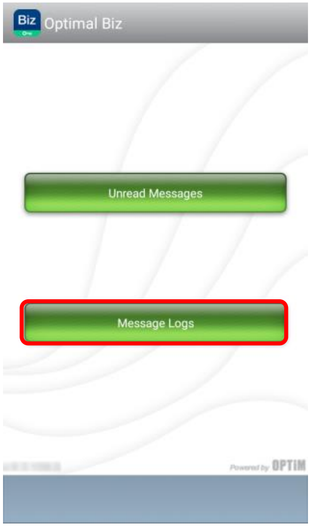
To check message logs, follow the steps below.

【1】 Open the main menu and press the menu key to show a list of options. Tap [Messages].

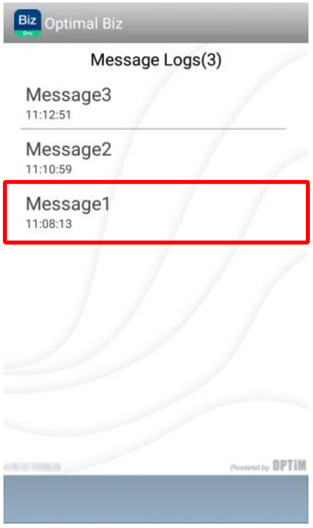
✐For some Android devices, press the menu button on the bottom left to access the menu.



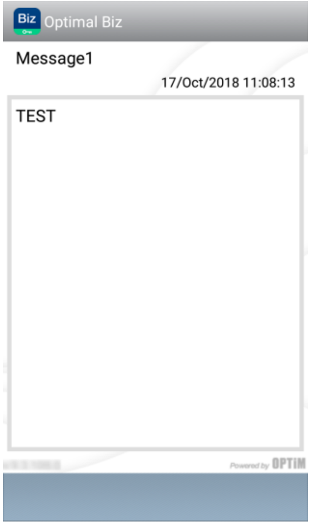
【2】 Tap [Message Logs].



【3】 The message logs are displayed. Tap the message to display the received message body.



【4】 **The message is displayed.**



Message1

17/Oct/2018 11:08:13

TEST

10 Using App Manager

Use "App Manager" when you install or update Optimal Biz applications.
The notification bar will inform you with the applications that you need to install or update. Install or update the applications using "App Manager".

Describes the following items.

Attention

●This function can be used only with conventional version agent.
●You cannot use this function if the App Manager is OFF on the management site.
●Optimal Biz applications indicate the followings.
・Optimal Biz Agent
・Optimal Biz Browser
・Optimal Biz Remote
・Recovery app
●If you use a store version agent or Android Enterprise, install from managed Google Play store.
For details, refer to the following.

"Using managed Google Play store" in <Android Enterprise Manual>
☞"Using Optimal Biz Browser" Page 85
☞"Receiving Remote Support" Page 96

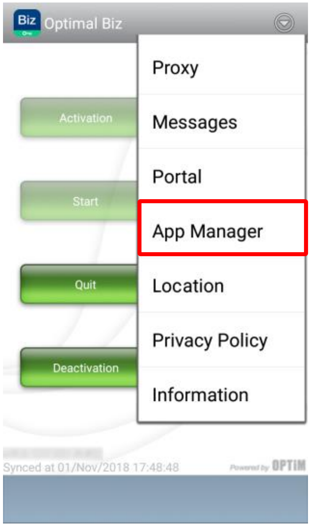
10.1 Opening App Manager

Install and update applications using the "App Manager" when the notifications of updates or installations appear.

Opening from the main menu

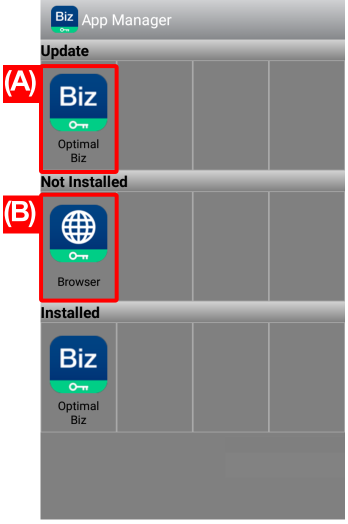
【1】 **Open the main menu and press the menu key to show a list of options. Tap [App Manager].**

📝For some Android devices, press the menu button on the bottom left to access the menu.



【2】 **App Manager is displayed. Tap the application that you want to update (A) or install (B).**

【3】 **After tapping the app, follow the instructions on screen to update or install.**

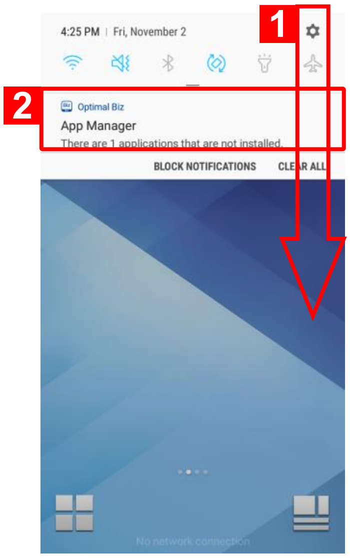


Opening from Notification

【1】 **To update from the Notification, pull down on the Notification.**

✍For Android 3.x devices, tap the notification at the bottom right.

【2】 **Tap on the update notification to display the AppManager.**



4:25 PM | Fri, November 2

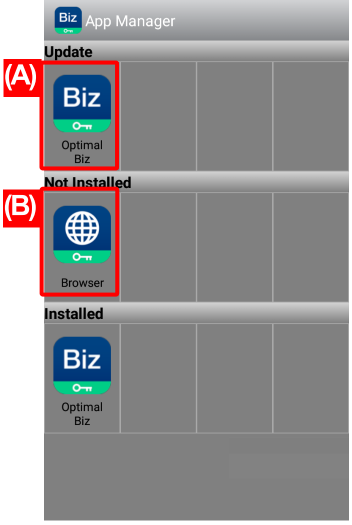
Optimal Biz
App Manager
There are 1 applications that are not installed.

BLOCK NOTIFICATIONS CLEAR ALL

No network connection

【3】 **App Manager is displayed. Tap the application that you want to update (A) or install (B).**

【4】 **After tapping the App, follow the instructions on screen to update or install.**



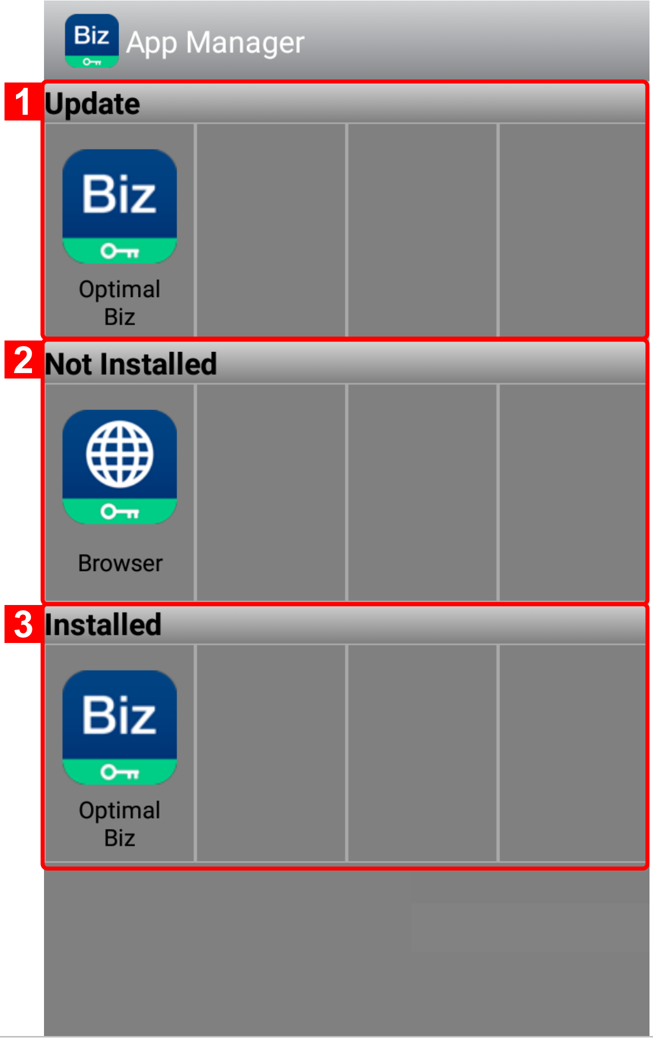
App Manager

Update
Optimal Biz

Not Installed
Browser

Installed
Optimal Biz

10.2 How to use App Manager



No.	Object	Function
1	Update	The applications you need to update are displayed. Tap the application and update it, following the instructions on the screen.
2	Not Installed	The applications you need to install are displayed. Tap the application and install it, following the instructions on the screen.
3	Installed	The installed applications are displayed.

11 Setting Location Data Collection

Describes the following items.

Attention

●Only devices under Android 6.0 are displayed.

●For Android 6.0 or later, "Location Data" is not displayed on the main menu. Location data needs to be set from the "Permission" page. For details of the permission setting screen, refer to the following.

☞"Setting permissions" Page 60

●In the case of Android 8.0 or later, collection of location data is limited to about once per hour.

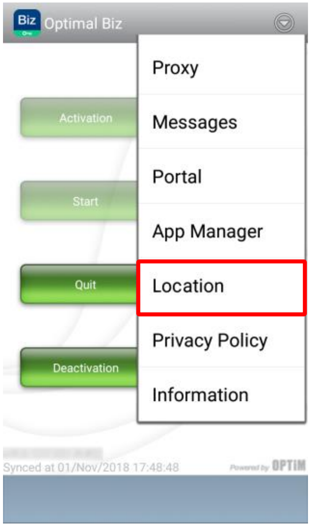
●When acquiring location information, battery consumption is affected depending on policy setting, reception condition and telephone call and mail usage. Check the device in the environment you use.

11.1 Setting Location Data Collection

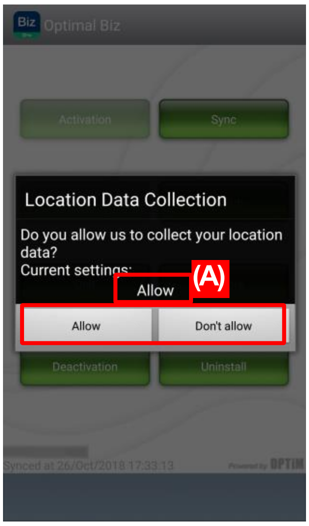
Follow the steps below to set whether location data is acquired.

【1】**Open the main menu and press the menu key to show a list of options. Tap [Location].**

📝For some Android devices, press the menu button on the bottom left to access the menu.



【2】**The current setting is displayed in (A).**
Tap [Allow] or [Don't allow].


Location Data Collection

Do you allow us to collect your location data?
Current settings:
Allow

12 Library name software is using

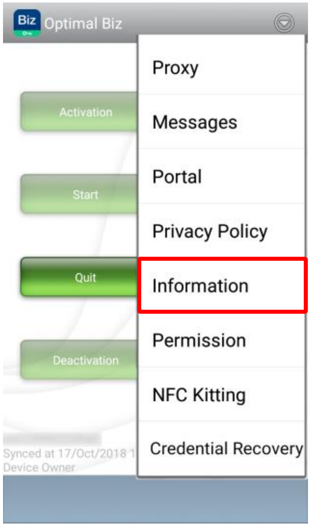
Describes the following items.

12.1 Describing the library names used by software

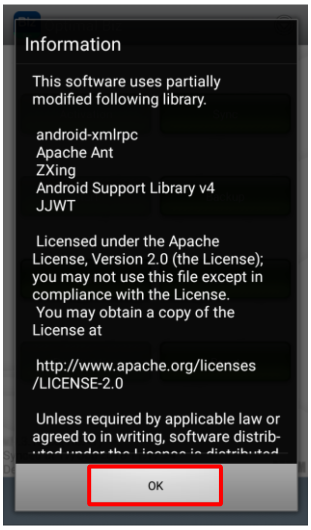
Follow the steps below to display the library names used by software.

【1】 Open the main menu and press the menu key to show a list of options. Tap [Information].

✎For some Android devices, press the menu button on the bottom left to access the menu.



【2】 Library names used by software are displayed. Tap [OK].


Information

This software uses partially modified following library.

android-xmlrpc
Apache Ant
ZXing
Android Support Library v4
JJWT

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http://www.apache.org/licenses/LICENSE-2.0

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13 Setting permissions

Describes the following items.

13.1 Setting permissions

To grant the permissions required for the agent, follow the steps below. This is the same page displayed right after steps activating the agent in "Activate Agent". To set or change permissions again, follow the steps below.

The license authentication steps depend on the integration method between the management site and Google. Check the integration methods before performing license authentication. For details, refer to the following.

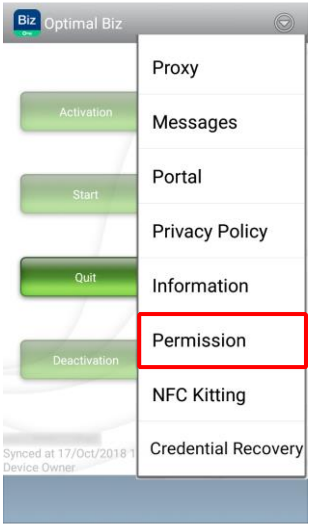
"Selecting kitting method" in <Android Kitting Manual>

If you update the optimal Biz agent from version 9.9.106.0 or earlier to 9.10.100.0 or later on a device with Android 10 or later, "Only allow while using app" is set if the location information permission is set to "Allow". Enable location information on the application's permission setting screen.

"Setting the location information permission as "Always allow" (Android 10 or later)" Page 61

【1】Open the main menu and press the menu key to show a list of options. Tap [Permission].

For some Android devices, press the menu button on the bottom left to access the menu.

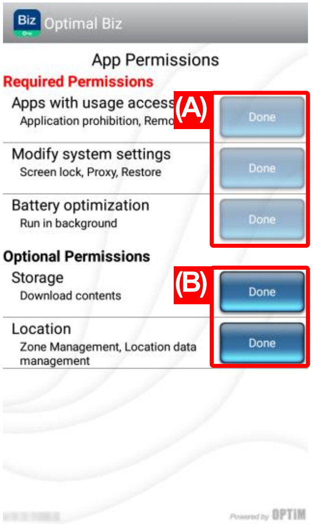


【2】The "App Permissions" menu is displayed.

(A) "Required Permissions" is always set to "Done" after agent's kitting and cannot be changed. To change (B) "Optional Permissions", tap the button to make the setting.

Kitting methods depend on the integration method between the management site and Google. Check the integration methods before performing kitting. For details, refer to the following.

"Selecting kitting method" in <Android Kitting Manual>


Optimal Biz

App Permissions

Required Permissions

Apps with usage access — Application prohibition, Remo — Done

Modify system settings — Screen lock, Proxy, Restore — Done

Battery optimization — Run in background — Done

Optional Permissions

Storage — Download contents — Done

Location — Zone Management, Location data management — Done

13.2 Setting the location information permission as "Always allow" (Android 10 or later)

If you update the optimal Biz agent from version 9.9.106.0 or earlier to 9.10.100.0 or later on a device with Android 10 or later, "Only allow while using app" is set if the location information permission is set to "Allow". You will see a screen similar to the one below. Set "Always allow" from the permission setting screen.

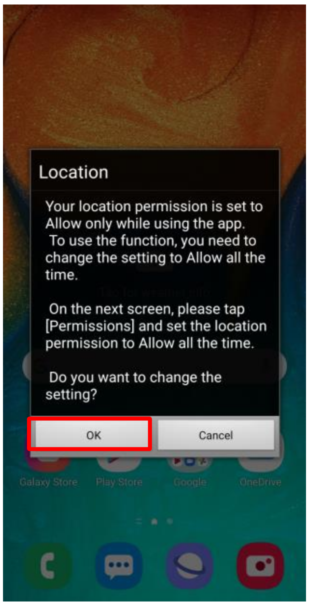
📝If SecureShield and Application Prohibition are configured, they are not displayed.

☞"Opening Secure Shield" Page 83

☞"Prohibiting Application" Page 67

📝You can also perform the same setting from "Permission setting".

【1】Tap [OK].



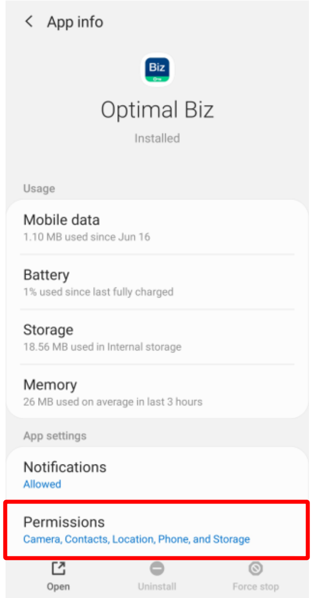
Location

Your location permission is set to Allow only while using the app.
To use the function, you need to change the setting to Allow all the time.

On the next screen, please tap [Permissions] and set the location permission to Allow all the time.

Do you want to change the setting?

【2】Tap [Permissions].



< App info

Optimal Biz

Installed

Usage

Mobile data
1.10 MB used since Jun 16

Battery
1% used since last fully charged

Storage
18.56 MB used in Internal storage

Memory
26 MB used on average in last 3 hours

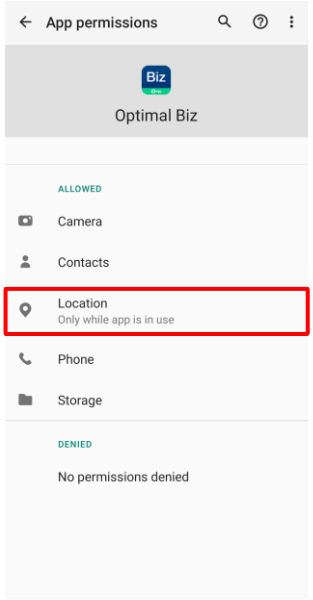
App settings

Notifications
Allowed

Permissions
Camera, Contacts, Location, Phone, and Storage

【3】 **Tap [Location].**

📝For Android 12 or later, enable "Use precise location data" in your device settings to get precise location data.


App permissions

Optimal Biz

ALLOWED

Camera

Contacts

Location
Only while app is in use

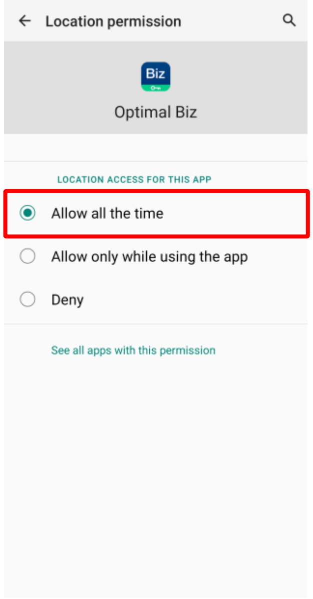
Phone

Storage

DENIED

No permissions denied

【4】 **Check "Allow all the time".**


Location permission

Optimal Biz

LOCATION ACCESS FOR THIS APP

● Allow all the time

○ Allow only while using the app

○ Deny

See all apps with this permission

14 Using NFC kitting

Install agent which changed to Device Owner Mode using NFC. Just by placing the master device over the subdevice targeted for kitting, you can enter not only Device Owner Mode but also the license authentication information.

Describes the following items.

Attention

- ●This function cannot be used if NFC kitting is disabled on the management site.
- ●Only available to NFC-enabled devices of Android 6.0 to 9. For NFC-enabled devices, refer to the following.

  <Android Support Device List>

- ●For details, refer to the following.

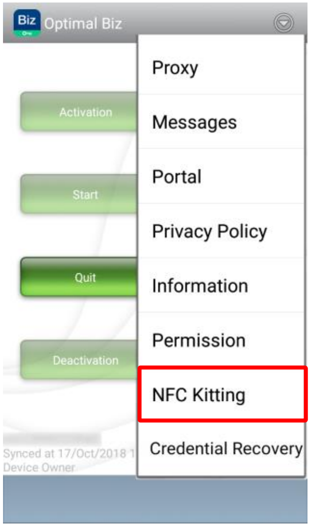
  "Performing kitting using NFC" – "Other kitting methods" in <Android Kitting Manual>

14.1 Using NFC kitting

To install an agent that set to Device Owner Mode using NFC kitting, follow the steps below.

【1】**Open the main menu and press the menu key to show a list of options. Tap [NFC Kitting].**
For the subsequent steps, refer to the following.

"Setting a master device" - "Performing kitting using NFC" – "Other kitting methods" in <Android Kitting Manual>



15 Credential Recovery

If you are unable to sync with the management site, recover credentials with this function.

Before using this function, check the status of the device.

☞"If you are unable to sync" Page 112

Describes the following items.

Item	Page
Recover credentials	66

Attention

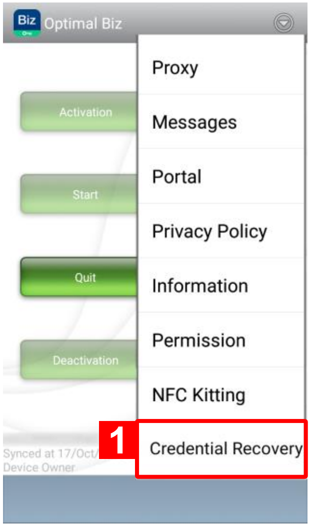
- This function is kitted with either "afw identifier", "NFC" or "QR code" and can only use in devices linked to the user.
  For kitting methods, refer to the following.
  <Android Kitting Manual>
- This function does not recover credentials of unmanaged devices.

15.1 Recovering credentials

If you want to recover credentials, conduct the following operations.

【1】 **Open the main menu and press the menu key to show a list of options. Tap [Credential Recovery].**

⇒The Credential Recovery screen appears.



【2】 **Enter a "company code" and "authentication code".**

📝Contact your administrator for your company code and authentication code.

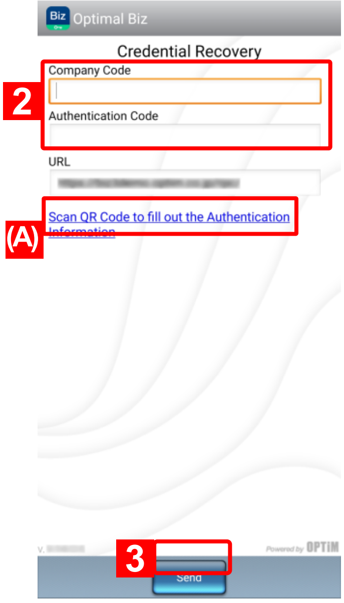
📝Recovery by User ID is not possible.

📝If you tap [Scan QR Code to fill out the Authentication information] (A) and scan a QR code for agent license activation, the "Company code", "Authentication code", and "URL" will be automatically entered. Contact your administrator for the QR code.

📝QR codes cannot be read if the use of camera is restricted.

【3】 **Tap [Send].**

⇒The Credential Recovery completion screen appears.

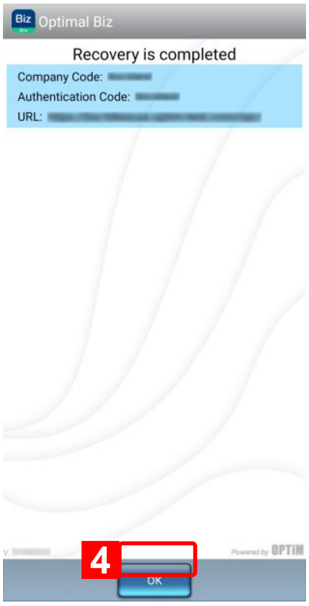


URL: [redacted]

【4】 **Tap [OK].**

⇒The menu screen appears.

📝When the recovery is complete, synchronization will occur and all settings will be collected.



Recovery is completed

Company Code: [redacted]

Authentication Code: [redacted]

URL: [redacted]

16 Prohibiting Application

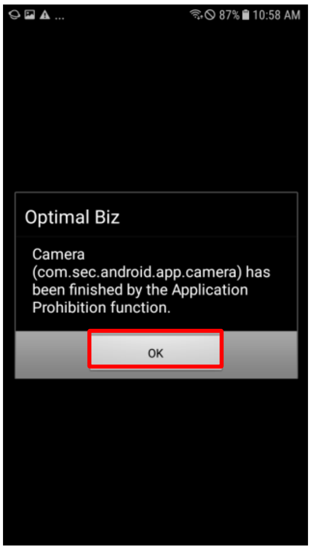
Describes the following items.

16.1 Application Launch Prohibition

If you try to launch the application which is prohibited by the management site, the following screen is displayed.

【1】 You cannot launch this application. Tap [OK].

📝For details, contact the administrator.



Optimal Biz

Camera (com.sec.android.app.camera) has been finished by the Application Prohibition function.

17 Application installation prohibition

Describes the following items.

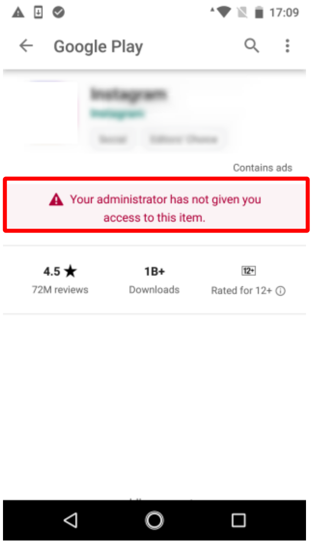
17.1 Application installation prohibition

Store version agent

Applications other than those distributed with Android Enterprise are prohibited from being installed on the device. If you try to install it, it will appear on the Google Play store screen as follows.

【1】 **"Your administrator has not given you access to this item." is displayed.**

For details, contact the administrator.



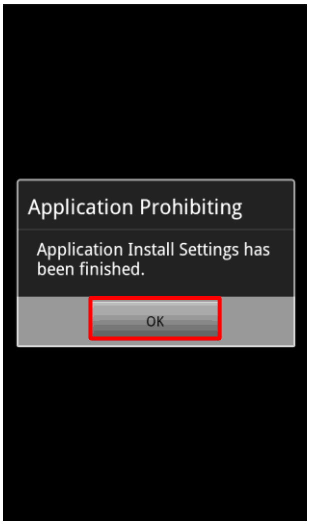
Your administrator has not given you access to this item.

Conventional version agent

If you attempt installation of an application to your device despite it being prohibited by the management site, the following screen is displayed.

【1】 **You cannot install the prohibited application. Tap [OK].**

For details, contact the administrator.



Application Prohibiting

Application Install Settings has been finished.

18 Application distribution

Describes the following items.

Attention

- ●This function can be used only with conventional version agent.
- ●If you use a store version agent, distribute the application on Android Enterprise.
  For details of Android Enterprise, refer to the below.

<Android Enterprise Manual>

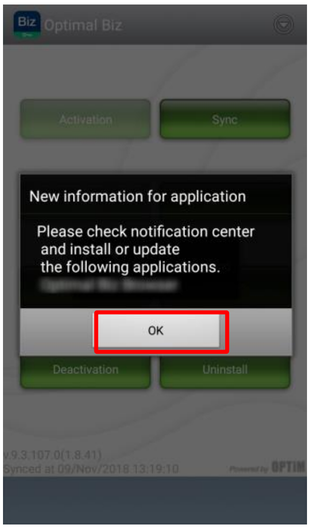
18.1 Application distribution

When the management site distributes an application, the following screen is displayed.

In the case an application is not downloaded

【1】 **Install or update the application. Tap [OK].**

📝If the distribution notification popup is not set on the management site, the screen on the right is not displayed.



New information for application

Please check notification center and install or update the following applications.
[redacted]

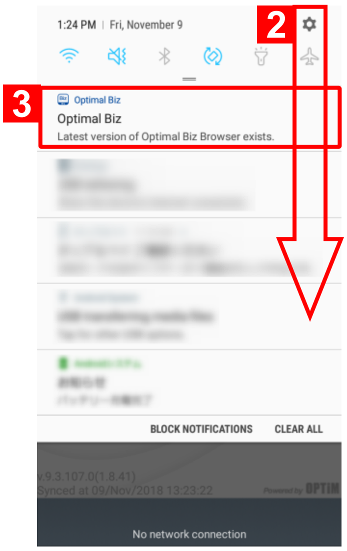
v.9.3.107.0(1.8.41)
Synced at 09/Nov/2018 13:19:10

【2】 **Scroll down and display the notification center.**

📝For Android 3.x devices, tap the notification at the bottom right.

【3】 **Tap the downloaded application and install or update it.**

📝When necessary permissions are not set, the message is displayed. Follow instructions to grant the permissions.



1:24 PM | Fri, November 9

Optimal Biz
Optimal Biz
Latest version of Optimal Biz Browser exists.

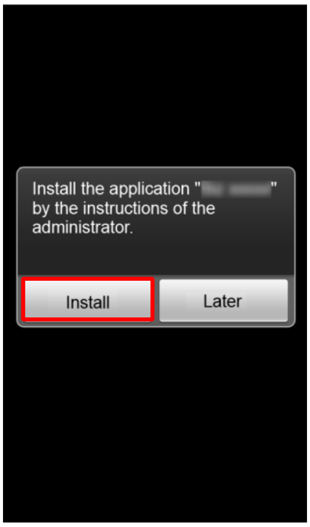
v.9.3.107.0(1.8.41)
Synced at 09/Nov/2018 13:23:22

No network connection

In the case an application has already been downloaded automatically

【1】 **Tap [Install Now].**

📝Tap [Later] to install the application later.



Install the application "[redacted]" by the instructions of the administrator.

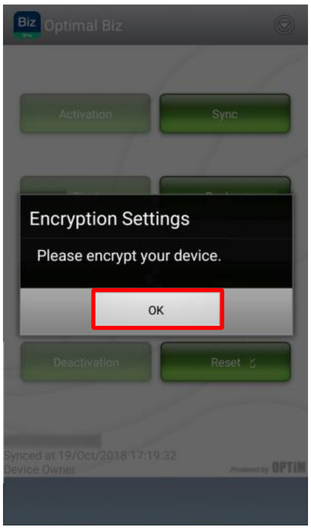
19 Android device encryption

Describes the following items.

19.1 Android device encryption settings

If the Android device encryption setting is set by the management site, the following screen is displayed.

【1】 Tap [OK] to display the encryption settings screen and set it.



Encryption Settings

Please encrypt your device.

20 Call Restriction

Describes the following items.

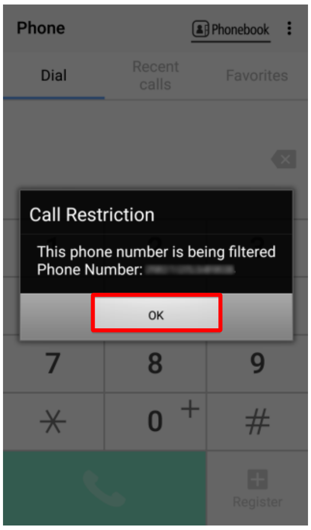
20.1 When the calling destination is restricted

When you call a phone number and the phone number is restricted in call restriction settings on the management site, the following screen is displayed.

Currently, this function cannot be used.

【1】 You cannot call this phone number. Tap [OK].

For details, contact the administrator.



Call Restriction

This phone number is being filtered
Phone Number: [redacted]

21 Unmanaged notification screen

Describes the following items.

Attention

●The unmanaged notification screen is displayed due to a different cause between the conventional version agent and the store version agent.

・Conventional version agent
The screen is displayed when you start the agent after disabling "Device administrator authority" on the device. Activate the device administrator by following on-screen instructions as you need permission to control the device using Optimal Biz.

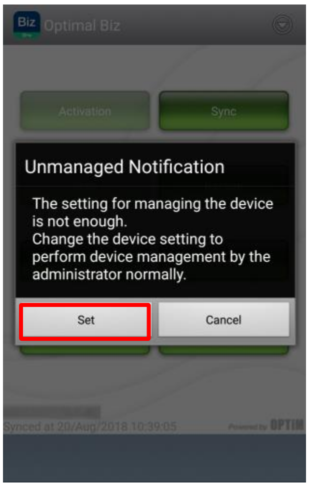
・ Store version agent
In Optimal Biz ver. 9.7.0 or later, the screen is displayed when you start the agent after installing newer version of the agent from Google Play store. It is not displayed when you perform a new installation of the agent. Activate the device administrator by following on-screen instructions as you need permission to use the restrictions related to the screen lock.
For details on the screen lock, refer to the following.

"Screen lock" - "Security" - "Settings – Android" in <Management Site Reference Manual>

21.1 When unmanaged notification screen is displayed

When the unmanaged notification screen is displayed, follow the procedure below to enable it.

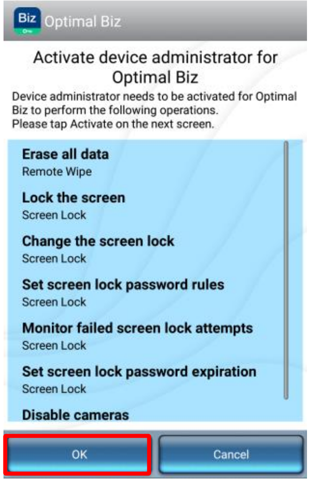
【1】 **Tap [Set].**



Unmanaged Notification

The setting for managing the device is not enough.
Change the device setting to perform device management by the administrator normally.

【5】 **Tap [OK].**

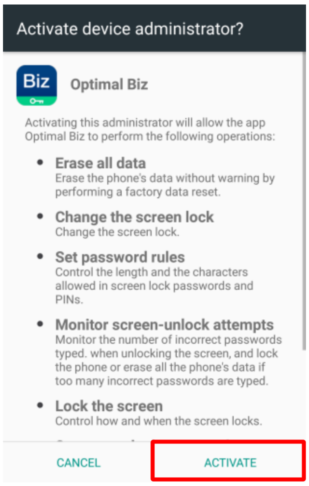


Activate device administrator for Optimal Biz

Device administrator needs to be activated for Optimal Biz to perform the following operations.
Please tap Activate on the next screen.

- Erase all data
  Remote Wipe
- Lock the screen
  Screen Lock
- Change the screen lock
  Screen Lock
- Set screen lock password rules
  Screen Lock
- Monitor failed screen lock attempts
  Screen Lock
- Set screen lock password expiration
  Screen Lock
- Disable cameras

【6】 **Tap [ACTIVATE].**



Activate device administrator?

Optimal Biz

Activating this administrator will allow the app Optimal Biz to perform the following operations:

- Erase all data
  Erase the phone's data without warning by performing a factory data reset.
- Change the screen lock
  Change the screen lock.
- Set password rules
  Control the length and the characters allowed in screen lock passwords and PINs.
- Monitor screen-unlock attempts
  Monitor the number of incorrect passwords typed. when unlocking the screen, and lock the phone or erase all the phone's data if too many incorrect passwords are typed.
- Lock the screen
  Control how and when the screen locks.

22 Unlocking Android device

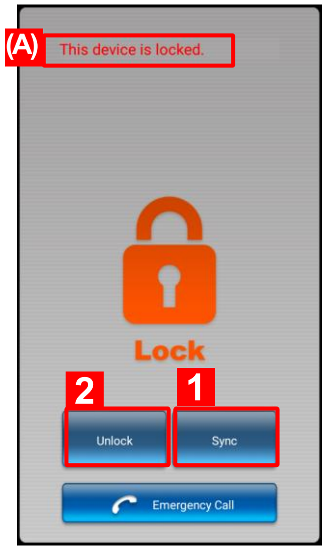
To unlock your Android device when the device is locked remotely or the device is locked due to non-communication to the server for a specific time, follow the steps below.

Describes the following items.

22.1 Unlocking remote lock with unlock code

The screen varies depending on the reason of the lock.

When locked from the management site



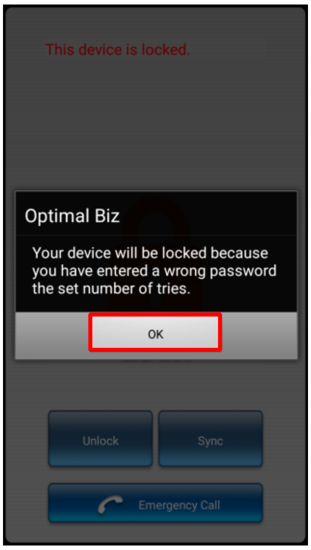
【1】 **Contact your administrator and unlock the Android device from the management site. Tap [Sync] if remote lock is not released immediately.**

【2】 **You can unlock your Android device by tapping [Unlock] and entering the unlock code. Depending on the setting of the management site, it may be locked again when the Android device sleeps or synchronizes.**

📝The message in (A) is set in the management site by the administrator.

📝Contact your administrator to learn the unlock code.

Lock due to screen lock unlock failure



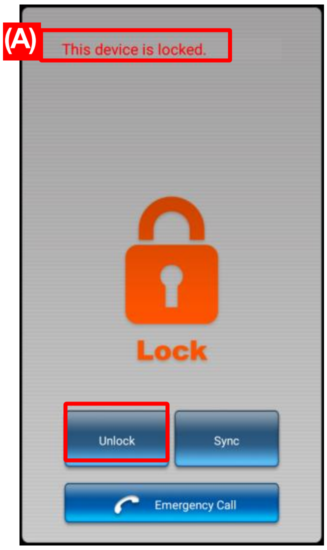
Optimal Biz

Your device will be locked because you have entered a wrong password the set number of tries.

OK

【1】 **Tap [OK].**

📝The screen lock cancellation failure frequency differs depending on the setting at the management site. If lock is applied due to unsuccessful screen lock release, the device standard screen lock screen will be displayed after unlocking, cancel it. In this case, note that locking will take place again if you make a mistake.



【2】 **Tap [Unlock] and enter the unlock code.**

📝The message in (A) is set in the management site by the administrator.

📝Contact your administrator to learn the unlock code.

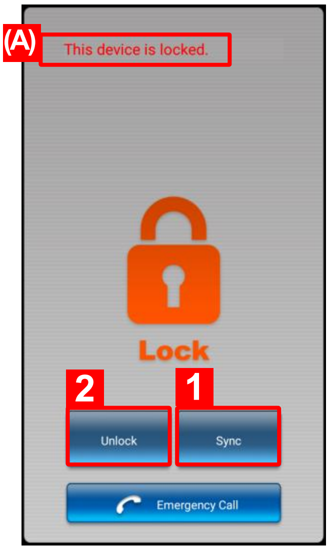
Non-communication Lock

【1】 **Move to a location where you can communicate and tap [Sync].**

【2】 **If you cannot release lock by tapping [Sync], you can release lock by tapping [Unlock] and entering unlock code.**

📝The message in (A) is set in the management site by the administrator.

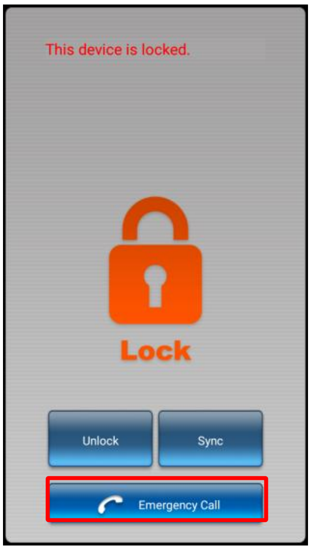
📝Contact the administrator for unlock code.



This device is locked.

About Emergency Call

【1】 **Tap [Emergency Call] and you can make an emergency call to Police or another emergency service.**

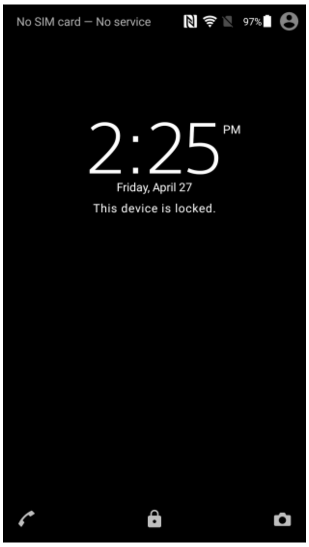


This device is locked.

22.2 Unlocking screen lock with password

【1】 Android standard lock screen is displayed. Tap the screen.

✍To unlock lock screen when password is not set, unlock the device as stated in the screen of the device.

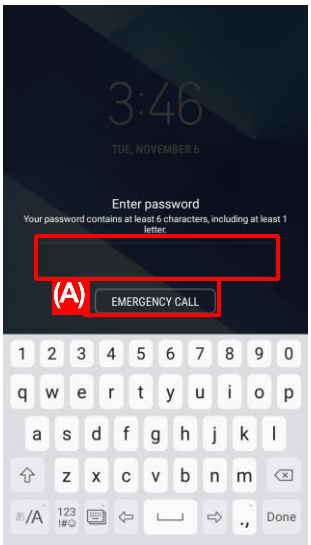


No SIM card – No service

This device is locked.

【2】 Enter the password.

✍To make emergency calls such as 110, 119 etc., tap (A) [EMERGENCY CALL].



Enter password

Your password contains at least 6 characters, including at least 1 letter.

23 Opening Secure Shield

Secure Shield is an application for device configuration. Tap the button that opens the device's original setting menu and the Secure Shield screen is displayed. You can use Secure Shield only when the administrator enables it. If the administrator hides some setting menu from the management site, the setting menus are not displayed and the user of the device cannot change settings. For details of restrictions, contact your administrator.

Describes the following items.

Item	Page
Opening Secure Shield	84

Attention

- ●You cannot use Secure Shield when the administrator disables it.
- ●Available on Android 3.0 or later. For supported models, refer to the following.
  For supported models for Secure Shield, refer to the following.

  <Android Support Device List>

23.1 Opening Secure Shield

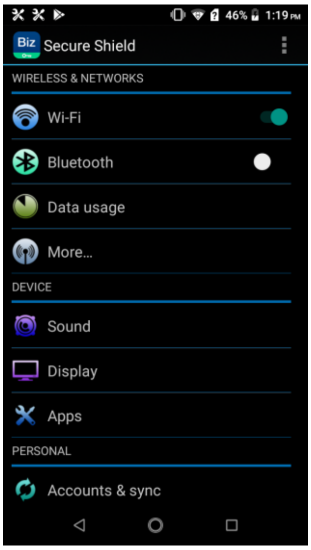
【1】 Open the device’s original setting screen. The Secure Shield screen is displayed. Tap the item you want to set up.

📝Depending on devices, some items in the settings menu may not be displayed.

📝After tapping this screen, the device’s original setting screen is displayed. The usage of the setting screen is different depending on each device, refer to the user manual of each device.

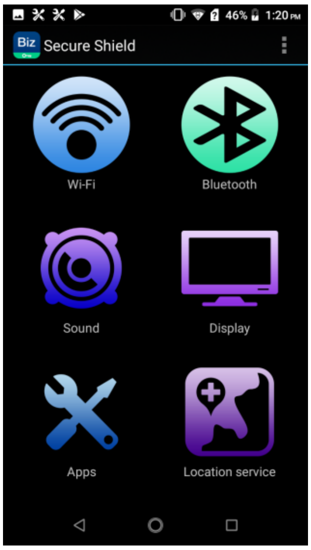
<<List Mode>>

📝On the menu button on the device, the display switching menu [Simple Mode] is displayed. Tap to switch to simple mode.



<<Simple Mode>>

📝On the menu button on the device, the display switching menu [List Mode] is displayed. Tap to switch to list mode.



24 Using Optimal Biz Browser

Optimal Biz Browser is a browser installed separately from the standard Android browser.

When you browse the web in secret mode, which is one of the functions of the standard browser installed on Android devices, this allows access to websites prohibited by the management site's web filtering.

By installing Optimal Biz Browser on an Android device and restricting browser usage to only Optimal Biz Browser(using the management site's Application Prohibition function), the device's secret browsing can be prohibited -- closing the loophole from web filtering. For details on the application prohibited function, refer to the following.

"Settings – Android" – "Application" – "Application Prohibition" in <Management Site Reference Manual>

The Optimal Biz Browser has equal functionally to a standard browser like Bookmark and Security settings.

Describes the following items.

Attention

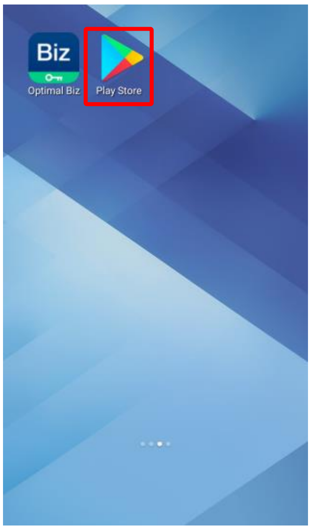
- ●This function is an optional function (Additional function). You can use this function only if you purchase this function. Contact your administrator for details on the optional function (Additional function).
- ●This function does not support certificate validation.
- ●Optimal Biz Browser cannot use apps that go through other servers (such as app for online meeting).
- ●PDF files cannot be displayed in Optimal Biz Browser. Install other app to display and print PDF files.

24.1 Installation

"Optimal Biz Browser" is distributed from the management site to managed Google Play store. Follow the steps below to install.

✎If it is silently installed from the management site, the [Browser] icon is displayed on the home screen. You do not perform the installation work.

【1】Tap [Play Store].



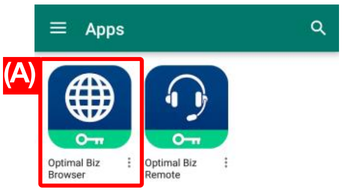
【2】Depending on the setting of the management site, the managed Google Play store or regular Google Play store screen is displayed.

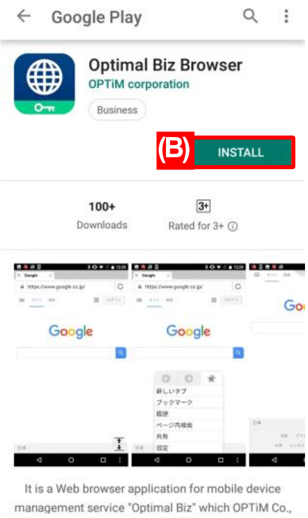
<<managed Google Play store screen>>

✎This screen is displayed when "Only company permission apps can be installed" or "Only specified apps can be installed"is selected on the management site.

✎Tap (A) [Optimal Biz Browser].

✎Tap (B) [INSTALL].





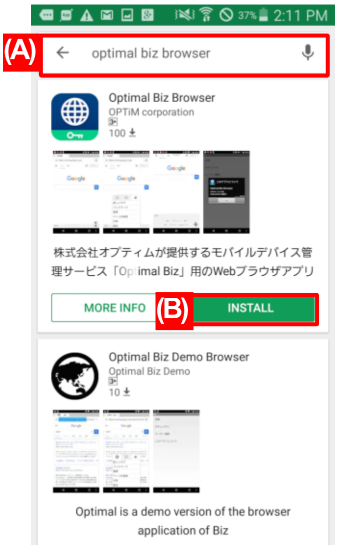
It is a Web browser application for mobile device management service "Optimal Biz" which OPTiM Co.,

<<Regular Google Play store screen>>

📝If "All apps can be installed" is selected at the management site, the regular Google Play store screen is displayed.

📝Enter "Optimal Biz Browser" in (A) the search field and search.

📝Tap (B) [INSTALL].



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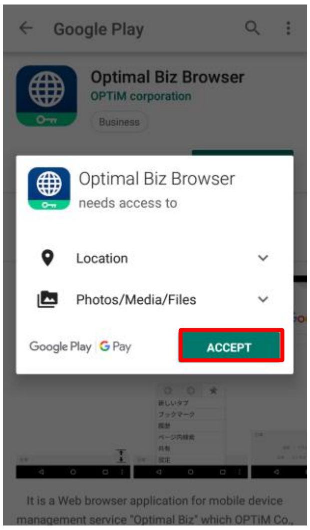
Optimal is a demo version of the browser application of Biz

【3】 Tap [ACCEPT].

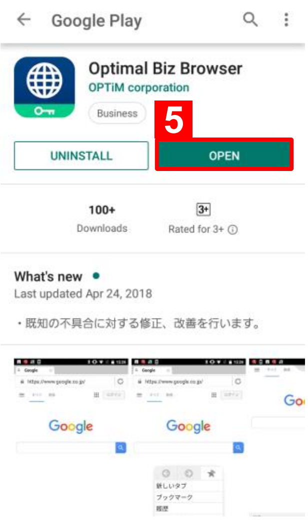


It is a Web browser application for mobile device management service "Optimal Biz" which OPTiM Co.,

【4】 Installation is completed.

📝[Browser] icon is displayed on the home screen.

【5】 Tap [OPEN].



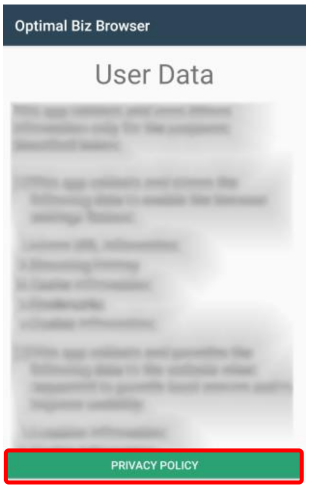
What's new
Last updated Apr 24, 2018

・既知の不具合に対する修正、改善を行います。

<<Only on first start>>

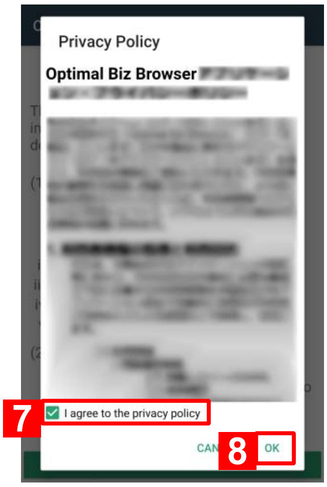
The user data confirmation screen, privacy policy consent screen, permission request screen appear.

【6】 Check user data and tap [PRIVACY POLICY].



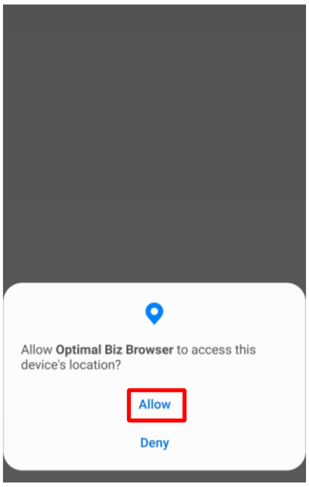
【7】 Check "I agree to the privacy policy".

【8】 Tap [OK].

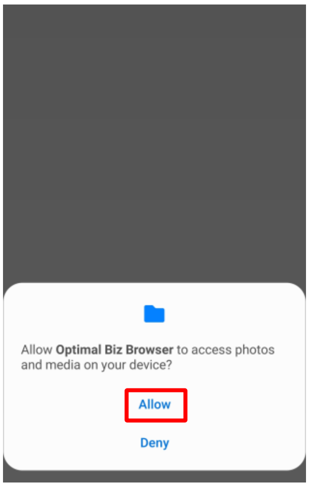


【9】 Tap [ALLOW] and follow the instructions on the screen and grant the permission.

"Allow" cannot be set on Android 10 or later. Set "Only allow while using app".
"This time only" can be set on Android 11 or later.

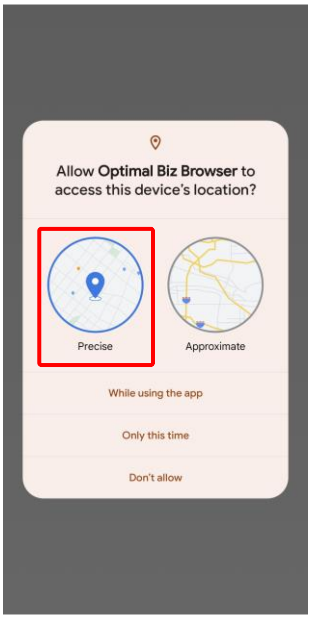

Allow **Optimal Biz Browser** to access this device's location?

Android 10 or later do not display the screen shown on the right.



Allow **Optimal Biz Browser** to access photos and media on your device?

For Android 12 or later, set "Precise".

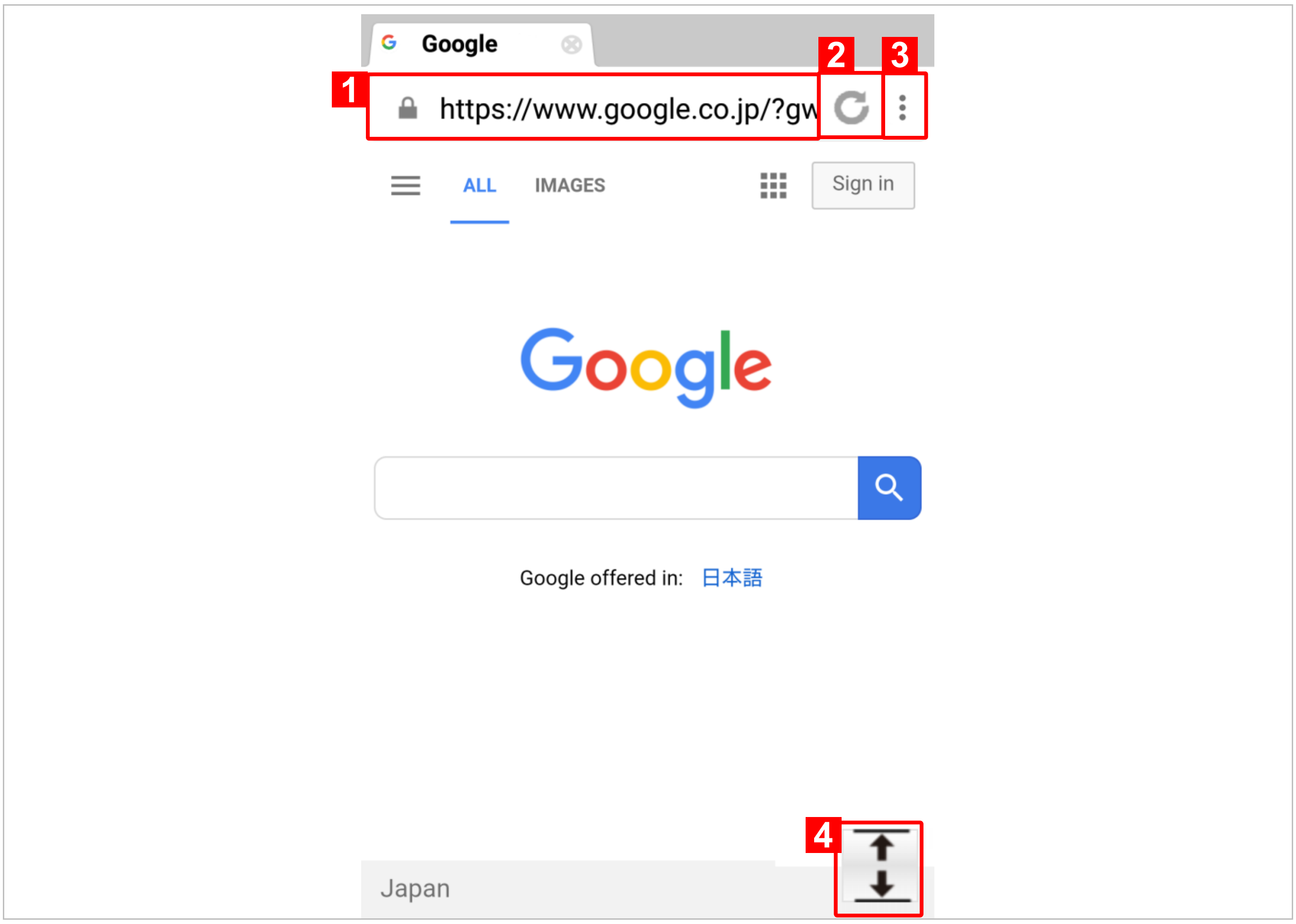


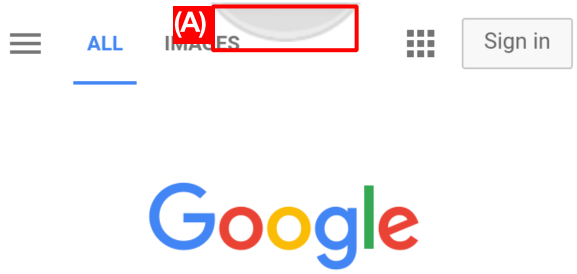
Allow **Optimal Biz Browser** to access this device's location?

24.2 Main Screen

"Optimal Biz Browser" main screen is displayed.

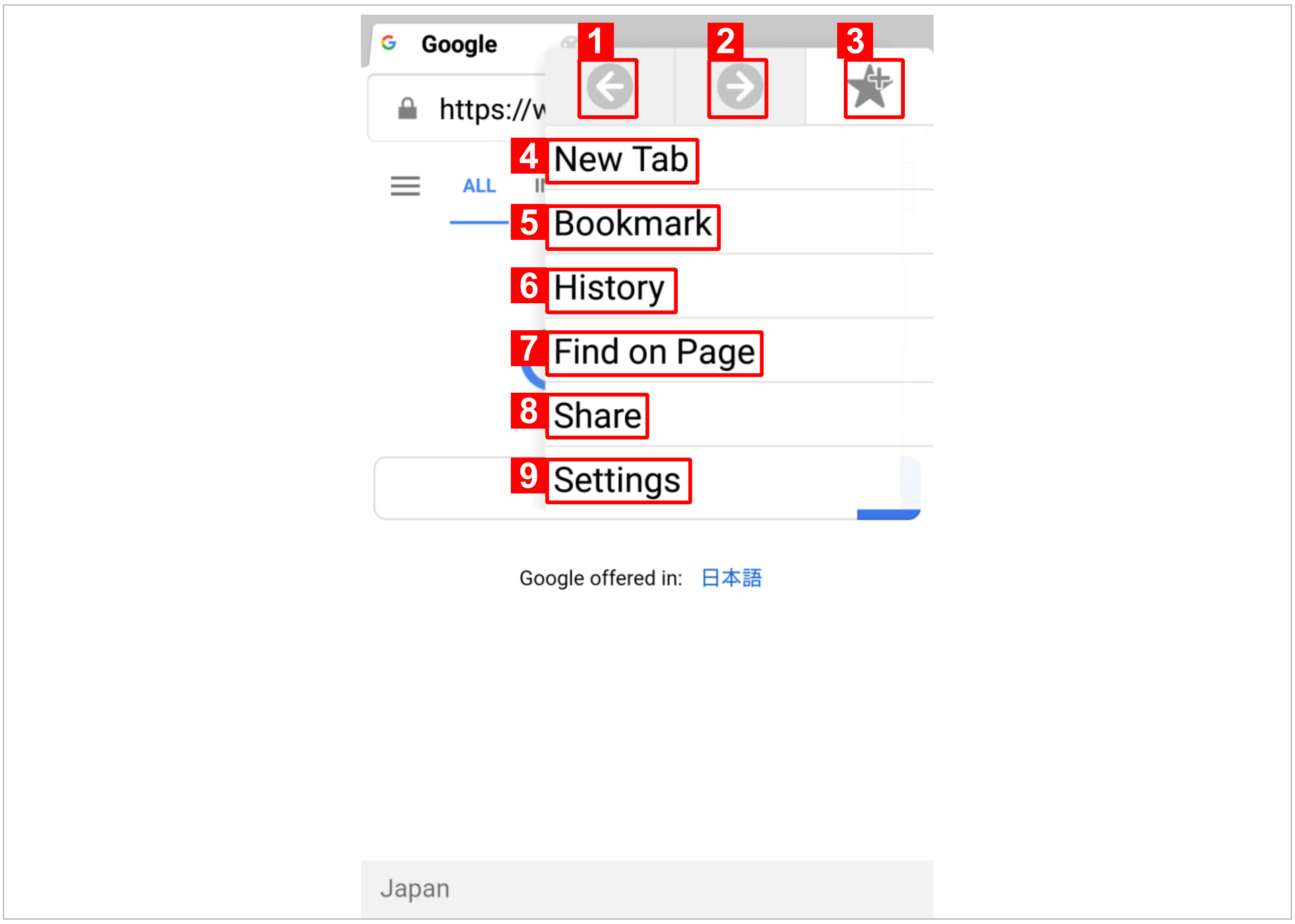
📝There are disabled buttons depending on the state of the agent.



No.	Object	Function
1	Address Bar	URL for the current page is displayed.
2	[Refresh]	Tap to reload the current page.
3	[Menu]	Tap to display the menu screen. For details of the menu screen, refer to the following. ☞"Menu Screen" Page 91
4	[Zoom in]/[Zoom out]	Tap to zoom in/out of main screen. The address bar is hidden when the main screen is zoomed in. To display the address bar, pull down (A) from top of the screen. 

24.3 Menu Screen

Tap the menu button to display the menu screen.



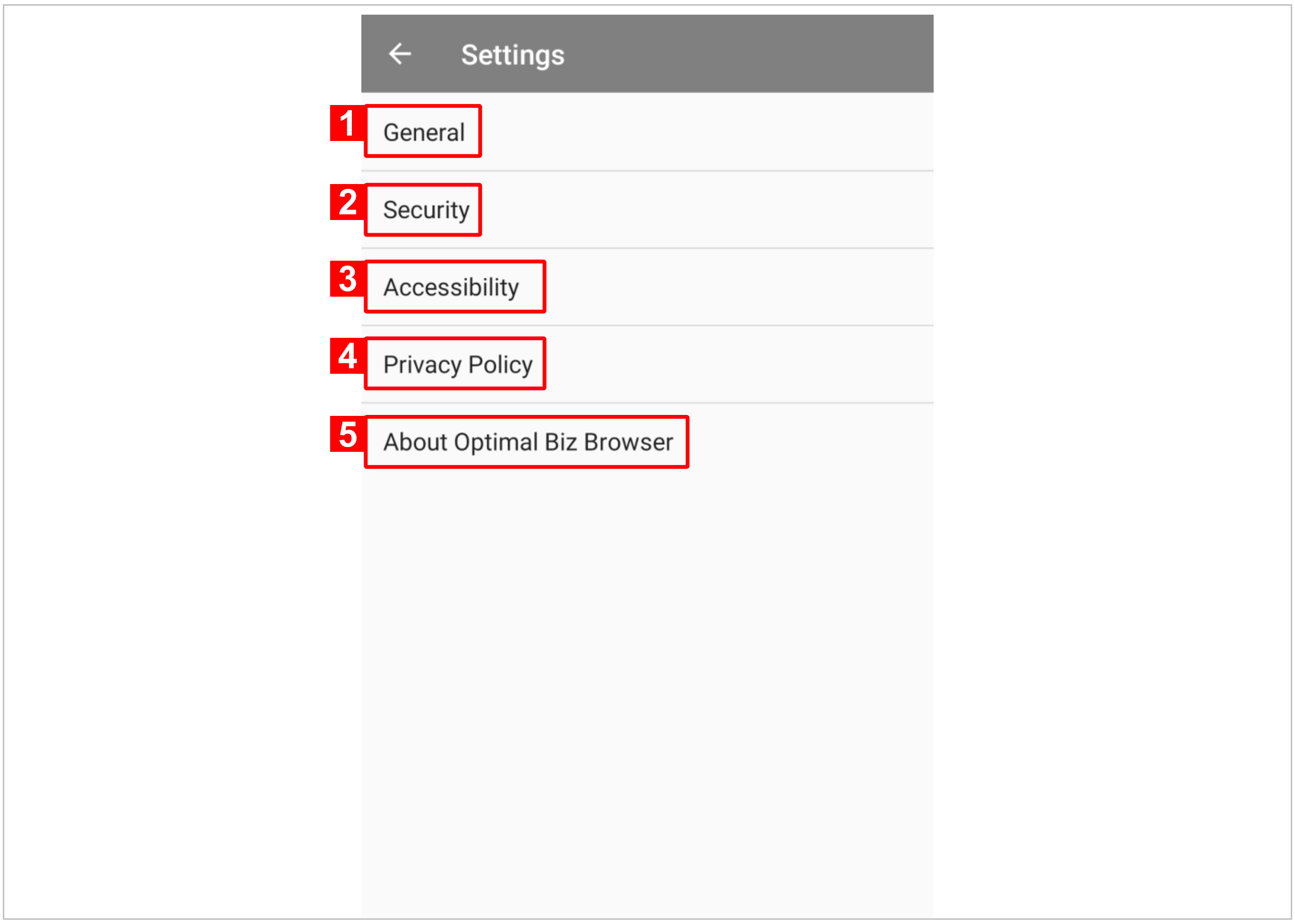
No.	Object	Function
1	[Back]	Goes back to the previous page.
2	[Next]	Goes to the next page.
3	[Add Bookmark]	Bookmarks the current page.
4	[New Tab]	A new tab is added on the right side of the present page.
5	[Bookmark]	Displays the list of the current bookmarks and create, edit and delete the folders.
6	[History]	Displays the browsing history.
7	[Find on Page]	Searches for words in the current page.
8	[Share]	Shares the URL of the current page by e-mail or memo.
9	[Settings]	Sets up the security settings of the browser. For details, refer to the following. ☞"Setting Page" Page 92

24.4 Setting Page

Tap "Settings" on the menu screen to display this screen. Browser security settings and so on can be set.

If there is no menu button depending on the device, it is not displayed. Refer to the following for details of the device.

<Android Support Device List>



No.	Object	Function
1	General	Set up the settings below. ●Settings of Homepage: Change the settings of the Homepage. ●Display the Status Bar: Display or Hide the Status Bar.
2	Security	Set up the settings below. ●Enable Cookies: Enable/Disable Cookies. ●Enable Location Information: Enable/Disable Location Information. ●Enable JavaScript: Enable/Disable JavaScript. ●Delete Data: Delete the data of Cookies, Cache and Location Information. Select the item and delete it.

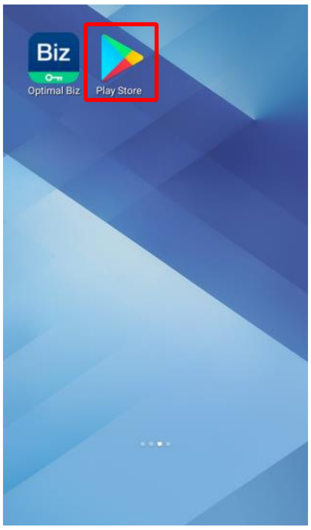
No.	Object	Function
3	Accessibility	Set up the settings below. ●Text Size: Change the text size on the browser. Select from Very Small, Small, Middle, Big or Very Big. ●Zoom Scale: Zoom in or out of the browser image. Select it from Small, Middle or Large.
4	Privacy Policy	Optimal Biz Browser privacy policy is displayed.
5	About this application	Optimal Biz Browser version information is displayed.

24.5 Uninstallation

Follow the steps below to uninstall from the managed Google Play Store.

✍If you use a conventional agent, uninstall it from the [Settings] of the device.

【1】 **Tap [Play Store].**



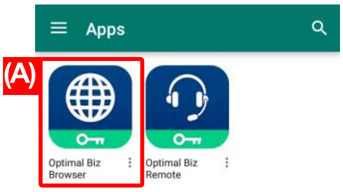
【2】 **Depending on the setting of the management site, the managed Google Play store or regular Google Play store screen is displayed.**

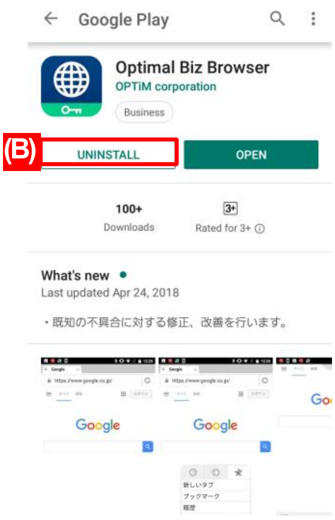
<<managed Google Play store screen>>

✍This screen is displayed when "Only company permission apps can be installed" or "Only specified apps can be installed" is selected on the management site.

✍Tap (A) [Optimal Biz Browser].

✍Tap (B) [UNINSTALL].



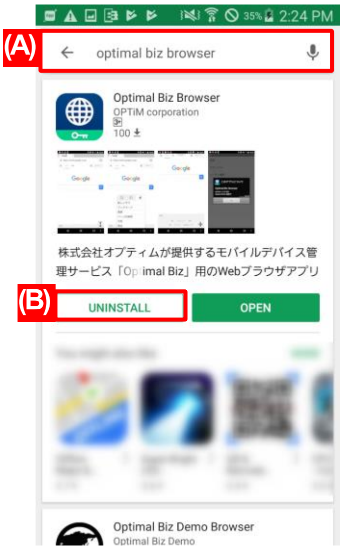


<<Regular Google Play store screen>>

✎If "All apps can be installed" is selected at the management site, the regular Google Play store screen is displayed.

✎Enter "Optimal Biz Browser" in (A) the search field and search.

✎Tap (B) [UNINSTALL].



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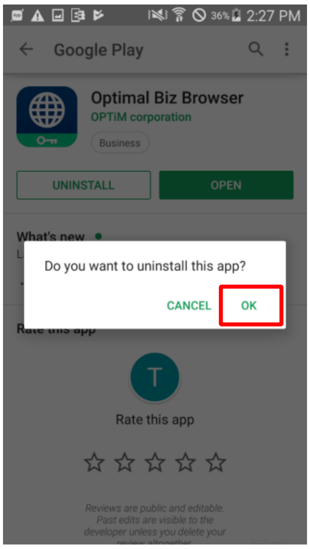
【3】**Tap [OK].**



Do you want to uninstall this app?

Reviews are public and editable. Past edits are visible to the developer unless you delete your review altogether.

25 Receiving Remote Support

"Remote Support" allows you to share your Windows screen with the operator. By sharing your screen, the operator is able to provide more flexible troubleshooting. Operator can also remotely operate on your device. To receive remote support, contact your operator.

📝Contact your administrator for how to get in touch with the operator.

Follow the instructions from the operator and start remote support. The receipt number is displayed. Provide this number to the operator. Refer to this section for further instructions.

Describes the following items.

Item	Page
How to install	97
Starting client tool	99
Uninstallation	101

📝 Attention

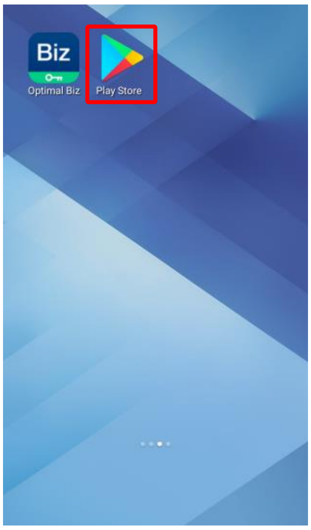
●Remote support requires an Internet connection.

25.1 How to install

"Optimal Biz Remote" is distributed from the management site to managed Google Play store.

✎If it is silently installed from the management site, [Optimal Biz Remote] icon is displayed on the home screen. It is not necessary to perform the installation work.

【1】Tap [Play Store].



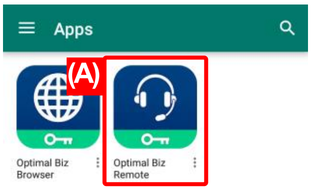
【2】Depending on the setting of the management site, the managed Google Play store or regular Google Play store screen is displayed.

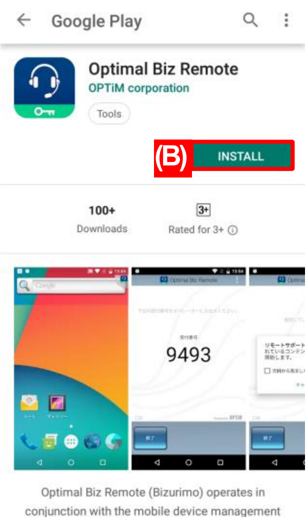
<<managed Google Play store screen>>

✎This screen is displayed when "Only company permission apps can be installed" or "Only specified apps can be installed" is selected on the management site.

✎Tap (A) [Optimal Biz Remote].

✎Tap (B) [INSTALL].

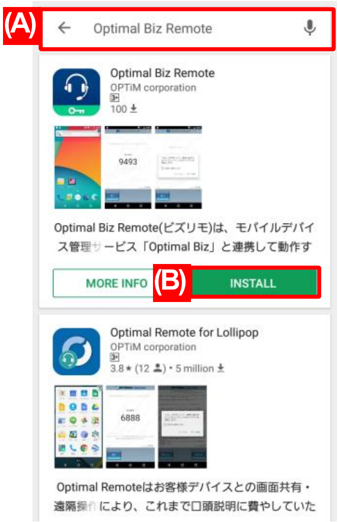




Optimal Biz Remote (Bizurimo) operates in conjunction with the mobile device management

<<Regular Google Play store screen>>

- If "All apps can be installed" is selected at the management site, the regular Google Play store screen is displayed.
- Enter "Optimal Biz Remote" in (A) the search field and search.
- Tap (B) [INSTALL].

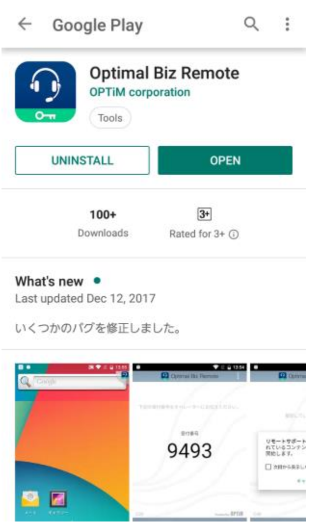


Optimal Biz Remote(ビズリモ)は、モバイルデバイス管理サービス「Optimal Biz」と連携して動作す

Optimal Remoteはお客様デバイスとの画面共有・遠隔操作により、これまで口頭説明に費やしていた

【3】Installation is completed.

- [Optimal Biz Remote] icon is displayed on the home screen.

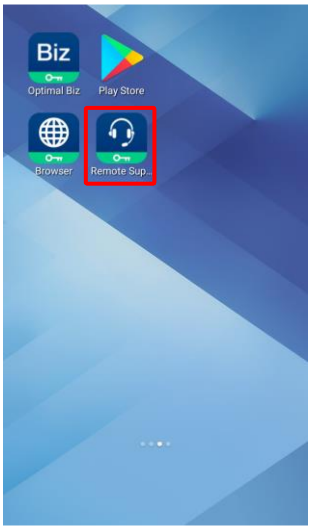


いくつかのバグを修正しました。

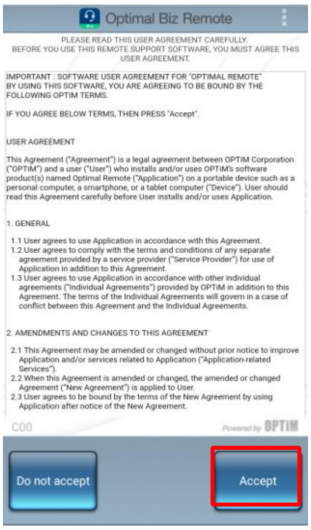
25.2 Starting client tool

Follow the steps below to launch the "Optimal Biz Remote" client tool.

【1】Tap "Optimal Biz Remote".



【2】Check the license agreement and tap [Agree].


Optimal Biz Remote

PLEASE READ THIS USER AGREEMENT CAREFULLY.
BEFORE YOU USE THIS REMOTE SUPPORT SOFTWARE, YOU MUST AGREE THIS USER AGREEMENT.

IMPORTANT : SOFTWARE USER AGREEMENT FOR "OPTIMAL REMOTE"
BY USING THIS SOFTWARE, YOU ARE AGREEING TO BE BOUND BY THE FOLLOWING OPTIM TERMS.

IF YOU AGREE BELOW TERMS, THEN PRESS "Accept".

USER AGREEMENT

This Agreement ("Agreement") is a legal agreement between OPTiM Corporation ("OPTiM") and a user ("User") who installs and/or uses OPTiM's software product(s) named Optimal Remote ("Application") on a portable device such as a personal computer, a smartphone, or a tablet computer ("Device"). User should read this Agreement carefully before User installs and/or uses Application.

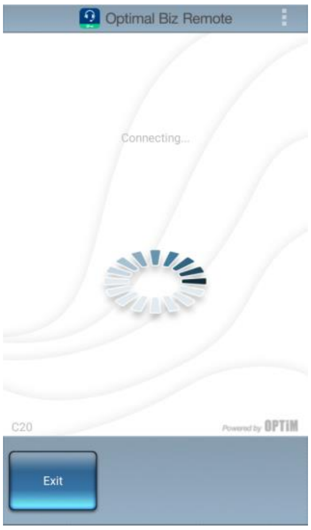
1. GENERAL

1.1 User agrees to use Application in accordance with this Agreement.
1.2 User agrees to comply with the terms and conditions of any separate agreement provided by a service provider ("Service Provider") for use of Application in addition to this Agreement.
1.3 User agrees to use Application in accordance with other individual agreements ("Individual Agreements") provided by OPTiM in addition to this Agreement. The terms of the Individual Agreements will govern in a case of conflict between this Agreement and the Individual Agreements.

2. AMENDMENTS AND CHANGES TO THIS AGREEMENT

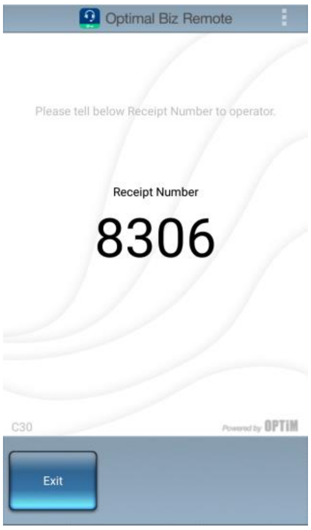
2.1 This Agreement may be amended or changed without prior notice to improve Application and/or services related to Application ("Application-related Services").
2.2 When this Agreement is amended or changed, the amended or changed Agreement ("New Agreement") is applied to User.
2.3 User agrees to be bound by the terms of the New Agreement by using Application after notice of the New Agreement.

【3】Connecting. Wait for while.



【4】 The receipt number is displayed. Provide the number to the operator.

📝Depending on your network, the phone is unavailable during the remote operation. If using Wi-Fi, it is available.

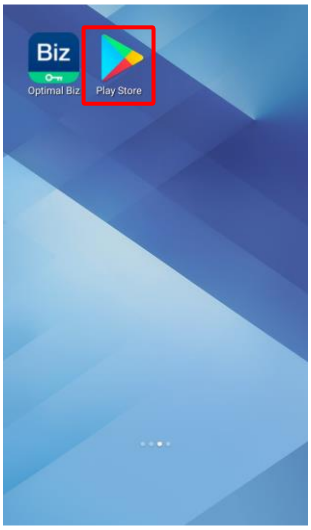


25.3 Uninstallation

Follow the steps below to uninstall from the managed Google Play Store.

✎If you use a conventional agent, uninstall it from [Settings] of the device.

【1】Tap [Play Store].



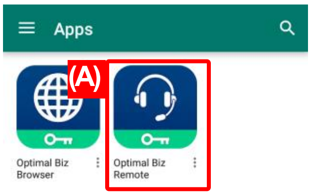
【2】Depending on the setting of the management site, the managed Google Play store or regular Google Play store screen is displayed.

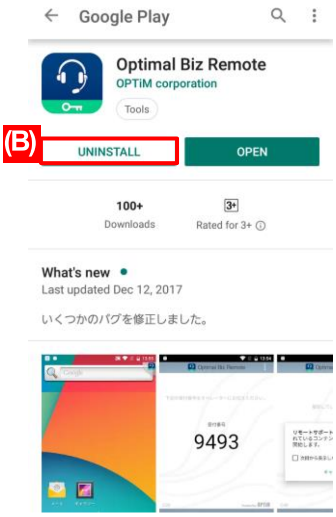
<<managed Google Play store screen>>

✎This screen is displayed when "Only company permission apps can be installed" or "Only specified apps can be installed" is selected on the management site.

✎Tap (A) [Optimal Biz Remote].

✎Tap (B) [UNINSTALL].



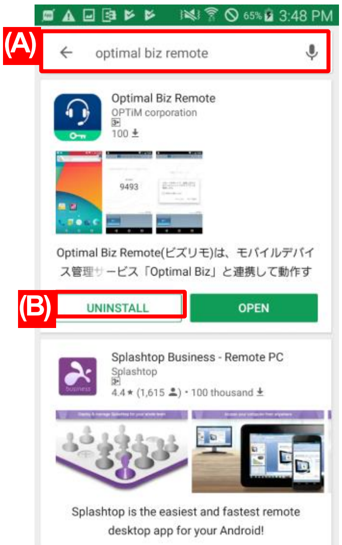


<<Regular Google Play store screen>>

✍If "All apps can be installed" is selected at the management site, the regular Google Play store screen is displayed.

✍Enter "Optimal Biz Remote" in (A) the search field and search.

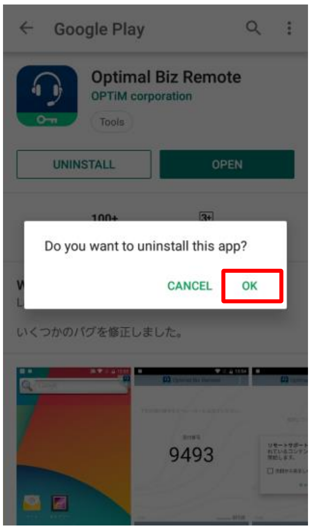
✍Tap (B) [UNINSTALL].



Optimal Biz Remote(ビズリモ)は、モバイルデバイス管理サービス「Optimal Biz」と連携して動作す

Splashtop is the easiest and fastest remote desktop app for your Android!

【3】 Tap [OK].



Do you want to uninstall this app?

いくつかのバグを修正しました。

26 SaaS ID Federation

If SaaS ID Federation is set on the management site, you can login to the SaaS application (Office 365 or Google Workspace (formerly G Suite)) with the ID of Optimal Biz.

For the login method with SaaS ID federation, refer to the following.

<SaaS ID/Access Control Operation Manual>

27 When CA certificate is silently installed

Describes the following items.

Item	Page
CA certificate silent installation notification screen	105

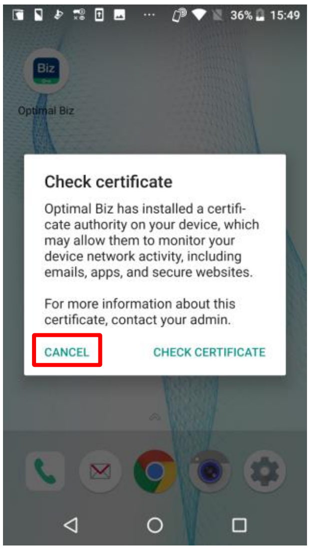
Attention

●Depending on the specification of Android device you use, it may not be displayed.

27.1 CA certificate silent installation notification screen

When the CA certificate is silently installed, a notice from Android System is displayed on the notification bar of the Android device. Tap the notification to display the following confirmation screen.

【1】**Tap [CANCEL].**



Check certificate

Optimal Biz has installed a certificate authority on your device, which may allow them to monitor your device network activity, including emails, apps, and secure websites.

For more information about this certificate, contact your admin.

28 Stopping Agent Use

Describes the following items.

Attention

- The store version agent cannot release or uninstall licenses as it is a specification to prevent data leakage that can occur due to user information remaining on the device. Refer to the following and initialize the device.

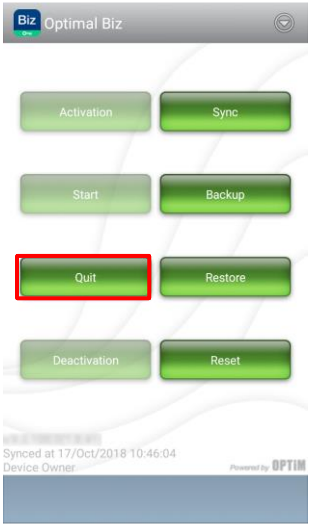
"Change the device user" in <Android Kitting Manual>

28.1 Stopping agent use

28.1.1 Quit agent

To quit the agent and stop managing the Android device, follow the steps below.

【1】 **Open the main menu and tap [Quit].**



Synced at 17/Oct/2018 10:46:04
Device Owner

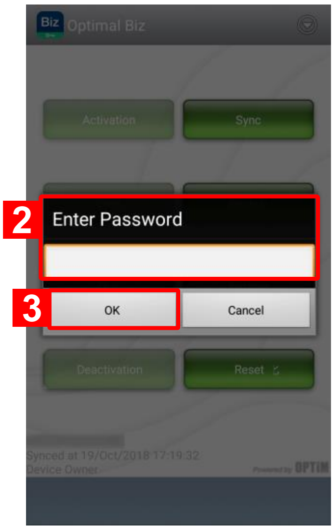
【2】 **Enter the password.**

✍Contact your administrator on the password.

✍Depending on the setting from the management site, password is not required.

【3】 **Tap [OK].**

【4】 **The agent terminates.**



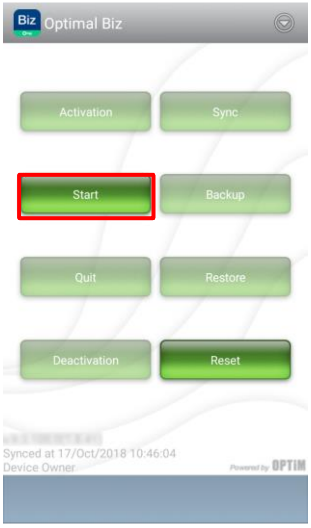
Synced at 19/Oct/2018 17:19:32
Device Owner

28.1.2 Re-Launching agent

To launch the agent again after you quit it, follow the steps below.

【1】 Open the main menu and tap [Start].

【2】 The agent is launched.



Synced at 17/Oct/2018 10:46:04
Device Owner

28.2 Deactivating agent

To exit the agent completely, you need to deactivate the agent. Deactivating the agent does not uninstall the agent from the device. For details, refer to the following.

"Uninstalling Agent" Page 110

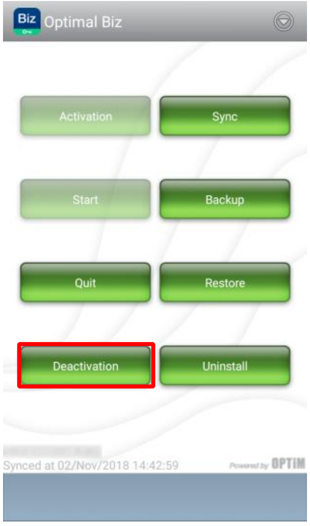
The license authentication steps depend on the integration method between the management site and Google. Check the integration methods before performing license authentication. For details, refer to the following.

"Selecting kitting method" in <Android Kitting Manual>

The store version agent cannot release or uninstall licenses as it is a specification to prevent data leakage that can occur due to user information remaining on the device. Refer to the following and initialize the device.

"Changing the device user" in <Android Kitting Manual>

【1】 Open the main menu and tap [Deactivation].



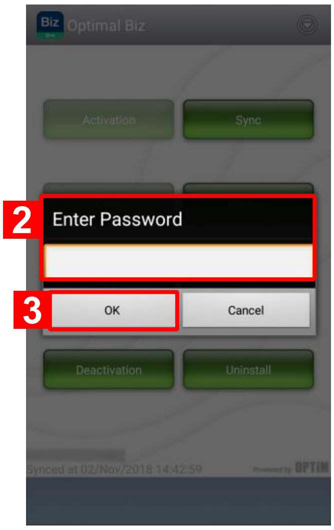
【2】 Enter the password.

Contact your administrator to learn the password.

Depending on the settings from the management site, a password may not be required.

【3】 Tap [OK].

【4】 The agent deactivated.



28.3 Uninstalling Agent

To uninstall the agent, follow the steps below.

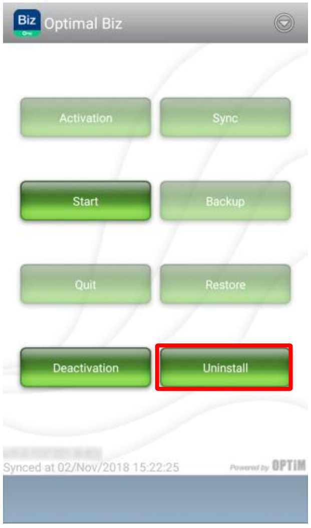
The store version agent cannot release or uninstall licenses as it is a specification to prevent data leakage that can occur due to user information remaining on the device. Refer to the following and initialize the device.

"Change the device user" in <Android Kitting Manual>

【1】 Open the main menu and tap [Uninstall].

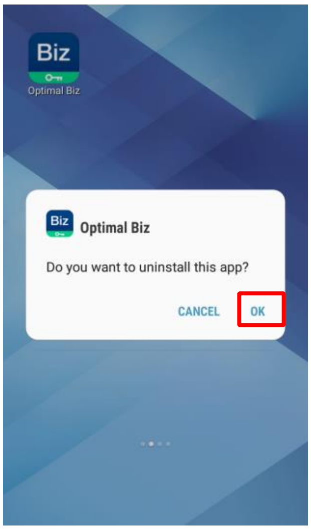
You cannot uninstall the agent while running it. After you finish the agent, uninstall it. For details, refer to the following.

☞"Quit agent" Page 107



【2】 Tap [OK].

【3】 Uninstalled.


Optimal Biz

Do you want to uninstall this app?

29 Others

Describes the following items.

29.1 If you are unable to sync

Confirm the device is in the following state and setting.

📝Each OS version and device may have different display item names and procedures.

📝If you are unable to sync even when in the following status and settings, perform credential recovery.
Refer to the following for details.

☞"Credential Recovery" Page 65

●The device is turned ON

●Connected to mobile communication with enabled SIM for or enabled Wi-Fi access point

●Not used in the status out of range and not reached by radio waves

●Power saving mode (Eco Mode) is OFF
How to check: Device [Settings]→[Battery]→[Eco mode]
How to avoid: Set the power saving mode (Eco mode) to OFF

●Background communication is not limited
How to check: [Settings]→[Apps & Notifications]→[App Info]→[Optimal Biz]→[Data usage] on the device
How to avoid: Turn ON [Background data]

●Data saver is OFF
How to check: [Settings]→[Network & Internet]→[Data usage] on the device
How to avoid: Turn OFF [Data saver]

●No app available to suppress battery consumption
How to check: Home screen of the device→App list
How to avoid: Set not to use battery limiting apps and not to restrict MDM by settings in app

●Agent is in active state
How to check: Home Screen→[App list]→[Optimal Biz] on the device
How to avoid: Tap [Start] button to start up

📝If "Start" is inactive, it has already been started.

●Agent is in authentication status
How to check: Device Home Screen→App list→[Optimal Biz]
How to avoid: Tap [License authentication] button to authenticate

📝If "License authentication" is inactive, it has already been authenticated.

📝Contact your administrator for your company code and authentication code.

●[Airplane mode] is OFF
How to check: Device [Settings]→[Network & Internet]→[Airplane mode]
How to avoid: Turn [Airplane Mode] OFF

●If using bandwidth restrictions, it meets the communication requirements
How to check: Contact your network administrator
How to avoid: Allow the port to meet the MDM communication requirements with the settings of the service restricted