Optimal Biz
Android Kitting Manual

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

Getting Started

Purpose of this manual

This manual explains the kitting operation for Android.

To perform a kitting operation, the Android device must be in the factory default state (default setting screen).

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]→[Android]→[Applications]→[Application Distribution]→

◆ About the screen

- In this manual, the user type is for "administrator". When logging in to the management site other than the user type "administrator", editing and browsing are restricted according to the user type. For details, refer to the following.

  "User" – "List" – "Create a user"<Management Site Reference Manual>

- The version notation on the screen may differ from the actual one.
- Some screens and operations may differ depending on the OS version of Windows and the browser to be used. In this manual, we explain using the screen displayed in Google Chrome.

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.

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1 About Android client

Describes the following items

Item	Page
Overview	6
OS support policy	6
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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 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.

1.3 System Requirement

The system requirement of Android client is as follows.

Device	Android 9 or later We support up to Android 8.x for the conventional version agent. For details of the device, 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/LTE or Wi-Fi. Available to communicate HTTPS (port 443) to the management site with/without proxy.

If you use the following functions or apps on your device, they may disrupt the agent's behavior and communication.

- Data saver
- Background data usage settings
- Airplane mode
- Battery optimization
- Battery-saving apps (Kyocera "Eco-Mode", HUAWEI "Device Management", etc.)

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

2 Selecting kitting methods

The kitting method will vary depending on the device you use and whether you use a Google Workspace (formerly G Suite) account. Refer to the following to select an appropriate method.

Item	Page
Item	Page

Attention

- To execute kitting, you must factory reset the device (initial setup screen).
- The legacy Android agent can be installed to Android 5.x or lower, but the agent is guaranteed to operate in Android 9 or later. For legacy agent, refer to the following.

☞"Legacy Android agent" Page 228

2.1 Overview of each kitting method

There are six ways to perform kitting for Android agents. See the table below for the characteristics of each method.

- Afw identifier
- Google Workspace (formerly G Suite) account
- Zero-touch enrollment (using a Google account)
- Zero-touch enrollment (using a Google Workspace (formerly G Suite) account)
- QR code
- NFC

Depending on the kitting method, you cannot change it to another method. Before you begin kitting, review the table below and carefully select an appropriate method.

When using Android Enterprise regardless of the kitting methods, one user can own up to 10 devices. Do not link more than 10 devices to one user.
If you link more than 10 devices to one user, Google account distributed to the device will be disabled. You will not be able to browse Google Play or install apps that are used on your account.

Kitting method	Description
Afw identifier	Enter the afw identifier "afw#biz3" in the Google account input field that appears when you activate your device. This is the most standard kitting method that requires few preliminary settings. For the kitting steps, refer to the following. "Integrating Android Enterprise with a Google account Google" Page 11 If you have a Google Workspace (formerly G Suite) contract, do not select this option and make sure to perform kitting using one of the following methods. ・Google Workspace (formerly G Suite) account ・Zero-touch enrollment (using a Google Workspace (formerly G Suite) account)
Google Workspace (formerly G Suite) account	Enter your Google Workspace (formerly G Suite) in the Google account input field that appears when you activate your device. This method is to integrate Android Enterprise by using your Google Workspace (formerly G Suite) account. This method provides the following benefits. ・Because you use a Google Workspace (formerly G Suite) account, you do not have to create a Google account for administration. ・You can use Google services from your device by using your Google Workspace (formerly G Suite) account. For the kitting steps, refer to the following. "Integrating with Android Enterprise by a Google Workspace (formerly G Suite) account" Page 40

<table>
<tr><th colspan="2">Kitting method</th><th>Description</th></tr>
<tr><td colspan="2">Zero-touch enrollment (using a Google account)</td><td>You use a device that supports zero-touch enrollment to integrate Android Enterprise via your Google account and force the device to be under control of this product. This method provides the following benefits.
・Pre-kitting devices can be registered as pre-kitting devices.
・Device operation during activation can be reduced.

For the kitting steps, refer to the following.
"Performing Android Enterprise integration by using zero-touch enrollment with a Google account" Page 73
For the details of zero-touch enrollment, refer to the following.
https://www.android.com/intl/ja_jp/enterprise/management/zero-touch/</td></tr>
<tr><td colspan="2">Zero-touch enrollment (using a Google Workspace (formerly G Suite) account)</td><td>You use a device that supports zero-touch enrollment to integrate Android Enterprise via your Google Workspace (formerly G Suite) account and force the device to be under control of this product. This method provides the following benefits.
・Pre-kitting devices can be registered as pre-kitting devices.
・Device operation during activation can be reduced.
・Because you use a Google Workspace (formerly G Suite) account, you do not have to create a Google account for administration.
・You can use Google services from your device by using your Google Workspace (formerly G Suite) account.

For the kitting steps, refer to the following.
"Integrating with Android Enterprise by a Google Workspace (formerly G Suite) account using zero-touch enrollment" Page 128
For the details of zero-touch enrollment, refer to the following.
https://www.android.com/intl/ja_jp/enterprise/management/zero-touch/</td></tr>
<tr><td rowspan="2">Others</td><td>QR code</td><td>Tap the initial setup screen six times to install a QR code scanner, and scan a specified QR code.

For the kitting steps, refer to the following.
"Performing kitting using a QR code" Page 191</td></tr>
<tr><td>NFC</td><td>Hold the NFC-supported master device over a subdevice to install the agent.

For the kitting steps, refer to the following.
"Performing kitting using NFC" Page 206

Available on NFC-supported devices with Android 6.0 to 9, but guaranteed to operate in Android 9 or later. For NFC-supported devices, refer to the following.
<Android Support Device List></td></tr>
</table>

3 Integrating Android Enterprise with a Google account Google

To use Android Enterprise, perform an integration setting between this product and Google via your Google account before kitting your device.

This chapter describes the following items.

Item	Page
Registering a Google account	12
Creating a user	18
Kitting with the afw identifier	20
Performing license authentication	34
Allocating a user to your device	38

Attention

- You must have a Google account that is not integrated with Android Enterprise.
- If you want to delete an integrated account or re-register a new account, refer to the following.

"Changing integration settings between Optimal Biz - Google" Page 219

- The items marked with * above are required only for the first kitting.

Reference

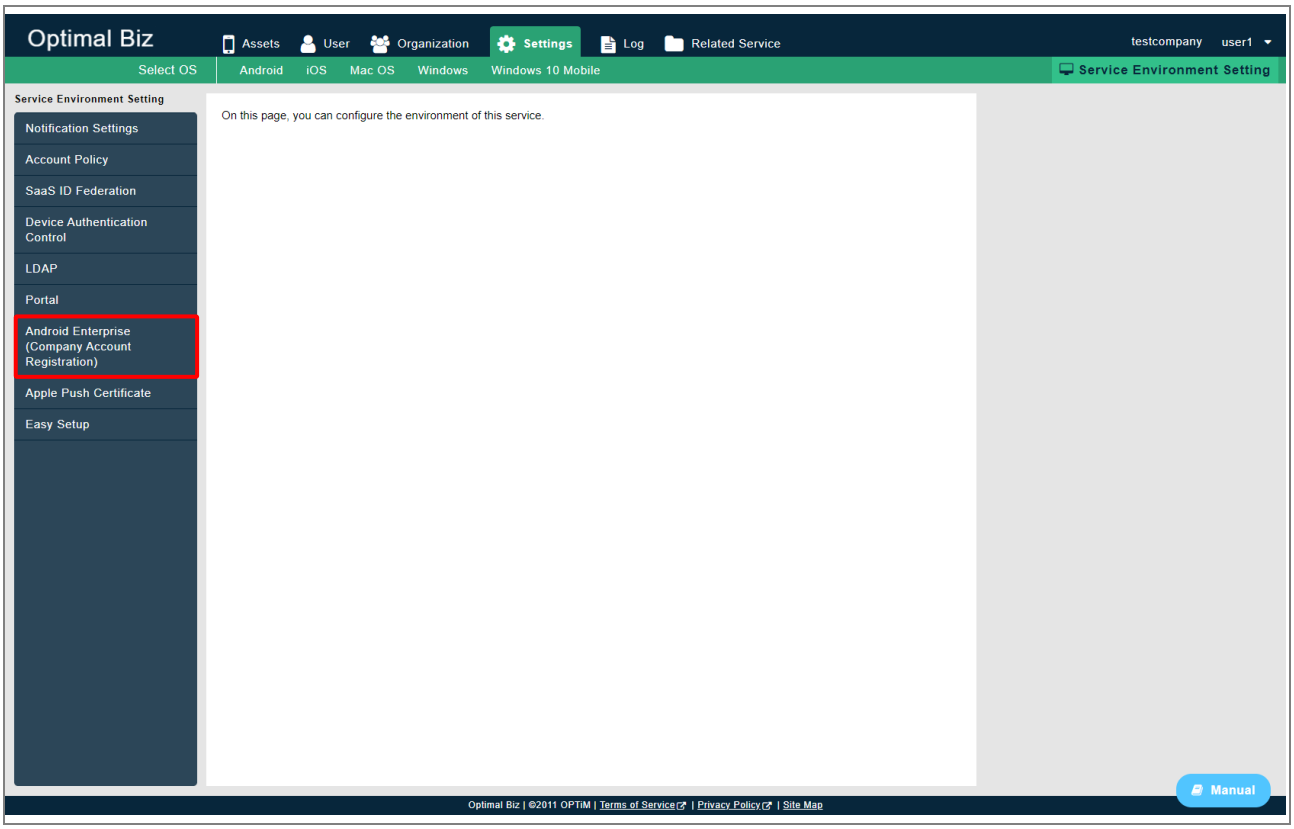
- By setting up the "Application Distribution" function of Android Enterprise on the management site in advance, apps can be distributed to your device at the same time as license authentication after kitting is complete. For details of app distribution, refer to the following.

"Android Enterprise App distribution" in<Android Enterprise Manual>

3.1 Registering a Google account

Follow the steps below to register a Google account for integrating Android Enterprise with the management site.

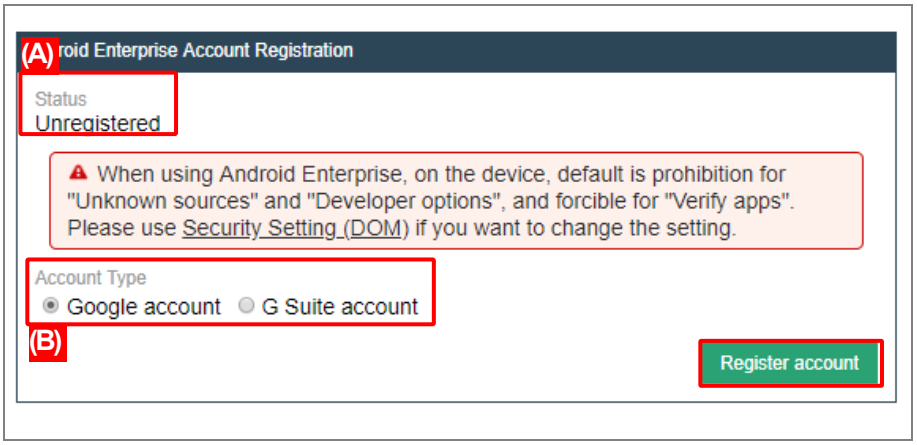
【1】 Click [Settings]→[Service Environment Setting]→[Android Enterprise (Company Account Registration)].



【2】 The "Status" (A) shows "Unregistered".
Google account" is selected in "Account Type" (B) by default. Click [Register account].

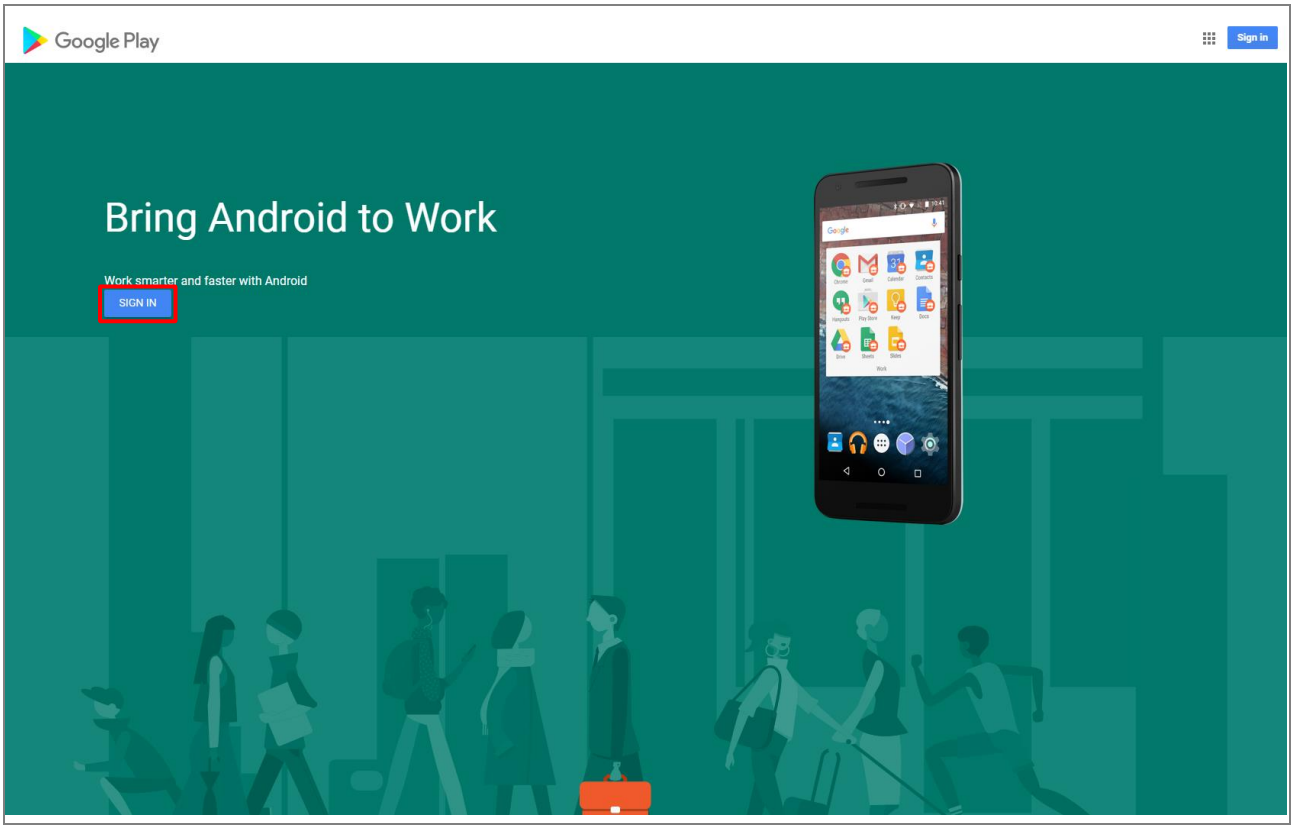
After account registration is complete, the device's "Installation of unknown source apps" and "Developer options" will be set to "Prohibit" and "Force apps check" will be set to "Force". Create a configuration set that allows "Installation of unknown source apps" in "Security setting (DOM)", allocate it to your device, and perform a sync.

"Settings – Android" - "Device Owner Mode" - "Security setting (DOM)" in <Management Site Reference Manual>



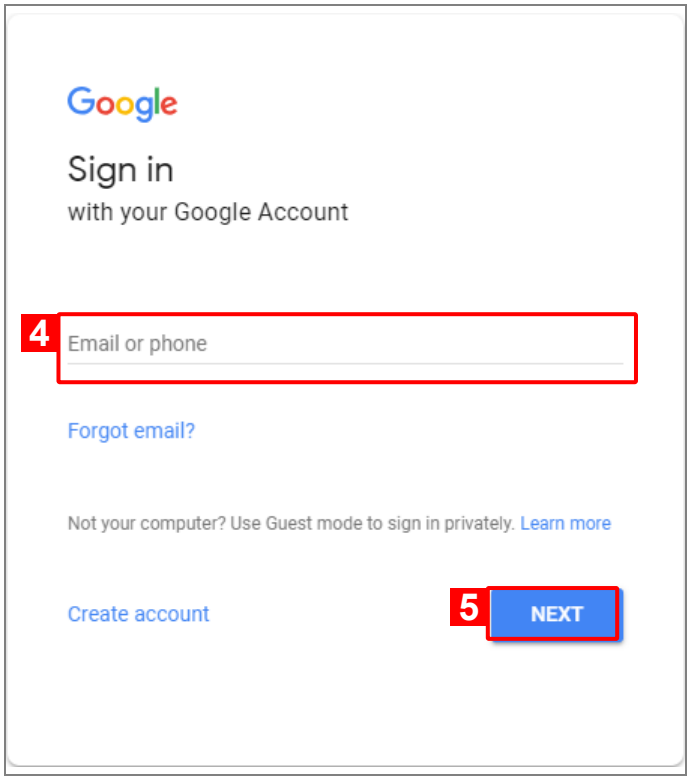
【3】Google Play will be displayed. Click [SIGN IN].

Depending on the browser you are using, Google Play may not work properly.



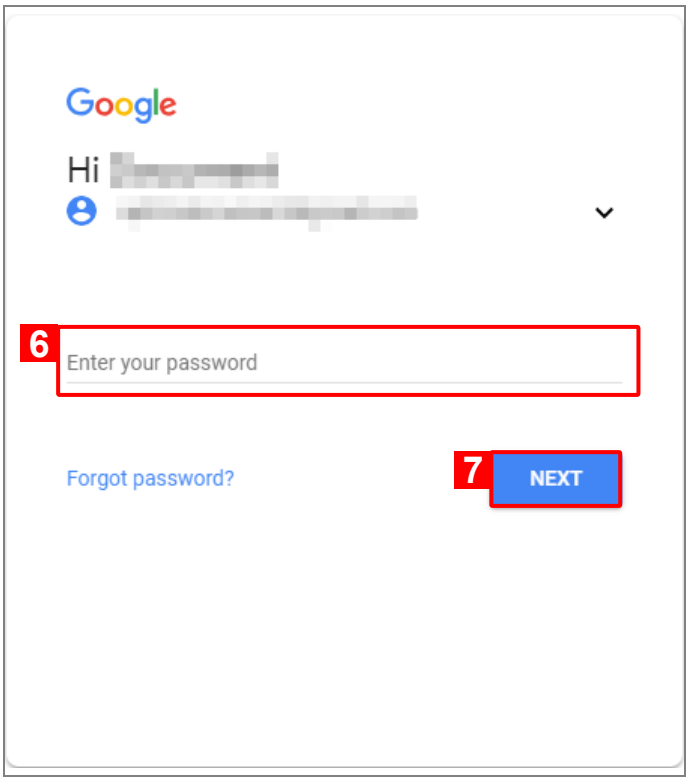
【4】Enter your company Google account.

【5】Click [NEXT].

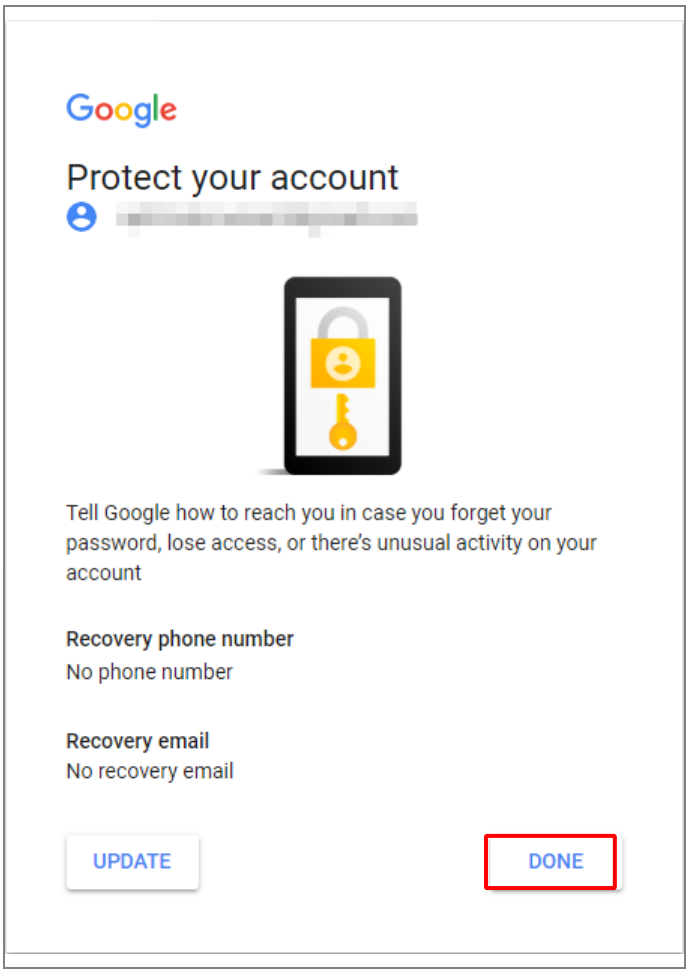


【6】**Enter the password.**

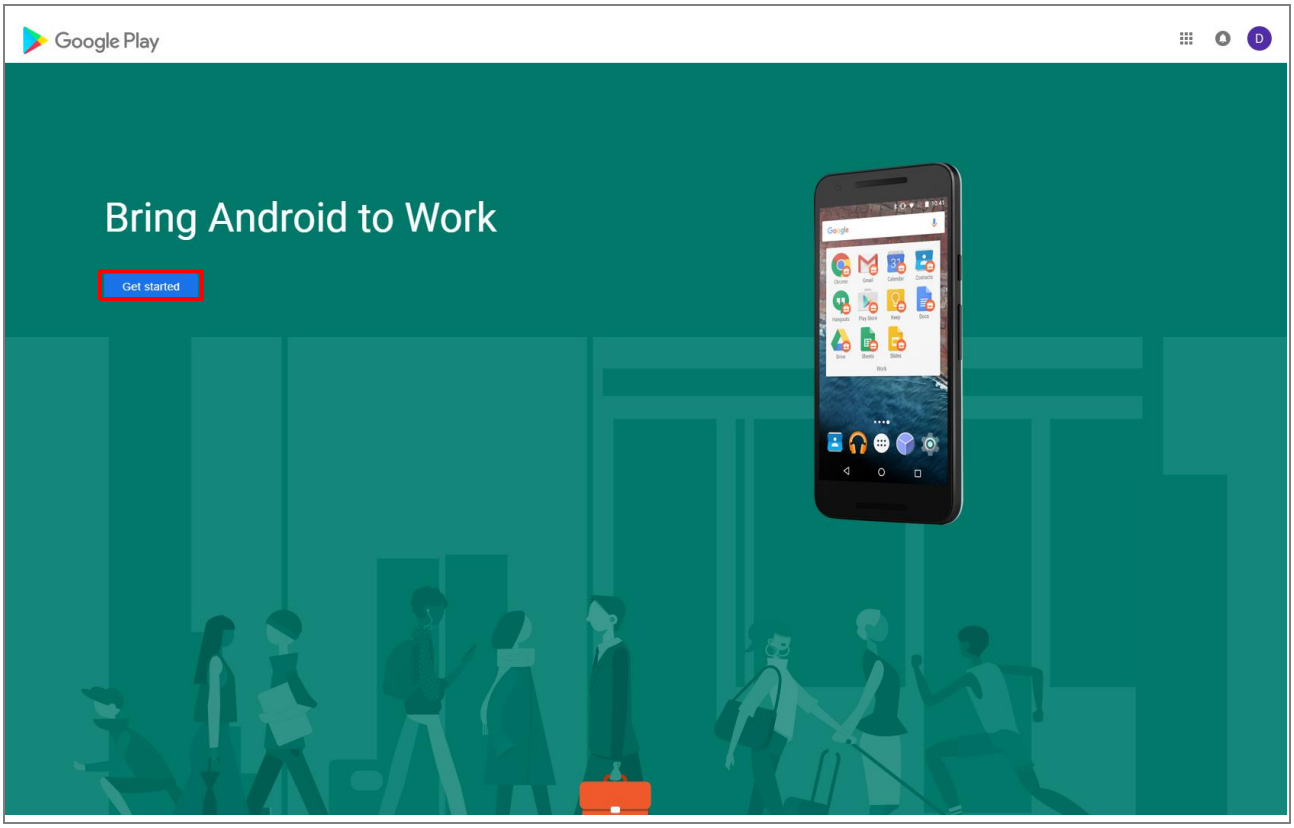
【7】**Click [NEXT].**



【8】**Click [DONE].**

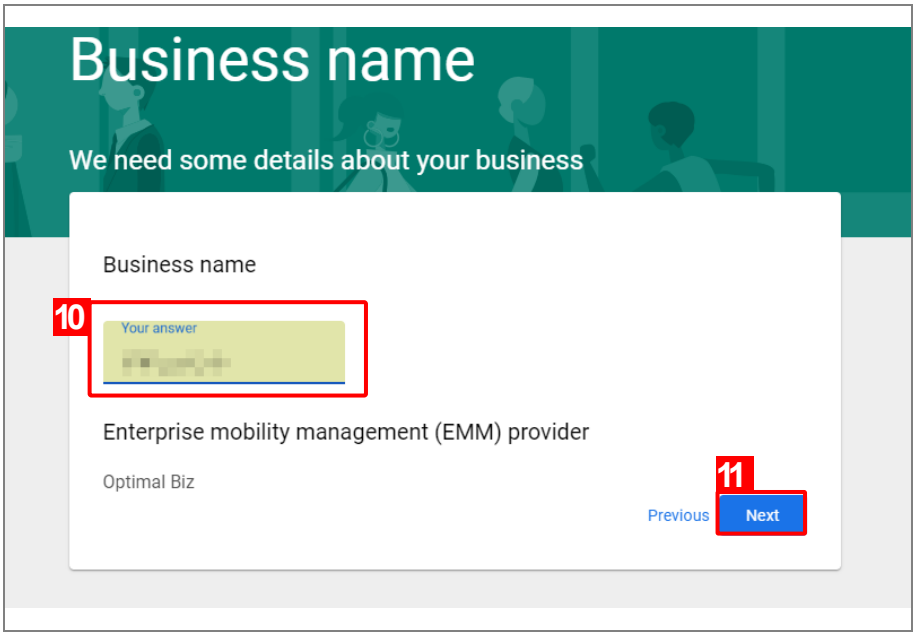


【9】**Click [Get started].**



【10】**Enter "Business name".**

【11】**Click [Next].**

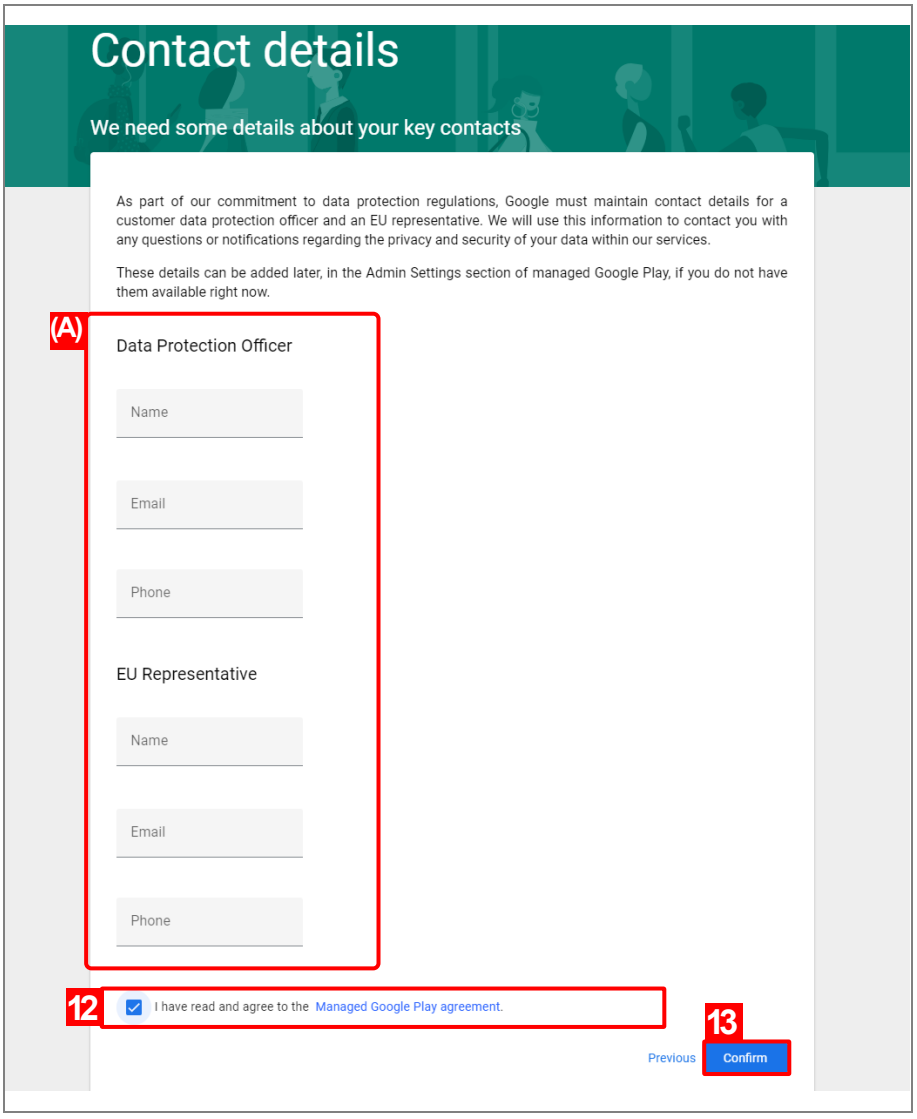


【12】 Read the agreement and check the box.

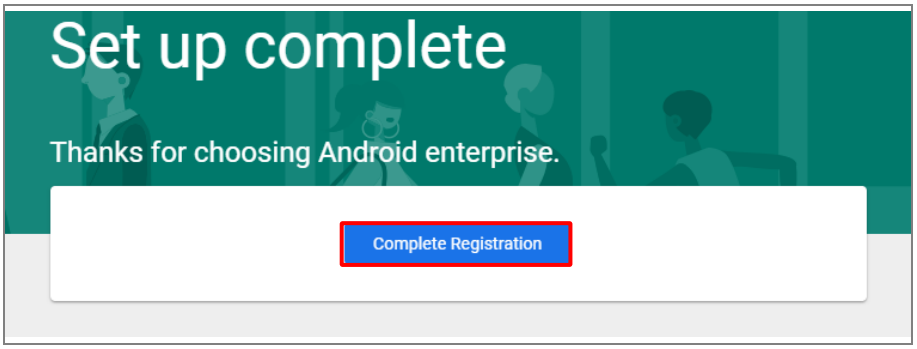
【13】 Click [Confirm].

The Data Protection Officer and EU Representative (A) are optional. Enter them if required. For details of Data Protection Officer and EU Representative, refer to the following.

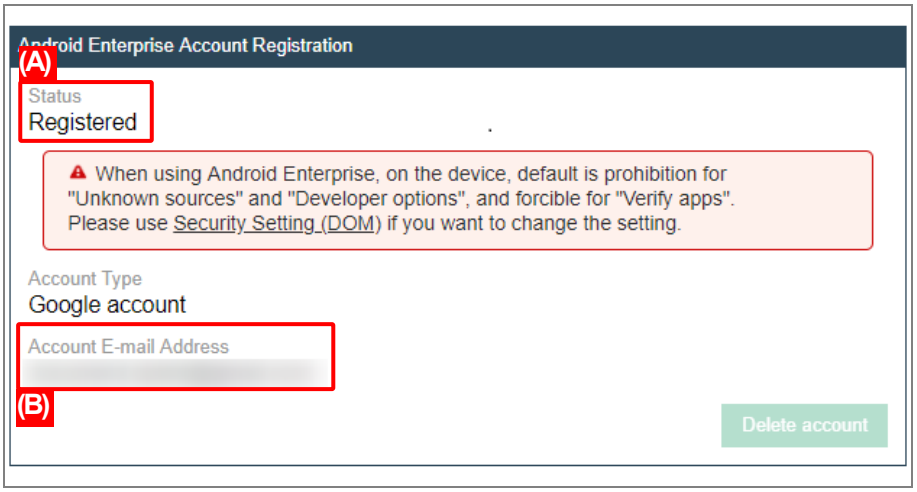
https://support.google.com/googleplay/work/answer/7681629



【14】 Click [Complete Registration].



【15】When you return to the management site, the "Status" (A) shows "Registered".
The email address registered for Google Play is displayed in "Account E-mail Address" (B).

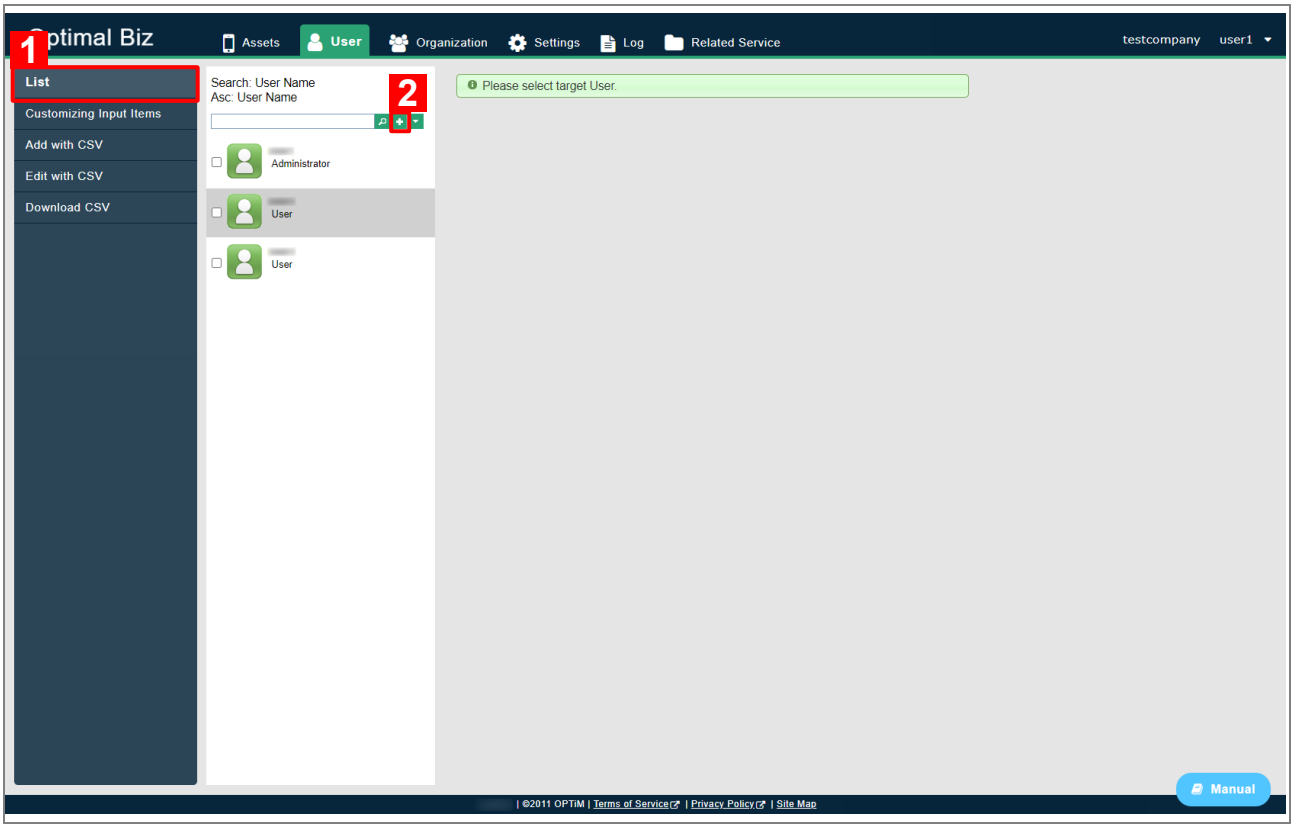


3.2 Creating a user

Follow the steps below to create a user.

【1】 **Click [User]→[List].**

【2】 **Click** ✚**.**



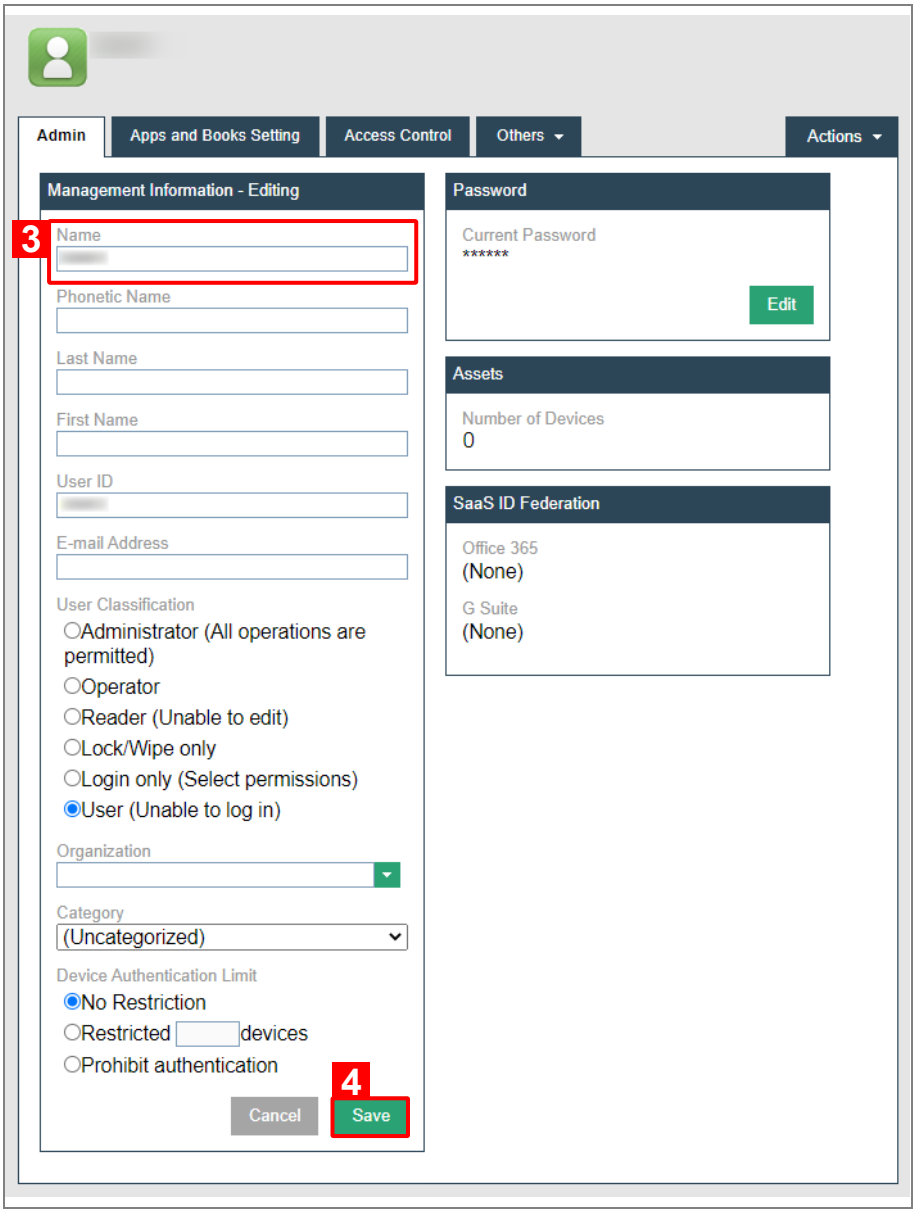
【3】Enter an arbitrary name in "Name".

For details of other input and setting items, refer to the following.

"User" - "List" - "Create a user" in <Management Site Reference Manual>

【4】Click [Save].

⇒A user will be created.



3.3 Kitting with the afw identifier

Follow the steps below to perform kitting for your device with the afw identifier.

Note that the operation is different between Android versions earlier than 12 and versions 12 or later. Depending on the Android version of your device, choose one of the following methods.

●For less than Android 12

●For Android 12

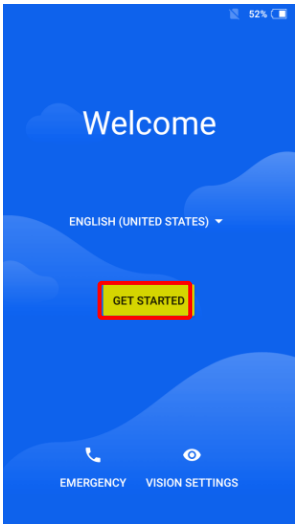
When you are kitting Android 12 or later, kitting operation may not be able to complete if you have set Google Play Developer Services (com.google.android.gms) on the management site's "Application prohibition" blacklist and "Non-display application". Refer to the following to clear the setting in advance and then conduct kitting.

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

"Settings – Android" - "Device Owner Mode" - "Non-display application" in <Management Site Reference Manual>

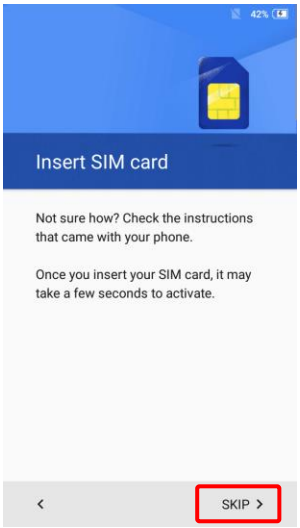
3.3.1 For less than Android 12

【1】Tap [GET STARTED].

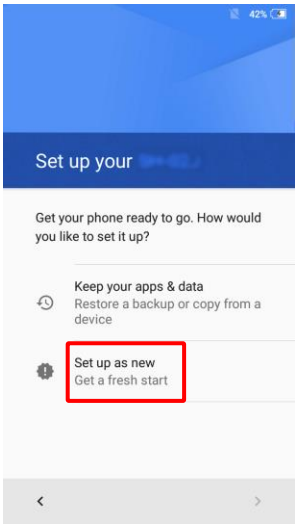


【2】Tap [SKIP].

If a SIM card is already inserted, this screen does not appear.

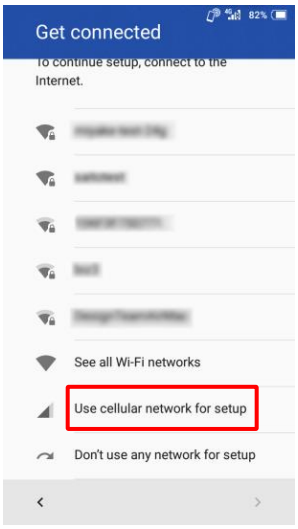


【3】Tap [Set up as new].



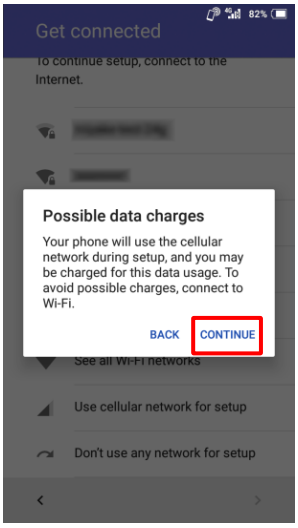
【4】Tap [Use cellular network for setup] or tap a Wi-Fi SSID to connect to Wi-Fi.

<<If you do not have a SIM>>
[Use cellular network for setup] will not be displayed, so connect to Wi-Fi.

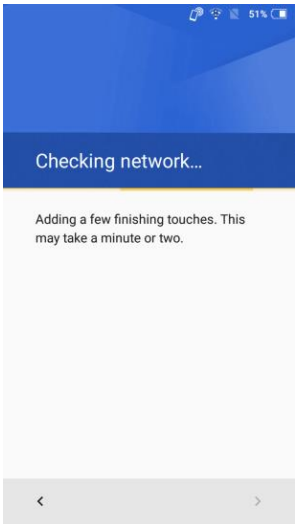


<<If you use a cellular network>>
When a pop-up appears as shown on the screen on the right, tap [CONTINUE].

<<If you use a Wi-Fi connection>>
Continue with the next step.

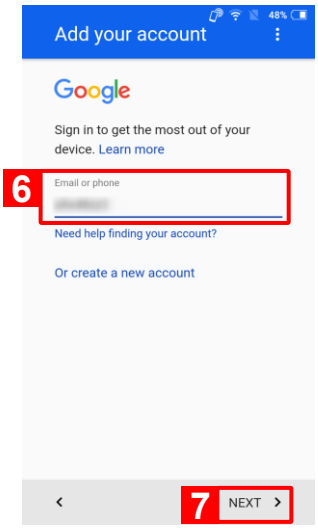


【5】**Network connection starts.**

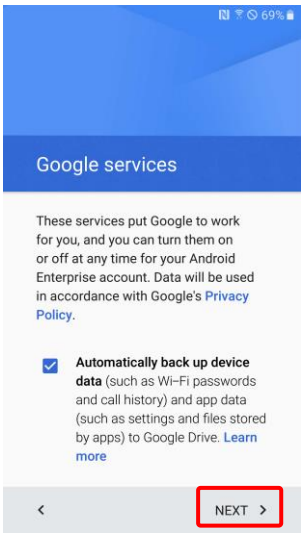


【6】**Enter "afw#biz3" in "Email or phone".**

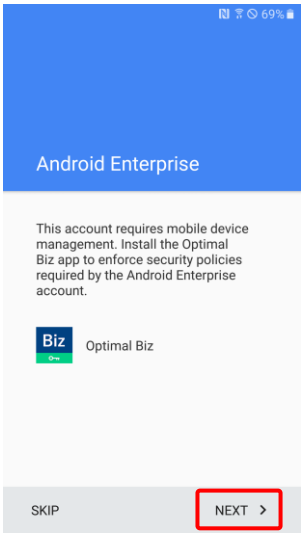
【7】**Tap [NEXT].**



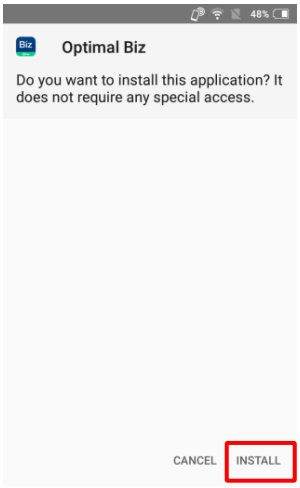
【8】**Tap [NEXT].**



【9】 Tap [NEXT].



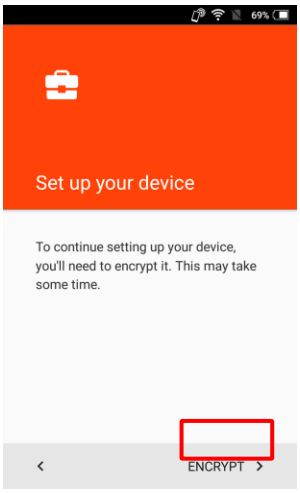
【10】 Tap [INSTALL].



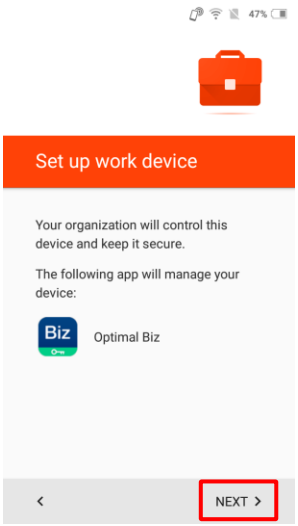
【11】 Tap [ENCRYPT].

Without encryption, kitting may not be performed properly for the agent in some devices. Some devices do not display this screen.

Follow the on-screen instructions to perform encryption. Once encryption is complete, the device will reboot. On the network connection screen that appears after the reboot, select a network you want to use.

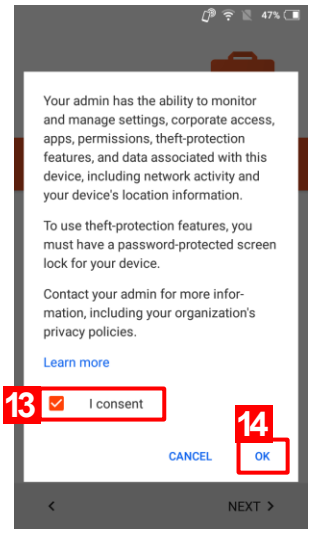


【12】**Tap [NEXT].**



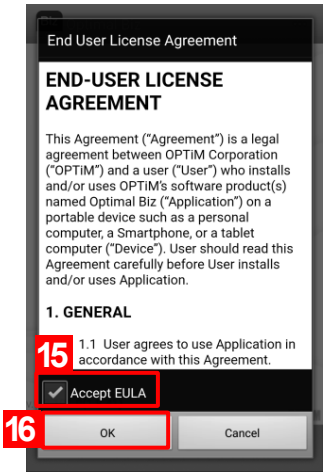
【13】**Check "I consent".**

【14】**Tap [OK].**



【15】**Check "Accept EULA".**

【16】**Tap [OK].**



【17】Read the user data policy, and tap [Privacy Policy].

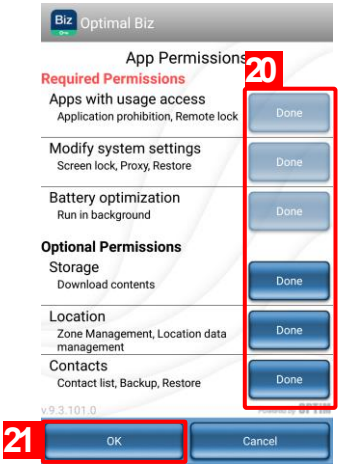
【18】Check "I agree to the privacy policy".

【19】Tap [OK].

【20】A screen that requests permission appears. Follow the on-screen instructions to set things up.

【21】Tap [OK].

⇒The license authentication screen appears. Continue with the license authentication.

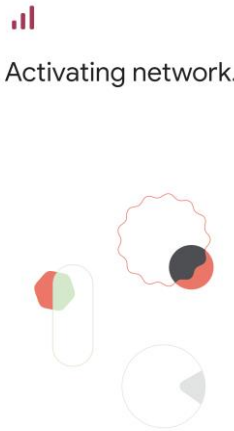


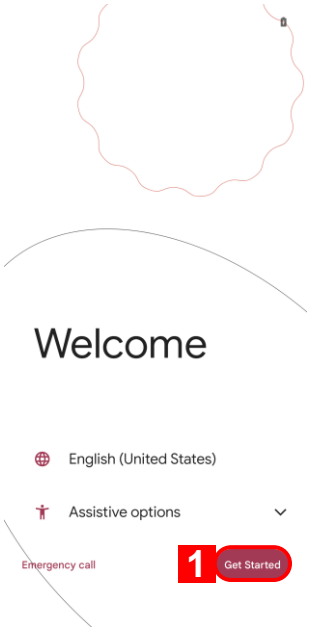
3.3.2 For Android 12 or later

【1】Tap [Get Started].

≪If you are inserting SIM≫

The following screen is displayed.



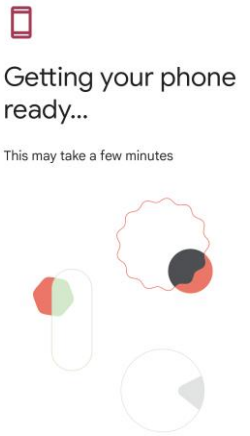


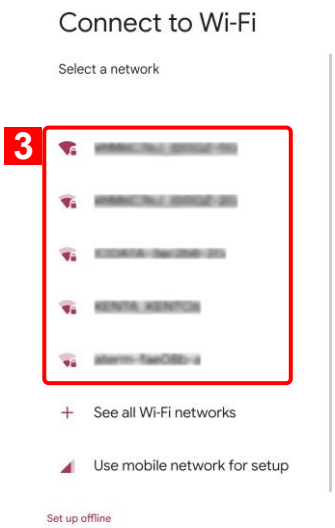
【2】Tap [Skip].

【3】 Tap a Wi-Fi SSID to connect to Wi-Fi.

Android 12 or later cannot be kitted using mobile network. Be sure to connect to Wi-Fi.

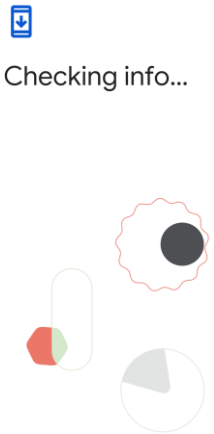
⇒Network connection starts.

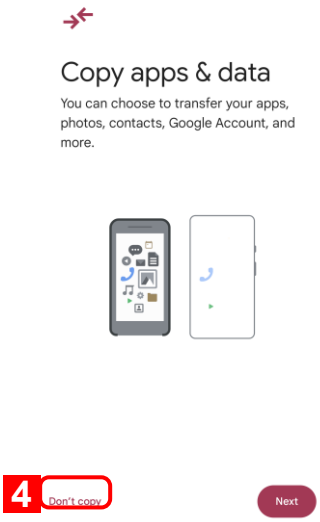




【4】 Tap [Don't copy].

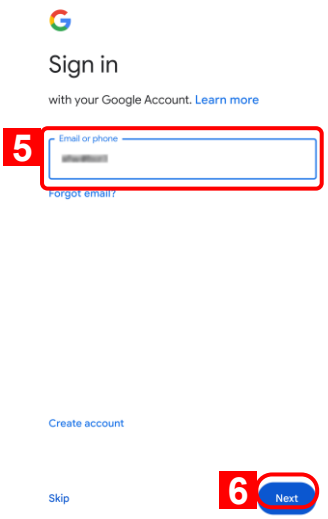
⇒Checking information.





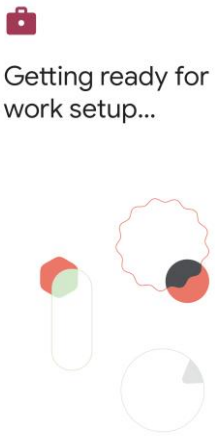
【5】**Enter "afw#biz3" in "Email or phone".**

【6】**Tap [Next].**

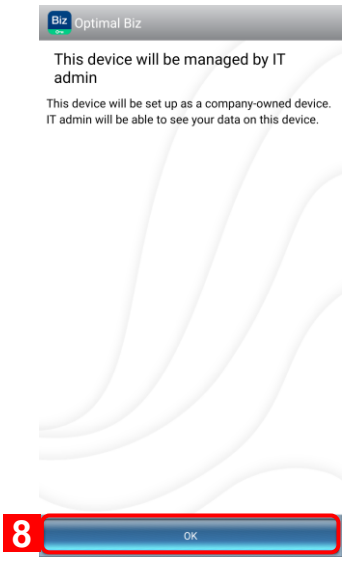


【7】**Tap [Next].**

⇒Getting ready for work setup.

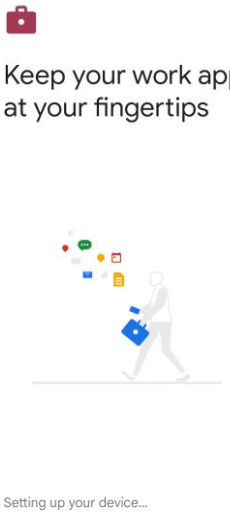


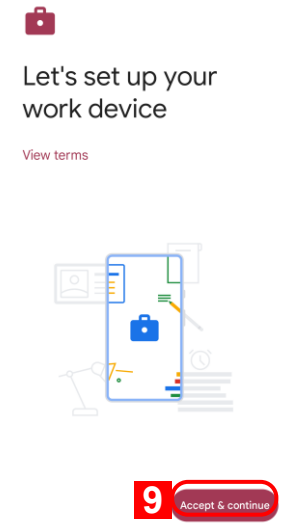
【8】**Tap [OK].**



【9】Tap [Accept & Conetinue].

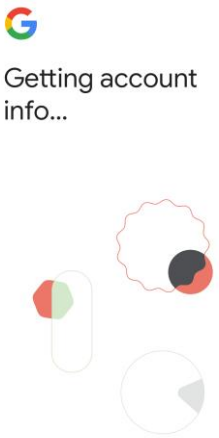
⇒Setting up in the device.

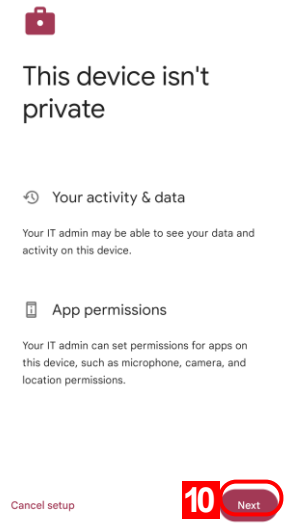




【10】Tap [Next].

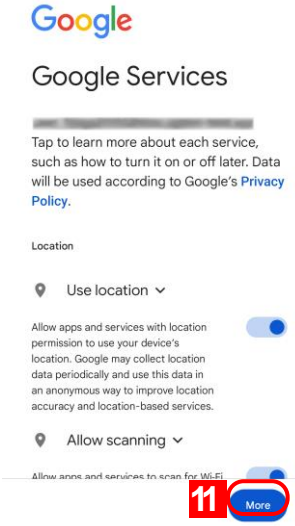
⇒Getting account information.



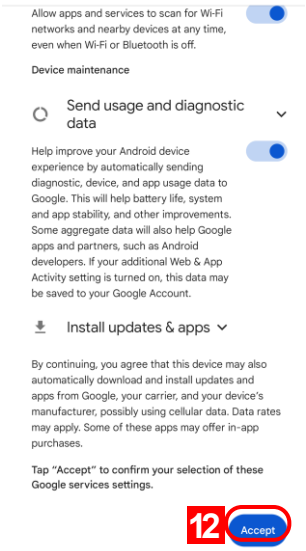


【11】Tap [More].

[More] is displayed several times on some devices. Tap [More] until [Accept] is displayed.

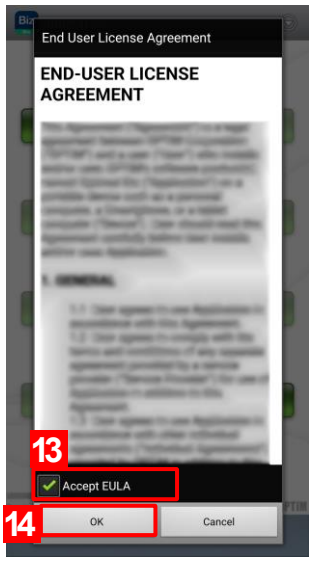


【12】**Tap [Accept].**

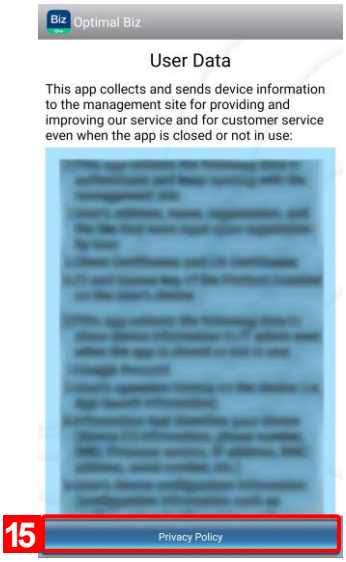


【13】**Check "Accept EULA".**

【14】**Tap [OK].**

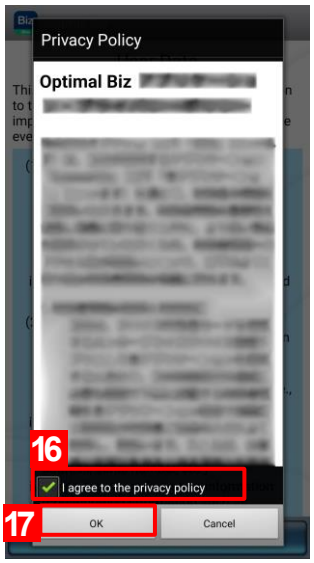


【15】**Read the user data policy, and tap [Privacy Policy].**

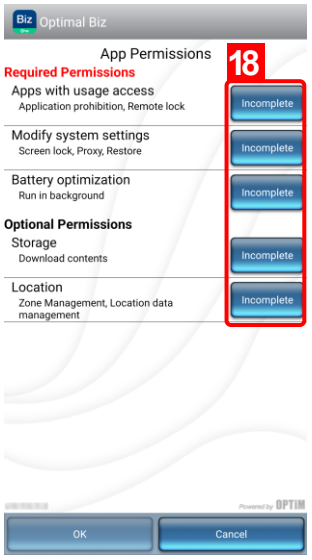


【16】**Check "I agree to the privacy policy".**

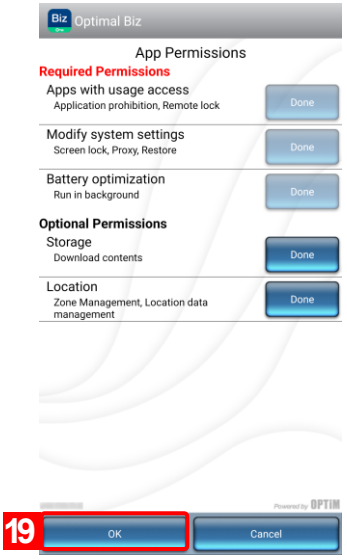
【17】**Tap [OK].**



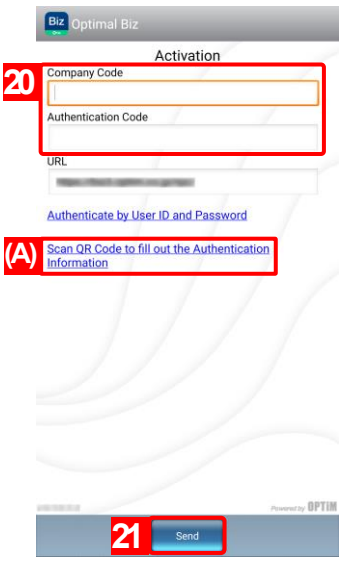
【18】**A screen that requests permission appears. Follow the on-screen instructions to set things up.**



【19】**Tap [OK].**



【20】Enter a "company code" and "authentication code".

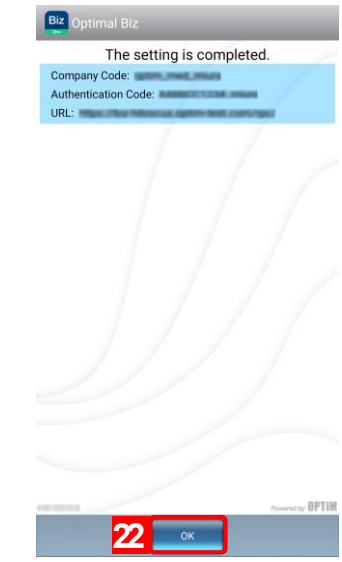


Contact your administrator for your company code and authentication code.

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.

【21】Tap [Send].

【22】The license authentication completion screen appears. Tap [OK].



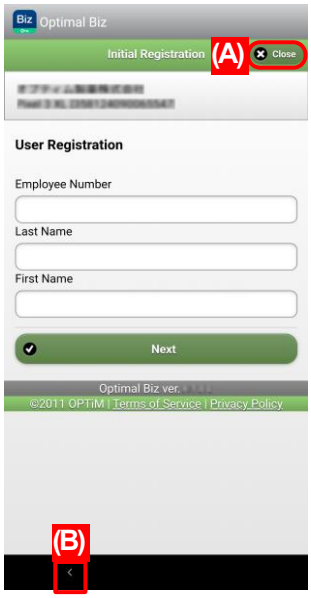
≪When portal settings are set to be displayed on Management Site≫

After you tap [OK], initial registration screen appears.
Enter items as necessary.

The user will link to the device if the initial registration has been made.

If you do not need to register, you can either tap [Close] (A) or (B) the back button on the device to close the screen.

If the user is already linked to the device, a message will appear and say that the user has been linked. Close the screen.



【23】 Tap [Skip].

⇒Kitting is complete.
License authentication is also complete. Proceed to "Allocating a user to your device".

☞"Allocating a user to your device" Page 38

3.4 Performing license authentication

After kitting is complete, perform license authentication with your User ID or company code / authentication code.

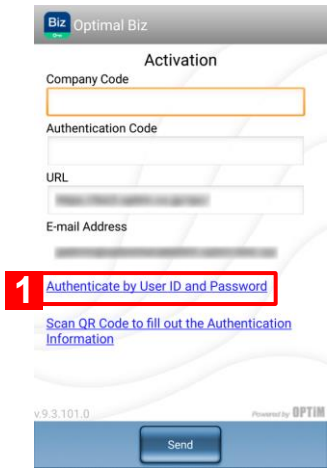
If you are using Android Enterprise, after you perform license authentication with the user ID registered from the management site, it will be integrated with Android Enterprise.
If you have not registered your user ID, the user ID can be integrated with Android Enterprise by performing a license authentication with a company code / authentication code, registering the user ID from the management site, and linking it with your device.

Android 12 or later are license authenticated by kitting, so this operation is not necessary. Proceed to the next operation.

"Allocating a user to your device" Page 38

3.4.1 Authenticating by a user ID

【1】 Tap [Authenticate by User ID and Password].

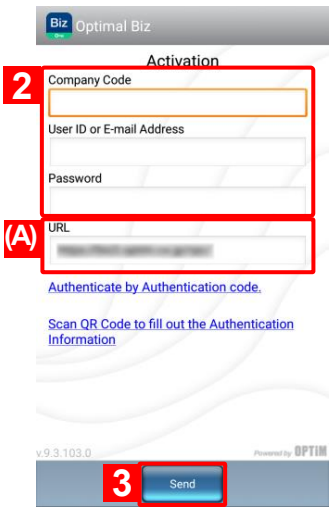


【2】 Enter the "Company Code", "User ID or E-mail Address", and "Password".

Contact your administrator for your company code, user ID, and password.

You do not have to change the URL (A).

【3】 Tap [Send].



【4】The license authentication completion screen appears. Tap [OK].

【5】The agent menu screen appears.

After license authentication, users cannot interact with the agent screen until the initial synchronization is complete at the management site.

3.4.2 Authenticating by a company code / authentication code

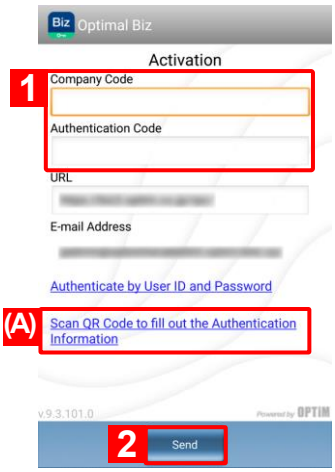
After license authentication is complete, allocate a user to the device on the management site.

"Asset" - "List" - "Asset management information" in <Management Site Reference Manual>

【1】 Enter a "company code" and "authentication code".

Contact your administrator for your company code and authentication code.

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.



【2】 Tap [Send].

【3】 The license authentication completion screen appears. Tap [OK].

≪When portal settings are set to be displayed on Management Site≫

After you tap [OK], initial registration screen appears.
Enter items as necessary.

The user will link to the device if the initial registration has been made.

If you do not need to register, you can either tap [Close] (A) or (B) the back button on the device to close the screen.

If the user is already linked to the device, a message will appear and say that the user has been linked. Close the screen.

【4】 The agent menu screen appears.

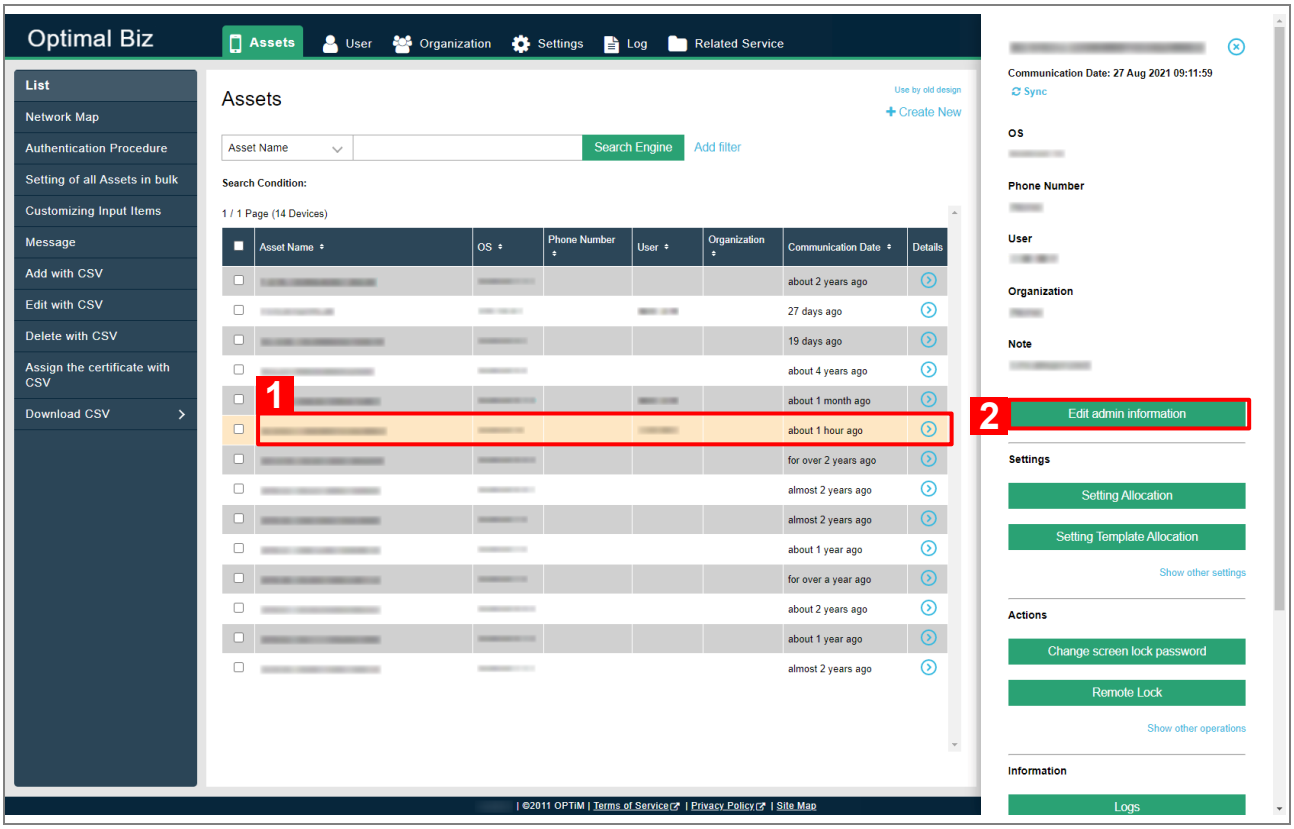
After license authentication, users cannot interact with the agent screen until the initial synchronization is complete at the management site.

3.5 Allocating a user to your device

Follow the steps below to allocate a user created in "Creating a user " to a device.

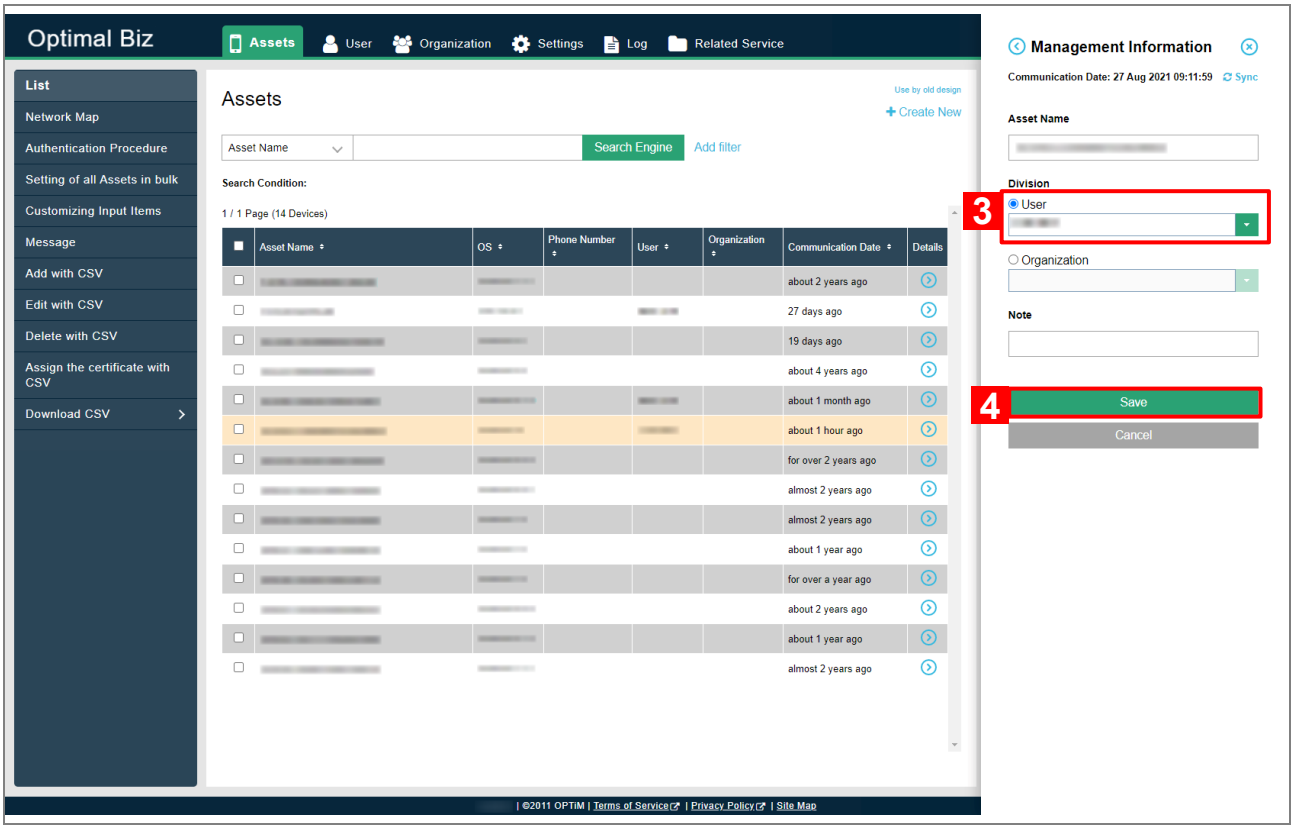
【1】Go to [Assets]→[List], and select a target device from the list.

【2】Click [Edit admin information].



【3】Select "User" in "Division" and specify the user selected in "Creating a user" from the pull-down menu.

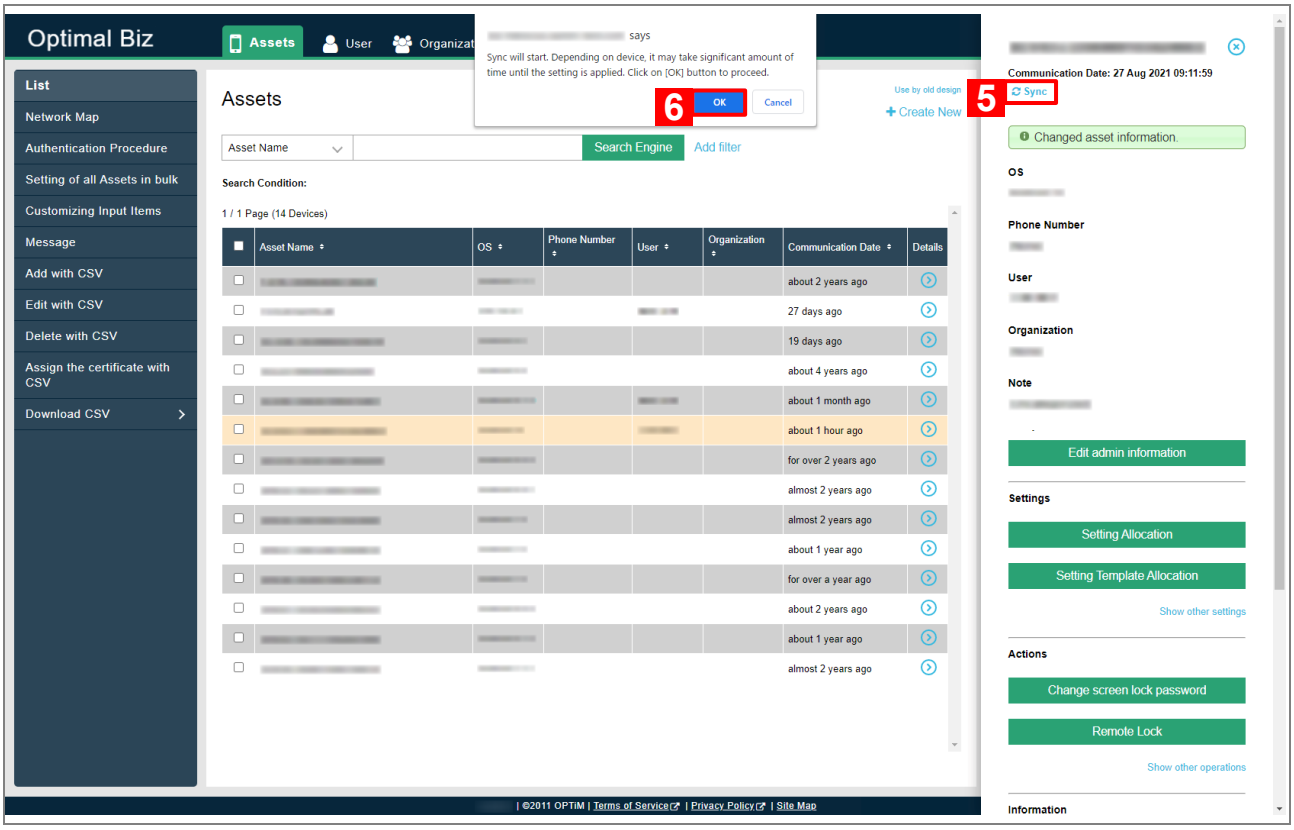
【4】Click [Save].



【5】Click [Sync].

【6】Click [OK].

⇒The user will be allocated to the device.



4 Integrating with Android Enterprise by a Google Workspace (formerly G Suite) account

To use Android Enterprise, perform integration setting between this product and Google by using a Google Workspace (formerly G Suite) account before performing kitting for the device. If you register your Google Workspace (formerly G Suite) account for integration setting, perform the setting on the Google Admin console and issue a token.

This chapter describes the following items.

Item	Page
Issuing a token *	41
Registering a Google Workspace (formerly G Suite) account *	48
Creating a user	50
Kitting by a Google Workspace (formerly G Suite) account	54
Performing license authentication	69

Attention

- You must have a Google Workspace (formerly G Suite) account for which the Android Enterprise integration setting has not been performed.
- If you have registered a Google Workspace (formerly G Suite) account for integration setting with Google, you may not be able to perform a forced (silent) installation. In that case, you must agree to the managed Google Play Store's terms of use. Log in to Google as a G Suite administrator from the following URL and accept the terms.

  https://play.google.com/work/termsofservice

  For details of forced installation, refer to the following manual.

  "App Distribution by <Android Enterprise Manual> " - "Application Distribution" - "If only specified apps can be installed" in Android Enterprise

  "Using the managed Google Play store " - " Forced (silent) installation of apps" in <Android Enterprise Manual>
- The items marked with * above are required only for the first kitting.

Reference

- By setting up the "Application Distribution" function of Android Enterprise on the management site in advance, apps can be distributed to your device at the same time as license authentication after kitting is complete. For details of app distribution, refer to the following.

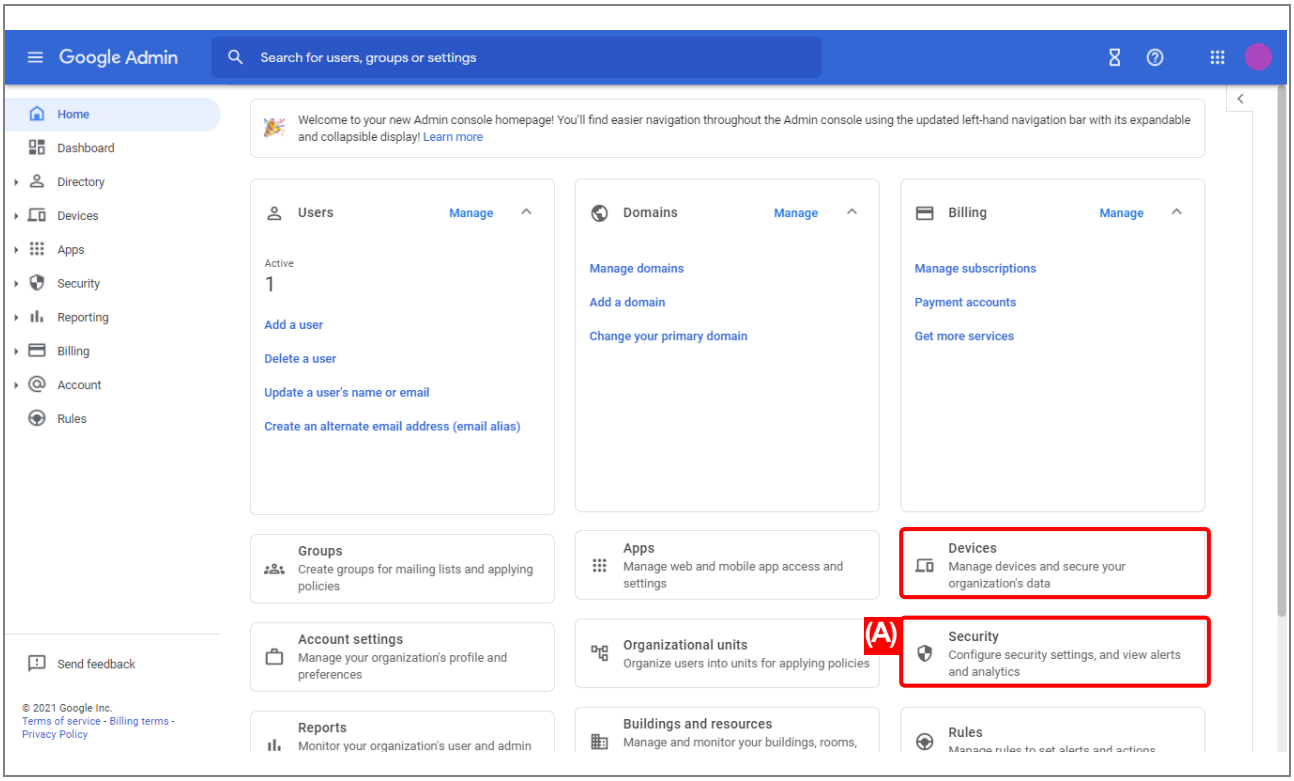
  "Android Enterprise App distribution" in <Android Enterprise Manual>

4.1 Issuing a token

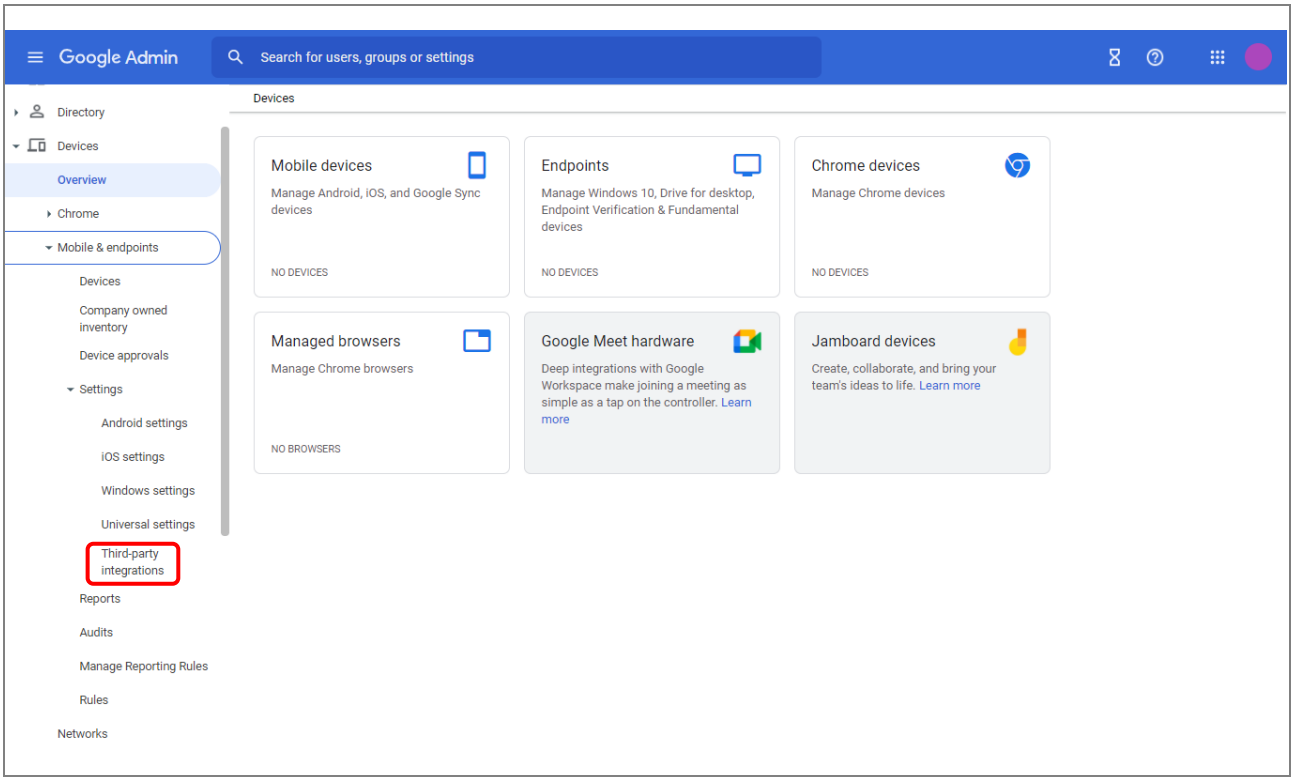
Follow the steps below to integrate this product with Google by using a Google Workspace (formerly G Suite) account.

【1】Go to the Google Admin console (https://admin.google.com) and click [Devices].

(A) If [Security] shows "EMM provider management for Android", steps 【6】 to 【12】 are not required.

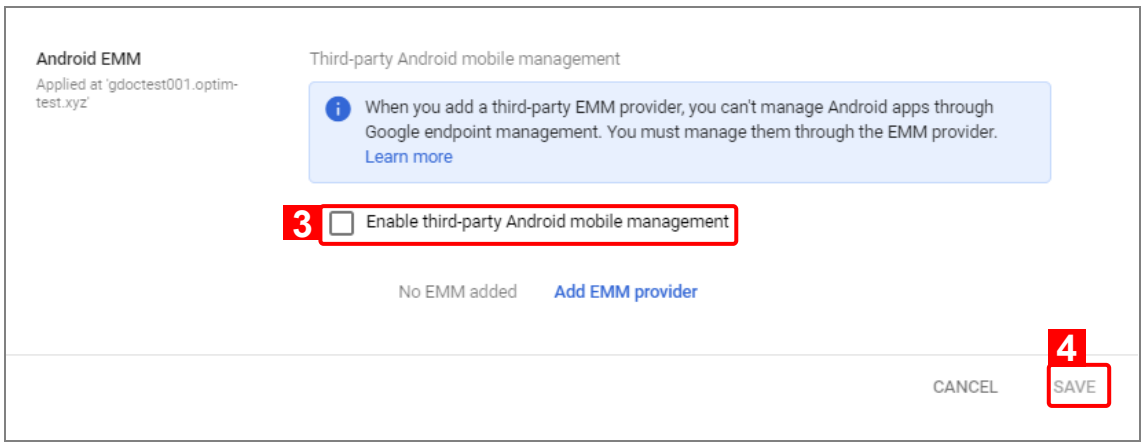


【2】Click [Settings]→[Third-party integrations].



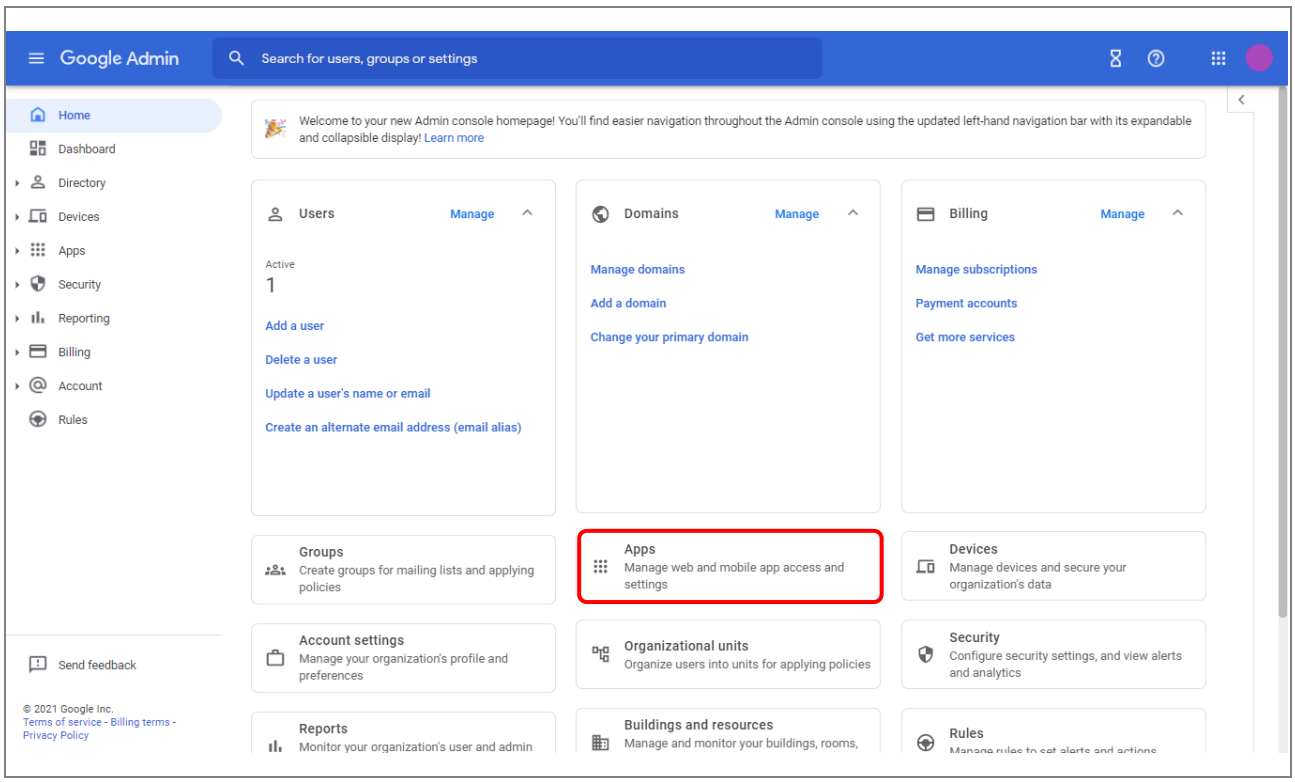
【3】Uncheck "Enable third-party Android mobile management" in "Android EMM".

【4】Click [Save].

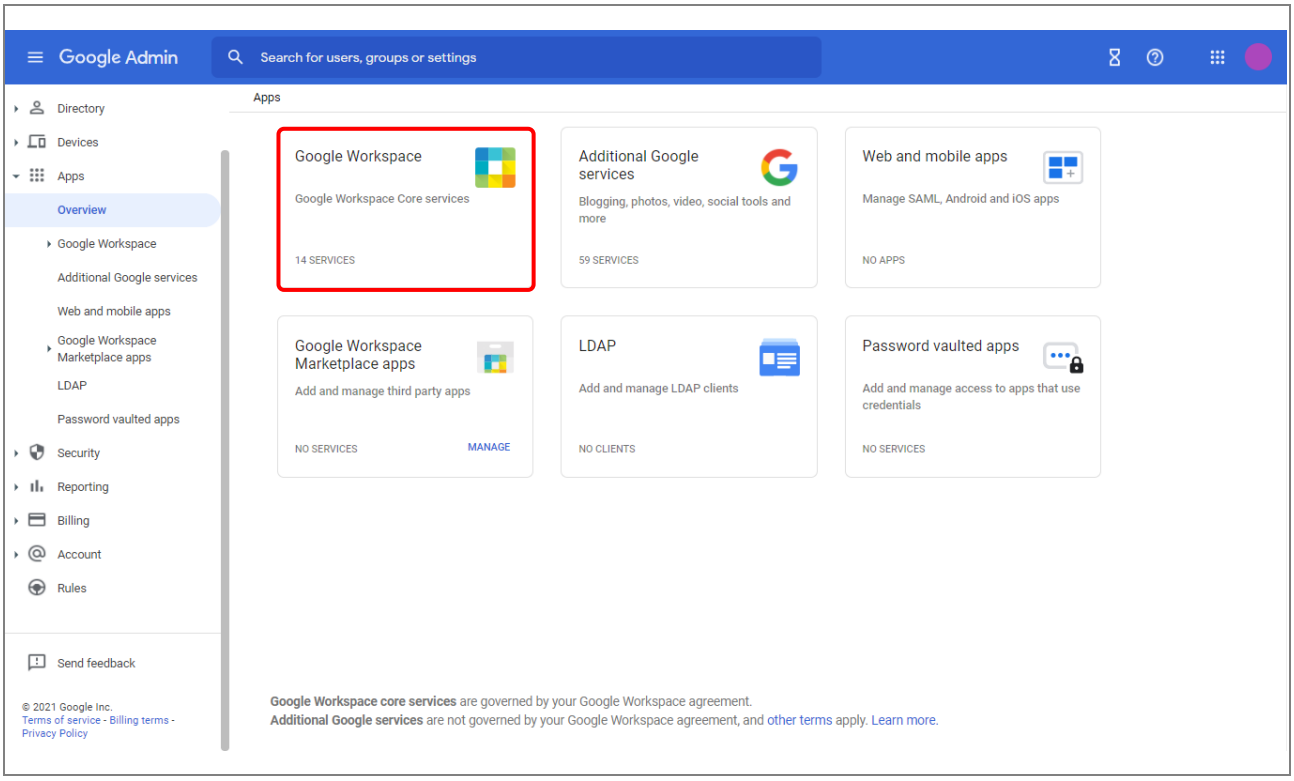


【5】Click [Apps].

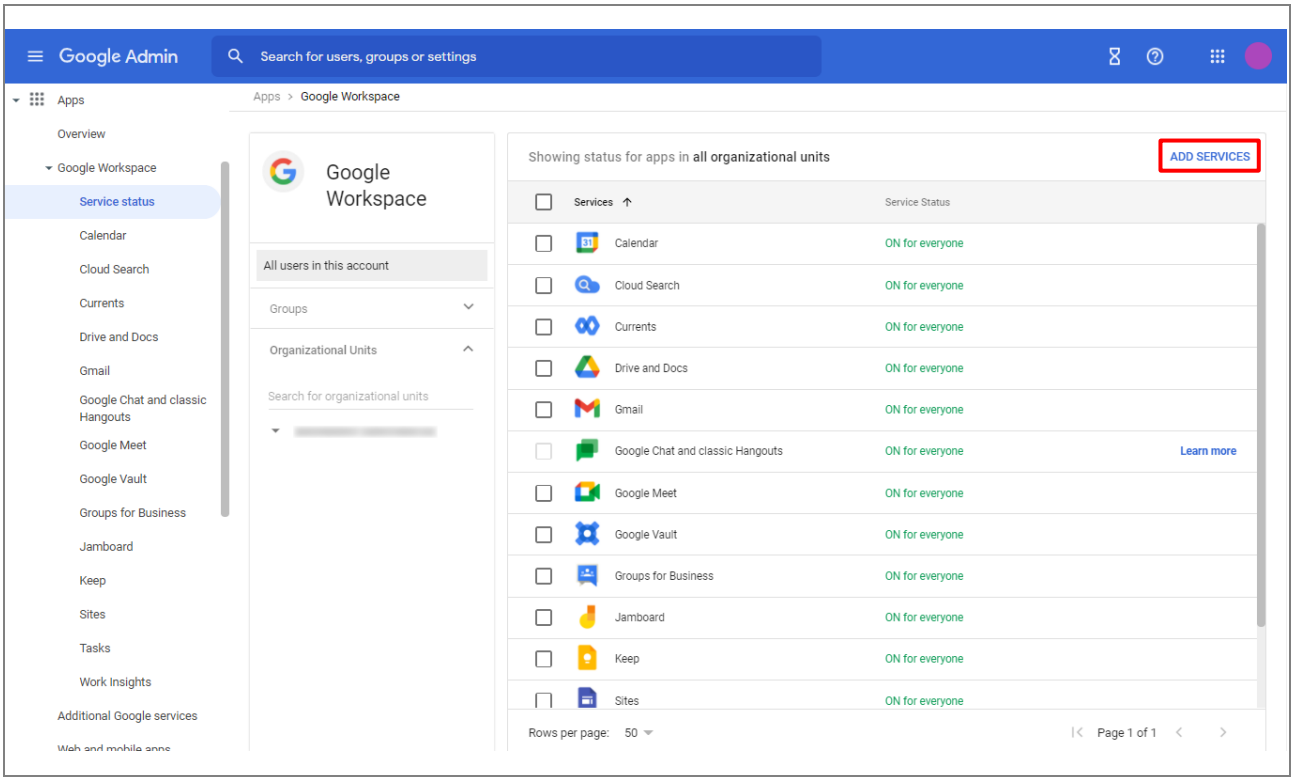
To display the Admin console, click [Google Admin] in the upper left corner of the screen.



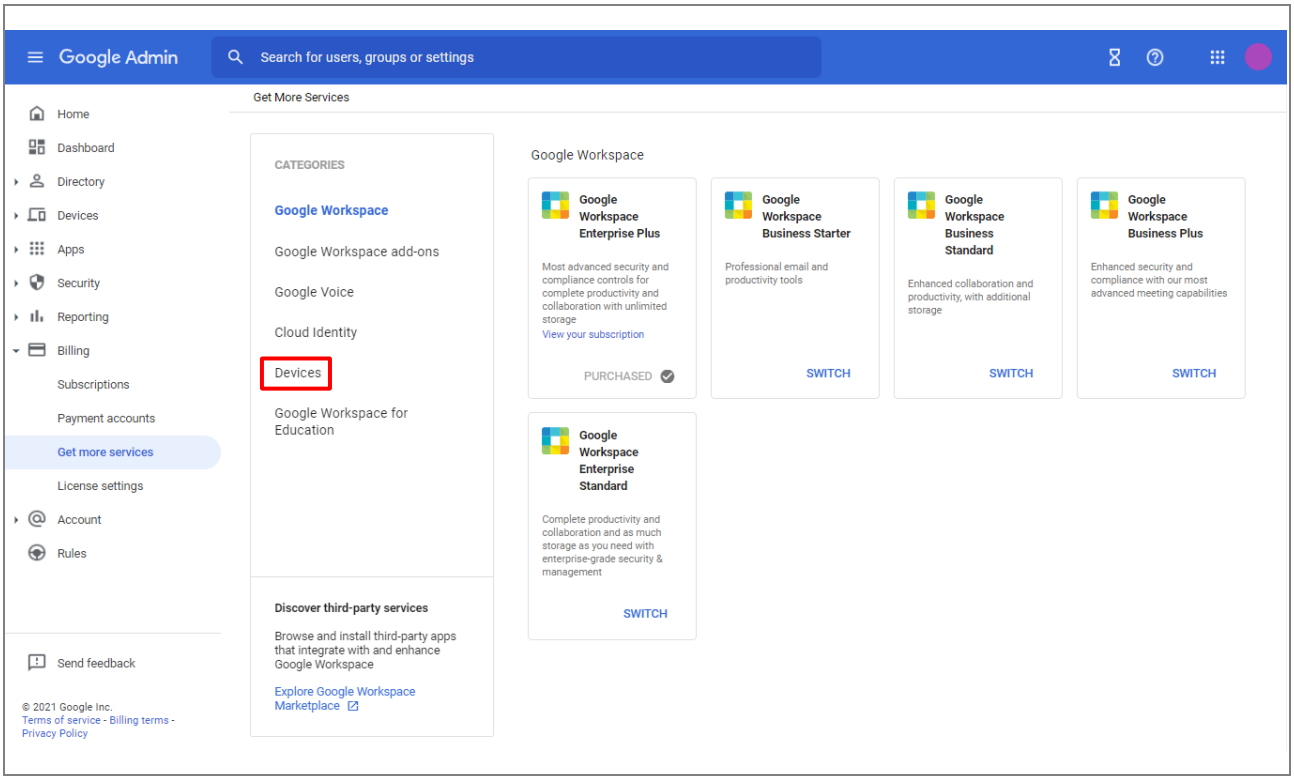
【6】Click [Google Workspace].



【7】Click [ADD SERVICES].

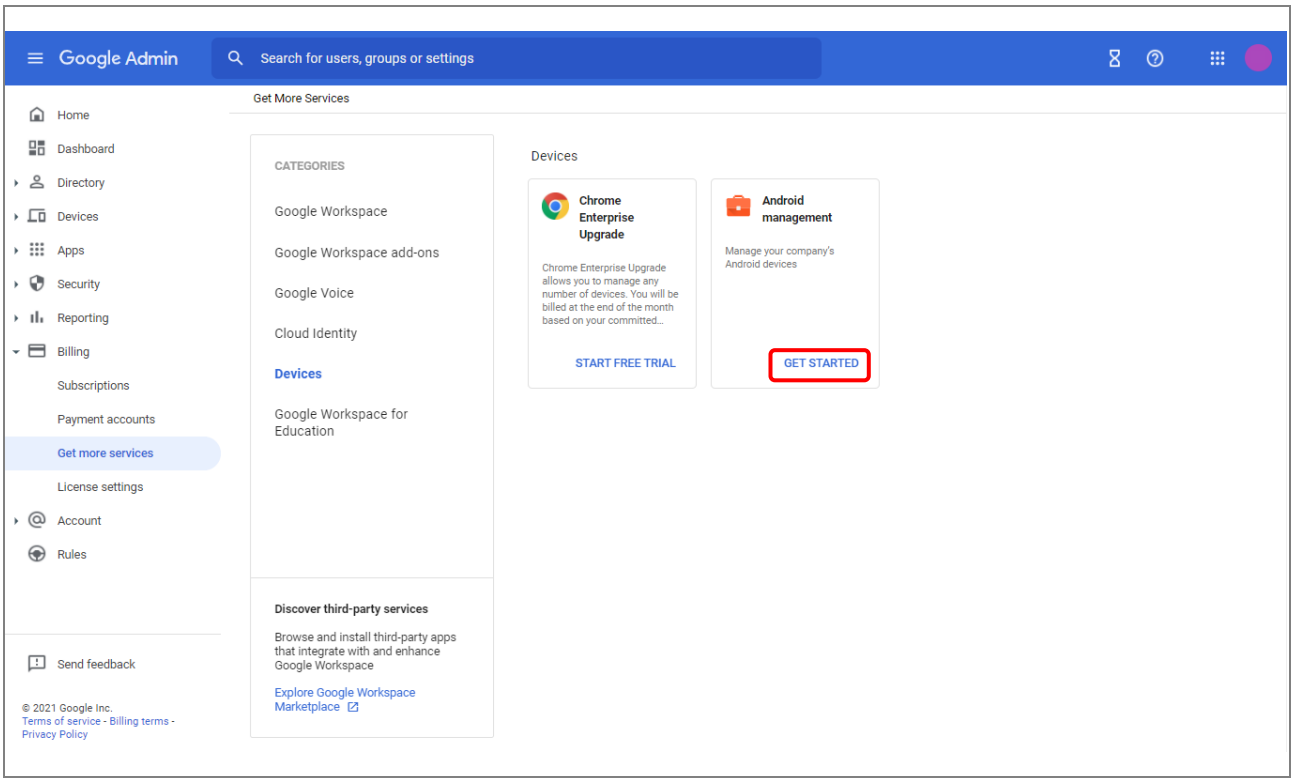


【8】Click [Devices].

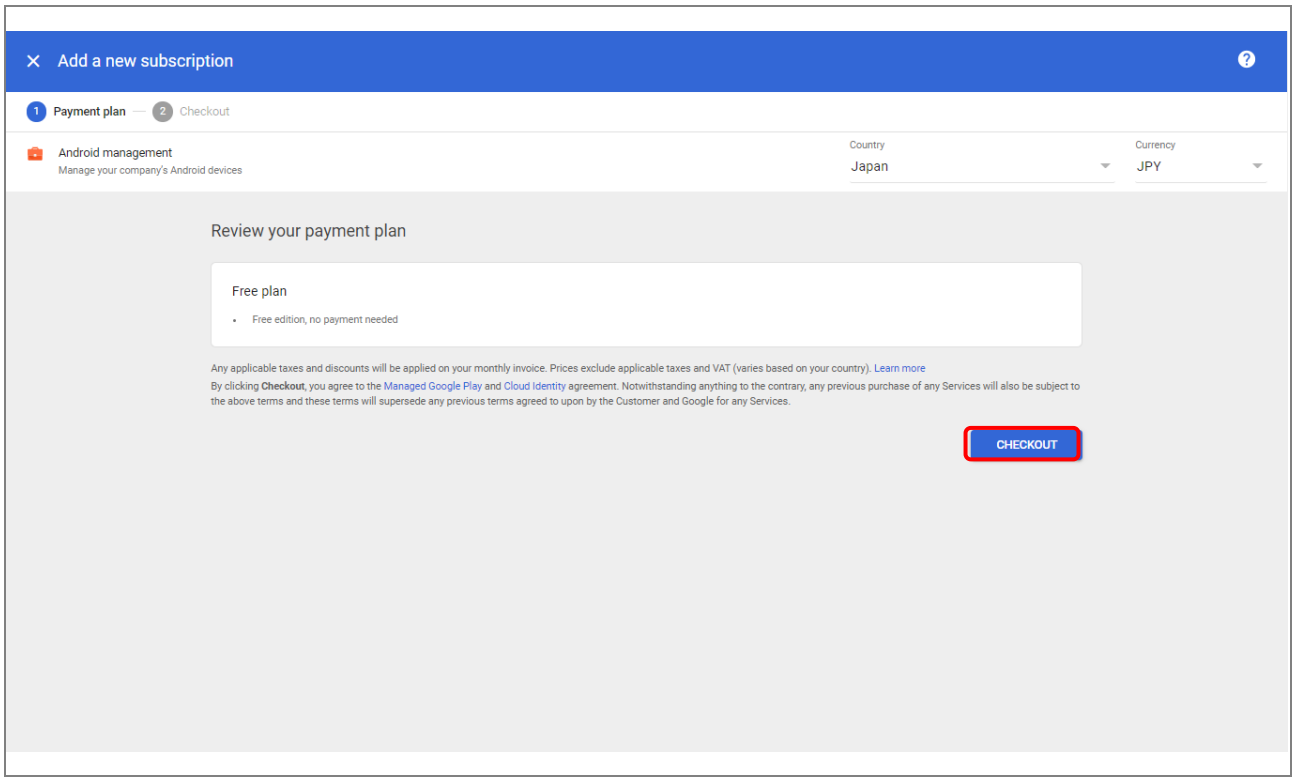


【9】Click [GET STARTED] in "Android management".

This operation will not cause any costs to be incurred.

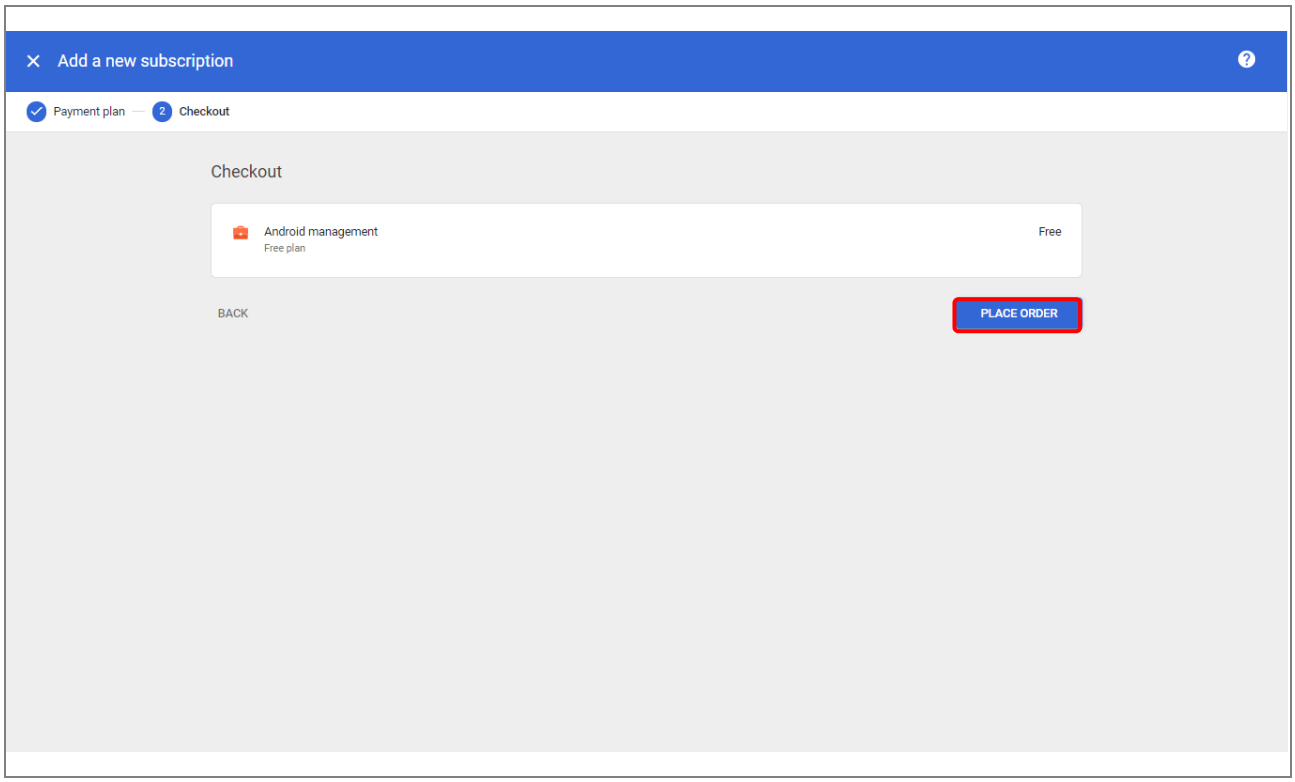


【10】Click [CHECKOUT].

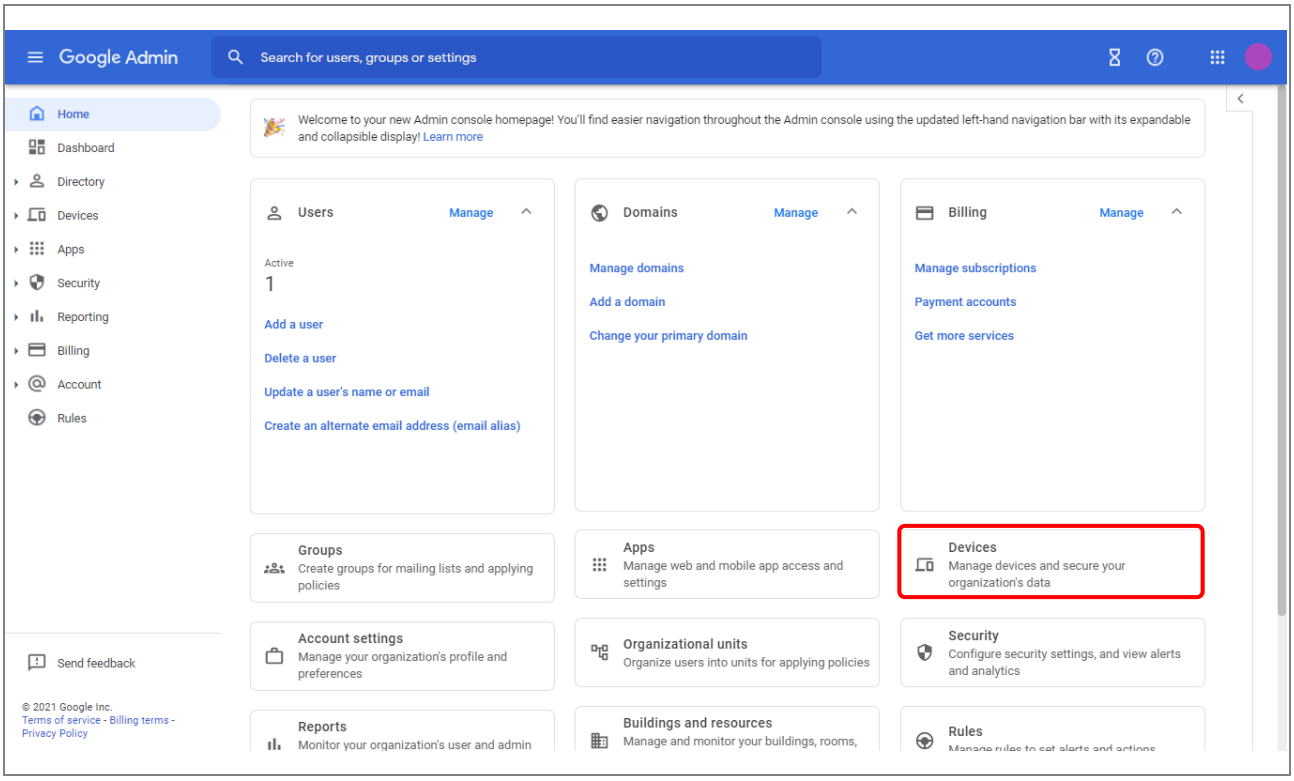


【11】Click [PLACE ORDER].

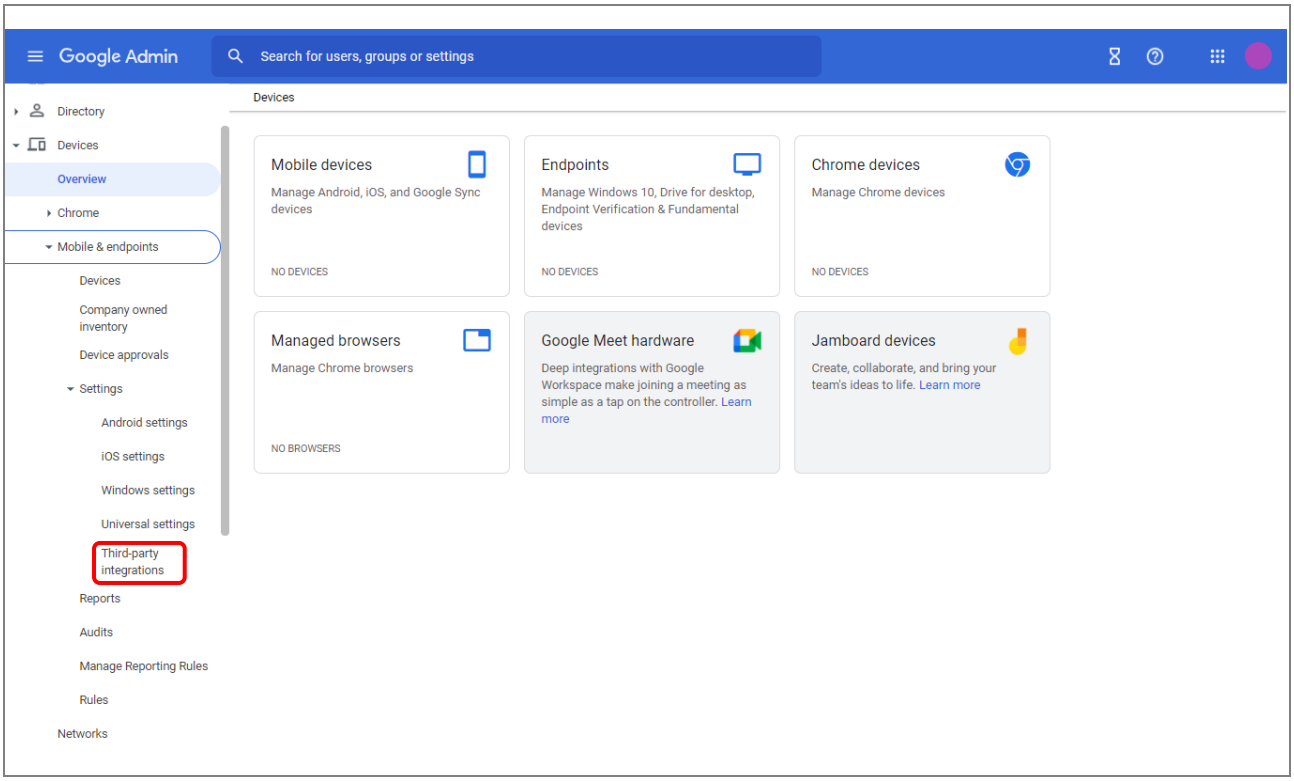
⇒The Admin console will appear.



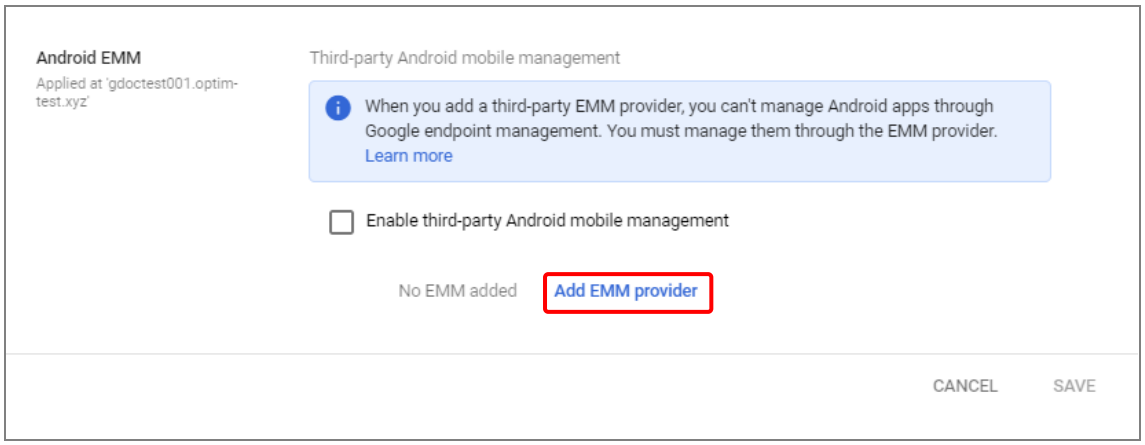
【12】Click [Devices].



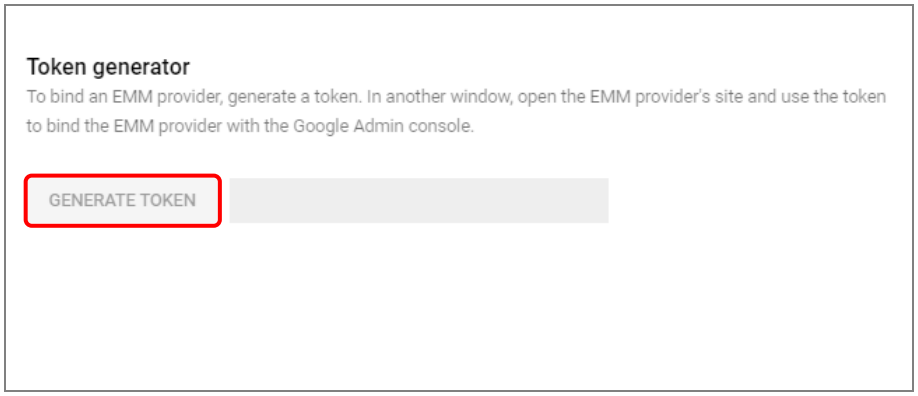
【13】Click [Settings]→[Third-party integrations].



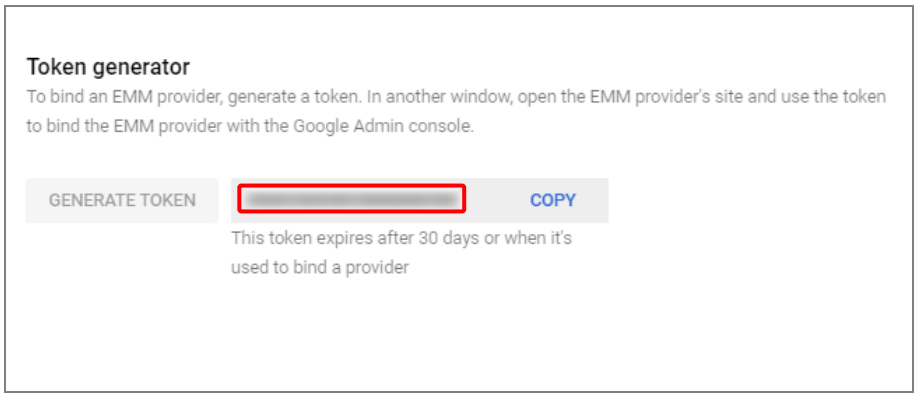
【14】Click [Add EMM provider] on [Android EMM].



【15】Click [GENERATE TOKEN].



【16】A token will appear. Make a note of it because as you will need it to register your account.



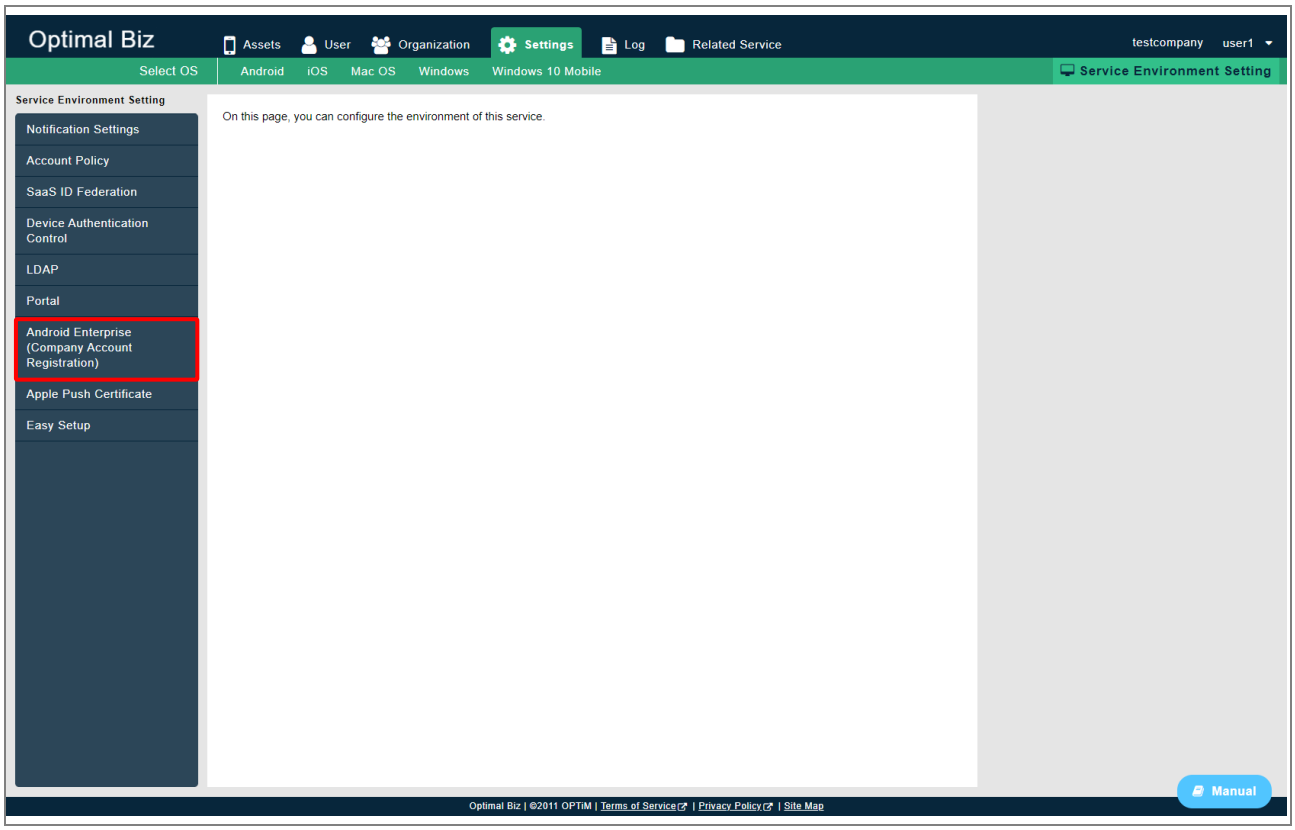
4.2 Registering a Google Workspace (formerly G Suite) account

Follow the steps below to register a Google Workspace (formerly G Suite) account to the management site.

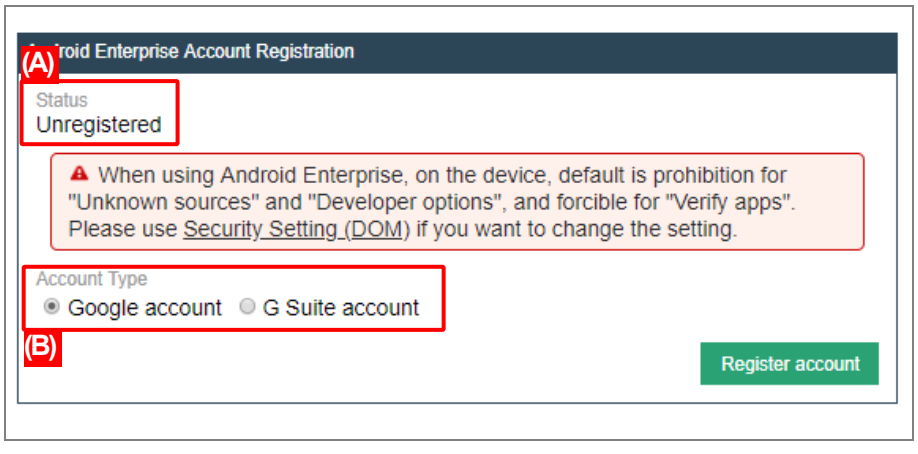
Once you have registered your Google Workspace (formerly G Suite) account, do not change any settings on the Google side.

If you used "Mobile management", a standard feature of Google Workspace (formerly G Suite), delete the "Devices" information of the mobile management feature.

【1】 Click [Settings]→[Service Environment Setting]→[Android Enterprise(Company Account Registration)].



【2】 The "Status" (A) shows "Unregistered". "Google account" is selected in "Account Type" (B) by default.



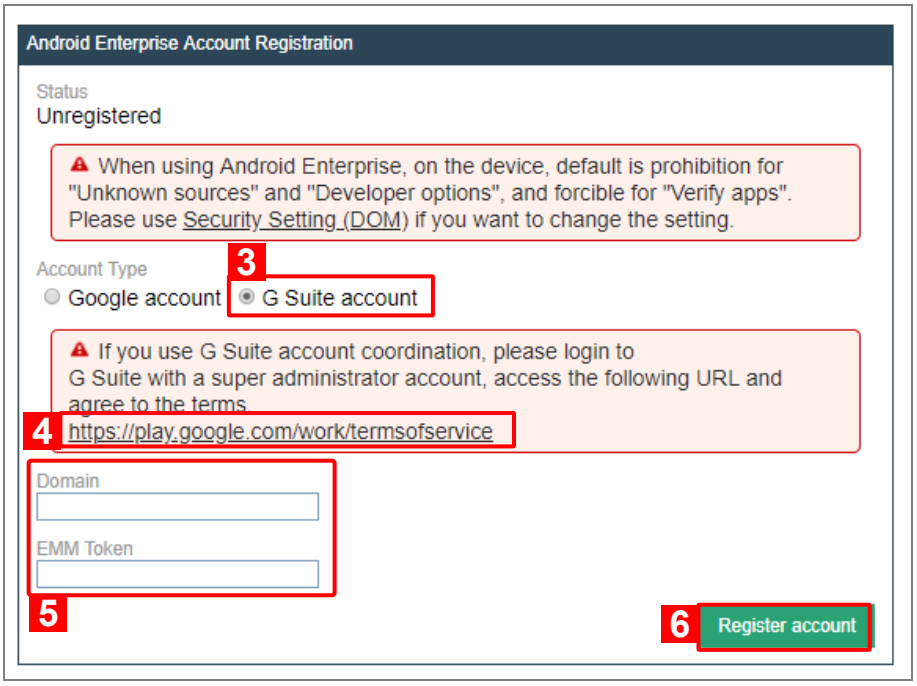
【3】Select "G Suite account".

【4】Go to https://play.google.com/work/termsofservice and accept the terms of use.

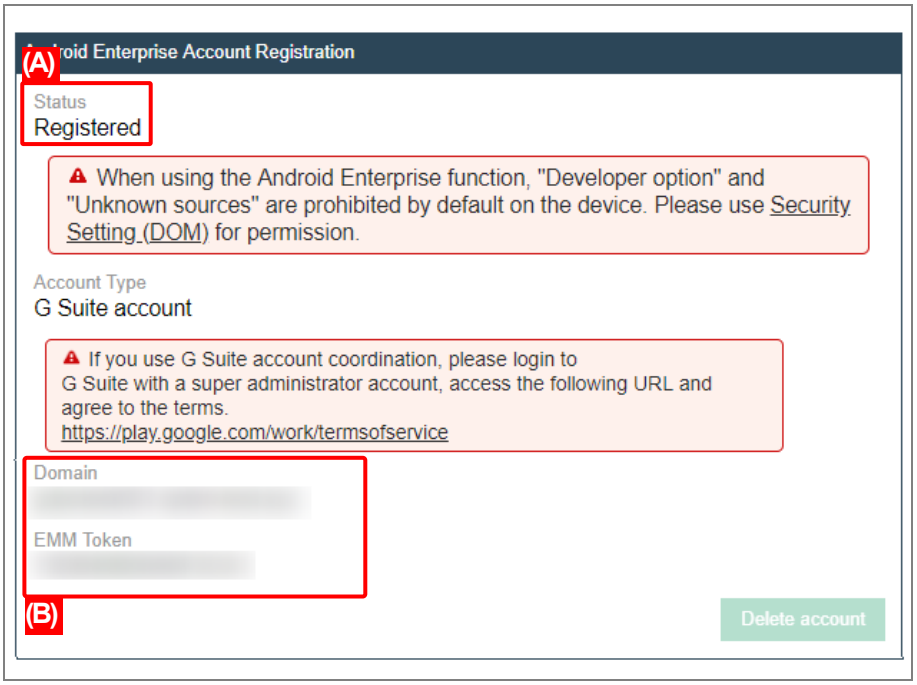
【5】Enter "Domain" and "EMM Token".

For "Domain", enter the domain of your Google Workspace (formerly G Suite) account. If your Google Workspace (formerly G Suite) account is "XXXXX@xxxxx.co.jp", your domain is "xxxxx.co.jp".

【6】Click [Register account].



【7】The "Status" (A) shows "Registered".
(B) displays "Domain" and "EMM Token".

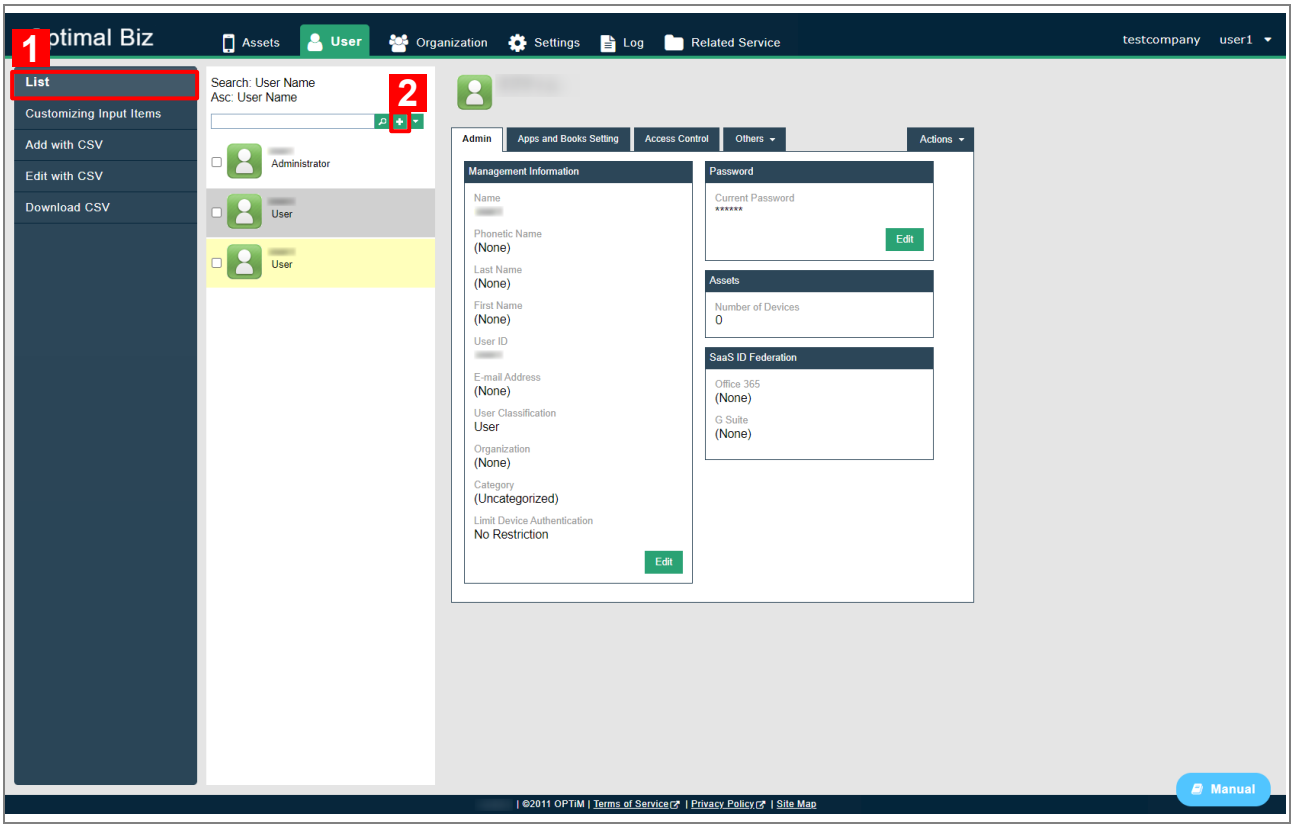


4.3 Creating a user

Follow the steps below to create a user.

【1】 **Click [User]→[List].**

【2】 **Click** ✚**.**



【5】 Enter an arbitrary name in "Name".

【6】 Enter your Google Workspace (formerly G Suite) account in "E-mail Address".

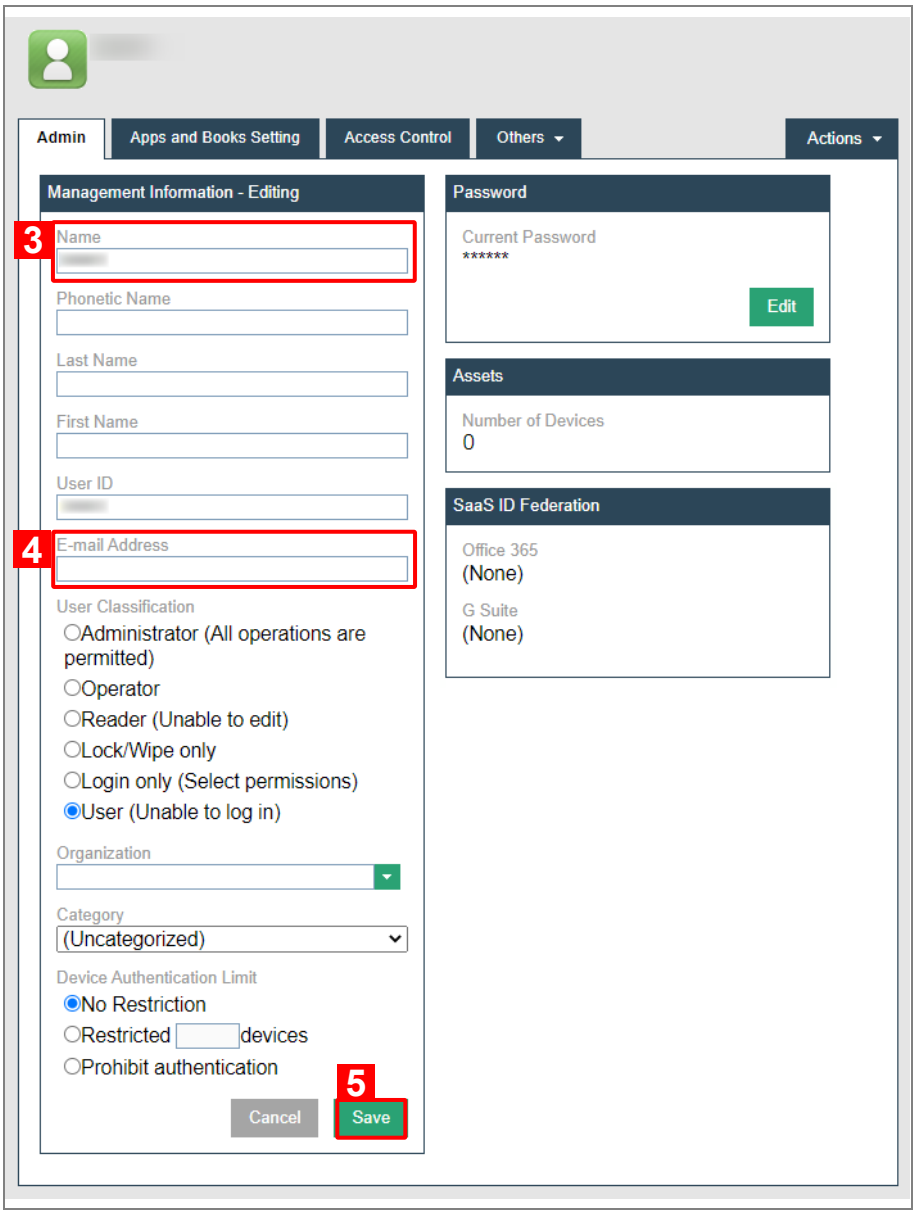
If you have not registered a Google Workspace (formerly G Suite) account, license authentication during kitting will fail.

For details of other input and setting items, refer to the following.

"User" - "List" - "Create a user" in <Management Site Reference Manual>

【7】 Click [Save].

⇒A user will be created.



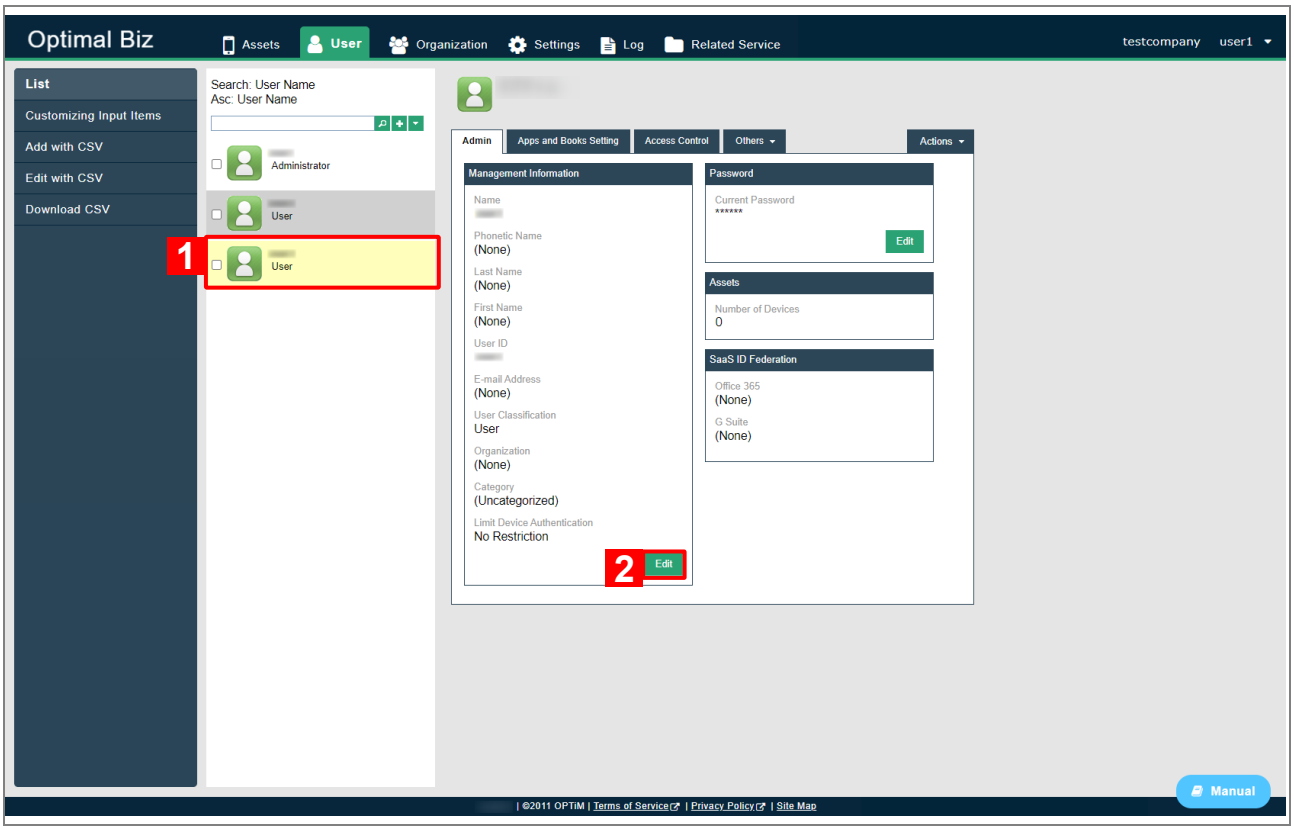
4.3.1 Registering a Google Workspace (formerly G Suite) account to an existing user

To register a Google Workspace (formerly G Suite) account to an existing user, carry out the steps below.

If you have not registered a Google Workspace (formerly G Suite) account, license authentication during kitting will fail.

【1】 Go to [User]→[List], and select a target user from the list.

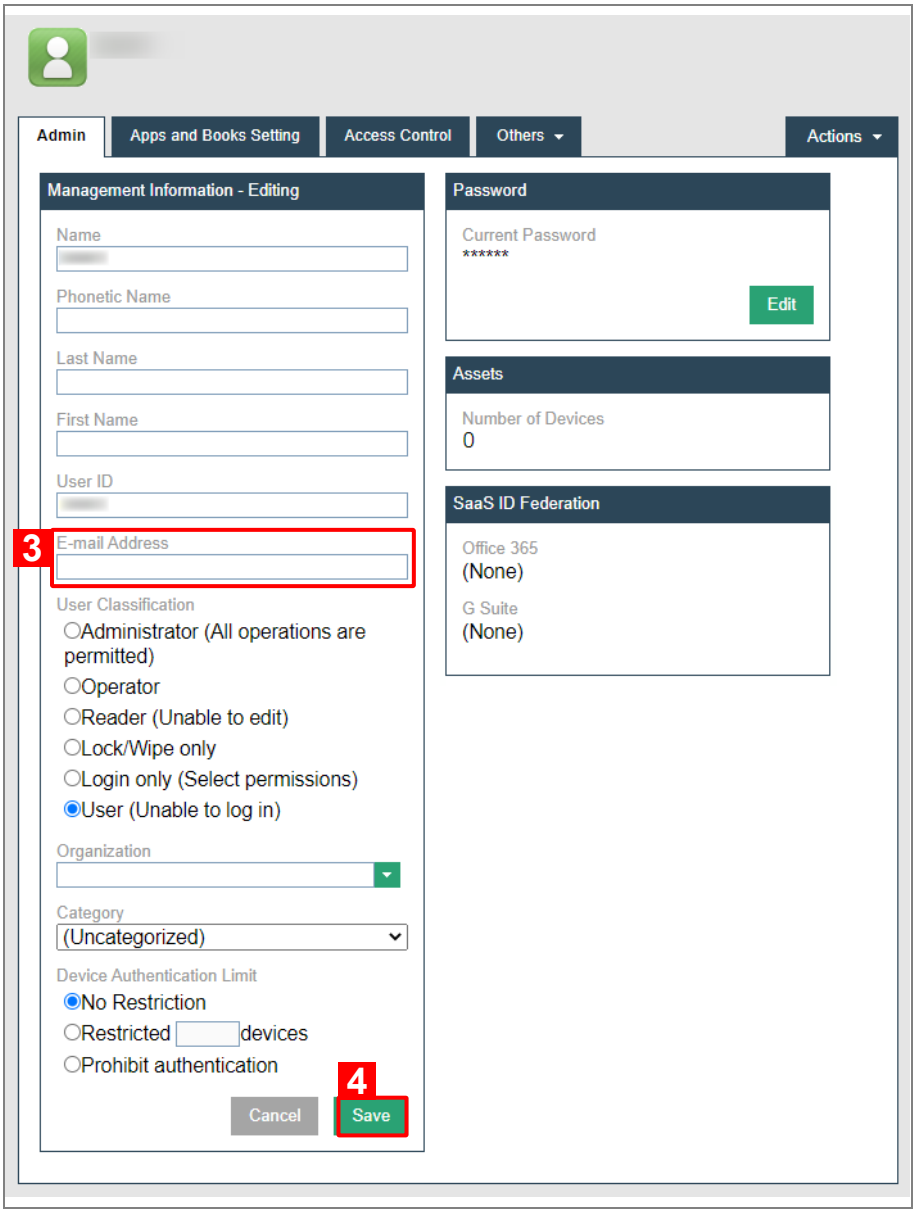
【2】 Click [Edit].



【3】Enter your Google Workspace (formerly G Suite) account in "E-mail Address".

【4】Click [Save].

⇒The e-mail address will be registered to the user.



4.4 Kitting by a Google Workspace (formerly G Suite) account

Follow the steps below to perform kitting for your device by using your Google Workspace (formerly G Suite) account.

Note that the operation is different between Android versions earlier than 12 and versions 12 or later. Depending on the Android version of your device, choose one of the following methods.

- **For less** than Android 12
- **For Android** 12 or later

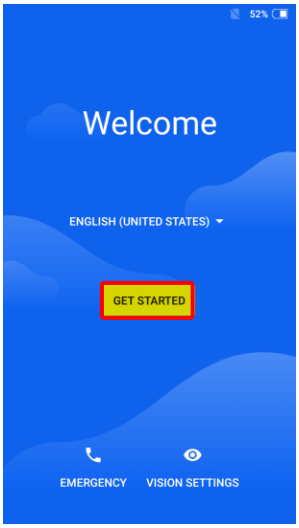
When you are kitting Android 12 or later, kitting operation may not be able to complete if you have set Google Play Developer Services (com.google.android.gms) on the management site's "Application prohibition" blacklist and "Non-display application". Refer to the following to clear the setting in advance and then conduct kitting.

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

"Settings – Android" - "Device Owner Mode" - "Non-display application" in <Management Site Reference Manual>

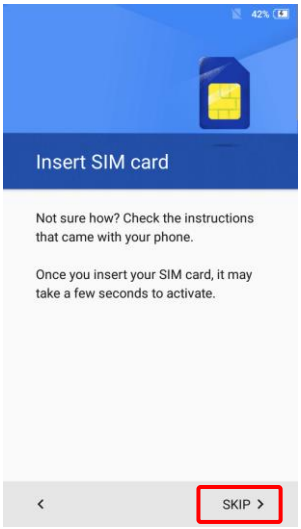
4.4.1 For less than Android 12

【1】 Tap [GET STARTED].

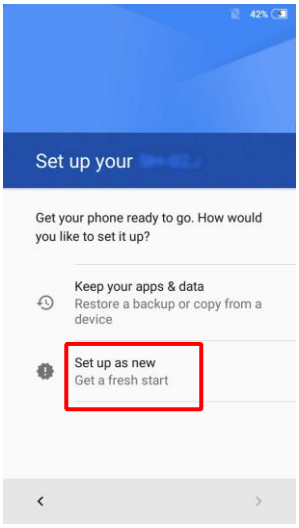


【2】 Tap [SKIP].

If a SIM card is already inserted, this screen does not appear.



【3】 Tap [Set up as new].

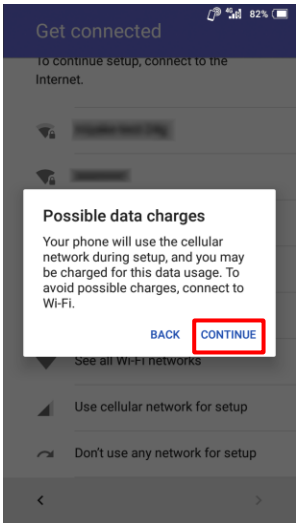


【4】 Tap [Use cellular network for setup] or tap a Wi-Fi SSID to connect to Wi-Fi.

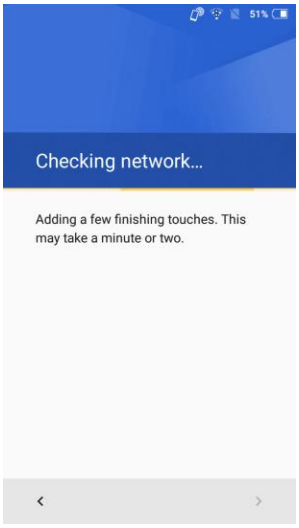
<<If you do not have a SIM>>
[Use cellular network for setup] will not be displayed, so connect to Wi-Fi.

<<If you use a cellular network>>
When a pop-up appears as shown on the screen on the right, tap [Continue].

<<If you use a Wi-Fi connection>>
Continue with the next step.



【5】Network connection starts.

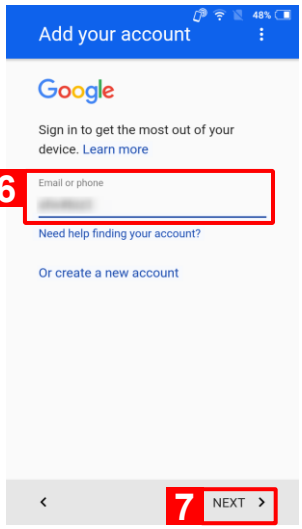


【6】Enter your Google Workspace (formerly G Suite) account in "E-mail or phone".

License authentication will fail if the Google Workspace (formerly G Suite) account has not been registered as a user of the management site.

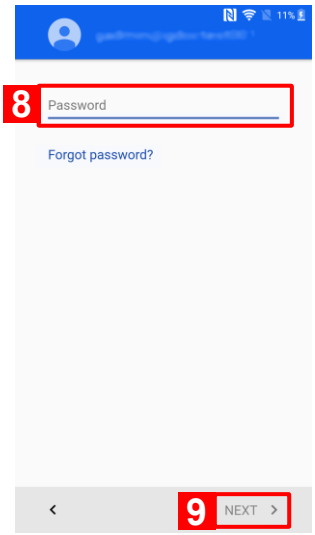
"Registering a Google Workspace (formerly G Suite) account to an existing user" Page 52

【7】Tap [NEXT].

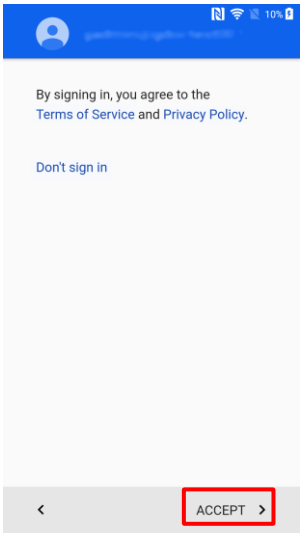


【8】Enter "Password".

【9】Tap [NEXT].



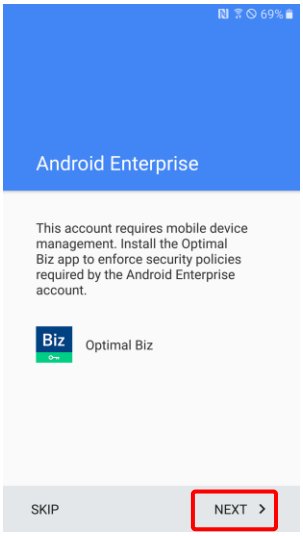
【10】Tap [ACCEPT].



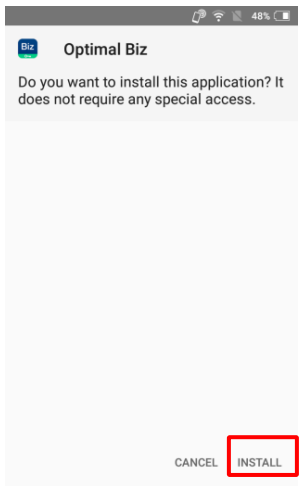
【11】Tap [Install].

If the installation screen does not appear, you may not have successfully registered your Google Workspace (formerly G Suite) account.
Check the settings and initialize the device, then try kitting again from the step below.

☞"Issuing a token" Page 41



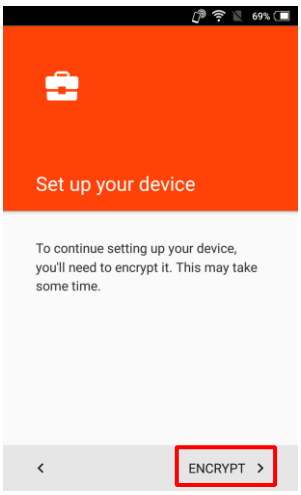
【12】Tap [INSTALL].



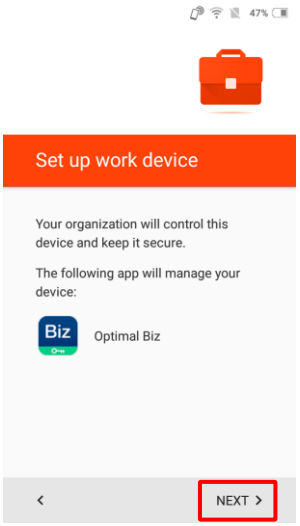
【13】Tap [ENCRYPT].

Without encryption, kitting may not be performed properly for the agent in some devices. Some devices do not display this screen.

Follow the on-screen instructions to perform encryption. Once encryption is complete, the device will reboot. On the network connection screen that appears after the reboot, select a network you want to use.

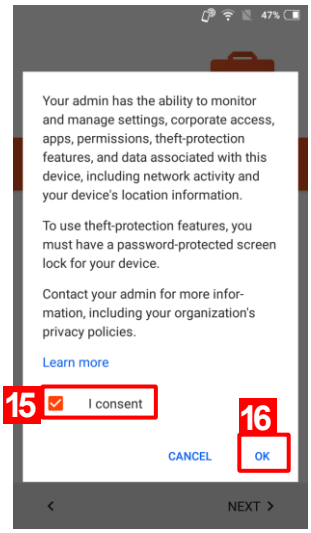


【14】Tap [NEXT].



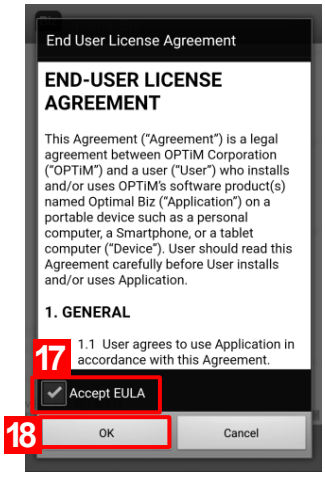
【15】Check "I consent".

【16】Tap [OK].

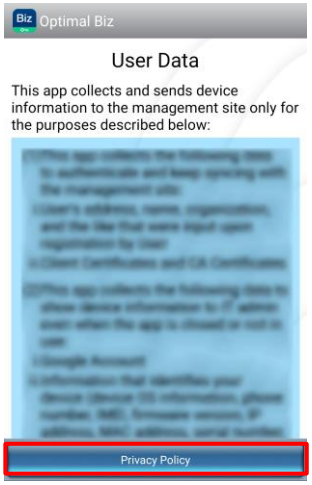


【17】**Check "Accept EULA".**

【18】**Tap [OK].**



【19】**Read the user data policy, and tap [Privacy Policy].**



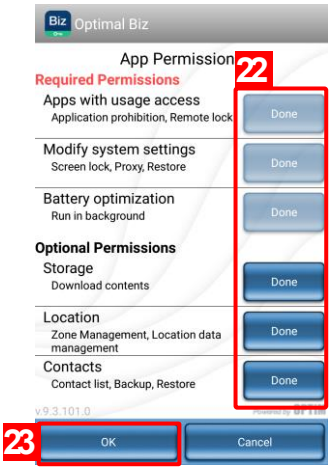
【20】**Check "I agree to the privacy policy".**

【21】**Tap [OK].**

【22】**A screen that requests permission appears. Follow the on-screen instructions to set things up.**

【23】**Tap [OK].**

⇒The license authentication screen appears. Continue with the license authentication.

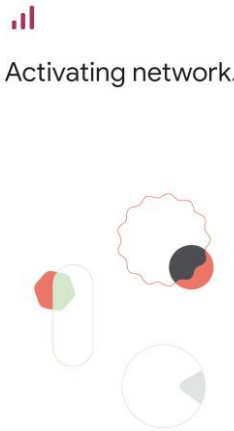


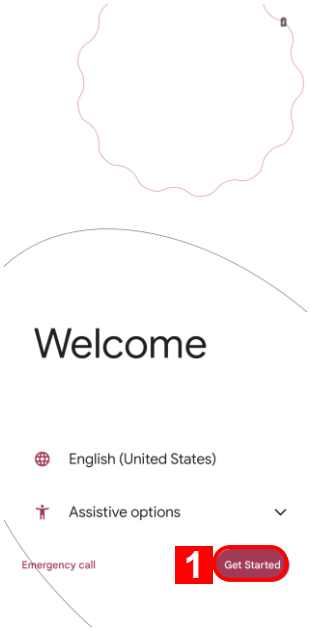
4.4.2 For Android 12 or later

【1】Tap [Get Started].

≪If you are inserting SIM≫

The following screen is displayed.



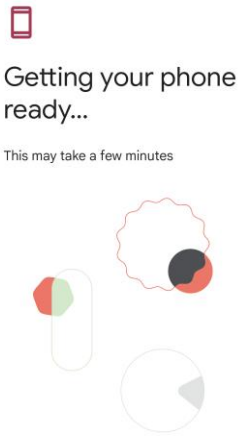


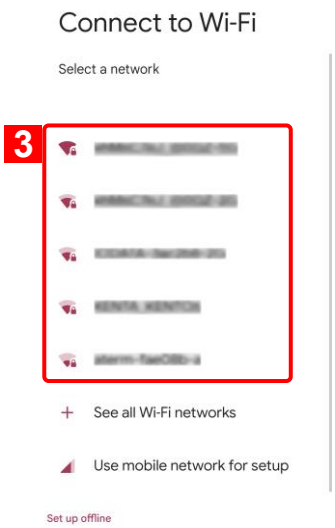
【2】Tap [Skip].

【3】 Tap a Wi-Fi SSID to connect to Wi-Fi.

Android 12 or later cannot be kitted using mobile network. Be sure to connect to Wi-Fi.

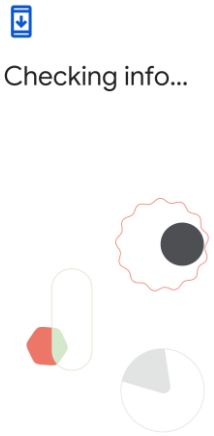
⇒Network connection starts.

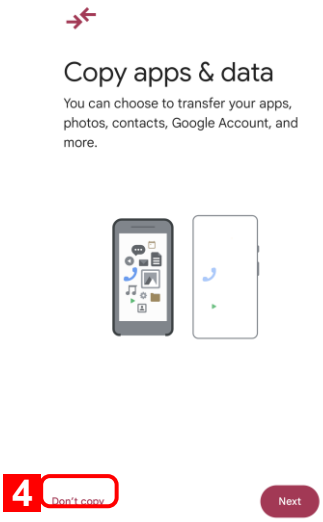




【4】 Tap [Don't copy].

⇒Checking information.

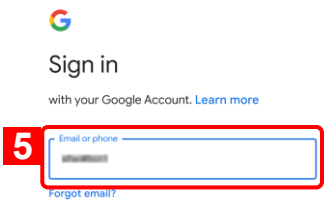




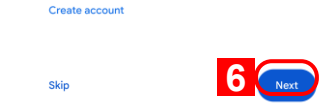
【5】 Enter your Google Workspace (formerly G Suite) account in "E-mail or phone".

License authentication will fail if the Google Workspace (formerly G Suite) account has not been registered as a user of the management site.

☞"Registering a Google Workspace (formerly G Suite) account to an existing user" Page 52

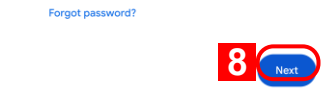


【6】 Tap [Next].

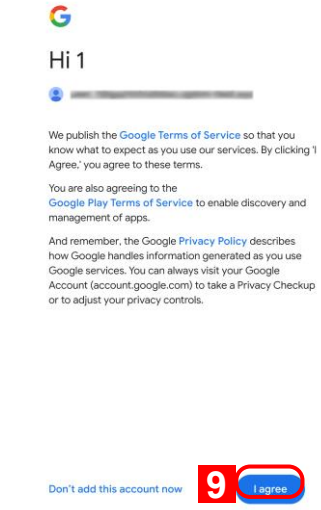


【7】 Enter "Password".

【8】 Tap [Next].

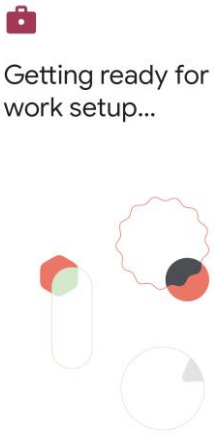


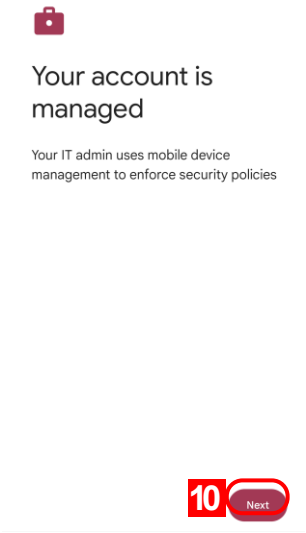
【9】 Tap [I agree].



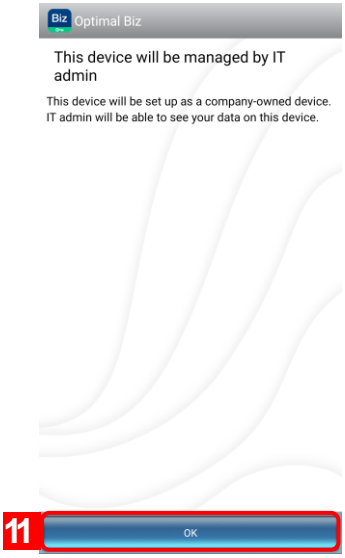
【10】Tap [Next].

⇒Getting ready for work setup.



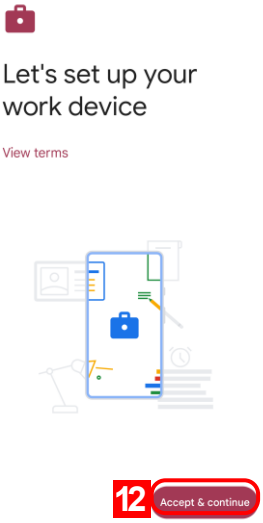


【11】Tap [OK].



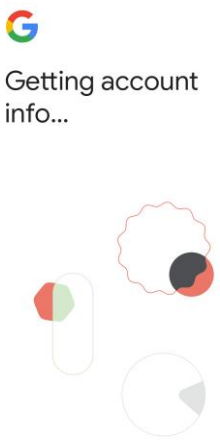
【12】Tap [Accept & Conetinue].

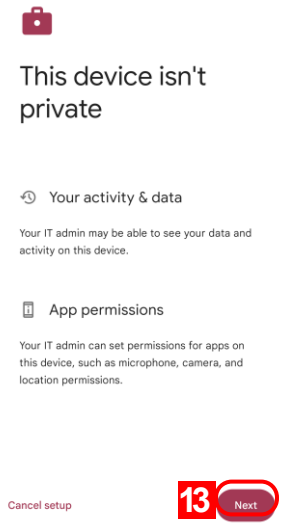
⇒Setting up in the device.



【13】Tap [Next].

⇒Getting account information.

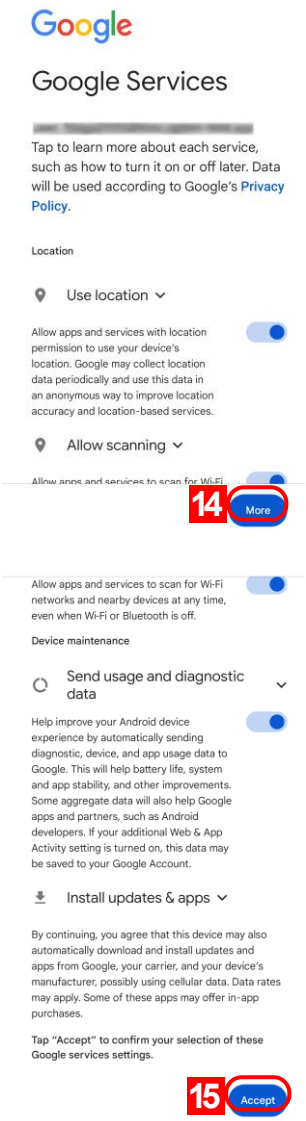




【14】Tap [More].

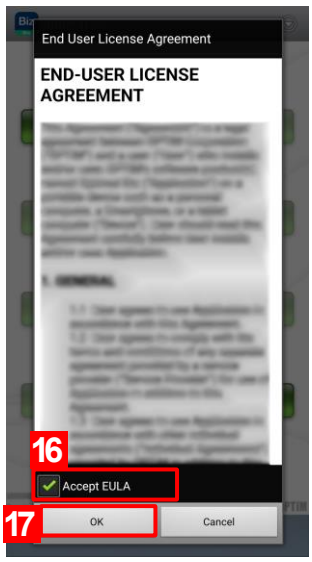
[More] is displayed several times on some devices. Tap [More] until [Accept] is displayed.

【15】Tap [Accept].

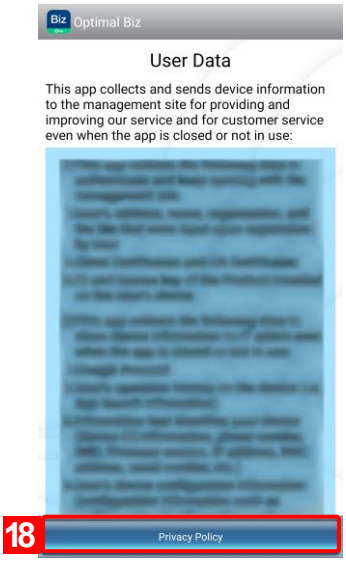


【16】**Check "Accept EULA".**

【17】**Tap [OK].**

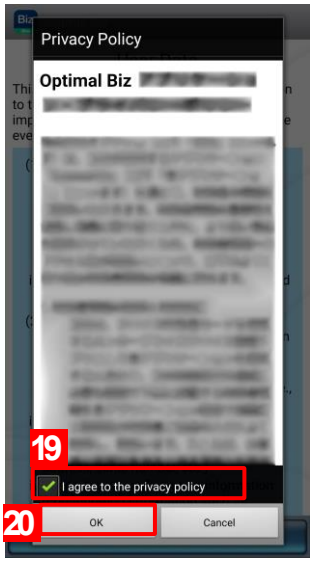


【18】**Read the user data policy, and tap [Privacy Policy].**

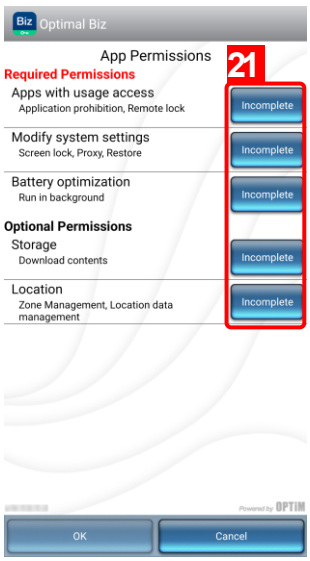


【19】**Check "I agree to the privacy policy".**

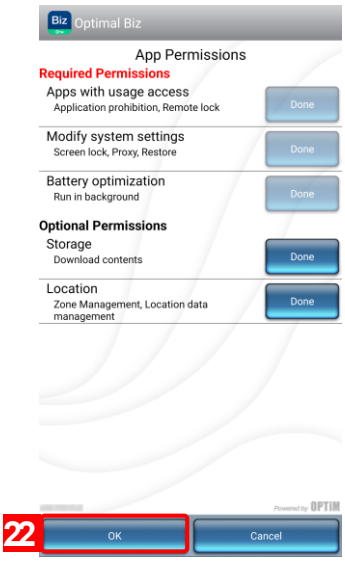
【20】**Tap [OK].**



【21】A screen that requests permission appears. Follow the on-screen instructions to set things up.



【22】Tap [OK].



【23】Enter a "company code" and "authentication code".

Contact your administrator for your company code and authentication code.

Your Google Workspace (formerly G Suite) account will appear as "Email Address" (A).

If you tap [Scan QR Code to fill out the Authentication information] (B) 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.

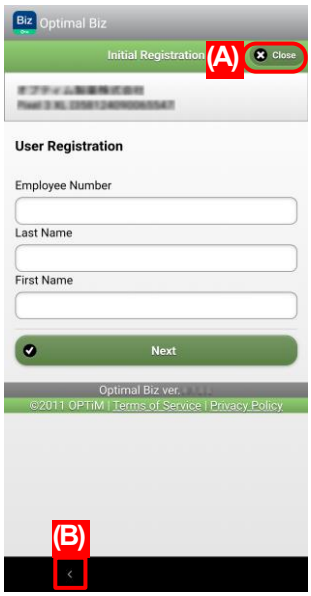
【24】Tap [Send].

【25】The license authentication completion screen appears. Tap [OK].

≪When portal settings are set to be displayed on Management Site≫

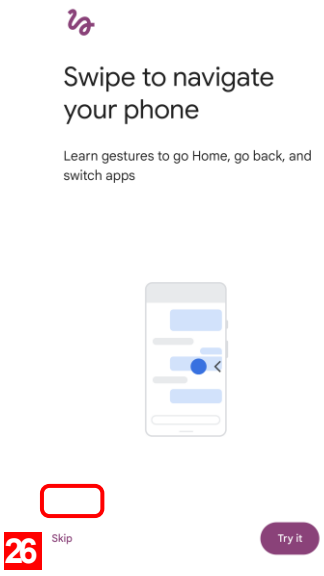
After you tap [OK], initial registration screen appears.
Enter items as necessary.

- The user will link to the device if the initial registration has been made.
- If you need not register, you can either tap [Close] (A) or (B) close the screen with the back button on the device.
- If the user is already linked to the device, a message will appear and say that the user has been linked. Close the screen.



【26】Tap [Skip].

⇒Kitting is complete.
License authentication is also complete.



4.5 Performing license authentication

After kitting is complete, perform license authentication with your User ID or company code / authentication code.

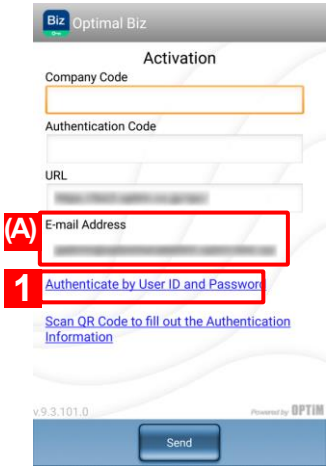
If you are using Android Enterprise, after you perform license authentication with the user ID registered from the management site, it will be integrated with Android Enterprise.
If you have not registered your user ID, the user ID can be integrated with Android Enterprise by performing a license authentication with a company code / authentication code, registering the user ID from the management site, and linking it with your device.

Android 12 or later are license authenticated by kitting, so this operation is not necessary.

4.5.1 Authenticating by a user ID

【1】 Tap [Authenticate with User ID and Password].

Your Google Workspace (formerly G Suite) account will appear as "Email Address" (A).

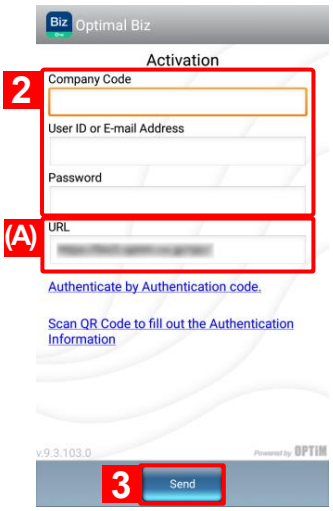


【2】 Enter the "Company Code", "User ID or E-mail Address", and "Password".

Contact your administrator for your company code, user ID, and password.

You do not have to change the URL (A).

【3】 Tap [Send].



【4】 The license authentication completion screen appears. Tap [OK].

【5】 The agent menu screen appears.

After license authentication, users cannot interact with the agent screen until the initial synchronization is complete at the management site.

4.5.2 Authenticating by a company code / authentication code

After license authentication is complete, allocate a user to the device on the management site.

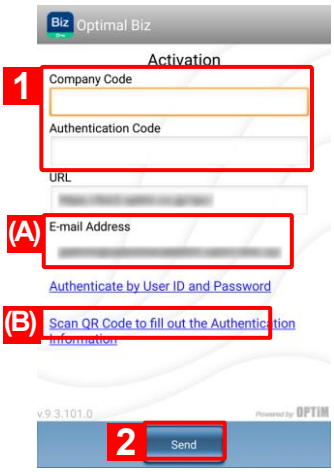
"Asset" - "List" - "Asset management information" in <Management Site Reference Manual>

【1】 Enter a "company code" and "authentication code".

Contact your administrator for your company code and authentication code.

Your Google Workspace (formerly G Suite) account will appear as "Email Address" (A).

If you tap [Scan QR Code to fill out the Authentication information] (B) 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.



【2】 Tap [Send].

【3】 The license authentication completion screen appears. Tap [OK].

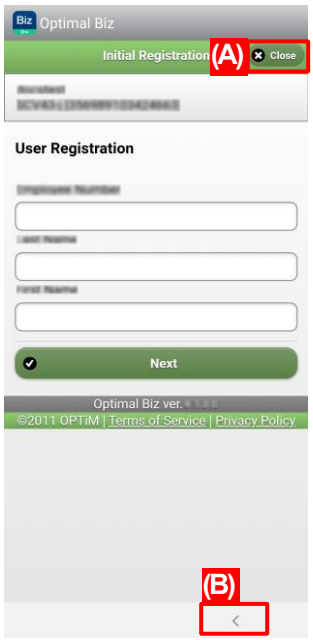
≪When portal settings are set to be displayed on Management Site≫

After you tap [OK], initial registration screen appears.
Enter items as necessary.

The user will link to the device if the initial registration has been made.

If you do not need to register, you can either tap [Close] (A) or (B) the back button on the device to close the screen.

If the user is already linked to the device, a message will appear and say that the user has been linked. Close the screen.



【4】 The agent menu screen appears.

After license authentication, users cannot interact with the agent screen until the initial synchronization is complete at the management site.

5 Performing Android Enterprise integration by using zero-touch enrollment with a Google account

Zero-touch enrollment is one of the methods for kitting an agent. This method reduces the kitting procedure, making it easier and faster to introduce many devices. Zero-touch enrolled devices automatically install an agent as Device Owner Mode, enabling more secure device management.

By integrating a zero-touch server, the list of devices in this product will automatically display your device as a pre-kitting device. If you allocate a setting policy to a pre-kitting device and activate it, the settings will apply immediately.

This chapter describes the following items.

Item	Page
Registering a Google account *	74
Performing authentication settings of Google API *	80
Creating a user	105
Performing kitting with zero-touch registration (using a Google account)	107
Performing license authentication	121
Allocating a user to your device	125
Syncing with the zero-touch registration server	127

Attention

- For details of Zero Touch enrollment, refer to the following.

  https://www.android.com/intl/ja_jp/enterprise/management/zero-touch/

- For accounts exclusively for zero-touch enrollment, contact your zero-touch device vendor.
- The items marked with * above are required only for the first kitting.

Reference

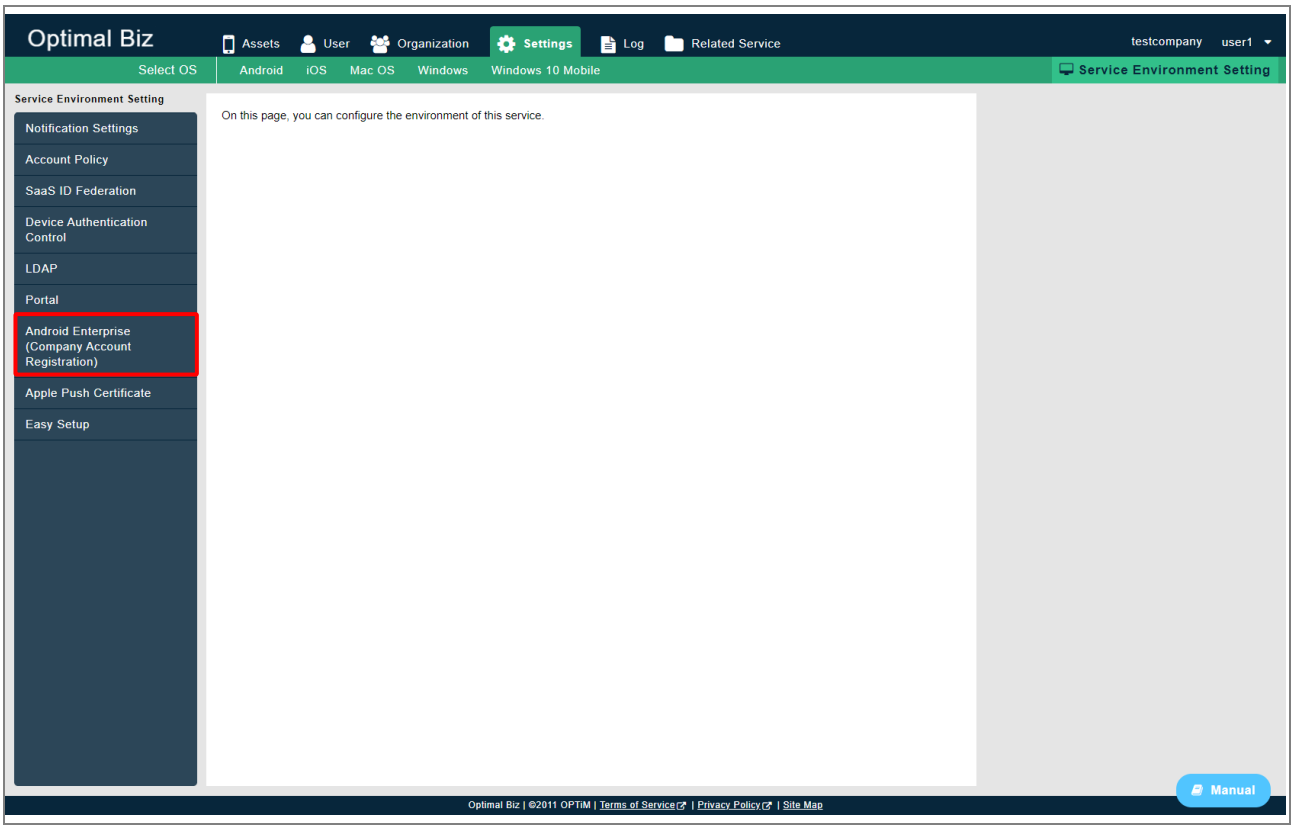
- By setting up the "Application Distribution" function of Android Enterprise on the management site in advance, apps can be distributed to your device at the same time as license authentication after kitting is complete. For details of app distribution, refer to the following.

  "Android Enterprise App distribution" in <Android Enterprise Manual>

5.1 Registering a Google account

Follow the steps below to register a Google account for integrating Android Enterprise with the management site.

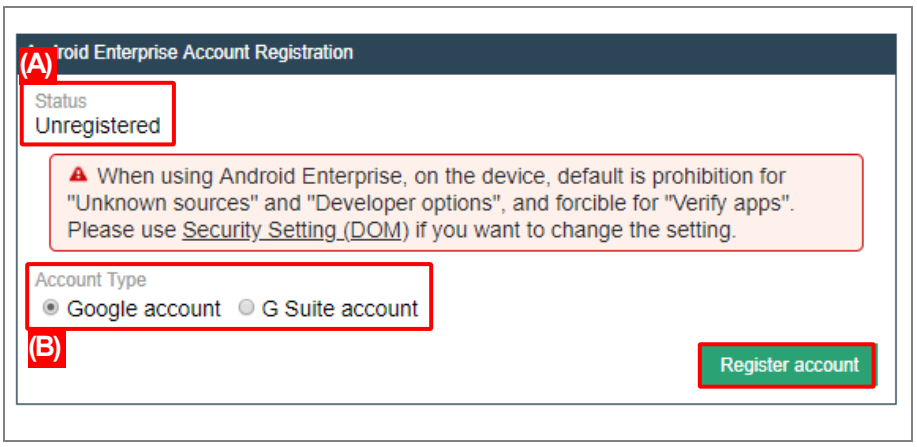
【1】 Click [Settings]→[Service Environment Setting]→[Android Enterprise (Company Account Registration)].



【2】 The "Status" (A) shows "Unregistered".
"Google account" is selected in "Account Type" (B) by default.
Click [Register account].

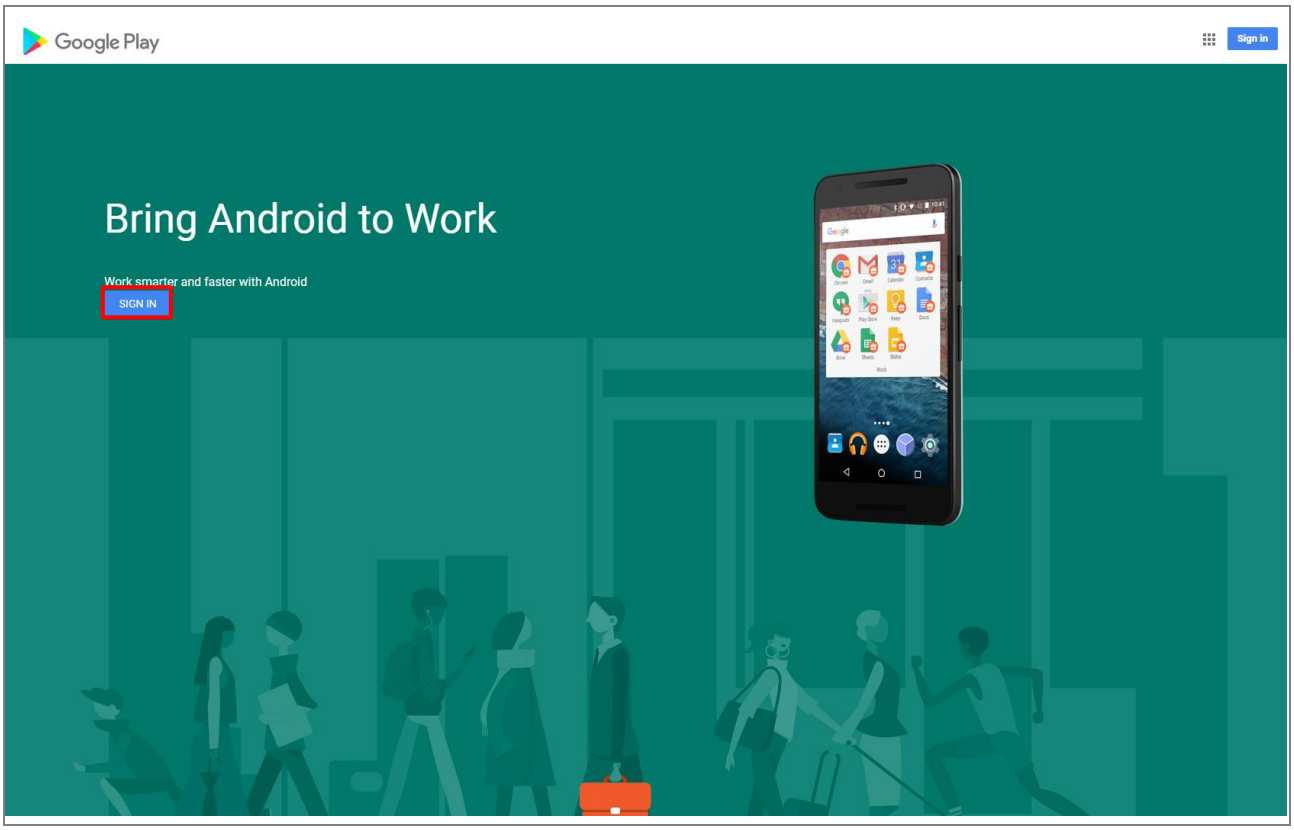
After account registration is complete, the device's "Installation of unknown source apps" and "Developer options" will be set to "Prohibit" and "Force apps check" will be set to "Force". Create a configuration set that allows "Installation of unknown source apps" in "Security setting (DOM)", allocate it to your device, and perform a sync.

"Settings – Android" - "Device Owner Mode" - "Security setting (DOM)" in <Management Site Reference Manual>



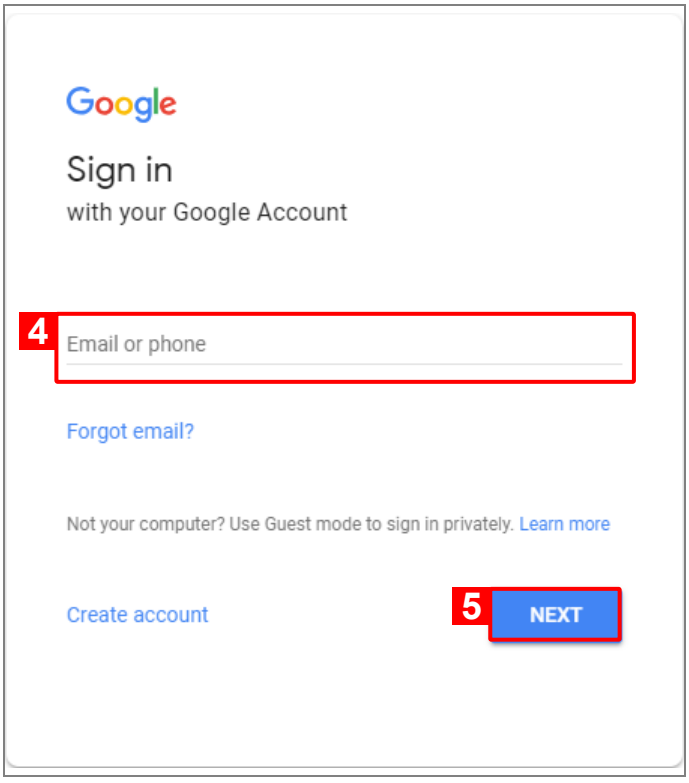
【3】Google Play will be displayed. Click [SIGN IN].

Depending on the browser you are using, Google Play may not work properly.



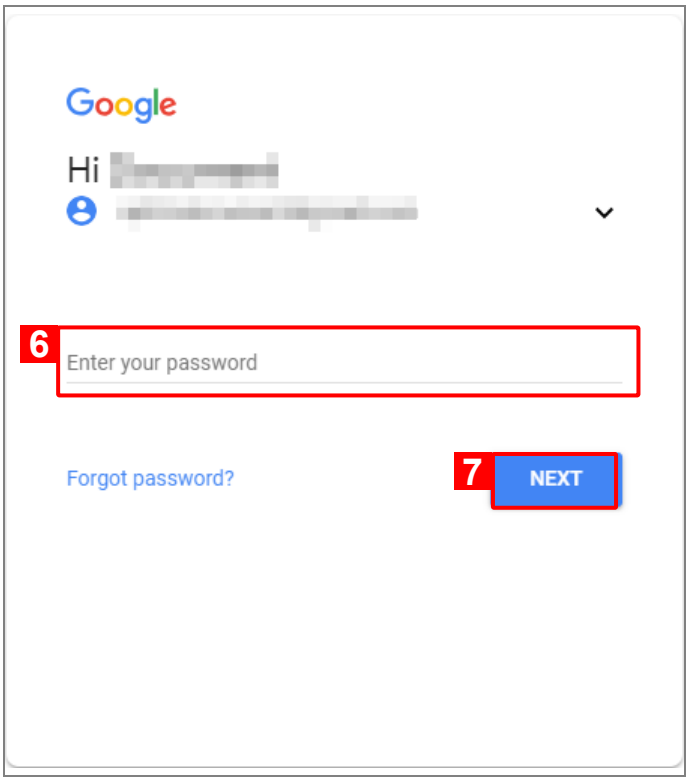
【4】Enter your company Google account.

【5】Click [NEXT].

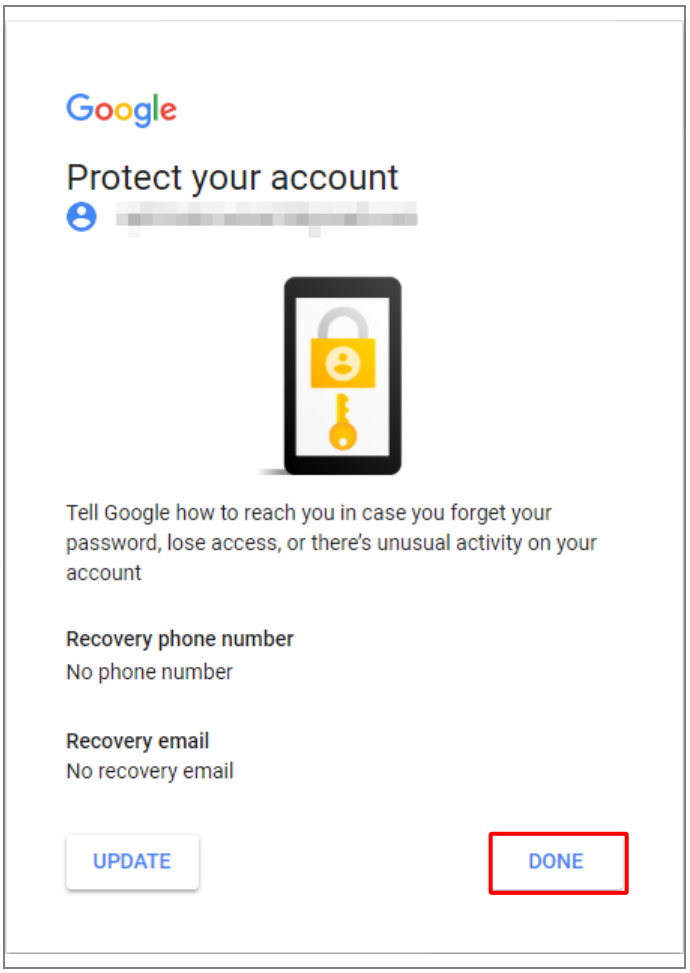


【6】Enter the password.

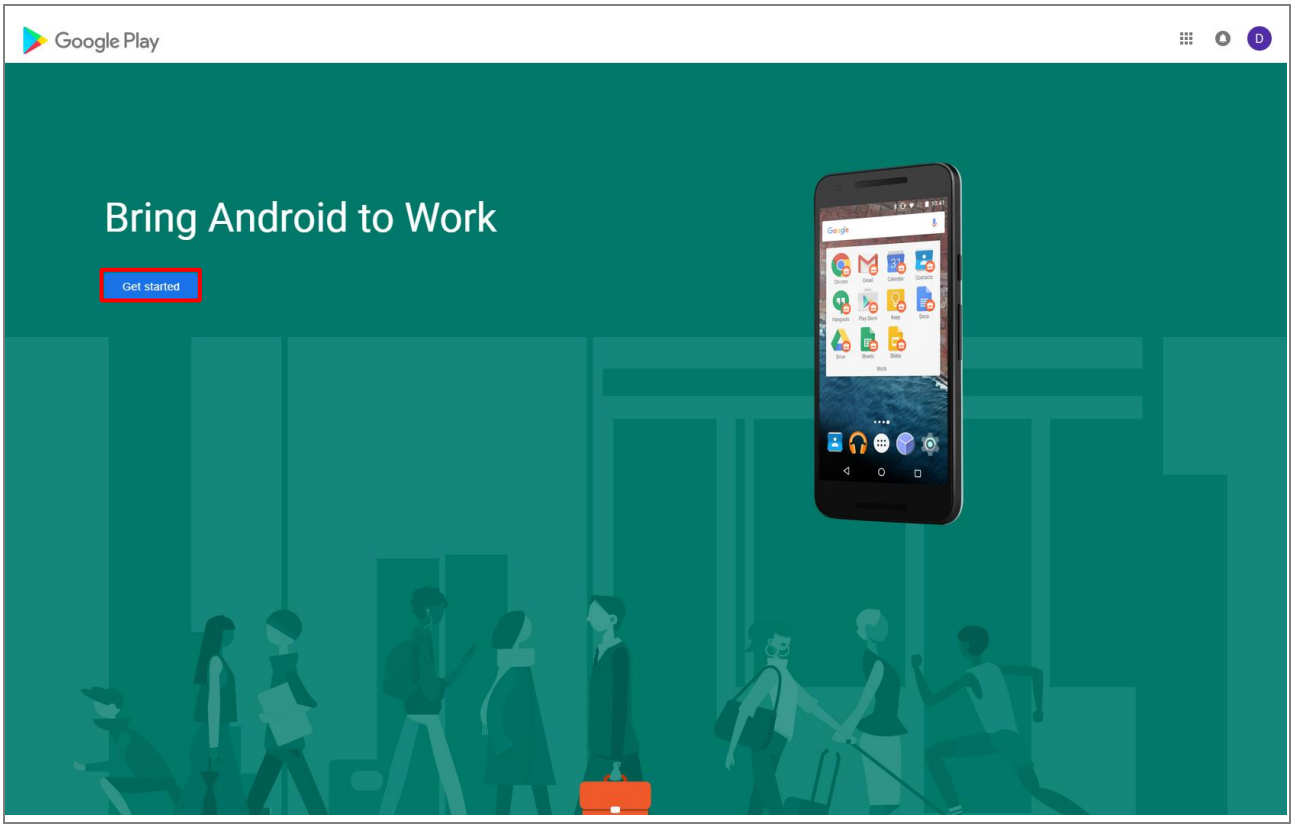
【7】Click [NEXT].



【8】Click [DONE].

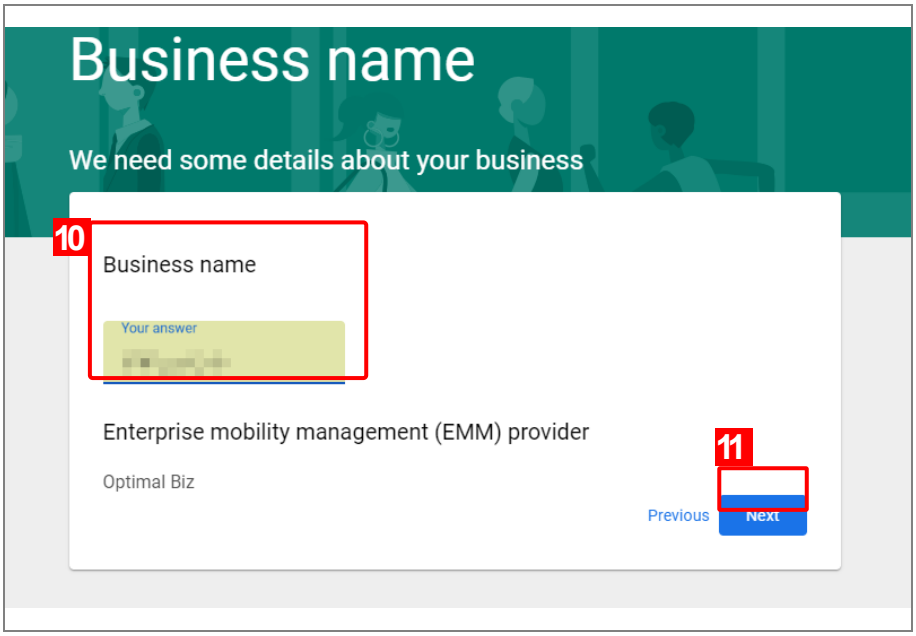


【9】Click [Get started].



【10】Enter "Business name".

【11】Click [Next].

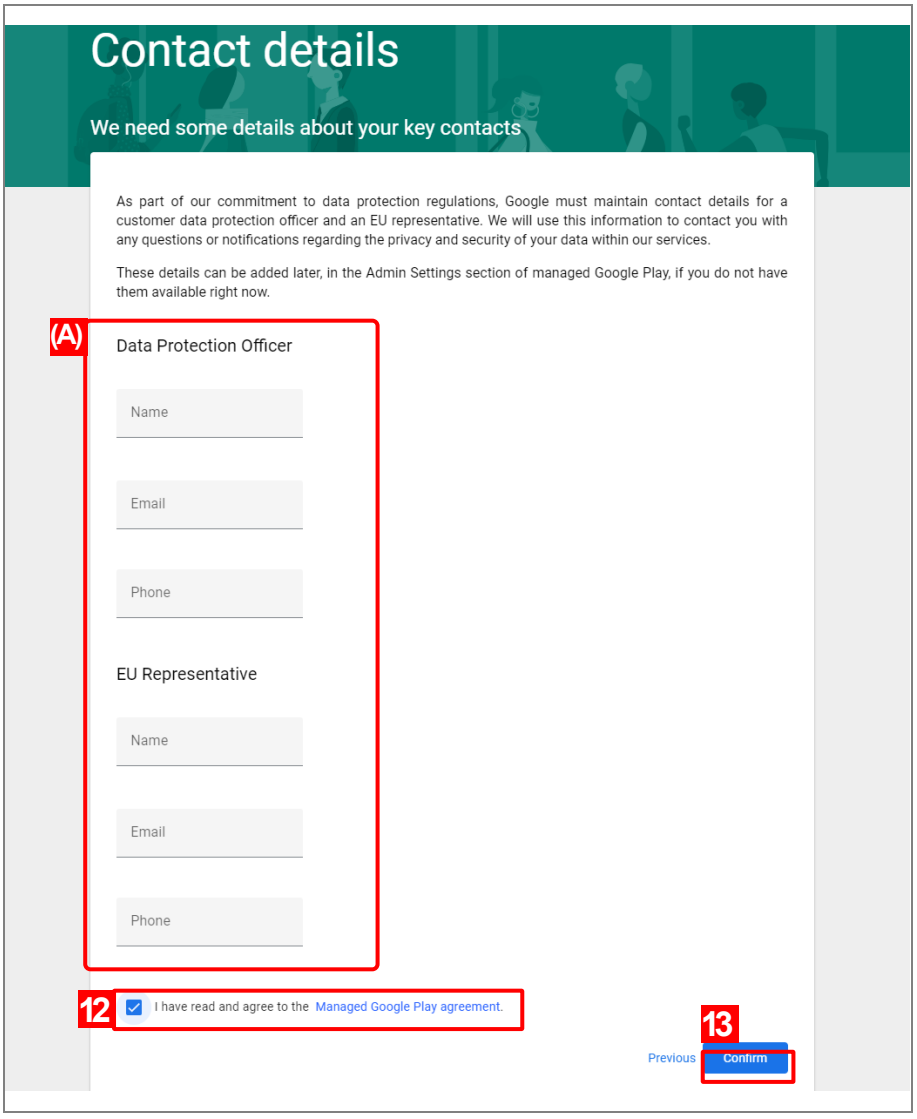


【12】 Read the agreement and check the box.

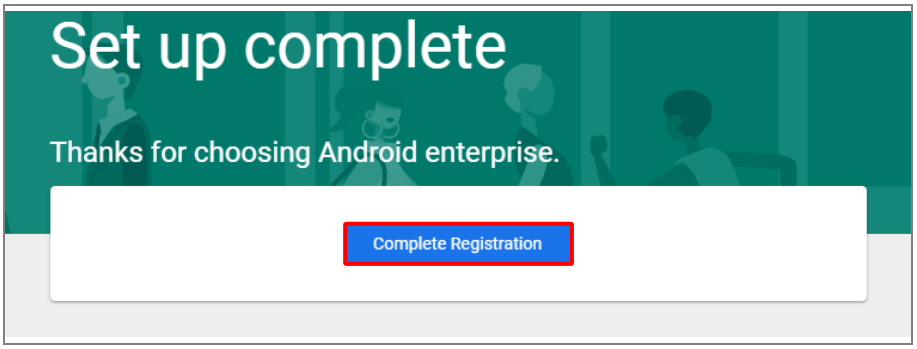
【13】 Click [Confirm].

The Data Protection Officer and EU Representative (A) are optional. Enter them if required. For details of Data Protection Officer and EU Representative, refer to the following.

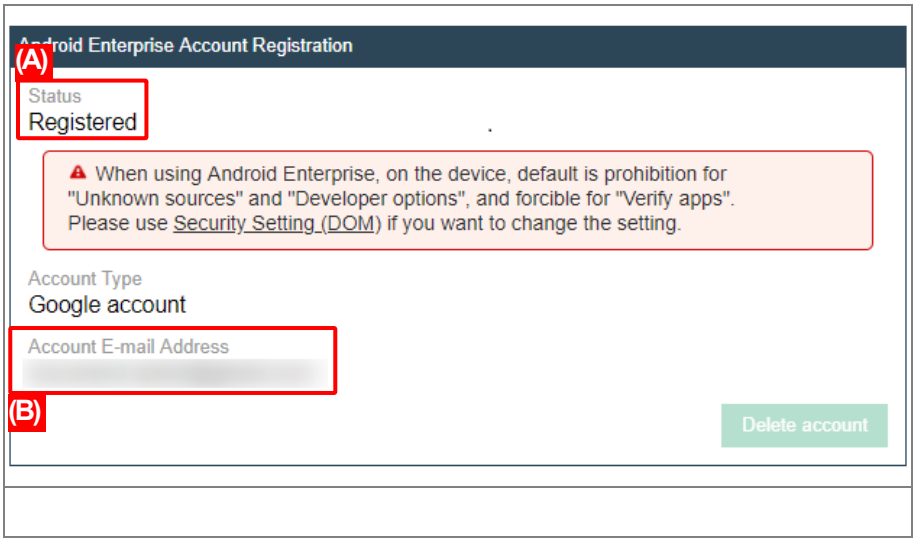
https://support.google.com/googleplay/work/answer/7681629



【14】 Click [Complete Registration].



【15】When you return to the management site, the "Status" (A) shows "Registered".
The email address registered for Google Play is displayed in "Account E-mail Address" (B).



5.2 Performing authentication settings of Google API

Connect your Google account to your corporate e-mail address in the management site, and create and authenticate a JSON file.

5.2.1 Registering your e-mail address as a Google account

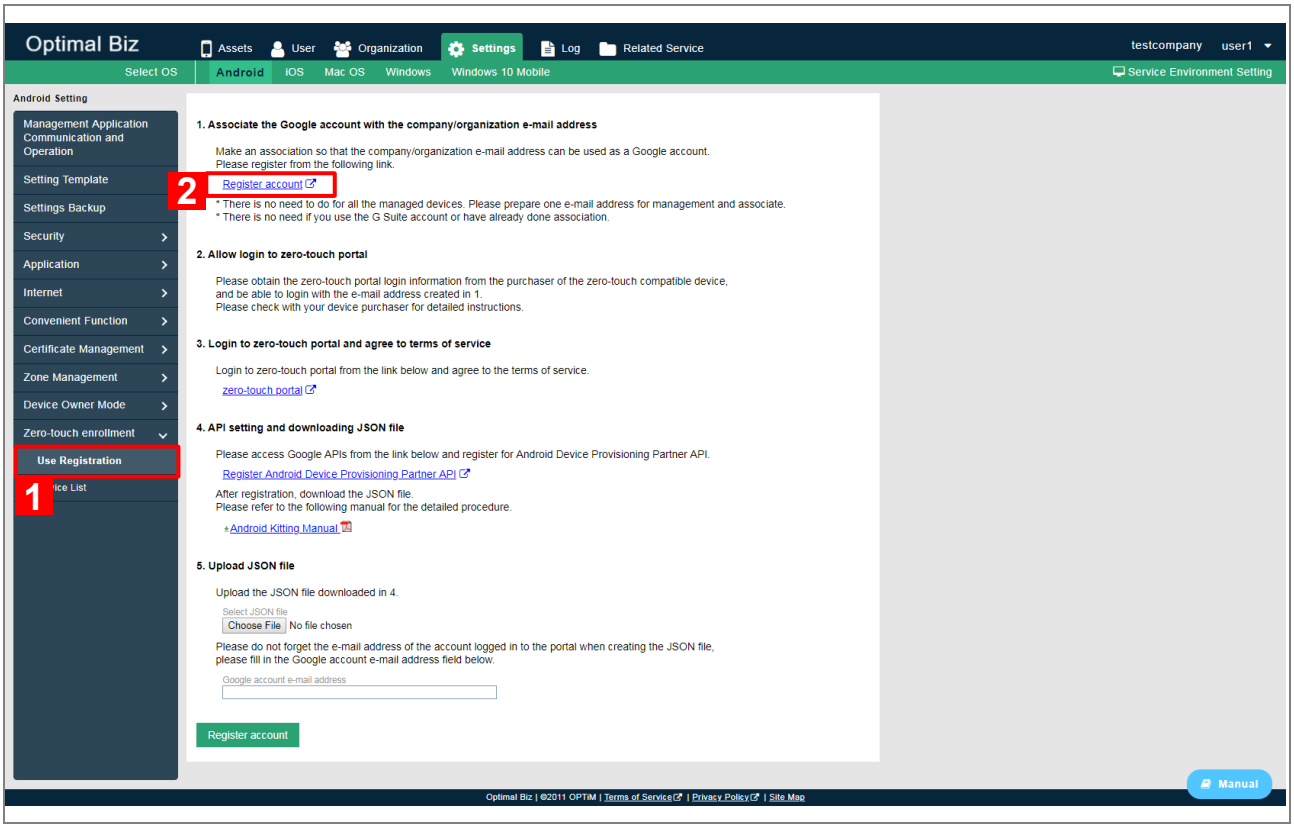
You can use your corporate or organizational e-mail address as your Google account.

You do not have to perform these steps for all managed devices. Prepare one e-mail address for administration. It is recommended that you use the mailing list of an administrative department, not an administrator's e-mail address.

If your Google account has been registered in your browser, you do not need to carry out this procedure.

【1】 Click [Settings]→[Android]→[Zero-touch enrollment]→[Use Registration].

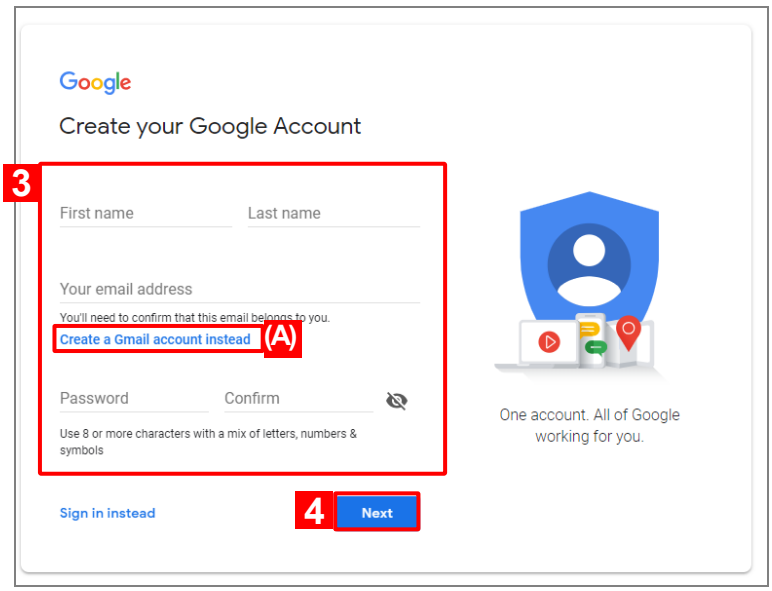
【2】 Click [Register account].



【3】 The "Create your Google Account" screen appears.
Enter "First name", "Last name", "Your email address", "Password", and "Confirm".

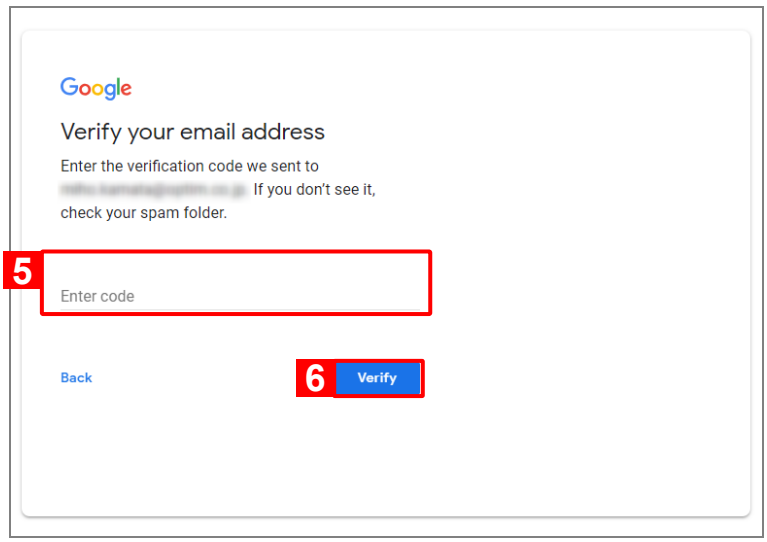
- In "Your email address", enter an email address with a corporate domain.
- If you click "Create a Gmail account instead" (A), you will create a Google Account with a Gmail account, so do not click the link. Be sure to create your account with your current email address.

【4】 Click [Next].



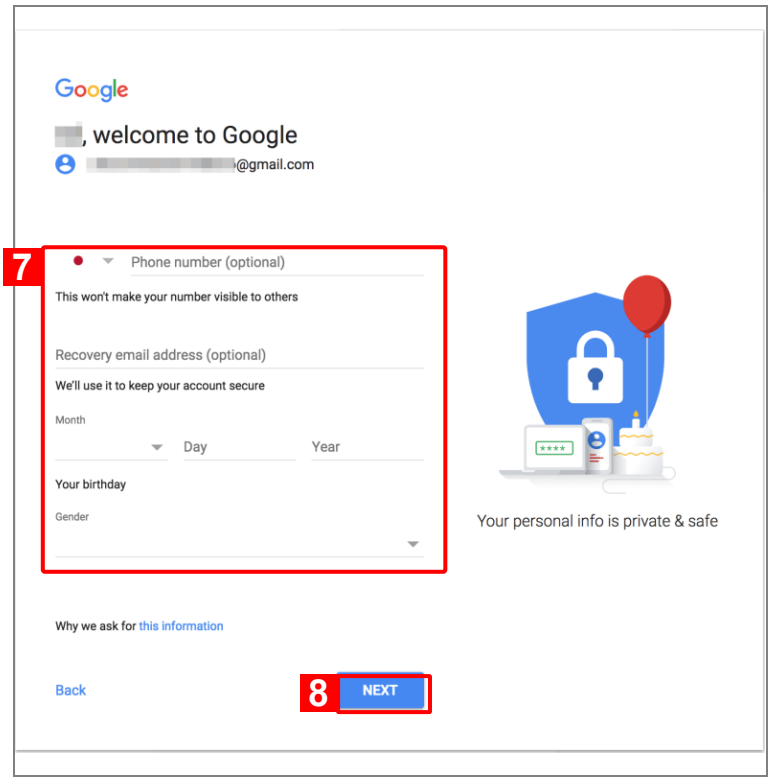
【5】 In "Enter code", enter the confirmation code that was sent to the email address you entered in step 【3】.

【6】 Click [Verify].

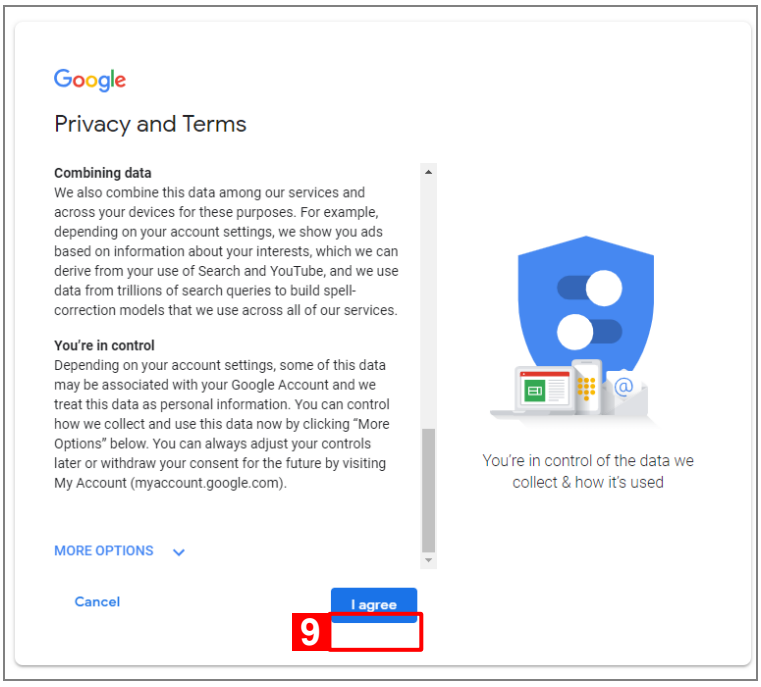


【7】Enter "Phone number", "Your birthday", and "Gender".

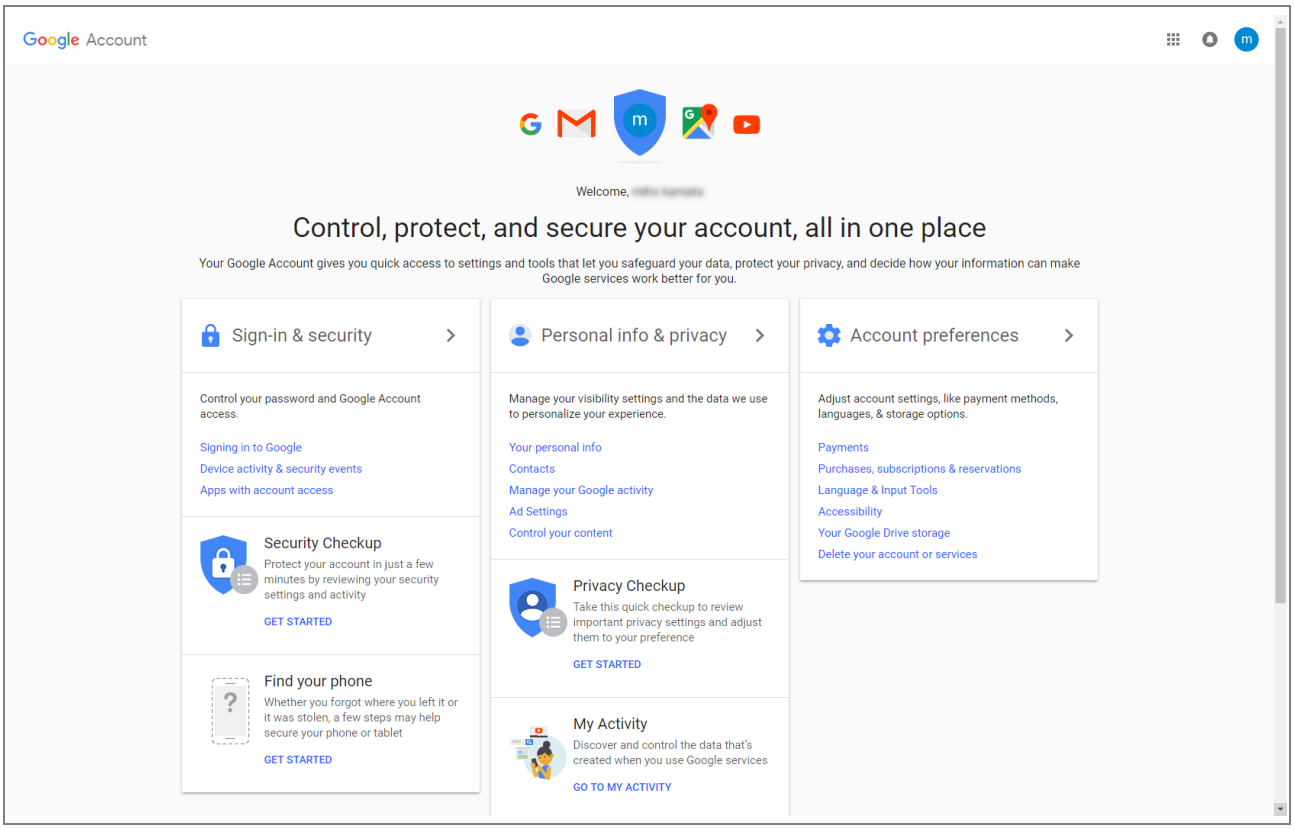
【8】Click [NEXT].



【9】Review the Terms, and click [I agree].



【10】You have successfully registered your e-mail address if the screen below appears.



5.2.2 Logging in to the zero-touch portal

Inform your zero-touch device vendor of the registered Google account and ask them to allow logins to the zero-touch portal.

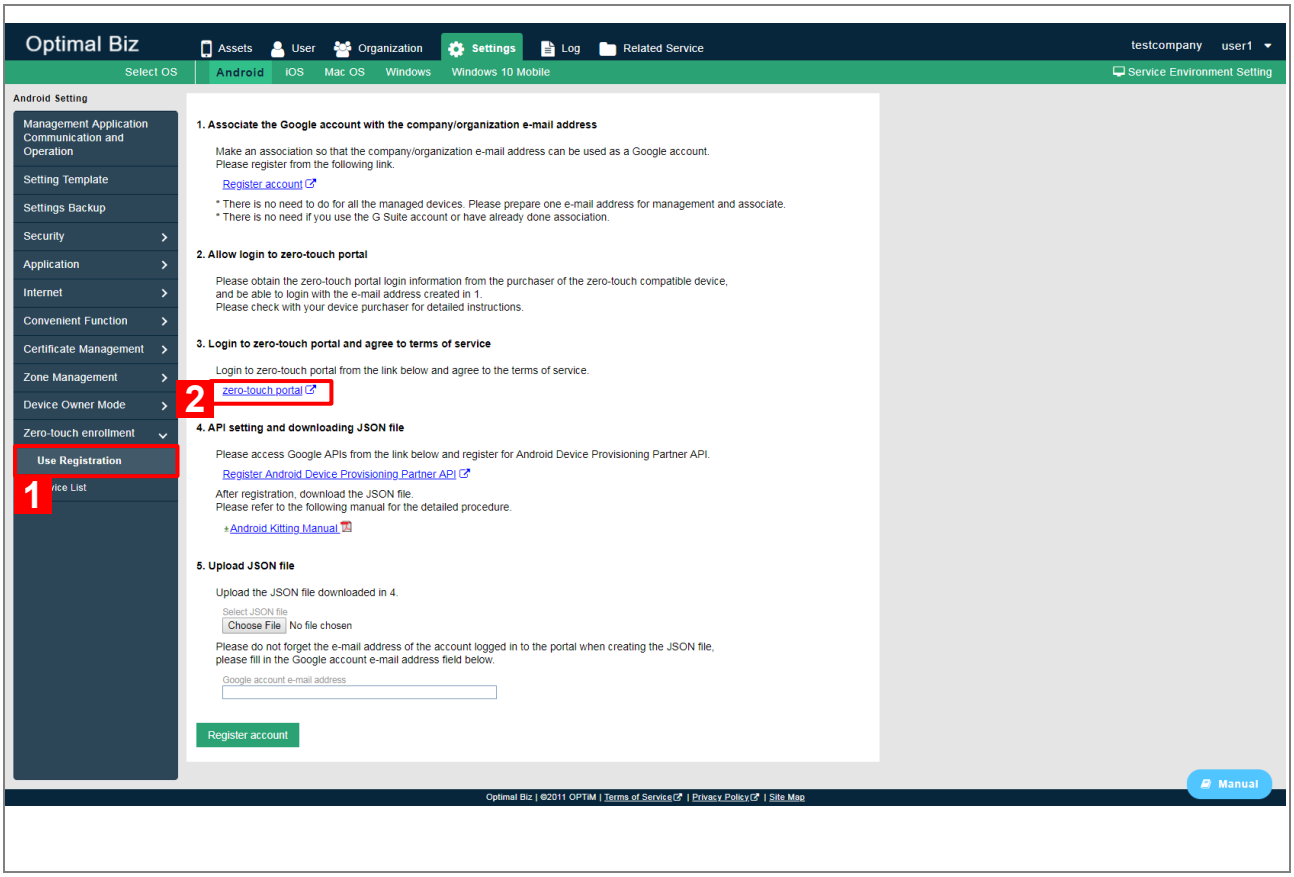
For details, contact your zero-touch device vendor.

5.2.3 Accepting the terms of service

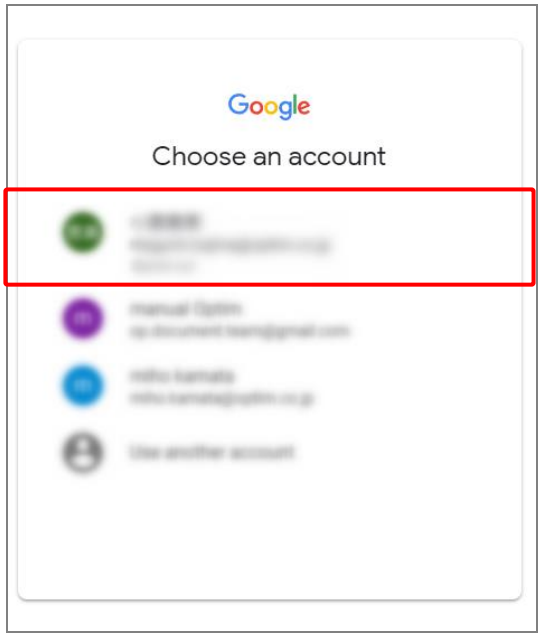
Log in to the zero touch portal and accept the terms of service.

【1】Click [Settings]→[Android]→[Zero-touch enrollment]→[Use Registration].

【2】Click [zero-touch portal].

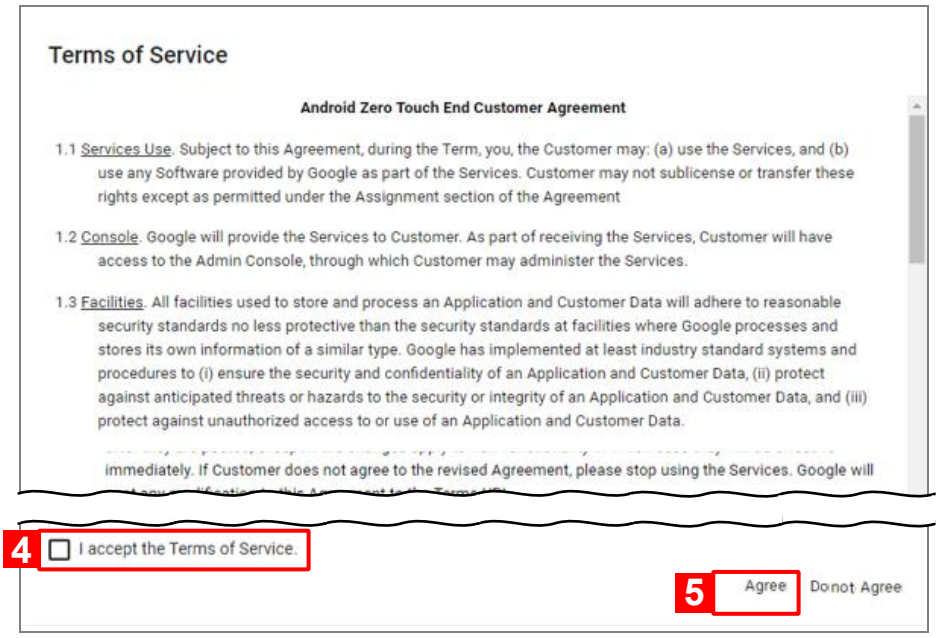


【3】Select the Google account you registered.



【4】Select "I accept the Terms of Service."

【5】Click [Agree].

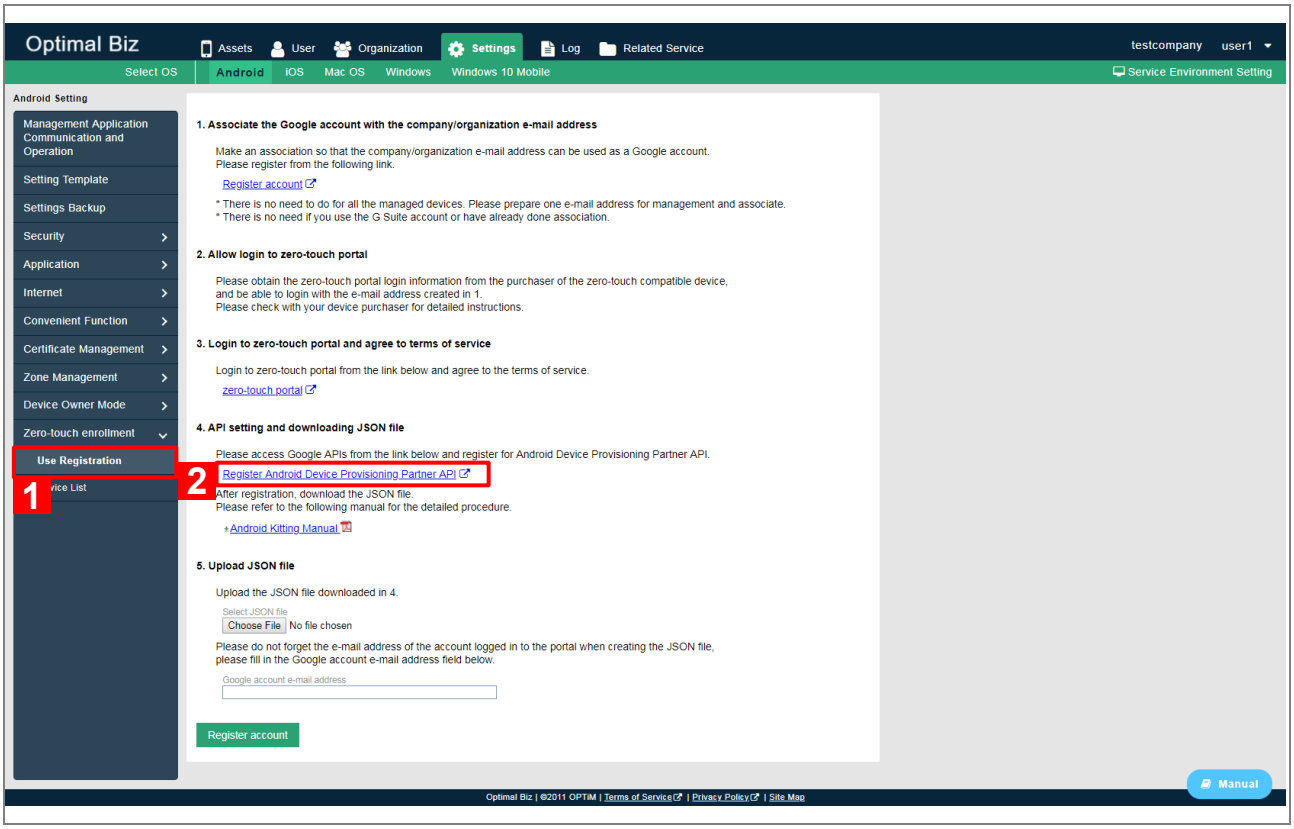


5.2.4 Downloading API settings and a JSON file

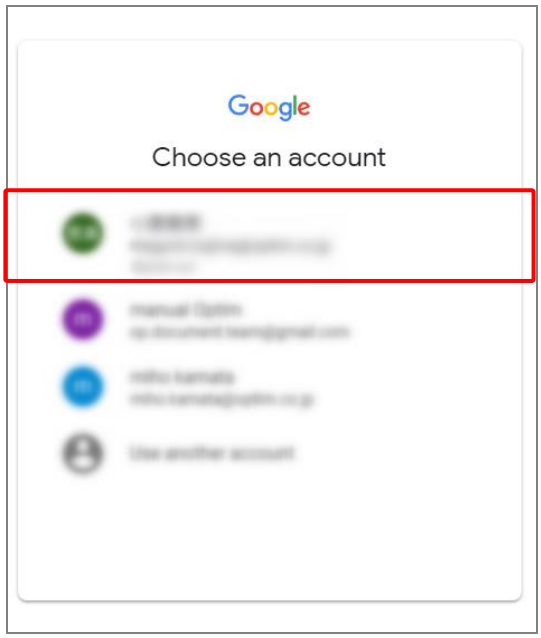
Register Android Device Provisioning Partner API on the Google Cloud Platform, and download a JSON file.

【1】Click [Settings]→[Android]→[Zero-touch enrollment]→[Use Registration].

【2】Click [Register Android Device Provisioning Partner API].

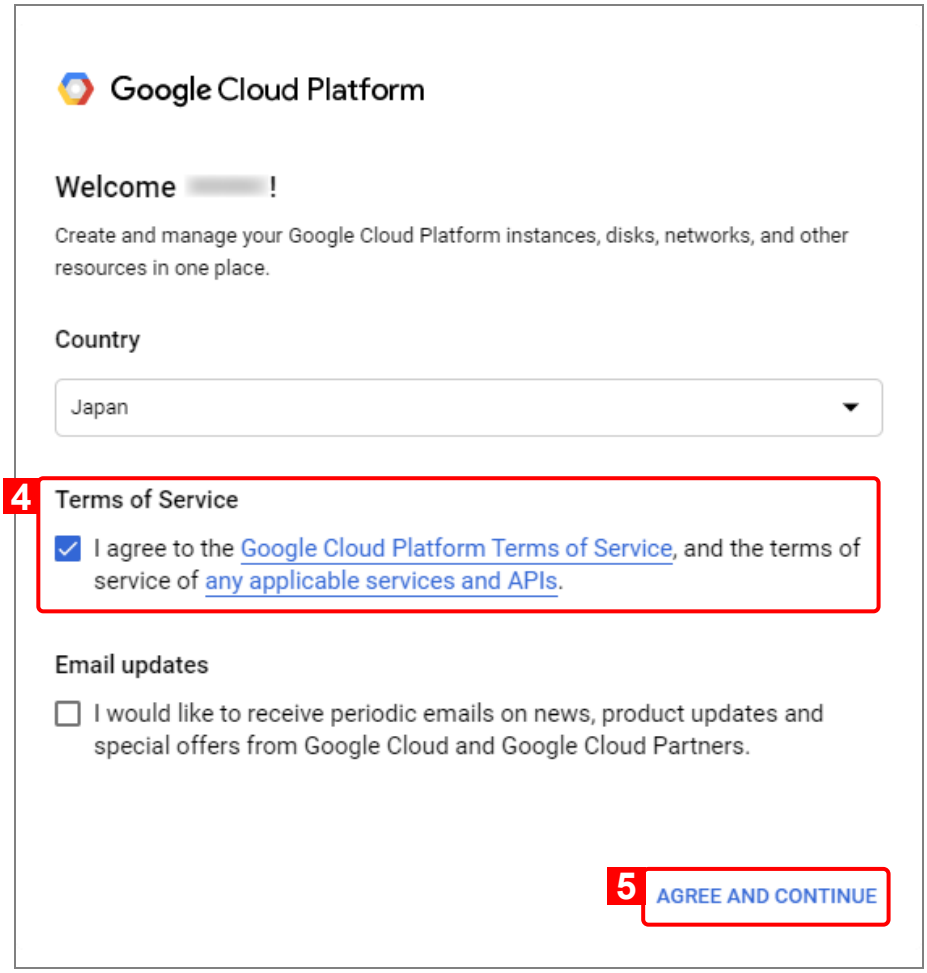


【3】Select the e-mail address that you have connected.

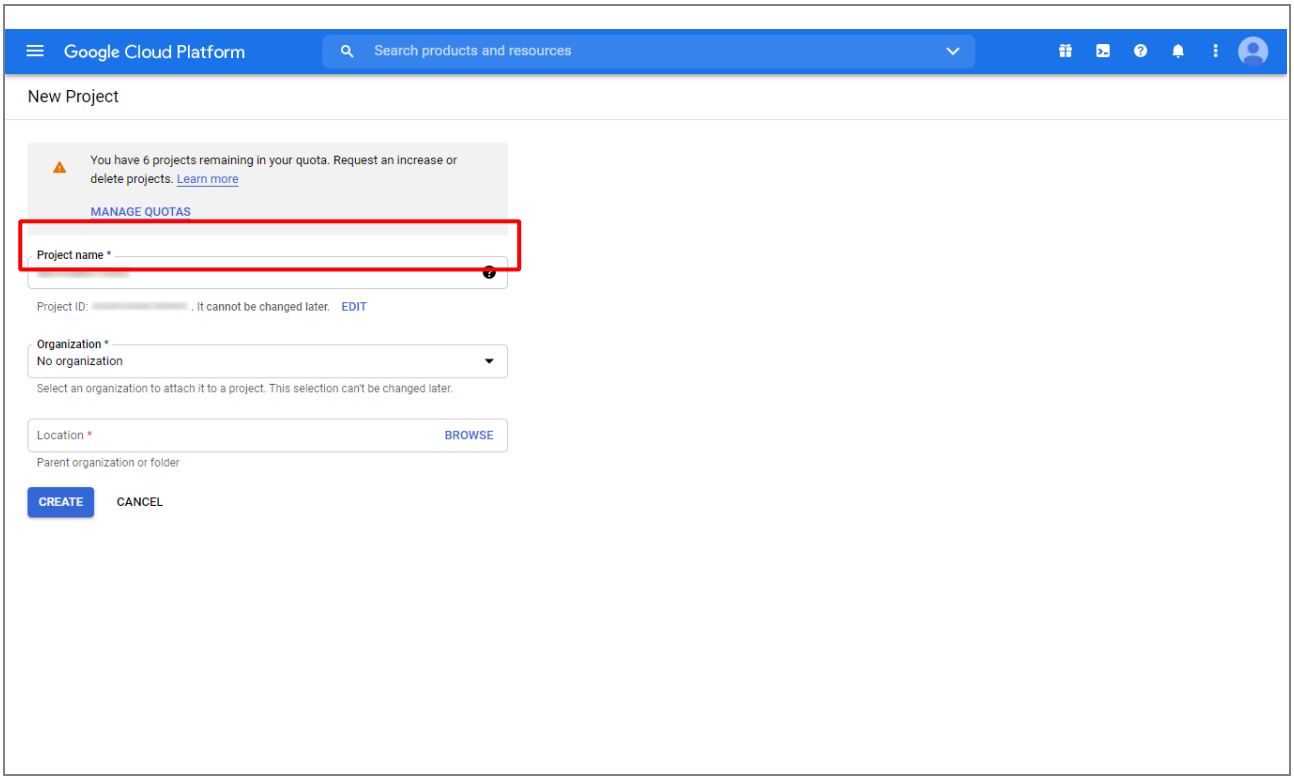


【4】In the first login, the consent screen for the terms of service will appear. Select the terms of service.

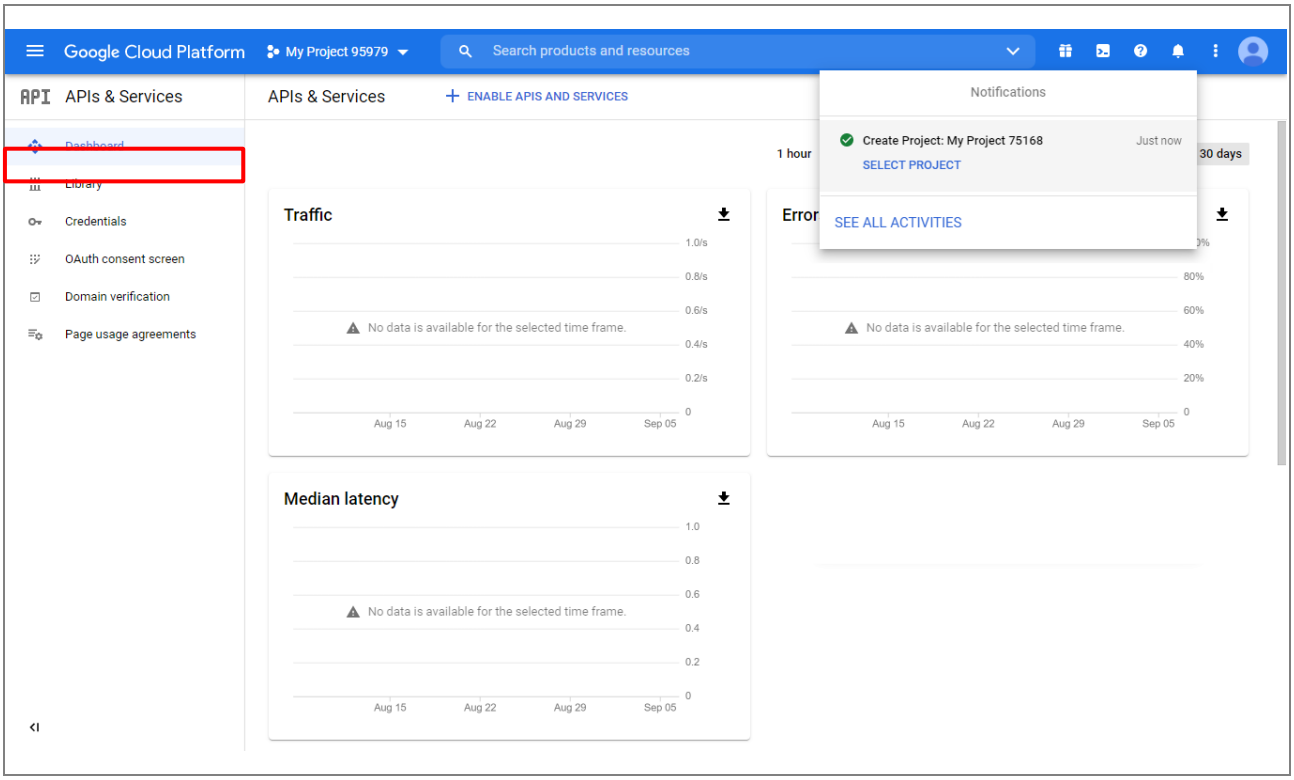
【5】Click [AGREE AND CONTINUE].



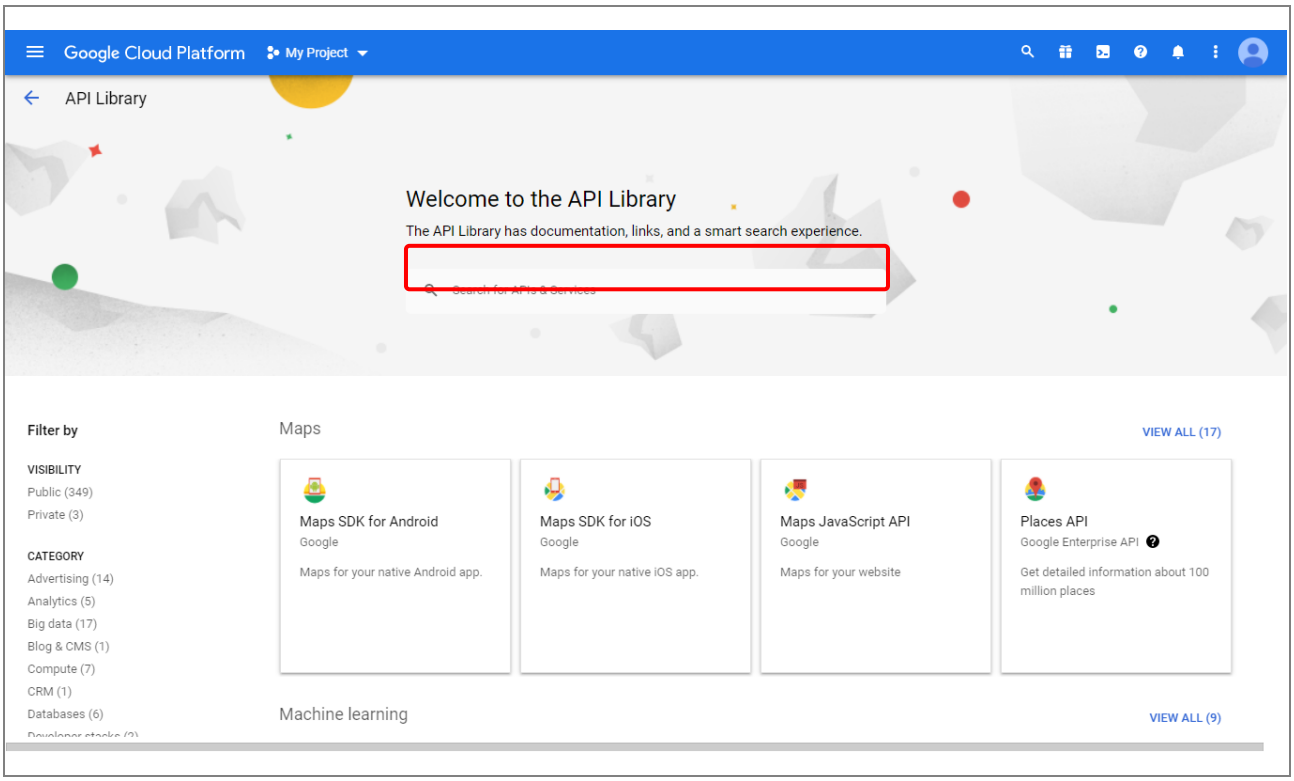
【6】The Google Cloud Platform screen appears. Enter an arbitrary "Project name".



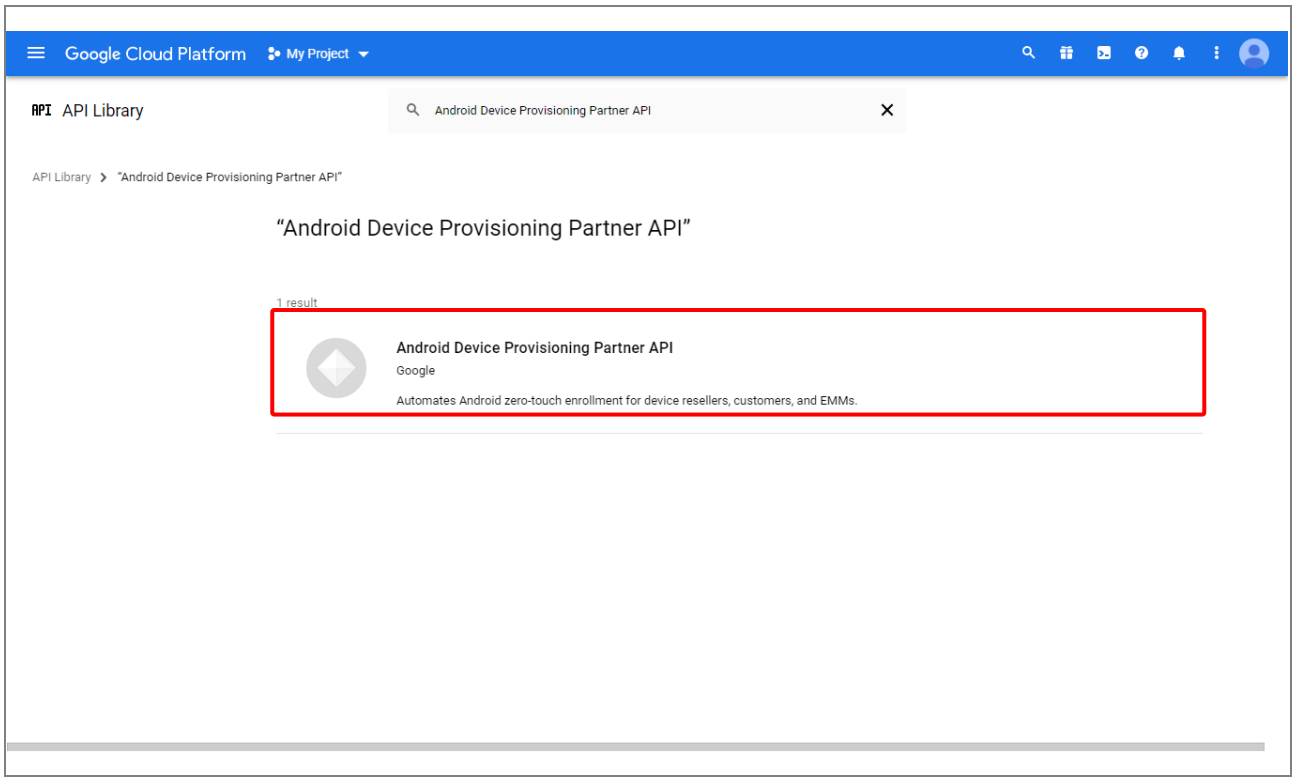
【7】Click [Library].



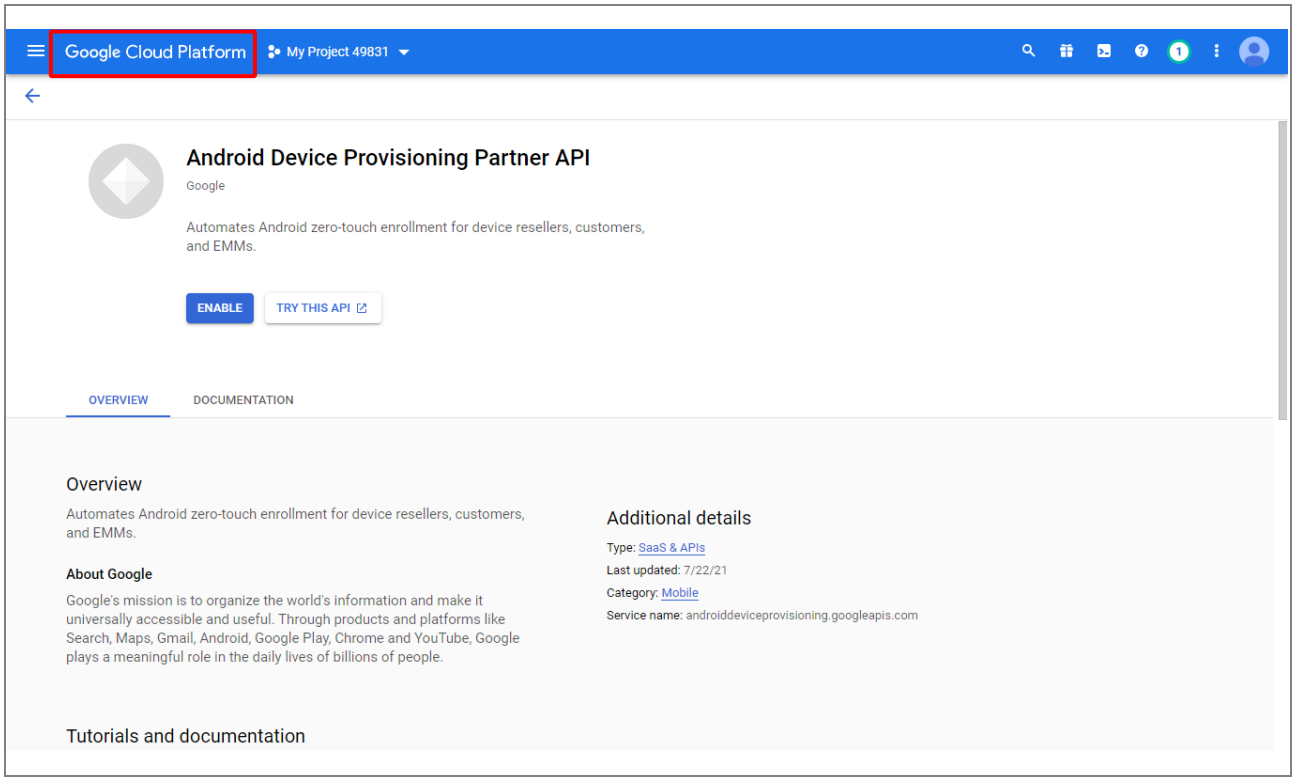
【8】In "Search for APIs and Services", enter "Android Device Provisioning Partner API", and execute search.



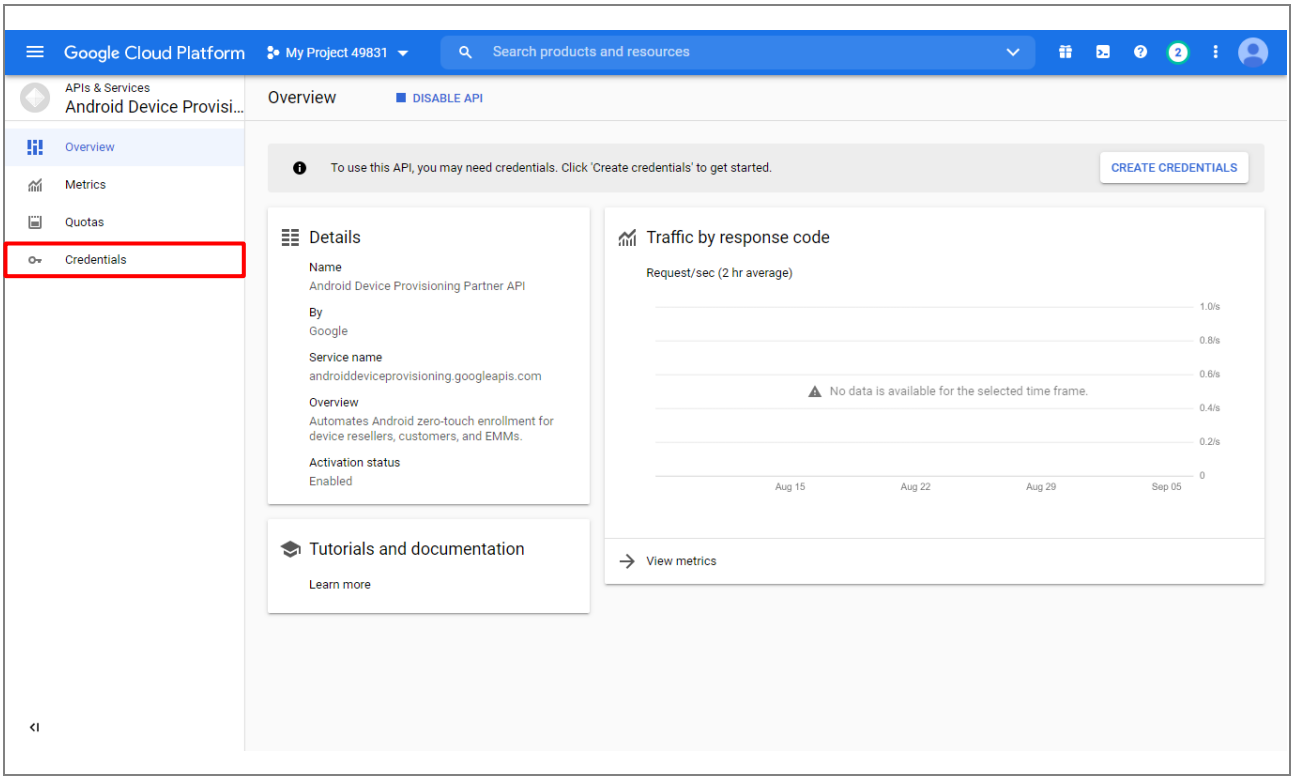
【9】Click [Android Device Provisioning Partner API] in the results.



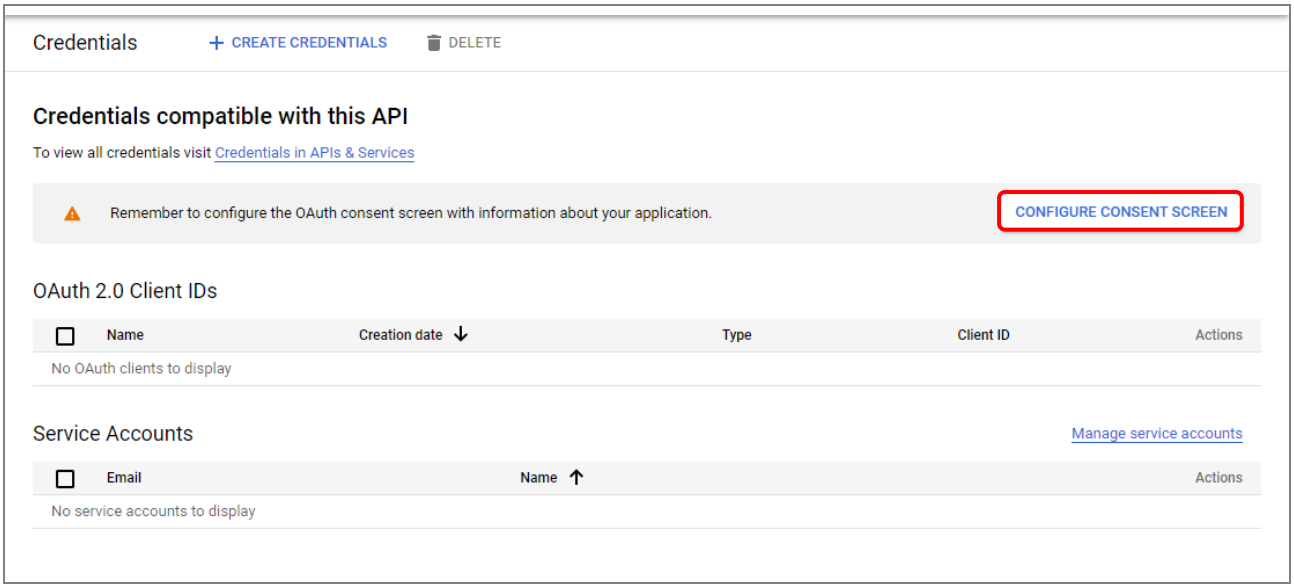
【10】Click [Google Cloud Platform].



【11】Click [Credentials].

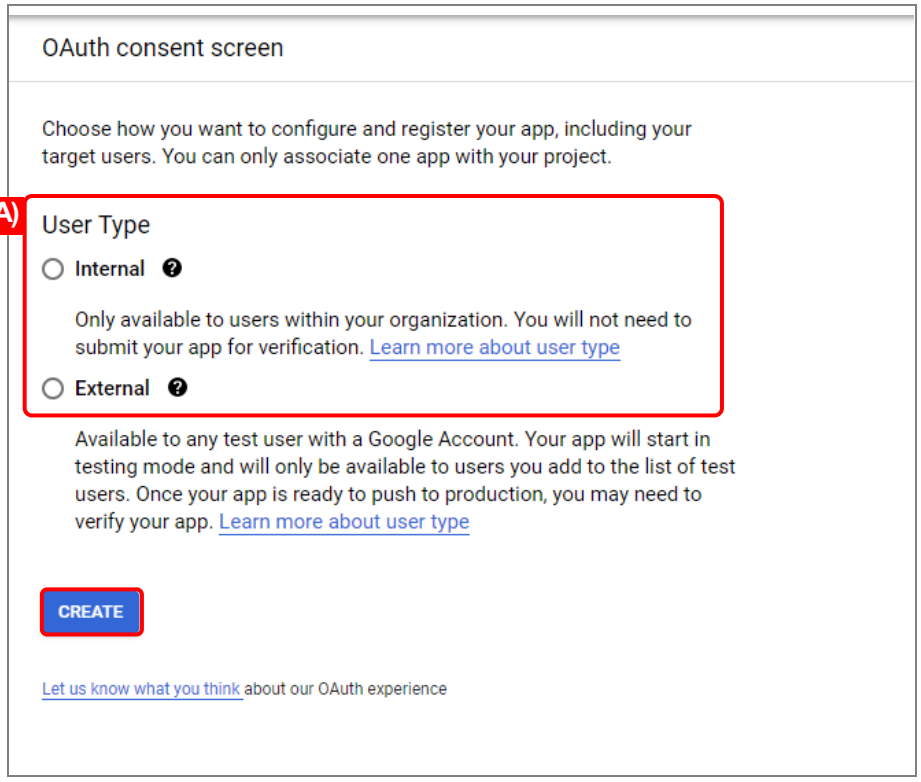


【12】Click [CONFIGURE CONSENT SCREEN].



【13】 Click [CREATE].

You do not have to select "User Type" (A). For details of "User Type", contact Google.



【14】Enter "OptimalBiz" in "App Name".

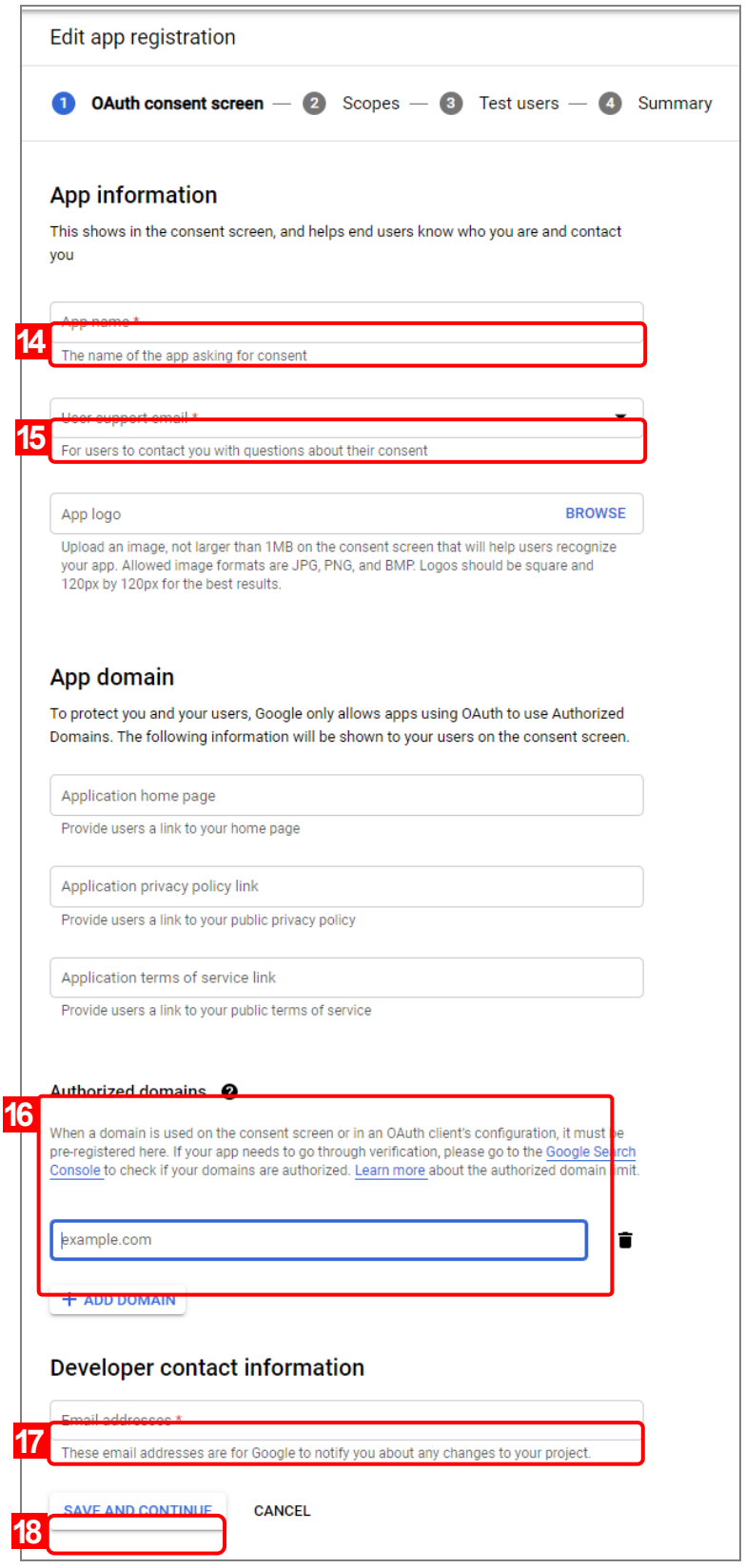
【15】Click "User support email" and select an email address.

【16】Enter "optim.co.jp" in "Authorized domains", and press [Enter].

The domain name may change automatically after you press [Enter].

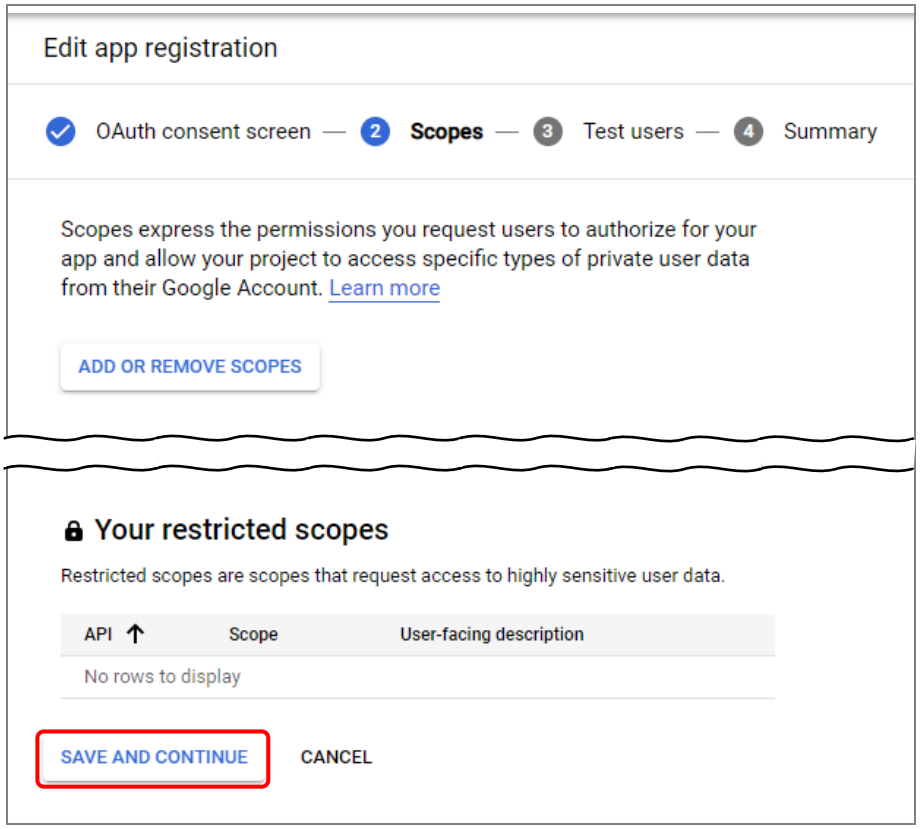
【17】Enter your email address in [Developer contact information].

【18】Click [SAVE AND CONTINUE].



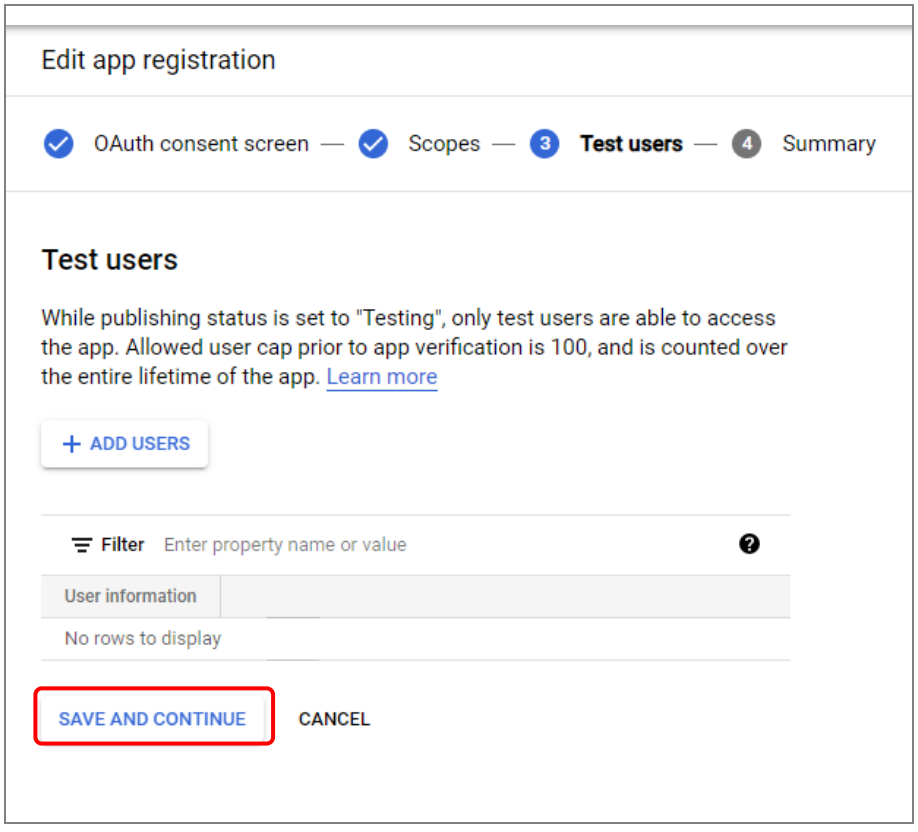
【19】 Click [SAVE AND CONTINUE].

You do not have to add scopes.

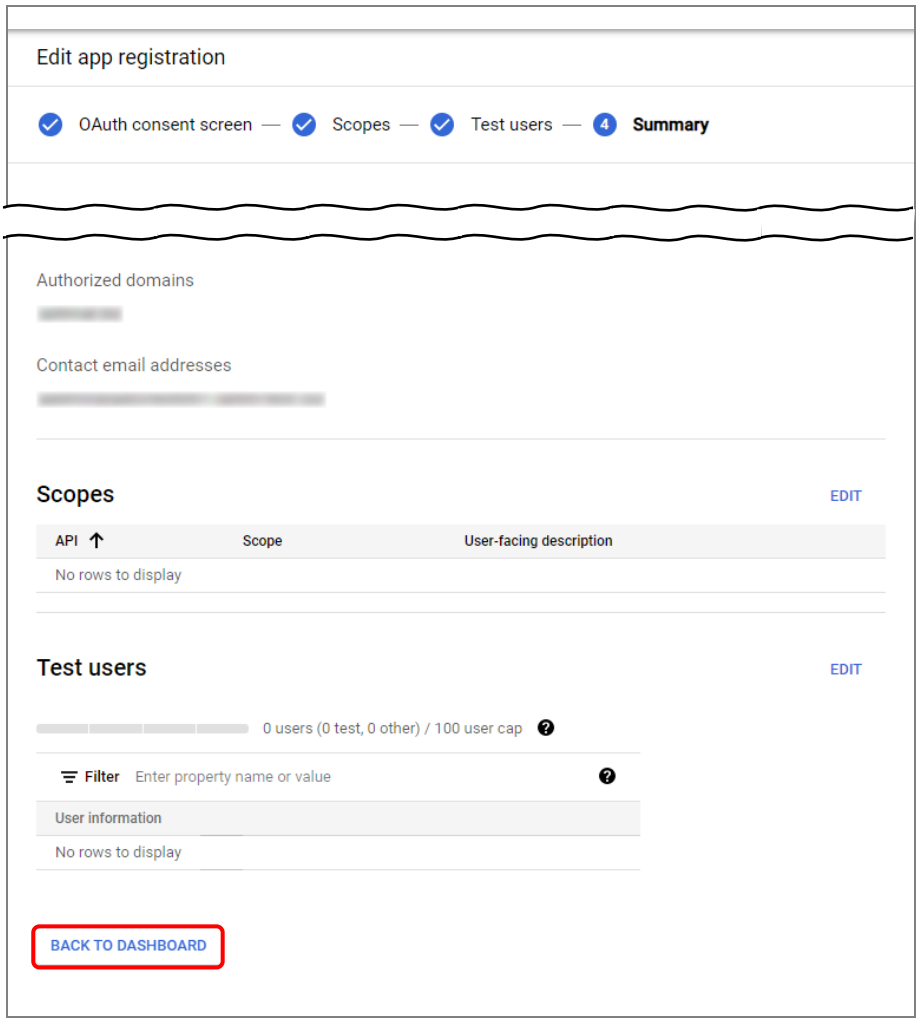


【20】 Click [SAVE AND CONTINUE].

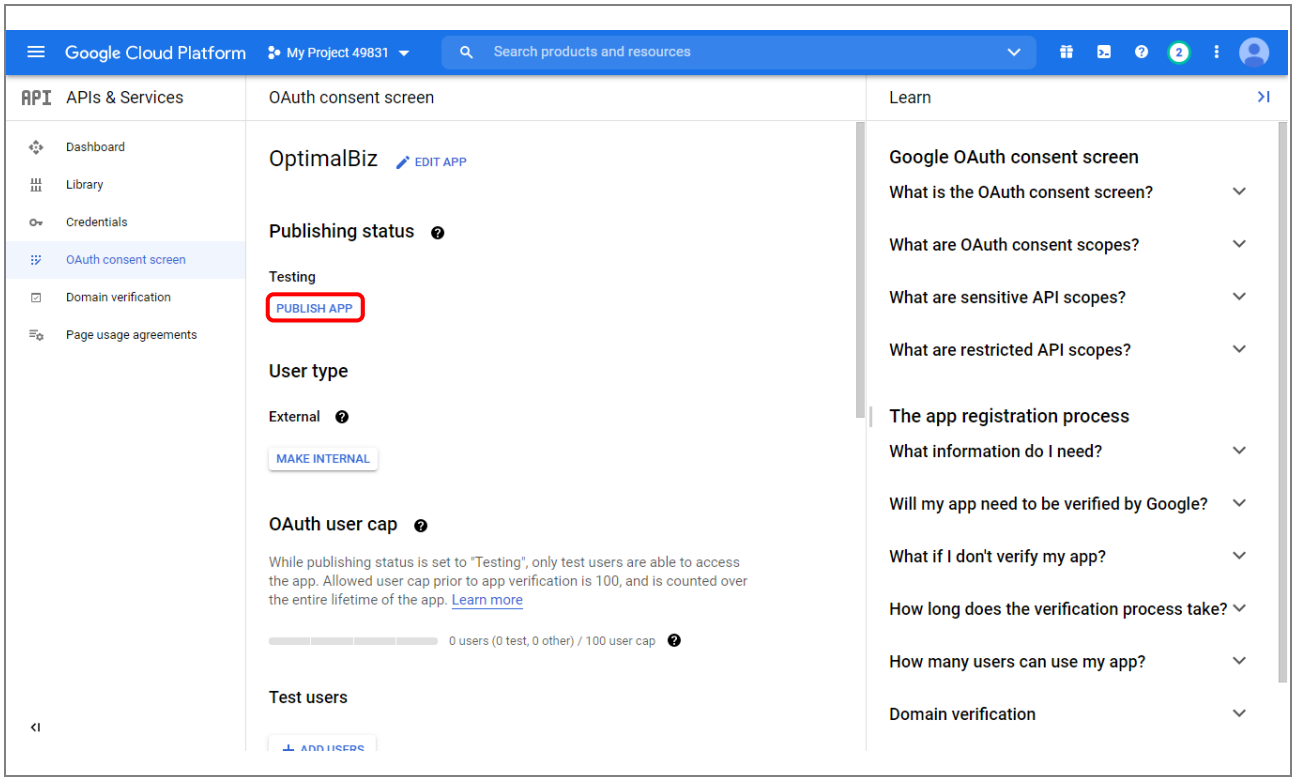
You do not have to add test users.



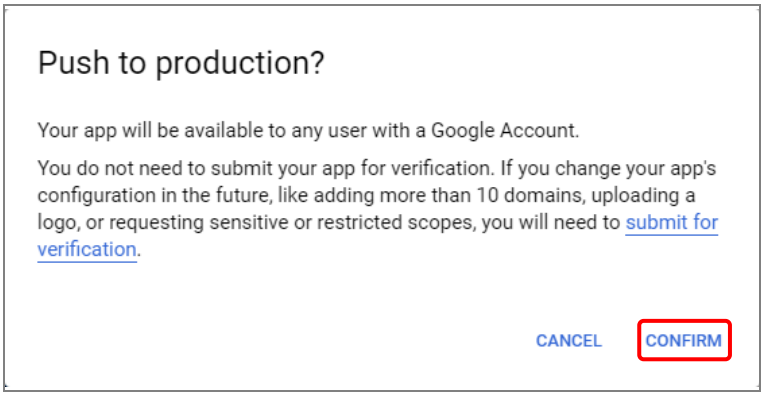
【21】Review the settings details and click [BACK TO DASHBOARD].



【22】The OAuth consent screen appears. Click [PUBLISH APP].

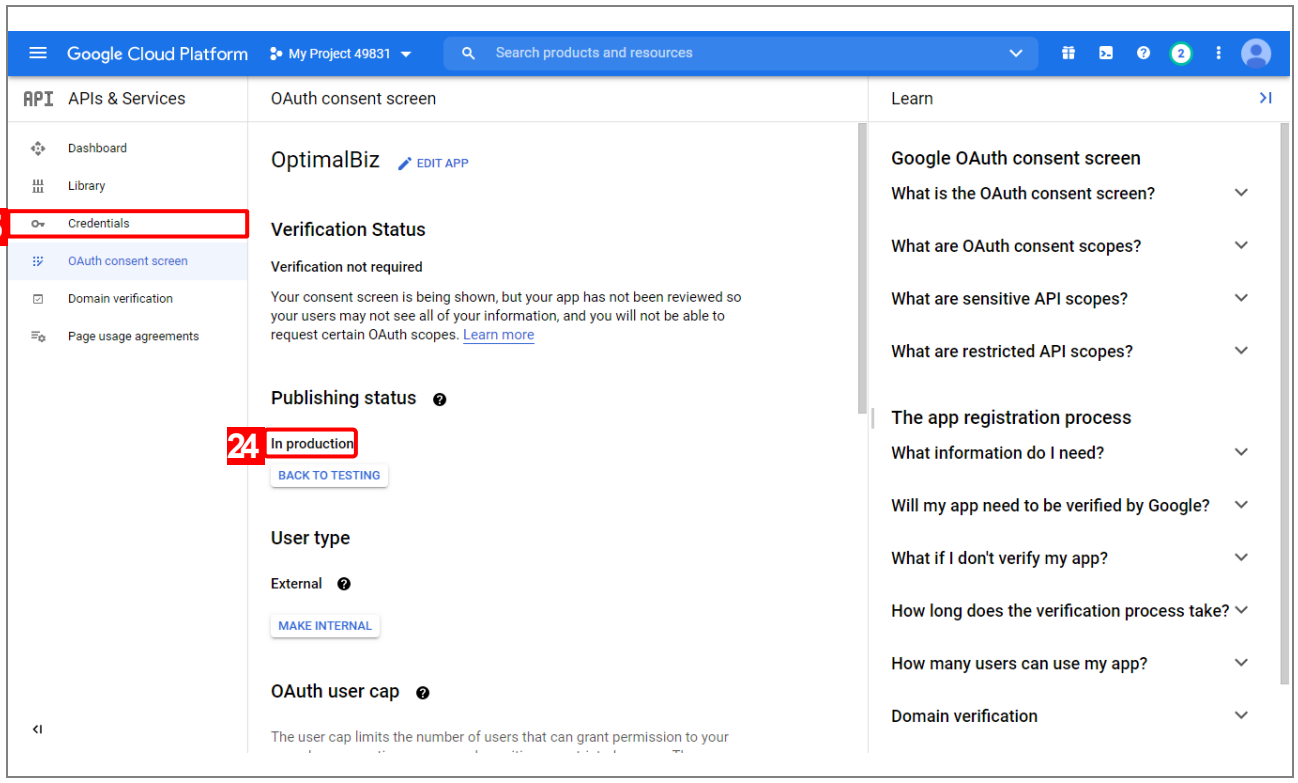


【23】Read the message and click [CONFIRM].



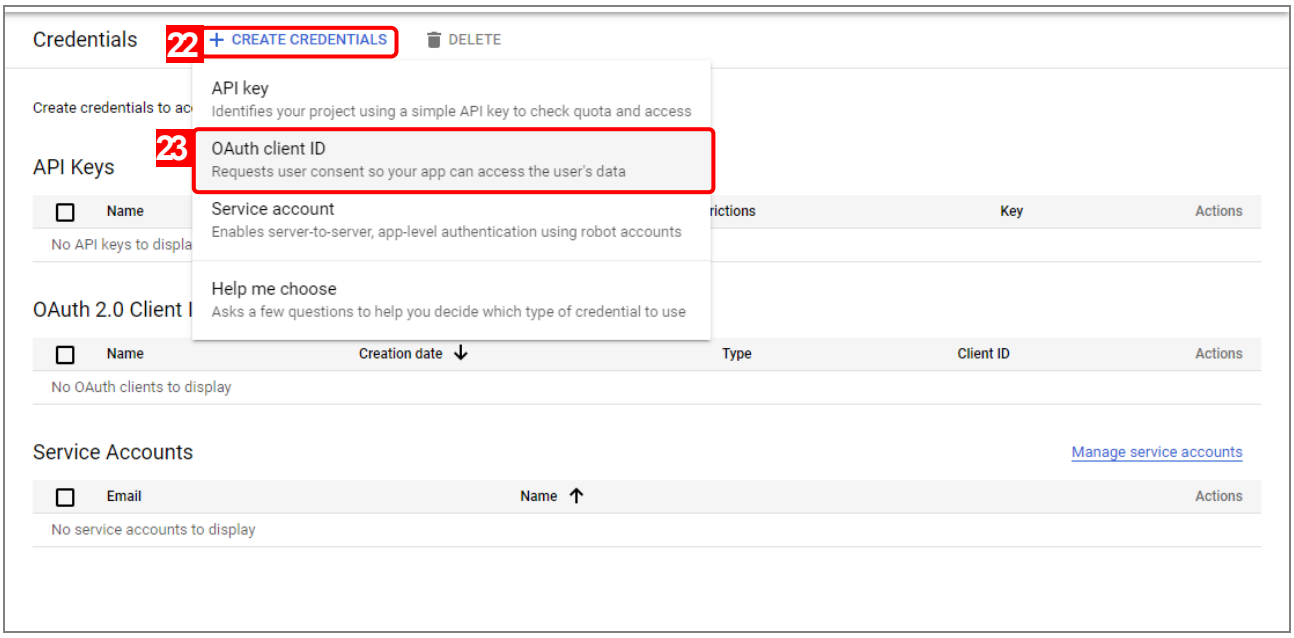
【24】Ensure that the publishing status is "In production".

【25】Click [Credentials].



【26】Click [CREATE CREDENTIALS].

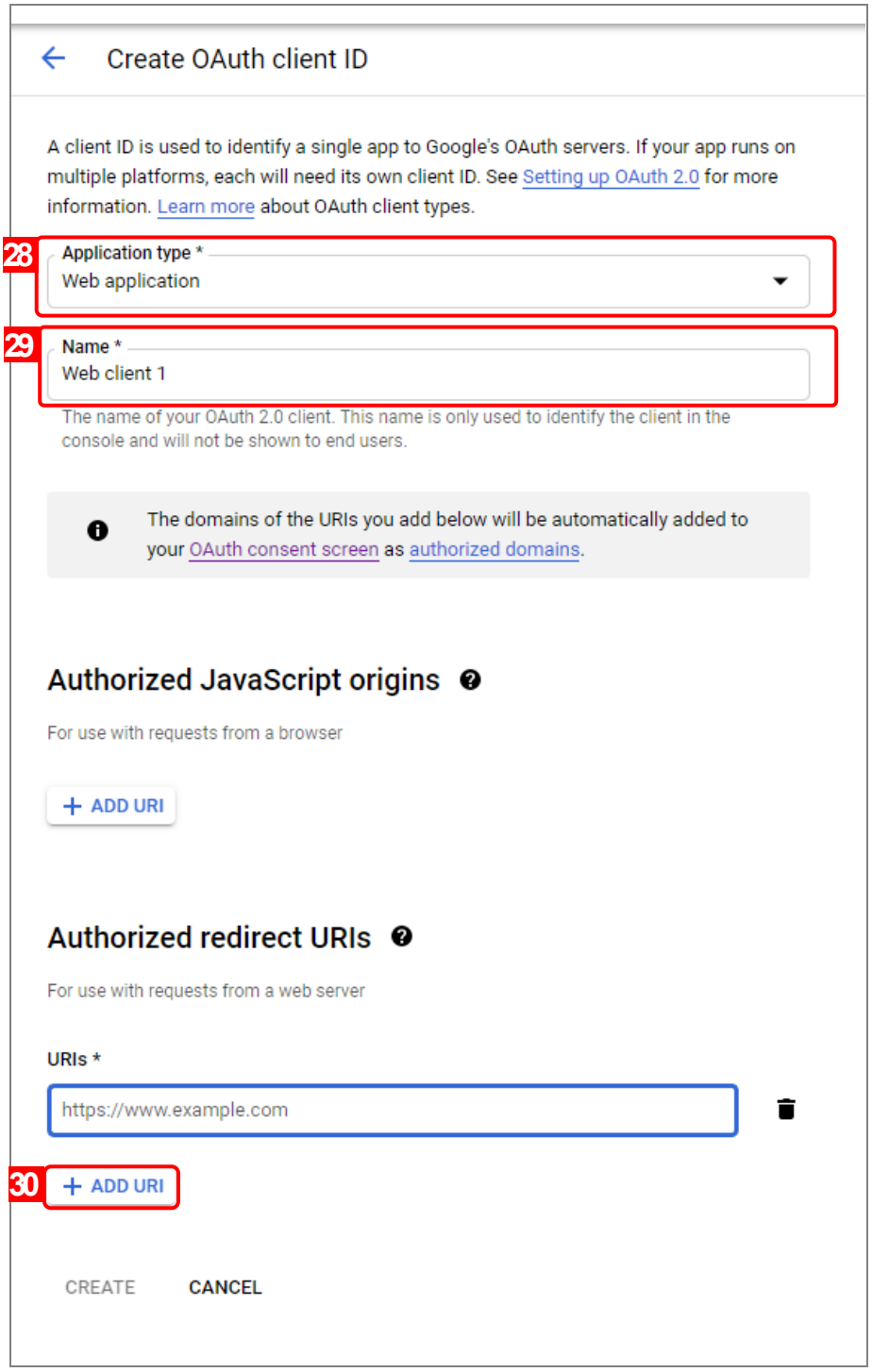
【27】Select "OAuth client ID".



【28】Select "Web application" on the "Application type" pull-down menu.

【29】Enter an arbitrary name.

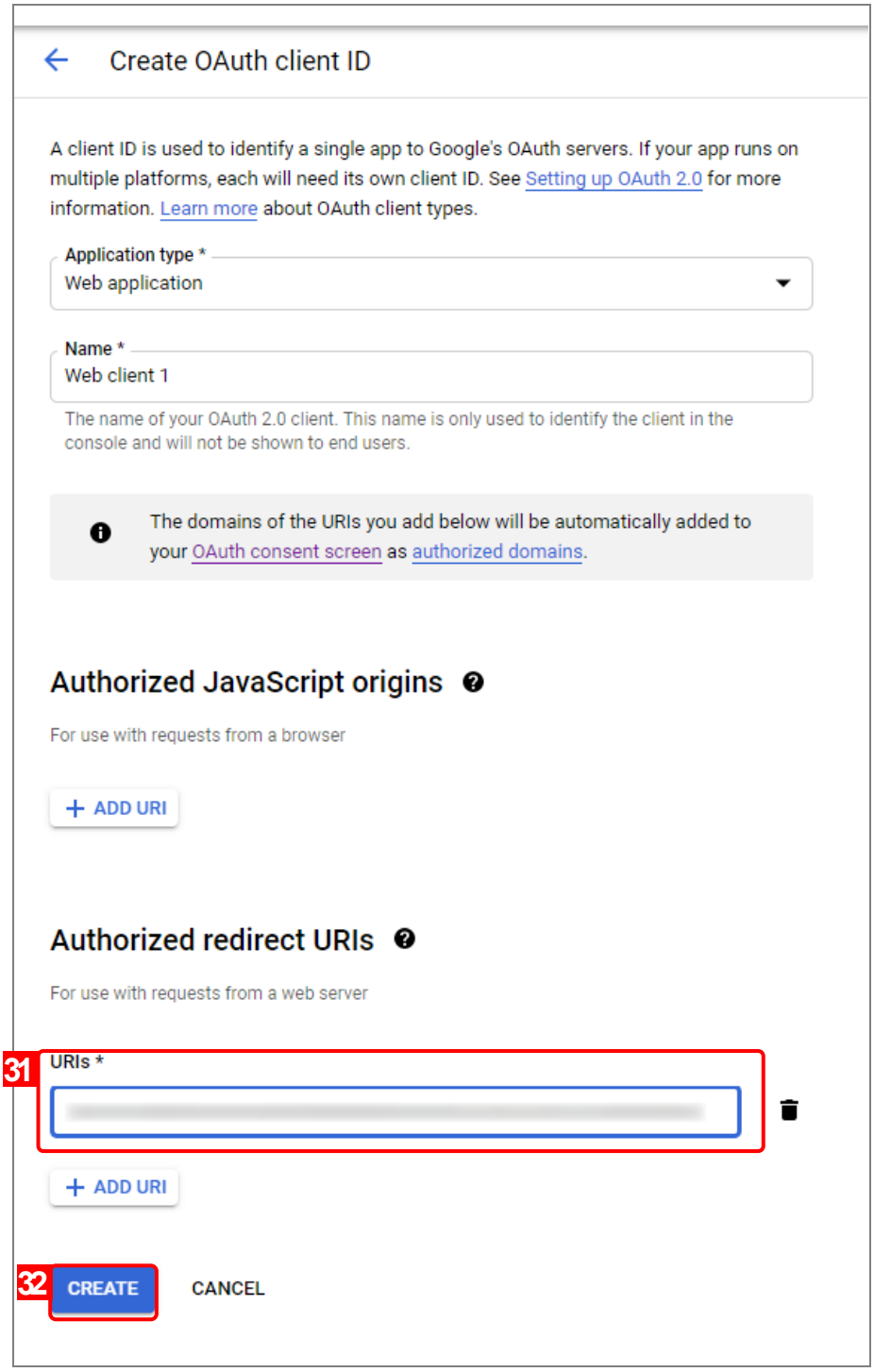
【30】Click [ADD URI] in "Authorized redirect URIs".



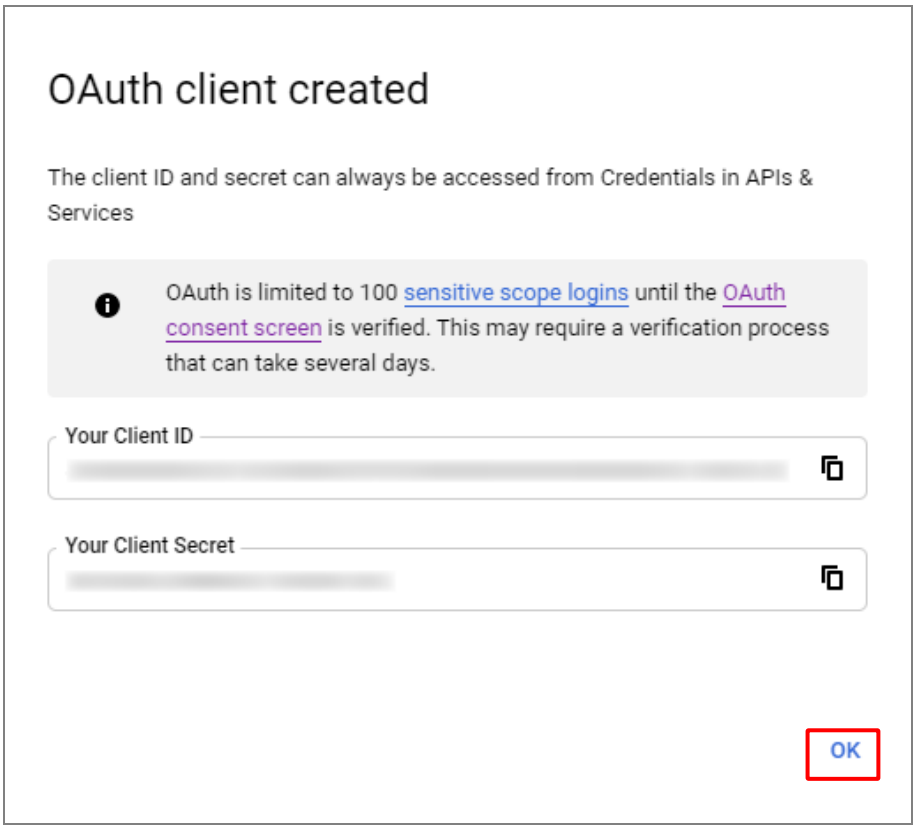
【31】Enter "https://biz3.optim.co.jp/company1/android_emm_zero_touch_auth/callback" in "URI". (* Enter your company code in "company1".)

If a warning message appears, make sure that you have entered an appropriate "Authorized domains" in step 【16】.

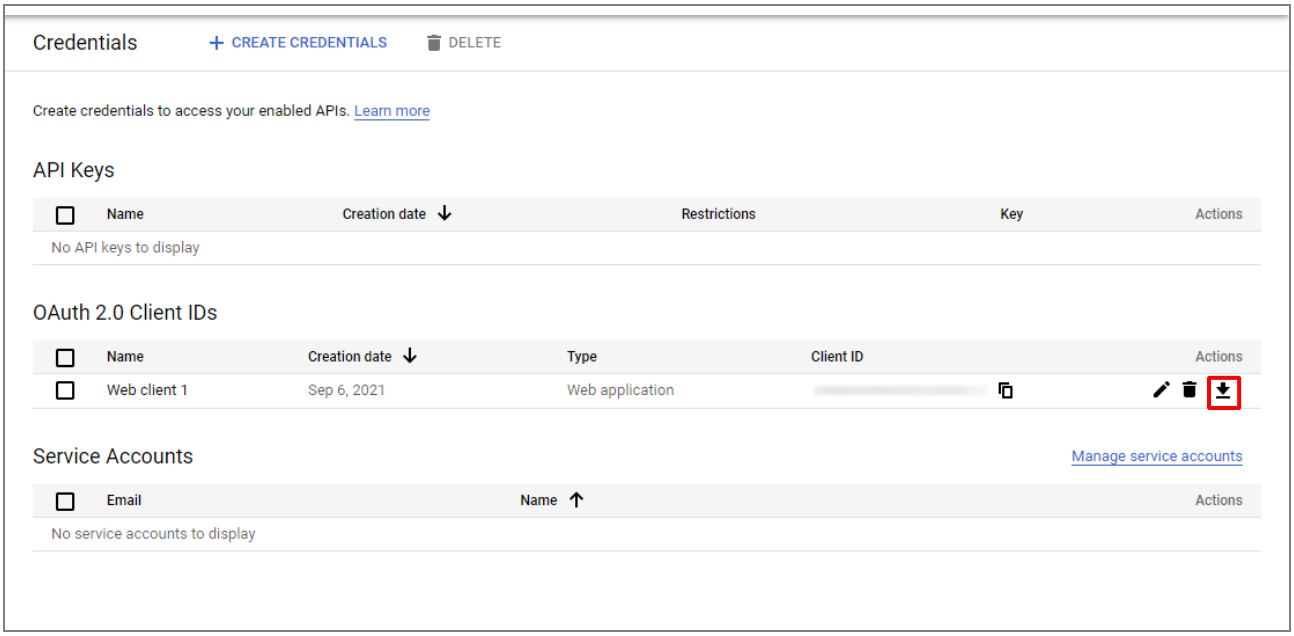
【32】Click [CREATE].



【33】 Click [OK].



【34】 Click the download icon to download a JSON file.



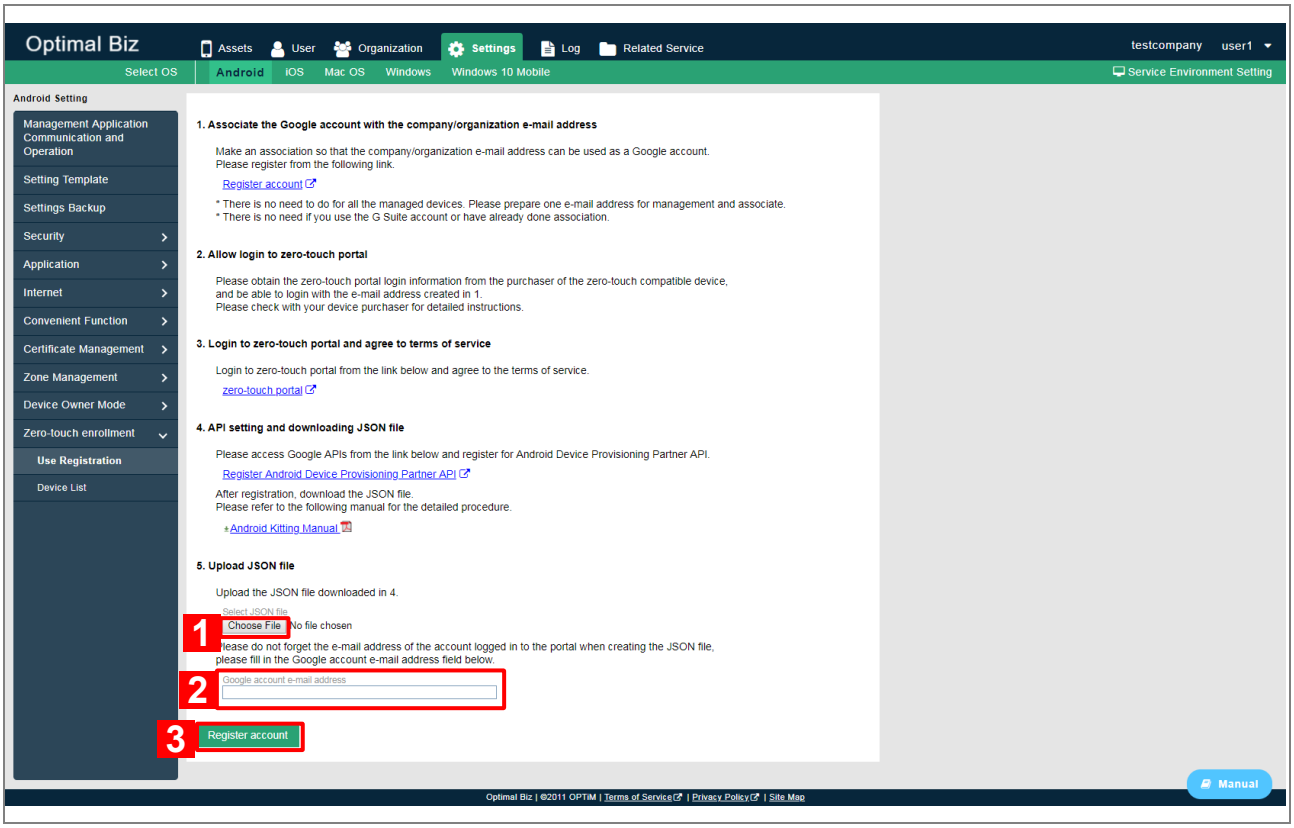
5.2.5 Uploading a JSON file

Upload the JSON file you downloaded with Google APIs to the management site and register device information.

【1】Click [Choose File] and select the downloaded JSON file.

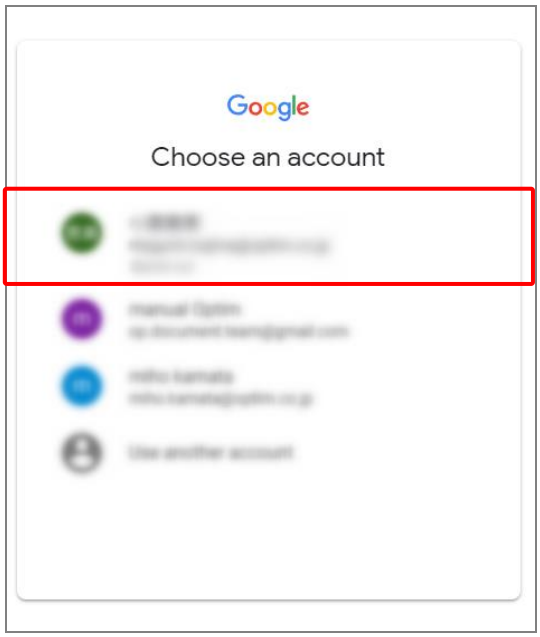
【2】Enter "Google account email address".

【3】Click [Register account].

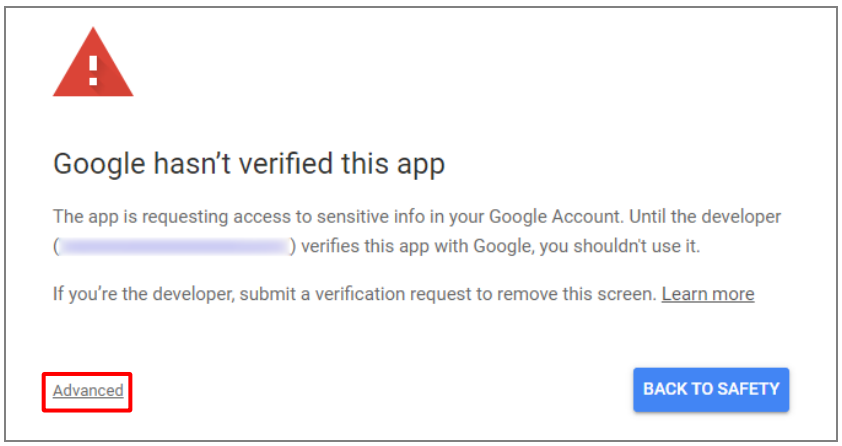


【4】The Google login screen appears.
Select the Google account you registered.

⇒Warning window will be displayed.

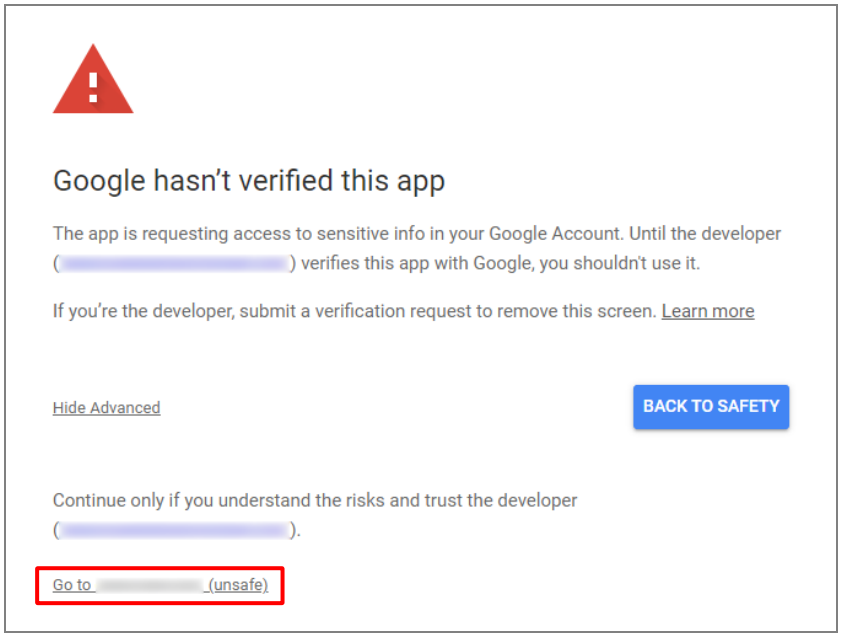


【5】Click [Advanced].

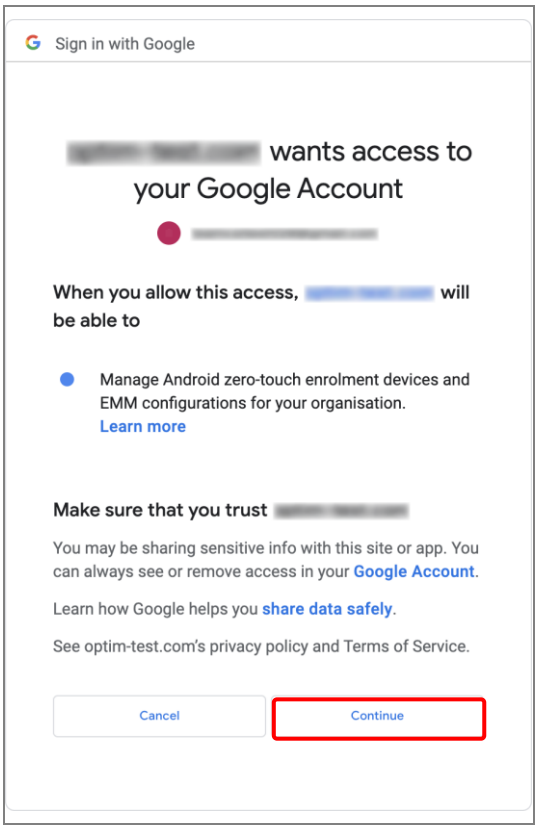


【6】Click [Go to domain (unsafe)].

If your Google account is "XXXXX@xxxxx.co.jp", "xxxxx.co.jp" is displayed for your domain.



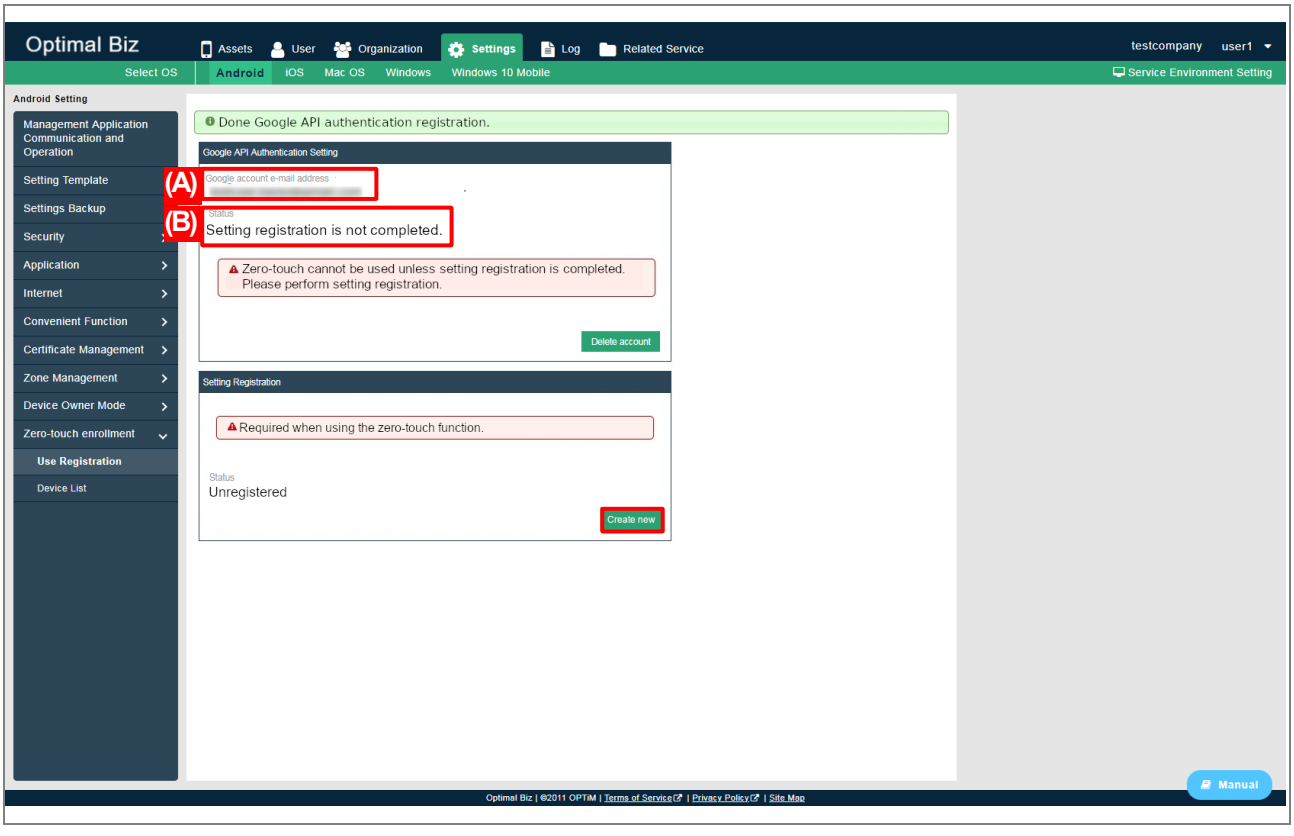
【7】Click [Continue].



【8】Perform setting registration. Click [Create new].

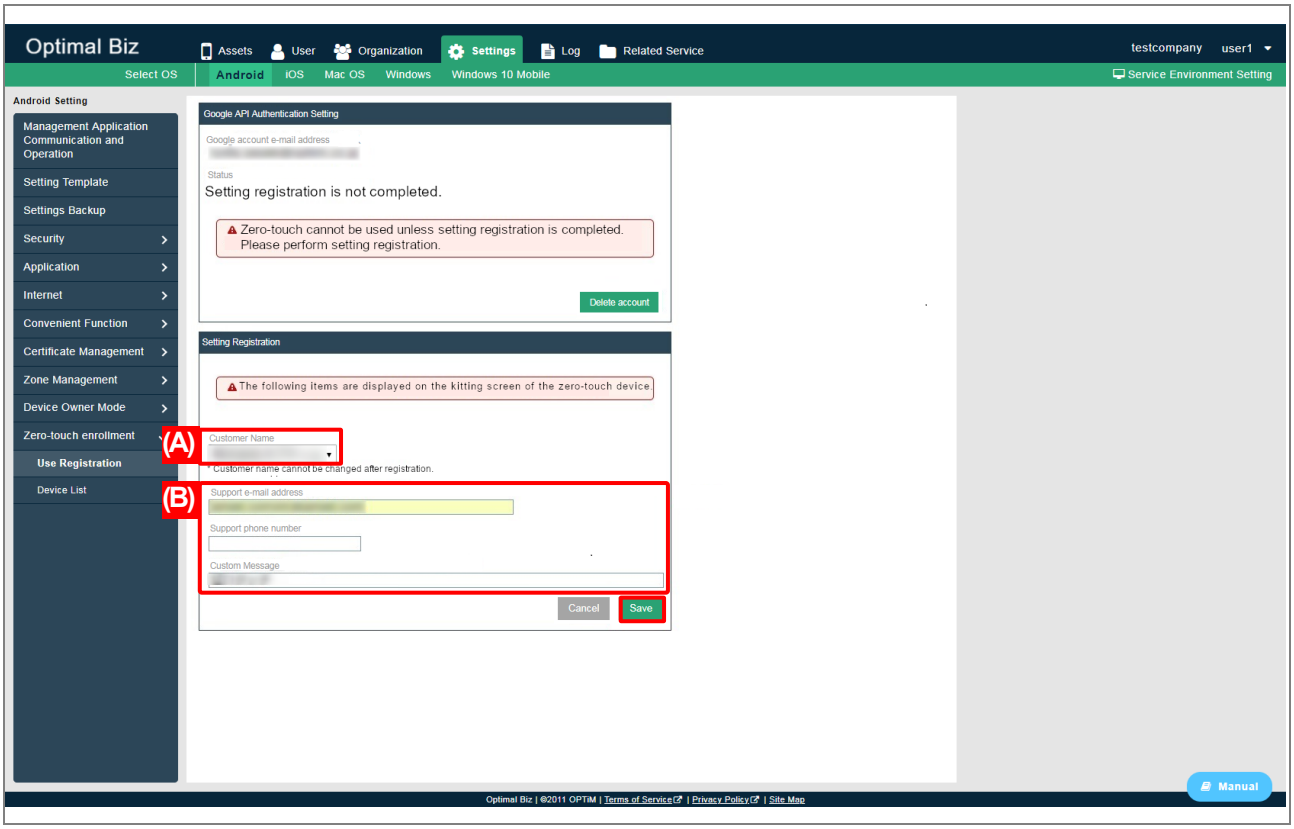
If you do not register settings, you cannot sync zero-touch devices. "Status" (B) displays "Setting registration is not completed".

"Google account email address" (A) displays the Google account you selected in step 【4】.



【9】Click [Save].

You cannot change "Customer Name" (A). "Support e-mail address", "Support phone number", and "Custom Message" (B) display the settings you entered during setting registration. Change them if necessary.

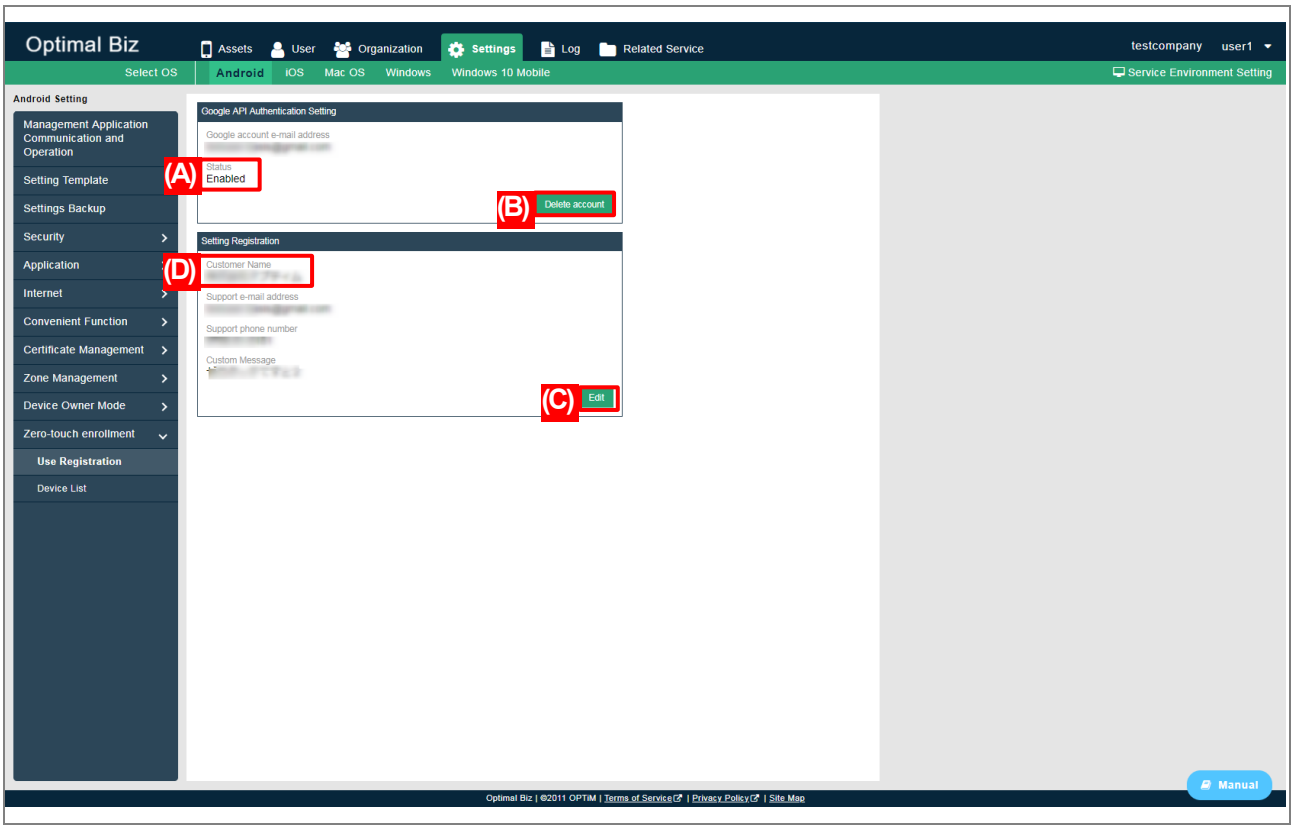


【10】After the setting registration, the use registration screen appears as shown below.

⇒The "Status" (A) shows "Enabled".

If you want to delete your account, click [Delete account] (B).

The settings you entered during setting registration are displayed. If you want to change the settings, click [Edit] (C). You cannot change "Customer Name" (D).

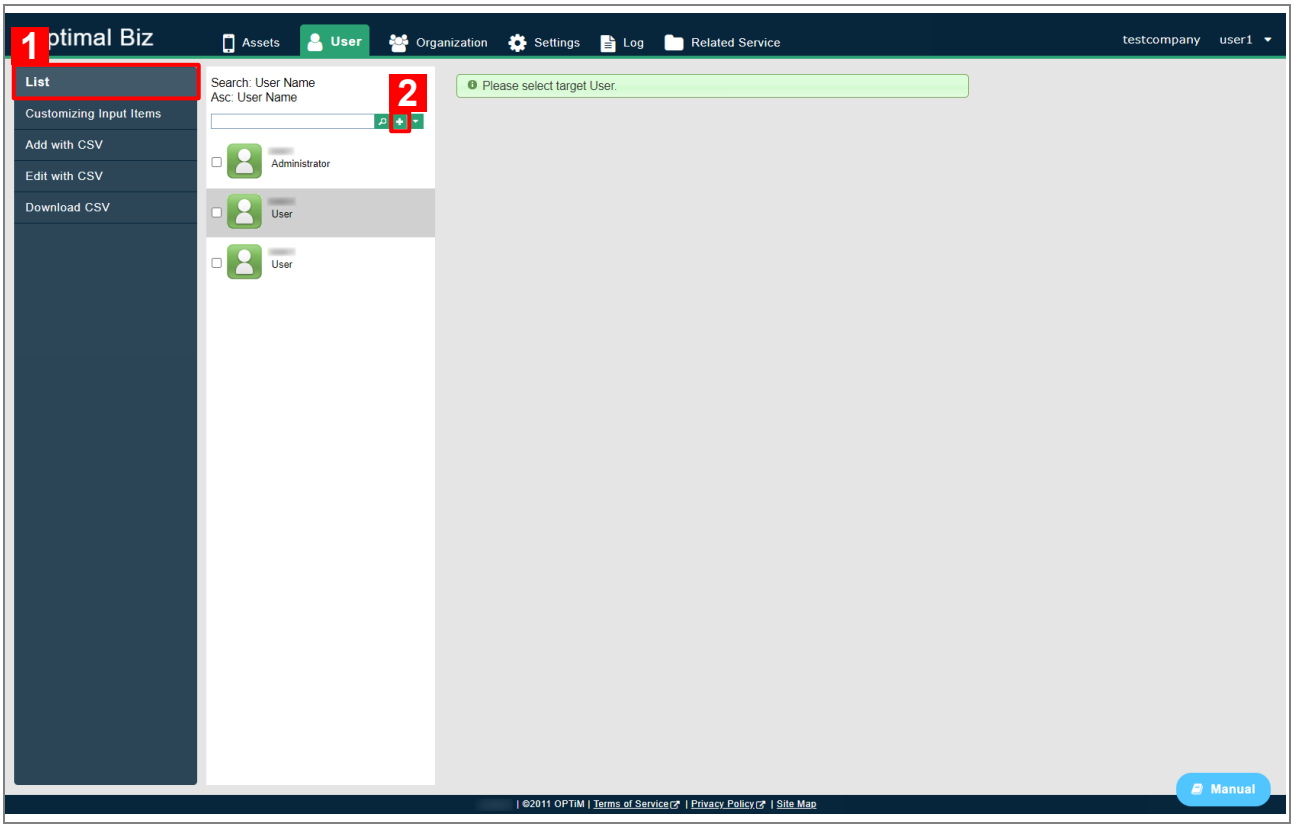


5.3 Creating a user

Follow the steps below to create a user.

【1】 **Click [User]→[List].**

【2】 **Click** ✚**.**



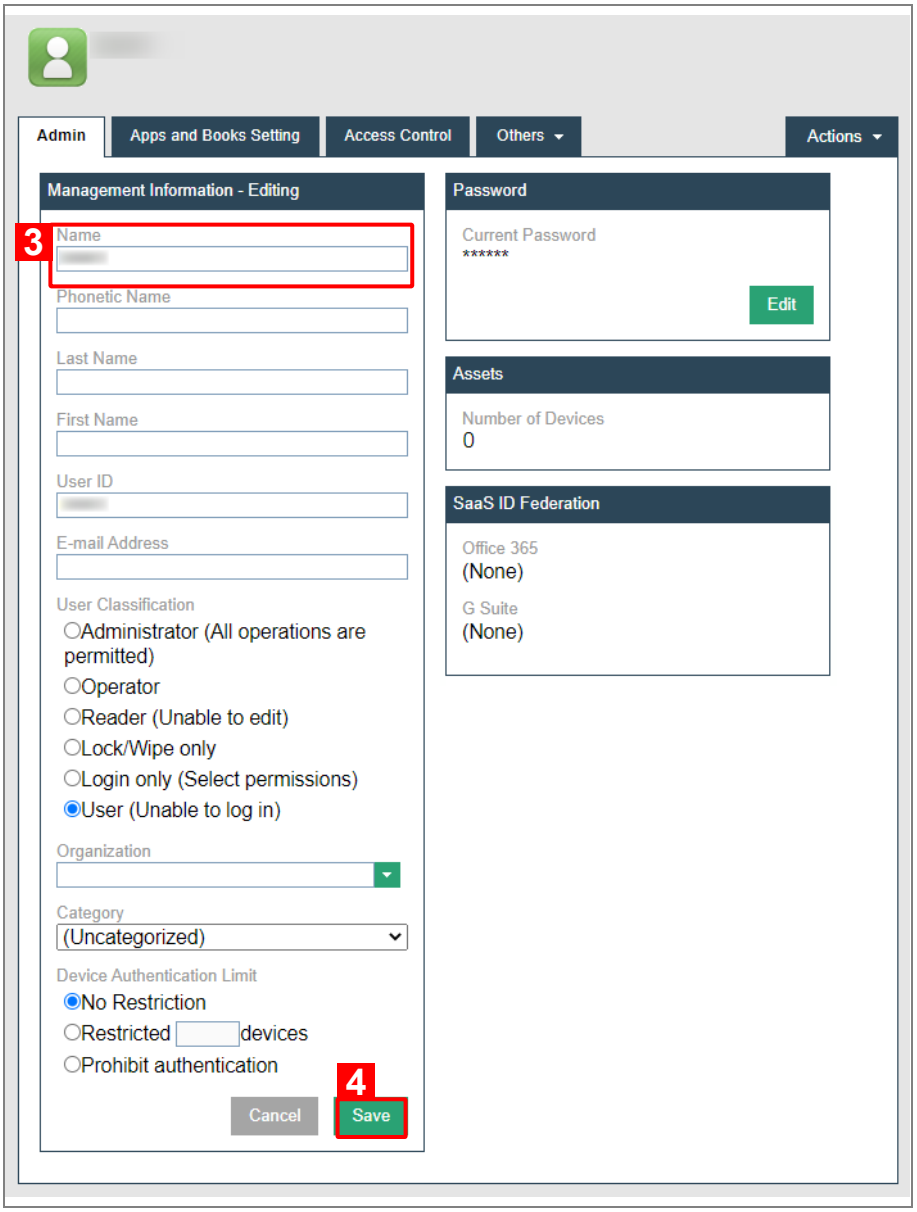
【3】Enter an arbitrary name in "Name".

For details of other input and setting items, refer to the following.

"User" - "List" - "Create a user" in <Management Site Reference Manual>

【4】Click [Save].

⇒A user will be created.



5.4 Performing kitting with zero-touch registration (using a Google account)

Follow the steps below to perform kitting for your device by means of zero-touch registration.

Note that the operation is different between Android versions earlier than 10 and versions 10 or later. Depending on the Android version of your device, choose one of the following methods.

- **For less** than Android 10
- **For Android** 10 or later

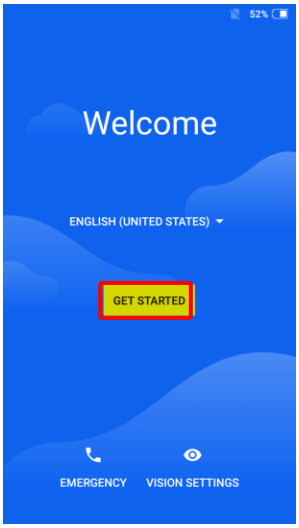
When you are kitting Android 10 or later, kitting operation may not be able to complete if you have set Google Play Developer Services (com.google.android.gms) on the management site's "Application prohibition" blacklist and "Non-display application". Refer to the following to clear the setting in advance and then conduct kitting.

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

"Settings – Android" - "Device Owner Mode" - "Non-display application" in <Management Site Reference Manual>

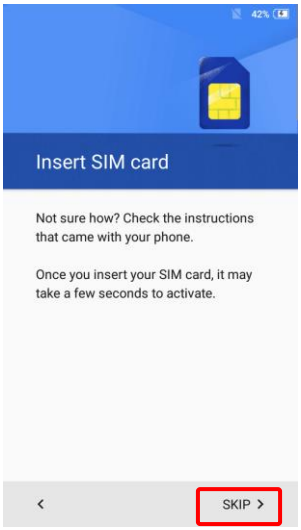
5.4.1 For less than Android 10

【1】 Tap [GET STARTED].

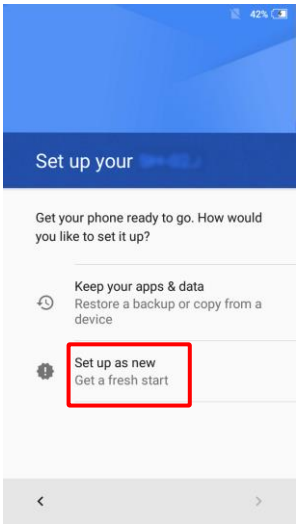


【2】 Tap [SKIP].

If a SIM card is already inserted, this screen does not appear.



【3】 Tap [Set up as new].

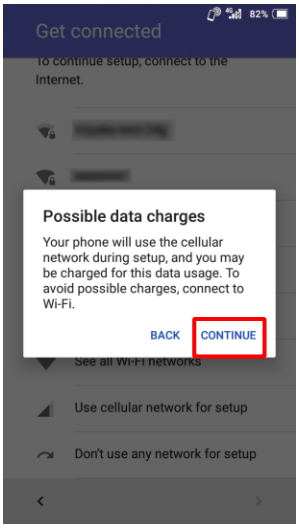


【4】 Tap [Use cellular network for setup] or tap a Wi-Fi SSID to connect to Wi-Fi.

- Be sure to select a cellular network or available Wi-Fi. If you select "Don't use any network for setup" or "Skip", you will not be able to perform proper kitting. Doing so will require you to perform initialization.
- The wording displayed on the screen may vary depending on the device.

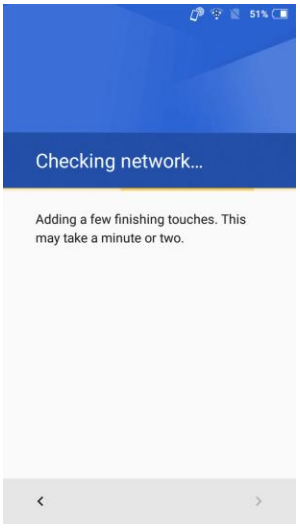
<<If you do not have a SIM>>
[Use cellular network for setup] will not be displayed, so connect to Wi-Fi.

<<If you use a cellular network>>
When a pop-up appears as shown on the screen on the right, tap [CONTINUE].

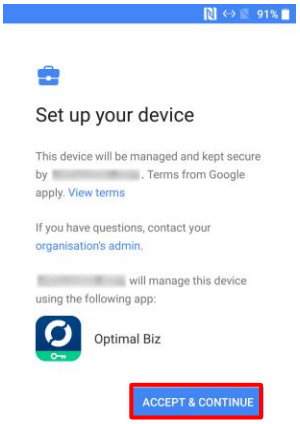


<<If you use a Wi-Fi connection>>
Continue with the next step.

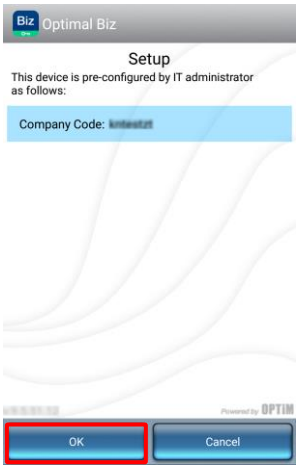
【5】Network connection starts.



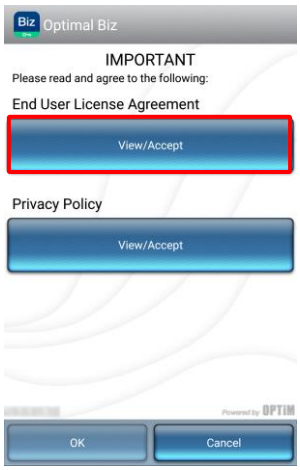
【6】Tap [ACCEPT & CONTINUE].



【7】Tap [OK].

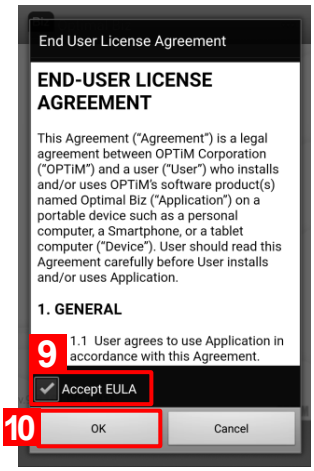


【8】Tap [View/Accept] for the End User License Agreement.

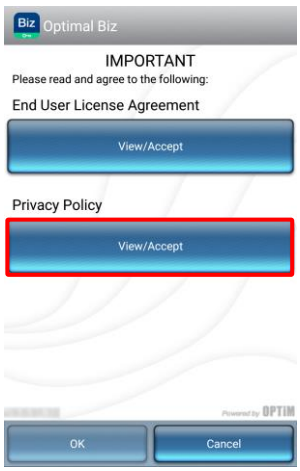


【9】Check "Accept EULA".

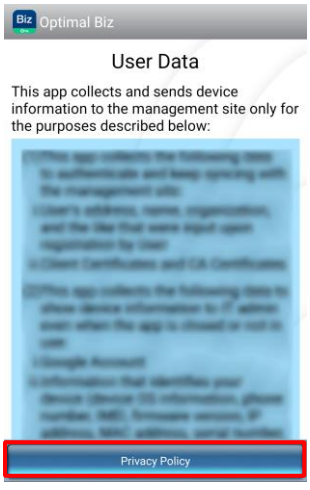
【10】Tap [OK].



【11】Tap [View/Accept] for the Privacy Policy.



【12】Read the user data policy, and tap [Privacy Policy].



【13】**Check "I agree to the privacy policy".**

【14】**Tap [OK].**

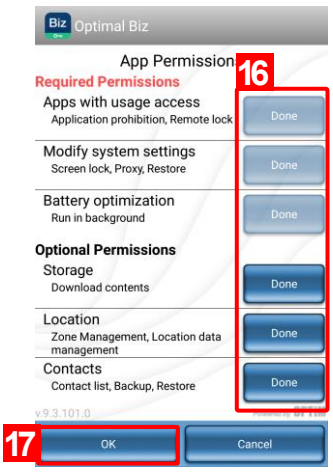
【15】**Tap [OK].**

You cannot tap [OK] unless you agree to both the EULA and privacy policy.

【16】**A screen that requests permission appears. Follow the on-screen instructions to set things up.**

【17】**Tap [OK].**

⇒The license authentication screen appears. Continue with the license authentication.

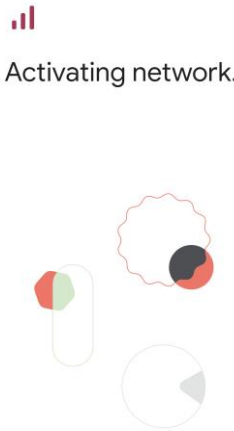


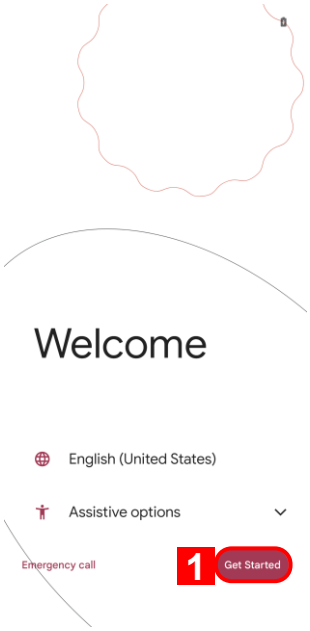
5.4.2 For Android 10 or later

【1】Tap [Get Started].

≪If you are inserting SIM≫

The following screen is displayed.



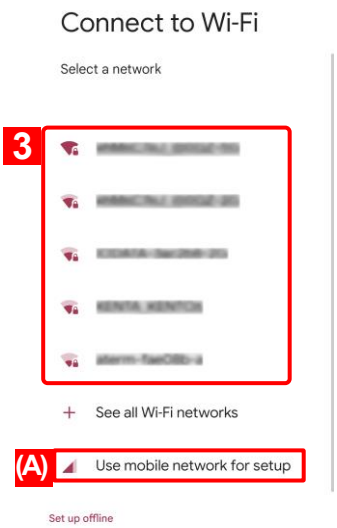


【2】Tap [Skip].

≪If using a mobile network≫

Insert a SIM if it is not already inserted.

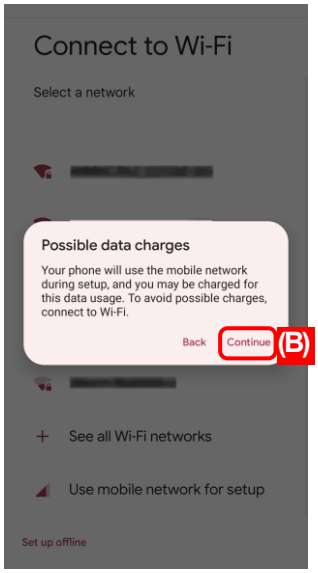
【3】Tap a Wi-Fi SSID to connect to Wi-Fi.



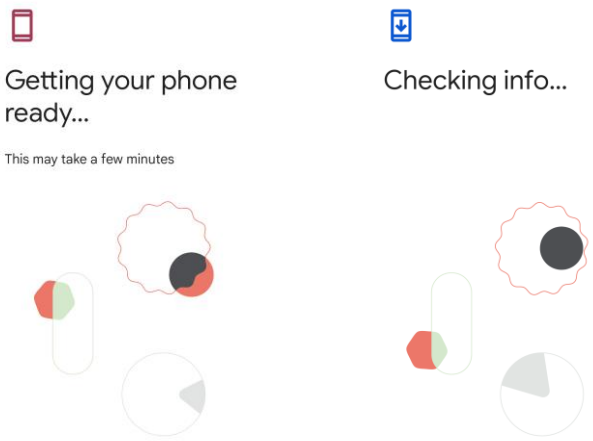
≪If using a mobile network≫

Tap [Use mobile network for setup] (A).

Tap [Continue] (B) when a following pop-up is displayed.

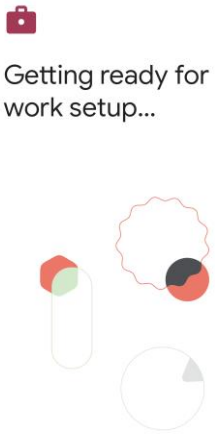


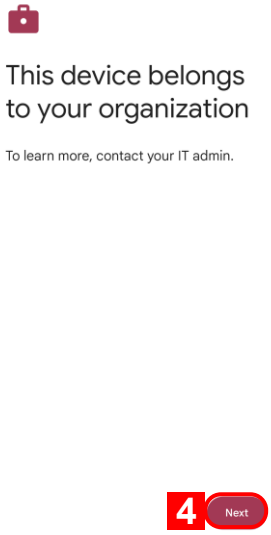
⇒The network connection starts and checking information.



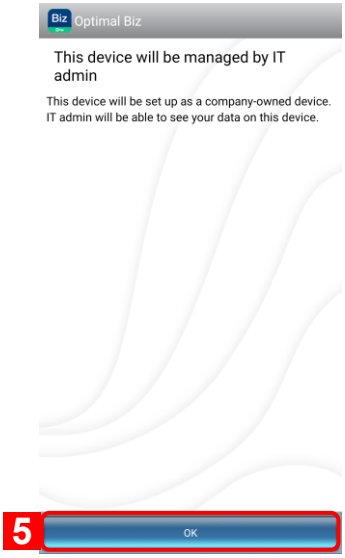
【4】 Tap [Next].

⇒Getting ready for work setup.



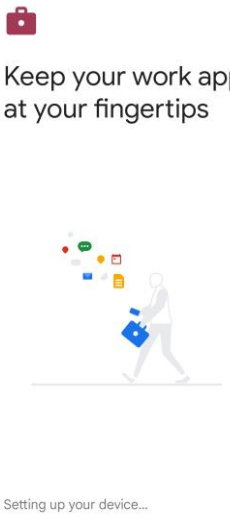


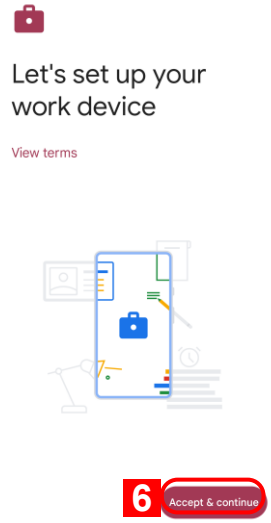
【5】 Tap [OK].



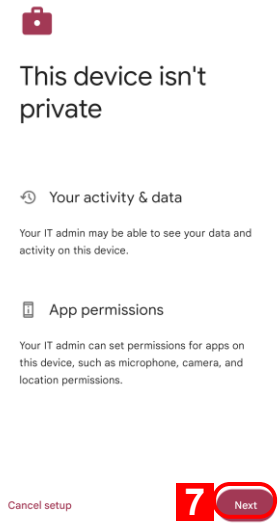
【6】 Tap [Accept & Conetinue].

⇒Setting up in the device.



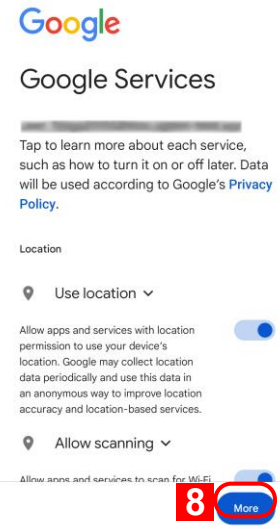


【7】 Tap [Next].

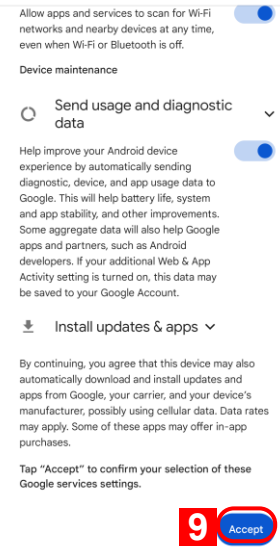


【8】 Tap [More].

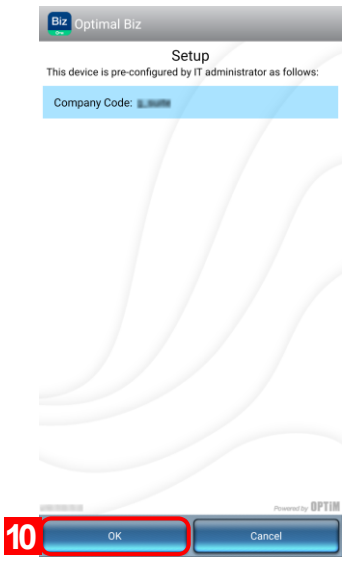
[More] is displayed several times on some devices. Tap [More] until [Accept] is displayed.



【9】 Tap [Accept].



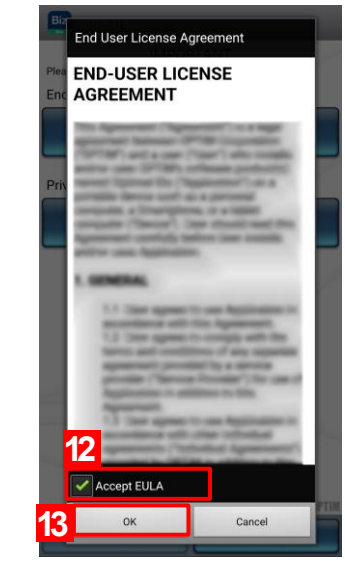
【10】**Tap [OK].**



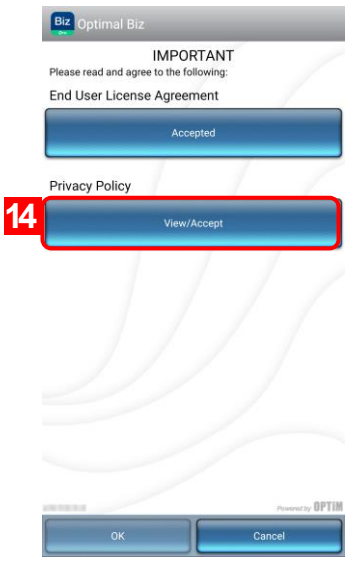
【11】**Tap [View/Accept] for the End User License Agreement.**

【12】**Check "Accept EULA".**

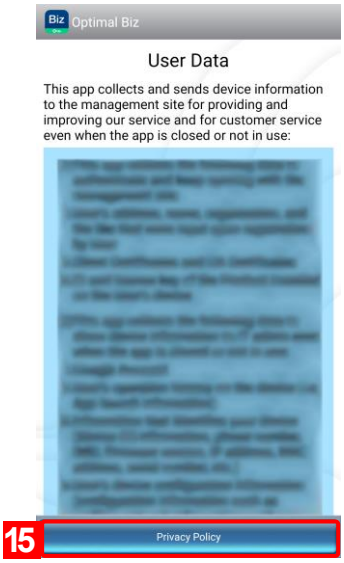
【13】**Tap [OK].**



【14】Tap [View/Accept] for the Privacy Policy.

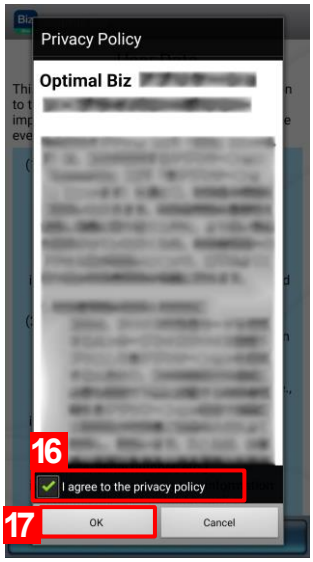


【15】Read the user data policy, and tap [Privacy Policy].

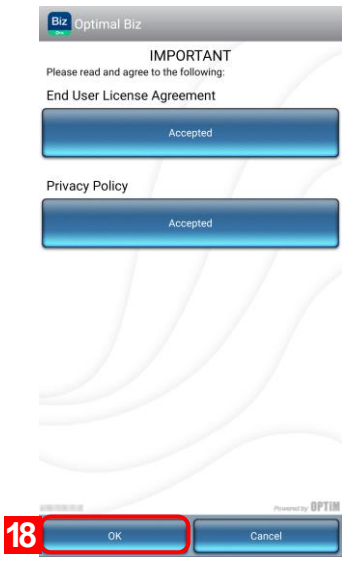


【16】Check "I agree to the privacy policy".

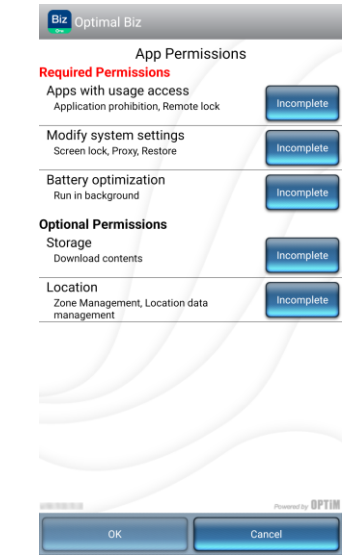
【17】Tap [OK].



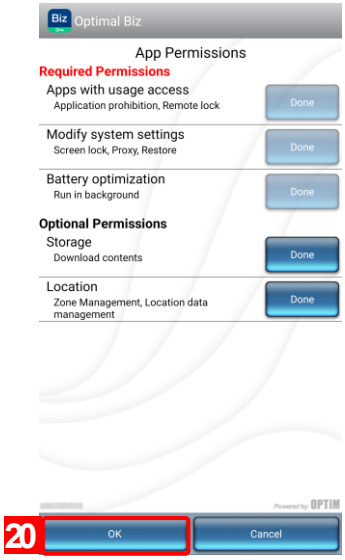
【18】**Tap [OK].**



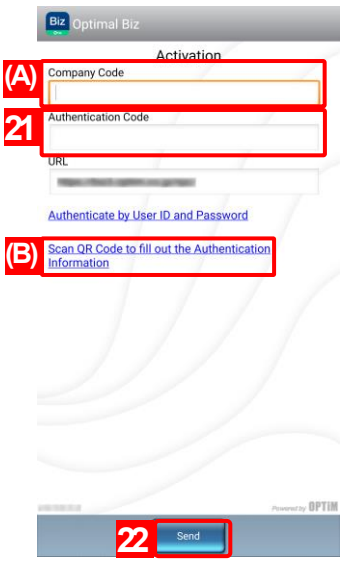
【19】**A screen that requests permission appears. Follow the on-screen instructions to set things up.**



【20】**Tap [OK].**



【21】 Enter an "Authentication Code".



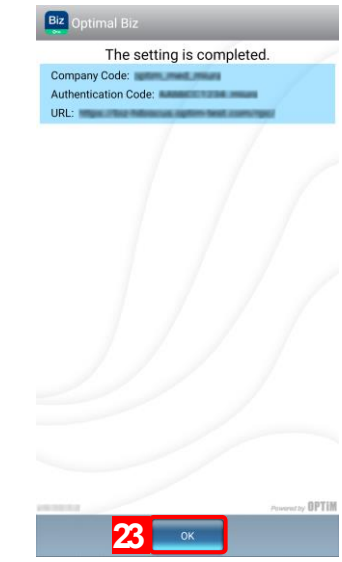
Contact your administrator for your authentication code.

"Company Code" (A) will be entered automatically.

If you tap [Scan QR Code to fill out the Authentication information] (B) 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.

【22】 Tap [Send].

【23】 The license authentication completion screen appears. Tap [OK].



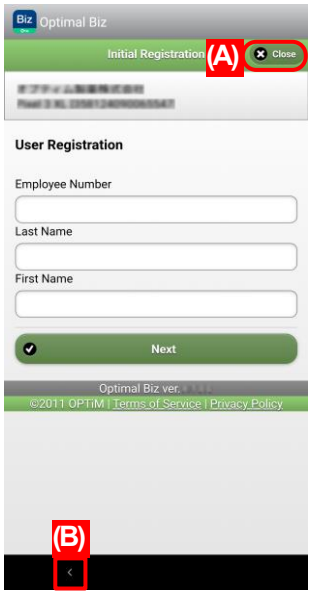
≪When portal settings are set to be displayed on Management Site≫

After you tap [OK], initial registration screen appears.
Enter items as necessary.

The user will link to the device if the initial registration has been made.

If you do not need to register, you can either tap [Close] (A) or (B) the back button on the device to close the screen.

If the user is already linked to the device, a message will appear and say that the user has been linked. Close the screen.



【24】 Tap [Skip].

⇒Kitting is complete.
License authentication is also complete. Proceed to "Allocating a user to your device".

☞"Allocating a user to your device" Page 125

5.5 Performing license authentication

After kitting is complete, perform license authentication with your User ID or company code / authentication code.

If you are using Android Enterprise after you perform license authentication with the user ID registered from the management site, it will be integrated with Android Enterprise.
If you have not registered your user ID, the user ID can be integrated with Android Enterprise by performing a license authentication with a company code / authentication code, registering the user ID from the management site, and linking it with your device.

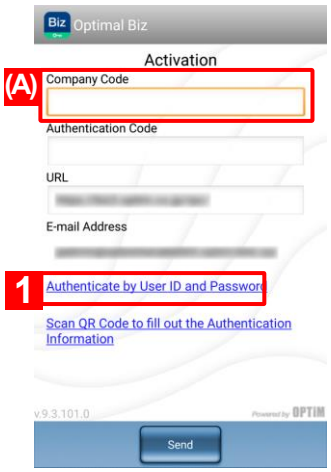
Android 10 or later are license authenticated by kitting, so this operation is not necessary. Proceed to the next operation.

"Allocating a user to your device" Page 125

5.5.1 Authenticating by a user ID

【1】 Tap [Authenticate with User ID and Password].

"Company Code" (A) will be entered automatically.



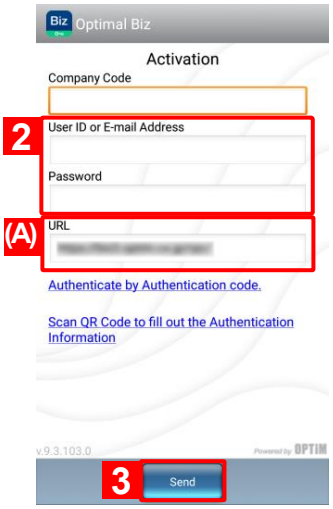
【2】 Enter "User ID or Email Address" and "Password".

If a user has been assigned to the device, "User ID or email address" will be entered automatically.

Contact your administrator for your user ID and password.

You do not have to change the URL (A).

【3】 Tap [Send].



【4】 The license authentication completion screen appears. Tap [OK].

【5】 The agent menu screen appears.

After license authentication, users cannot interact with the agent screen until the initial synchronization is complete at the management site.

5.5.2 Authenticating by a company code / authentication code

After license authentication is complete, allocate a user to the device on the management site.

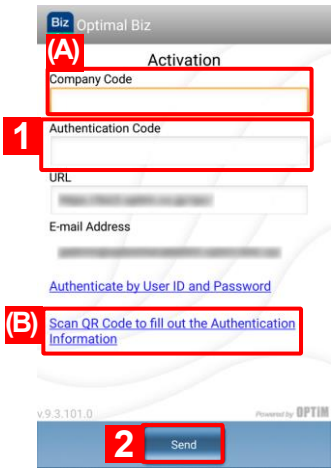
"Asset" - "List" - "Asset management information" in <Management Site Reference Manual>

【1】 Enter an "Authentication Code".

Contact your administrator for your authentication code.

"Company Code" (A) will be entered automatically.

If you tap [Scan QR Code to fill out the Authentication information] (B) 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.



【2】 Tap [Send].

【3】 The license authentication completion screen appears. Tap [OK].

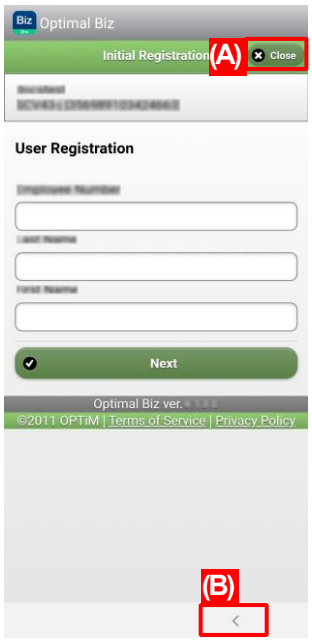
≪When portal settings are set to be displayed on Management Site≫

After you tap [OK], initial registration screen appears.
Enter items as necessary.

The user will link to the device if the initial registration has been made.

If you do not need to register, you can either tap [Close] (A) or (B) the back button on the device to close the screen.

If the user is already linked to the device, a message will appear and say that the user has been linked. Close the screen.



【4】 The agent menu screen appears.

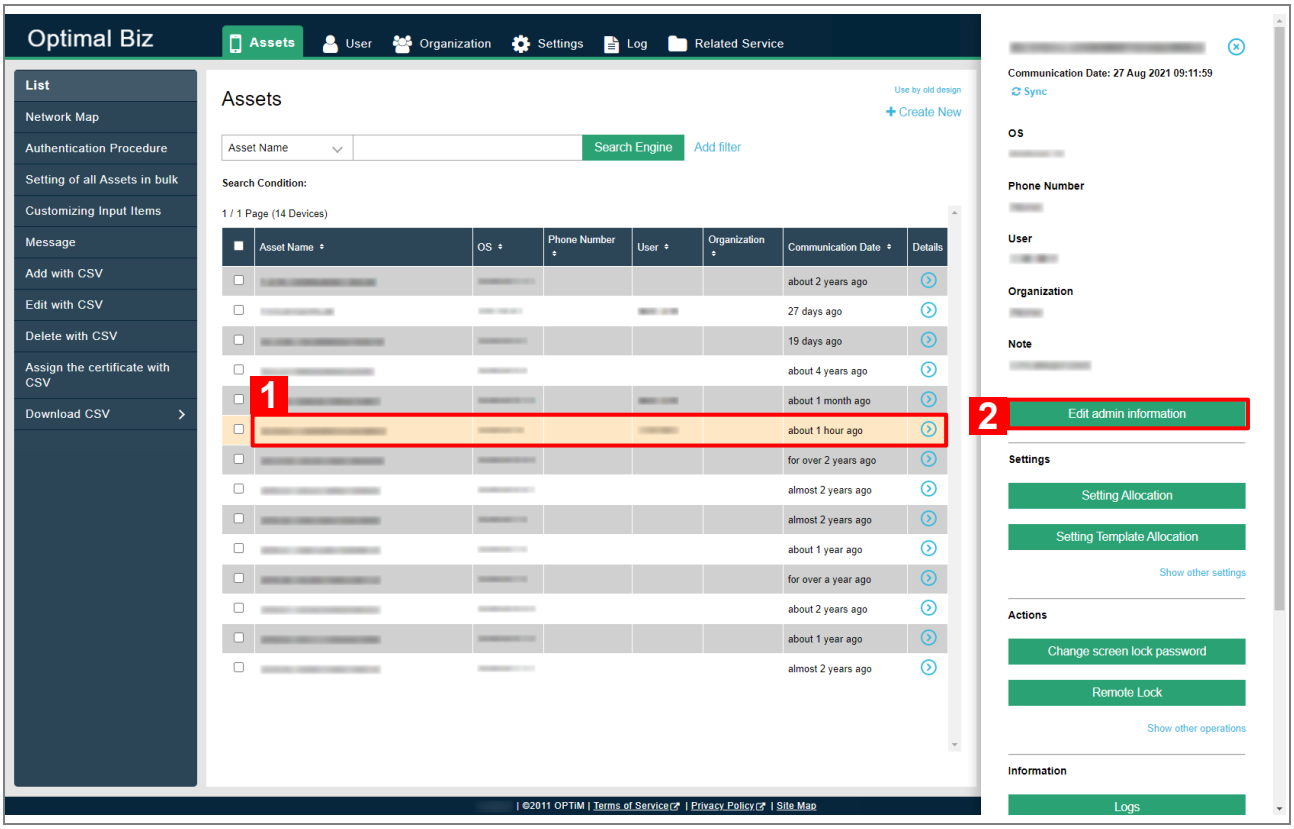
After license authentication, users cannot interact with the agent screen until the initial synchronization is complete at the management site.

5.6 Allocating a user to your device

Follow the steps below to allocate the user created in "Creating a user" to a target device.

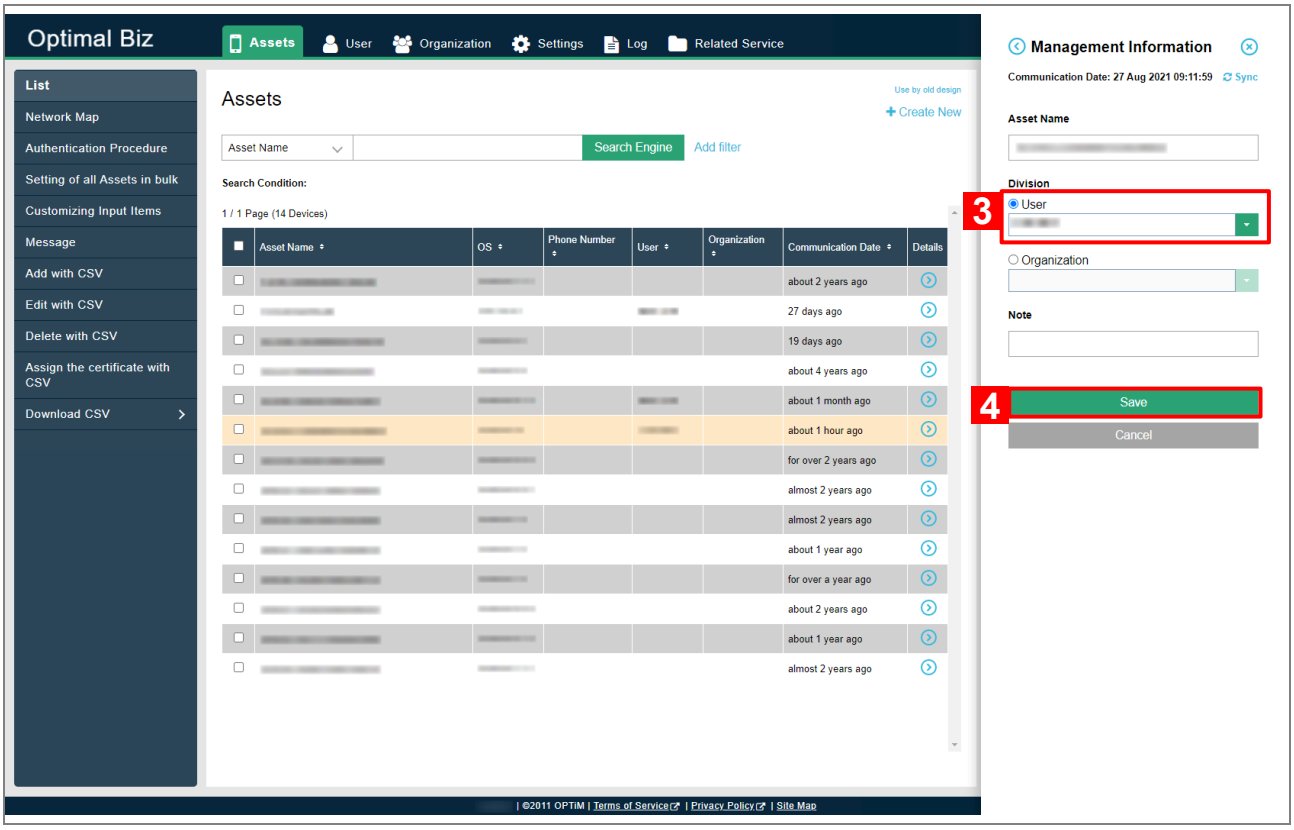
【1】 Go to [Assets]→[List], and select a target device from the list.

【2】 Click [Edit admin information].



【3】 Select "User" in "Division" and specify the user selected in Creating a user from the pull-down menu.

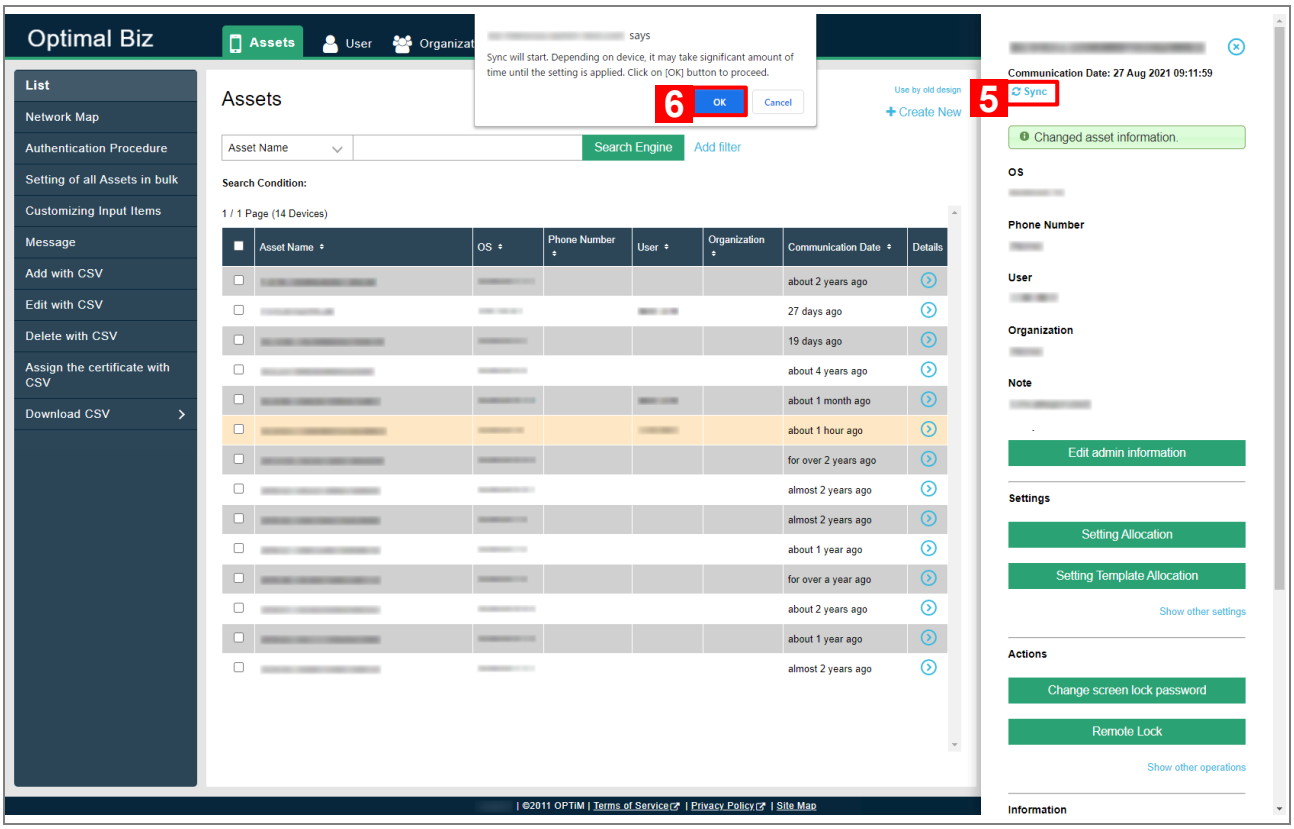
【4】 Click [Save].



【5】 Click [Sync].

【6】 Click [OK].

⇒The user will be allocated to the device.



5.7 Syncing with the zero-touch registration server

Follow the steps below to sync with the zero-touch registration server and display device information on the management site.

If each function setting has been registered, the function will be allocated to the device at the same time as kitting. To perform settings for functions, refer to the following.

"Settings - Android" in <Management Site Reference Manual>

【1】 Click [Settings]→[Android]→[Zero-touch enrollment]→[Device List].

【2】 Click [Sync with the zero-touch enrollment server].

The zero-touch devices displayed in the zero-touch device list are displayed as devices waiting for license authentication in the device list of Device List.

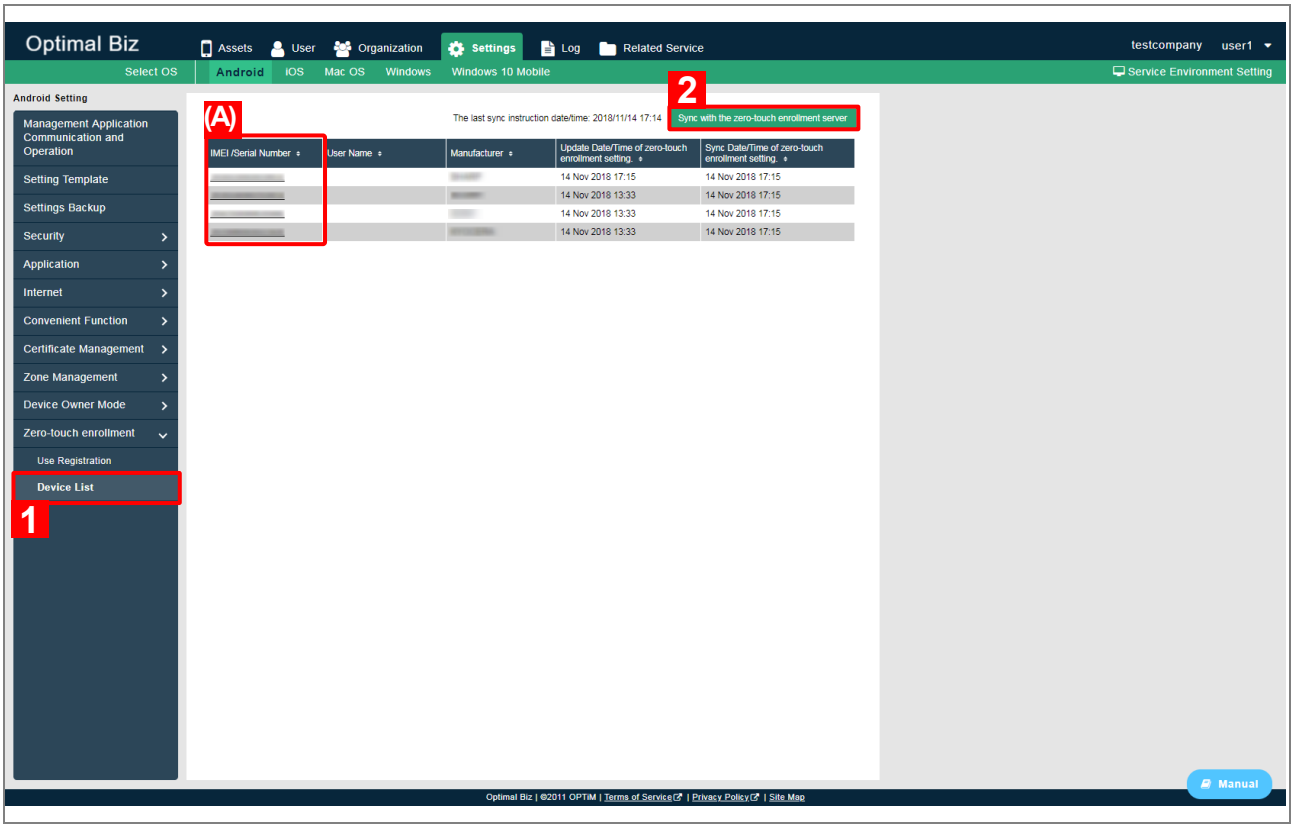
"Asset" - "List" "Asset list" in <Management Site Reference Manual>

Devices cannot be deleted from the zero-touch device list. Delete them from the device list of the device screen. If you delete a device from the device list of the device screen, it is also deleted from the zero-touch device list.

"Asset" - "List" - "Deleting asset individually" in <Management Site Reference Manual>

Do not create a new zero-touch device from the device screen.

Clicking [IMEI/Serial Number] (A) displays the device list of the device screen.



6 Integrating with Android Enterprise by a Google Workspace (formerly G Suite) account using zero-touch enrollment

Zero-touch enrollment is one of the methods for kitting an agent. This method reduces the kitting procedure, making it easier and faster to introduce many devices. Zero-touch enrolled devices automatically install an agent as Device Owner Mode, enabling more secure device management.

By integrating a zero-touch server, the list of devices in this product will automatically display your device as a pre-kitting device. If you allocate a setting policy to a pre-kitting device and activate it, the settings will apply immediately.

This chapter describes the following items.

Item	Page
Issuing a token *	129
Registering a Google Workspace (formerly G Suite) account *	136
Performing authentication settings of Google API	138
Creating a user	163
Performing kitting with zero-touch enrollment (using a Google Workspace (formerly G Suite) account)	167
Performing license authentication	185
Syncing with the zero-touch registration server	189

Attention

- For details of zero-touch enrollment, refer to the following.

  https://www.android.com/intl/ja_jp/enterprise/management/zero-touch/

- For accounts exclusively for zero-touch enrollment, contact your zero-touch device vendor.
- The items marked with * above are required only for the first kitting.

Reference

- By setting up the "Application Distribution" function of Android Enterprise on the management site in advance, apps can be distributed to your device at the same time as license authentication after kitting is complete. For details of on app distribution, refer to the following.

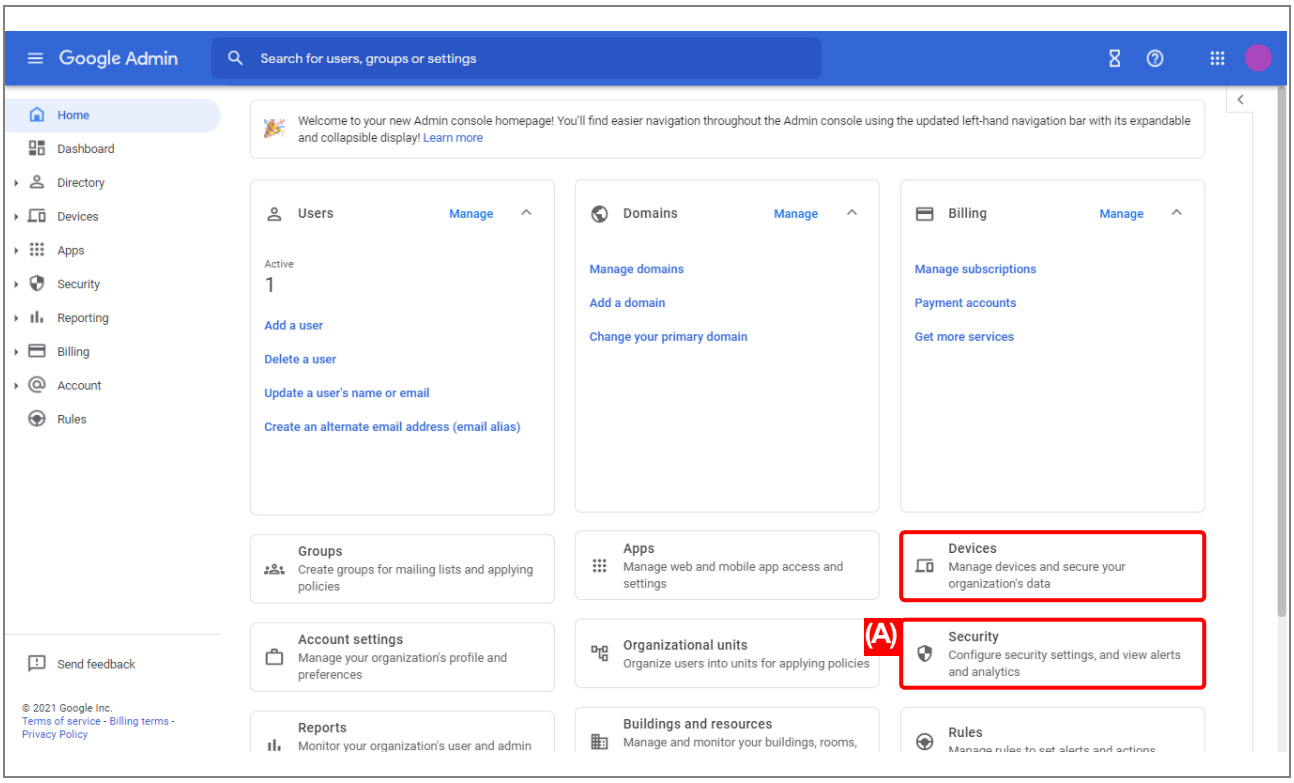
  "Android Enterprise App distribution" in <Android Enterprise Manual>

6.1 Issuing a token

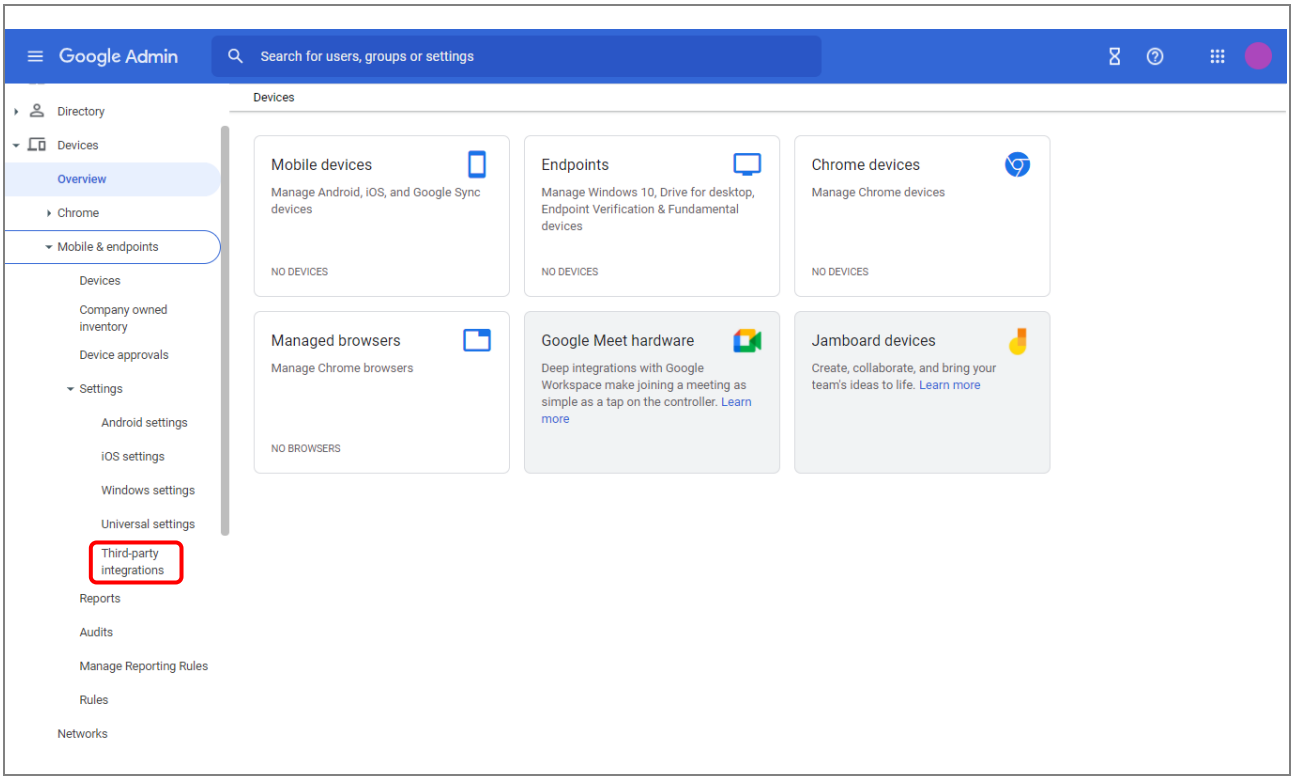
Follow the steps below to integrate this product with Google by using a Google Workspace (formerly G Suite) account.

【1】Go to the Google Admin console https://admin.google.com) and click [Devices].

(A) If [Security] shows "EMM provider management for Android", steps 【5】 to 【11】 are not required.

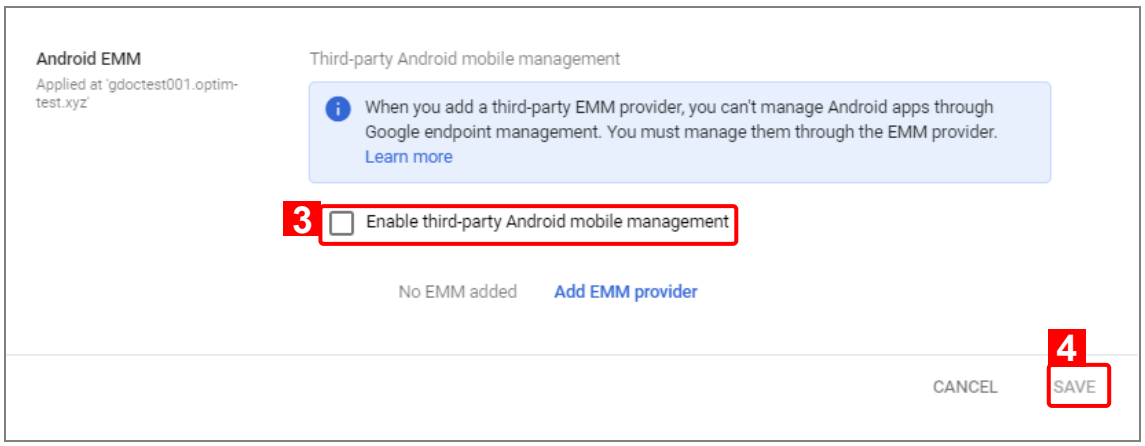


【2】Click [Settings]→[Third-party integrations].



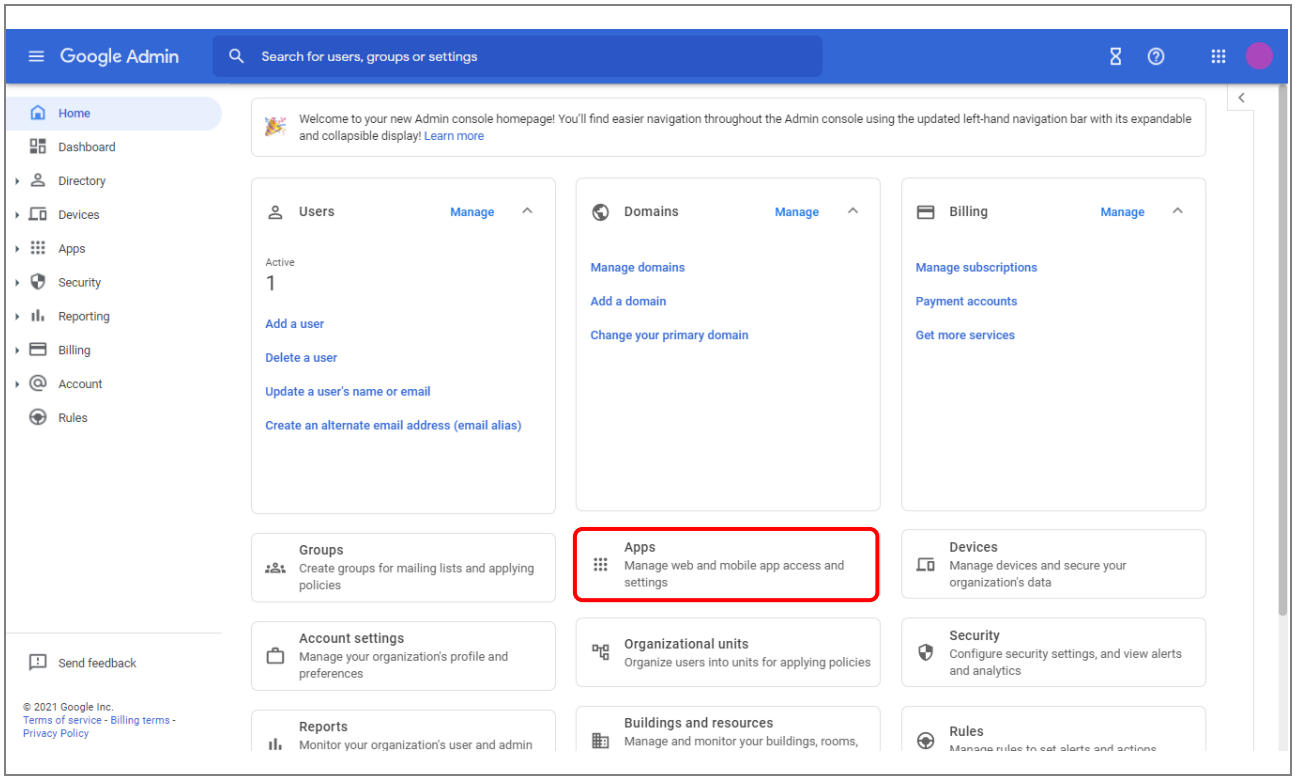
【3】Uncheck "Enable third-party Android mobile management" in "Android EMM".

【4】Click [SAVE].

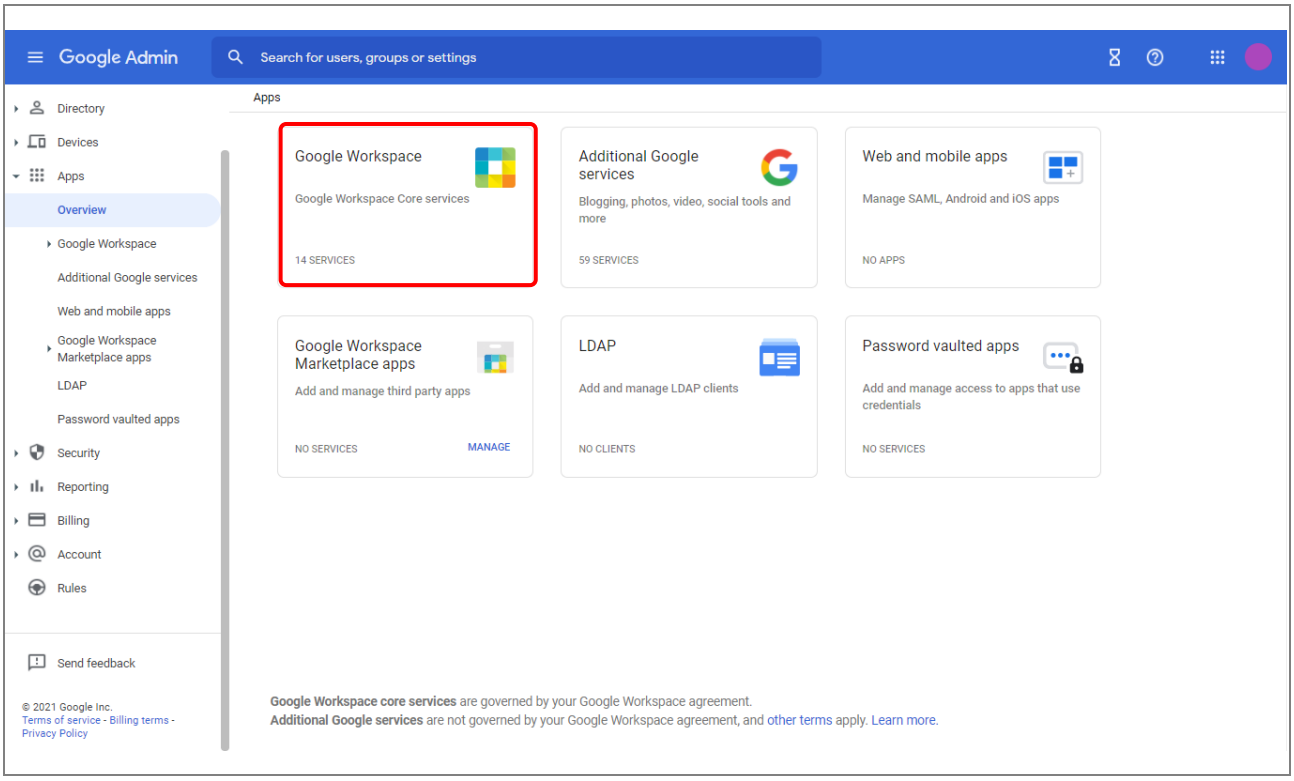


【5】Click [Apps].

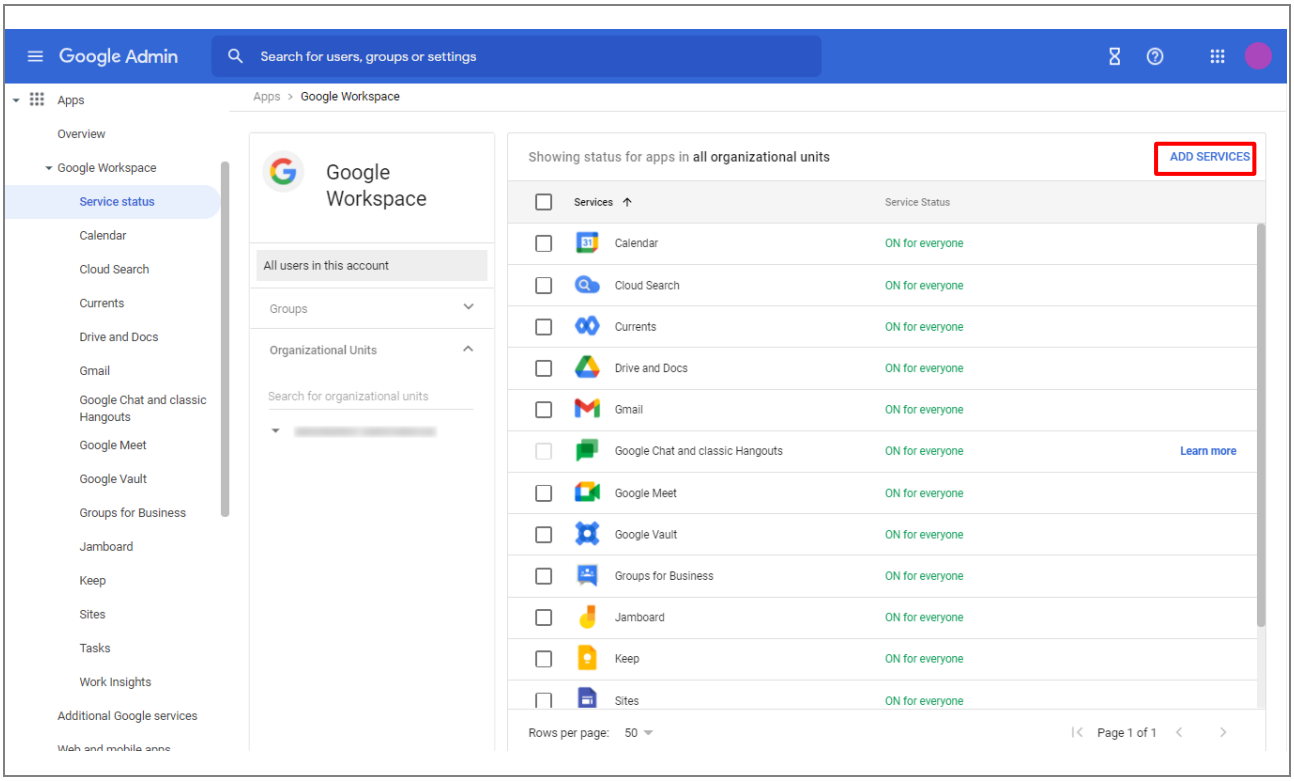
To display the Admin console, click [Google Admin] in the upper left corner of the screen.



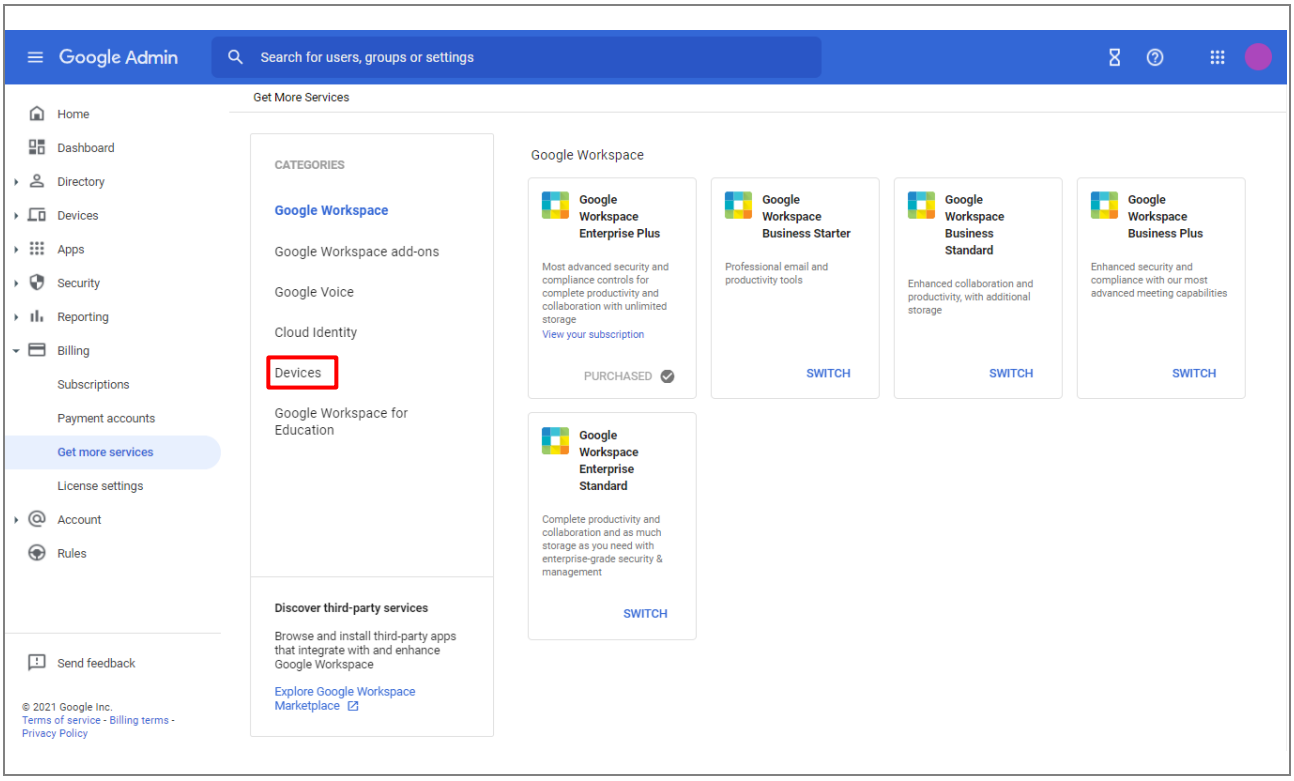
【6】Click [Google Workspace].



【7】Click [ADD SERVICES].

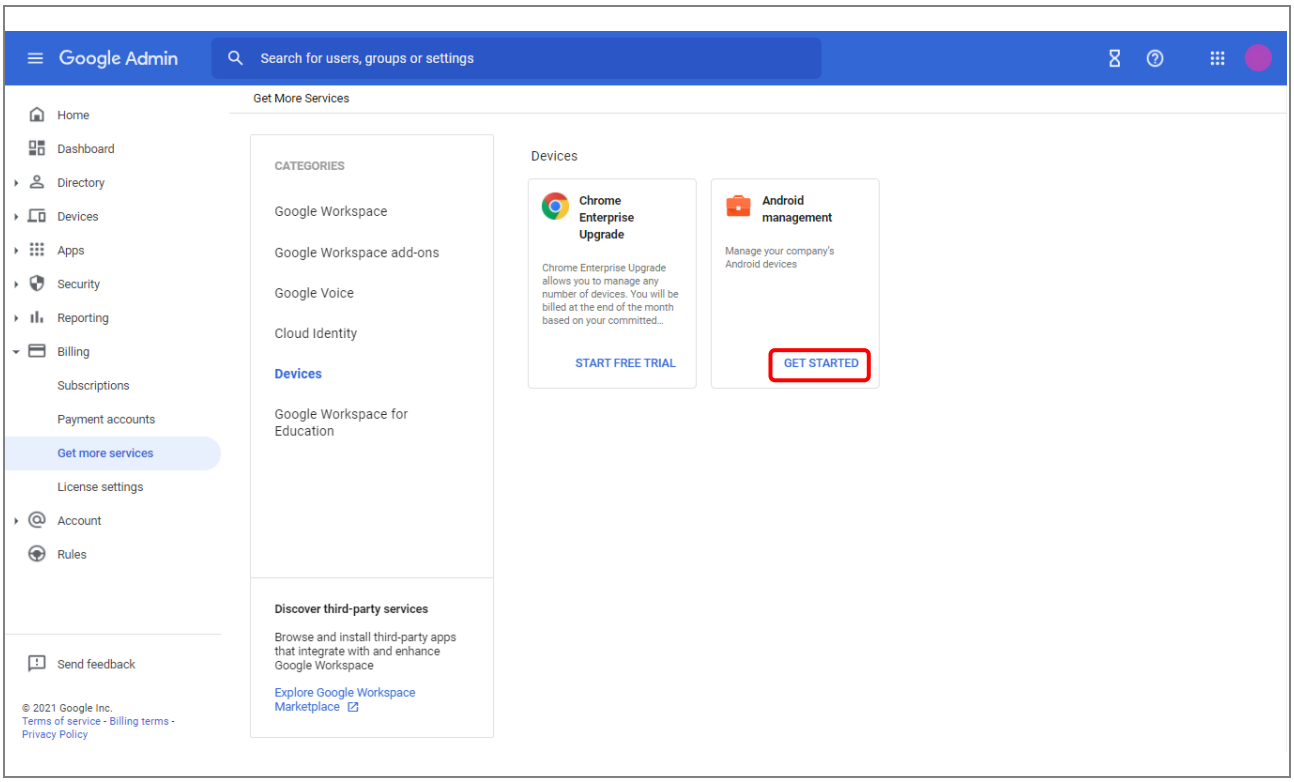


【8】Click [Devices].

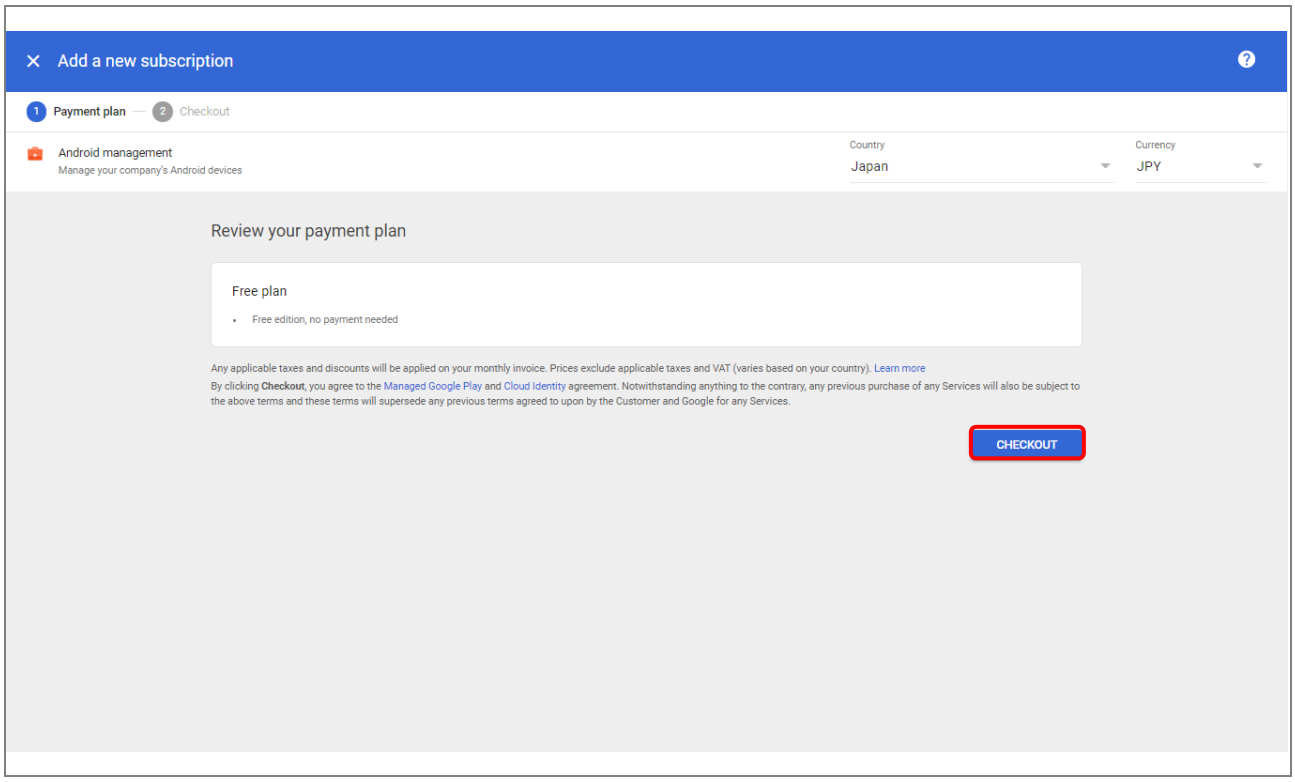


【9】Click [GET STARTED] in "Android management".

This operation will not cause any costs to be incurred.

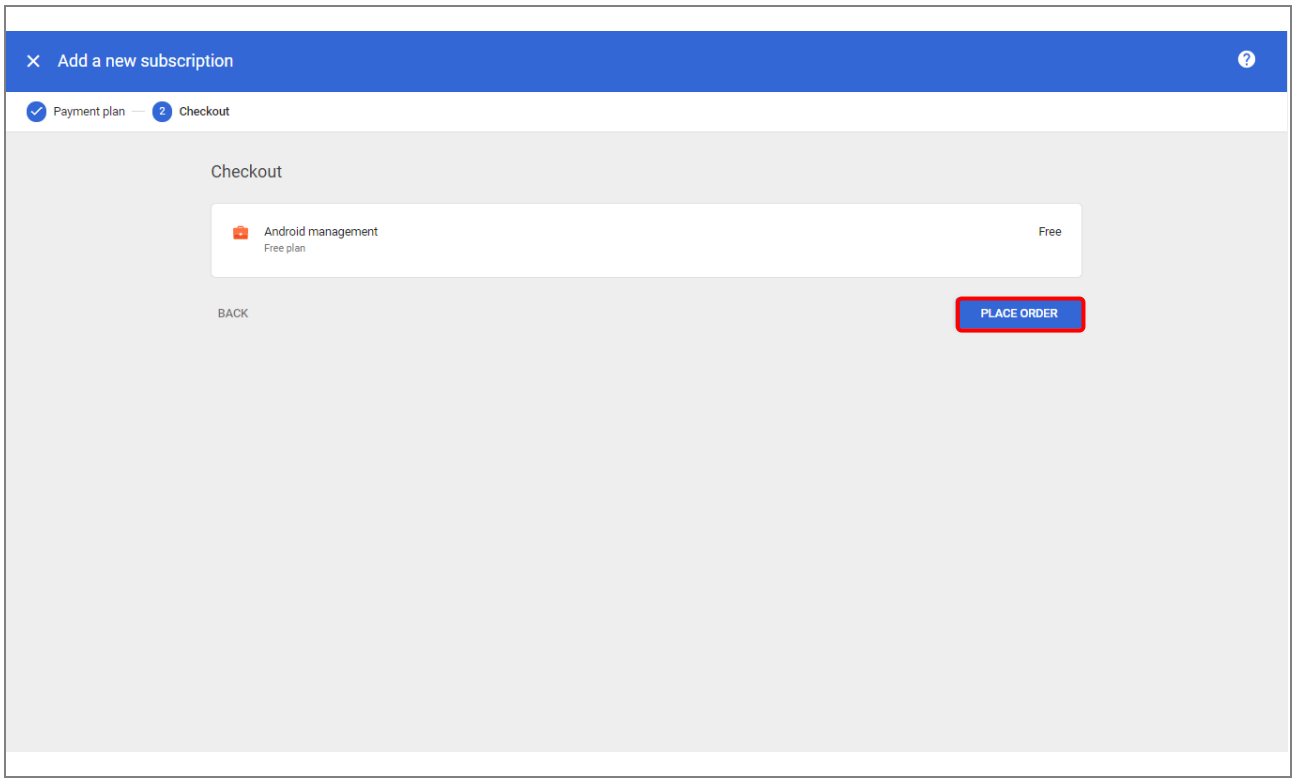


【10】Click [CHECKOUT].

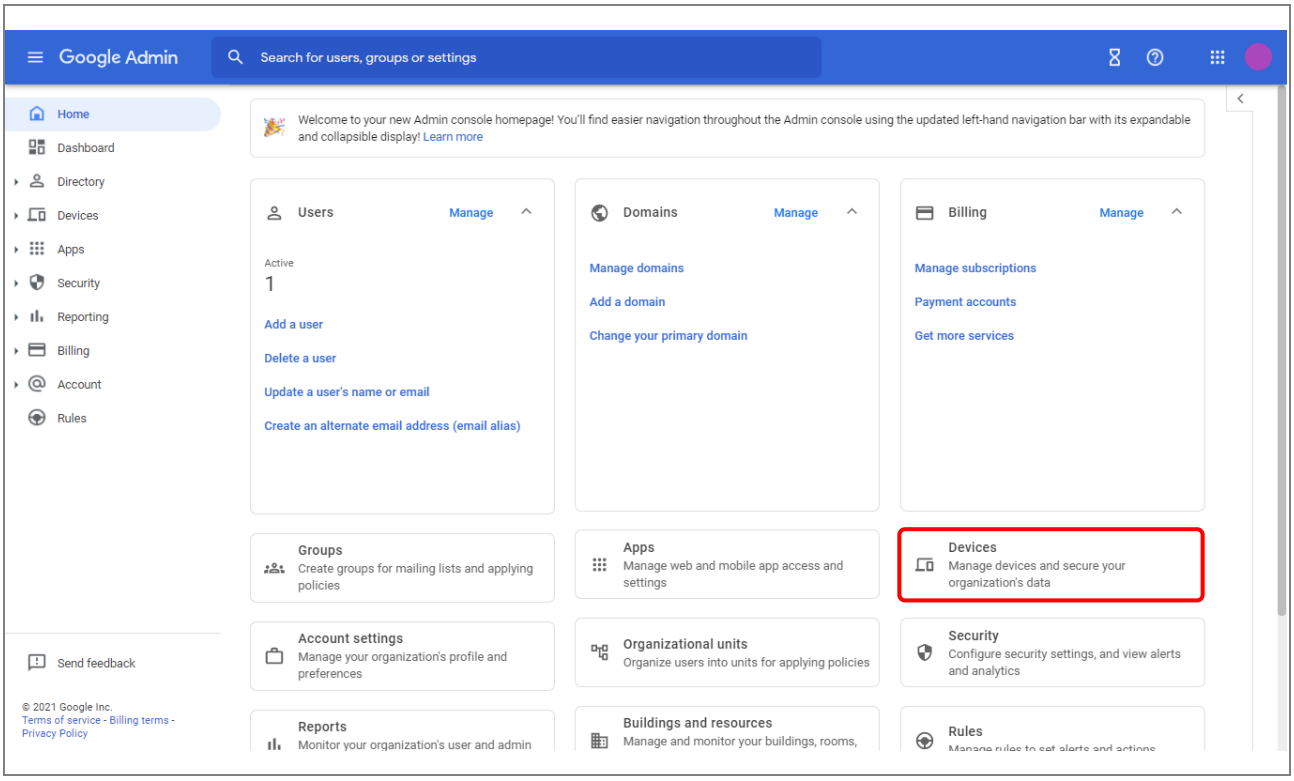


【11】Click [PLACE ORDER].

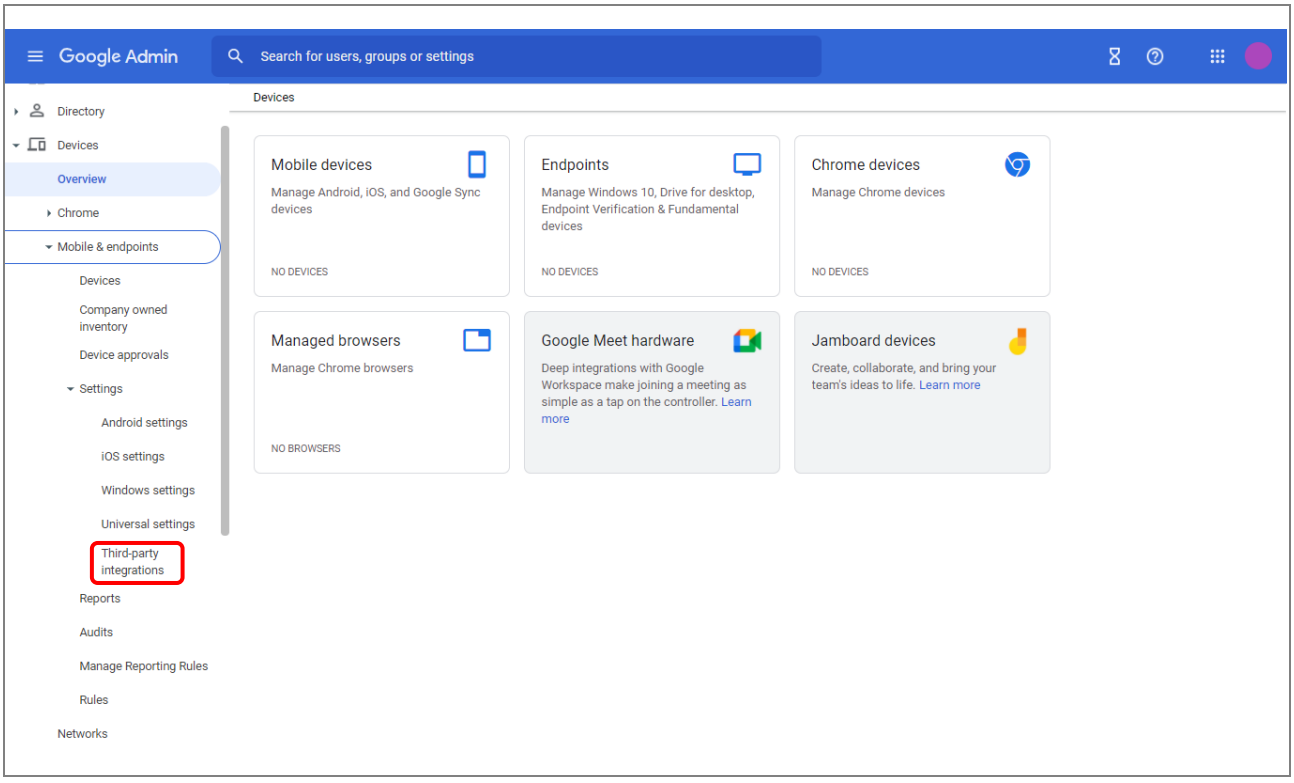
⇒The Admin console will appear.



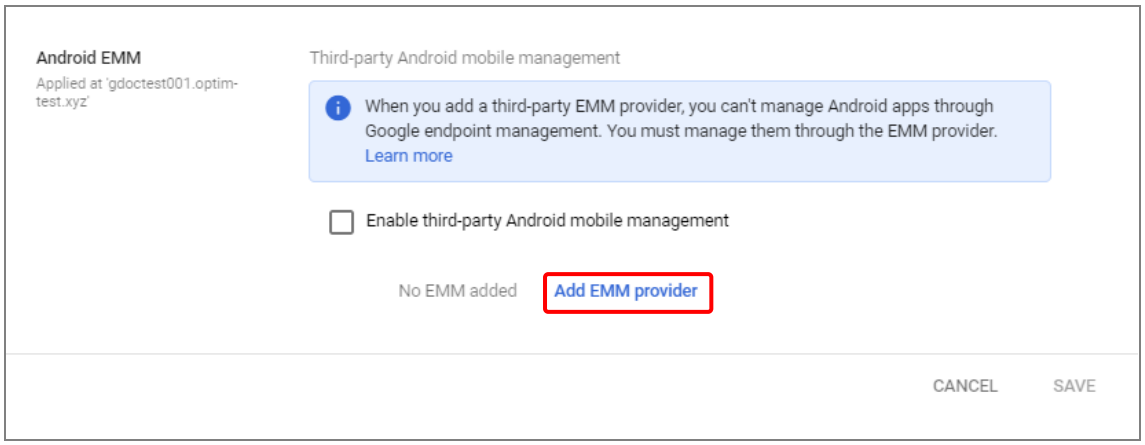
【12】 Click [Devices].



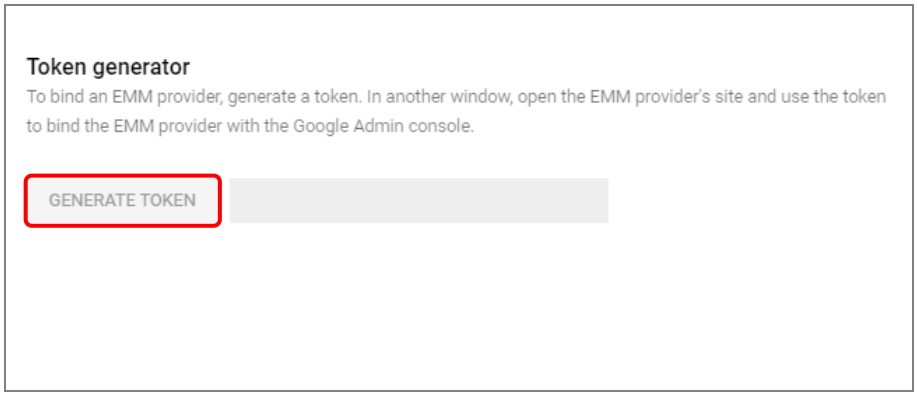
【13】 Click [Settings]→[Third-party integrations].



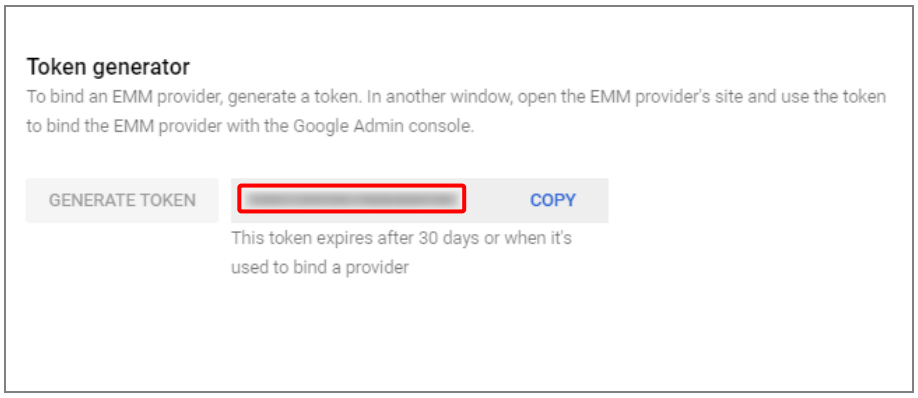
【14】 Click [Add EMM provider] on [Android EMM].



【15】 Click [GENERATE TOKEN].



【16】 A token will appear. Make a note of it because as you will need it to register your account.



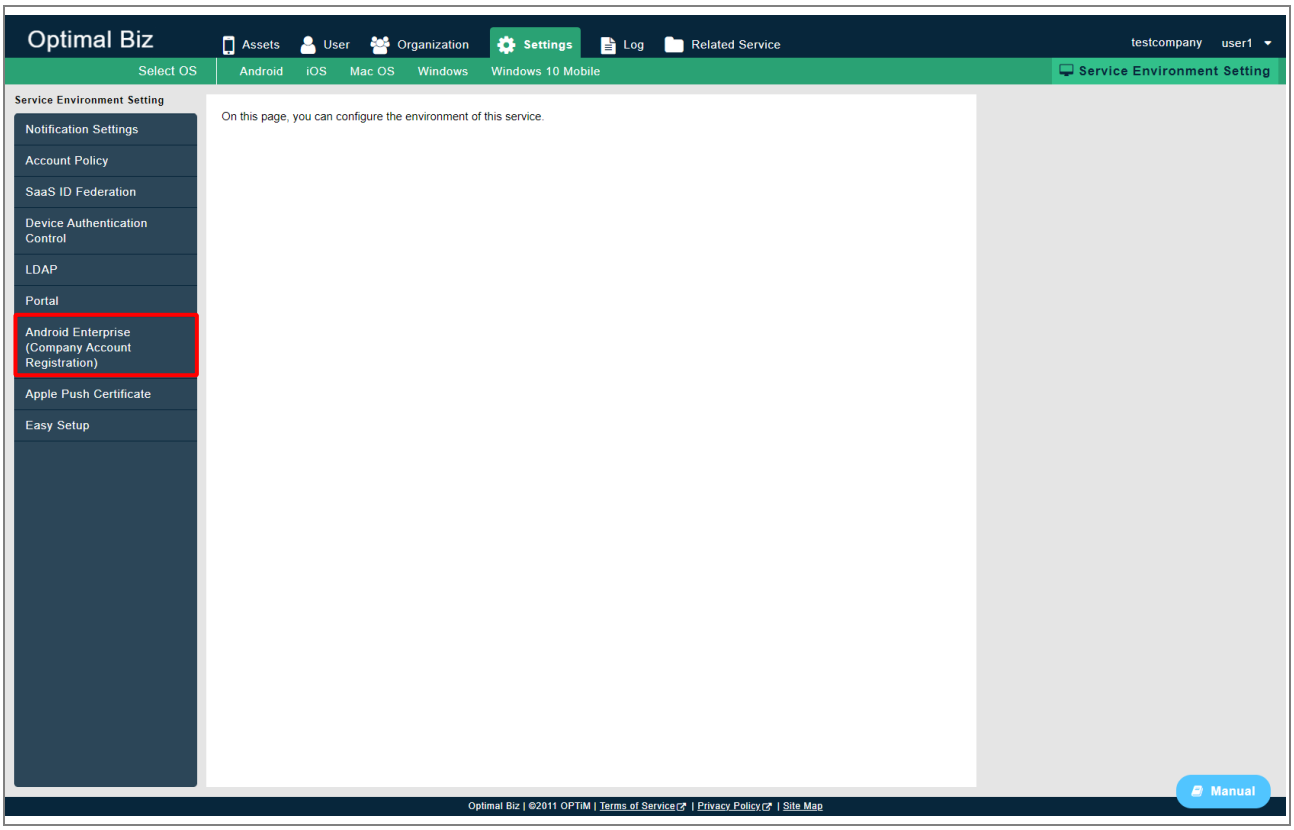
6.2 Registering a Google Workspace (formerly G Suite) account

Follow the steps below to register a Google Workspace (formerly G Suite) account to the management site.

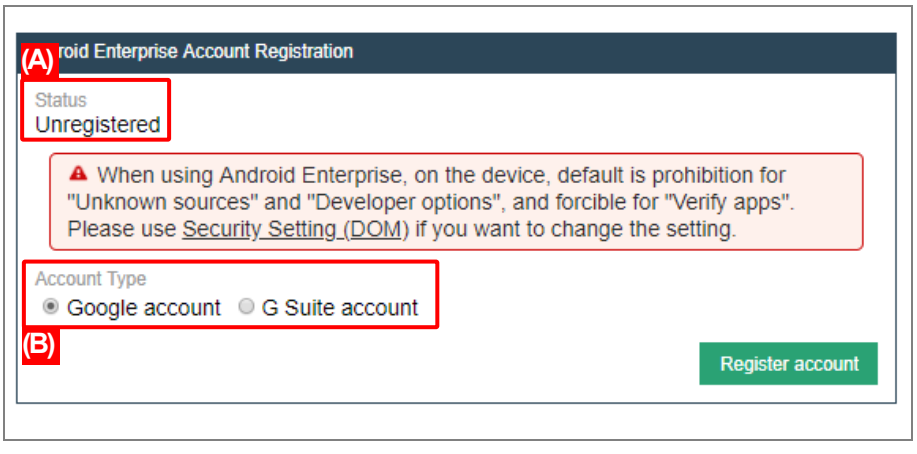
Once you have registered your Google Workspace (formerly G Suite) account, do not change any settings on the Google side.

If you use "Mobile management", a standard feature of Google Workspace (formerly G Suite), delete the "Devices" information of the mobile management feature.

【1】 Click [Settings]→[Service Environment Setting]→[Android Enterprise (Company Account Registration)].



【2】 The "Status" (A) shows "Unregistered". "Google account" is selected in "Account Type" (B) by default.



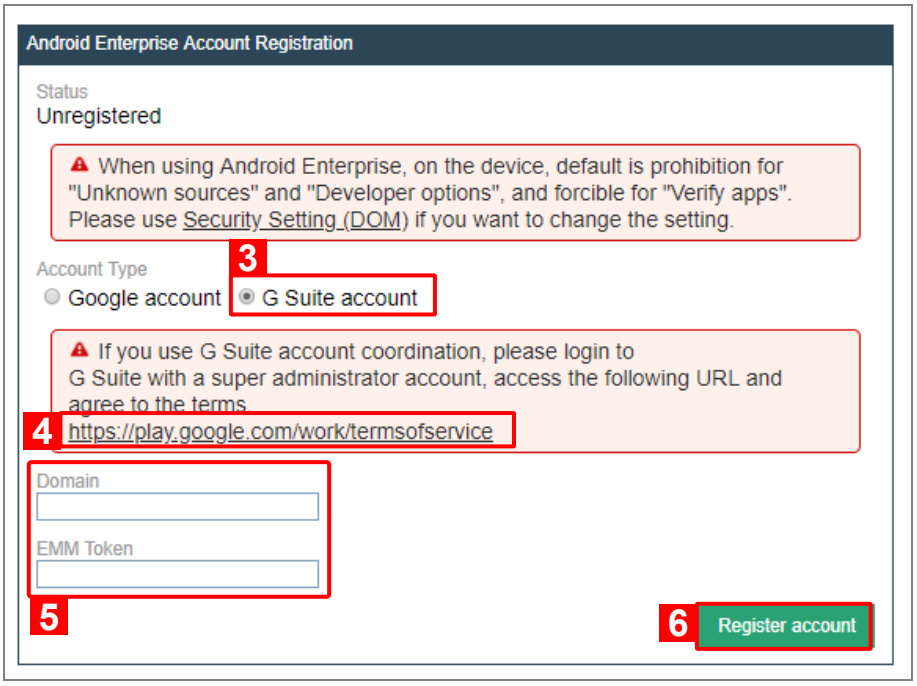
【3】Select "G Suite account".

【4】Go to https://play.google.com/work/termsofservice and accept the terms of use.

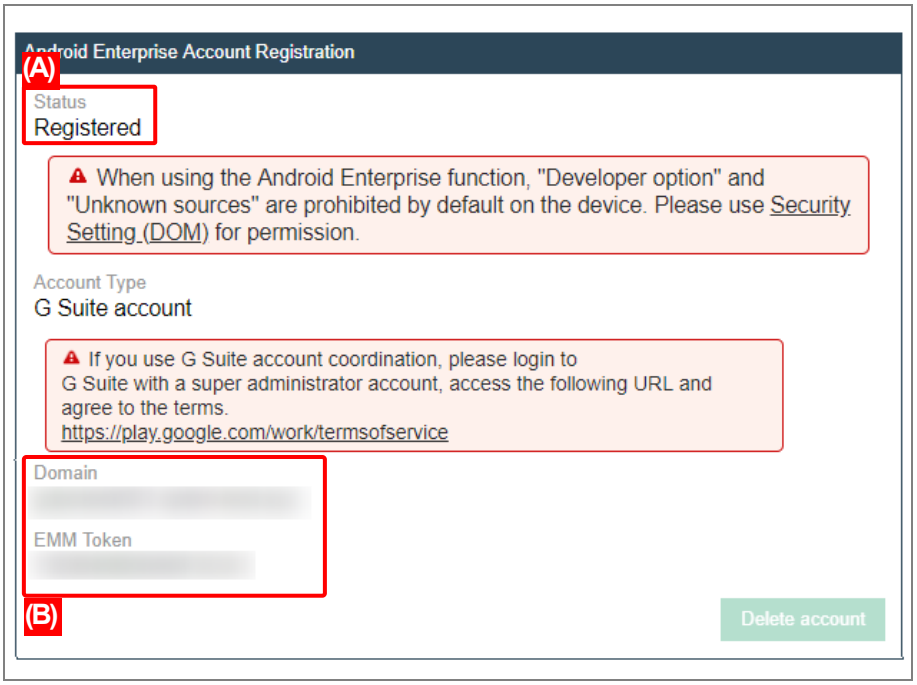
【5】Enter "Domain" and "EMM Token".

In "Domain", enter the domain of your G Suite account. If your G Suite account is "XXXXX@xxxxx.co.jp", your domain is "xxxxx.co.jp".

【6】Click [Register account].



【7】The "Status" (A) shows "Registered".
(B) displays "Domain" and "EMM Token".



6.3 Performing authentication settings of Google API

Connect your Google Workspace (formerly G Suite) account to your corporate e-mail address in the management site, and create and authenticate a JSON file.

If you use a zero-touch device with a Google Workspace (formerly G Suite) account, you must integrate this product with the Google Workspace (formerly G Suite) account. You cannot integrate a Google Workspace (formerly G Suite) account after Google API authentication setting. Always perform the procedures in advance.

"Issuing a token" Page 129

"Registering a Google Workspace (formerly G Suite) account" Page 136

6.3.1 Registering your e-mail address as a Google account

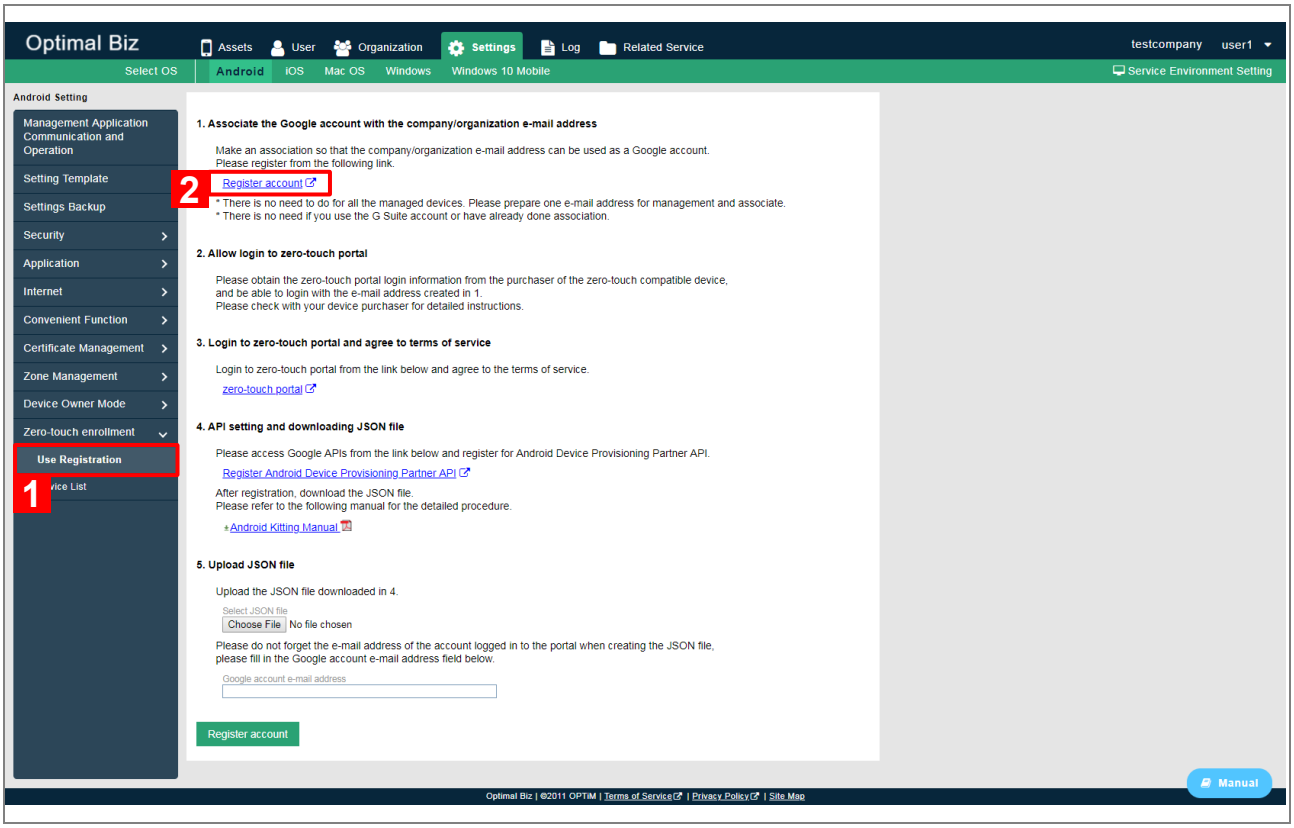
You can use your corporate or organizational e-mail address as your Google account.

You do not have to perform these steps for all managed devices. Prepare one e-mail address for administration. It is recommended that you use the mailing list of an administrative department, not an administrator's e-mail address.

If your Google account has been registered in your browser, you do not need to carry out this procedure.

【1】 Click [Settings]→[Android]→[Zero-touch enrollment]→[Use Registration].

【2】 Click [Register account].

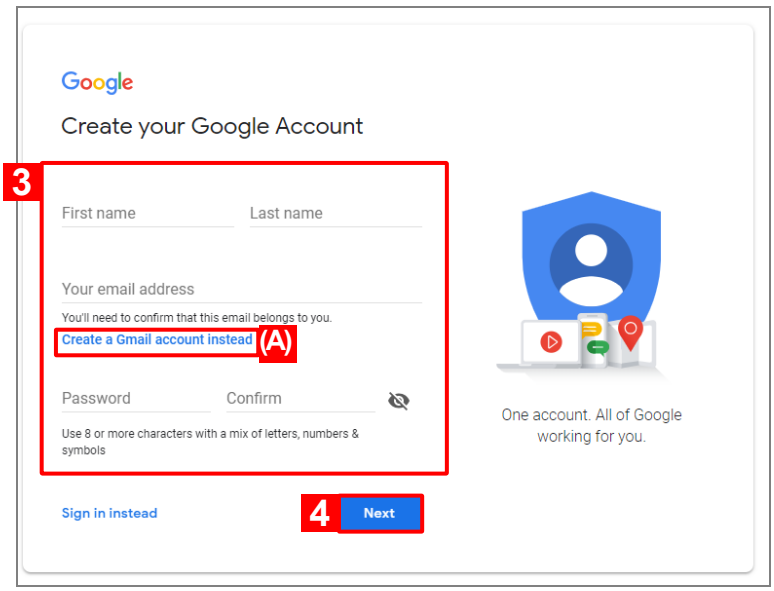


【3】 The "Create your Google Account" screen appears.
Enter "First name", "Last name", "Your email address", "Password", and "Confirm".

In "Your email address", enter an email address with a corporate domain.

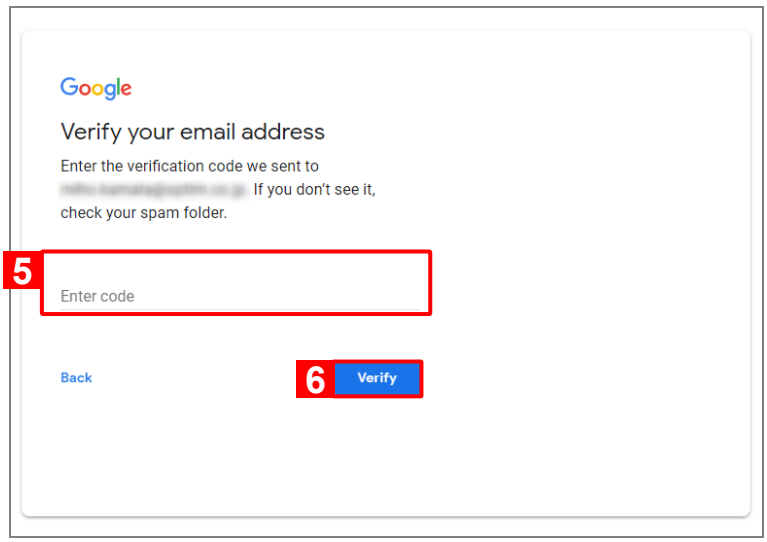
If you click "Create a Gmail account instead" (A), you will create a Google Account with a Gmail account, so do not click the link. Be sure to create your account with your current email address.

【4】 Click [Next].



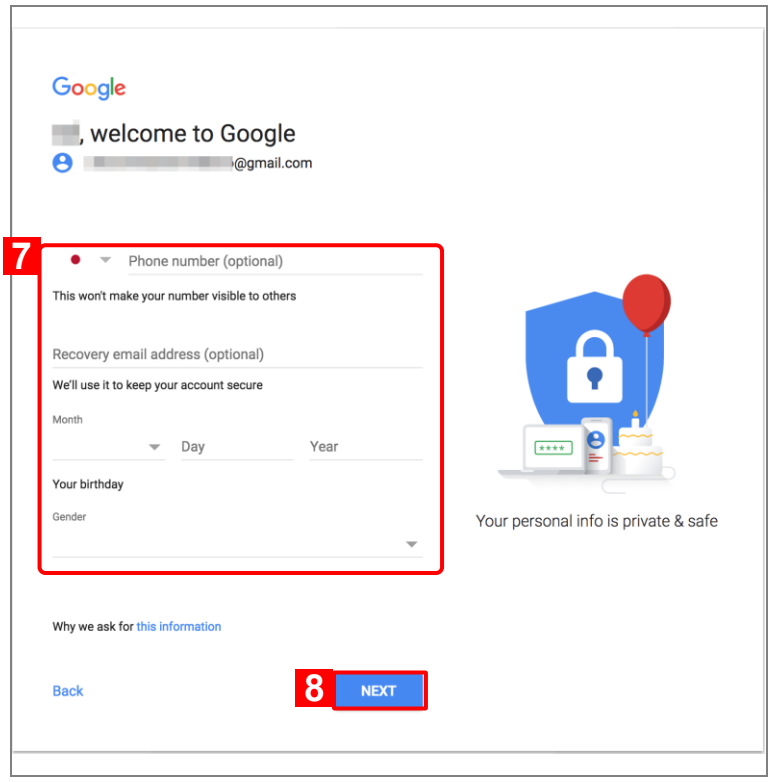
【5】 In "Enter code", enter the confirmation code that was sent to the email address you entered in step 【3】.

【6】 Click [Verify].

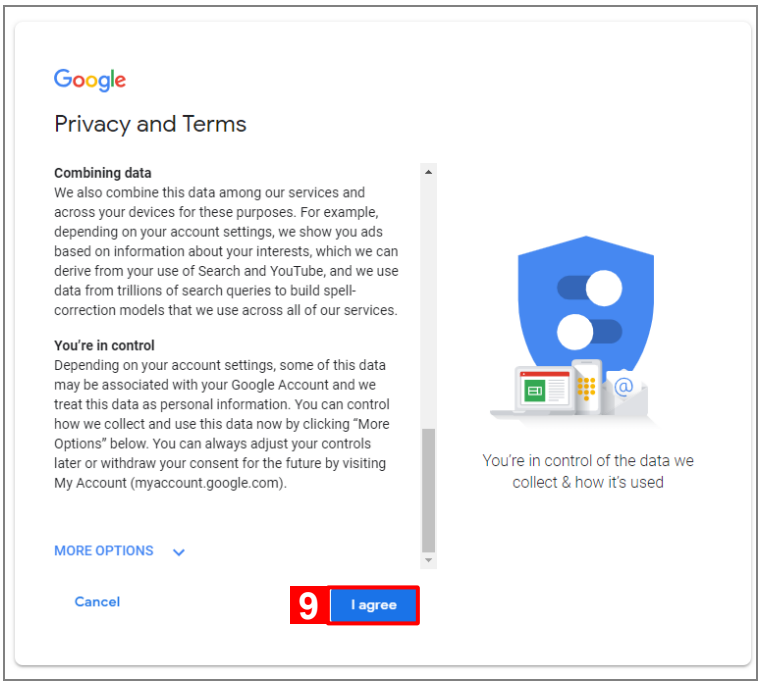


【7】Enter "Phone number", "Your birthday", and "Gender".

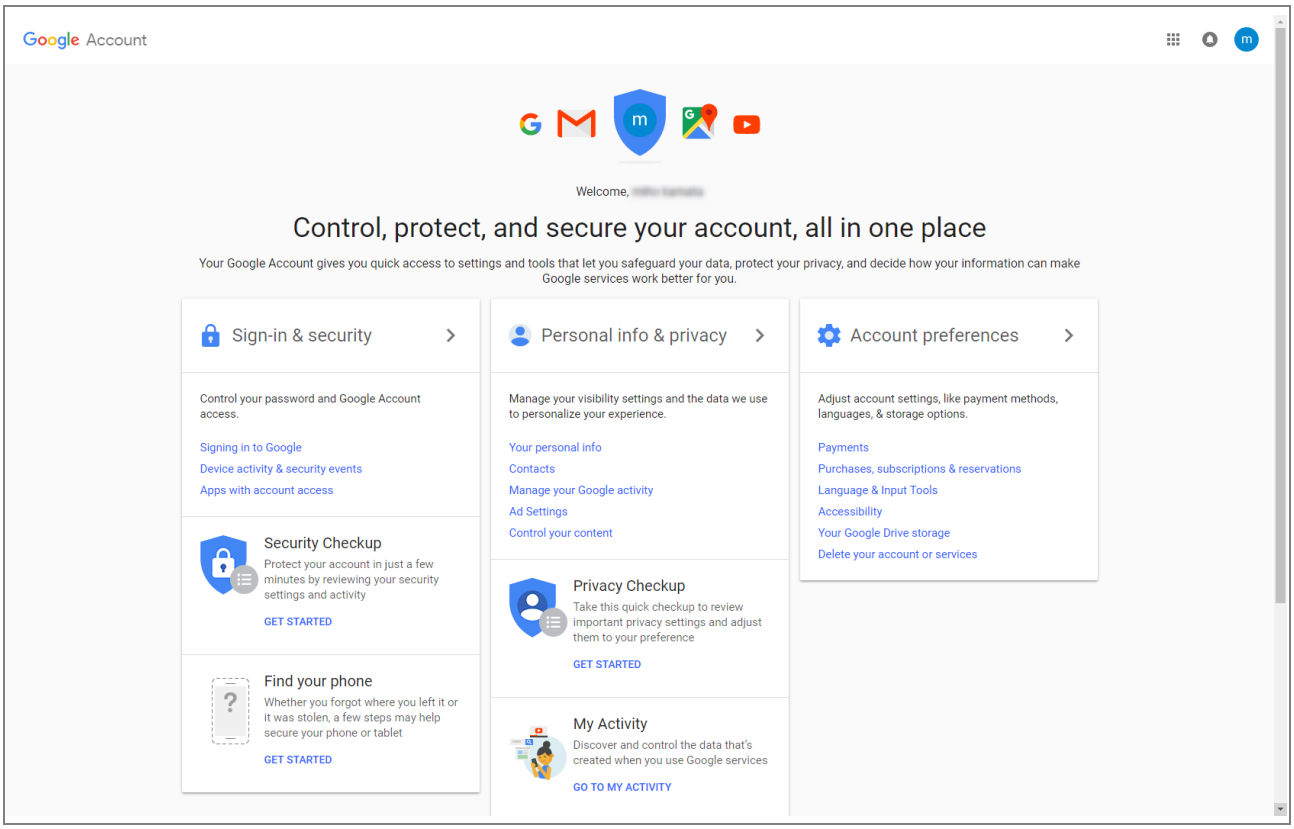
【8】Click [NEXT].



【9】Review the Terms, and click [I agree].



【10】You have successfully registered your e-mail address if the screen below appears.



6.3.2 Logging in to the zero-touch portal

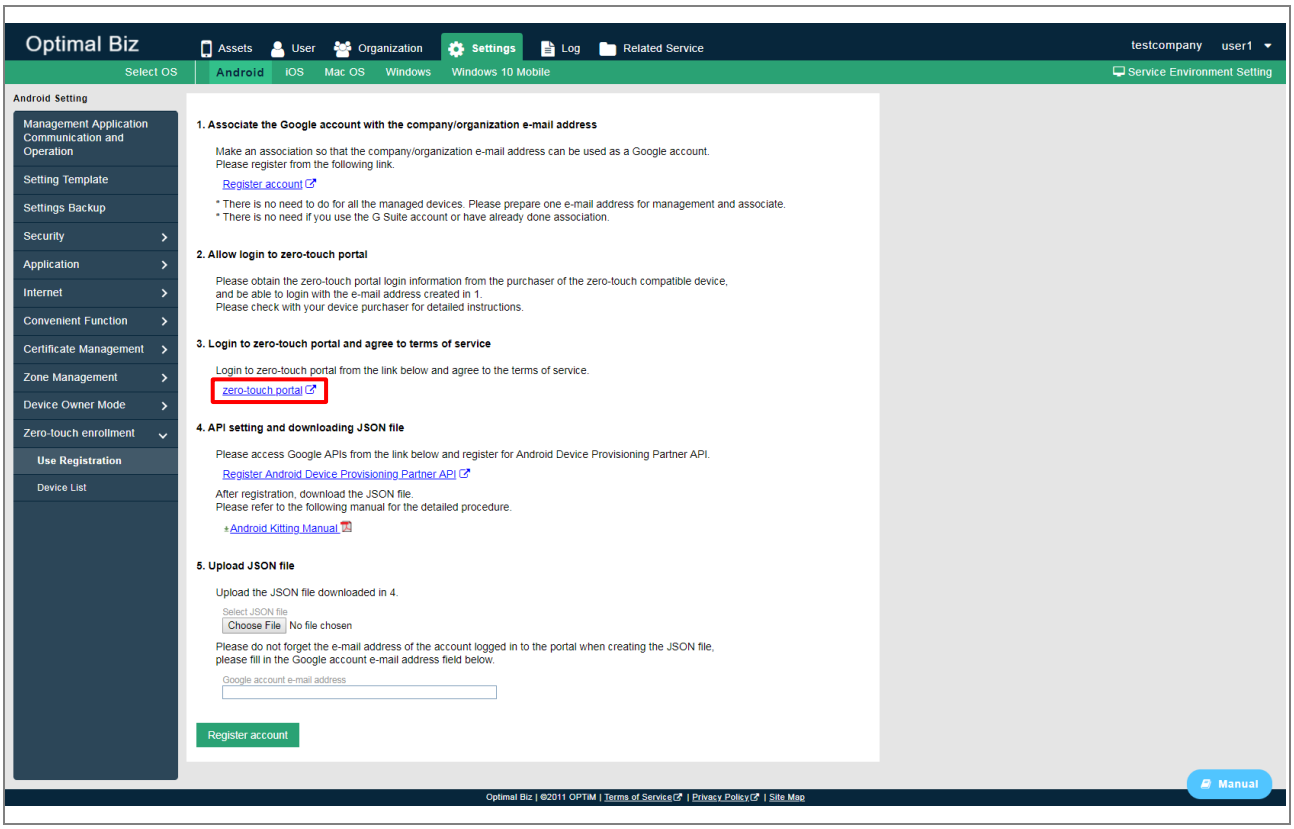
Inform your zero-touch device vendor of the registered Google account and ask them to allow logins to the zero-touch portal.

For details, contact your zero-touch device vendor.

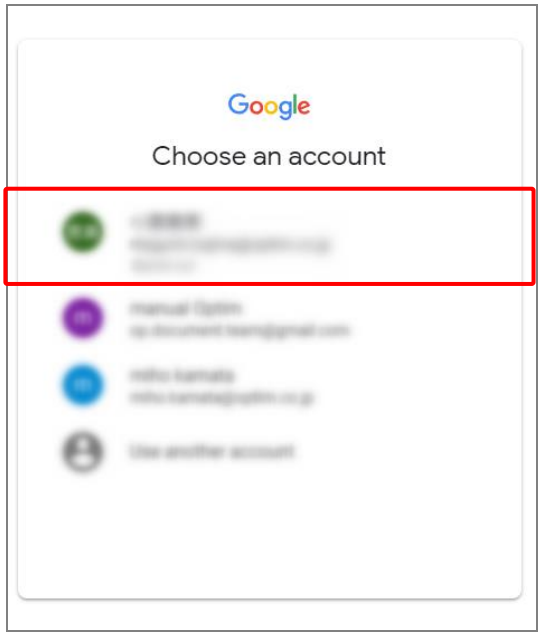
6.3.3 Accepting the terms of service

Log in to the zero touch portal and accept the terms of service.

【1】Click [zero-touch portal].

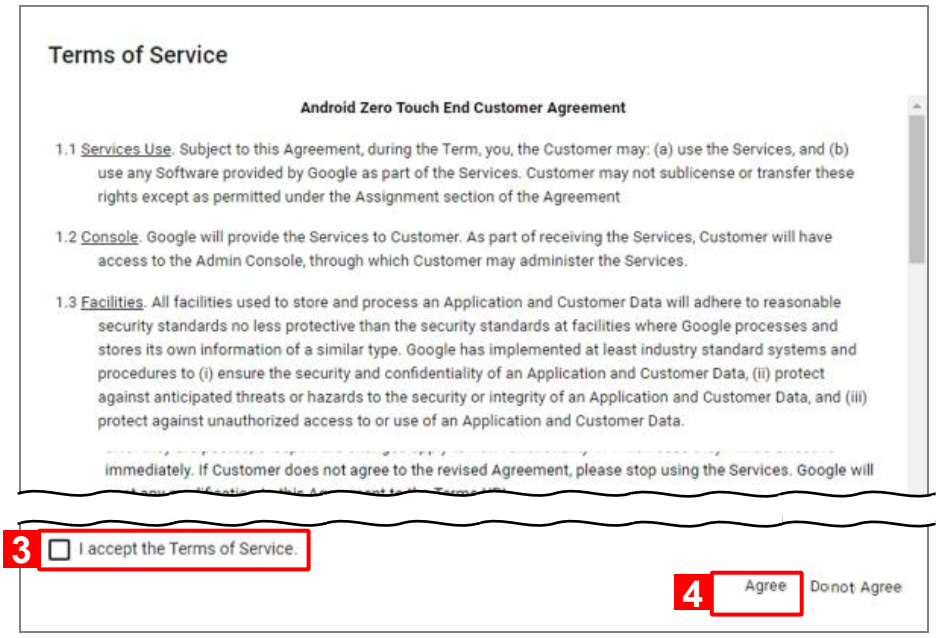


【2】Select the Google account you registered.



【3】 Select "I accept the Terms of Service."

【4】 Click [Agree].

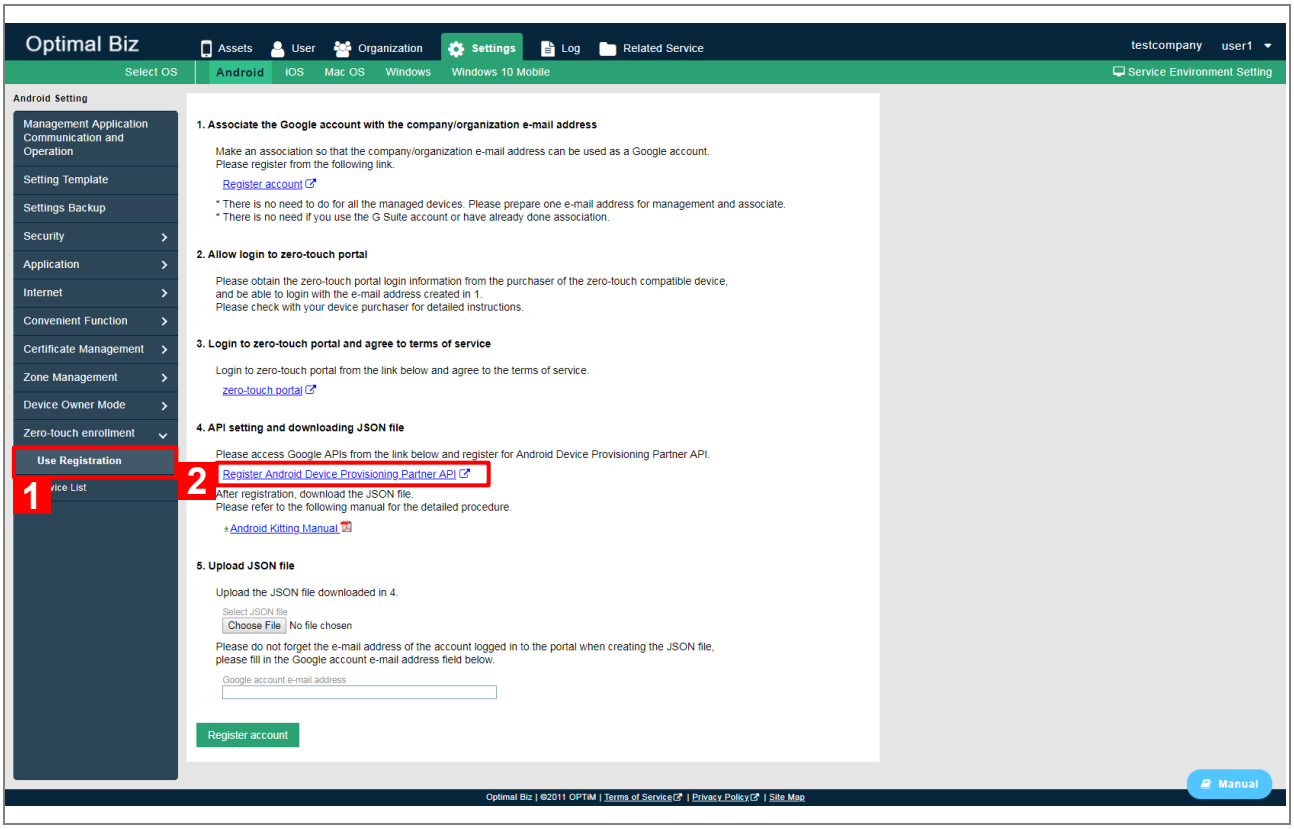


6.3.4 Downloading API settings and a JSON file

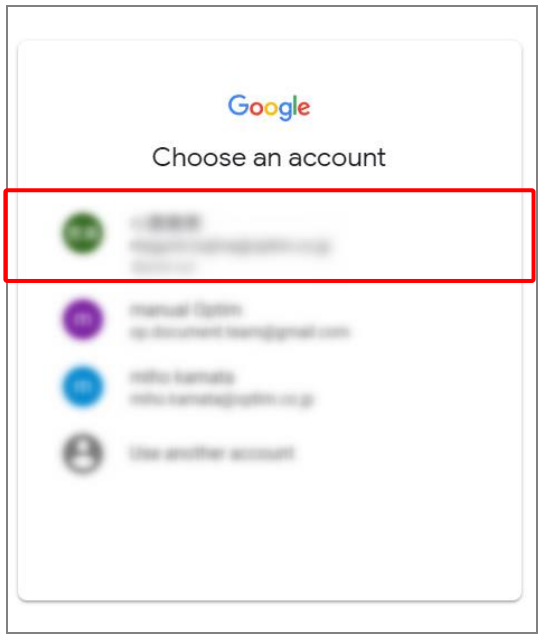
Register Android Device Provisioning Partner API on the Google Cloud Platform, and download a JSON file.

【1】Click [Settings]→[Android]→[Zero-touch enrollment]→[Use Registration].

【2】Click [Register Android Device Provisioning Partner API].

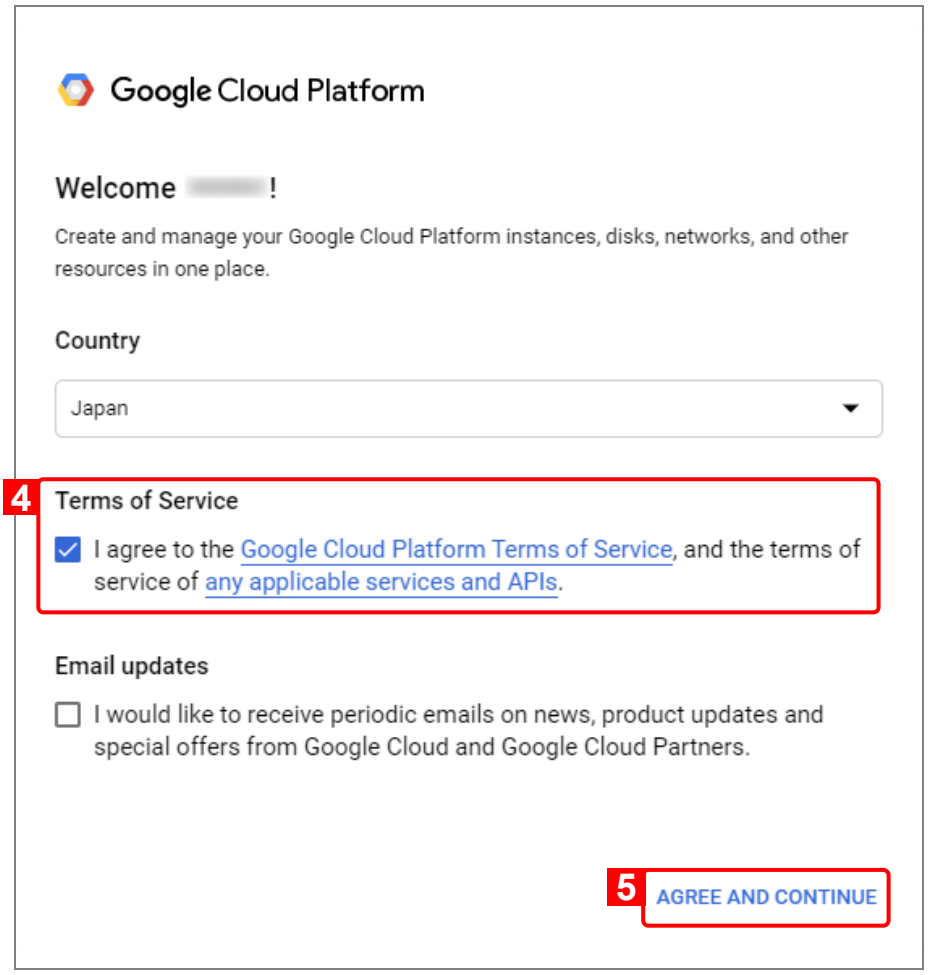


【3】Select the e-mail address that you have connected.

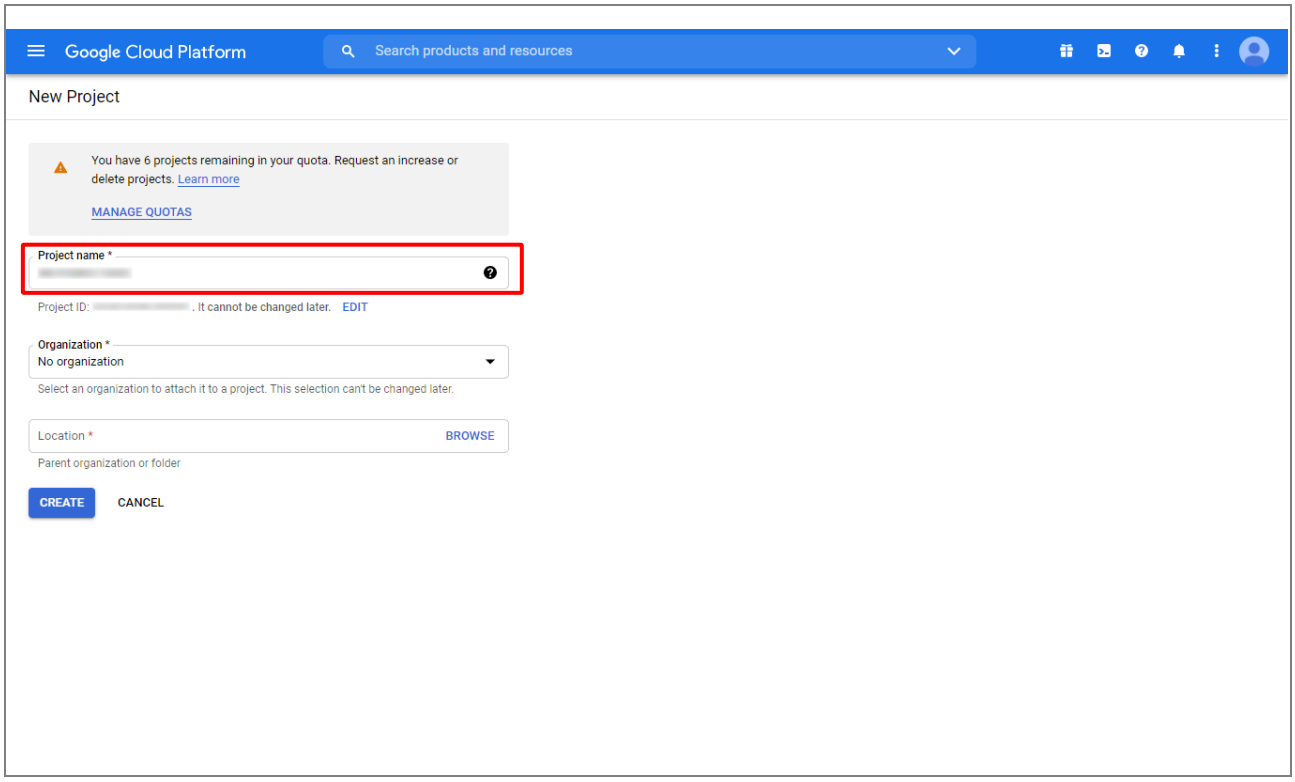


【4】In the first login, the consent screen for the terms of service will appear. Select the terms of service.

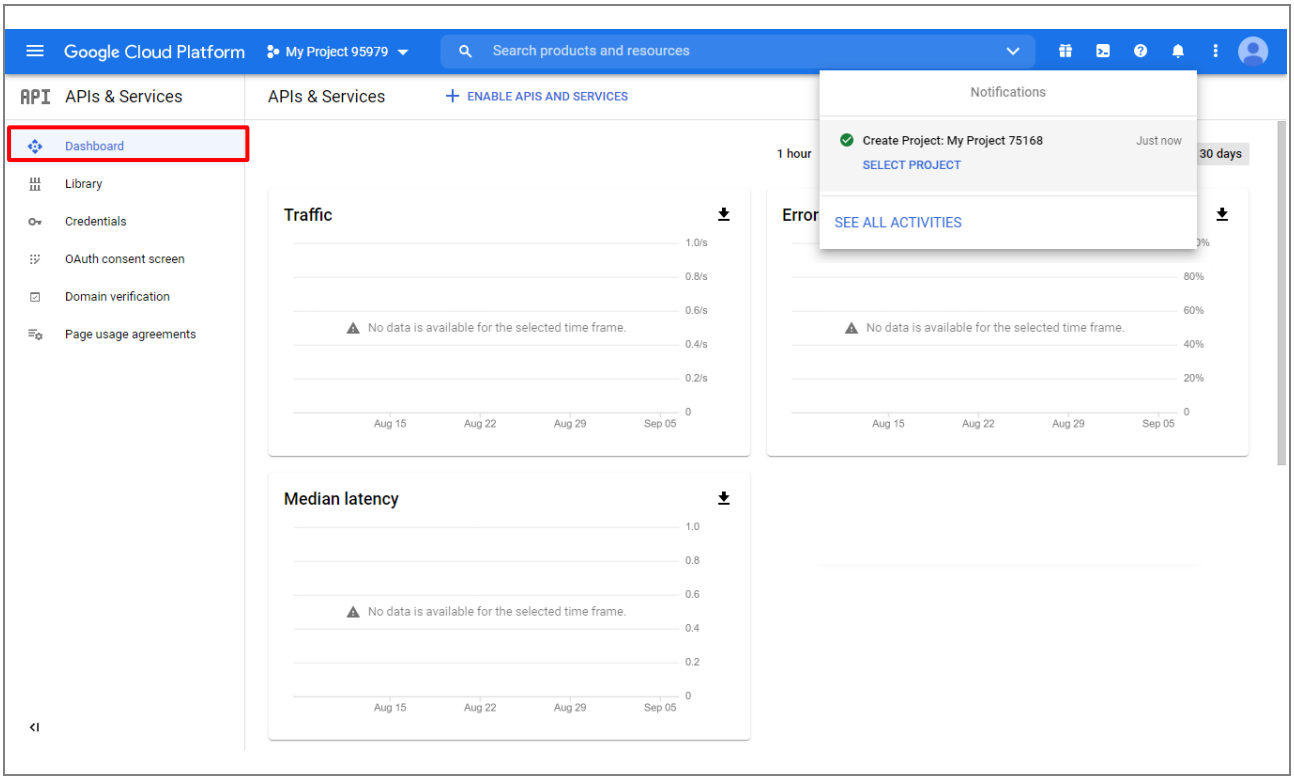
【5】Click [AGREE AND CONTINUE].



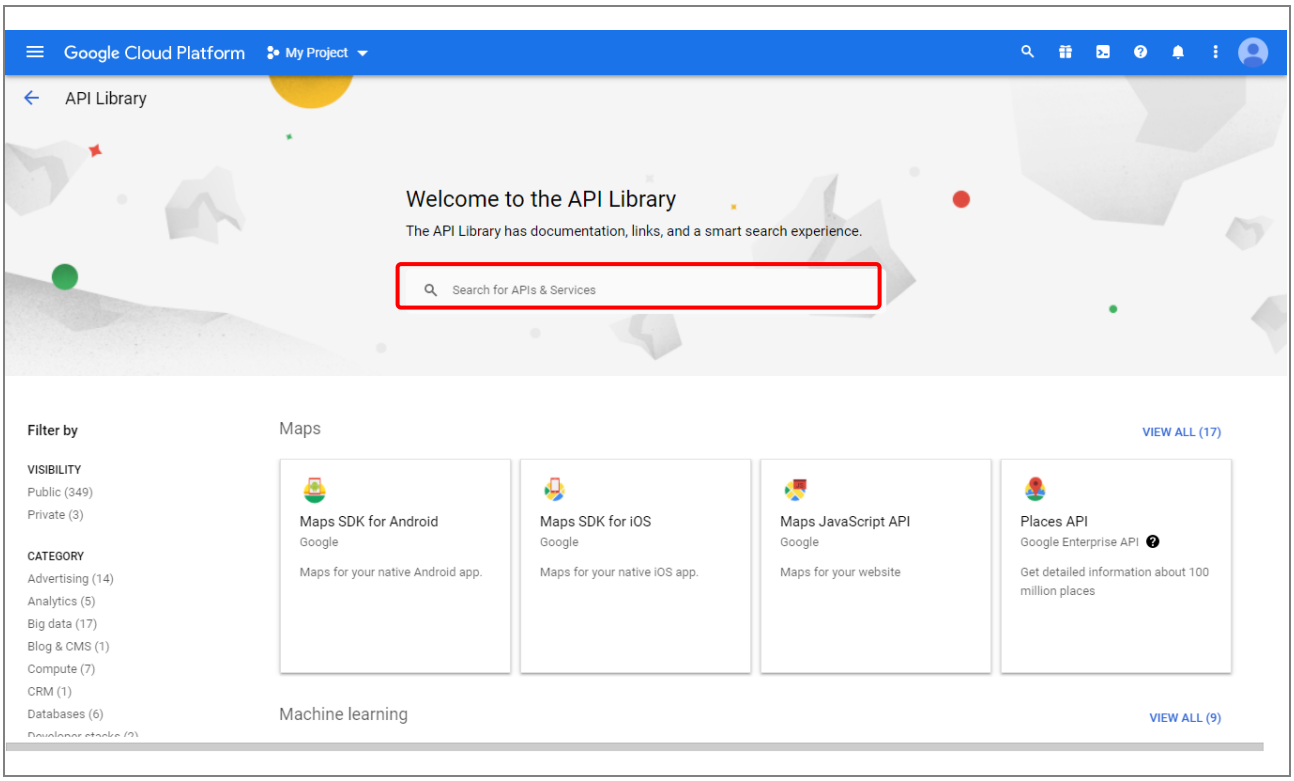
【6】The Google Cloud Platform screen appears. Enter an arbitrary "Project name".



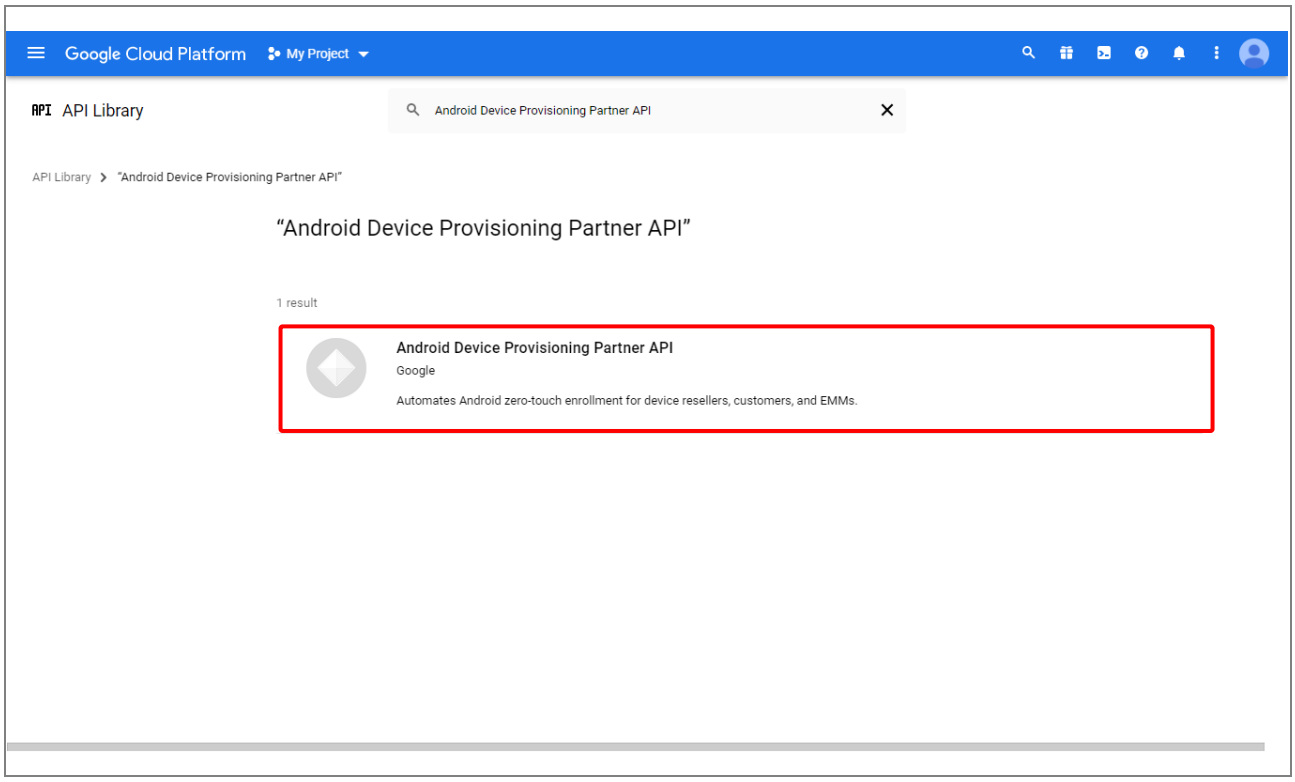
【7】Click [Library].



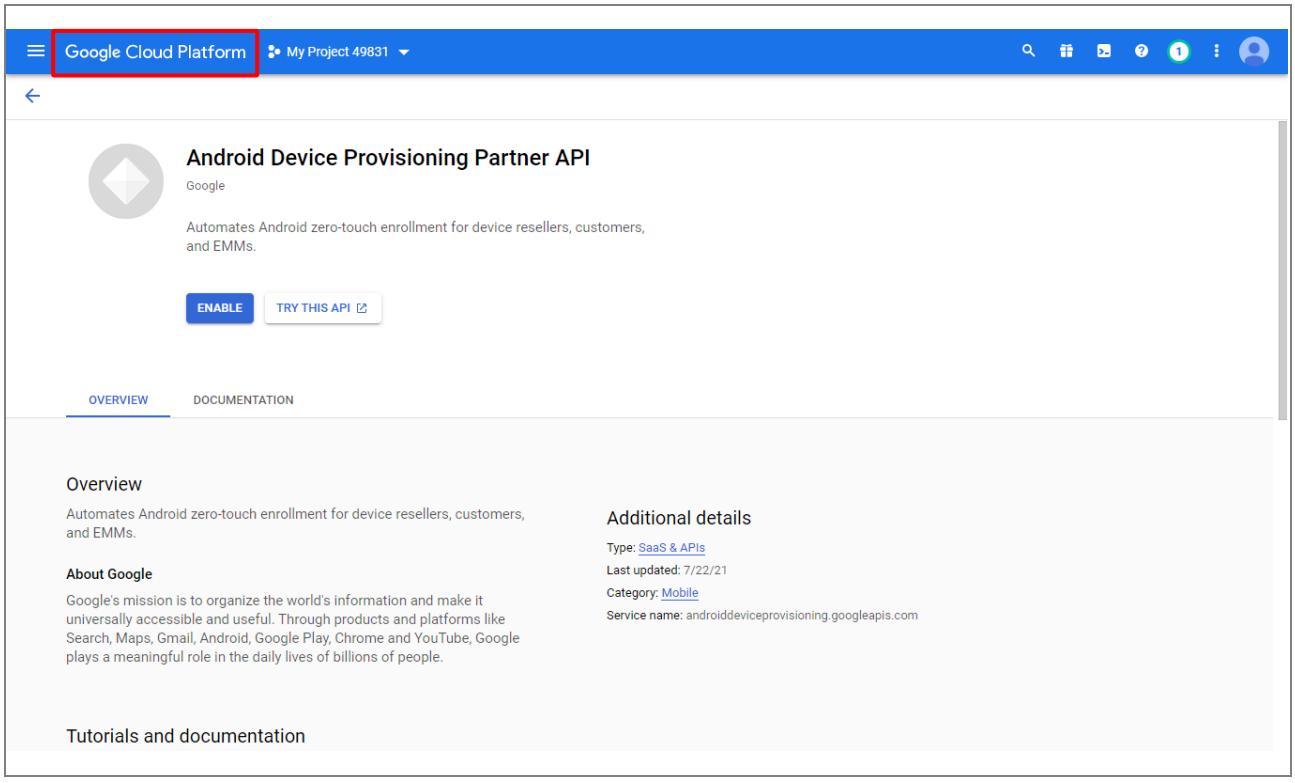
【8】In "Search for APIs and Services", enter "Android Device Provisioning Partner API", and execute search.



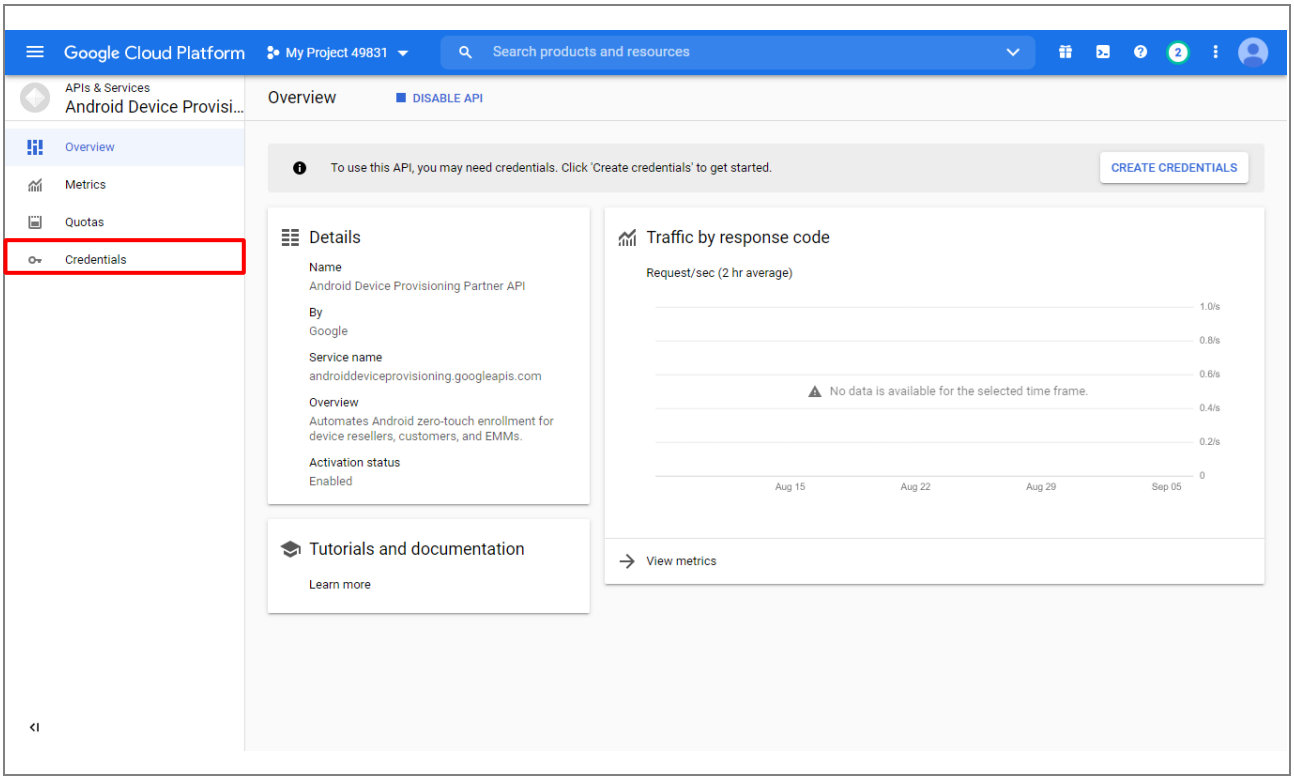
【9】Click [Android Device Provisioning Partner API] in the results.



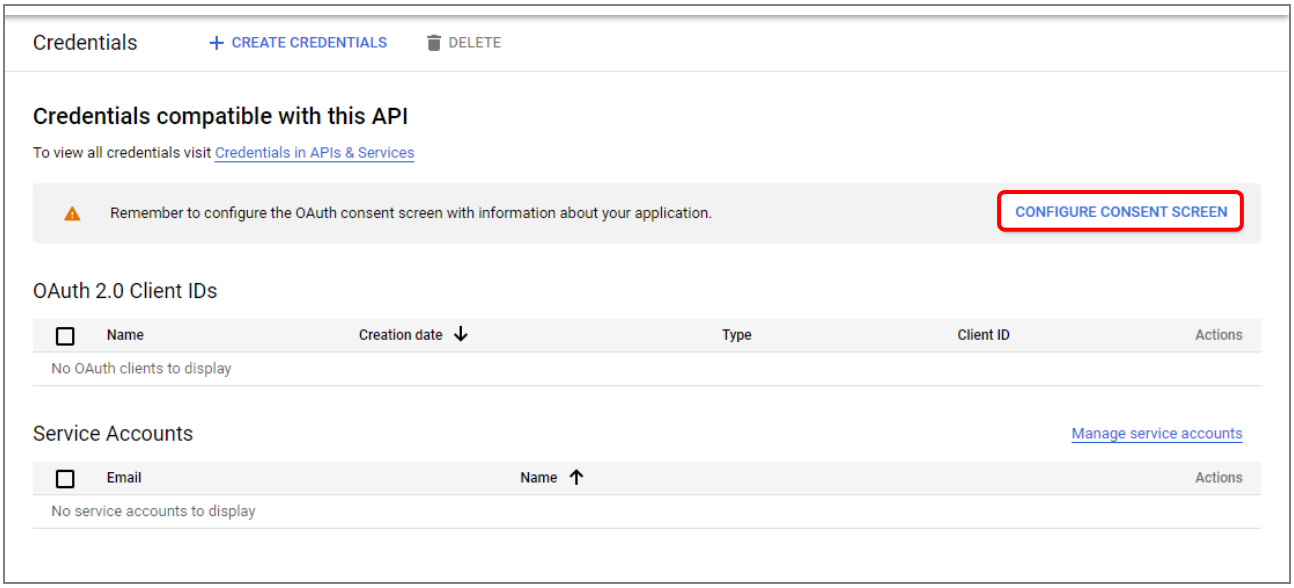
【10】Click [Google Cloud Platform].



【11】Click [Credentials].

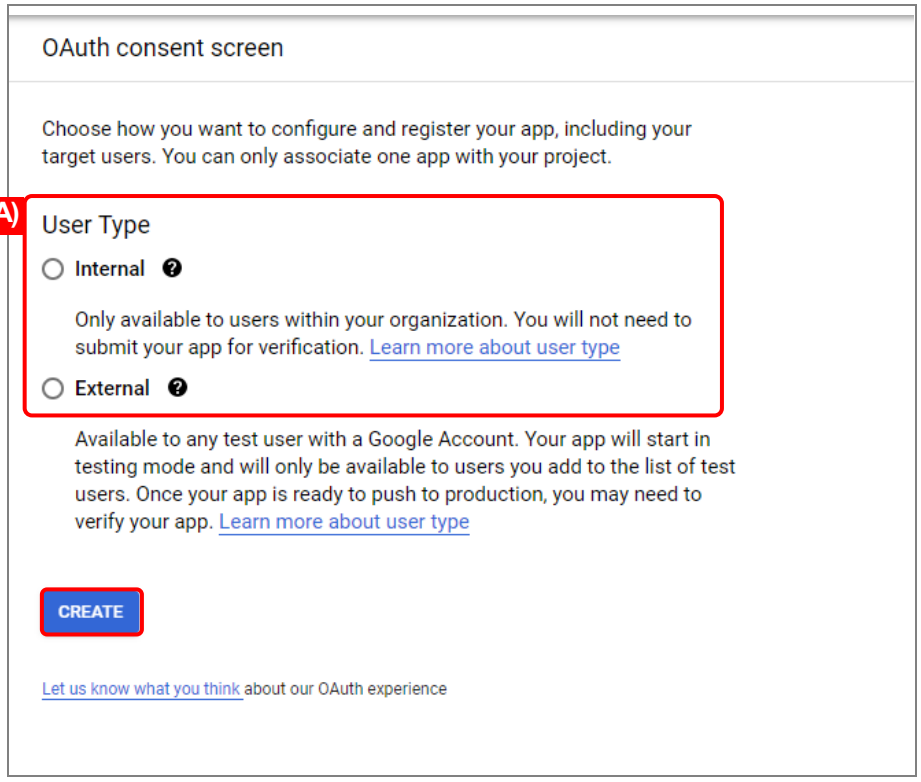


【12】Click [CONFIGURE CONSENT SCREEN].



【13】 Click [CREATE].

You do not have to select "User Type" (A). For details of "User Type", contact Google.



【14】Enter "OptimalBiz" in "App Name".

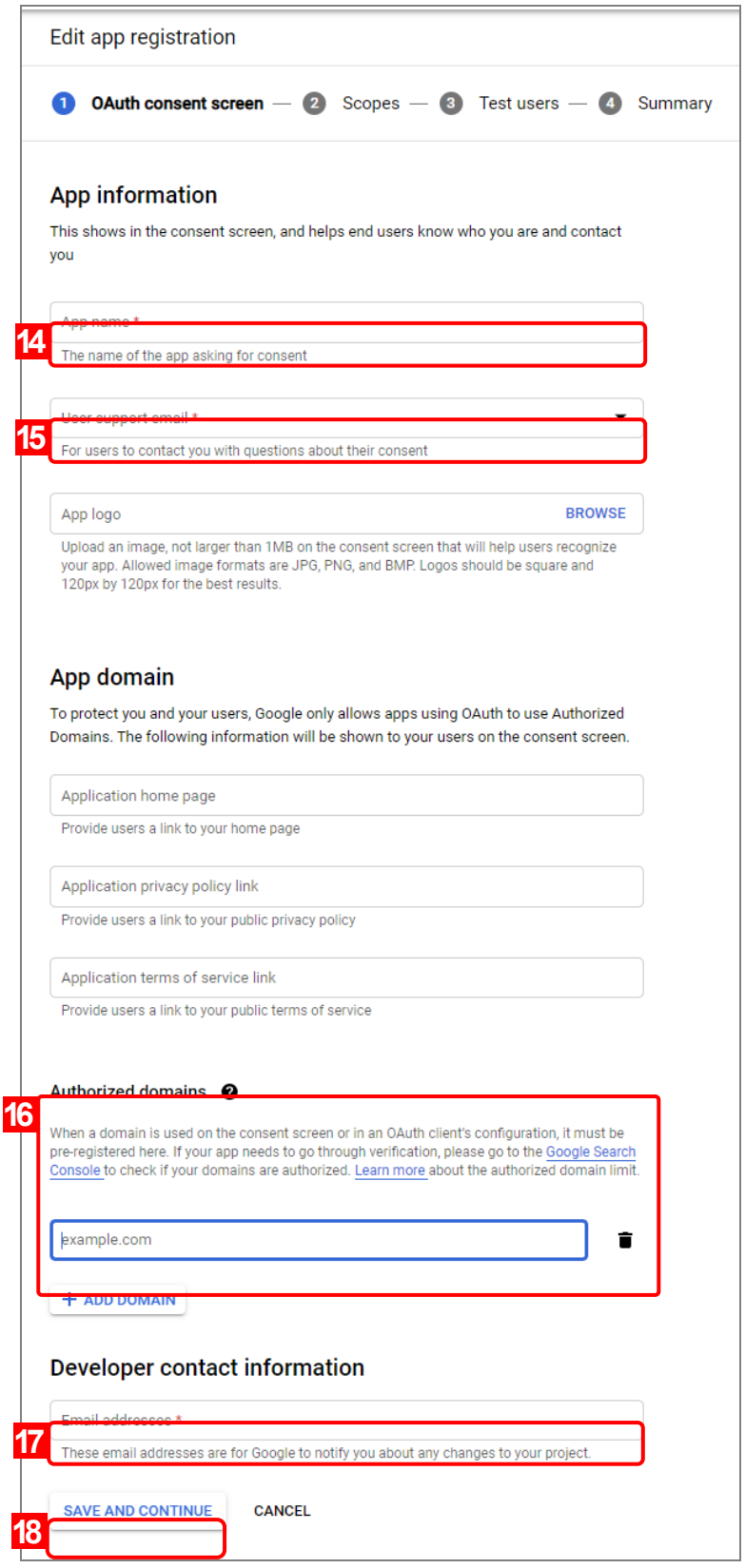
【15】Click "User support email" and select an email address.

【16】Enter "optim.co.jp" in "Authorized domains", and press [Enter].

The domain name may change automatically after you press [Enter].

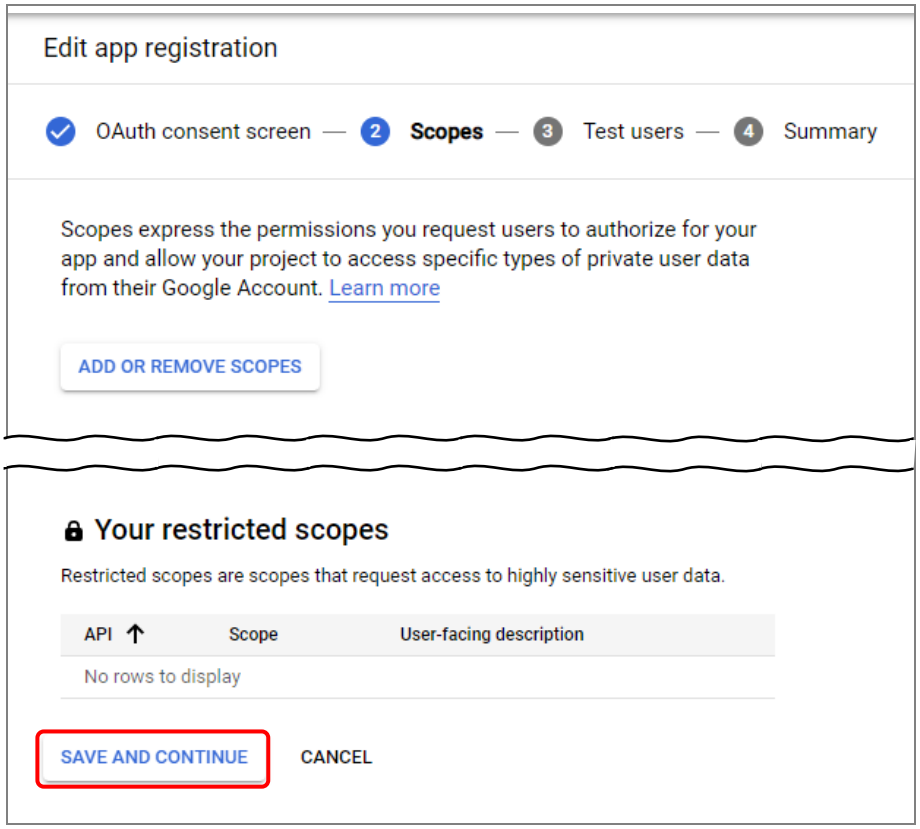
【17】Enter your email address in [Developer contact information].

【18】Click [SAVE AND CONTINUE].



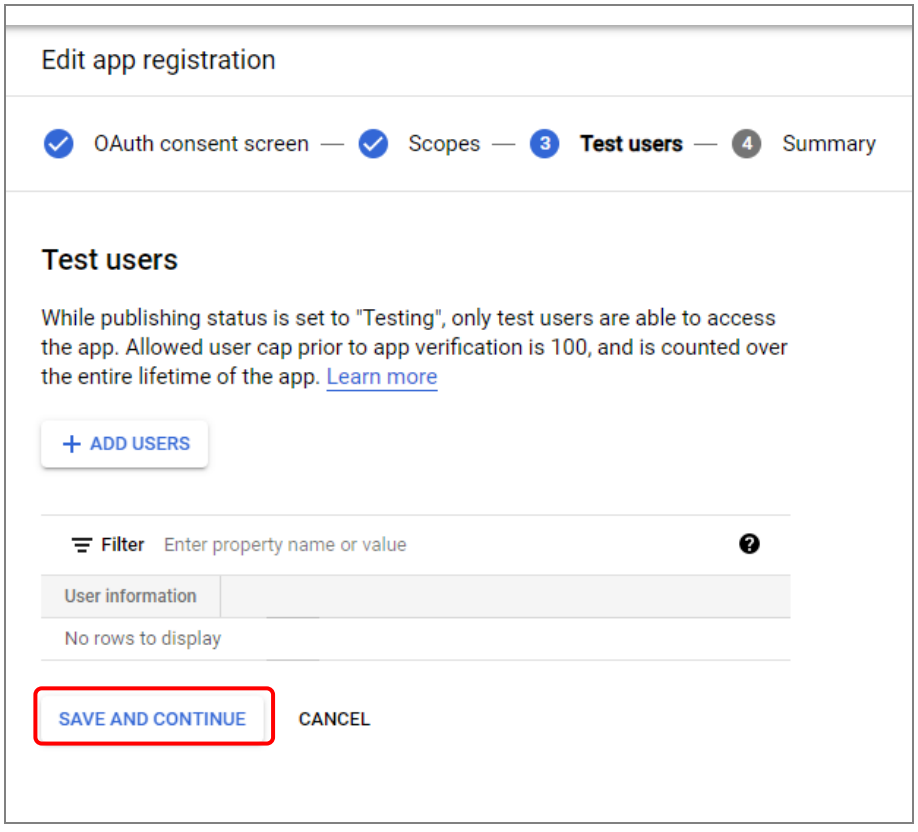
【19】 Click [SAVE AND CONTINUE].

You do not have to add scopes.

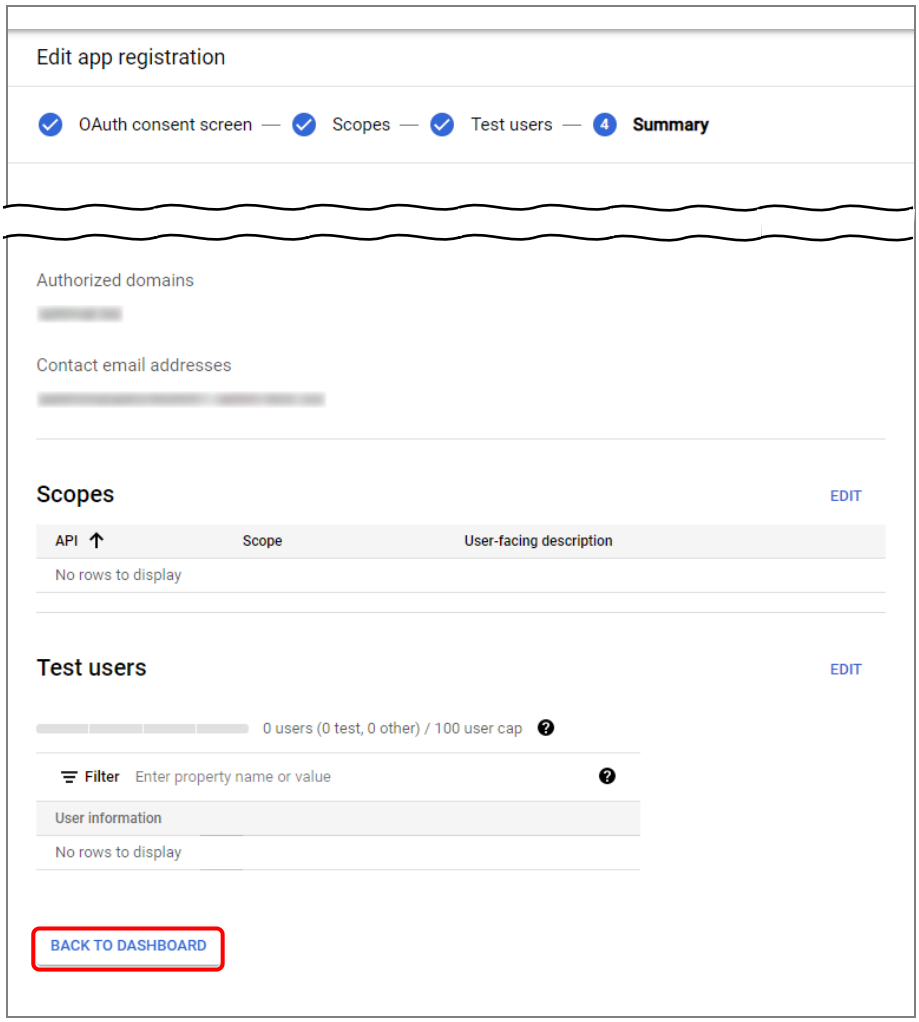


【20】 Click [SAVE AND CONTINUE].

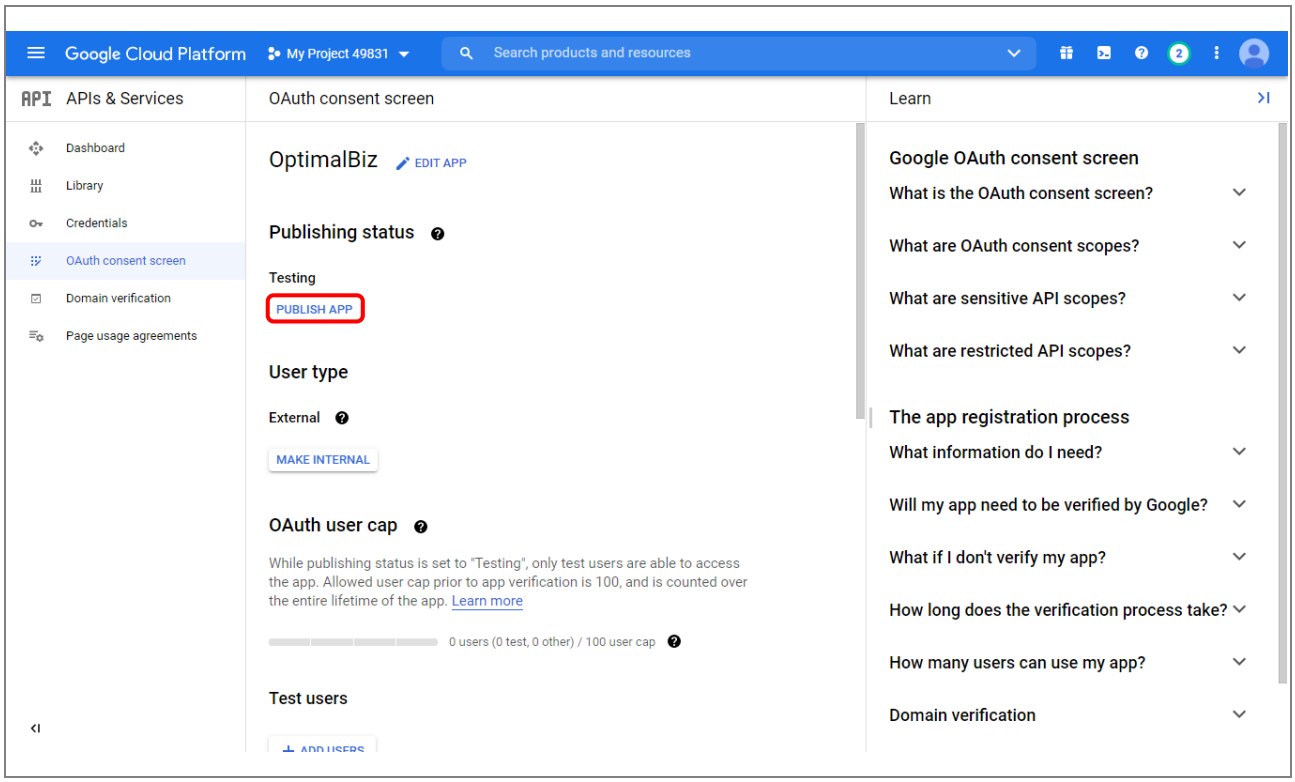
You do not have to add test users.



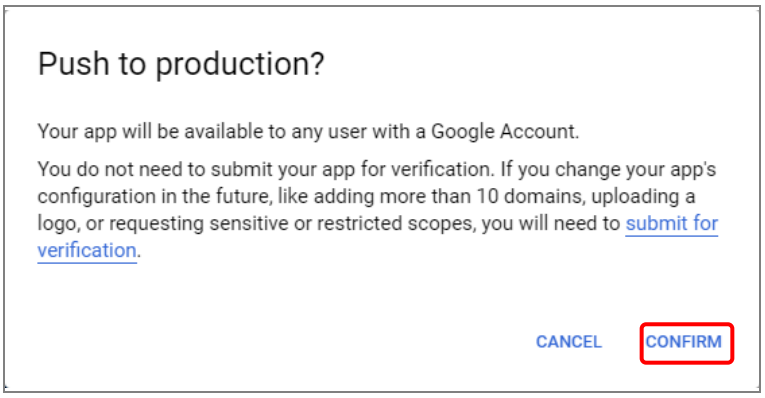
【21】Review the settings details and click [BACK TO DASHBOARD].



【22】The OAuth consent screen appears. Click [PUBLISH APP].

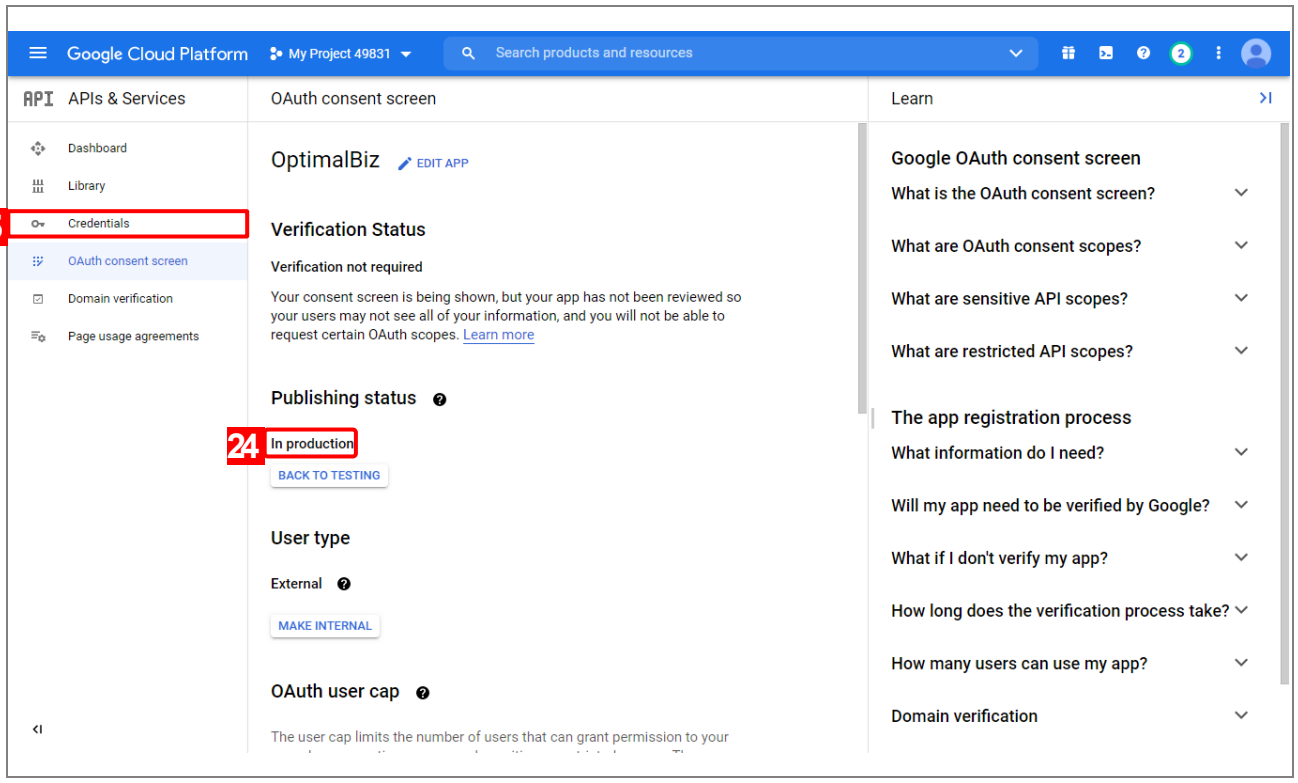


【23】Read the message and click [CONFIRM].



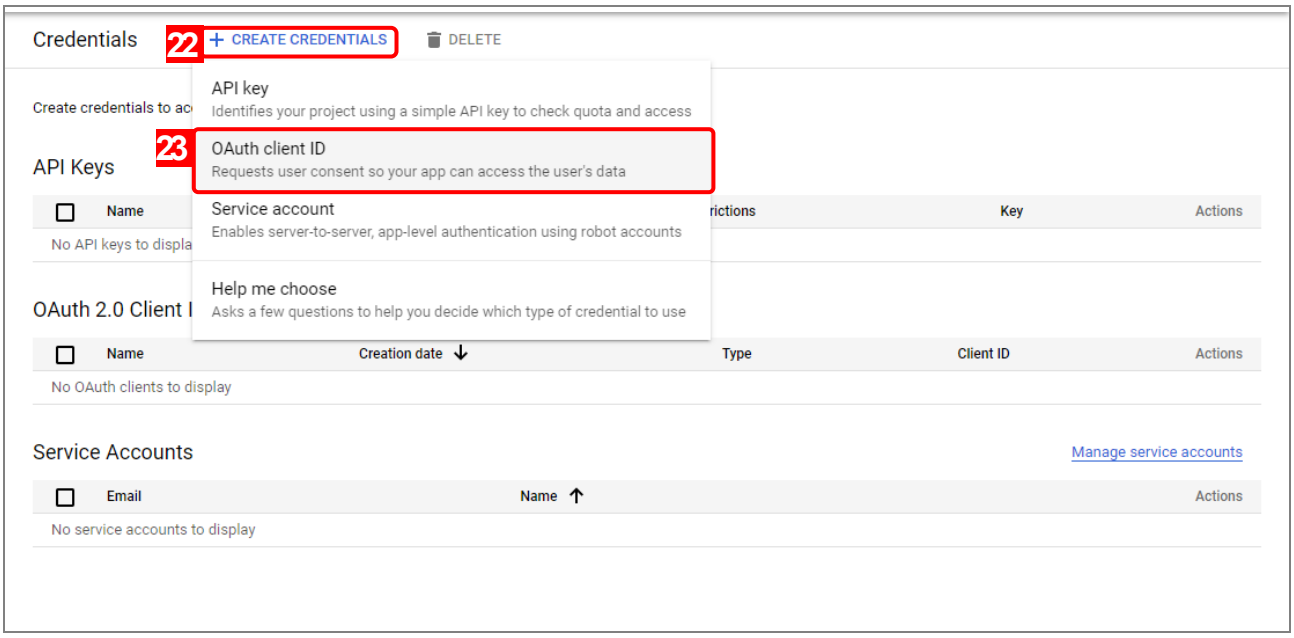
【24】Ensure that the publishing status is "In production".

【25】Click [Credentials].



【26】Click [CREATE CREDENTIALS].

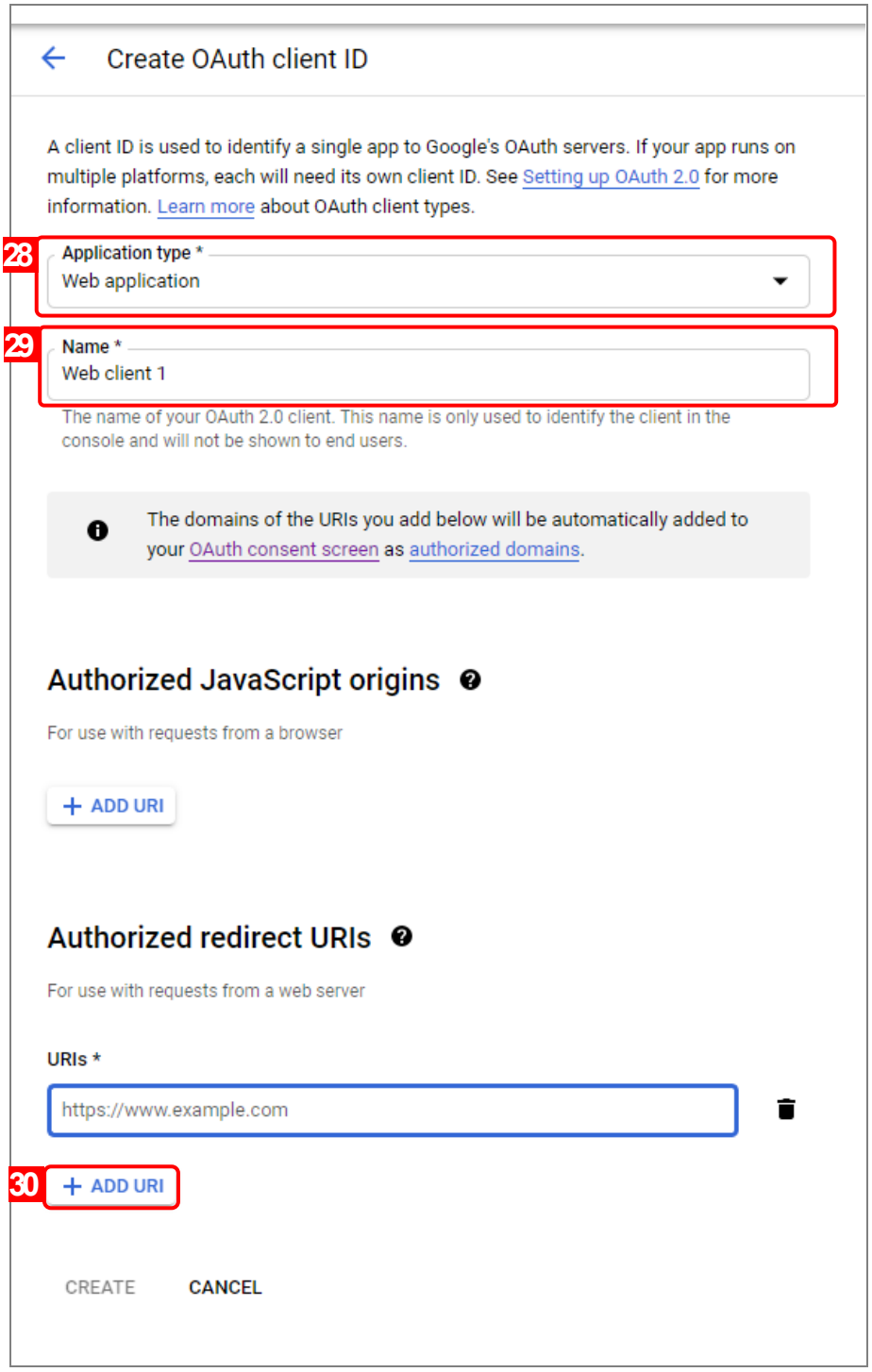
【27】Select "OAuth client ID".



【28】Select "Web application" on the "Application type" pull-down menu.

【29】Enter an arbitrary name.

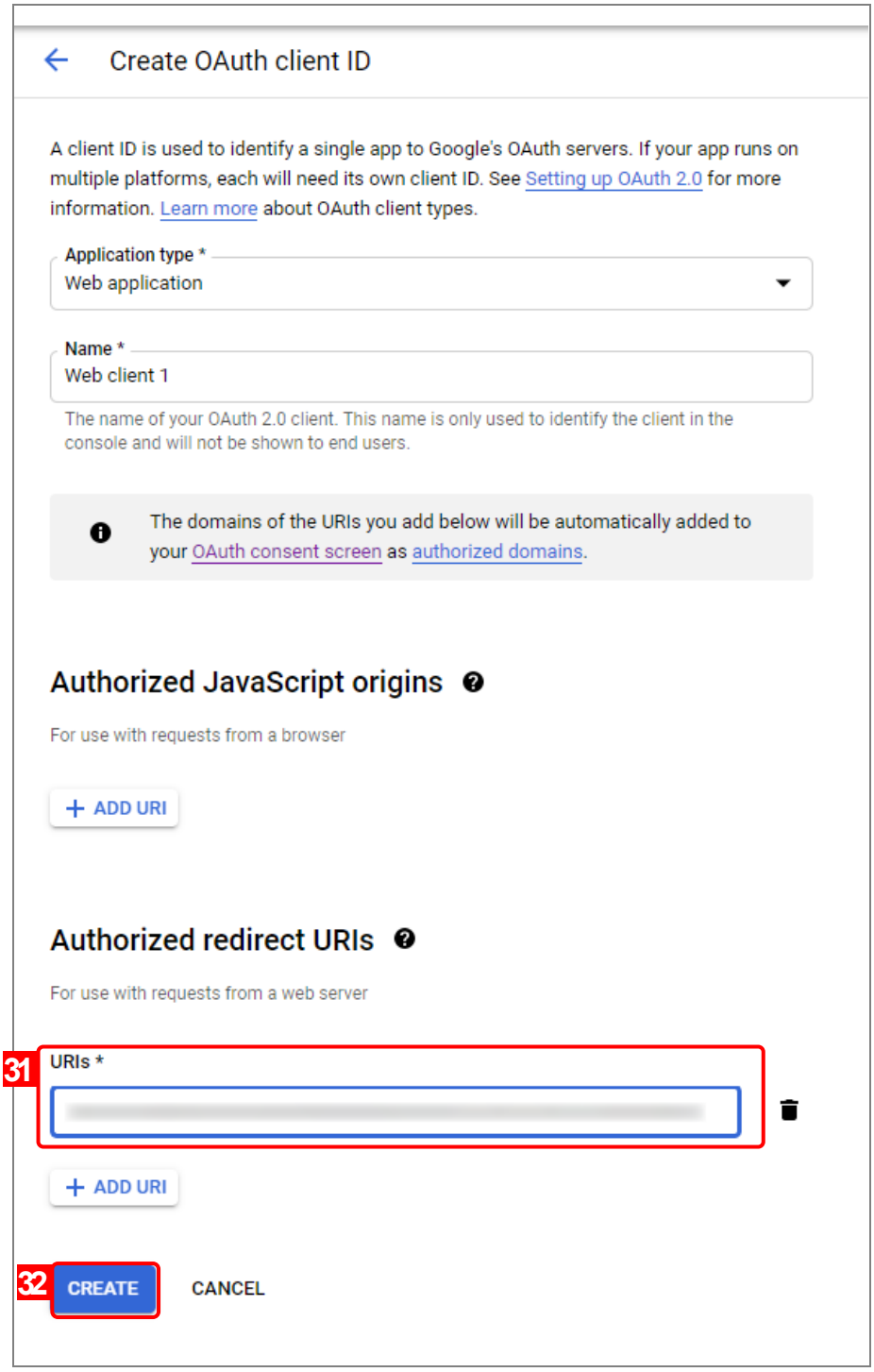
【30】Click [ADD URI] in "Authorized redirect URIs".



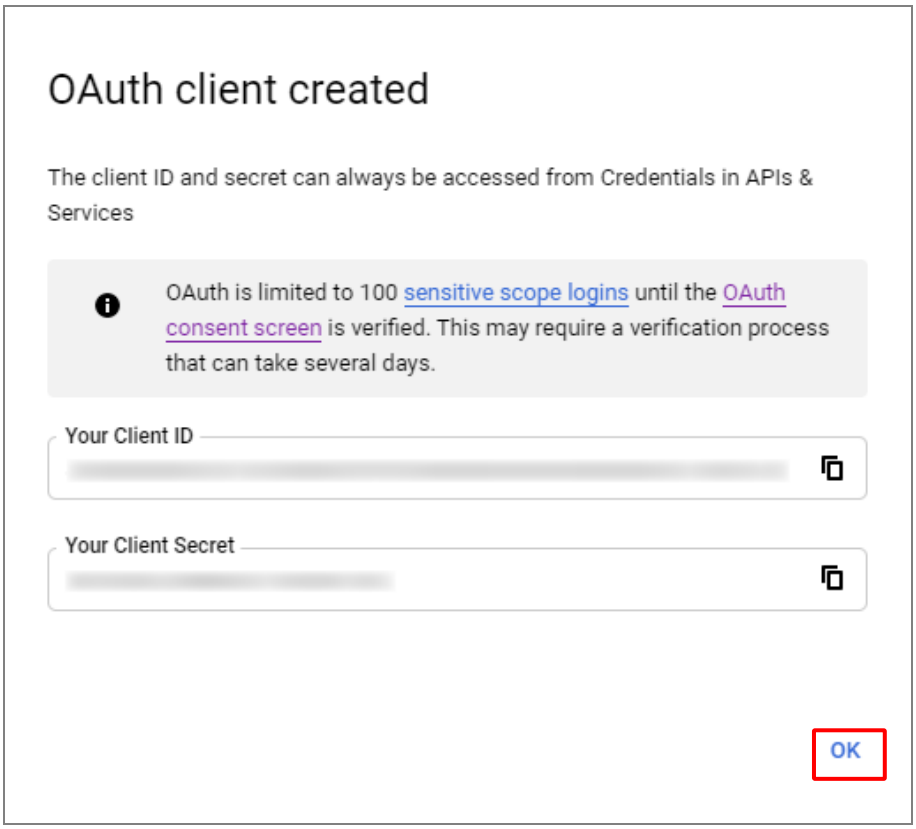
【31】Enter "https://biz3.optim.co.jp/company1/android_emm_zero_touch_auth/callback" in "URI". (* Enter your company code in "company1".)

If a warning message appears, make sure that you have entered an appropriate "Authorized domains" in step 【16】.

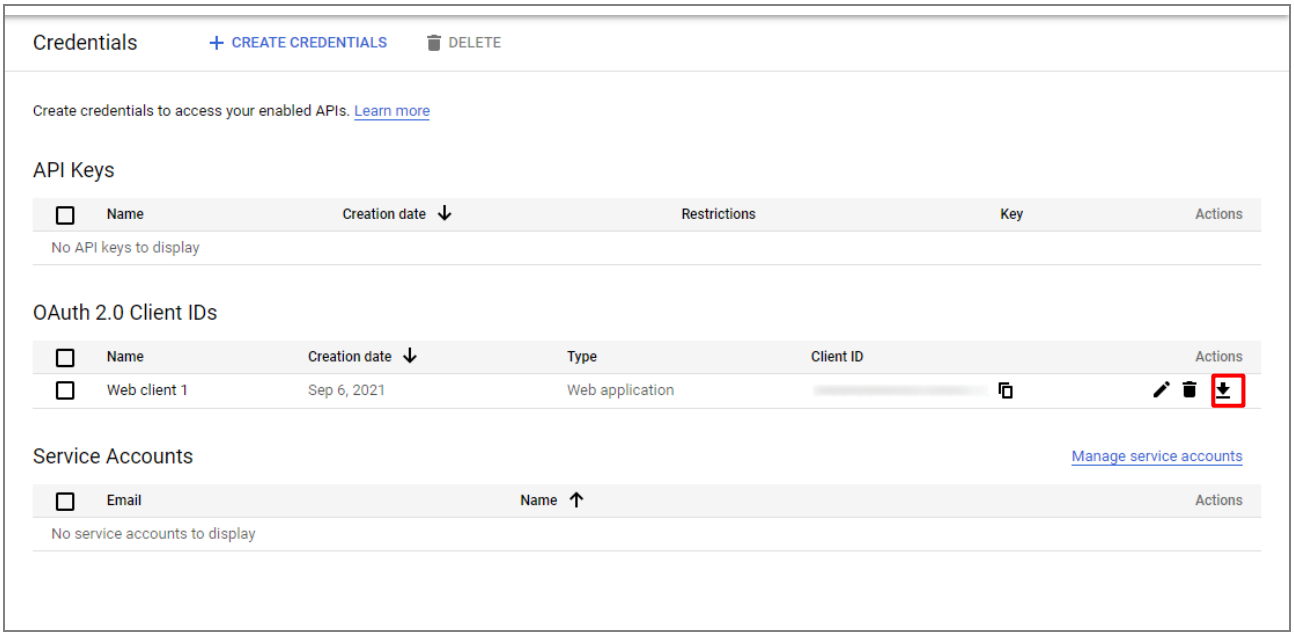
【32】Click [CREATE].



【33】 Click [OK].



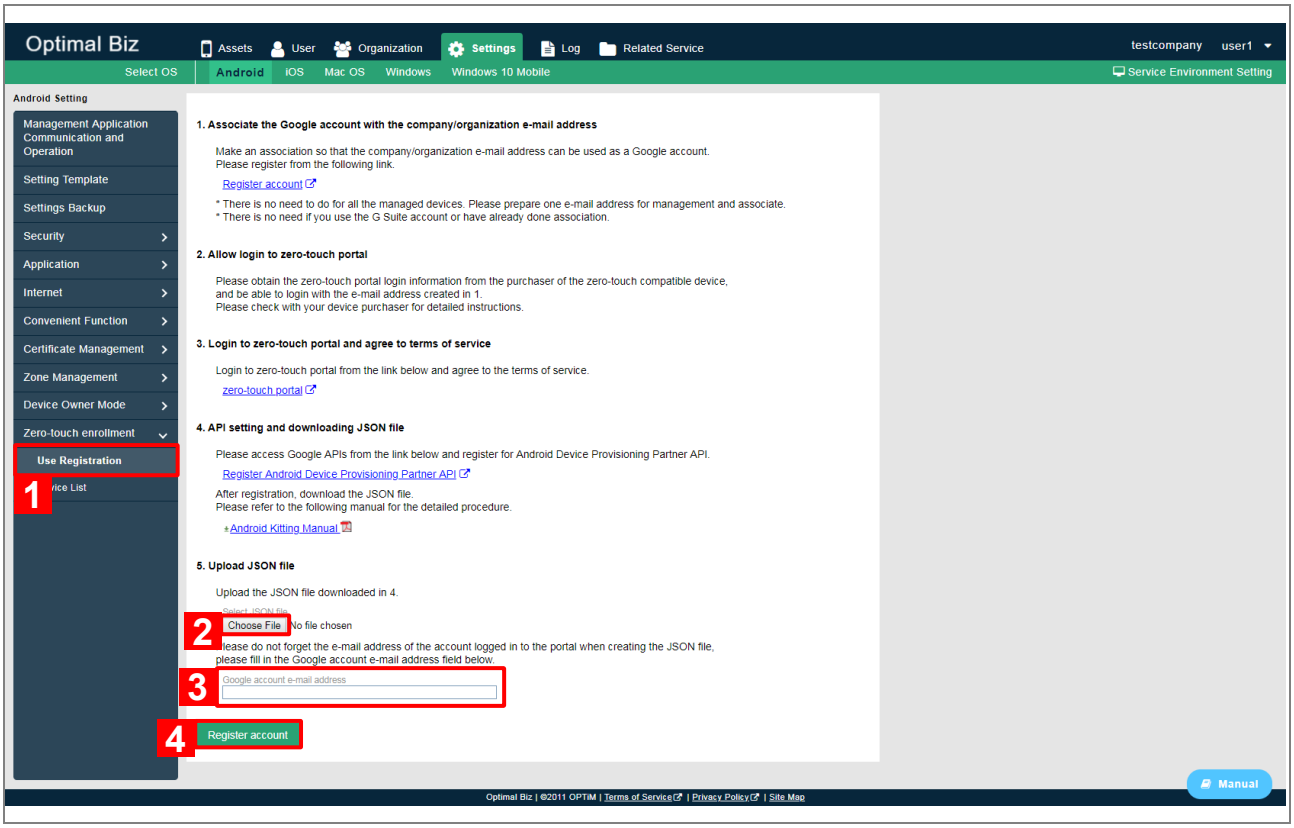
【34】 Click the download icon to download a JSON file.



6.3.5 Uploading a JSON file

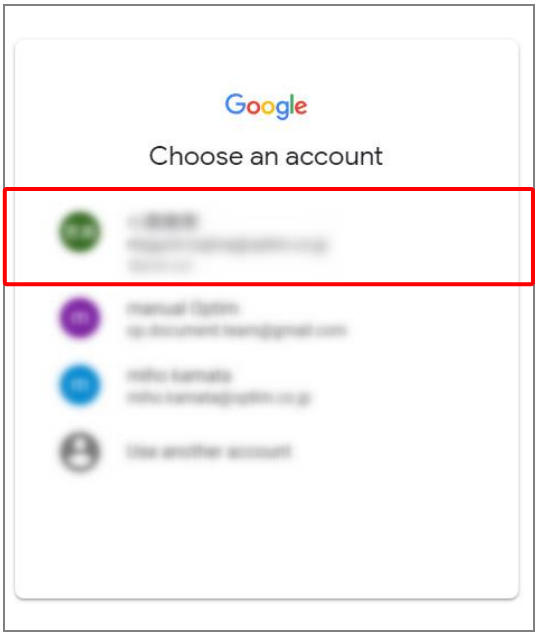
Upload the JSON file you downloaded with Google APIs to the management site and register device information.

【1】Click [Settings]→[Android]→[Zero-touch enrollment]→[Use Registration].
【2】Click [Choose File] and select the downloaded JSON file.
【3】Enter "Google account email address".
【4】Click [Register account].

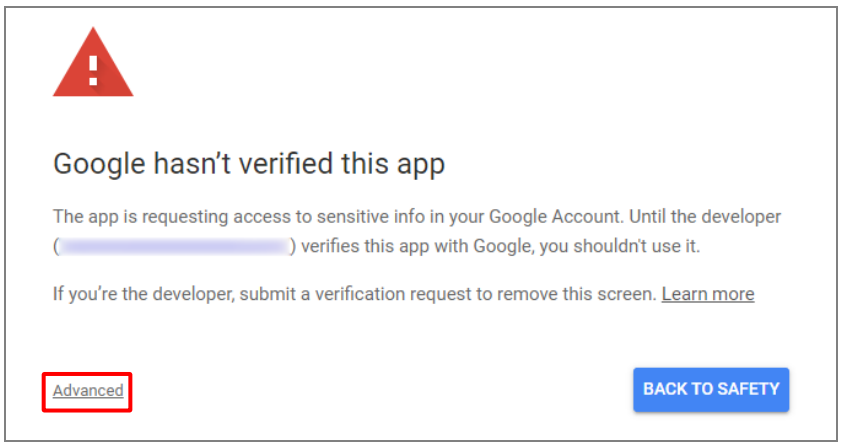


【5】Redirect to Google login screen.
Select the Google account you registered.

⇒Warning window will be displayed.

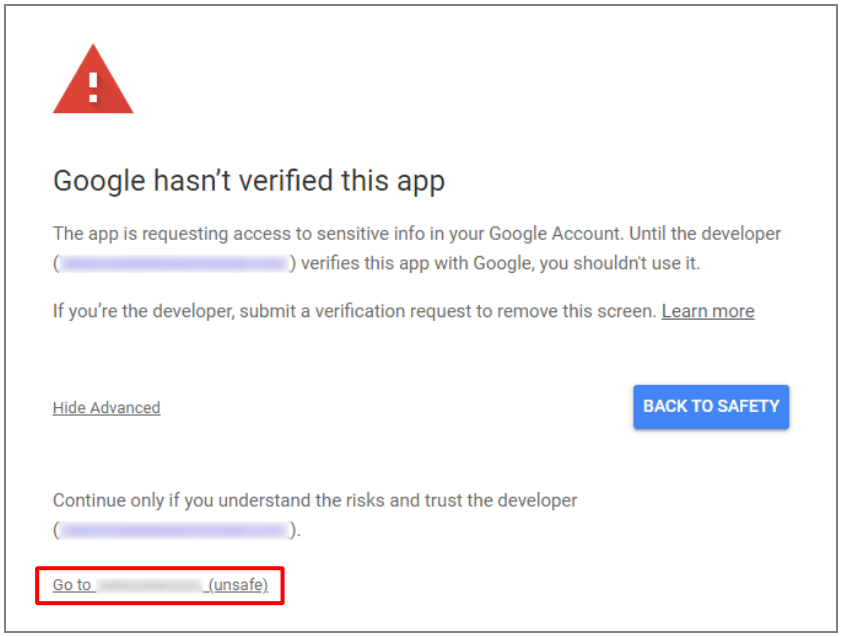


【6】Click [Advanced].

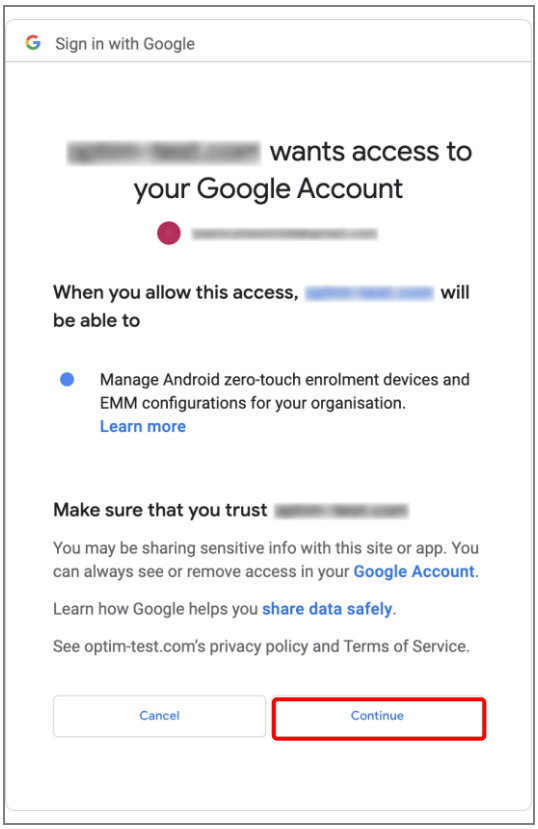


【7】Click [Go to domain (unsafe)].

If your Google account is "XXXXX@xxxxx.co.jp", "xxxxx.co.jp" is displayed for your domain.



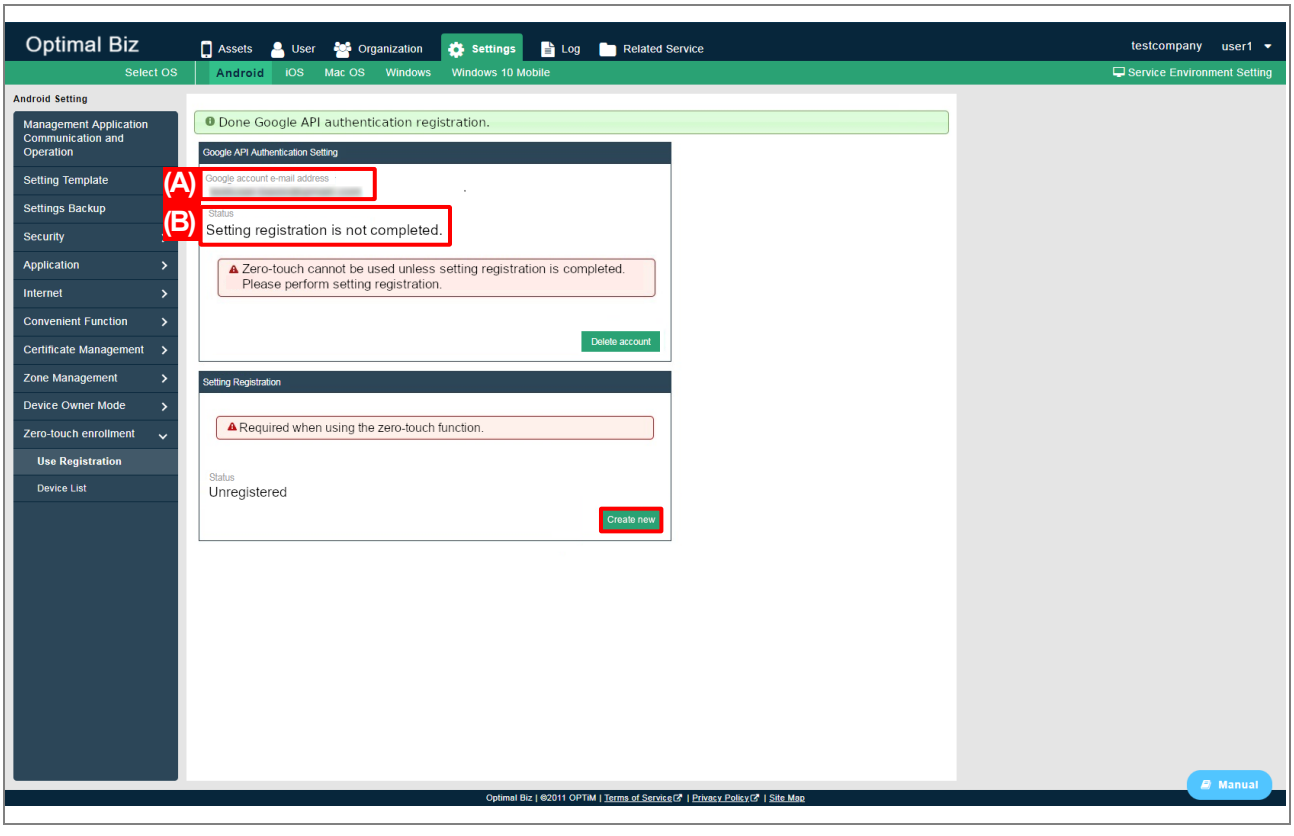
【8】Click [Continue].



【9】Perform setting registration. Click [Create new].

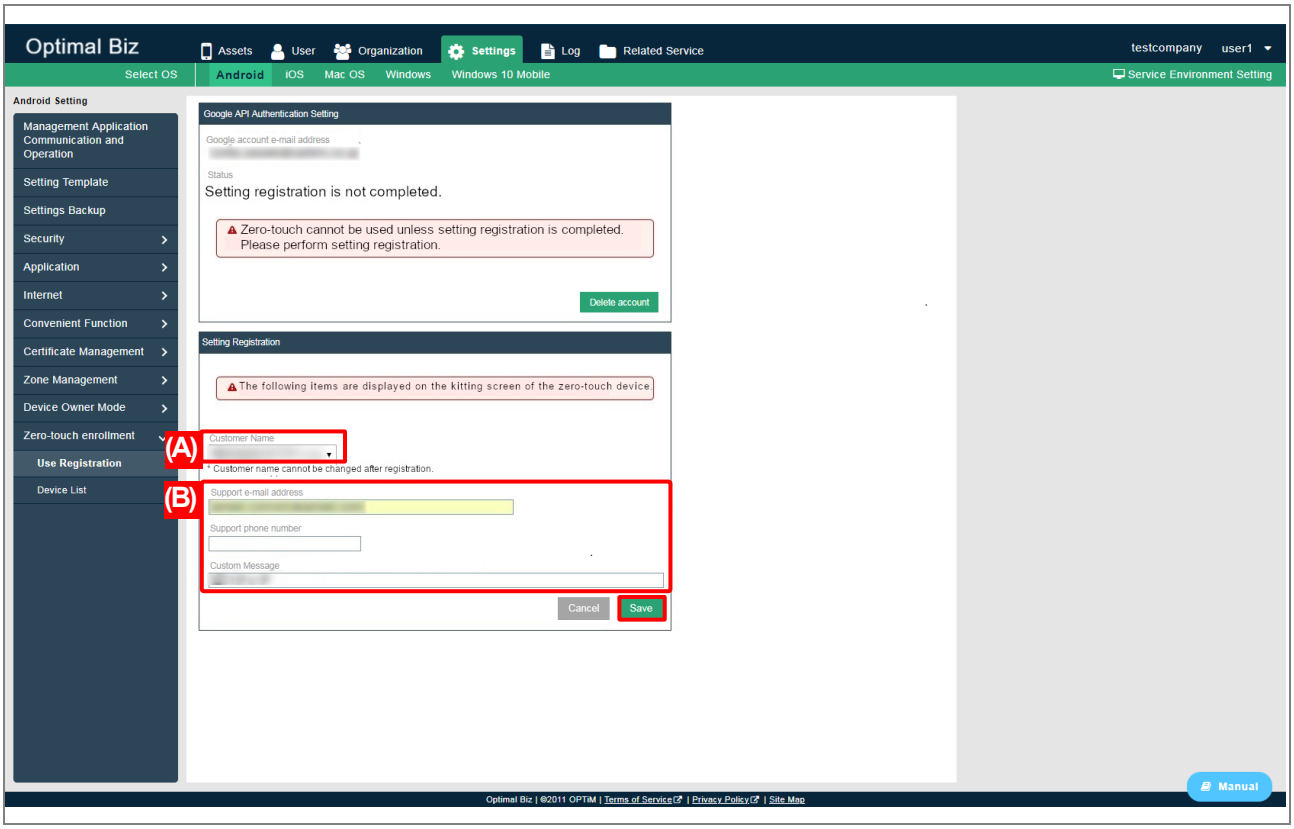
If you do not register settings, you cannot sync zero-touch devices. "Status" (B) displays "Setting registration is not completed".

"Google account email address" (A) displays the Google account you selected in step 【4】.



【10】Click [Save].

You cannot change "Customer Name" (A). "Support e-mail address", "Support phone number", and "Custom Message" (B) display the settings you entered during setting registration. Change them if necessary.

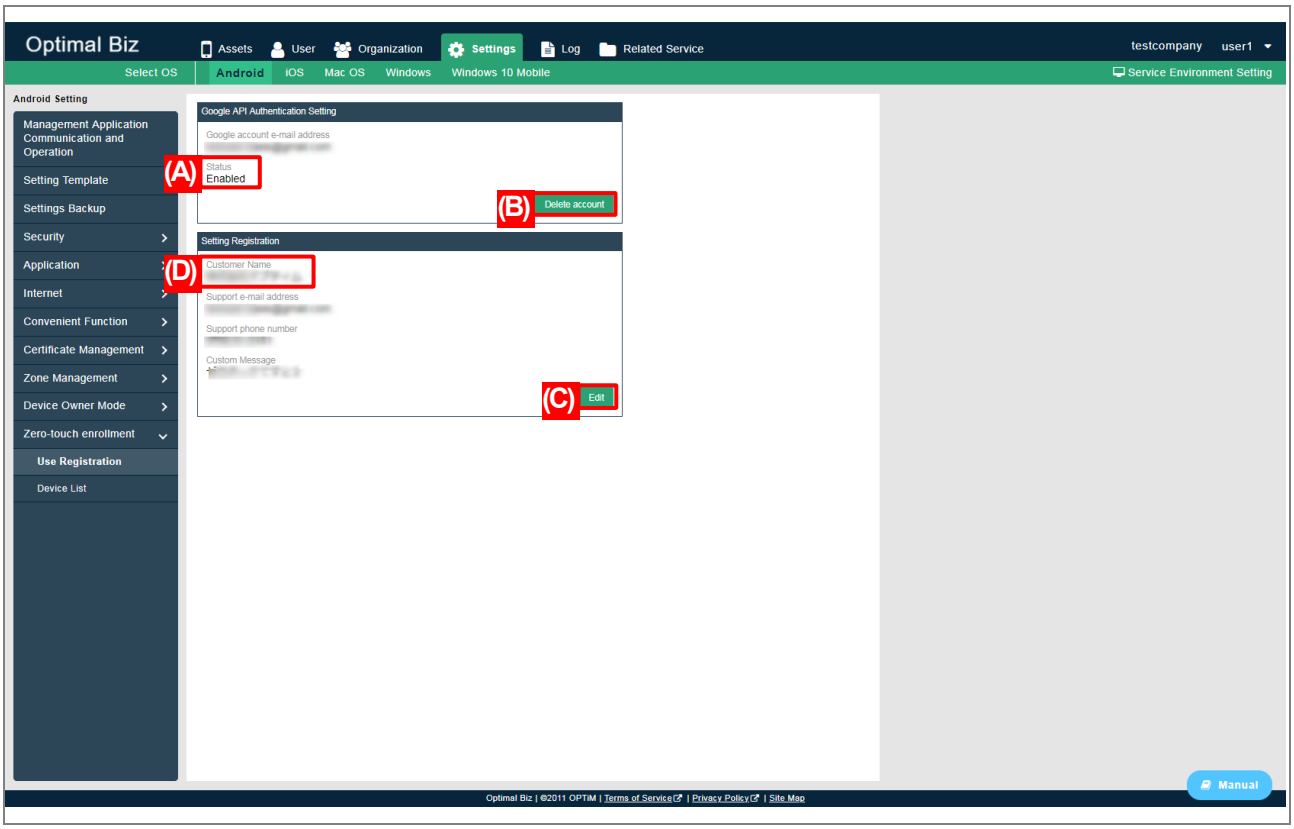


【11】After the setting registration, the use registration screen appears as shown below.

⇒The "Status" (A) shows "Enabled".

If you want to delete your account, click [Delete account] (B).

The settings you entered during setting registration are displayed. If you want to change the settings, click [Edit] (C). You cannot change "Customer Name" (D).

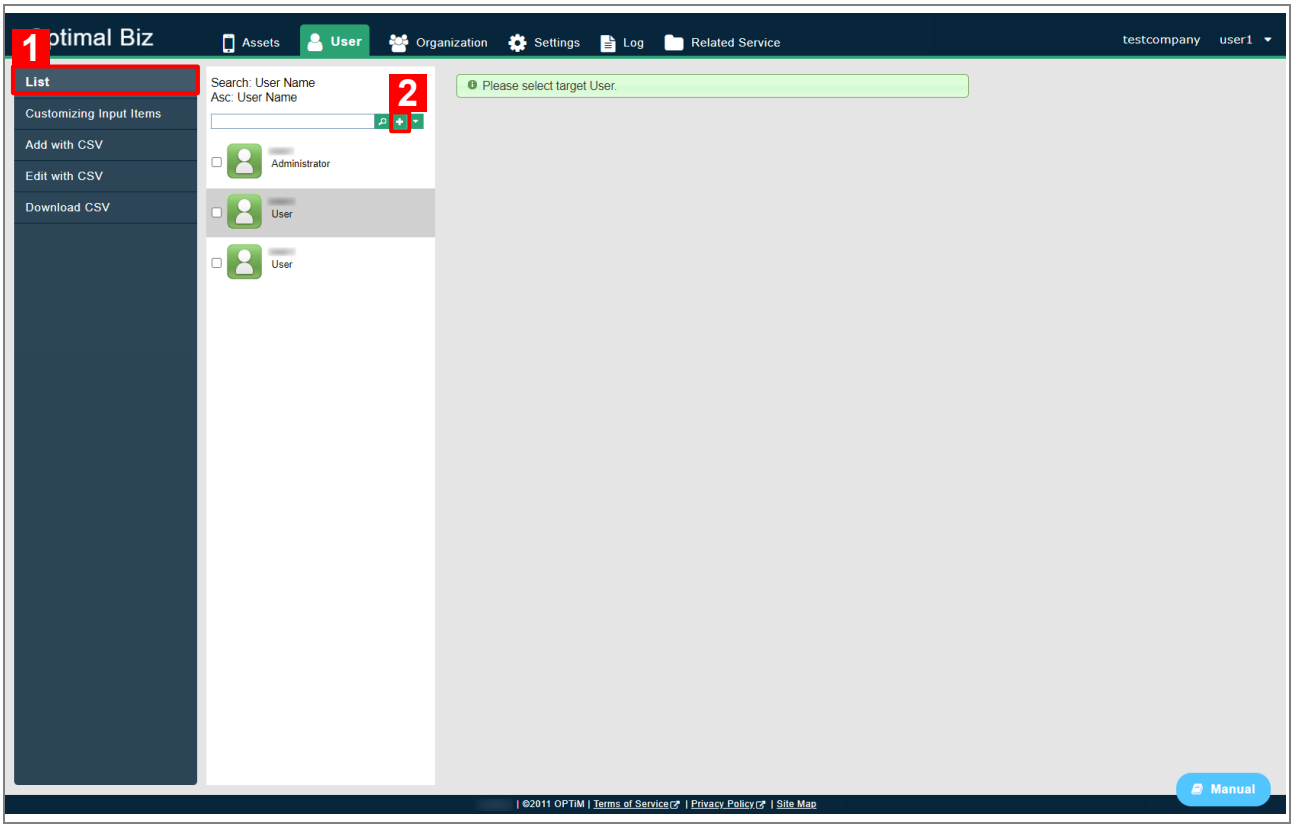


6.4 Creating a user

Follow the steps below to create a user.

【1】Click [User]→[List].

【2】Click ＋.



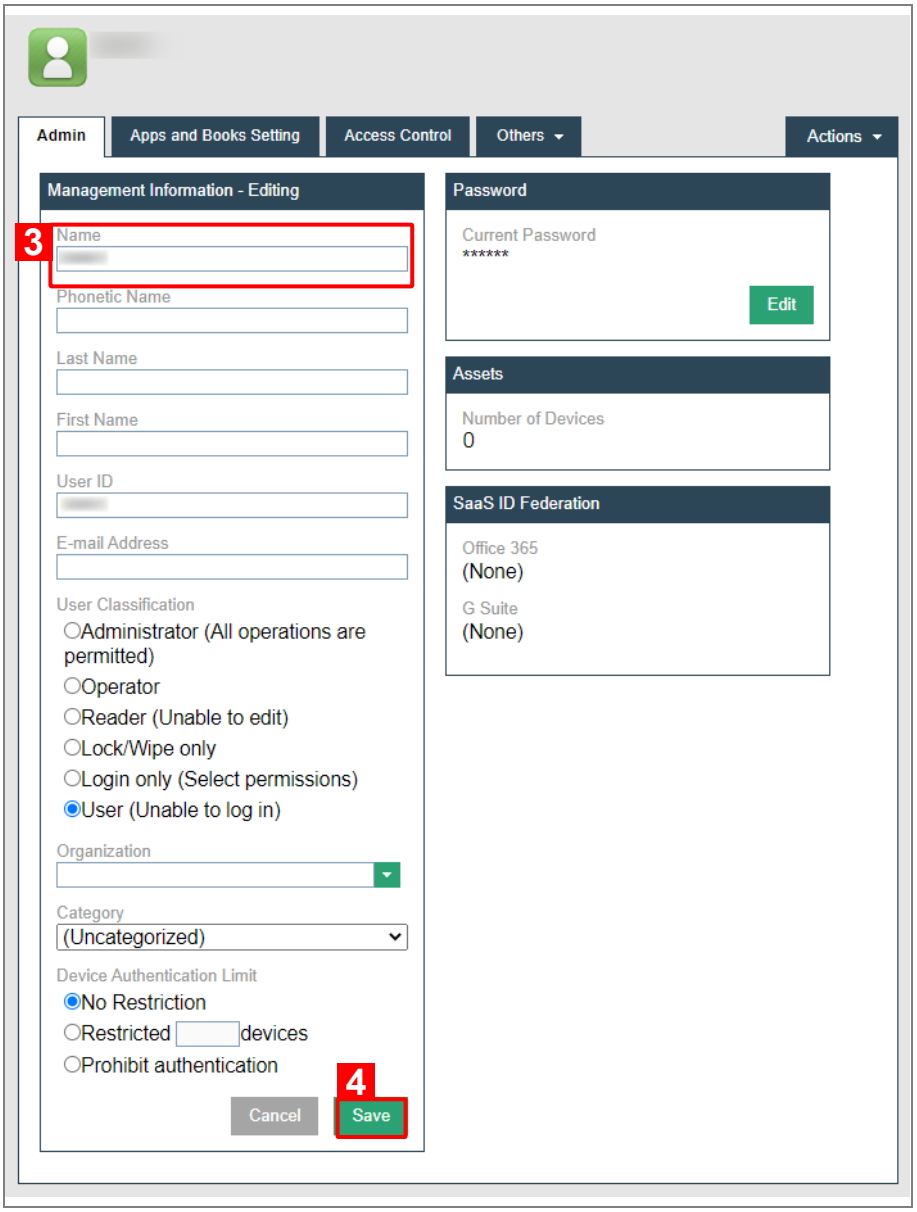
【3】Enter an arbitrary name in "Name".

For details of other input and setting items, refer to the following.

"User" - "List" - "Create a user" in <Management Site Reference Manual>

【4】Click [Save].

⇒A user will be created.



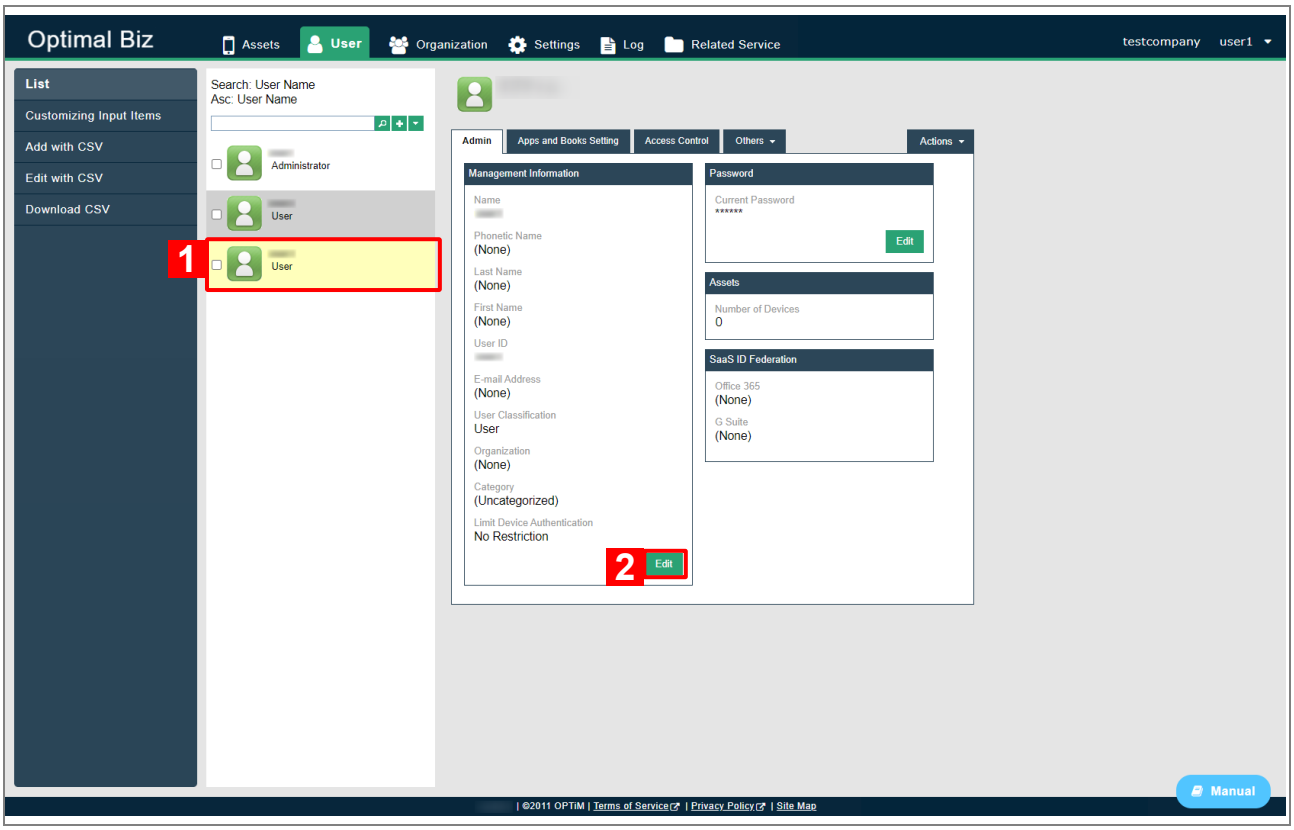
6.4.1 Registering a Google Workspace (formerly G Suite) account to an existing user

To register a Google Workspace (formerly G Suite) account to an existing user, carry out the steps below.

If you have not registered a Google Workspace (formerly G Suite) account, license authentication during kitting will fail.

【1】 Go to [User]→[List], and select a target user from the list.

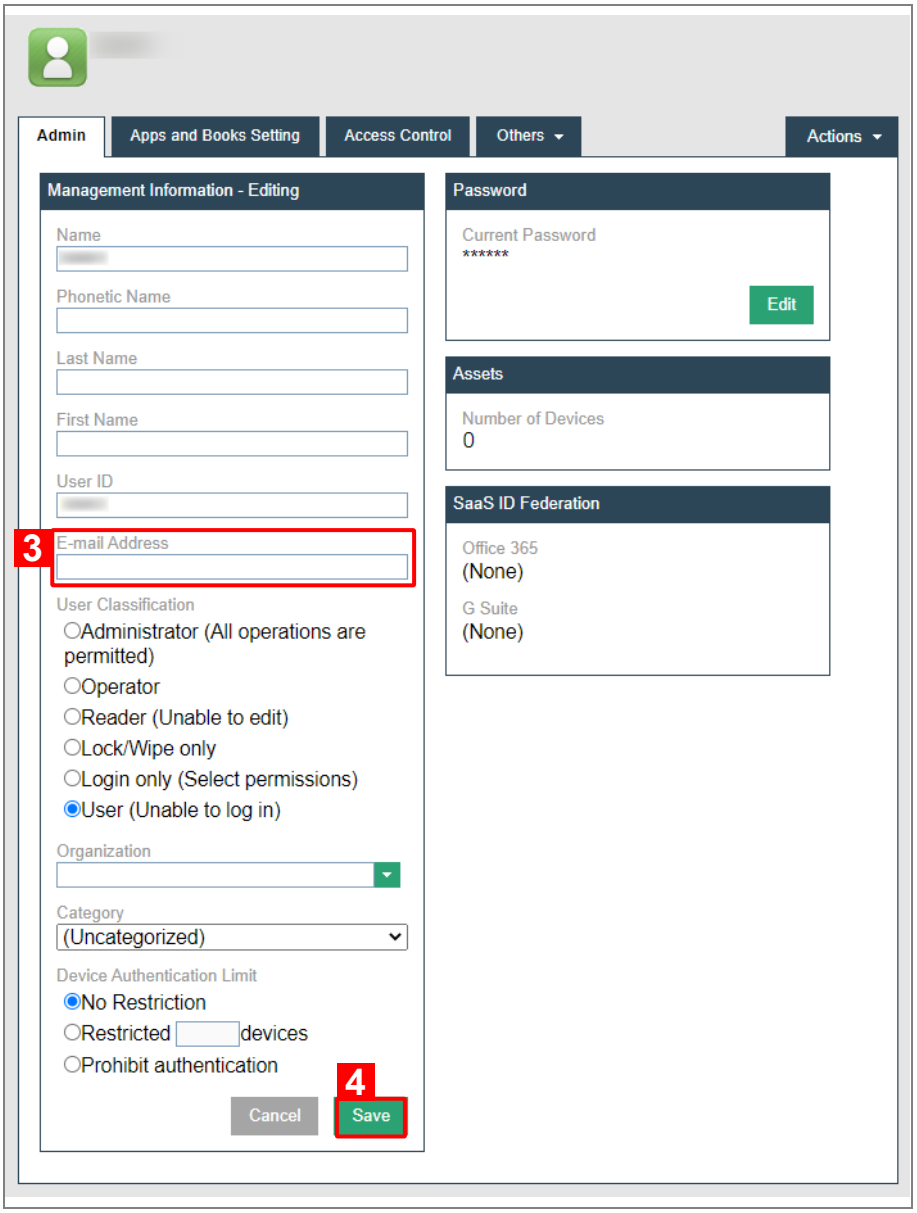
【2】 Click [Edit].



【3】Enter your Google Workspace (formerly G Suite) account in "E-mail Address".

【4】Click [Save].

⇒The e-mail address will be registered to the user.



6.5 Performing kitting with zero-touch enrollment (using a Google Workspace (formerly G Suite) account)

Follow the steps below to perform kitting for your device by means of zero-touch registration.

Note that the operation is different between Android versions earlier than 10 and versions 10 or later. Depending on the Android version of your device, choose one of the following methods.

●**For less** than Android 10

●**For Android** 10 or later

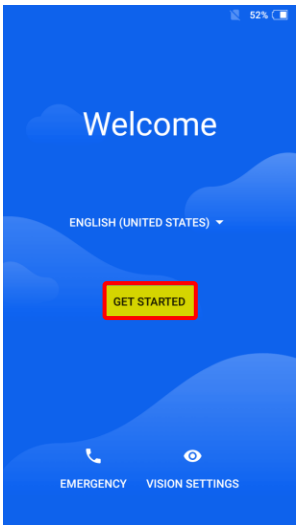
When you are kitting Android 10 or later, kitting operation may not be able to complete if you have set Google Play Developer Services (com.google.android.gms) on the management site's "Application prohibition" blacklist and "Non-display application". Refer to the following to clear the setting in advance and then conduct kitting.

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

"Settings – Android" - "Device Owner Mode" - "Non-display application" in <Management Site Reference Manual>

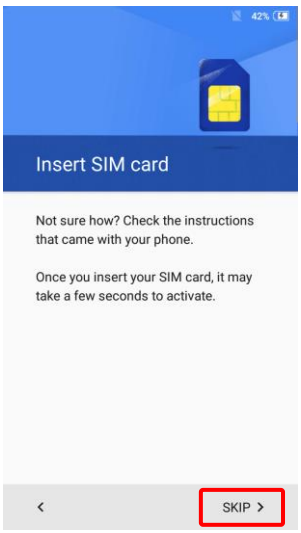
6.5.1 For less than Android 10

【1】 Tap [GET STARTED].

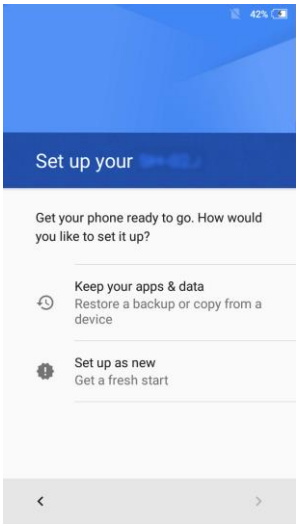


【2】 Tap [SKIP].

If a SIM card is already inserted, this screen does not appear.



【3】 Tap [Set up as new].

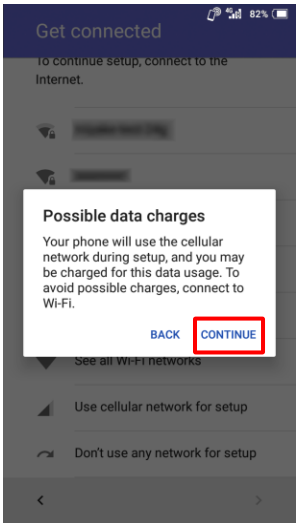


【4】 Tap [Use cellular network for setup] or tap a Wi-Fi SSID to connect to Wi-Fi.

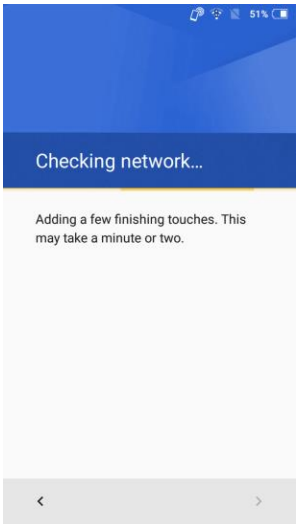
<<If you do not have a SIM>>
[Use cellular network for setup] will not be displayed, so connect to Wi-Fi.

<<If you use a cellular network>>
When a pop-up appears as shown on the screen on the right, tap [CONTINUE].

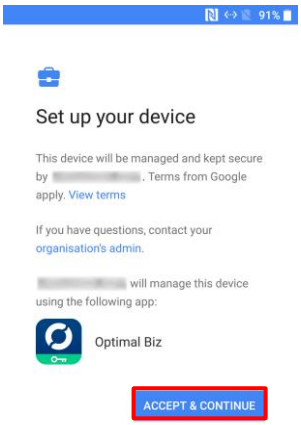
<<If you use a Wi-Fi connection>>
Continue with the next step.



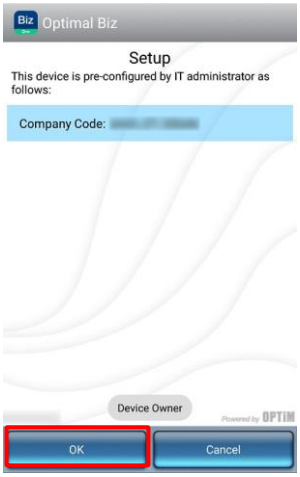
【5】Network connection starts.



【6】Tap [ACCEPT & CONTINUE].

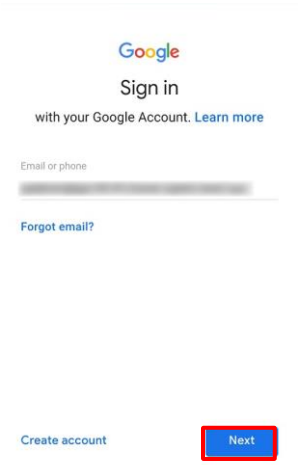


【7】Tap [OK].



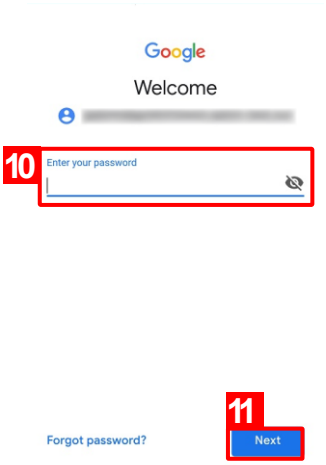
【8】 **Tap [OK].**

【9】 **Tap [Next].**

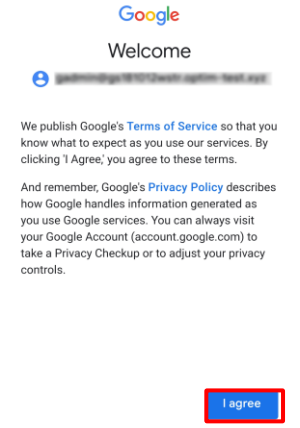


【10】 **Enter the password.**

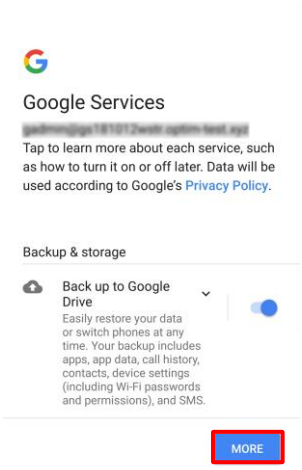
【11】 **Tap [Next].**



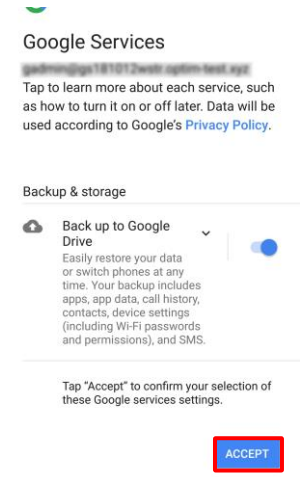
【12】 **Tap [I agree].**



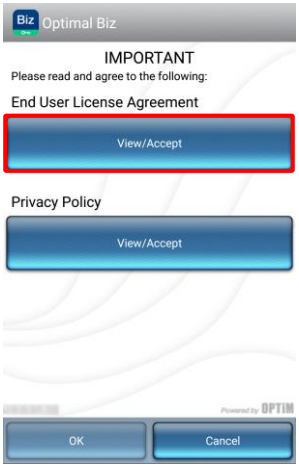
【13】Tap [MORE].



【14】Tap [ACCEPT].

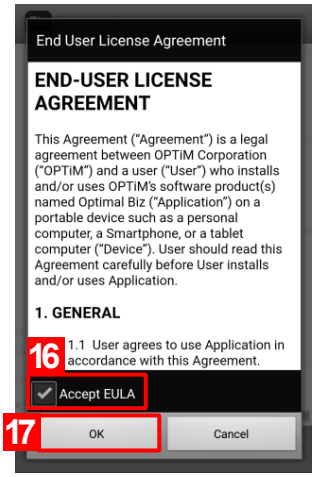


【15】Tap [View/Accept] for the End User License Agreement.

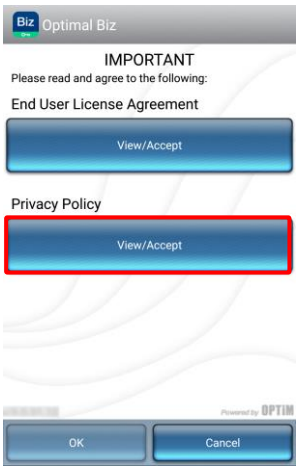


【16】Check "Accept EULA".

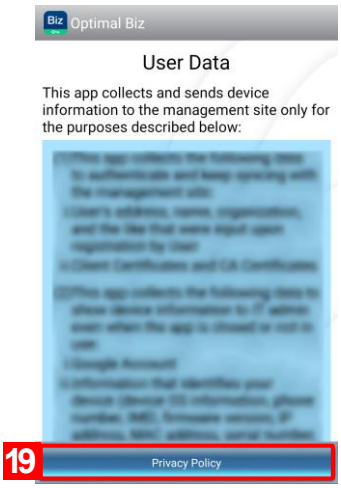
【17】Tap [OK].



【18】Tap [View/Accept] for the Privacy Policy.



【19】Read the user data policy, and tap [Privacy Policy].



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

【21】Tap [OK].

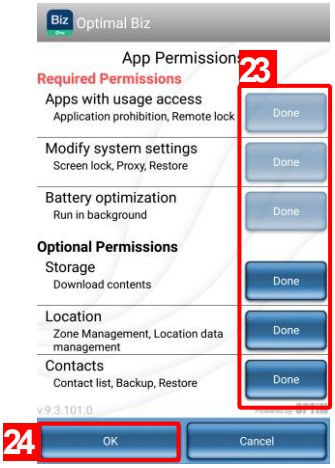
【22】**Tap [OK].**

You cannot tap [OK] unless you agree to both the EULA and privacy policy.

【23】**A screen that requests permission appears. Follow the on-screen instructions to set things up.**

【24】**Tap [OK].**

⇒The license authentication screen appears. Continue with the license authentication.

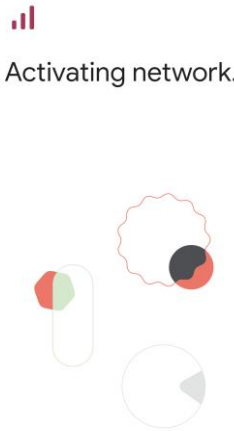


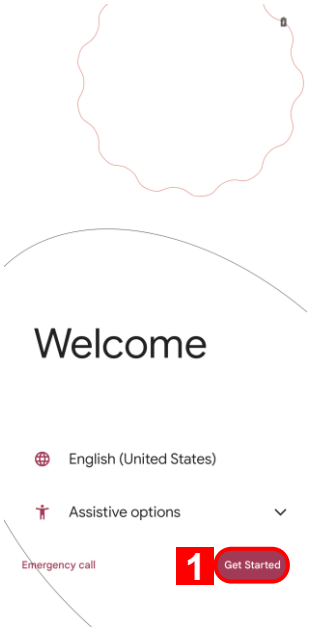
6.5.2 For Android 10 or later

【1】Tap [Get Started].

≪If you are inserting SIM≫

The following screen is displayed.



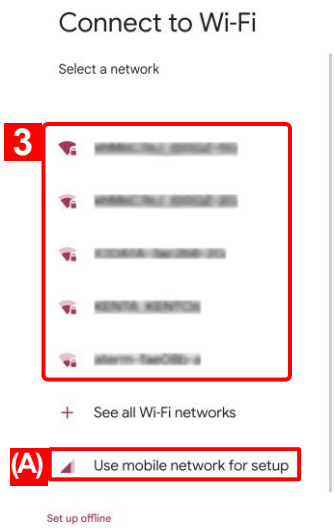


【2】Tap [Skip].

≪If using a mobile network≫

Insert a SIM if it is not already inserted.

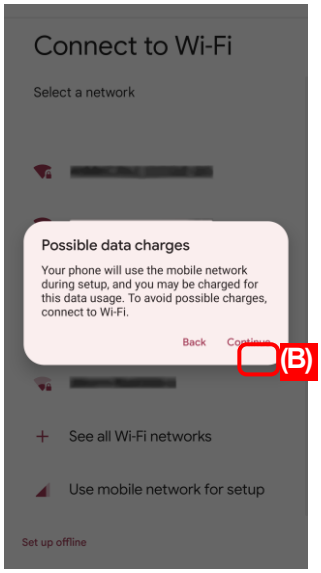
【3】Tap a Wi-Fi SSID to connect to Wi-Fi.



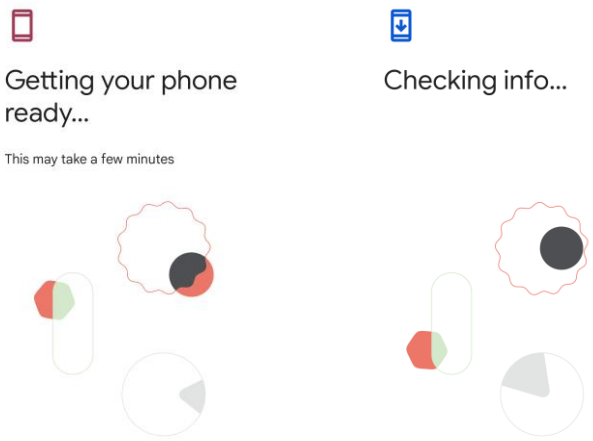
≪If using a mobile network≫

Tap [Use mobile network for setup] (A).

Tap [Continue] (B) when a following pop-up is displayed.

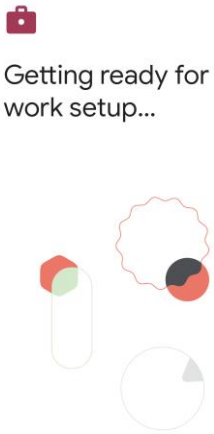


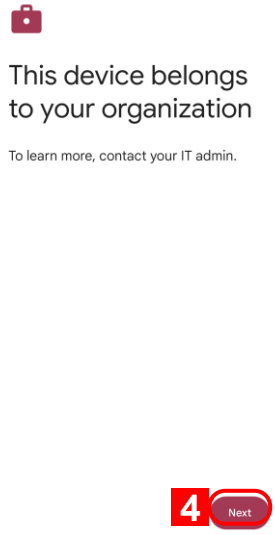
⇒The network connection starts and checking information.



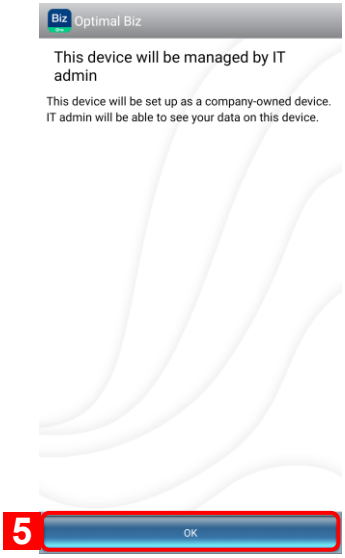
【4】 Tap [Next].

⇒Getting ready for work setup.



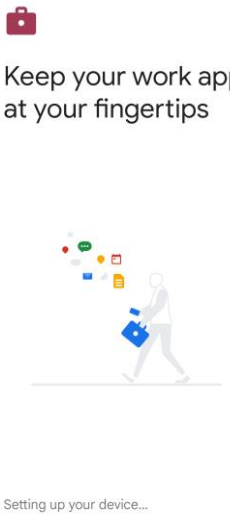


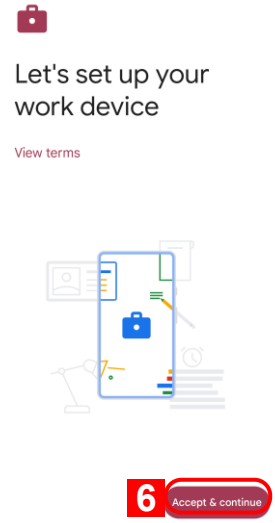
【5】 Tap [OK].



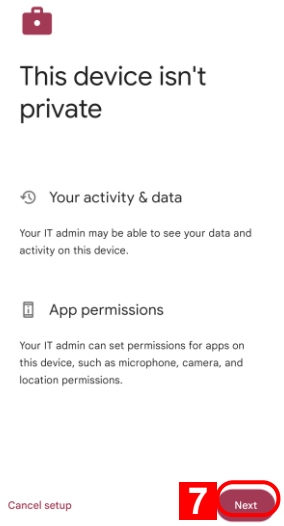
【6】 Tap [Accept & Conetinue].

⇒Setting up in the device.



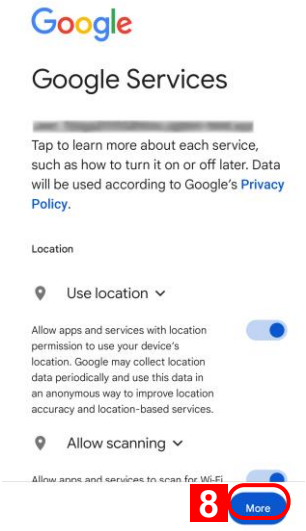


【7】 Tap [Next].

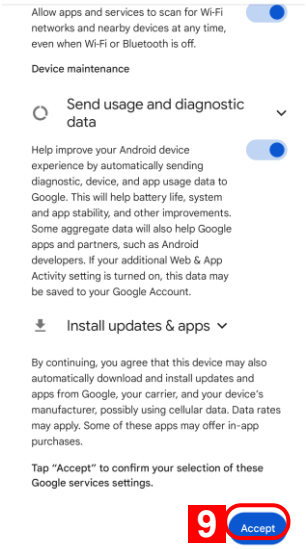


【8】 Tap [More].

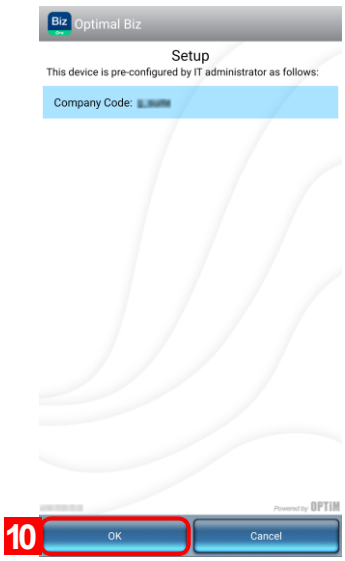
[More] is displayed several times on some devices. Tap [More] until [Accept] is displayed.



【9】 Tap [Accept].

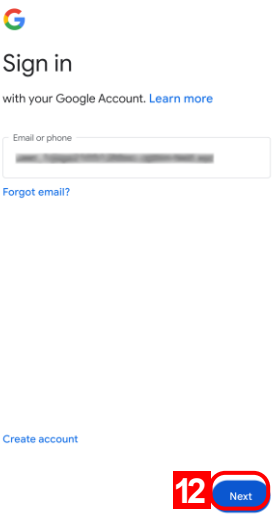


【10】**Tap [OK].**



【11】**Tap [OK].**

【12】**Tap [Next].**



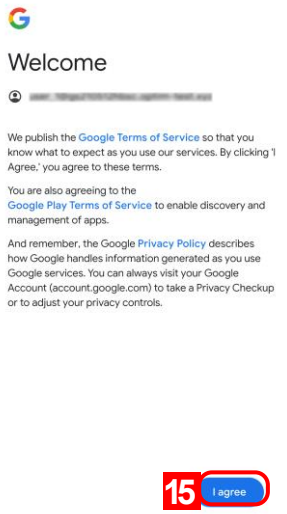
【13】Enter "Password".

【14】Tap [Next].

【15】Tap [I agree].

<<For Android 12>>

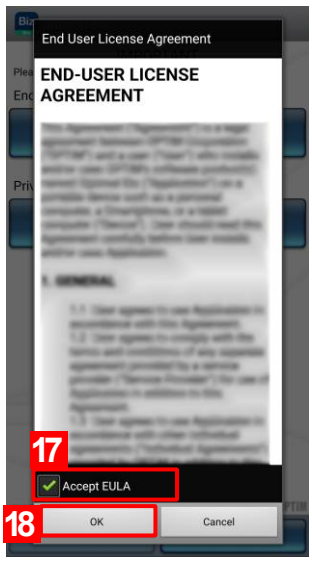
When you tap [I agree], the following dialog is displayed. Tap [OK] (A).



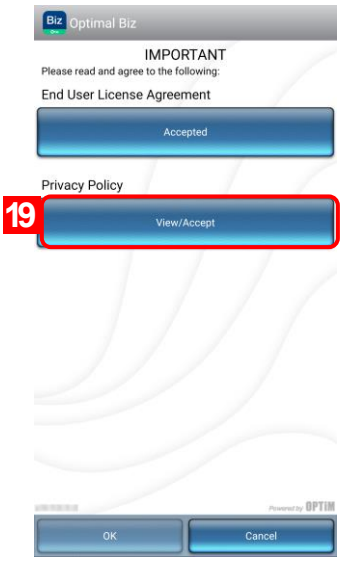
【16】Tap [View/Accept] for the End User License Agreement.

【17】**Check "Accept EULA".**

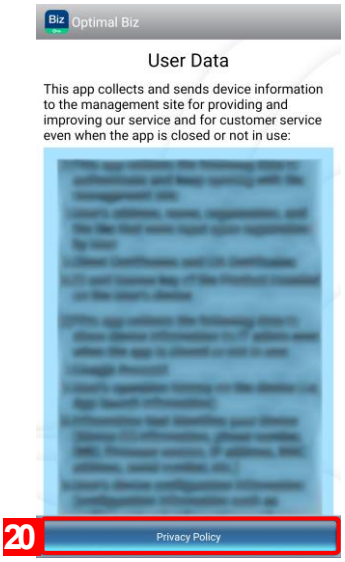
【18】**Tap [OK].**



【19】**Tap [View/Accept] for the Privacy Policy.**

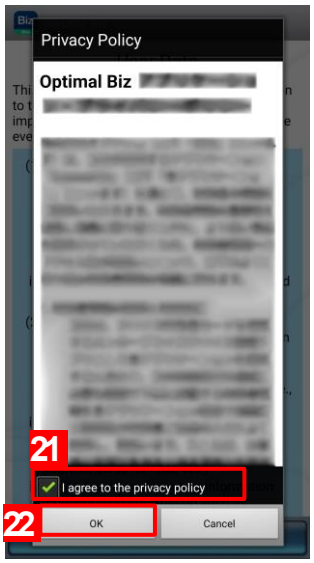


【20】**Read the user data policy, and tap [Privacy Policy].**

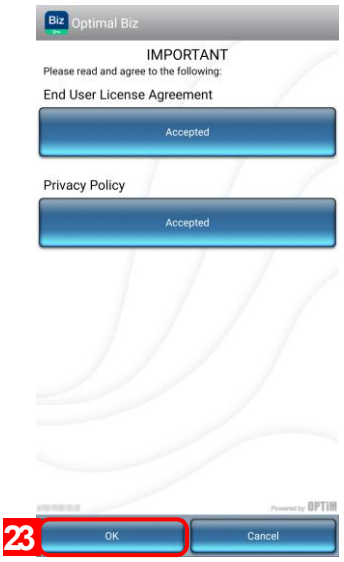


【21】**Check "I agree to the privacy policy".**

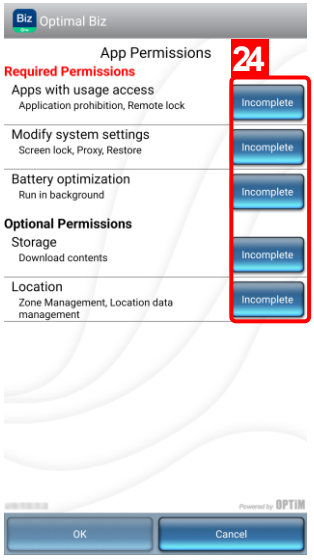
【22】**Tap [OK].**



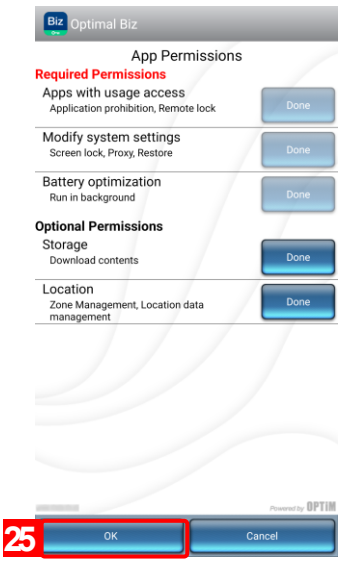
【23】**Tap [OK].**



【24】**A screen that requests permission appears. Follow the on-screen instructions to set things up.**



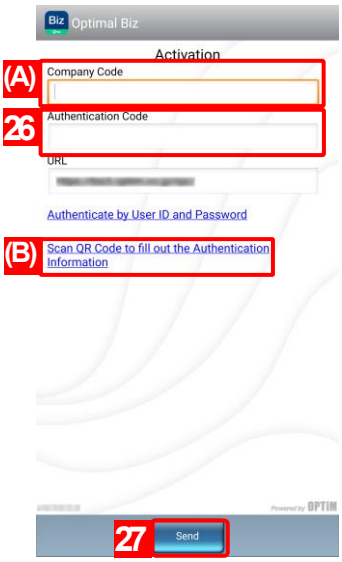
【25】Tap [OK].



【26】Enter an "Authentication Code".

- Contact your administrator for your authentication code.
- "Company Code" (A) will be entered automatically.
- If you tap [Scan QR Code to fill out the Authentication information] (B) 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.

【27】Tap [Send].

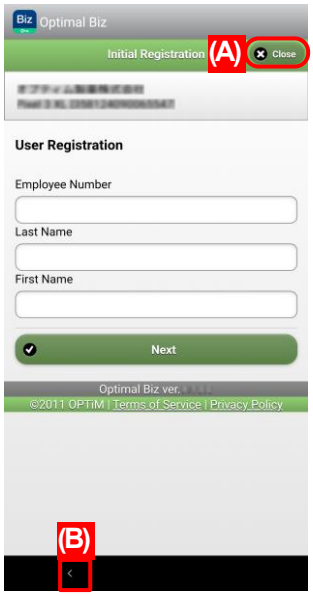


【28】 The license authentication completion screen appears. Tap [OK].

≪When portal settings are set to be displayed on Management Site≫

After you tap [OK], initial registration screen appears.
Enter items as necessary.

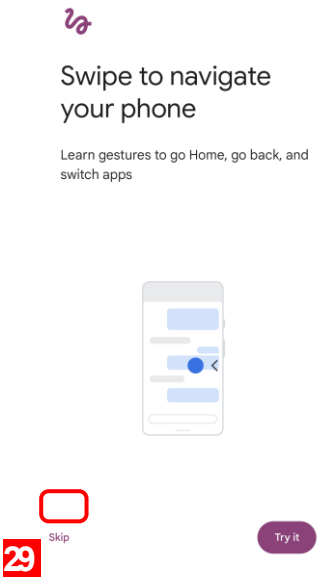
- The user will link to the device if the initial registration has been made.
- If you do not need to register, you can either tap [Close] (A) or (B) the back button on the device to close the screen.
- If the user is already linked to the device, a message will appear and say that the user has been linked. Close the screen.



【29】Tap [Skip].

⇒Kitting is complete.
License authentication is also complete. Proceed to "Syncing with the zero-touch registration server".

☞"Syncing with the zero-touch registration server" Page 189



6.6 Performing license authentication

After kitting is complete, perform license authentication with your User ID or company code / authentication code.

If you are using Android Enterprise, after you perform license authentication with the user ID registered from the management site, it will be integrated with Android Enterprise.
If you have not registered your user ID, the user ID can be integrated with Android Enterprise by performing a license authentication with a company code / authentication code, registering the user ID from the management site, and linking it with your device.

Android 10 or later are license authenticated by kitting, so this operation is not necessary. Proceed to the next operation.

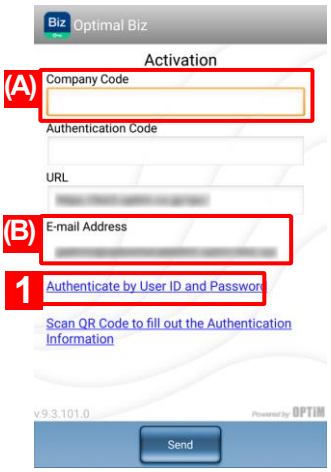
" Syncing with the zero-touch registration server" Page 189

6.6.1 Authenticating by a user ID

【1】 Tap [Authenticate with User ID and Password].

"Company Code" (A) will be entered automatically.

Your Google Workspace (formerly G Suite) account will appear as "Email Address" (B).



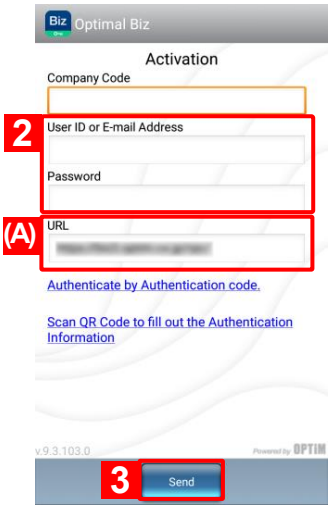
【2】 Enter "User ID or Email Address" and "Password".

If a user has been assigned to the device, "User ID or email address" will be entered automatically.

Contact your administrator for your user ID and password.

You do not have to change the URL (A).

【3】 Tap [Send].



【4】 The license authentication completion screen appears. Tap [OK].

【5】 The agent menu screen appears.

After license authentication, users cannot interact with the agent screen until the initial synchronization is complete at the management site.

6.6.2 Authenticating by a company code / authentication code

After license authentication is complete, allocate a user to the device on the management site.

"Asset" - "List" - "Asset management information" in <Management Site Reference Manual>

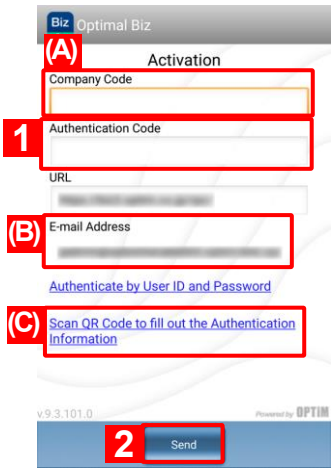
【1】 Enter an "Authentication Code".

Contact your administrator for your authentication code.

"Company Code" (A) will be entered automatically.

Your Google Workspace (formerly G Suite) account will appear as "Email Address" (B).

If you tap [Scan QR Code to fill out the Authentication information] (C) 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.



【2】 Tap [Send].

【3】 The license authentication completion screen appears. Tap [OK].

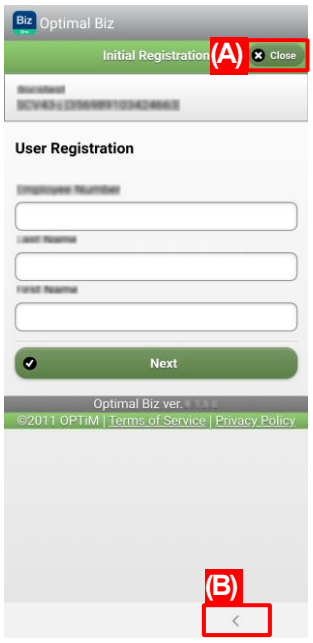
≪When portal settings are set to be displayed on Management Site≫

After you tap [OK], initial registration screen appears.
Enter items as necessary.

The user will link to the device if the initial registration has been made.

If you do not need to register, you can either tap [Close] (A) or (B) the back button on the device to close the screen.

If the user is already linked to the device, a message will appear and say that the user has been linked. Close the screen.



【4】 The agent menu screen appears.

After license authentication, users cannot interact with the agent screen until the initial synchronization is complete at the management site.

6.7 Syncing with the zero-touch registration server

Follow the steps below to sync with the zero-touch registration server and display device information on the management site.

If each function setting has been registered, the function will be allocated to the device at the same time as kitting. To perform settings for functions, refer to the following.

"Settings - Android" in <Management Site Reference Manual>

【1】 Click [Settings]→[Android]→[Zero-touch enrollment]→[Device List].

【2】 Click [Sync with the zero-touch enrollment server].

The zero-touch devices displayed in the zero-touch device list are displayed as devices waiting for license authentication in the device list of Device List.

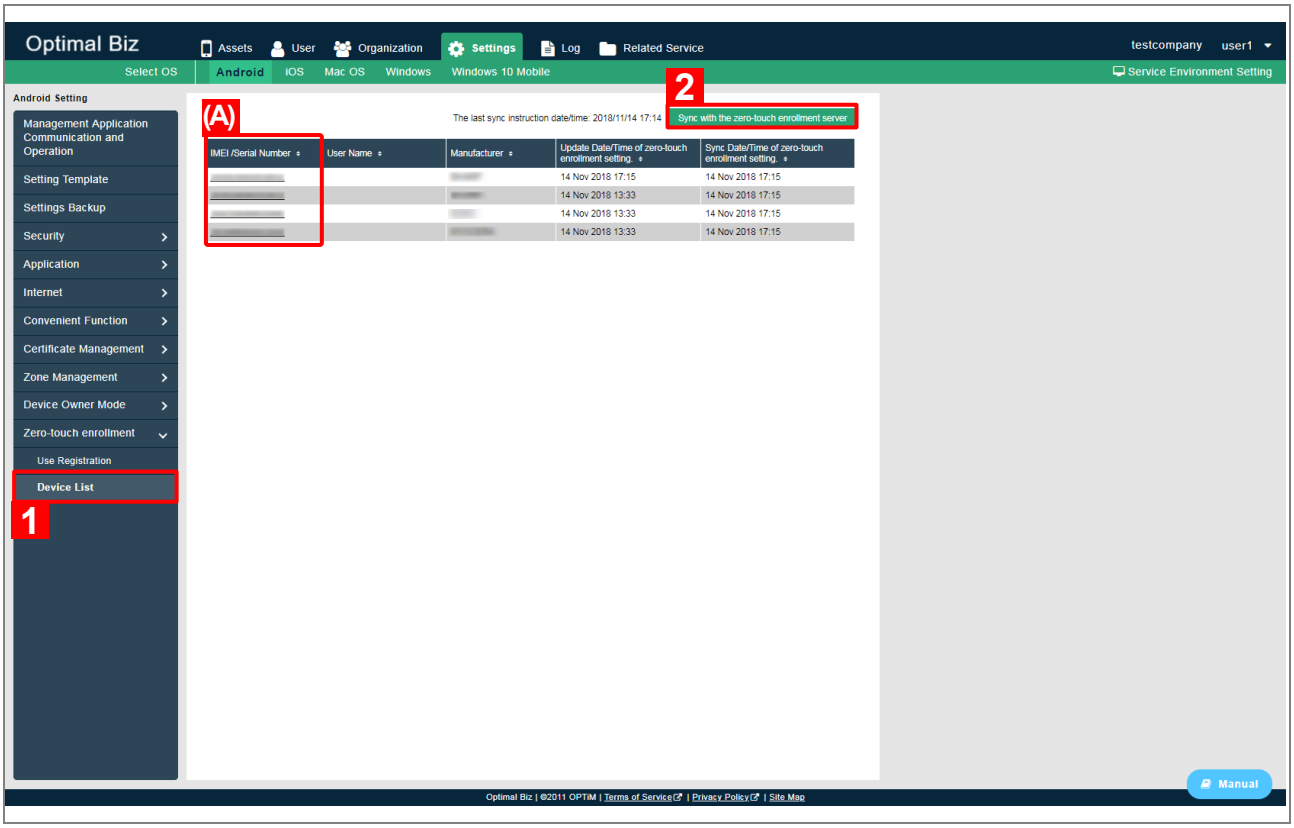
"Asset" "List"-"Asset list" in -<Management Site Reference Manual>

Devices cannot be deleted from the zero-touch device list. Delete them from the device list of the device screen. If you delete a device from the device list of the device screen, it is also deleted from the zero-touch device list.

"Asset" - "List" - "Deleting asset individually" in <Management Site Reference Manual>

Do not create a new zero-touch device from the device screen.

Clicking [IMEI/Serial Number] (A) displays the device list of the device screen.



7 Other kitting methods

Perform kitting for your device using a QR code or NFC.

The kitting method will vary depending on the device and account you use. Choose an appropriate kitting method.

This chapter describes the following items.

Item	Page
Performing kitting using a QR code	191
Performing kitting using NFC	206
Performing license authentication	212

Attention

- To execute kitting, you must factory reset the device (initial setup screen).
- If you are using Android Enterprise, you must first register your Google account on the management site. For details, refer to the following.

"Integrating Android Enterprise with a Google account Google" Page 11

- Kitting can be performed on Android 6.0 or later. However, some devices do not support it. For details, refer to the following.

<Android Support Device List>

Performance is guaranteed only for Android 9 or later.

- If you are switching from a legacy agent, factory reset the device and then perform kitting.

Reference

- By setting up the "Application Distribution" function of Android Enterprise on the management site in advance, apps can be distributed to your device at the same time as license authentication after kitting is complete. For details of app distribution, refer to the following.

"Android Enterprise App distribution" in <Android Enterprise Manual>

7.1 Performing kitting using a QR code

You can perform kitting by scanning a QR code.

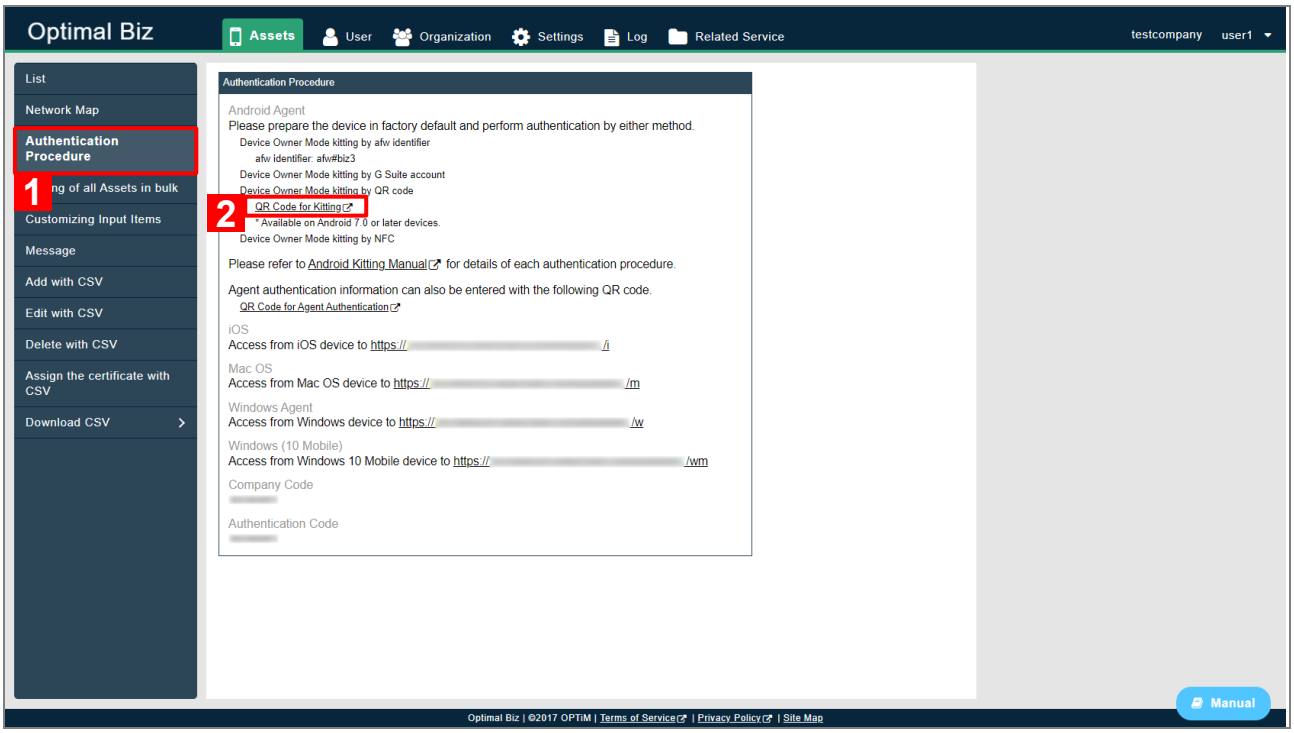
7.1.1 Displaying a QR code

【1】 Click [Assets]→[Authentication Procedure].

【2】 Click [QR Code for Kitting].

⇒Clicking it will display a QR code for Device Owner Mode kitting.
Scan the displayed QR code into your device as described in step 【6】 of Scanning a QR code into your device.

If the agent version is updated, the QR code changes. Check the management site for the latest QR code.



7.1.2 Scanning a QR code into your device

Configure settings from the factory reset status (initial setup screen).

Note that the operation is different between Android versions earlier than 10 and versions 10 or later. Depending on the Android version of your device, choose one of the following methods.

●**For less** than Android 10

●**For Android** 10 or later

When you are kitting Android 10 or later, kitting operation may not be able to complete if you have set Google Play Developer Services (com.google.android.gms) on the management site's "Application prohibition" blacklist and "Non-display application". Refer to the following to clear the setting in advance and then conduct kitting.

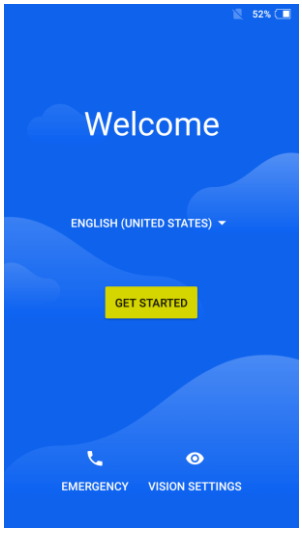
"Settings – Android" - "Application" - "Application prohibition" in <Management Site Reference Manual>

"Settings – Android" - "Device Owner Mode" - "Non-display application" in <Management Site Reference Manual>

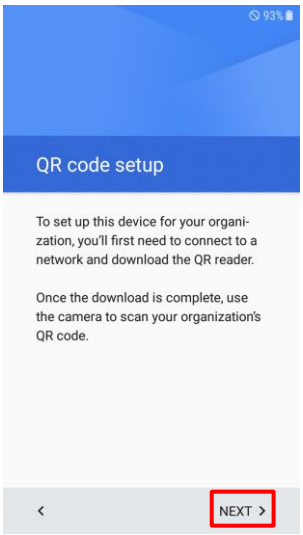
7.1.2.1 For less than Android 10

【1】Tap the initial setup screen six times.

Avoid links such as [GET STARTED] or "Emergency" and tap anywhere on the background six times.



【2】Tap [NEXT].

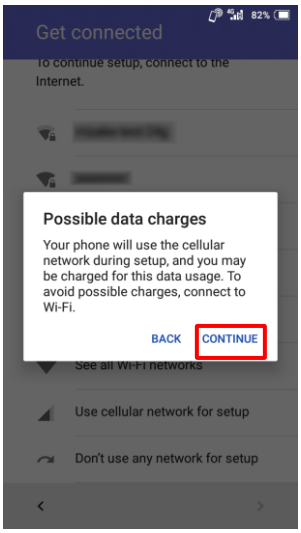


【3】 Tap [Use cellular network for setup] or tap a Wi-Fi SSID to connect to Wi-Fi.

A cellular network may not be available.

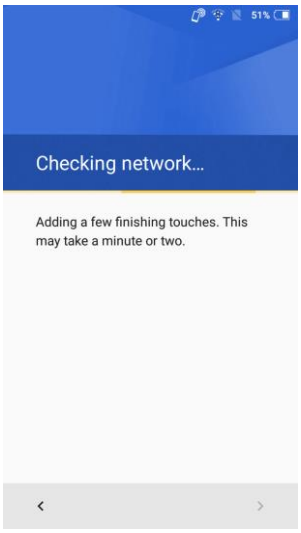
<<If you do not have a SIM>>
[Use cellular network for setup] will not be displayed, so connect to Wi-Fi.

<<If you use a cellular network>>
When a pop-up appears as shown on the screen on the right, tap [CONTINUE].

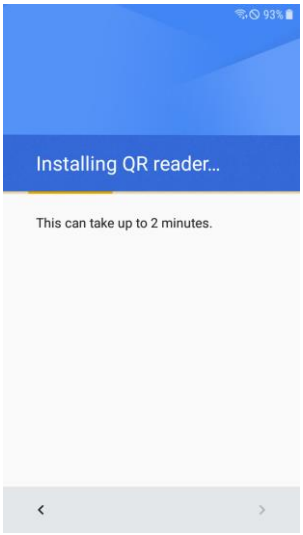


<<If you use a Wi-Fi connection>>
Continue with the next step.

【4】 Network connection starts.



【5】The QR reader will be installed.



【6】Tap [ACCEPT].

【7】The camera starts up. Scan the QR code for Device Owner Mode kitting displayed on the management site.

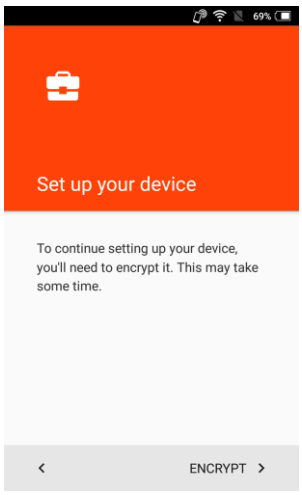
For details, refer to the following.

" Displaying a QR code" Page 152

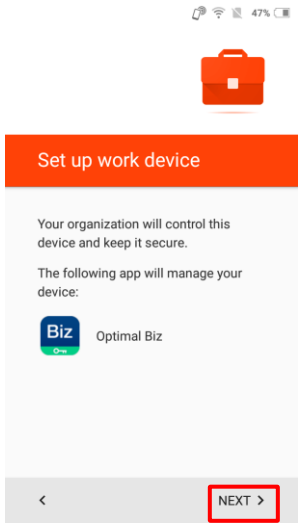
【8】 Tap [Encrypt].

Without encryption, kitting may not be performed properly for the agent in some devices. Some devices do not display this screen.

Follow the on-screen instructions to perform encryption. Once encryption is complete, the device will reboot. On the network connection screen that appears after the reboot, select a network you want to use.

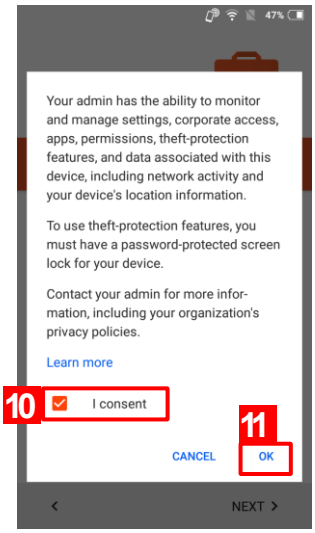


【9】 Kitting is performed for the agent while it is enabled.



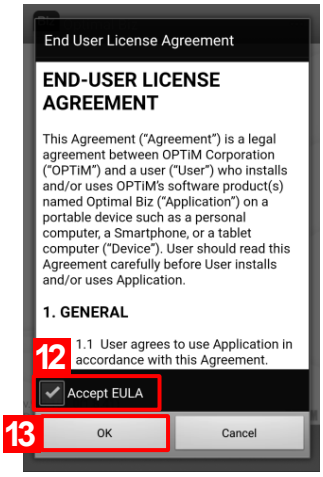
【10】 Check "I consent".

【11】 Tap [OK].

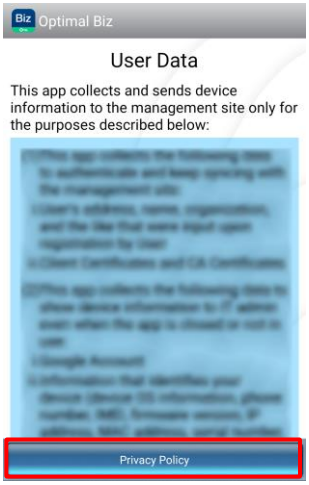


【12】**Check "Accept EULA".**

【13】**Tap [OK].**



【14】**Read the user data policy, and tap [Privacy Policy].**



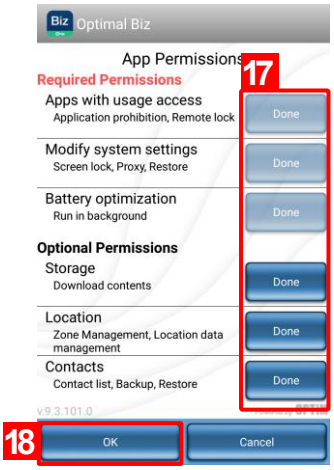
【15】**Check "I agree to the privacy policy".**

【16】**Tap [OK].**

【17】**A screen that requests permission appears. Follow the on-screen instructions to set things up.**

【18】**Tap [OK].**

⇒The license authentication screen appears. Continue with the license authentication.



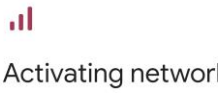
7.1.2.2 For Android 10 or later

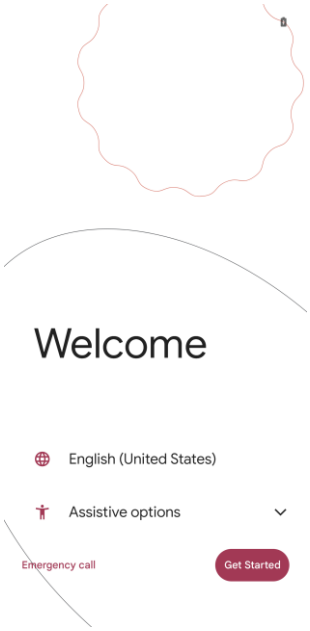
【1】Tap the initial setup screen six times.

Avoid links such as [Get Started] or "Emergency" and tap anywhere on the background six times.

≪If you are inserting SIM≫

The following screen is displayed.





【2】The camera starts up. Scan the QR code for Device Owner Mode kitting displayed on the management site.

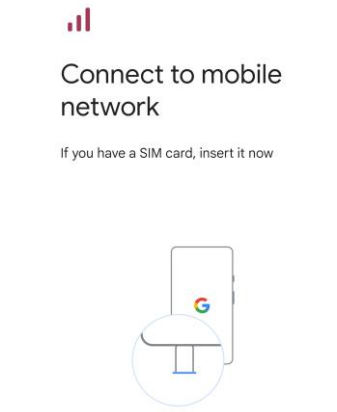
For details, refer to the following.

"Displaying a QR code" Page 191

【3】Tap [Skip].

≪If using a mobile network≫

Insert a SIM if it is not already inserted.

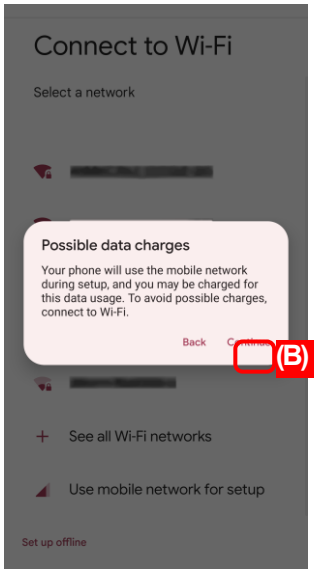


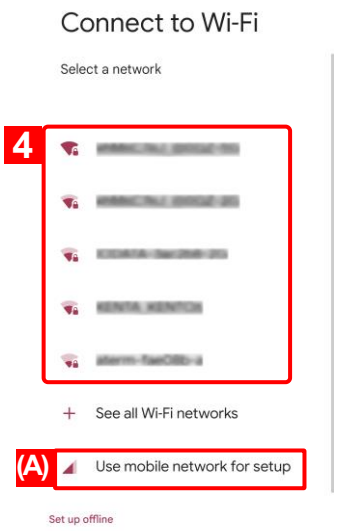
【4】Tap a Wi-Fi SSID to connect to Wi-Fi.

≪If using a mobile network≫

Tap [Use mobile network for setup] (A).

Tap [Continue] (B) when a following pop-up is displayed.

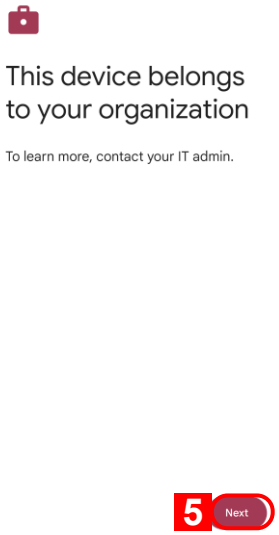




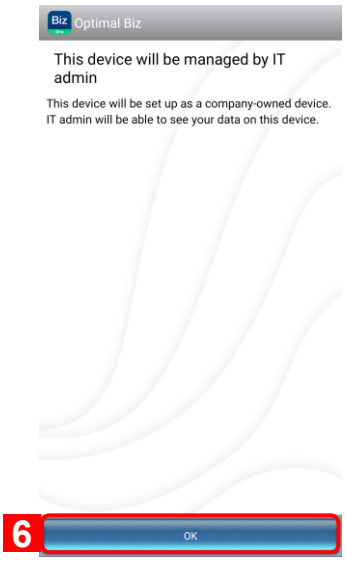
⇒Network connection starts.

【5】Tap [Next].

⇒Getting ready for work setup.

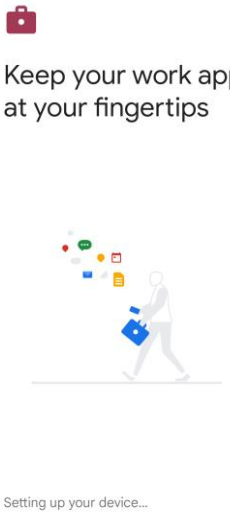


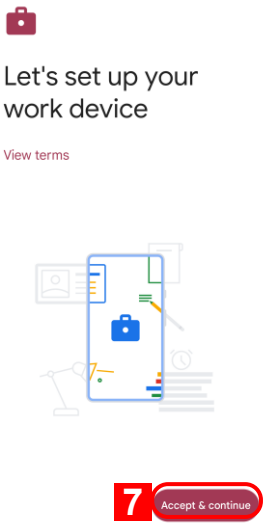
【6】Tap [OK].



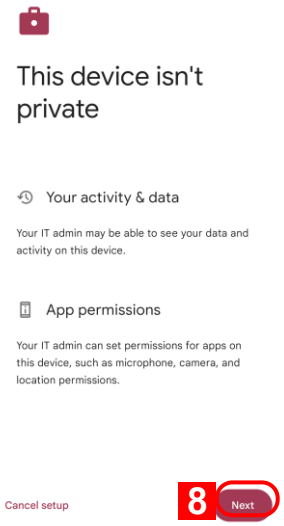
【7】Tap [Accept & Conetinue].

⇒Setting up in the device.



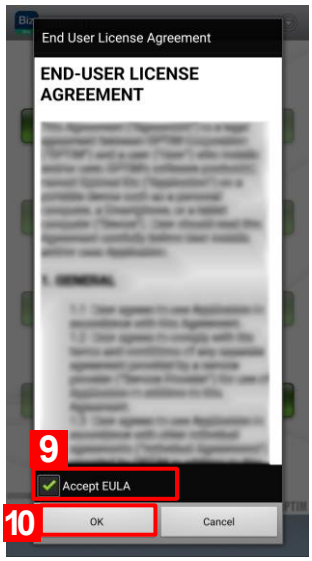


【8】Tap [Next].

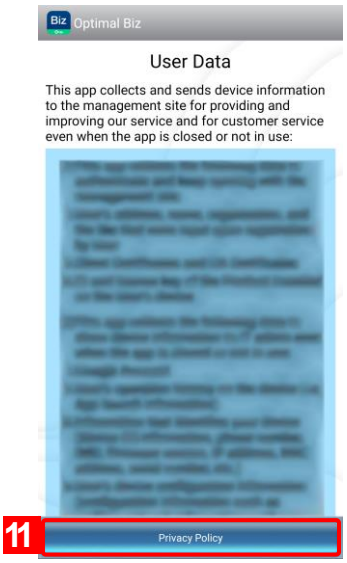


【9】Check "Accept EULA".

【10】Tap [OK].

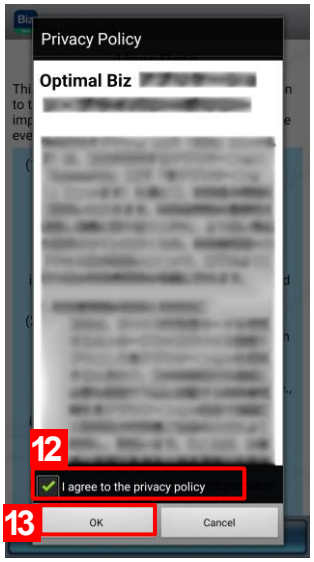


【11】**Read the user data policy, and tap [Privacy Policy].**

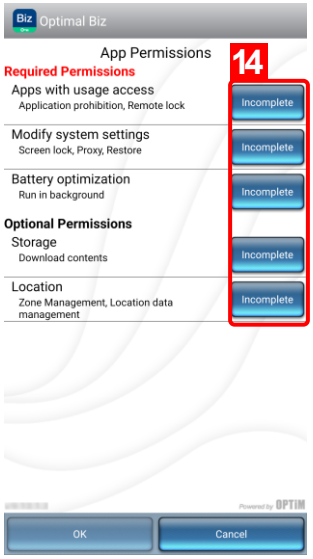


【12】**Check "I agree to the privacy policy".**

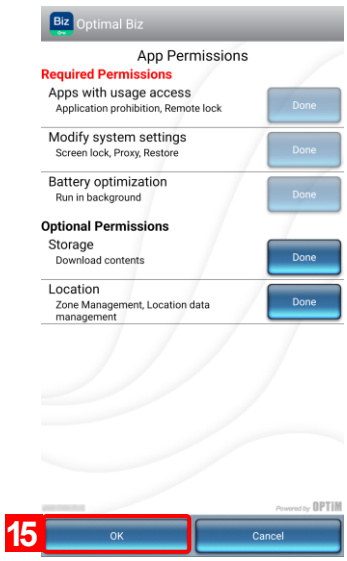
【13】**Tap [OK].**



【14】**A screen that requests permission appears. Follow the on-screen instructions to set things up.**



【15】Tap [OK].



【16】Enter an "Authentication Code".

Contact your administrator for your authentication code.

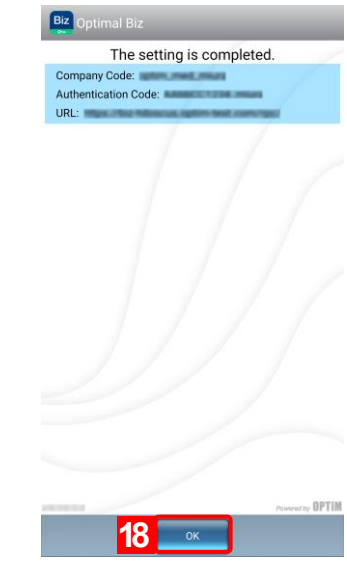
"Company Code" (A) will be entered automatically.

If you tap [Scan QR Code to fill out the Authentication information] (B) 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.

【17】Tap [Send].

【18】The license authentication completion screen appears. Tap [OK].

⇒Checking for updates.



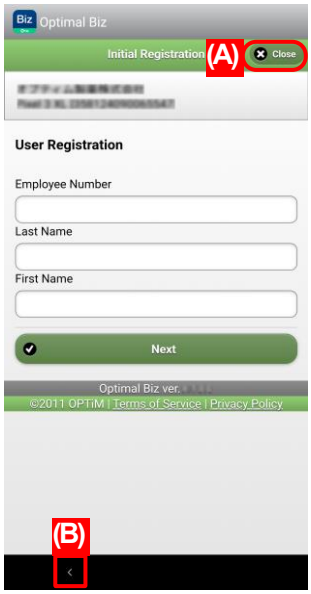
≪When portal settings are set to be displayed on Management Site≫

After you tap [OK], initial registration screen appears.
Enter items as necessary.

The user will link to the device if the initial registration has been made.

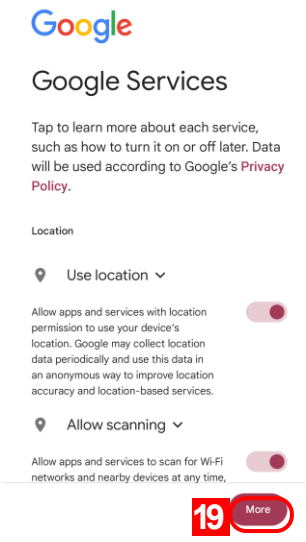
If you do not need to register, you can either tap [Close] (A) or (B) the back button on the device to close the screen.

]If the user is already linked to the device, a message will appear and say that the user has been linked. Close the screen.

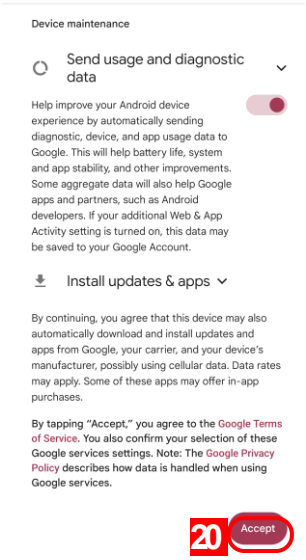


【19】Tap [More].

[More] is displayed several times on some devices. Tap [More] until [Accept] is displayed.

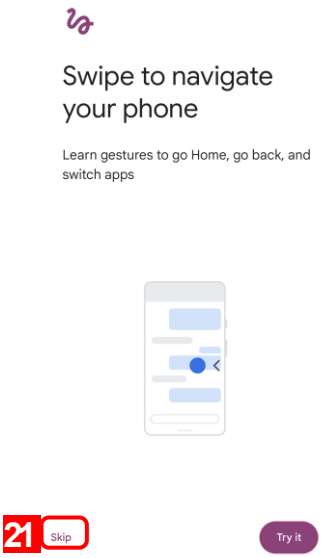


【20】Tap [Accept].



【21】Tap [Skip].

⇒Kitting is complete.
License authentication is also complete.



7.2 Performing kitting using NFC

NFC allows you to easily perform kitting for multiple subdevices (kitting target devices) by setting up a master device.

Available on NFC-supported devices with Android 6.0 to 9, but guaranteed to operate in Android 9 or later. For NFC-supported devices, refer to the following.

<Android Support Device List>

7.2.1 Creating a configuration set

【1】 Click [Settings]→[Android]→[Device Owner Mode]→[NFC Kitting (Set master device)].

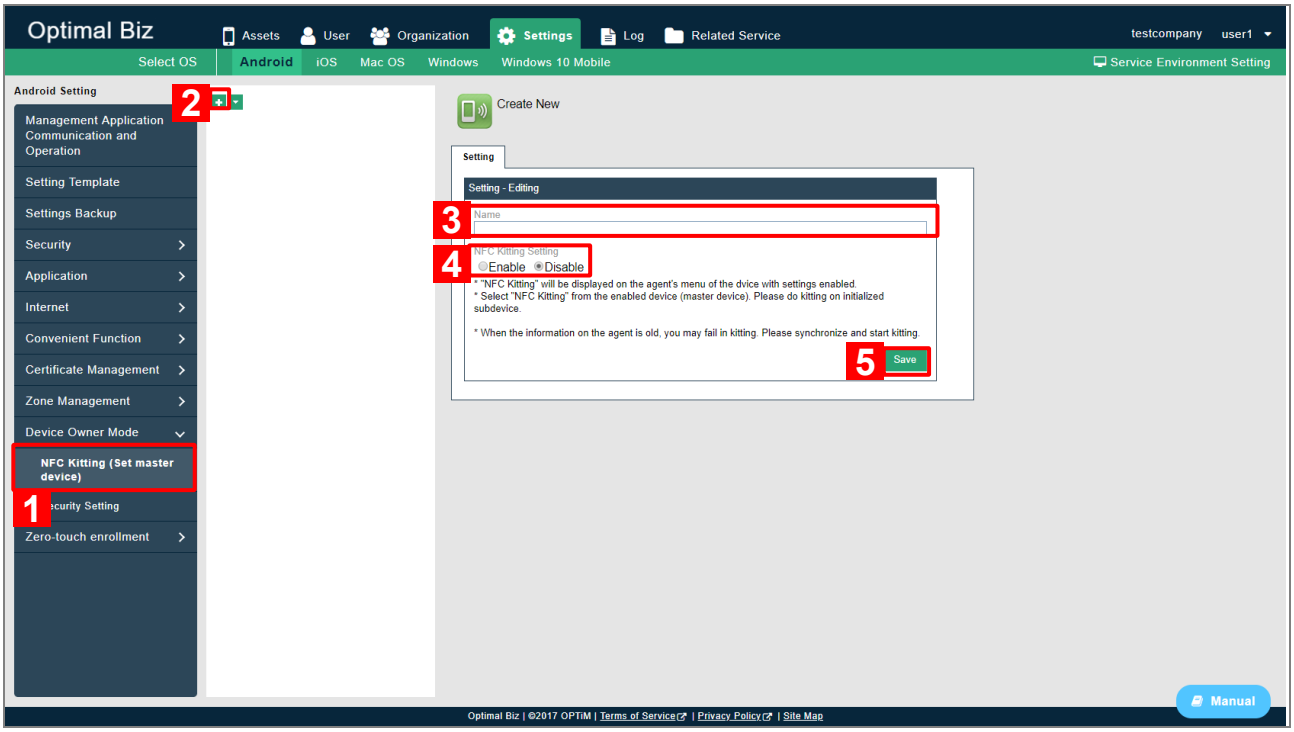
【2】 Click ＋ to display the Create New screen.

You can create a maximum of 50 configuration sets.

【3】 Enter a configuration name.

【4】 Select [Enable] in NFC Kitting Setting.

【5】 Click [Save].



【6】 Go to [Assets]→[List], and select a target device. Click ▷ →[Setting]→[Setting Allocation]→[NFC kitting settings], and apply the created configuration set to a master device.
For details, refer to the following.

"Asset" - "List" - "Settings of assets" - "(Setting - Android) Setting Allocation" in <Management Site Reference Manual>

7.2.2 Setting a master device

Perform NFC kitting settings for a device that you want to treat as a master device.

If NFC kitting is not enabled on the management site, this function is not available.

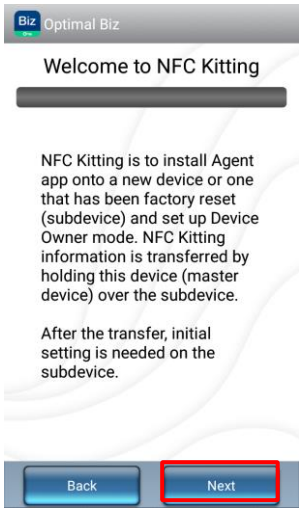
If the agent information of a master device is out of date, kitting may fail. Perform a sync in advance and make sure the agent app is up to date before kitting.

【1】 On the agent menu screen, click the menu button (A) to display the option menu, and then tap [NFC Kitting].

⇒A message will appear that informs you of the kitting procedure.

【2】 Tap [Next].

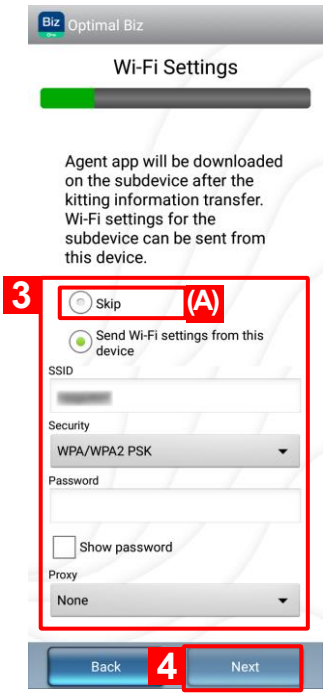
⇒The Wi-Fi Settings screen appears.



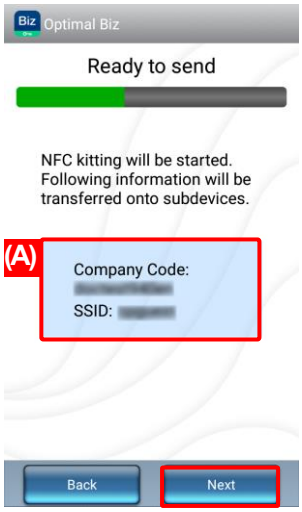
【3】 The Wi-Fi Settings screen appears. Select "Send Wi-Fi settings from this device", enter the "SSID" and "Password" of the Wi-Fi you want to connect to, and select "Proxy".

If you select [Skip] (A), you will enter the Wi-Fi network information when you set up subdevices.

【4】 Tap [Next].



【5】 Verify that the displayed "Company Code" (A) and "SSID" are correct, and tap [Next].



【6】 Turn your subdevice upside down.

The subdevice must be in its factory default state (initial setup screen).

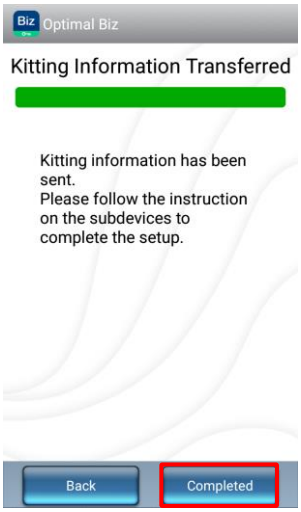
Refer to the animation displayed on the master device screen.

【1】 Tap [Next].

【7】Hold the master device over the subdevice. When the master device screen changes, tap the master device screen. Tap [Next].

- If performing kitting for multiple devices, do not tap [Next], but rather hold the master device over another subdevice while this screen is displayed.
- Some devices may not have NFC on their back. Check your device's manual for the NFC location.
- On some subdevices, encryption may begin. Kitting may fail when the battery is low.

【8】Kitting information has been transferred. Follow the instructions on the subdevice screen to perform initial setup. Tapping [Completed] will display the agent's menu screen.



- If a subdevice does not support NFC, the device will not respond even when the master device displays that it has transferred information.

7.2.3 Setting a subdevice

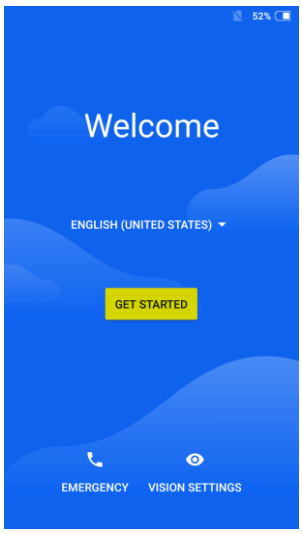
Perform kitting for a subdevice using NFC kitting.

To perform kitting, you must have a master device with NFC kitting setting enabled.

The subdevice must be in its factory default state (initial setup screen).

【1】 Turn the subdevice that displays the initial setup screen upside down, and hold the master device over it.

Refer to steps 【6】 to 【7】 of " Setting a master device " for details.

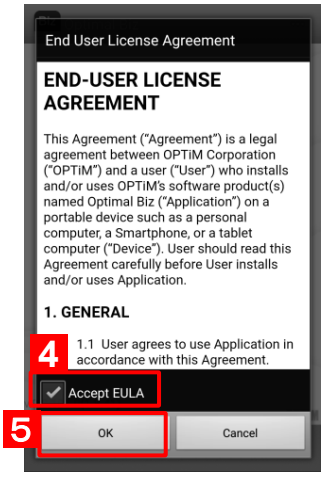


【2】 Tap [Optimal Biz].

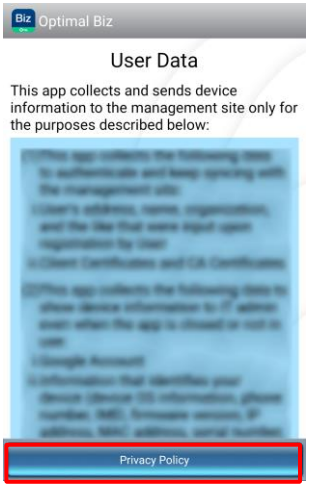
【3】 Tap [Activation] and accept the EULA.

【4】**Check "Accept EULA".**

【5】**Tap [OK].**



【6】**Read the user data policy, and tap [Privacy Policy].**



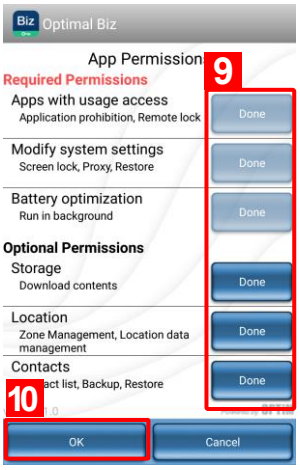
【7】**Check "I agree to the privacy policy".**

【8】**Tap [OK].**

【9】**A screen that requests permission appears. Follow the on-screen instructions to set things up.**

【10】**Tap [OK].**

⇒The license authentication screen appears. Continue with the license authentication.



7.3 Performing license authentication

After kitting is complete, perform license authentication with your User ID or company code / authentication code.

If you are using Android Enterprise, after you perform license authentication with the user ID registered from the management site, it will be integrated with Android Enterprise.
If you have not registered your user ID, the user ID can be integrated with Android Enterprise by performing a license authentication with a company code / authentication code, registering the user ID from the management site, and linking it with your device

When kitting is performed with QR code for Android 10 or later, license authentication is conducted by kitting, so this operation is not necessary.

7.3.1 Authenticating by a user ID

【1】 Tap [Authenticate with User ID and Password].

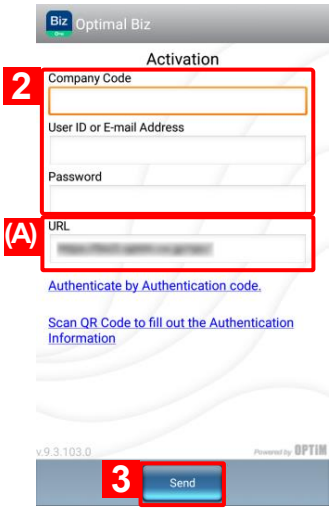
"Company Code" (A) will be entered automatically.

【2】 Enter the "Company Code", "User ID or E-mail Address", and "Password".

Contact your administrator for your company code, user ID, and password.

You do not have to change the URL (A).

【3】 Tap [Send].



【4】The license authentication completion screen appears. Tap [OK].

【5】The agent menu screen appears.

After license authentication, users cannot interact with the agent screen until the initial synchronization is complete at the management site.

7.3.2 Authenticating by a company code / authentication code

If you are using Android Enterprise, allocate a user to the device on the management site after license authentication is complete

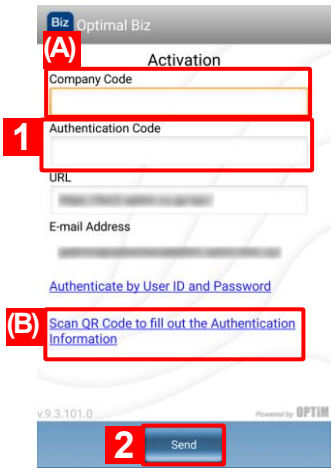
"Asset" - "List" - "Asset management information" in <Management Site Reference Manual>

【1】 Enter an "Authentication Code".

Contact your administrator for your authentication code.

"Company Code" (A) will be entered automatically.

If you tap [Scan QR Code to fill out the Authentication information] (B) 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.



【2】 Tap [Send].

【3】 The license authentication completion screen appears. Tap [OK].

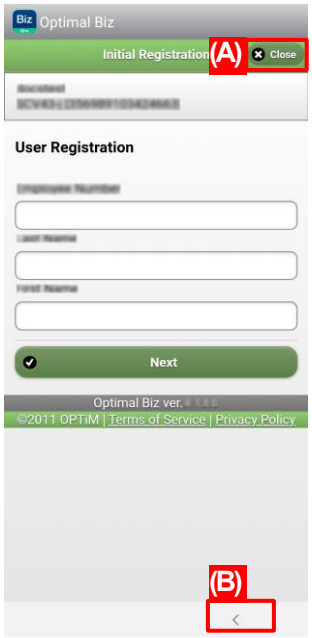
≪When portal settings are set to be displayed on Management Site≫

After you tap [OK], initial registration screen appears.
Enter items as necessary.

The user will link to the device if the initial registration has been made.

If you do not need to register, you can either tap [Close] (A) or (B) the back button on the device to close the screen.

If the user is already linked to the device, a message will appear and say that the user has been linked. Close the screen.



【4】The agent menu screen appears.

After license authentication, users cannot interact with the agent screen until the initial synchronization is complete at the management site.

8 Changing the owner of your device

To change the owner of your device, you must carry out the following procedures and perform kitting again.

Item	Page
Factory resetting the device	217
Deleting device information	218

Attention

- Do not delete the Google account you registered in "Integrating Android Enterprise with a Google account Google".
- To prevent information leakage from the terminal, you cannot terminate the license using the agent or uninstall the agent from your device.

8.1 Factory resetting the device

Factory reset your device to the initial setup screen.

There are three ways below to initialize the device.

8.1.1 Factory reset using remote wipe

Perform remote wipe for a target device from the management site.

A remote wipe immediately factory resets a device. Exercise extreme caution when you perform it.

"Asset" - "List" - "Settings of assets" - "(Operation – Android) Remote Wipe" in <Management Site Reference Manual>

8.1.2 Factory reset using the device reset function

If you are unable to connect to the management site or the agent does not start, perform an initialization using the device reset function.

Each device provides a different reset function. For details, see the manual and help information of your device.

8.1.3 Factory reset using the agent

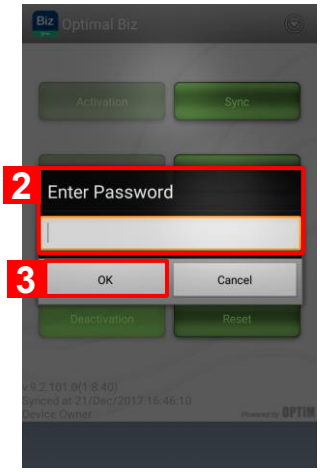
【1】 Tap [Quit].

You cannot factory reset the terminal while the agent is running.

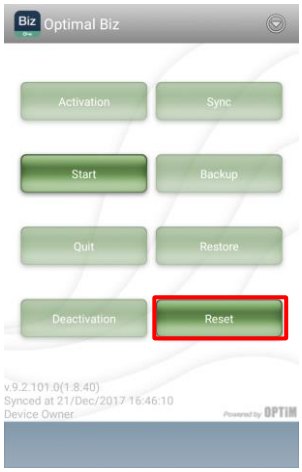
【2】 Enter "Password".

Contact your administrator for your password.
Some settings on the management site do not require you to enter a password.

【3】 Tap [OK].

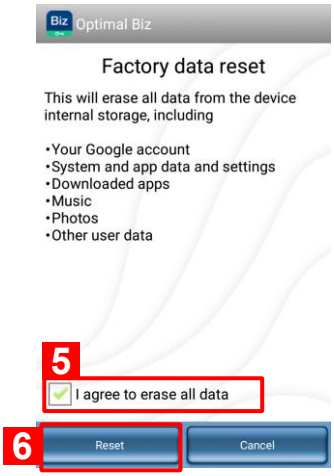


【4】**Tap [Reset].**



【5】**Check "I agree to erase all data".**

【6】**Tap [Reset].**



8.2 Deleting device information

Factory resetting your device does not delete device information on the management site. Delete the information of a target device on the management site.

"Asset" - "List" - "Deleting asset individually" in <Management Site Reference Manual>

If you delete device information, the associated users will also be removed.

9 Changing integration settings between Optimal Biz - Google

You can delete or re-register a Google Workspace (formerly G Suite) account that you registered in "Integrating Android Enterprise with a Google account Google" or a G Suite account.

This chapter describes the following items.

Item	Page
Deleting your Google account	220
Re-registering your Google account	223
Deleting your Google Workspace (formerly G Suite) account	225

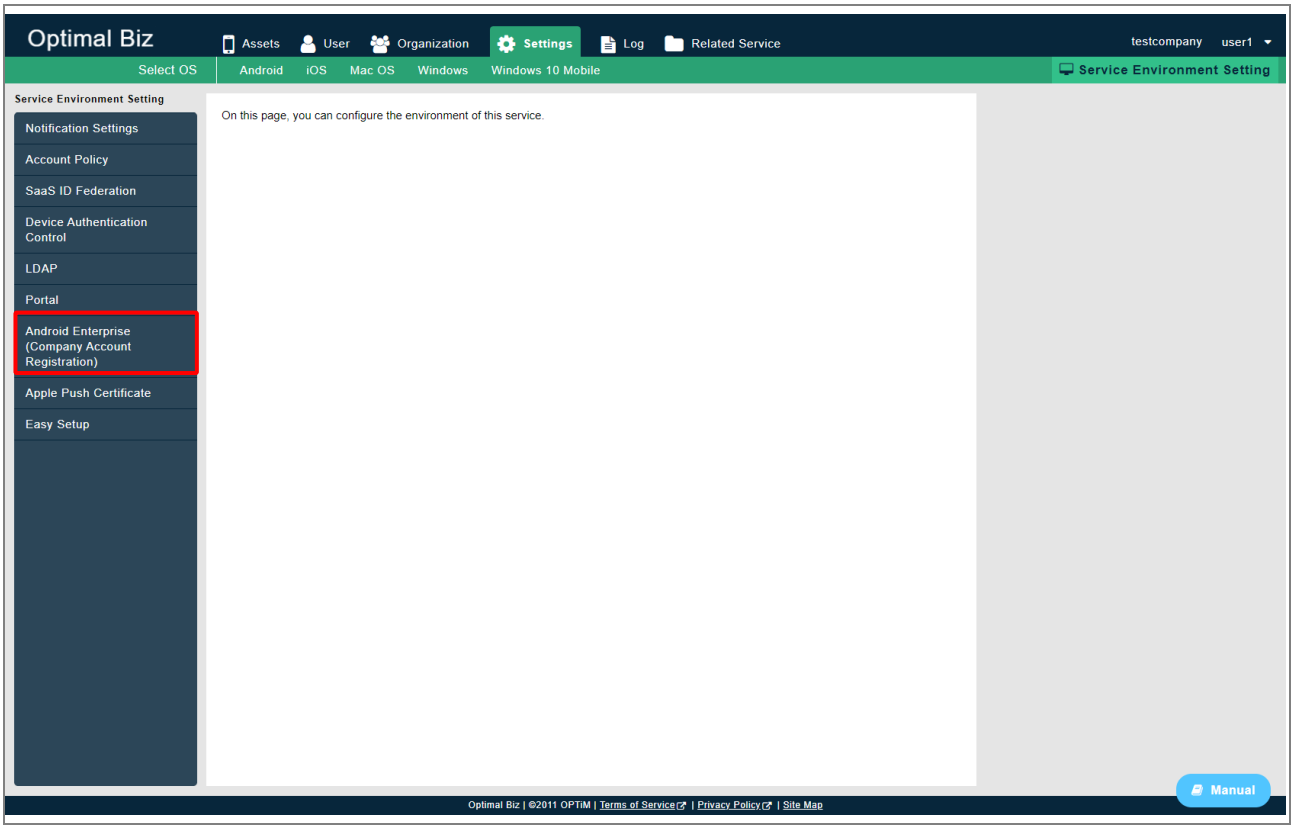
9.1 Deleting your Google account

If the registered Google account is no longer available, follow the steps below to delete it.

If you delete your Google account and then re-register another Google account, you will need to perform kitting for your device again.

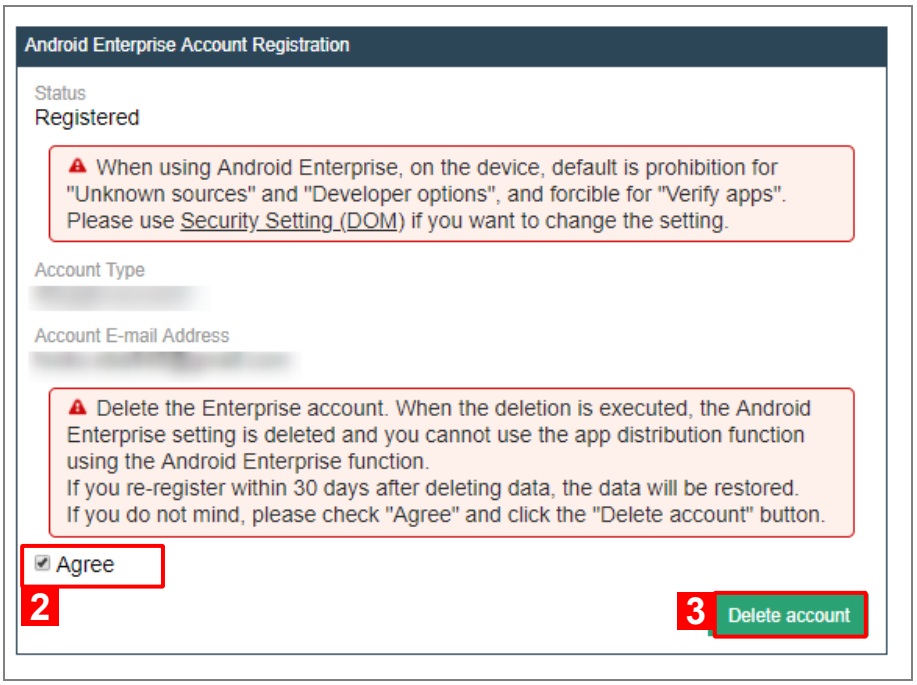
Deleting your Google account will also delete the app distribution settings, individual app settings, and app permission policy settings of Android Enterprise.

【1】 Click [Settings]→[Service Environment Setting]→[Android Enterprise (Company Account Registration)].



【2】Check "Agree".

【3】Click [Delete account].



【4】The "State" (A) shows "Unregistered (With restoration data)" and the data retention period.

<<Re-registering the same account>>

Click [Re-register account] (C).

For details, refer to the following.

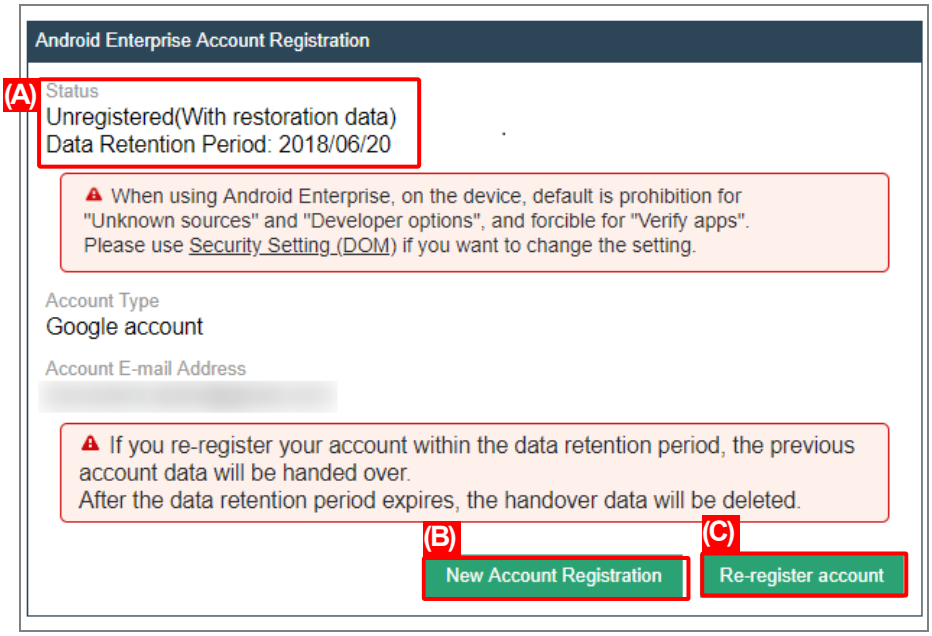
"Re-registering your Google account" Page 223

<<Registering another account>>

Click [New Account Registration] (B).

For details, refer to the following.

"Registering a Google account" Page 12



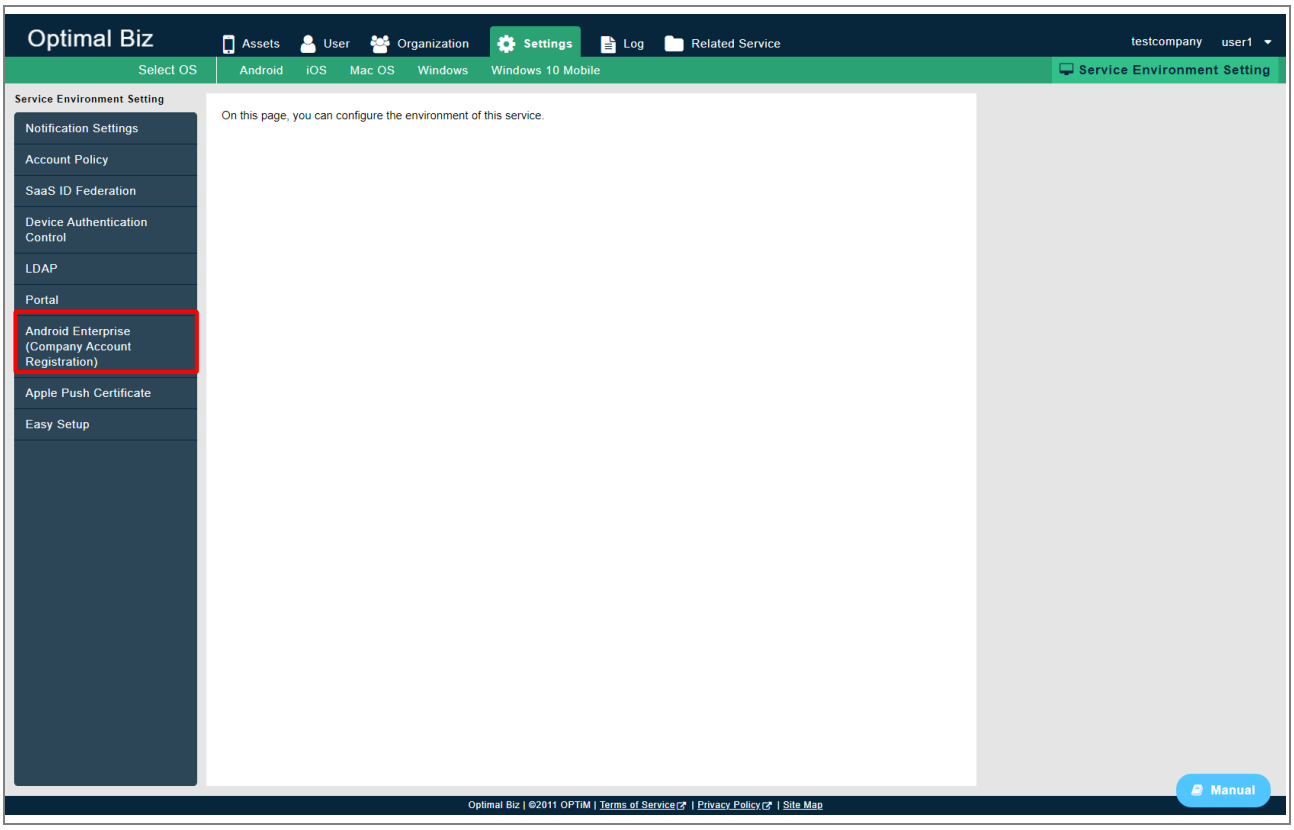
9.2 Re-registering your Google account

You can re-register a deleted Google account by following the steps below.

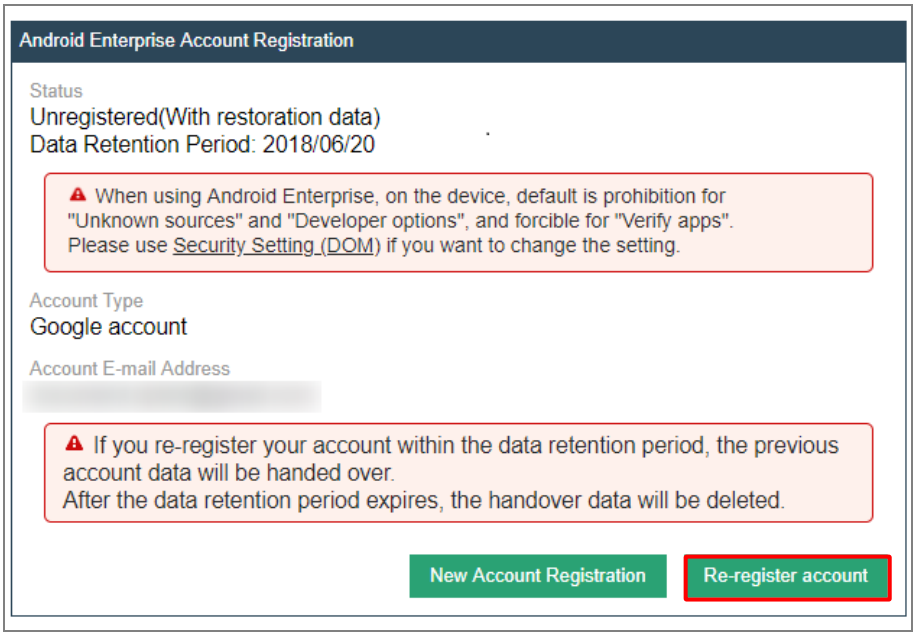
You can only re-register the last Google account you deleted.

Re-registering your Google account does not re-register app distribution settings of Android Enterprise, individual app settings, and app permission policy settings.

【1】Click [Settings]→[Service Environment Setting]→[Android Enterprise (Company Account Registration)].

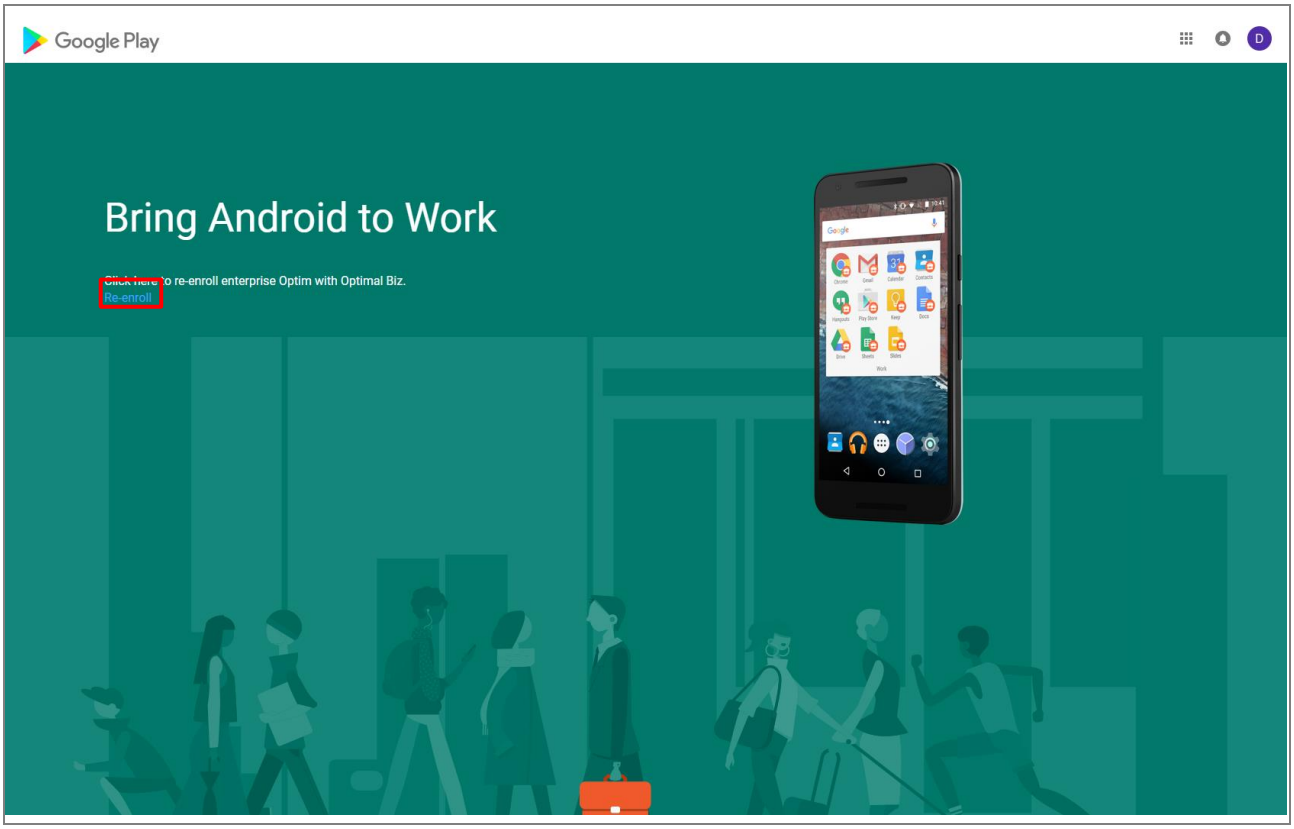


【2】Click [Re-register account].

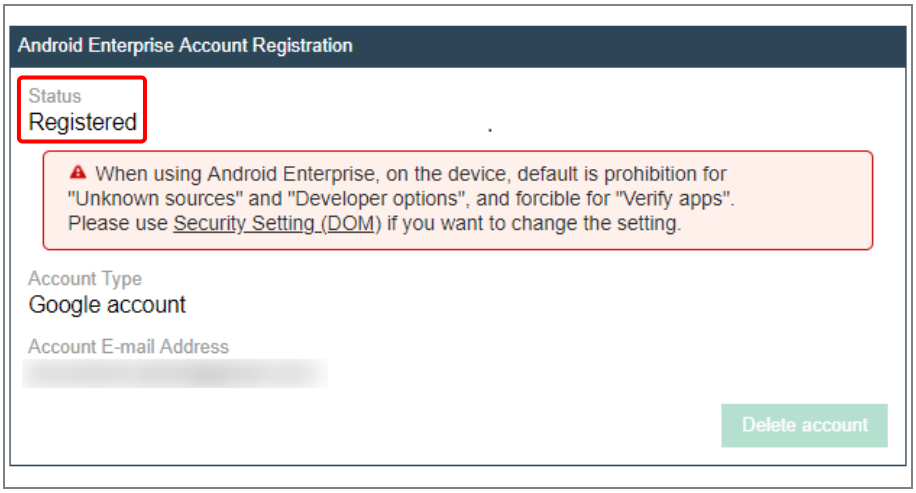


【3】Google Play will be displayed. Click [Re-enroll].

Depending on the browser you are using, Google Play may not work properly.



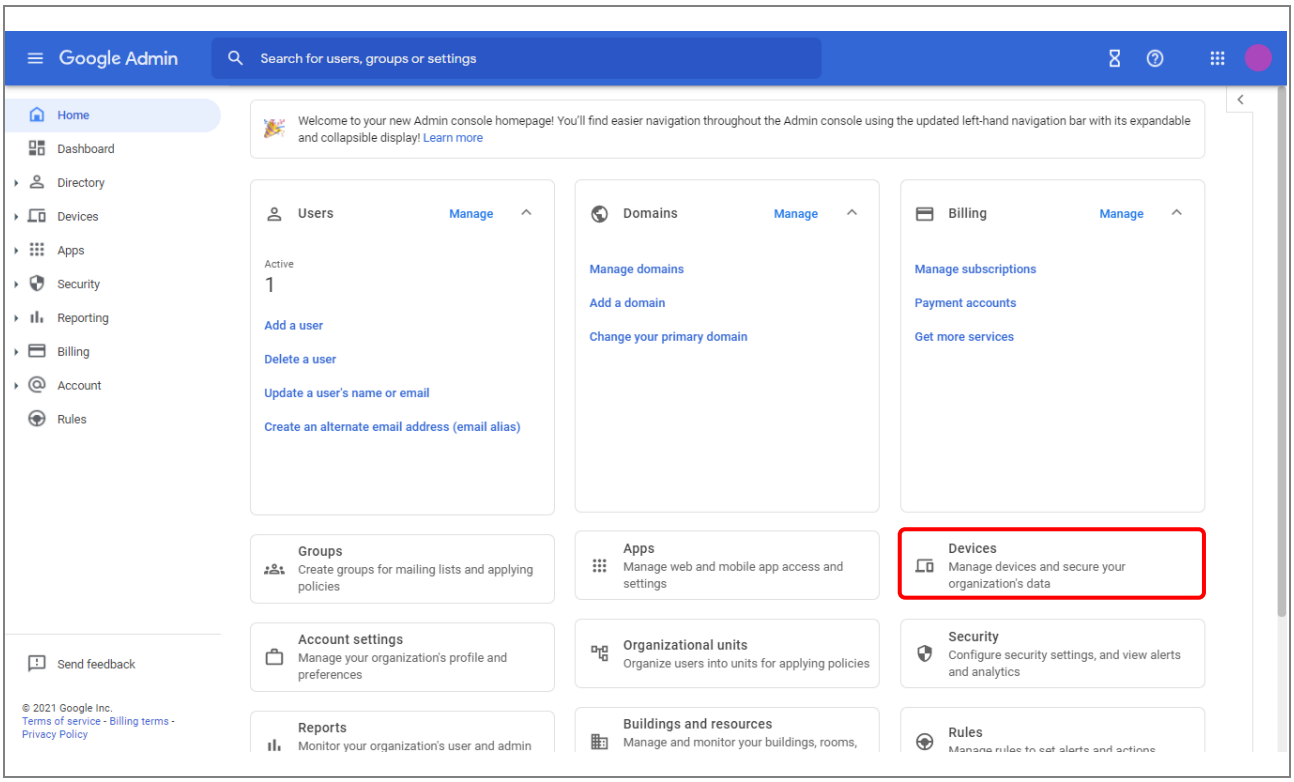
【4】When you return to the management site, the "Status" shows "Registered".



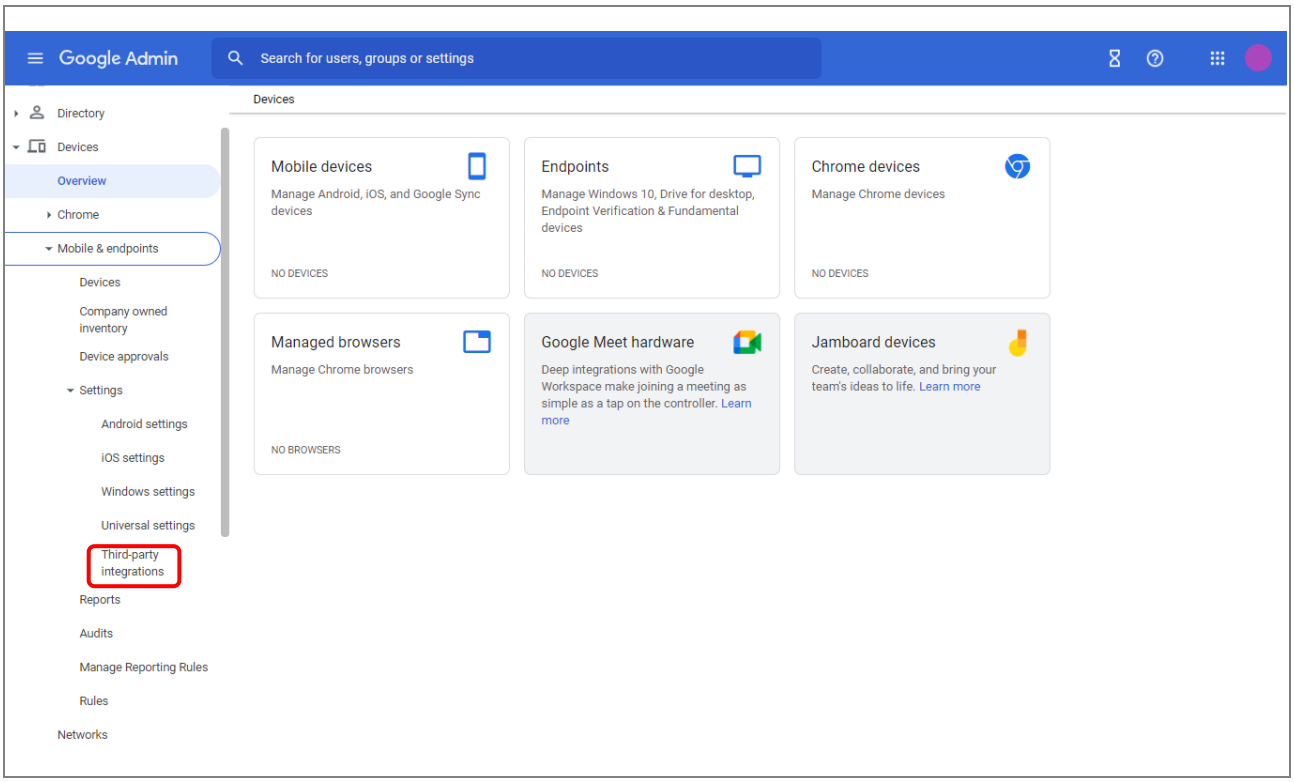
9.3 Deleting your Google Workspace (formerly G Suite) account

If the registered Google Workspace (formerly G Suite) account is no longer available, follow the steps below to delete it.

【1】Go to the Google Admin console (https://admin.google.com) and click [Devices].

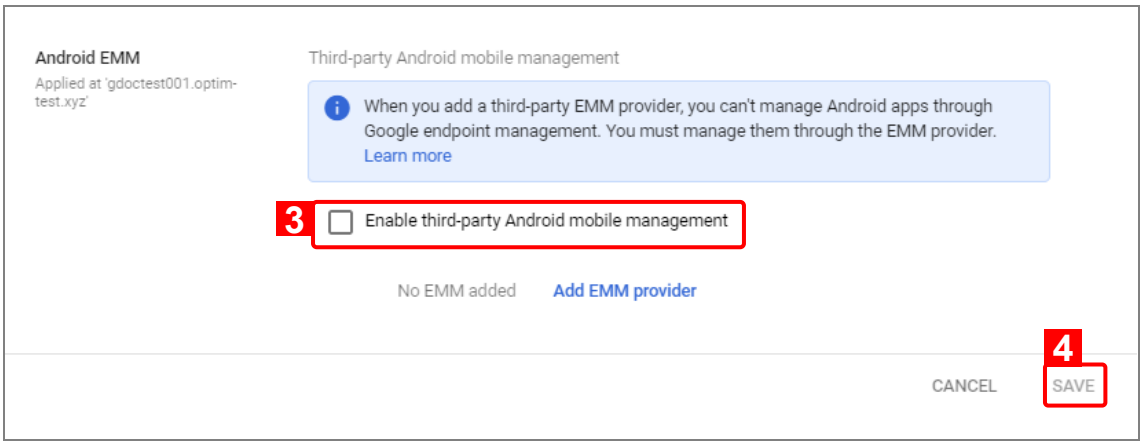


【2】Click [Settings]→[Third-party integrations].



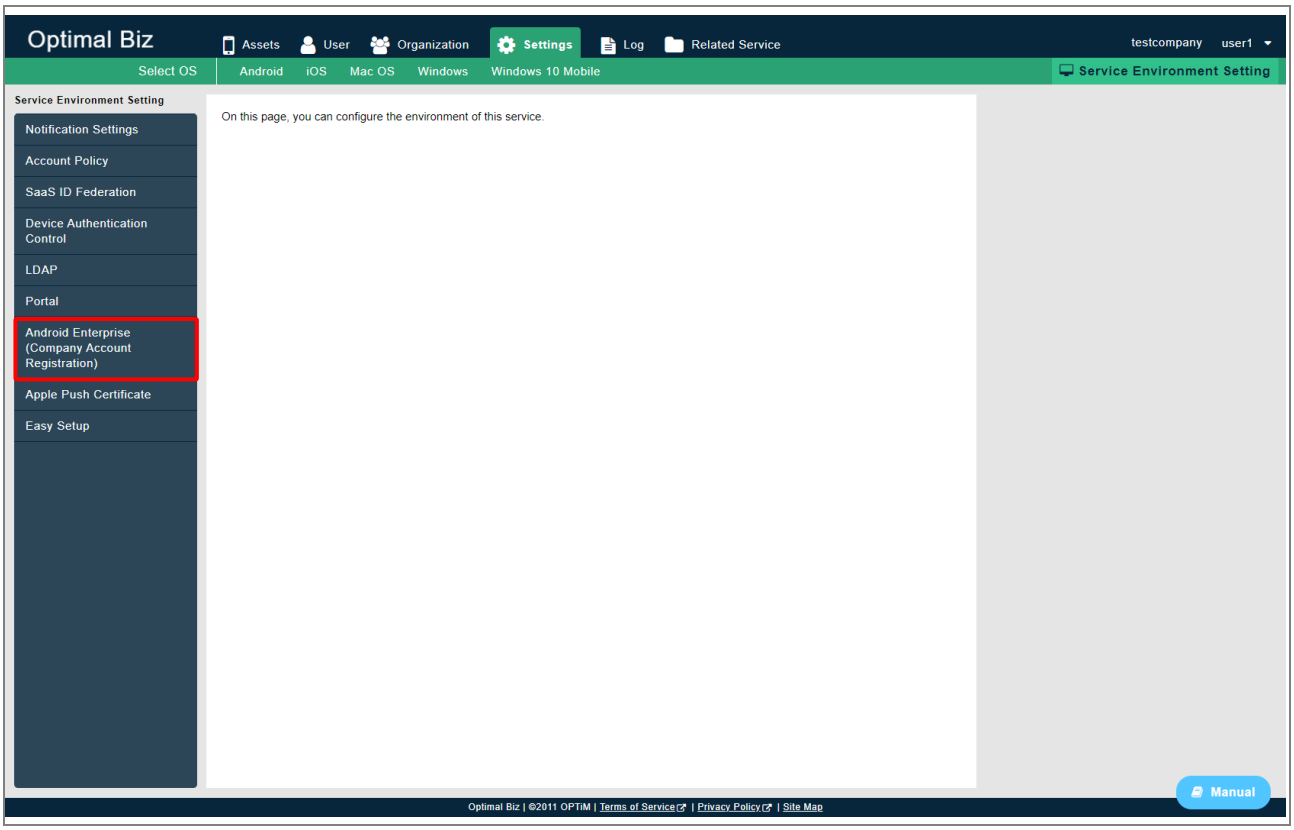
【3】Uncheck "Enable third-party Android mobile management" in "Android EMM".

【4】Click [SAVE].



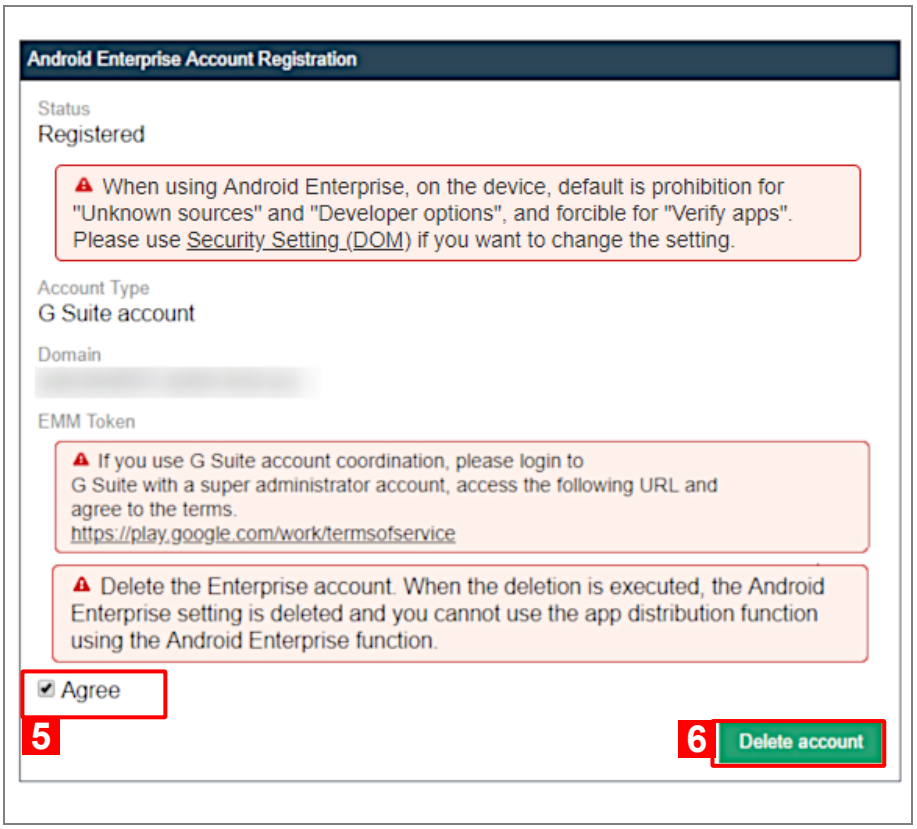
The following steps are performed on the management site.

【5】Click [Settings]→[Service Environment Setting]→[Android Enterprise (Company Account Registration)].



【6】Check "Agree".

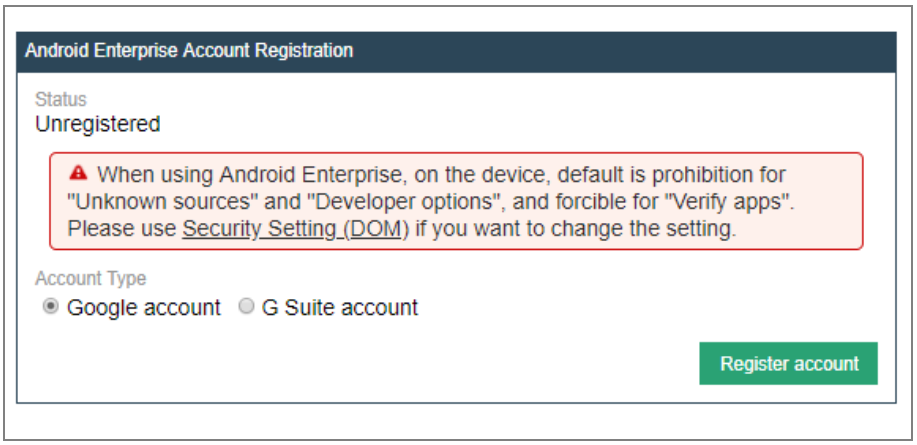
【7】Click [Delete account].



【8】The initial account registration screen appears.

To register an account again, refer to the following.

"Registering a Google Workspace (formerly G Suite) account" Page 48



10 Legacy Android agent

The legacy Android agent can be installed to Android 5.x or lower, but the agent is guaranteed to operate in Android 9 or later.

This chapter describes the following items.

Item	Page
Installing the legacy agent	229
Activating the legacy agent	231

10.1 Installing the legacy agent

This product uses the agent to manage and configure Android devices. Follow the steps below to install the agent.

You must select "unknown source apps" when you install the agent. If you have not selected "unknown sources", select it and install the agent.

In some devices, you cannot download and install the Android agent if an SD card is not inserted. Download and install the agent after inserting an SD card. If the agent has been installed and the SD card is set to "Prohibited", change the setting to "Allow" and then download and install the agent. Contact your administrator for details of the SD Card prohibition setting. Refer to the following for the devices.

<Android Support Device List>

【1】There are two ways to install the legacy Android agent.

<<Entering a download URL directly>>

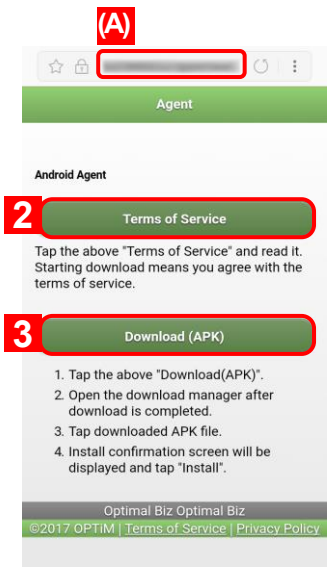
Launch the browser, enter the URL of the agent download site in the red box (A), tap [Run], and the screen shown on the right will appear.

Contact your administrator or operator for the URL of the download site.

<<Scanning a QR code>>

Launch the built-in QR code scanner on your device and scan the QR code for downloading the agent. After scanning the QR code successfully, open the URL in your browser to display the screen shown on the right.

Contact your administrator or operator for a QR code for downloading the agent.



【2】Tap [Terms of Service] and read the content.

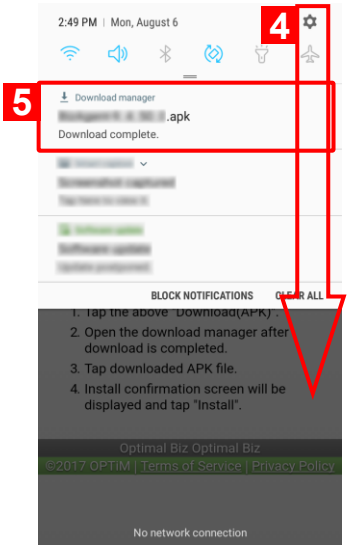
【3】Tap [Download (APK)].

⇒Tapping it will start downloading the agent. Please wait for a while.

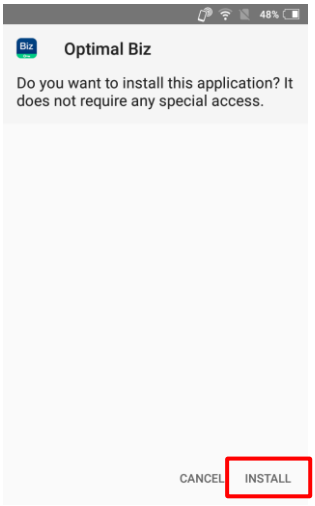
【4】Swipe the screen downward to display the download notification screen.

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

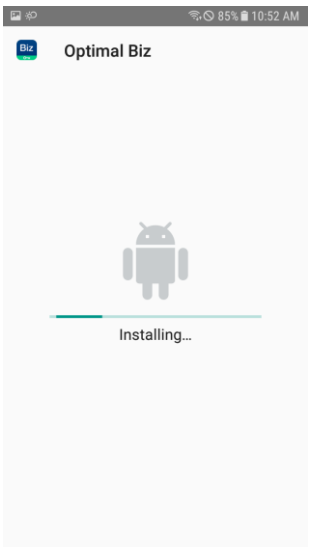
【5】Tap the downloaded agent.



【6】The install confirmation screen will be displayed. Read the text and tap [INSTALL].

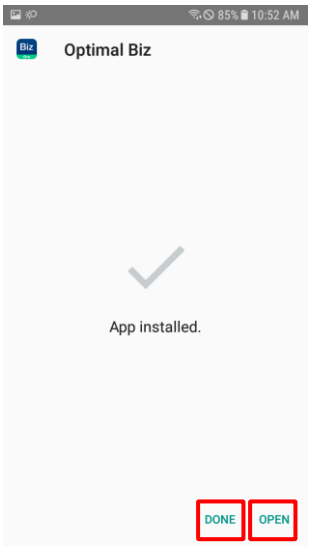


【7】The agent will be installed. Please wait for a while.



【8】Installation complete.

【9】Tap [OPEN] or [DONE].



10.2 Activating the legacy agent

When the installation is complete, launch the agent to perform license authentication.

In the proxy environment, you must first configure the proxy settings. For proxy settings, refer to the following.

"Set Proxy" in <Android Client Reference Manual>

If the authentication control setting on the management site only allows license authentication for devices registered by an administrator, you must have your administrator register your device before the procedure below. Contact your administrator for details.

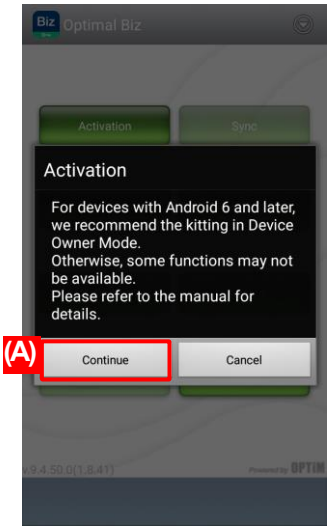
【1】 Tap [Activation] on the menu screen.

Refer to the following on how to display the menu screen.

"Menu Screen" – "Agent Basic Operations" in <Android Client Reference Manual>

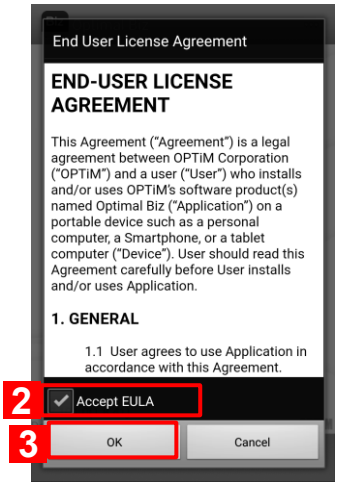
<<Authenticating the legacy agent on Android 6.0 or later>>

When you install and perform license authentication for the legacy agent on Android 6.0 or later, the dialog shown on the right will be displayed.
If you tap [Continue] (A), you can continue the license authentication of the legacy agent, but some functions may not be available. We recommend kitting for the store version agent.



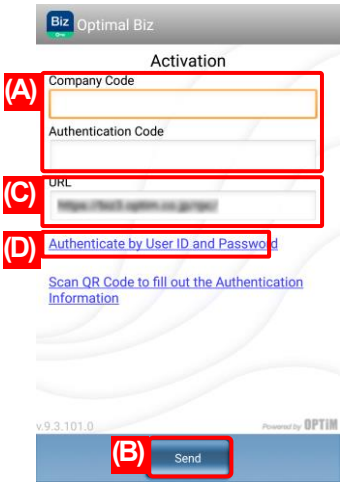
【2】 Read the End User License Agreement, and select "Accept EULA".

【3】 Tap [OK].



【4】The screen may be different depending on the license authentication method.

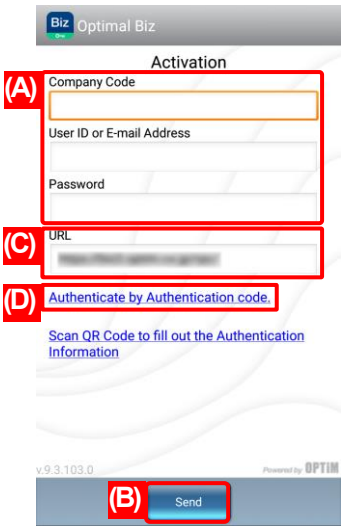
<<Authenticate by a company code / authentication code>>



- Enter "Company Code" / "Authentication Code" (A).
- Tap [Send] (B).

  - You do not have to change "URL"(C).
  - "Company Code" may not appear depending on your usage.
  - If you want to perform activation with a user ID or email address, tap "Authenticate by user ID and Password" (D).
  - Contact your administrator for your company code and authentication code.

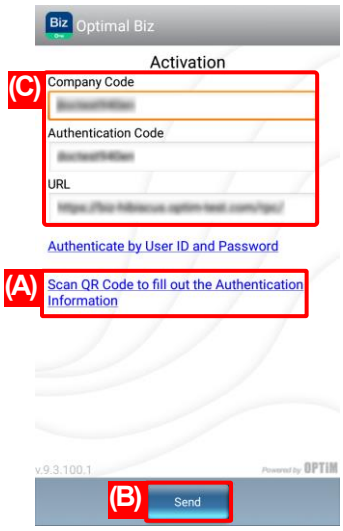
<<Authenticating by a user ID or e-mail address>>



- Enter the (A) "Company Code", "User ID or E-mail Address", and "Password".
- Tap [Send] (B).

  - You do not have to change the URL (C).
  - If you want to authenticate by a company code / authentication code, tap "Authenticate by Authentication code" (D).
  - Contact your administrator for your company code, user ID, and password.

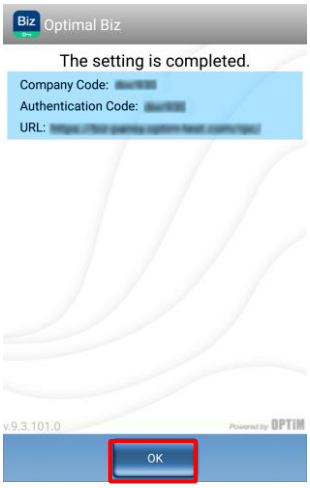
<<Authenticating by scanning a QR code>>



- Tap "Scan QR Code to fill out the Authentication Information" (A) to scan the QR code for agent license activation. After scanning, the confirmation screen is displayed again, and a company code, authorization code, and URL are entered in (C).
- Tap [Send] (B).

  - You can perform a license authentication without entering your company code, authorization code, or URL.
  - Contact your administrator or operator for a QR code for downloading the agent.

【5】The license authentication completion screen appears. Tap [OK].



【6】Register your device information.

Enter the required fields (A).

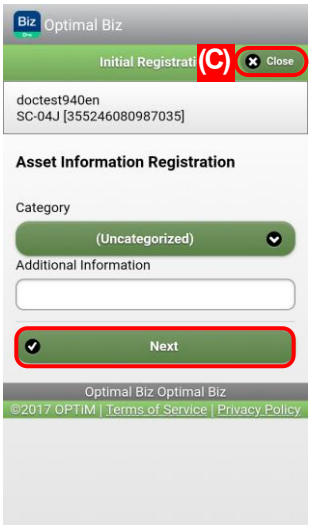
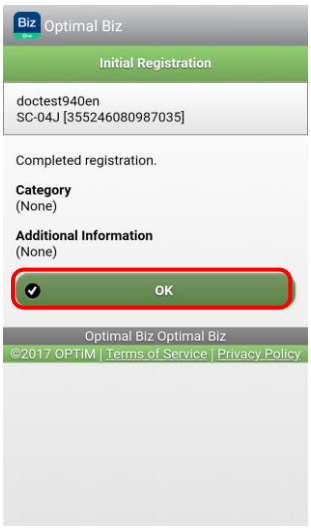
Tap [Next] (B).

If you do not want to register the device information, tap [Close] (C).

If the Android portal settings in the management site are set to hidden and if entry customization has not been registered, the initial registration screen does not appear.
The content displayed for device information registration will vary depending on the setting.

"Service Environment Setting" – "Portal Display" in <Management Site Reference Manual>

"Asset" – "Customizing input items" in <Management Site Reference Manual>



【7】Registration is complete. Tap [OK].