




Optimal Biz iOS Client Reference Manual

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

Getting Started

Purpose of this manual

This manual explains operation of iPhone/iPad device.








 In this manual, descriptions about iOS devices also apply to iPad OS devices unless otherwise mentioned.

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.
	In the explanation of the screen, describes the menu operation for displaying the corresponding screen. Ex.)  [Settings]→[iOS]→[Applications]→[Application Distribution]→ 

◆ About the screen

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

About website URL

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

About trademark

- iOS, iPhone, and iPad are trademarks of Apple Inc.
- iPhone trademark is used under license from AIPHONE Corporation.
- Company names and product names mentioned are trademarks and registered trademarks of each company.

Table of contents

1 About iOS client	5
1.1 Overview	6
1.2 OS support policy	6
1.3 System Requirement	7
1.4 About Profile	8
1.5 System Requirement for Optimal Biz Browser	8
1.6 System Requirement for App Catalog	8
1.7 About iOS Software Update	8
2 Activating License	9
3 Activating agent	10
4 Registering asset information	11
4.1 Registering asset information	12
5 Sync with management site	14
5.1 Sync with management site	15
6 Installing distributed applications	17
6.1 Installing distributed applications	18
7 Installing configuration profiles with deletion prevention	20
7.1 Installing configuration profiles with deletion prevention	21
7.1.1 For less than iOS 12.2	21
7.1.2 For iOS 12.2 or more	25
8 Allowing Apps and Books Application Assignment	30
8.1 Allowing Apps and Book application assignment	31
9 Launching agent	33
9.1 Launching agent	34
10 Agent basic information	35
10.1 Checking agent basic information	36
11 Message	37
11.1 Checking Message	38
11.2 Notification of unopened message	40
12 Lock screen	41
12.1 Lock screen	42
13 Lost mode screen	43
13.1 Lost mode screen	44
14 Accessing portal from agent	46
14.1 Accessing Portal from agent	47
15 Version of agent	48
15.1 Check version of agent	49
16 Using Optimal Biz Browser	50
16.1 Installing Optimal Biz Browser	51
16.1.1 Installation using the app distribution function	51
16.1.2 Installation from App Store	53
16.2 Main Screen	54
16.3 Setting page	55
16.4 Uninstalling Browser	56

17 Receiving remote support.....	57
17.1 How to install.....	58
17.2 Starting client tool	59
18 SaaS ID Federation	61
19 Use App Catalog	62
19.1 Install App Catalog	63
19.1.1 Installation using the app distribution function	63
19.1.2 Installation from App Store	66
19.2 Main Screen	68
19.3 Group detail screen	69
19.4 Search all	70
19.5 Installing app from App Catalog	71
19.6 Uninstall App Catalog.....	72
19.7 Update app from App Catalog	73
19.7.1 Update unmanaged apps.....	73
19.7.2 Update managed apps.....	74
19.7.3 Force update	75
20 Uninstall MDM configuration profile.....	77
20.1 Uninstall MDM configuration profile.....	78
21 Uninstall Agent.....	80
21.1 Uninstall Agent.....	81
22 Secure Camera function.....	82
22.1 Secure Camera function access point setting	83
22.2 Secure Camera function operation.....	86
22.3 Switch app custom mode	88


1 About iOS client

Describes the following items.

Item	Page
Overview	6
OS support policy	6
System Requirement	7
About Profile	8
System Requirement for Optimal Biz Browser	8
System Requirement for App Catalog	8
About iOS Software Update	8

1.1 Overview

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


 This manual is the operation manual of iPhone/iPad 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 and app catalog.

Support policy	Example of support
<ul style="list-style-type: none"> ● 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. 	<ul style="list-style-type: none"> ● iOS 15.x : Latest supported OS ● iOS 14.x : One generation ago ● iOS 13.x : Two generations ago ● iOS 12.x : Three generations ago  iOS 11.x is no longer supported. We will try our best to respond to your inquiries until September 21, 2022.

1.3 System Requirement

iOS client system requirement is as follows.

Supported Devices	iPhone 5s iPhone 6 iPhone 6 Plus iPhone 6s iPhone 6s Plus iPhone 7 iPhone 7 Plus iPhone 8 iPhone 8 Plus iPhone X iPhone XS iPhone XS Max iPhone XR iPhone SE iPhone SE (2nd generation) iPhone 11 iPhone 11 Pro iPhone 11 Pro Max iPhone 12 iPhone 12 Pro iPhone 12 mini iPhone 12 Pro Max iPad (5th generation) iPad (6th generation) iPad (7th generation) iPad (8th generation) iPad mini (2nd generation) iPad mini (3rd generation) iPad mini (4th generation) iPad mini (5th generation) iPad Air (1st generation) iPad Air (2nd generation) iPad Air (3rd generation) iPad Air (4th generation) iPad Pro 9.7-inch model iPad Pro 10.5-inch model iPad Pro 11-inch model iPad Pro 12.9-inch model iPod touch (6th generation)
Supported OS	iOS 12.0 or later
Network Connection	Connected to the internet via Mobile network or Wi-Fi. Available to communicate HTTPS (port 443) to the management site with/without proxy.

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

 Only available in Japan.

1.4 About Profile

To use this product on iPhone/iPad, profile, an agent or portal needs to be installed on target device.

<<Function of iOS profile>>

General	Function
Retrieve iOS Device Information	Retrieve iOS device information regularly and send it to the server.
Set iOS Device	Get the setting information from the server and apply the setting to iOS device.

<<Portal and Agent Functions>>

General	Function	Page	Portal	Agent
Device information registration	Register and change the device information.	12	○	○
Distributed applications Installation	Install an application distributed by the management site.	18	○	○
Distributed configuration profiles Installation	Install a configuration profile distributed by the management site.	21	○	×
Display of Agent basic information	Device information, user information and update information are displayed.	36	×	○
Message	You can check the message distributed from the management site.	38	×	○
Display Agent version	The version information of the agent software is displayed.	49	×	○

1.5 System Requirement for Optimal Biz Browser

The system requirement of the iOS client when using Optimal Biz Browser is as follows.

Supported OS	iOS 10.0 or later
--------------	-------------------

1.6 System Requirement for App Catalog

The system requirement of the iOS client when using app catalog is as follows.

Supported OS	iOS 10.0 or later
--------------	-------------------

1.7 About iOS Software Update


Device settings such as location information may be changed when iOS software is updated.

Confirm device settings after updating.

2 Activating License

You can manage your iPhone/iPad by installing profiles on your device.


For details, refer to the following.

 "Activating License" in <iOS Kitting Manual>

3 Activating agent

If an agent is already installed and activated after installing profile, skip to the next chapter.

For details, refer to the following.

 "Activate agent" in <iOS Kitting Manual>

4 Registering asset information

Describes the following items.

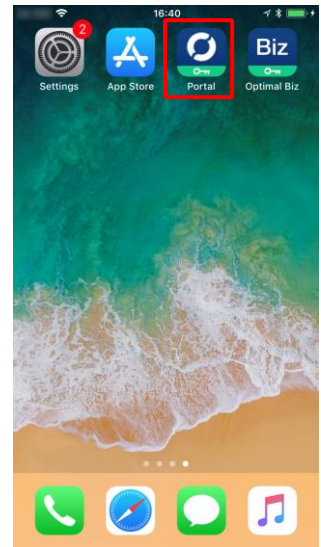
Item	Page
Registering asset information	12

4.1 Registering asset information

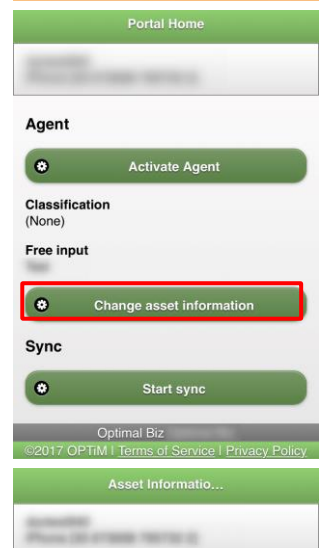
If you want to change your device information or if you did not register any device information when you installed a profile, follow the steps below to change it.

- ✎ If an additional asset item is not registered on the management site, the setting page is not displayed. An asset item depends on the settings on the management site.
- ✎ If the portal setting for iOS in the management site is "Do not display", you cannot register asset information from the devices. [Portal] is not displayed on your screen.
- ✎ Dhared iPad (Shared iPad) does not have a portal icon.

[1] Tap [Portal].



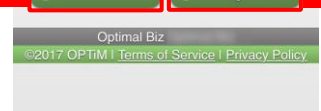
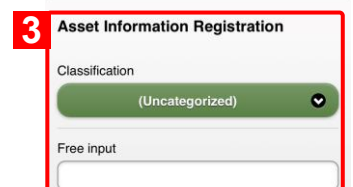
[2] Tap [Change asset information].



[3] Enter the required information.

[4] Tap [Register].

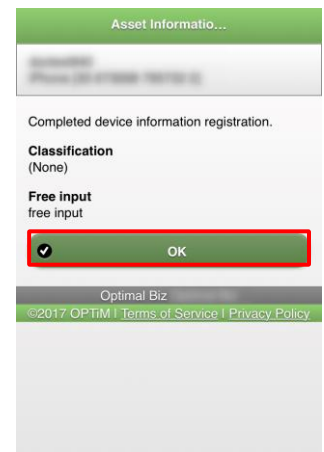
✎ Tap (A) [Back] to display the previous page.



[5] Registration is completed.

⇒ Tap [OK].

✎ Close the browser after this procedure.



5 Sync with management site

Describes the following items.

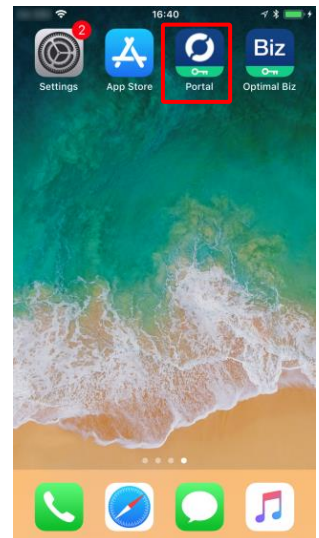
Item	Page
Sync with management site	15

5.1 Sync with management site

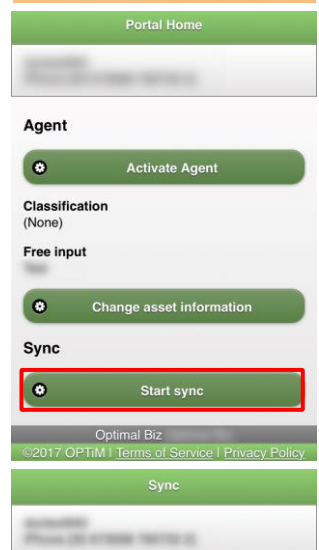
Sync with the management site from the portal. When a distributed application is not installed properly, sync with the management site.

✍ If a portal setting for iOS in the management site is "Do not display", [Portal] is not displayed on the screen.

[1] Tap [Portal].

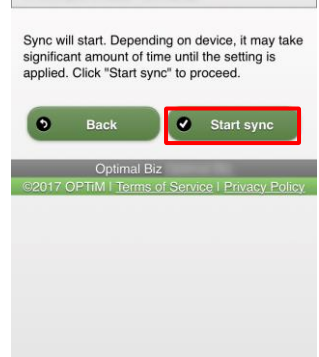


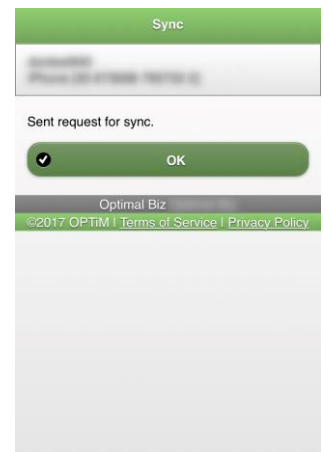
[2] Tap [Start sync].



[3] Confirmation page is displayed.

⇒ Tap on [Start sync].



[4] Request for sync is sent.

6 Installing distributed applications

Describes the following items.

Item	Page
Installing distributed applications	18

6.1 Installing distributed applications

Applications can be distributed from the management site. Follow the steps below to install the application.

- ✎ If the iOS portal setting in the management site is set to "Do not display", [Portal] is not displayed and distributed applications cannot be installed.
- ✎ On devices of iOS 13 or later, you cannot install a management target application in Low Data Mode. Install the app from "App Store".

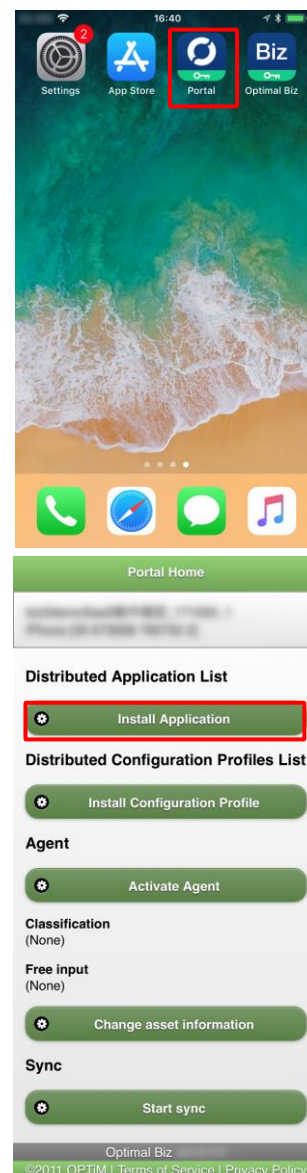
[1] Tap [Portal].

[2] Tap [Install Application].

- ✎ If no application is distributed from the management site, [Install Application] is not displayed.

✎ For details, refer to the following.

📄 "Application Distribution"- "Application" - "Settings - iOS"
in <Management Site Reference Manual>



[3] Tap [Install] of the application you want to install.

- ✎ If you tap [Install] for an original application, the install confirmation message is displayed. Allow the installation and it will start.
- ✎ If you tap [Install] on an App Store application, the app page is displayed. Follow the instructions to install it.

- ✎ From iOS 10, if the following settings of the configuration profile are applied to the device due to Apple's specification change, it is no longer possible to install the original application from the portal.

Restrict "Allow installing apps using App Store(Supervised only)"

⇒ Can not install it from iOS 10.0.0 or later.

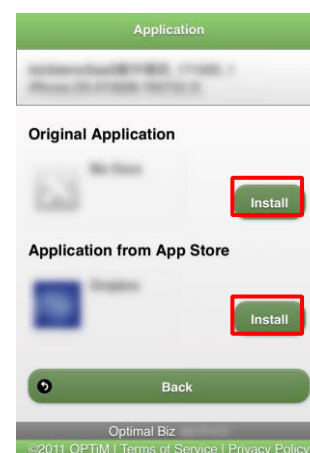
Restrict "Allow installing apps using Apple Configurator 2 and iTunes"

⇒ Can not install it with iOS 10.0.1 or later.

As a workaround, distribute it as a managed object from the management site. Refer to the following for setting of application distribution as managed target.

🔍 "Application Distribution"- "Application" - "Settings - iOS"

in <Management Site Reference Manual>



7 Installing configuration profiles with deletion prevention

Describes the following items.

Item	Page
Installing configuration profiles with deletion prevention	21

7.1 Installing configuration profiles with deletion prevention

When a configuration profile is distributed from the management site, follow the steps below to install the configuration profile.

- ✎ If the iOS portal setting in the management site is set to "Do not display", [Portal] is not displayed and distributed applications cannot be installed.
- ✎ Once the web clip is delivered, icon specified at the management site will be applied and the bookmark will be displayed as a web clip. Depending on the web page, the icon specified in the page may be forcibly applied. The settings delivered with the web clip cannot be deleted by operation on the iOS device. For web clip settings, please refer to the following.

🔍 "Web clip setting" - "Edit of [Others▼] tab" - "Edit Uploaded Configuration Profile" -
"Configuration Profile" - "Settings - iOS" in <Management Site Reference Manual>

7.1.1 For less than iOS 12.2

[1] Tap [Portal].

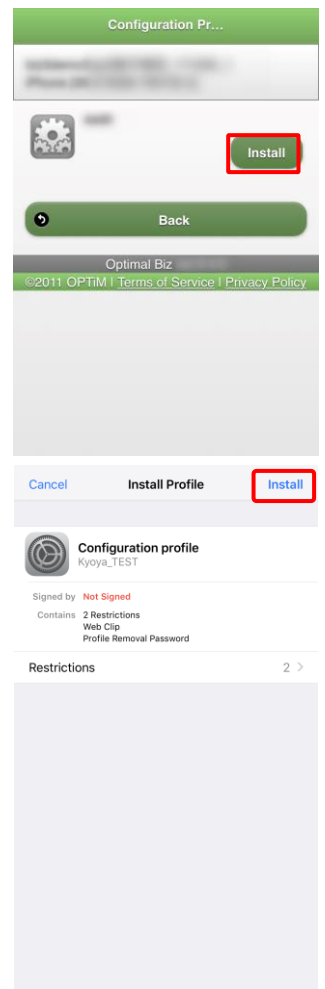
[2] Tap [Install Configuration Profile].

- ✎ If no configuration profile is distributed from the management site, [Install Configuration Profile] is not displayed.



[3] Tap [Install] on the target configuration file to install.

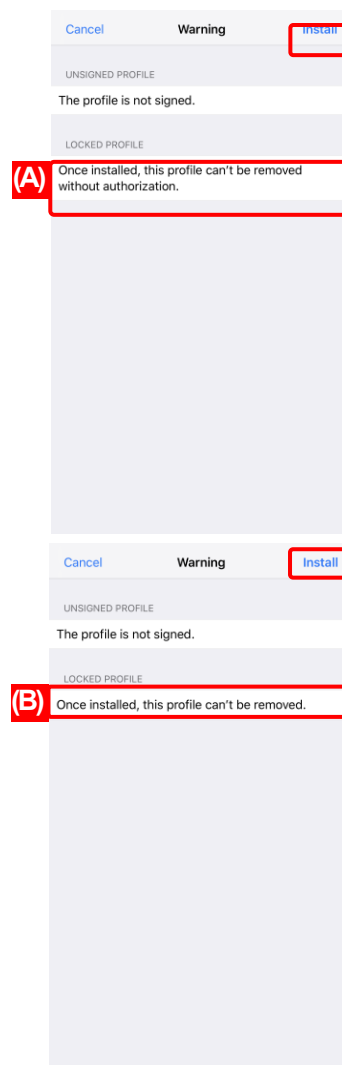
[4] Tap [Install].



[5] Tap [Install].

- ⚠ Warning message is displayed as (A) or (B) depending on the settings of the configuration profile on the management site. Confirm the message, and then tap [Install]. For details on the settings of the configuration profile, refer to the following.

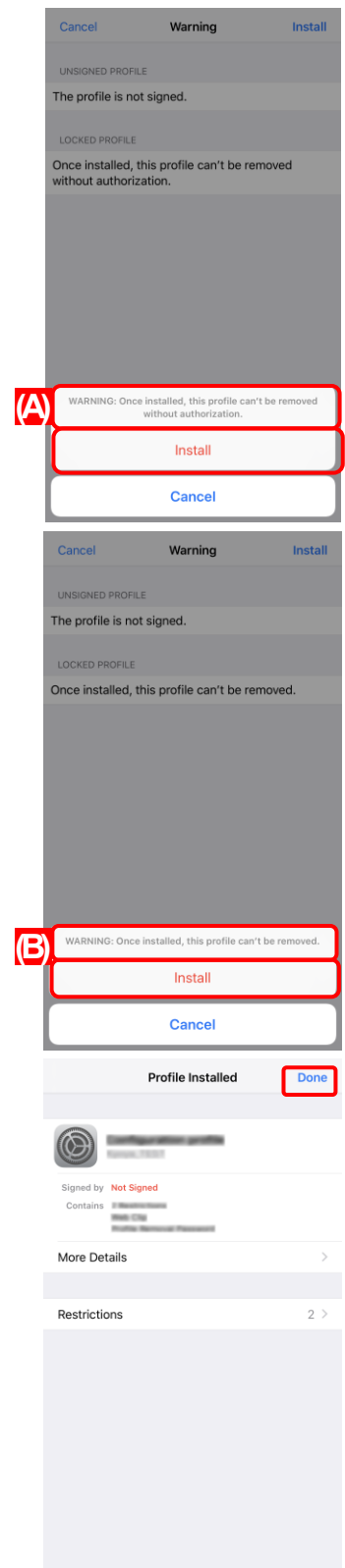
🔍 "Create configuration profile" - "Configuration Profile" -
"Settings - iOS" in <Management Site Reference
Manual>



[6] Tap [Install].

- ⚠ Warning message is displayed as (A) or (B) depending on the settings of the configuration profile on the management site. Confirm the message, and then tap [Install]. For details on the settings of the configuration profile, refer to the following.

📄 "Create configuration profile" - "Configuration Profile" - "Settings - iOS" in <Management Site Reference Manual>

[7] Tap [Done].

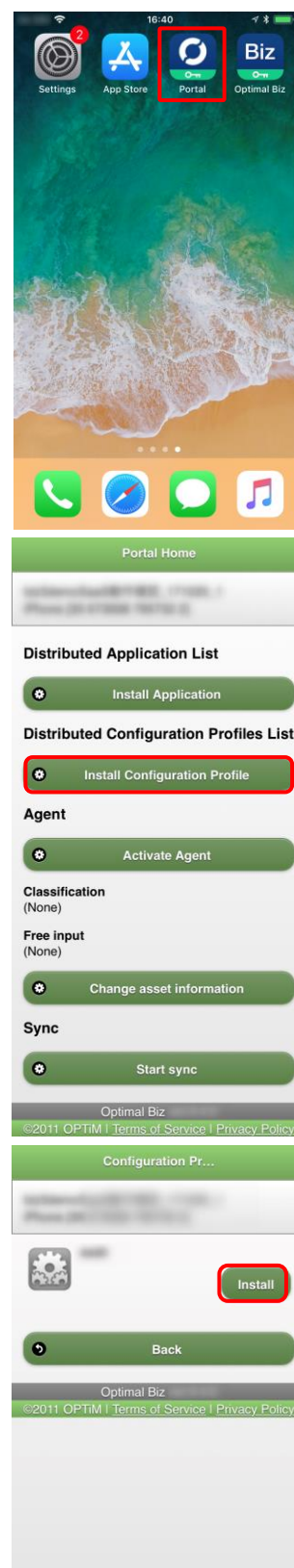
7.1.2 For iOS 12.2 or more

[1] Tap [Portal].

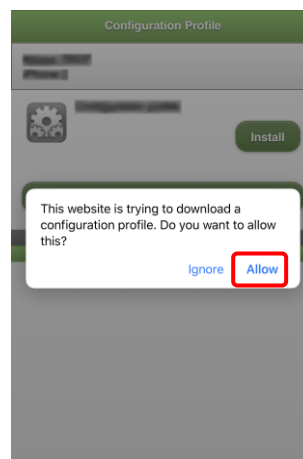
[2] Tap [Install Configuration Profile].

☑ If no configuration profile is distributed from the management site, [Install Configuration Profile] is not displayed.

[3] Tap [Install] on the target configuration file to install.

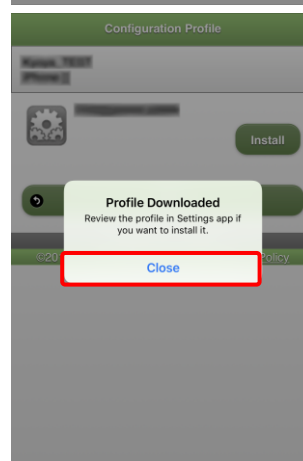


[4] Confirm the message, and then tap [Allow].



[5] Pop-up screen as shown at right is displayed. Tap [Close].

⇒ Downloading of the configuration profile is finished.

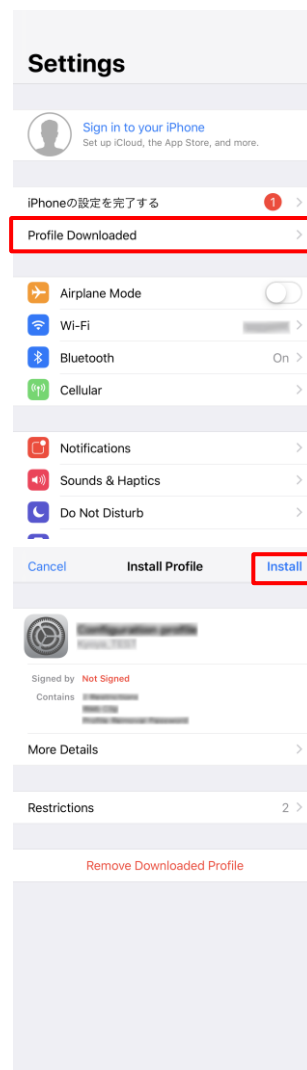


[6] Tap [Settings] on the home screen of iOS device.




[7] Tap [Profile Downloaded].

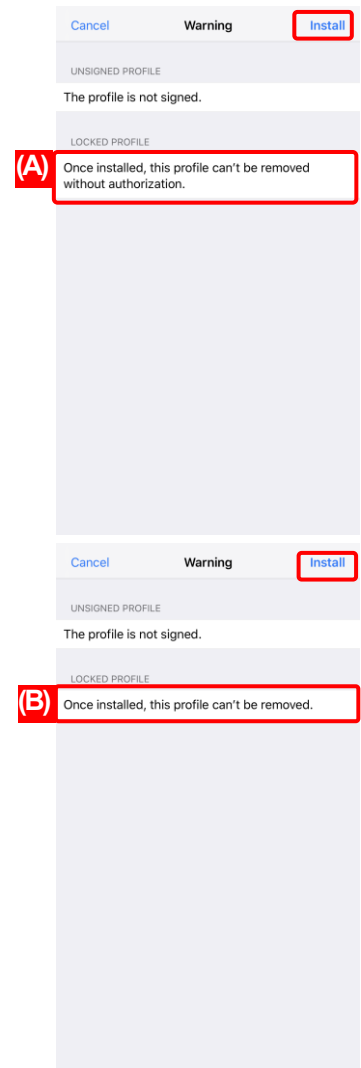
[8] Tap [Install].



[9] Tap [Install].

- Warning message is displayed as (A) or (B) depending on the settings of the configuration profile on the management site. After confirming the message, tap [Install]. For details on the settings of the configuration profile, refer to the following.

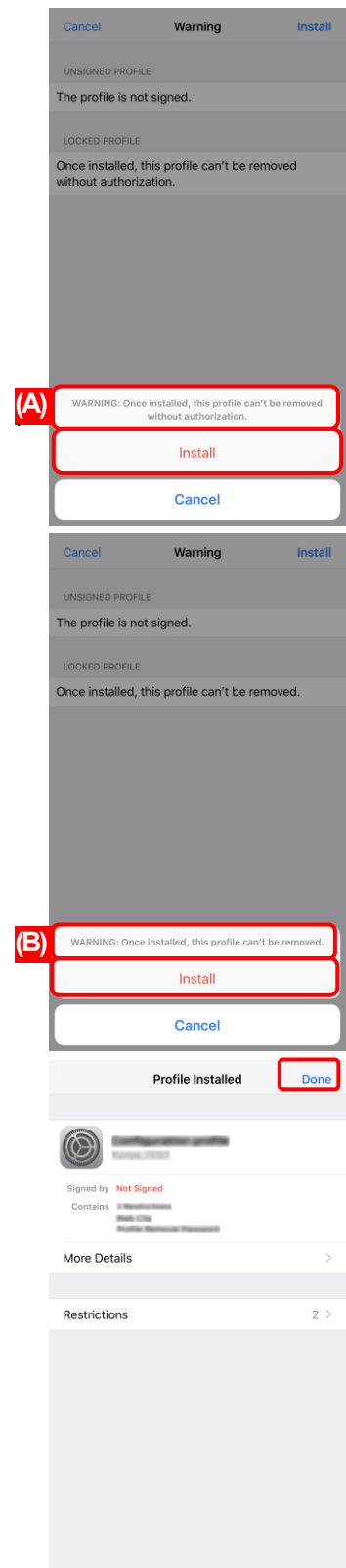
 "Create configuration profile" - "Configuration Profile" - "Settings - iOS" in <Management Site Reference Manual>



[10] Tap [Install].

- ⚠ Warning message is displayed as (A) or (B) depending on the settings of the configuration profile on the management site. After confirming the message, tap [Install]. For details on the settings of the configuration profile, refer to the following.

📄 "Create configuration profile" - "Configuration Profile" - "Settings - iOS" in <Management Site Reference Manual>

**[11] Tap [Done].**

8 Allowing Apps and Books Application Assignment

Describes the following items.

Item	Page
Allowing Apps and Book application assignment	31

8.1 Allowing Apps and Book application assignment

In this service, applications and books may be distributed through Apps and Book. When you first install applications or books distributed with Apps and Book, you must agree to the Apple Media Service Agreement (Apps and Book Terms of Service) and allow assignment by Apps and Book as follows.

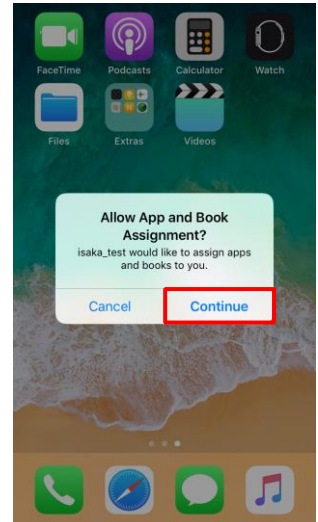
[1] A prompt requesting permission for Apps and Book assignment is displayed.

⇒ Tap [Continue].

✎ A sign-in request will be displayed if you are not signed in. Tap [Sign in] and sign in.

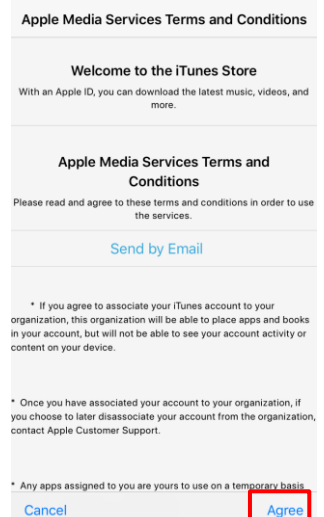
✎ If assignment is not permitted, the same confirmation prompt will be displayed again when a sync is performed from the management site. Apps and Book applications and books will not be distributed until assignment is allowed.

✎ Screen images for the assignments permission prompt is as displayed in iOS 9. Depending on the iOS version, a different prompt may be displayed.

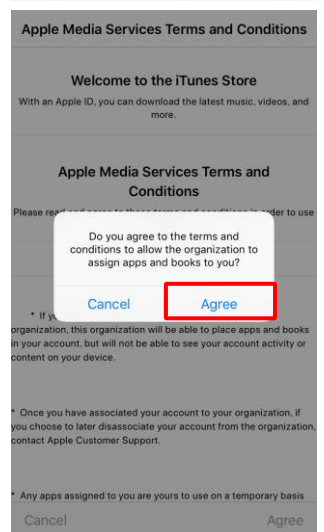


[2] "Terms and Conditions and Apple Privacy Policy" is displayed in English. Scroll to the bottom and tap "Agree".

✎ "Terms and Conditions and Apple Privacy Policy" is displayed in English. Scroll to the bottom and tap "Agree".

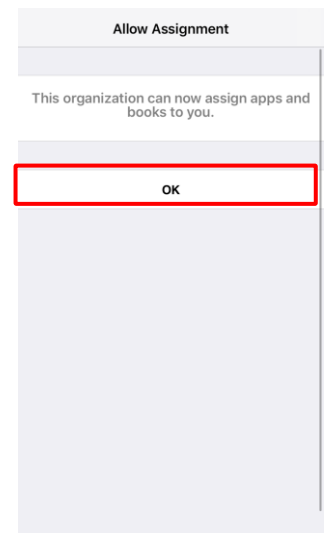


[3] Prompt window is displayed. Tap "Agree".




[4] Assignment permission is completed.

⇒ Tap [OK].



9 Launching agent

To use this function, you need to install the iOS agent to your iOS device. For details, refer to the following.

 "Activating agent" Page 10

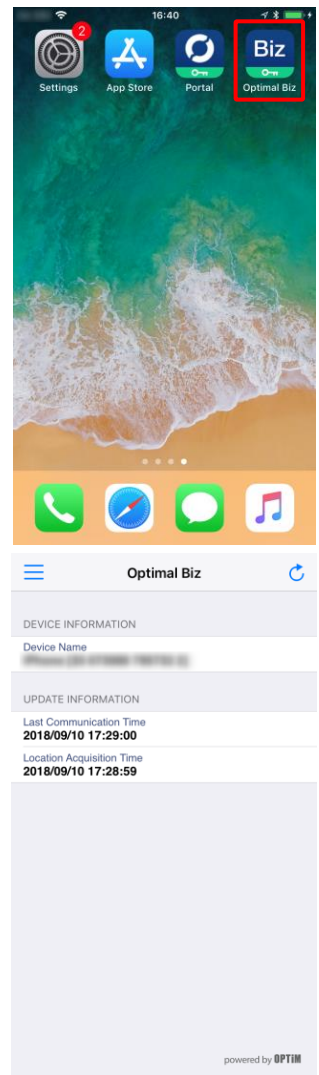
Describes the following items.

Item	Page
Launching agent	34

9.1 Launching agent

Follow the steps below to launch the agent.

【1】 Tap the application icon [Optimal Biz].




【2】 The agent is launched.

- ☑ When you use the function of the iOS agent, the iOS agent must be launched. If you stop the iOS agent from the multitasking bar, launch it again following these steps.

10 Agent basic information

To use this function, you need to install the iOS agent to your iOS device. For details, refer to the following.

 "Activating agent" Page 10

Describes the following items.

Item	Page
Checking agent basic information	36

10.1 Checking agent basic information

Follow the steps below to check the basic agent information (asset information, user information, update information).

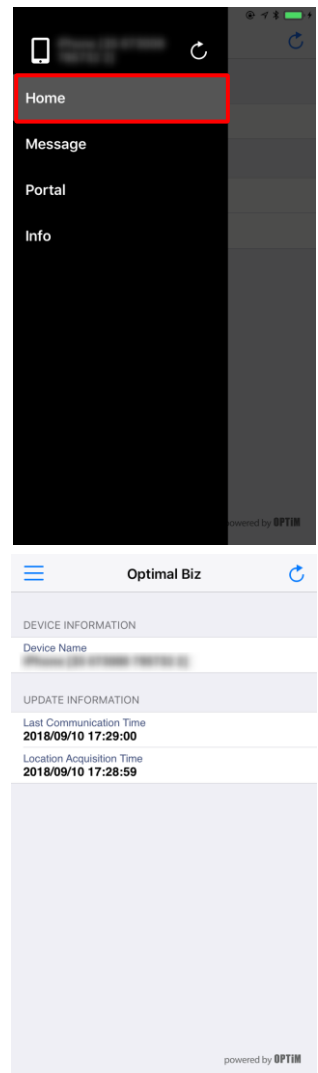
- [1] Launch the agent and tap the "≡" menu button displayed on the top left.**

⇒ Tap [Home].

✎ For information on how to start the agent, see the following.


👉 "Launching agent" Page 34

- [2] The basic agent information has been displayed.**





11 Message

To use this function, you need to install the iOS agent to your iOS device. For details on how to install the iOS agent, refer to the following.

 "Activating agent" Page 10

For details on message notification settings, refer to the following.

 "(Information - iOS) Message" - "Asset information" - "List" - "Asset" in <Management Site Reference Manual>

 This function is an optional function(additional function). You can use this function only if you purchase this function. Contact the administrator for details of optional function (additional function).

Describes the following items.

Item	Page
Checking Message	38
Notification of unopened message	40

11.1 Checking Message

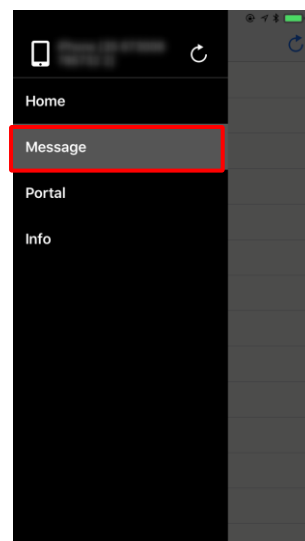
Messages can be distributed from the management site. Follow the steps below to check messages distributed from the management site.

- [1] Launch the agent and tap the "≡" menu button displayed on the top left.**

⇒ Tap [Message].

✎ For how to start the agent, refer to the following.

☞ "Launching agent" Page 34

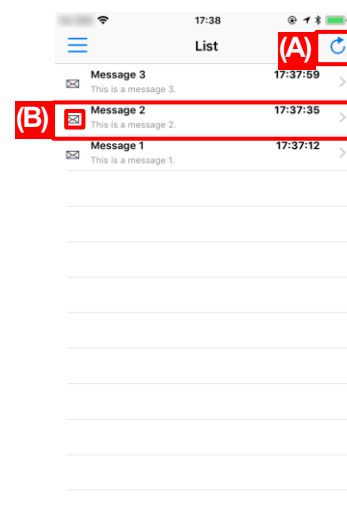


<<iPhone>>

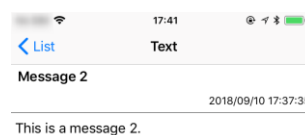
- [2] Tap the confirmation message.**

✎ Tap (A) to update the message. Device and user information are updated as well.

✎ Unread messages are displayed with the icon (B) on the left.



- [3] The message is displayed.**



<<iPad>>

[2] Tap the confirmation message.

- ☒ Tap (A) to update the message. Device and user information are updated as well.
- ☒ Unread messages are displayed with the icon (B) on the left.

**[3] Message is displayed.**

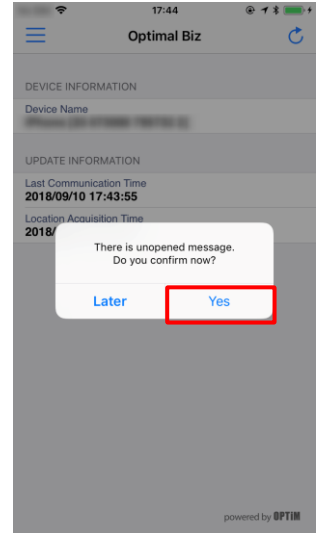
11.2 Notification of unopened message

The following message is popped up when a new message is received or an unopened message remains. Follow the steps below to check messages.

<<In the case agent application is running>>

[1] Tap [Yes] to confirm the message immediately.

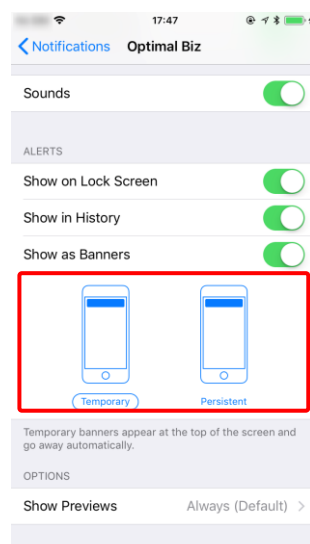
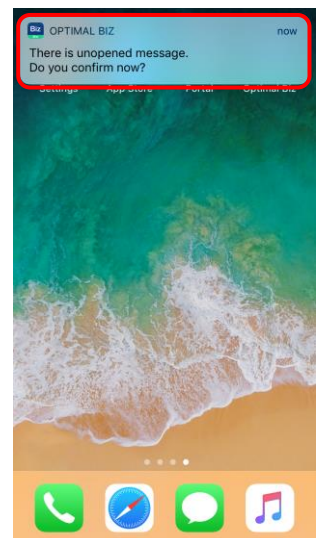
- ✎ Tap [Later] to check the message later.
- ✎ For details on checking the message, refer to the following.
 👉 "Checking Message" Page 38



<<In the case agent application is not running: Banner>>

[1] Tap the banner to confirm the message immediately.

- ✎ Whether temporary display or persistent display depends on iPhone/iPad settings.
- ✎ The screen on the right is iOS 11. After iOS 10, the dialog display disappeared, and it became two of the following.
 - Banner display : temporary
Disappear automatically after a few seconds after displaying the banner.
 - Banner display : persistent
Continue to display until tapping a notification or pressing the home button after displaying the banner.
- ✎ You can set from iOS "Settings" app → [Notification] → [Optimal Biz] → "Display as Banner screen".



12 Lock screen

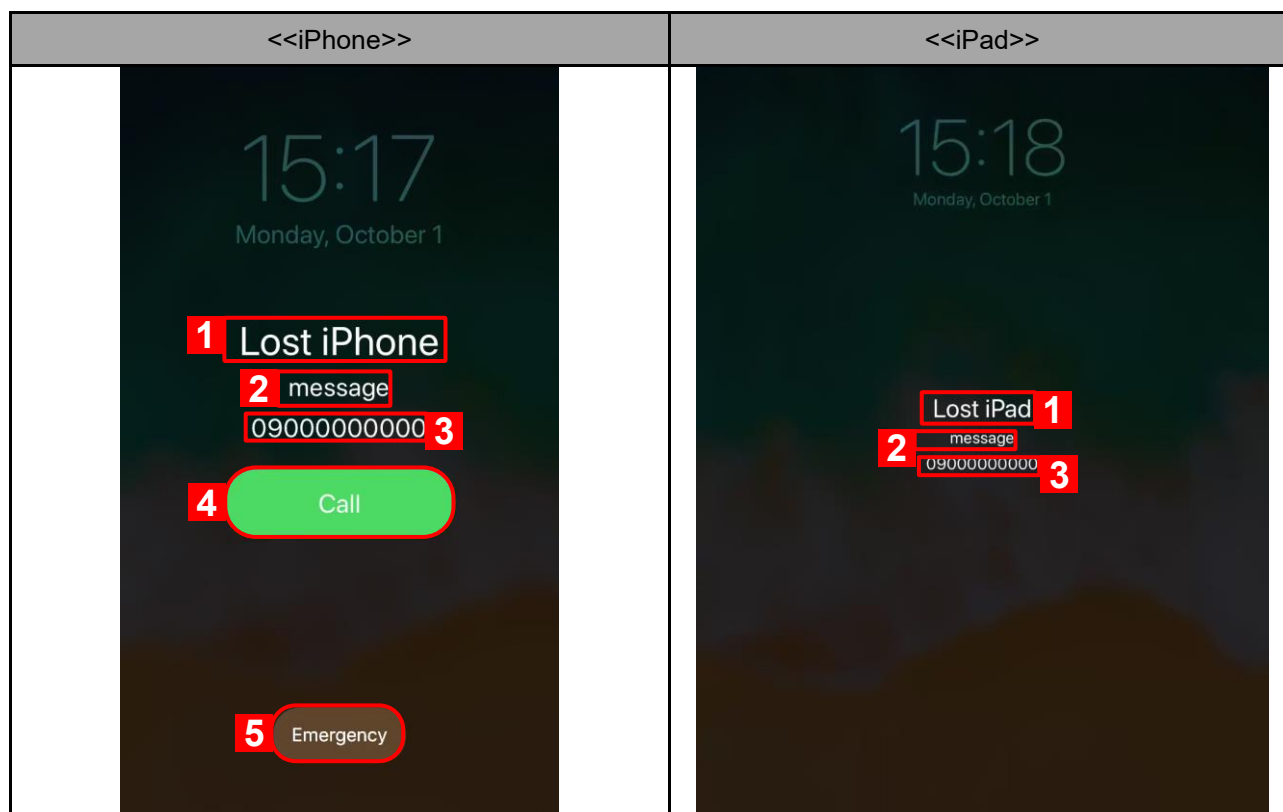
Describes the following items.


Item	Page
Lock screen	42

12.1 Lock screen

When a device is lost or stolen, you can display the messages on the remote lock screen on the device. If a third person happens to discover the device, you can use this message to provide a phone number and other contact information.

A locked device is locked by the iOS passcode.



No.	Object	Function
1	Default Lock Message	The default lost message on iPhone and iPad. Display the message depends on the iOS version.
2	Lock Messages	Displays the message set on the management site.
3	Phone number	Displays the telephone number and other contact information.
4	Tap to call	Tap to make a call to the phone number "3".  If SIM is not inserted, this is not displayed.
5	Emergency	Emergency calls such as 110,119 can be made.

* If no passcode is set to iPhone/iPad devices, only the default lock screen (native to OS) is displayed. Since no message is displayed, the contact information set at the management' site will not be delivered to the device user. In order to receive remote lock messages, tap "Settings"→"General"→"Passcode Lock" and tap [Turn Passcode On].

13 Lost mode screen

Describes the following items.

Item	Page
Lost mode screen	44

13.1 Lost mode screen

You can set lost mode of iOS provided by Apple Inc. from the management site. If the device is lost or stolen, it is

possible to set remote lock or display a message.

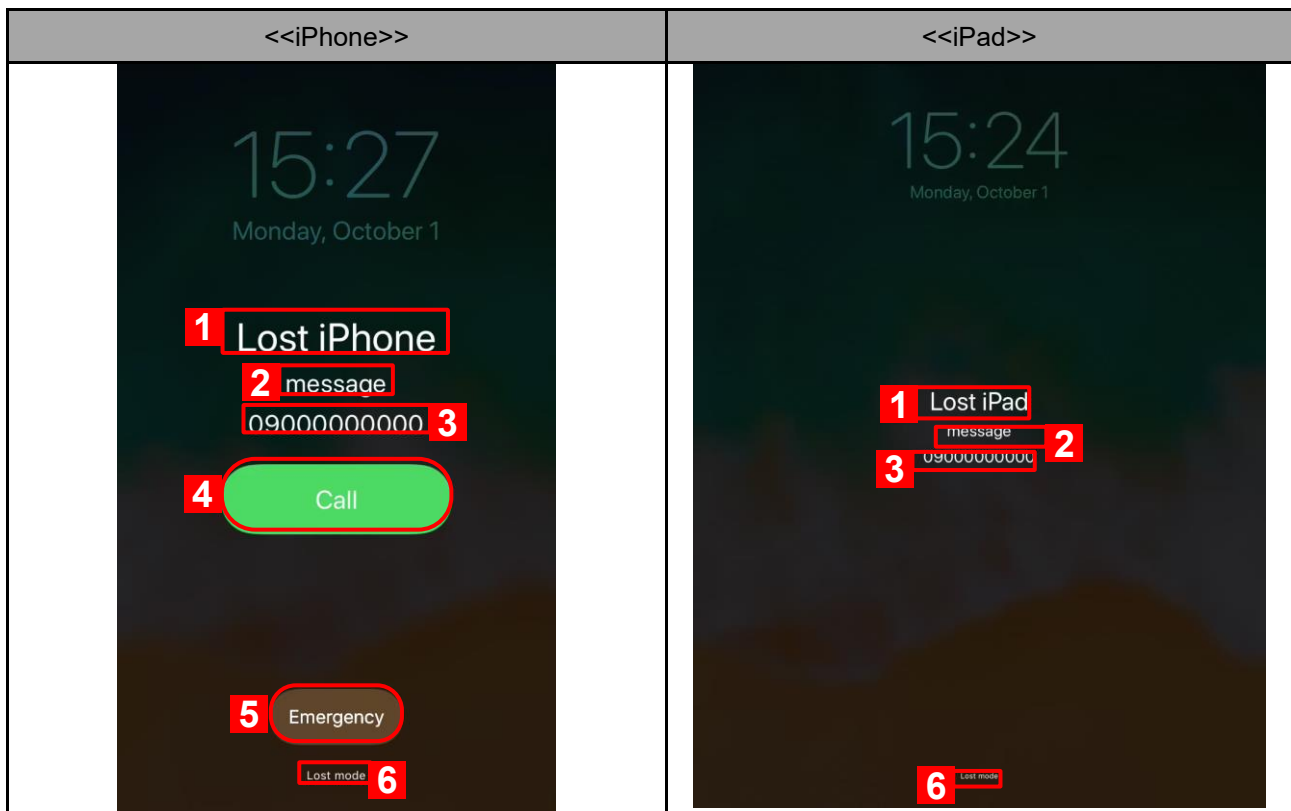
Locks can only be removed from the management site. You can reduce the risk of device disposal due to lost and divulging of information due to unauthorized use of device.

✍ Only the supervised device with iOS 9.3 or later is valid.

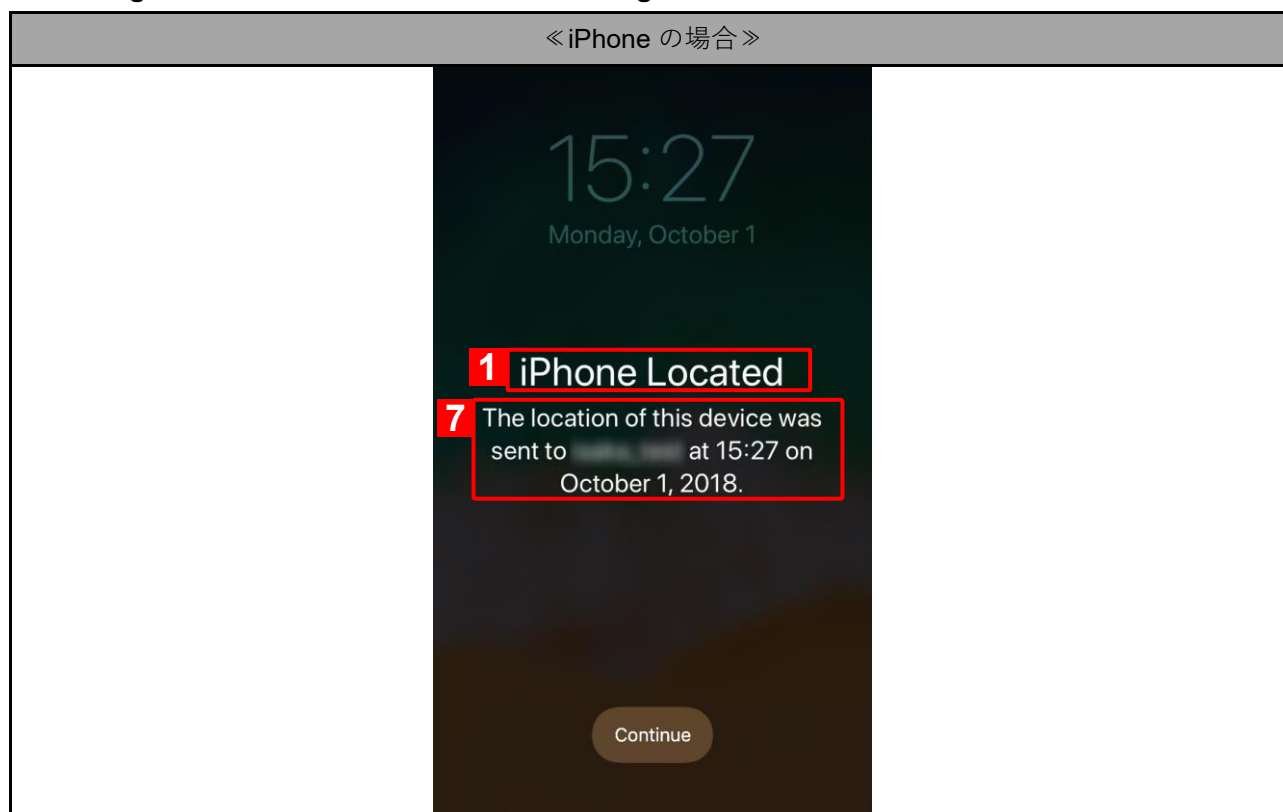
✍ In lost mode, it enters low power mode.

✍ It is also valid when passcode is not set.

<<Running in Lost Mode>>



<<Collecting location data and then after removing lost mode>>



No.	Object	Function
1	Default lock message	The default lost message on iPhone and iPad. Display the message depends on the iOS version.
2	Lock messages	Display the lock message set on the management site.
3	Phone number	Display the phone number set on the management site such as the contact at the time of losing is displayed.
4	Tap to call	Tap to make a call to the phone number "3". ✖ If SIM is not inserted, this is not displayed.
5	Emergency	Emergency calls such as 110,119 can be made.
6	Note	Display the note set on the management site.
7	Message after removal	Display the date and time of sending location data to the management site when location data is sent. Display the message depends on the iOS version. ✖ If the location data is not collected, it will not be displayed. ✖ For iOS 9, the dialog will be displayed after removal.

14 Accessing portal from agent

You can access the portal from the agent menu and change the asset setting or install distributed applications.

✖ Only available for version 7.0.100.0 agents or later.

✖ You cannot access agent activation and configuration profile if portal is opened from the agent.

Describes the following items.

Item	Page
Accessing Portal from agent	47

14.1 Accessing Portal from agent

Access portal in the following steps.

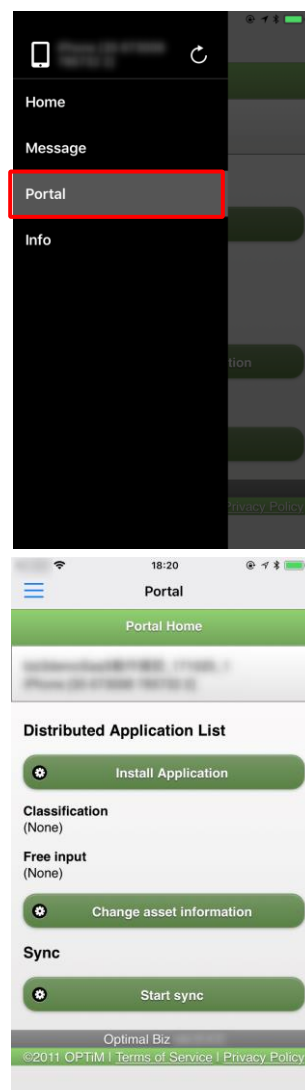
- [1] Launch the agent and tap the "≡" menu button displayed on the top left.**

⇒ Tap [Portal].

✎ For how to start the agent, refer to the following.

👉 "Launching agent" Page 34

- [2] Portal is displayed on the agent screen.**



15 Version of agent

To use this function, you need to install the iOS agent to your iOS device. For details on how to install the iOS agent, refer to the following.

👉 "Activating agent" Page 10

Describes the following items.

Item	Page
Check version of agent	49

15.1 Check version of agent

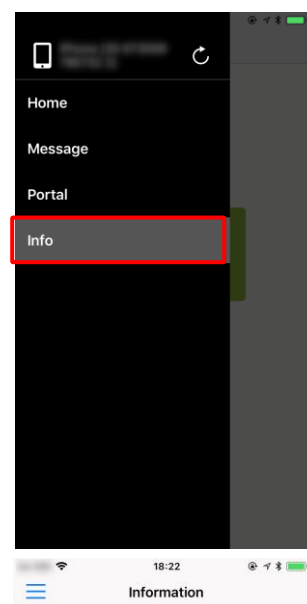
Follow the steps below to check the version of an agent.

- [1]** Launch the agent and tap the "≡" menu button displayed on the top left.

⇒ Tap [Info].

✎ For how to start the agent, refer to the following.

☞ "Launching agent" Page 34



- [2]** The version of the agent is displayed.



©2017 OPTIM


16 Using Optimal Biz Browser


Optimal Biz Browser is a browser installed separately from the iOS standard browser (Safari). This browser provides the same functions as a standard browser: adding bookmarks, favorites setting and security setting.


By installing Optimal Biz Browser on an iOS device and restricting the browser usage to only Optimal Biz Browser (using the management site's Application Prohibition function), the device's browser usage can be managed by the management site for various functions (Web filtering, favorites, browser history, etc.).


For details about the functions of the management site, refer to the following.


 <Management Site Reference Manual>

 When using Optimal Biz Browser, be sure to activate the agent before installing Optimal Biz Browser. If the agent is not activated, Optimal Biz Browser cannot use browser-related functions such as Web Filtering, Browser History or Bookmark. For details on agent authentication, refer to the following.


 "Activating agent" Page 10

 Optimal Biz Browser cannot use apps that go through other servers (such as app for online meeting).


 When Safari usage is prohibited by the configuration profile setting, the following functions will be unavailable as well. Proceed with caution. Also keep in mind that part of Portal functions are available from the agent. For details, refer to the following.

 "Portal and Agent Functions" Page 8

- Optimal Biz Portal screen
- Web Clip Functions (Safari Bookmark)

 Uninstalling the Optimal Biz configuration profile and the Optimal Biz Agent will not uninstall Optimal Biz Browser. Manually uninstall the browser. For uninstallation method, refer to the following.

 "Uninstalling Browser" Page 56

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

Describes the following items.

Item	Page
Installing Optimal Biz Browser	51
Main Screen	54
Setting page	55
Uninstalling Browser	56

16.1 Installing Optimal Biz Browser

There are following two ways to install Optimal Biz Browser.

- Installation using the app distribution function
- Install from App Store

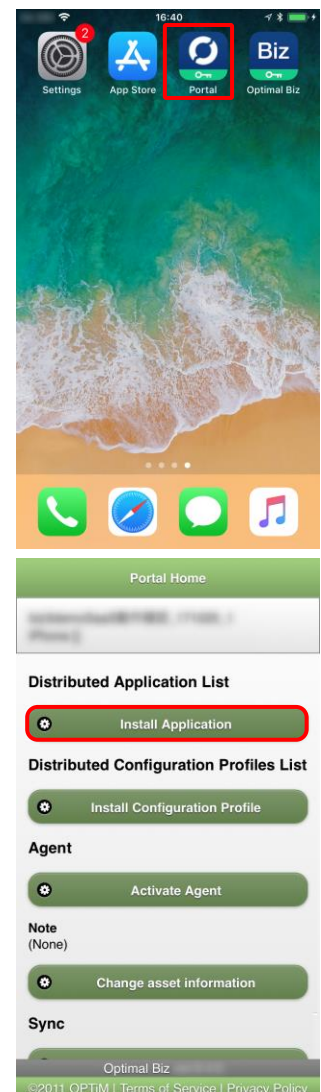
16.1.1 Installation using the app distribution function

To install Optimal Biz Browser with the app distribution function, follow the procedure below. For the app distribution function, refer to the following.

☞ "Installing distributed applications" Page 18

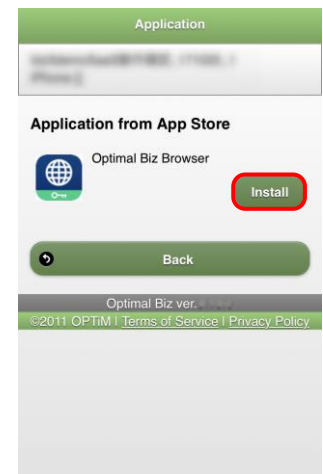
[1] Tap [Portal].

[2] Tap [Install Application].

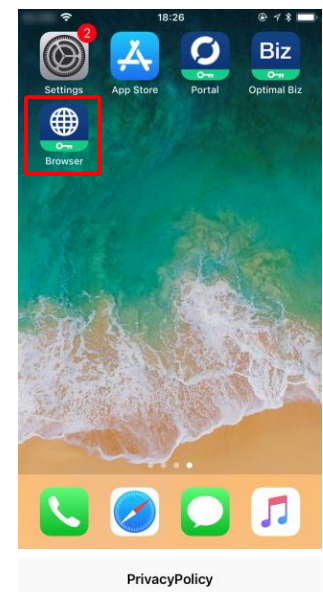


[3] Tap [Install] in the Optimal Biz Browser.

⇒ The icon (Browser) appears on the Home screen.

**[4] Tap the icon (Browser) to start.**

⇒ Privacy Policy consent screen appears.

**[5] Tap [Accept].**

⇒ The Main screen appears

☞ "Main Screen" Page 56

- ☑ If you tap [Not Accept], you cannot use Optimal Biz Browser and this screen appears again.
- ☑ This screen is not displayed for agent versions earlier than 2.2.0.100.

16.1.2 Installation from App Store

To install Optimal Biz Browser, follow the procedure below.

[1] Tap [App Store].

[2] Search for "Optimal Biz Browser" to install.

✍️ Install the agent following the App Store installation steps.

⇒ The icon (Browser) appears on the Home screen.

[3] Tap the icon (browser) to start.

⇒ Privacy Policy consent screen appears.

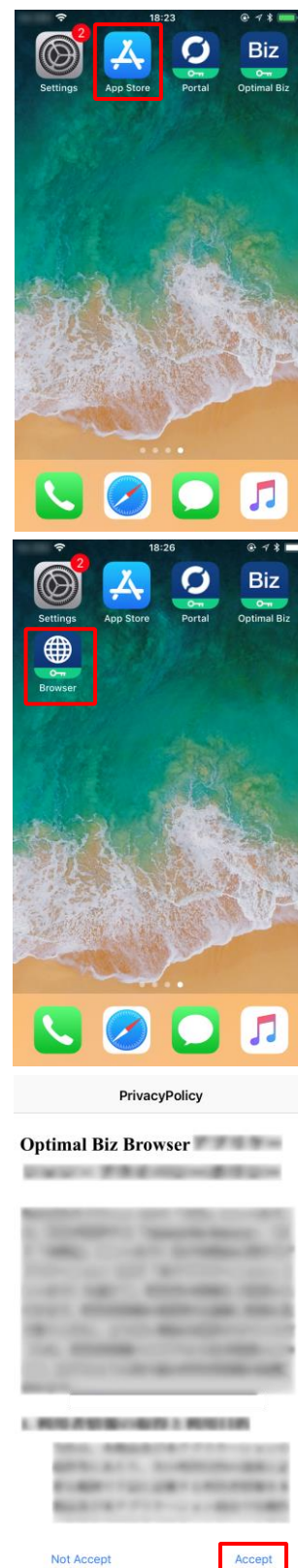
[4] Tap [Accept].

⇒ The Main screen appears.

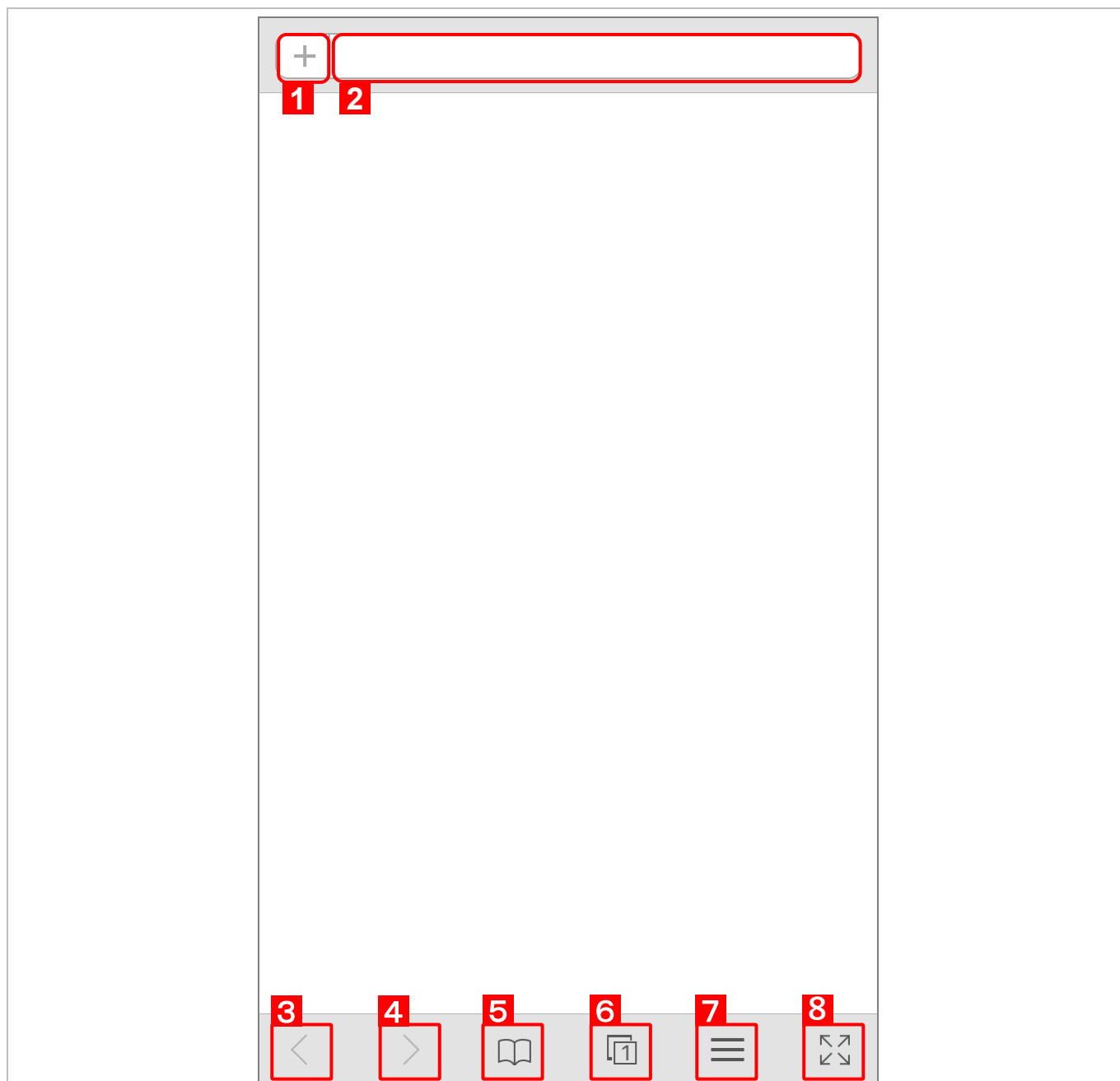
👉 "Main Screen" Page 54

❗ If you tap [Not Accept], you cannot use Optimal Biz Browser and this screen appears again.

❗ This screen is not displayed for agent versions earlier than 2.2.0.100.

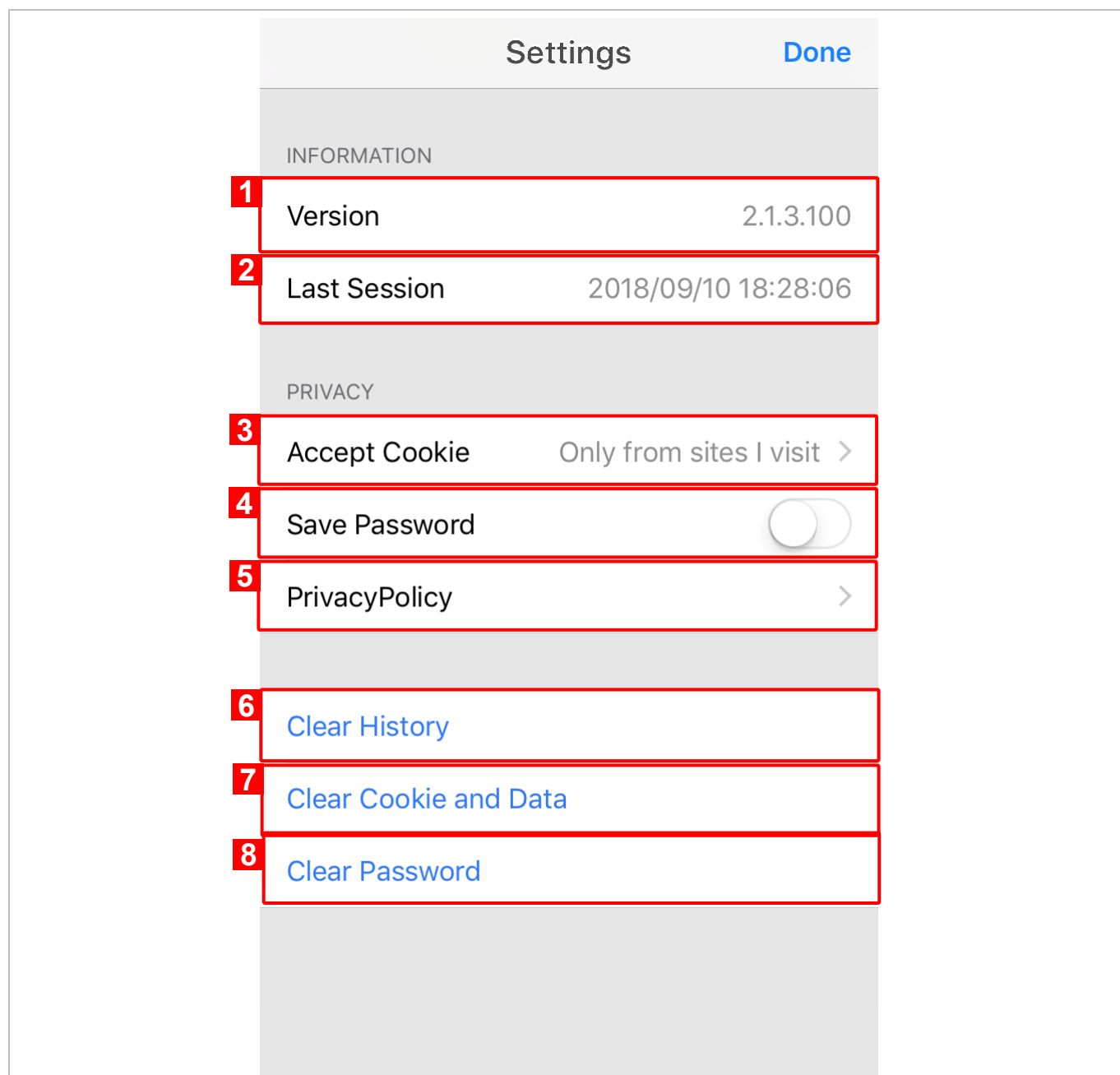


16.2 Main Screen



No.	Object	Function
1	Add Bookmark	Bookmarks the current page.
2	Address Bar	The URL for current page is displayed. <input checked="" type="checkbox"/> When you are viewing a Web page, [Update] button appears on the right side.
3	Back	Goes back to the previous page.
4	Next	Goes to the next page.
5	Bookmark list	Displays the list of bookmarks.
6	Tab list	Displays tab list.
7	Setting	Displays the setting page.
8	Zoom in	Taps to zoom into the current screen.

16.3 Setting page

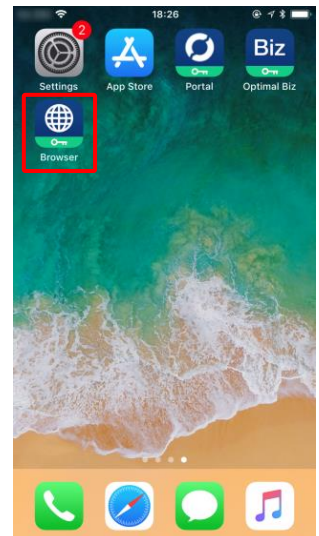


No.	Name	Description
1	Version	Optimal Biz Browser version information is displayed.
2	Last Session	The date and time of last communication with the management site is displayed.
3	Accept Cookies	Sets whether to accept Cookies. Select one from below: ●Never ●From visited sites ●Always
4	Save password	Sets whether to auto-save passwords entered from the browser.
5	Privacy Policy	Displays privacy policy.
6	Clear history	Deletes browser history.
7	Clear cookie and data	Delete Cookies, cache, form data and location data.
8	Clear password	Deletes password data.

16.4 Uninstalling Browser

Follow the instruction to uninstall.

[1] Tap and hold the [Optimal Biz Browser] icon.

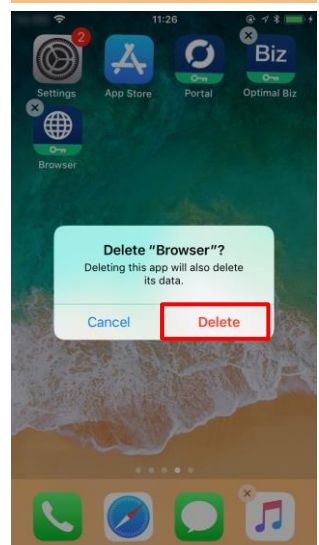


[2] An [x] mark is displayed on the top left corner of the [Optimal Biz Browser] icon.

⇒ Tap [x] to uninstall App.



[3] Tap [Delete].



17 Receiving remote support

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

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

✚ Remote Support requires an Internet connection.

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

Describes the following items.

Item	Page
How to install	58
Starting client tool	59

17.1 How to install

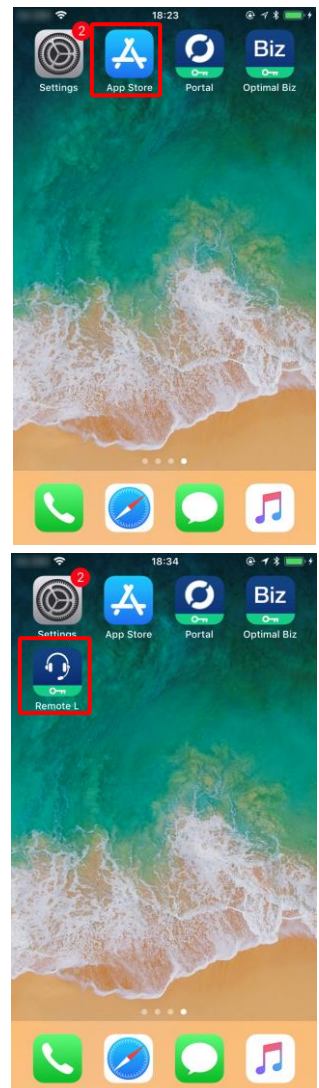
Follow the steps below to install client tool directly from App Store.

[1] Install "Optimal Biz Remote" from [App Store].

☞ Follow App Store installation instructions.

[2] Optimal Biz Remote has been installed.

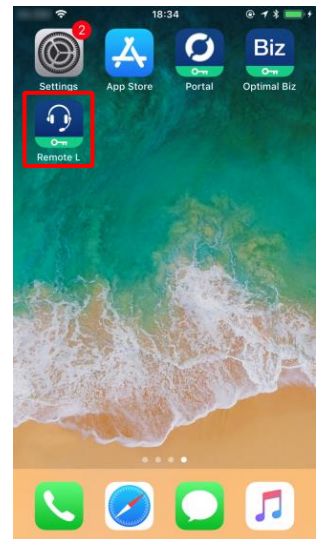
⇒ Tap [Optimal Biz Remote] to start.



17.2 Starting client tool

Follow the steps below to start up client tool.

[1] Tap [Optimal Biz Remote].



[2] Check the user agreement and tap [Agree].



[3] Connecting. Wait for while.

Connecting...

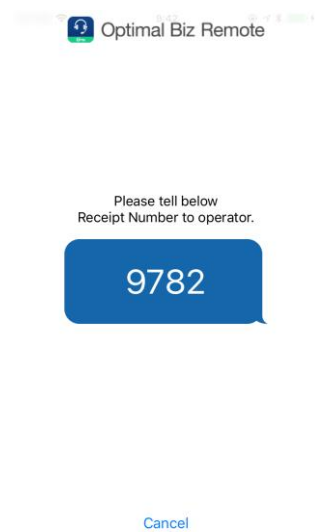


Cancel

[4] The receipt number will be displayed.

⇒ Provide the number to the operator.

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



18 SaaS ID Federation

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

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

 <SaaS ID/Access Control Operation Manual>

19 Use App Catalog

The "App Catalog" is a catalog of approved apps ready to be installed to the user's devices.

By using the catalog, a user can browse through the list of approved apps, check the details of specific apps and easily install the desired apps to their iOS devices.

Describes the following items.

Item	Page
Install App Catalog	63
Main Screen	68
Group detail screen	69
Search all	70
Installing app from App Catalog	71
Uninstall App Catalog	72
Update app from App Catalog	73

19.1 Install App Catalog

There are two ways to install App Catalog.

- Installation using the app distribution function
- Installation from App Store

- ☑ When installing App Catalog from the App Store, syncing with the management site may not work properly. Therefore, installing with app distribution is recommended.
- ☑ If the agent has been activated, App Catalog will also be automatically activated. If the agent has not been activated or you are not using the agent, perform activation with App Catalog.

☞ "Activating agent" Page 10

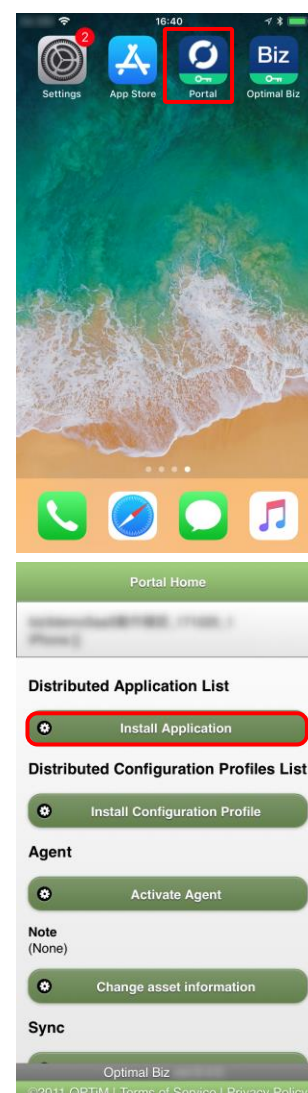
19.1.1 Installation using the app distribution function

To install App Catalog with the app distribution function, follow the procedure below. For the app distribution function, refer to the following.

☞ "Installing distributed applications" Page 18

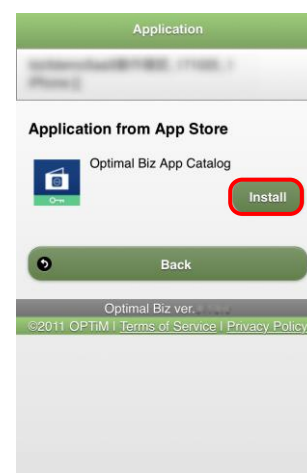
[1] Tap [Portal]

[2] Tap [Install Application].

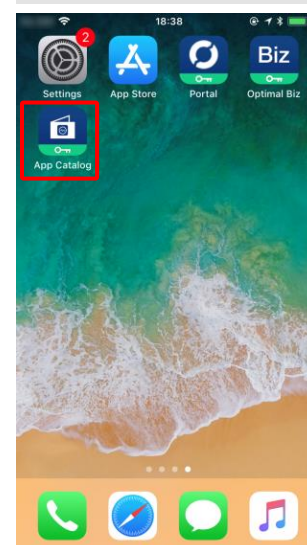


[3] Tap [Install] in App Catalog.

⇒ The icon (App Catalog) appears on the Home screen.

**[4] Tap the icon (App Catalog) to start App Catalog.**

⇒ Privacy Policy consent screen and data handling conditions are displayed.

**[5] Tap [Accept].**

☑ If you tap [Not Accept], you cannot use App Catalog and this screen appears again.

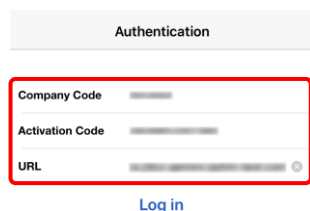


[6] Tap [OK].

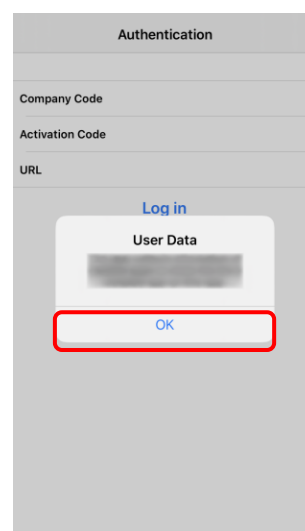
⇒ The Main screen appears.

☞ "Main Screen" Page 68

- ❗ If the agent has not been activated or you are not using the agent, the Authentication screen is displayed. Contact your administrator and enter your company code, activation code, and URL.



The image shows a mobile app screen titled "Authentication". It contains three input fields: "Company Code", "Activation Code", and "URL". The "URL" field has a small circular icon to its right. Below the input fields is a blue "Log in" button. A red rectangular box highlights the three input fields.



The image shows a mobile app screen titled "Authentication". It contains a "Log in" button. Below the button is a "User Data" section with a blurred input field. A red rectangular box highlights the "Log in" button.

19.1.2 Installation from App Store

To install App Catalog from App Store, follow the procedure below.

- ✎ When installing App Catalog from the App Store, syncing with the management site may not work properly. Therefore, installing with app distribution is recommended.

☞ "Install with the app distribution function" Page 63

[1] Tap [App Store].

[2] Search for "App Catalog" to install it.

✎ Install the agent following the App Store installation steps.

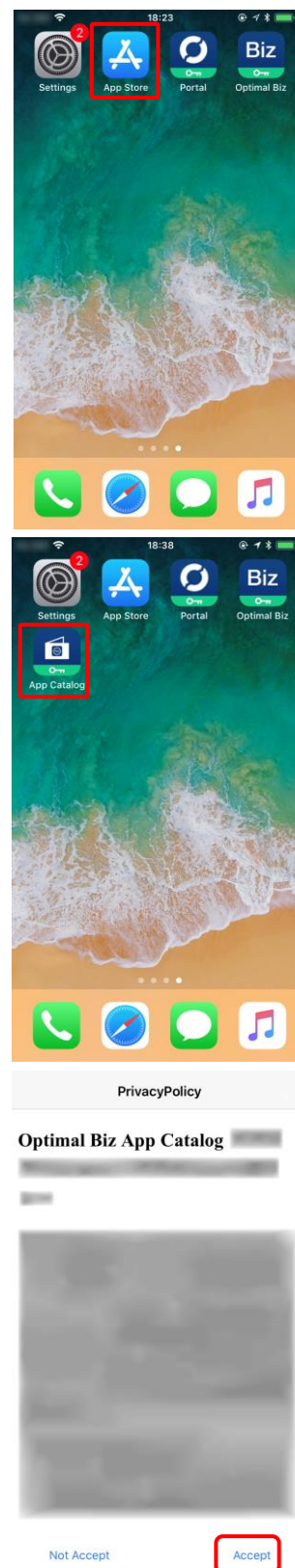
⇒ The icon (App Catalog) appears on the Home screen.

[3] Tap on the icon [App Catalog] to launch the app.

⇒ Privacy Policy consent screen and data handling conditions are displayed.

[4] Tap [Accept].

✎ If you tap [Not Accept], you cannot use the Application Catalog, and this screen will be displayed again.

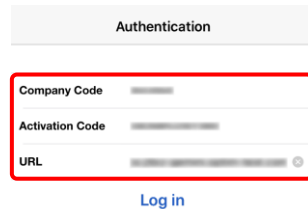


[5] Tap [OK].

⇒ The Main screen appears.

☞ "Main Screen" Page 68

- ✎ If the agent has not been activated or you are not using the agent, the Authentication screen is displayed. Contact your administrator and enter your company code, activation code, and URL.



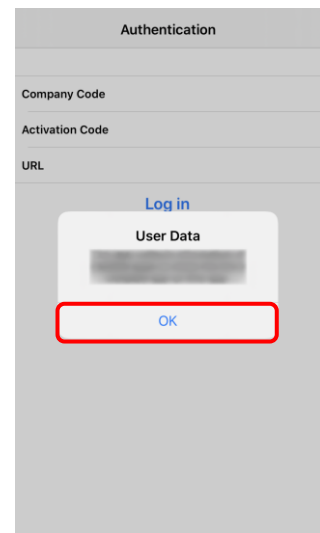
Authentication

Company Code

Activation Code

URL

Log in



Authentication

Company Code

Activation Code

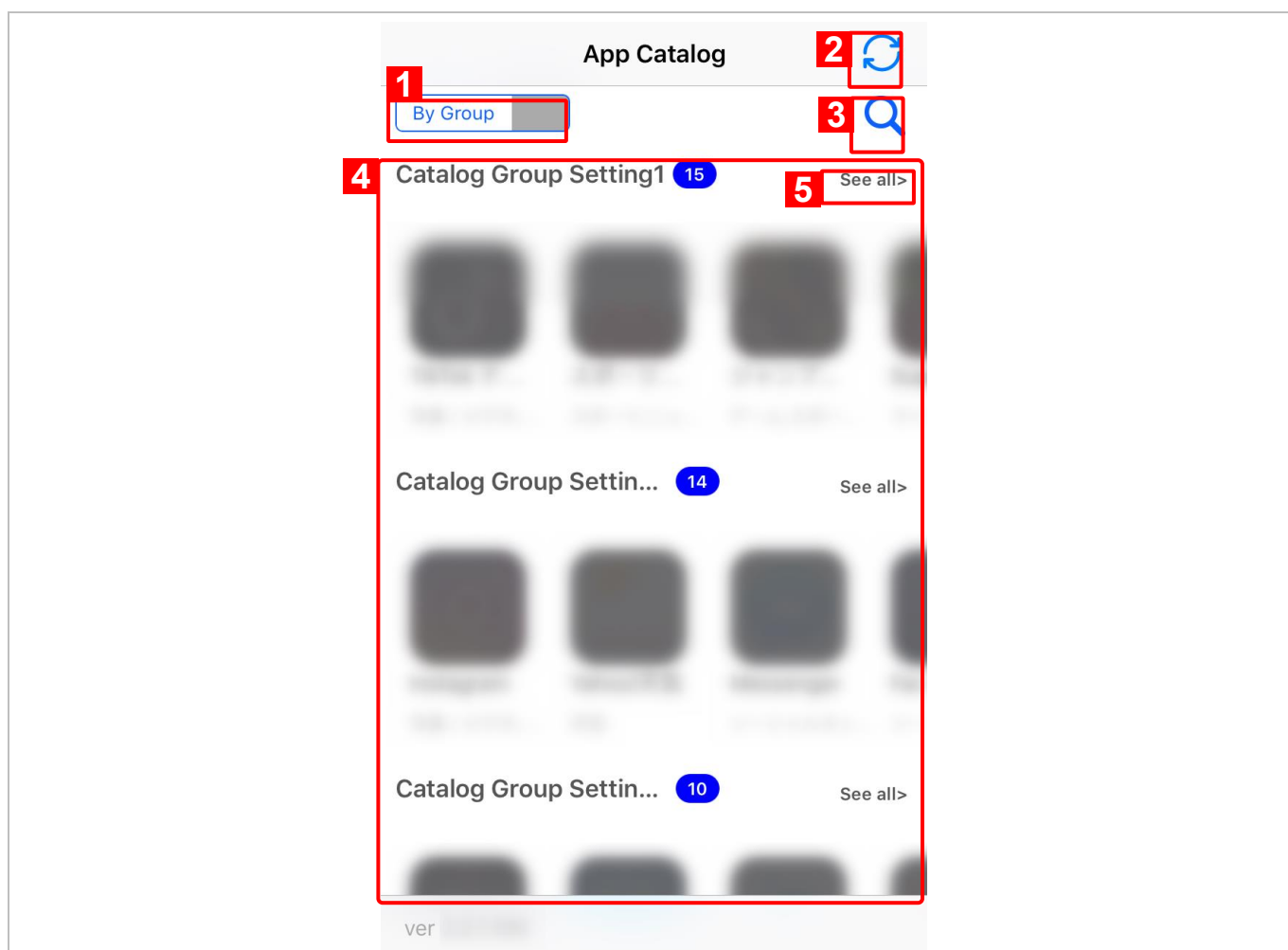
URL







Log in


User Data

OK

19.2 Main Screen



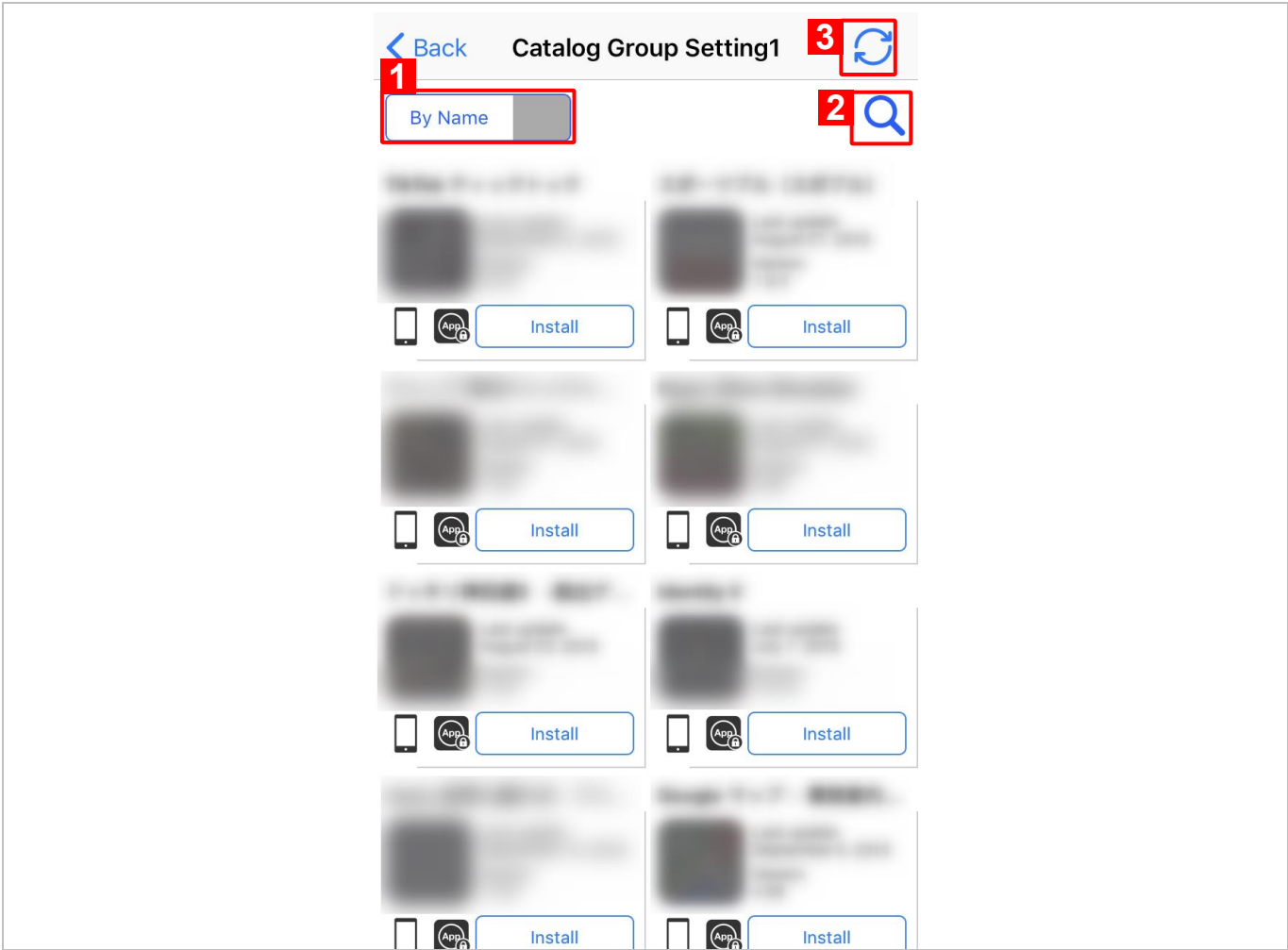
No.	Object	Function
1		Sort groups.
2	 [Sync]	Sync the information in app catalog. At the display timing of the main screen, information is not synchronized. Tap [Sync] to see the latest information such as installation status.
3	 [Search all]	Search for all the applications in app catalog. For details, refer to the following.  "Search all" Page 70
4	Application list	Application list shows. Tap to check the details of the application. Ten items are randomly displayed from each group.  You can display apps that are not displayed by swiping the app icon left or right.
5	[See all]	Tap to display all the applications in each group. For details, refer to the following.  "Group detail screen" Page 69


 Information update will not be done when starting this application or returning to the foreground from the background. Be careful when checking the latest information. The timing of information acquisition / update is as follows.

- At initial display
- When searching all
- At in-group transition (* Updated only for corresponding group)
- When tap [Sync] button

19.3 Group detail screen



List the applications in the group.

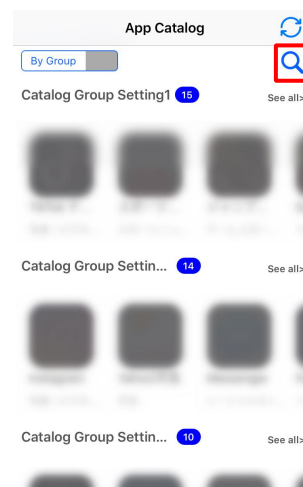




No	Object	Function
1	By Name	Sort applications. Press and hold to switch the sort type. (Update date, Application name).
2	[Search]	Search for the applications in the group. Tap  to display the search column. <div>Q Enter app name to search Cancel</div> <input checked="" type="checkbox"/> Forward match search only.
3	[Sync]	Sync the information of App Catalog in the group.

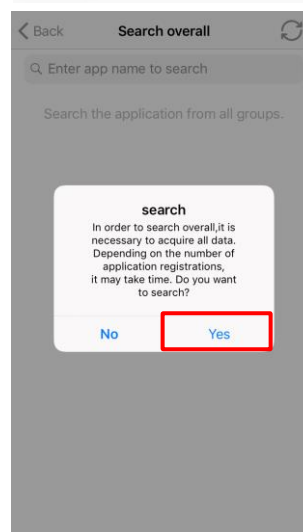
19.4 Search all

Follow the steps below to search the all applications. Search is only forward match.

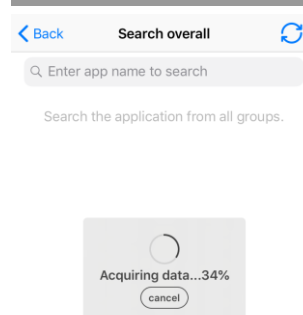
- [1] Tap  [Search all].**
 For the initial search, go to step **[2]** .



- [2] Tap [Yes].**
 Acquire all the application information before searching. Note that it may take time.
 It is displayed only when searching for the first time.



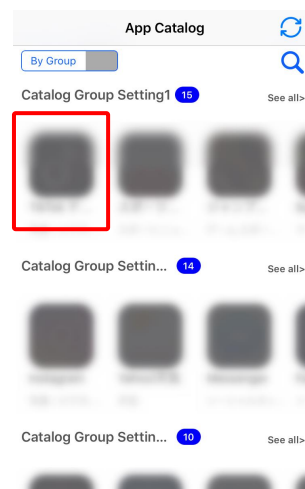
- [3] The progress status of information acquisition shows. After information acquisition is completed, you can search.**




19.5 Installing app from App Catalog

Follow the steps below to install an approved app from the app catalog.

- [1] Tap any app. You can search after information acquisition is completed.**




- [2] A detailed app page is displayed. Depending on the method employed to distribute the target app, one of the following icons are displayed.**

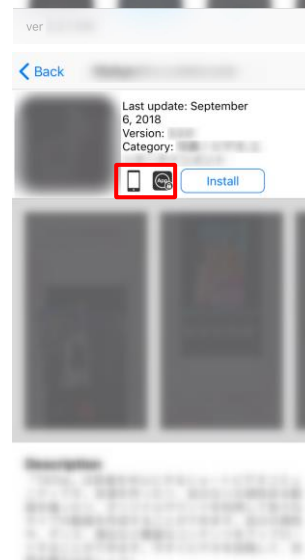
- Available on the App Store (): Apps that are registered on App Store.

- Apps and Books license: Applications purchased via Apps and Books program.

- In-House: In-House Apps.

- Managed Apps (): Managed app.

- ☑ On devices of iOS 13 or later, you cannot install a management target application when Low Data Mode is enabled. Install the app from "App Store" or disable Low Data Mode.

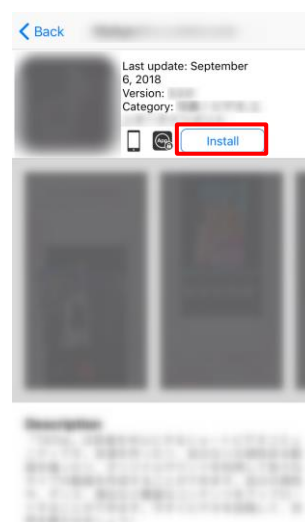


- [3] Tap [Install] to install the app.**

⇒ The [Install] button switches to the [Waiting Update] button.

- ☑ Tap on the [Sync] button to retrieve the latest status on the installation progress.

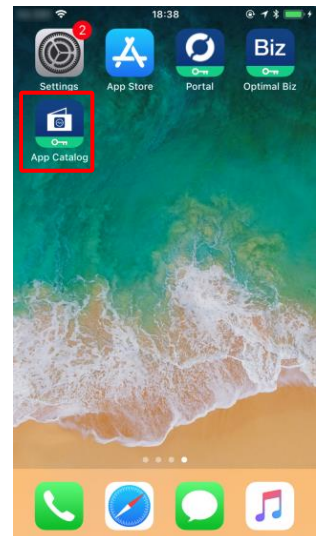
⇒ It changes to [Installed].



19.6 Uninstall App Catalog

Follow the instructions to uninstall.

[1] Tap and hold the [App Catalog] icon.

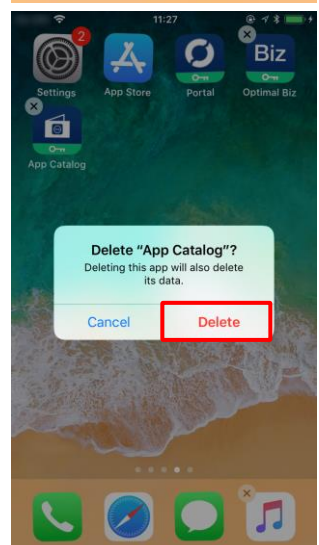


[2] An [x] mark is displayed on the top left corner of the [App Catalog] icon.

⇒ Tap [x] to uninstall the app.



[3] Tap [Delete].



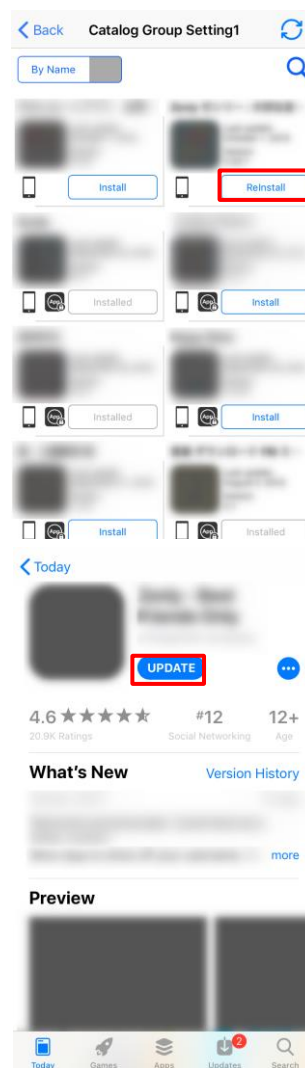
19.7 Update app from App Catalog

19.7.1 Update unmanaged apps

After installation is complete from the App Catalog, when you sync unmanaged app, the button named [Reinstall] will be activated.

If you need to upgrade the version, follow the procedure below and manually update via the [Reinstall].

[1] Tap [Reinstall].



[2] In case of the app to be upgraded, [UPDATE] is displayed.

⇒ Tap [UPDATE].

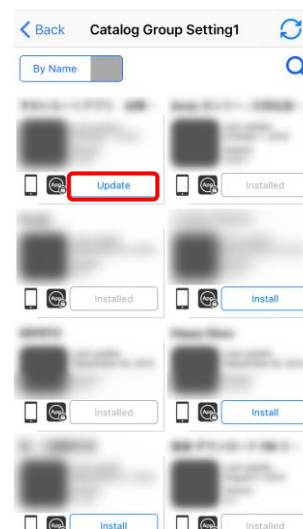
✎ If there is no version upgrade, [OPEN] button will be displayed.

19.7.2 Update managed apps

After installation is complete from the App Catalog, if the managed application requires a version update, [Update] is displayed.

If you need to upgrade the version, update automatically from the [Update] button.


[1] Tap [Update] to start the update.



19.7.3 Force update

In the cases below, you can force update the app installed from the App Catalog.

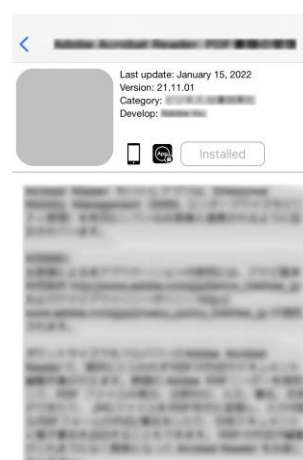
- If status button is "Installed" or "Waiting for Update"
- If it is AppStore app, B2B app, or Apps and Books app
- If the Managed Application Policy "Allow Version Upgrade Request" is enabled

 "Settings – iOS" - "Application" - "Managed Application Policy " in <Management Site Reference Manual>

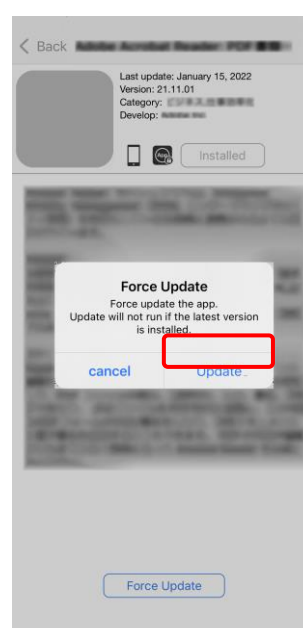
- ✍ If an app with the latest version released on the App Store is displayed as "installed", use [Force Update] to update.
- ✍ If you have installed App Store app from "Apps and Books", run force update in the status with "Apps and Books" license assigned.

[1] Details of the app is displayed. Scroll to the bottom and tap [Force Update].

- ✍ If the App Store app installed on the device is already the latest version, it will not run even when you tap [Force Update].

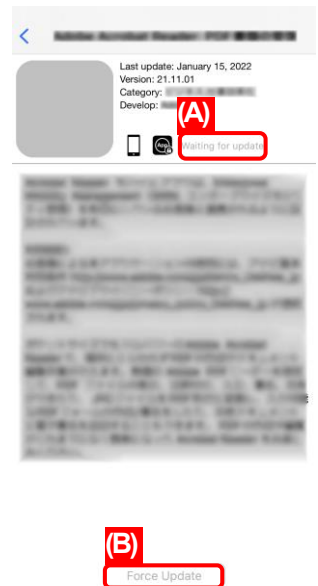


[7] Confirmation of force update appears. Tap [Update].



[8] Connecting. Wait for a while.**[9] Update complete.**

- ✓ If the forced update is successful, the status button changes to [Waiting for update] (A) and [Force Update] (B) changes to inactive. It is active again after a certain period of time.



20 Uninstall MDM configuration profile

Describes the following items.

Item	Page
Uninstall MDM configuration profile	78



Attention

- If uninstall MDM configuration profile with this function, following settings will also be deleted from the device.
 - Configuration profiles without "Delete protection" applied
 - Managed application
 - ✎ Configuration profiles that have been applied "Delete protection" will not be deleted. To delete, use Apple Configurator 2 or initialize the device.
 - ✎ For configuration profile and managed application, refer to the following.
 - 🔍 "Settings – iOS" - "Configuration Profile" or "Application Distribution " in
<Management Site Reference Manual>
-


20.1 Uninstall MDM configuration profile

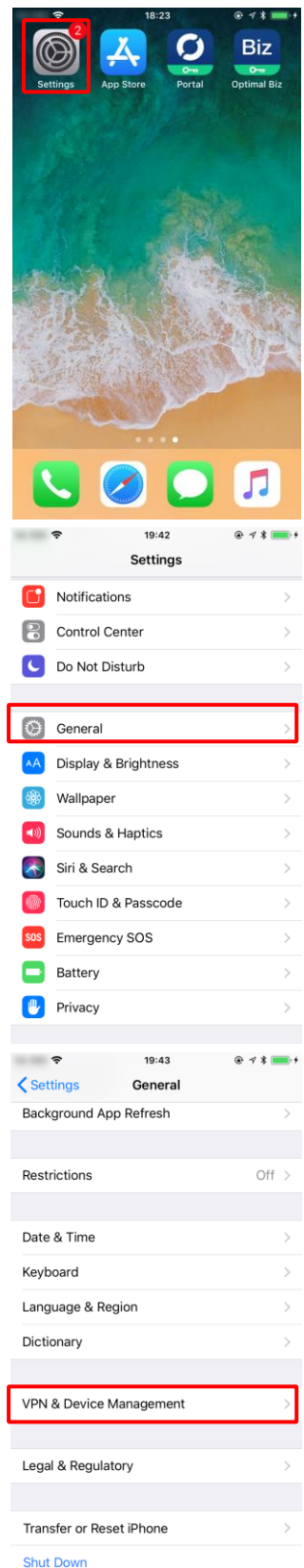
If you uninstall follow the instructions of your administrator or get permission to uninstall it.
Follow the steps below to uninstall a MDM configuration profile.

[1] Tap [Settings].


[2] Tap [General].

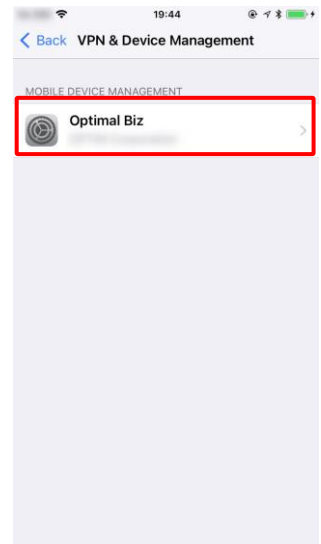
[3] Tap [VPN & Device Management].

 Depending on the iOS version, [VPN & Device Management] may have different notations, such as [Profile] and [Device Management].

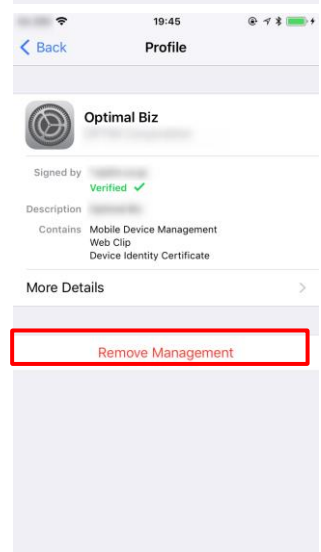


[4] Tap the service name [Optimal Biz] from MDM configuration profiles.


 This page is not displayed if you have only one MDM configuration profile.

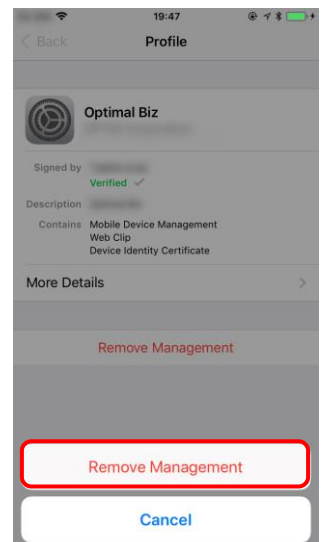


[5] Tap [Remove Management].



[6] Tap [Remove Management].

 If a passcode is set to the device, the passcode page is displayed and you can enter your passcode.



21 Uninstall Agent

This section targets users who have installed an iOS agents. For details on how to install the iOS agent, refer to the following.

👉 "Activating agent" Page 10

If an iOS agent is already installed, remove the iOS agent first before activation. For details on how to delete the iOS agent, refer to the following.

👉 "Uninstall Agent" Page 81

Describes the following items.

Item	Page
Uninstall Agent	81

21.1 Uninstall Agent

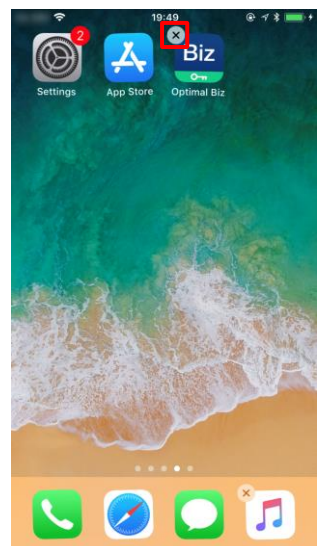
Follow the steps below to uninstall the agent.

[1] Tap and hold the [Optimal Biz] application icon.

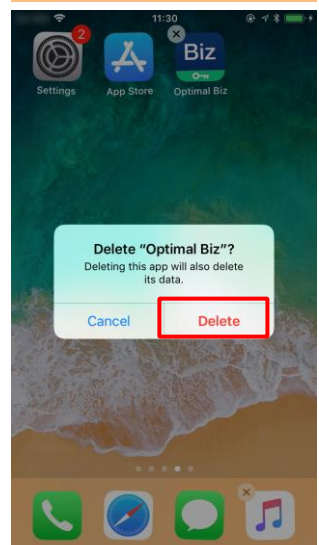


[2] An [x] is displayed on the upper left side of the agent icon [Optimal Biz].

⇒ Tap [x] to uninstall the app.



[3] Tap [Delete].



22 Secure Camera function

Secure Camera function ("this function") is a function which enables you to use only Optimal Biz Docs built-in camera by switching configuration profile automatically even if the device is prohibited to use camera function from the management site.

Data taken by this function are not left in the device because they are uploaded to Optimal Biz Docs or FTP server. You can use a camera securely.


If you use the existing Optimal Biz Docs, user ID and password of a user who is authorized to use Optimal Biz Docs is needed when logging in server.


When you use single app mode configuration profile, your device needs to be a supervised device. For supervised devices, refer to the following.

 <Glossary>

For single application mode configuration profile, see below.

 "iOS – configuration profile setting" - "Optimal Biz Secure Camera" - "Optional function (Additional function)" in <Management Site Reference Manual>

 This document is an operation manual for Secure Camera function. For operation manuals for iPhone/iPad and Optimal Biz Docs, download from the management site.

 This function is an optional function(additional function). For details on optional function(additional function), contact your administrator.

 For details on this product other than this product, refer to the following.

 <Optimal Biz Docs iOS User Manual>


Describes the following items.

Item	Page
Secure Camera function access point setting	83
Secure Camera function operation	86
Switch app custom mode	88

22.1 Secure Camera function access point setting

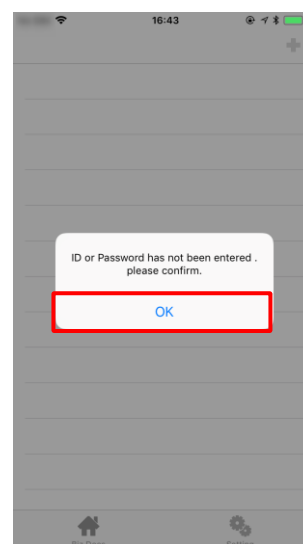
Configure Secure Camera function settings in the following procedure.

Specified access point is displayed in the upload destination. For details on specifying the upload destination, see the following.

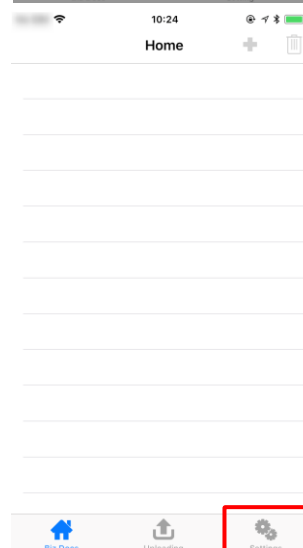
 "iOS application – Managed application policy setting" - "Optimal Biz Secure Camera" - "Optional function (Additional function)" in <Management Site Reference Manual>

[1] When you start the app, the message on the right appears.

⇒ Tap [OK].




[2] Tap [Setting].





[3] Tap [AccessPoint Setting].

[4] Enter "ID" and "Password".

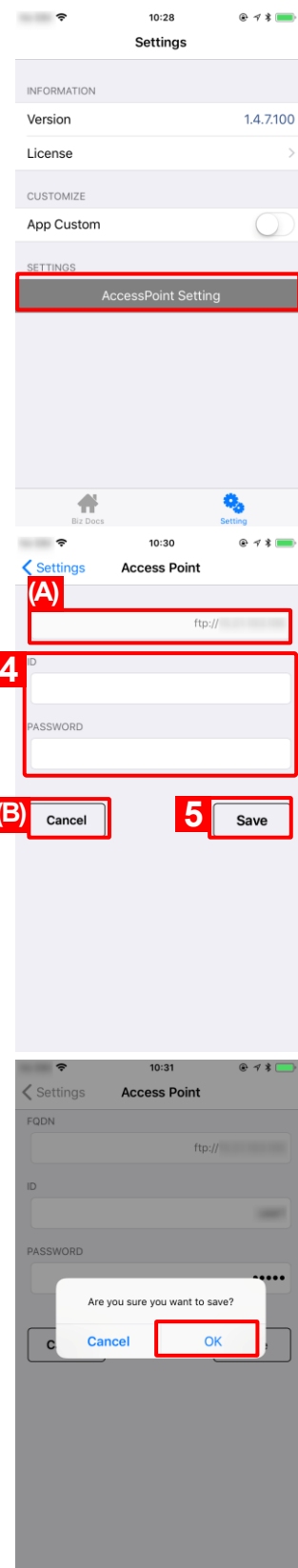
[5] Tap [Save].

 FTP server will be displayed in FQDN(A) only when FTP server is specified in the upload destination.

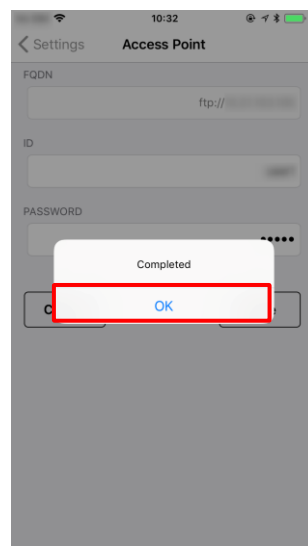
 If you cancel the entry, tap [Cancel] (B).

 Contact your administrator for the upload destination.

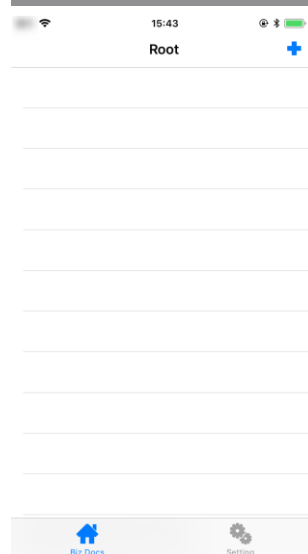
[6] Click [OK] to save the setting.



[7] Confirm the message and tap [OK].




[8] Access point registration has been completed.





22.2 Secure Camera function operation


Operate secure camera functions in the following procedure.

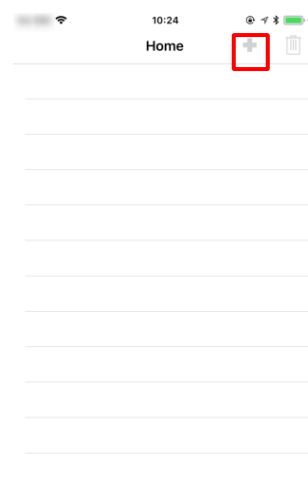
You can use the camera only when using Optimal Biz Docs built-in camera. Data will not be left in the device after uploading.

 In order to operate this function, "Allow use of camera" needs to be disabled in the upload configuration profile page of the management site. Normal camera also can be used if it is not set.

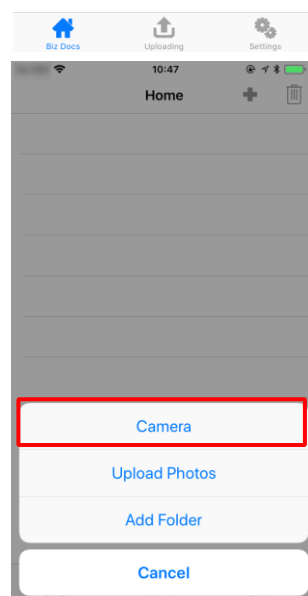
 For details on configuration profile uploading, see below.

 "Upload Configuration Profile" - "Configuration Profile" - "Settings - iOS" in <Management Site Reference Manual>

[1] Launch Optimal Biz Docs and tap Add button  on the top right of the screen.



[2] Tap [Camera].



- [3] Camera starts**
Tap (A) to take a picture.

- [4] Select [Upload] on the confirmation screen.**

- ✎ File name is displayed in (A).
- ✎ If you stop the upload, tap [Cancel] (B).
- ✎ Contact your administrator for the upload destination.

- [5] Photo upload has been completed.**

- ✎ File name will be displayed in (A).

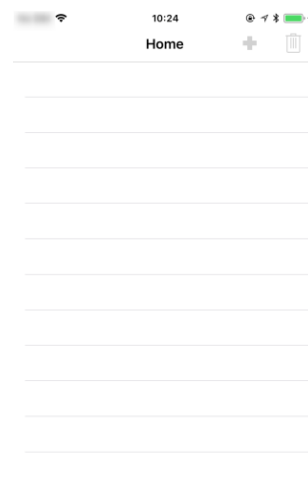


22.3 Switch app custom mode


To use the Secure Camera function, change the app custom mode to ON, and when you are done using the secure camera function, switch off the app custom mode to OFF.

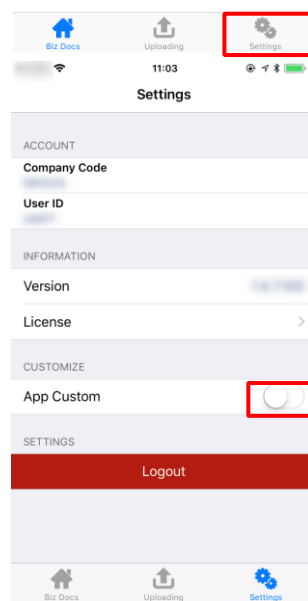
App custom mode is turned on

[1] Start Optimal Biz Docs, tap [Settings].





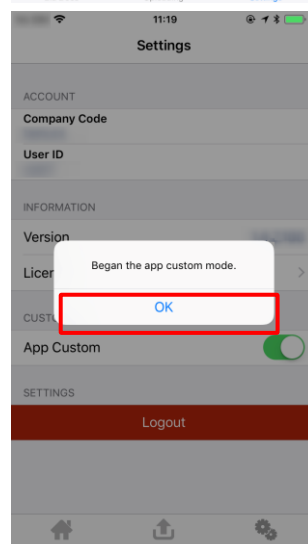
[2] Turn "App Custom" ON.

 Sync with the management site is started. Sync may take time depending on the network connection status.



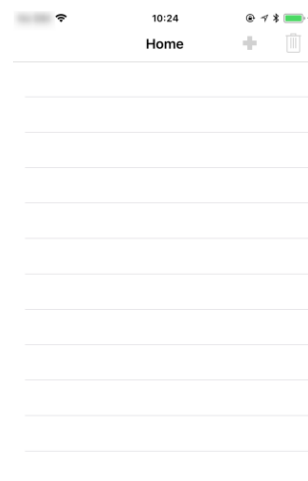
[3] When a confirmation message appears, tap [OK].

-  App custom mode is turned on, you can now use Optimal Biz Docs built-in camera.
-  When the app custom mode is turned on, the operation to return to the home screen cannot be done.



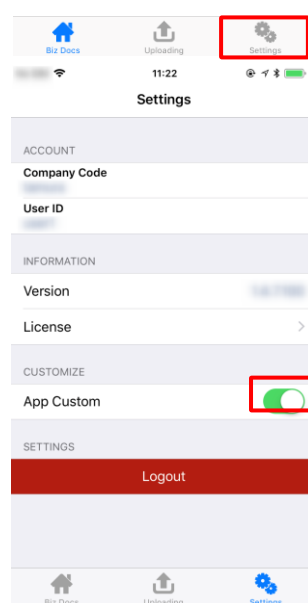
App custom mode is turned off

[1] Start Optimal Biz Docs, tap [Settings].



[2] App custom mode is turned off.

- ☑ Sync with the management site is started. Sync may take time depending on the network connection status.



[3] When a confirmation message appears, tap [OK].

- ☑ App custom mode is turned off, you cannot now use Optimal Biz Docs built-in camera.
- ☑ When the app custom mode is turned on, the operation to return to the home screen cannot be done.

