



MoboLink 4.5

User Manual

Issue 1

Revision History

Release	Revision	Date	Changes
1	0	2026/08/31	First release

About this Manual

MoboLink is an Enterprise Mobility Management solution made for the Unitech Android mobile devices. It helps IT admins to get their devices deployed to the fields quicker, and once the devices have been deployed, they can remotely monitor and manage their devices in real time.

This manual is aimed to help IT admins to understand the features of MoboLink Version 4.5, and helps to get their devices enrolled into MoboLink.

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1 Introduction

MoboLink is the ultimate EMM solution made by unitech, and for unitech devices.

MoboLink is a Google approved Enterprise Mobility Management (EMM) solution that supports Mobile Device Management (MDM), Mobile Application Management (MAM), Mobile Content Management (MCM), and it is also Android Enterprise certified.

MoboLink offers features that support businesses in monitoring the health matrix on their unitech devices; Getting notified when the health deteriorates; Remote controlling on their devices; Manage device configurations, files and applications; Remote execution of StageGO scripts, Track and geofence devices on the map, and so forth.

Moreover, with the support of Android Enterprise, businesses now have more options to deploy and setup their devices quickly and securely. Zero-touch and QRCode enrollment methods allow devices to be configured seamlessly without too much user involvements, drastically reduce the workload of the IT staff.

Android Enterprise also allows MoboLink to have complete ownership of the devices using Device Owner mode, in turn, the system configurations that would require high level of permission can be securely configured by MoboLink.

With Android Enterprise, business can also setup their corporate Play Store catalogue, letting device users install apps that are approved by the corporate. can be more Google Play for Work portal to have corporate Play Store with only your approved applications within, application configuration to enforce corporate settings on work apps.

MoboLink is also equipped with comprehensive REST APIs for integrating EMM features with business systems. MoboLink takes care of the complexity of EMM system and interface between server and device so developers only need to focus on the business logistics and increasing overall efficiency, while providing a peace of mind for enterprises through reliable device tracking and security protection.

2 Feature Highlights

MoboLink conveniently offers 3 package options to meet different enterprise needs:

- **Visibility Package** – get visibility into device health matrix. When device health deteriorates, the administrators get notified of the risks via SMS, Email, or messaging apps from social networking service providers.
- **Standard Package** – the most popular device and application management features in one package that support the IT staff in the monitoring, configuration, management and remote control with their unitech devices.
- **Enterprise Package** – The enterprise package is most suited for those businesses planning to deploy their unitech devices with Google's Android Enterprise Zero-touch or QRCode enrollment methods; businesses needing to configure the corporate Play Store on their devices; the businesses needing to track and geofence their devices; or those businesses simply looking for the ultimate EMM experience that unitech offers.

Features	Visibility	Standard	Enterprise
Monitoring	✓	✓	✓
Event Management	✓	✓	✓
Historical Data	✓	✓	✓
Lost Mode	✓	✓	✓
Application Management	✗	✓	✓
Device Management	✗	✓	✓
Backup Management	✗	✓	✓
StageGO Management	✗	✓	✓
Remote Control	✗	✓	✓
Location Management	✗	✗	✓
Android Enterprise	✗	✗	✓



Monitoring

MoboLink agent in the device can be configured to periodically sent device information to the server. The information covers device capability data collection such as battery, storage, location, and network information; and also device usage collection such as low battery count, overheat count, etc.



Event Management

IT admin can set up event rules, such as Low Battery, Battery Overheat, etc. When the condition is triggered, besides checking the event log, IT admin can also receive notification through mail, SMS, Line, or WeChat.



Historical Data

Using MoboLink, device can be configured to send its status periodically such as battery, location, connection info, and many more. This information is saved in the server, and it can be query and exported into csv file for further analysis.



Application Management

Devices Applications and Firmware can be managed individually or as a group. When an application/ firmware needs to be installed, upgraded, run, stopped, or even removed, admin can schedule those actions to all devices at one touch of the screen. With the kiosk feature, admin can also setup an application whitelist to enforce corporate security compliances.



Device Management

Based on the industrial proven OMA-DM standard, MoboLink Device Management can monitor and check device status in real-time and in a secured environment through the Web-based Management Portal. GPS info is one of the device status items. With the provided GPS info, IT admin can get the latest device location. Through MoboLink web-console, the device GPS info is displayed into map-based location using Google or Baidu Map services to help user to see device location easier. When a device is lost, admin can also Lock and Wipe device information all at once. With Unitech manufactured hardware, the device features are controlled at the driver level to minimize security concerns with system tampering.



Backup Management

With Backup Management, admin may backup important files or the entire folder and its contents from all devices with just a few clicks. Restoring files and folders back to a device is as easy as backup. There is also an option to restore files to a group of devices all at once.



Remote Control

Admin can seamlessly access and control the desktop of your unitech devices through MoboLink web-management portal. This feature makes device repair and maintenance can be done easily and effectively from anywhere.



StageGO Management

StageGO has become an important and useful staging and configuration tool for Unitech devices. Therefore, MoboLink 4.0 integrates StageGO editor where IT admin can create and edit StageGO scripts. Furthermore, MoboLink can also dispatch StageGO scripts to device and remotely execute the script.



Enterprise Location Management

To further enhance the device location information for enterprises, MoboLink also supports location tracking (moving map) and geofence alerts. Using geofence feature, IT admin can define geofence areas and receive alert notifications when there are devices go in or out of the areas.



Android Enterprise

With Android Enterprise Full Device Management there are more configurations that can be given to device since Device Owner mode is used by unitech app. Moreover, admin can also setup Google Play for Work portal offering a corporate Play Store with only approved application within. Android Enterprise allowed app to be configured remotely, make it easy to customize applications for immediate use on deployment without end-user configuration one by one. Last but not least, Android Enterprise also simplifies device enrollment process. Supported AE Provisioning Method:



QR Code



Zero-Touch



Lost Mode

Lost Mode is an advanced security feature that automatically safeguards a device when it is identified as lost, stolen, or operating outside its trusted environment, based on predefined security conditions. When a Lost Mode condition is met—or when IT activates it manually—the device is immediately locked, access is restricted, and predefined recovery actions are executed to prevent data exposure and unauthorized use.

MoboLink V4.4 supports the following Unitech Device Models:

Android 10

PA760 Android 10

EA630 Android 10

HT730 Android 10

WD200 Android 10

Android 11

EA520 Android 11

EA630 Plus Android 11

Android 12

HT330 Android 12

EA630 Plus Android 12

PA768 Android 12

Android 13

EA660 Android 13

WD200P Android 13

EA520 Android 13

RT112 Android 13

Android 14

HT730P Android 14

PA768e Android 14

PA768 Android 14

Android 15

EA660 Android 15

EA530 Android 15

Android 10

PA760 Android 10

EA630 Android 10

HT730 Android 10

WD200 Android 10

Android 11

EA520 Android 11

EA630 Plus Android 11

Android 12

HT330 Android 12

EA630 Plus Android 12

PA768 Android 12

Android 13

EA660 Android 13

WD200P Android 13

EA520 Android 13

RT112 Android 13

Android 14

HT730P Android 14

PA768e Android 14

PA768 Android 14

Android 15

EA660 Android 15

EA530 Android 15

WD200P Android 15

Note: all the above models support the Android Enterprise Device Enrollment.

3 Device Enrollment

MoboLink V4.4 supports two enrollment methods discussed below. Both enrollment methods use an enrollment QRCode, meaning that the devices can be quickly enrolled onto the server with just a QRCode scan. The choice of the enrollment method may be determined by whether your enterprise makes use of Google's Android Enterprise device enrollment, or not.

- **Android Enterprise Enrollment.**

If your business plans to use Google's Android Enterprise to manage your devices, you must enroll your devices using this method. Your MoboLink Server must also support the Enterprise package if you enroll your devices using Android Enterprise. Android Enterprise Enrollment requires that the devices have connections to the internet.

- **Standard Enrollment**

If your business is not using Android Enterprise to manage devices, you can

use the Standard Enrollment method to get your devices enrolled quickly.

We recommend using the designated enrollment method with your purchased edition of your MoboLink Server:

Enrollment Method	Visibility	Standard	Enterprise
Standard Enrollment	Recommended	Recommended	Supported*
Android Enterprise Enrollment	Not Supported	Not Supported	Recommended

* It is possible to enroll your devices using the Standard Enrollment method when your MoboLink Server is the Enterprise edition. Under this circumstance, the Android Enterprise related features such as Managed Play Store, and the StageGO FullyManaged command set will not be available.

3.1 Standard Enrollment

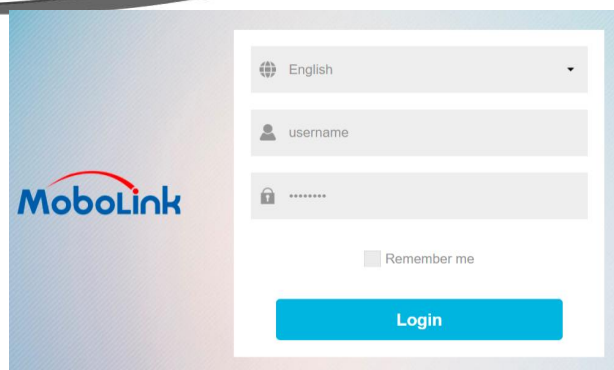
The Standard Enrollment method applies to the MoboLink Visibility Package, the Standard Package, and the Enterprise Package. However, for the Enterprise package, it is recommended to use the Android Enterprise Enrollment method instead, so that the device can utilize the security and convenience features from Android Enterprise.

To enroll your devices with the Standard Enrollment method, please review the process below.

- **Step1: Add Device to the Device List**

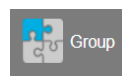
Devices to be managed by MoboLink must be added to the Device List prior to enrolling the device. This is to give IT administrators a sense of security knowing that only the devices that are permitted can get connected to the MoboLink server.

Login with your assigned
username and password



The login page features the MoboLink logo on the left. On the right, there is a login form with a language dropdown set to 'English', a 'username' input field, a password input field with masked characters, a 'Remember me' checkbox, and a blue 'Login' button.

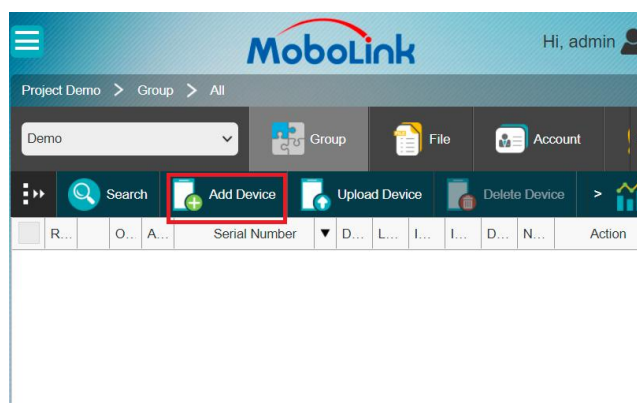
Goto the Device List page by
first clicking the Group icon
, and then the Device



List Icon



Click on the Add Device icon to
add a new device



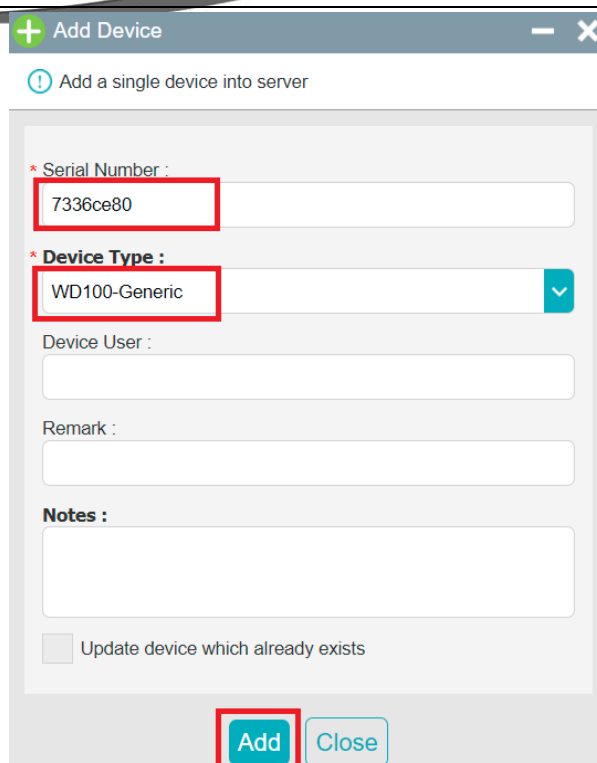
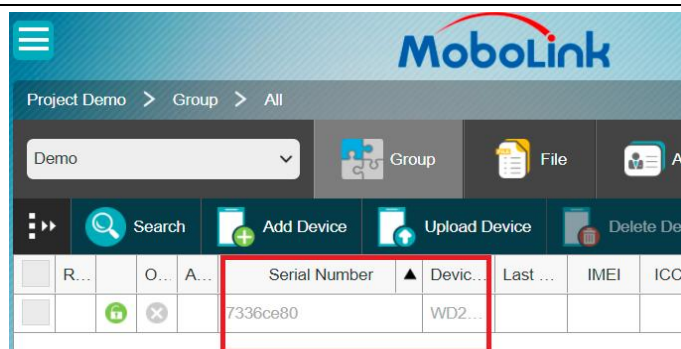
With the device that you wish to add to the server, find its Serial Number in the Settings, and then fill in the Serial Number and Device Type fields on the screen.

The Device User, Remark and the Notes fields are optional. You may add information to those fields as additional aid for device identification.

Click the Add button  to add this device to the server.

Note: if you cannot find the Device SKU on the Device Type list, you can choose the "Generic" type.

You may check the Device List to see if the device you just added appears with its serial number listed.

Serial Number	Device Type	Last ...	IMEI	ICCI
7336ce80	WD2...			

● **Step2: Prepare the Enrollment QRCode**

The Enrollment QRCode can be generated from the MoboLink Web Management Portal. The QRCode is scanned into the MoboLink Application on your devices as part of the device enrollment process.

Unitech electronics co., ltd.

5F, No.135, Ln. 235, Baoqiao Rd., Xindian Dist., New Taipei City 231, Taiwan (R.O.C.)

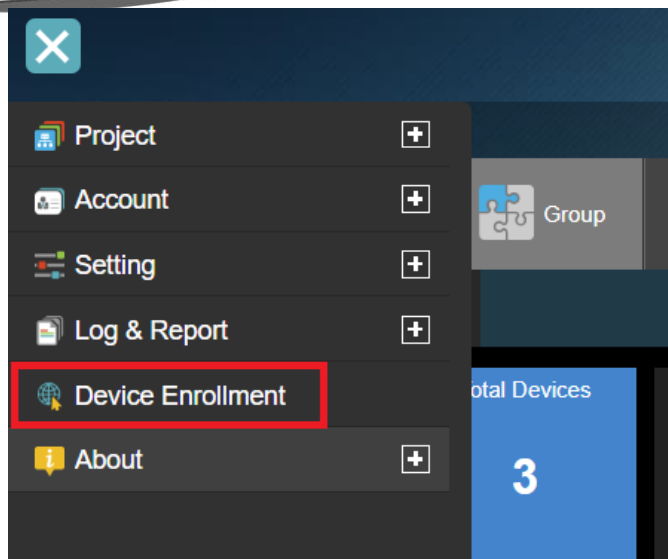
Tel: + 886 2 89121122 • Fax: +886 2 89121810 • website: www.ute.com

Please log onto your MoboLink Web Management Portal.

Click on the global menu icon

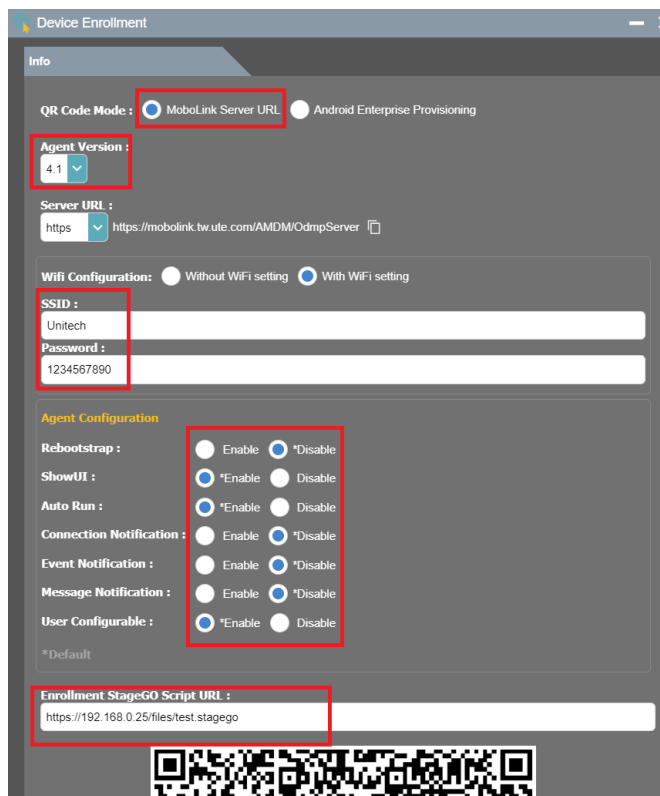


on the top left corner, then select **Device Enrollment** from the menu.



On the Device Enrollment page:

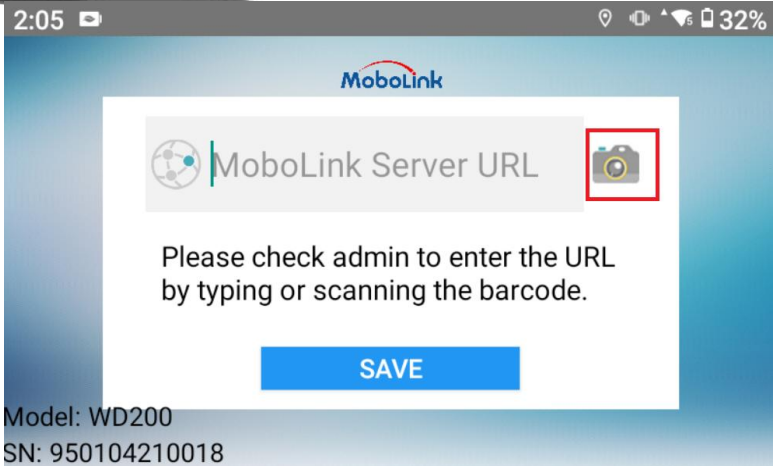
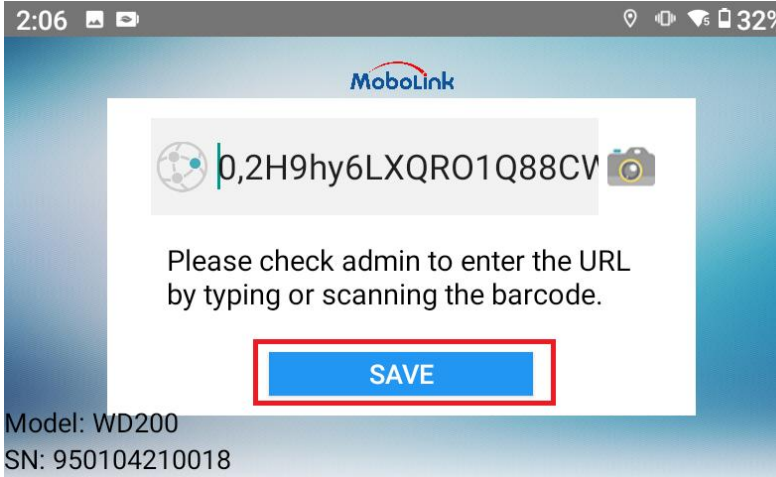
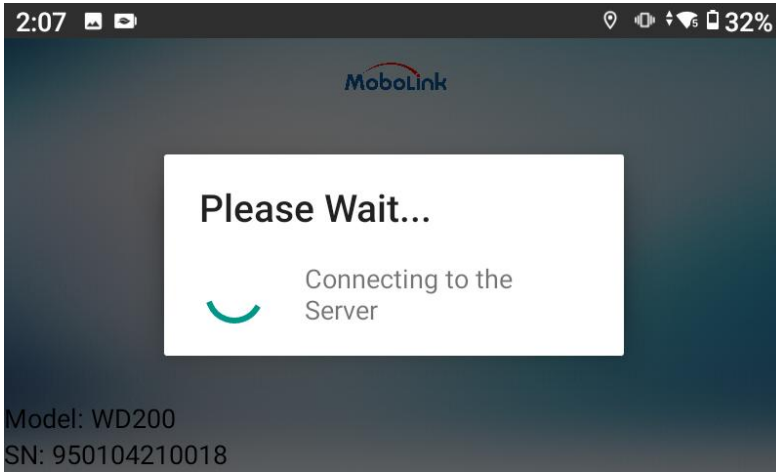
- **QRCode Mode:** Select “MoboLink Server URL”
- **Agent Version:** Select the version of your agent app installed on your devices. If your agent is V4.0, please select “4.0”, and if your agent is either V4.1 or V4.2, please select “4.1 / 4.2”.
- **Wifi Configuration:** Select either “Without WiFi setting” (default) or “With WiFi setting”. Choose “Without WiFi Setting” if your device is already connected, or “With WiFi setting” if you wish MoboLink Application to make a WiFi (WPA2) connection. You must fill in the SSID



and Password information if “With WiFi” is selected. ● <u>Agent Configuration</u> <u>(V4.1 or later)</u>: Select the default agent settings ● <u>Enrollment StageGO</u> <u>Script URL (V4.1 or later)</u>: This is an optional field. If you wish to run a StageGO script alongside with the device enrollment, enter the http or ftp URL to a StageGO script file. If not, leave this field blank.	
When you finish filling out the form, the QRCode is generated on the fly. Scroll down the page to reveal the entire QRCode, or click on the Print button  to print the QRCode out.	

- **Step3: Enroll the device using the Enrollment QRCode**

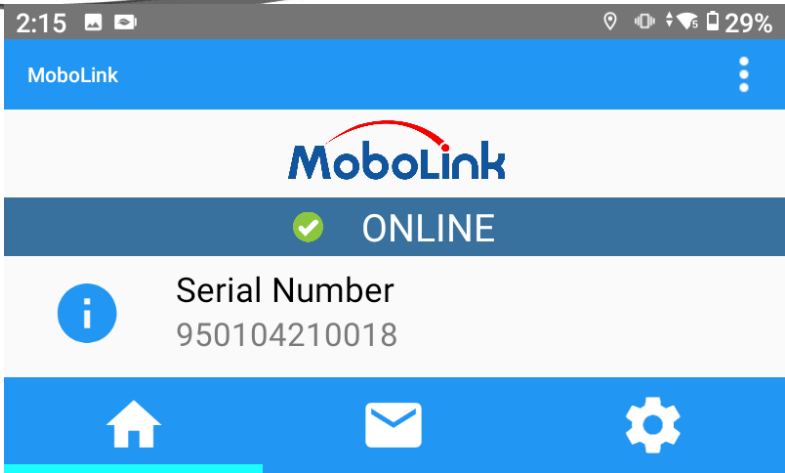
Enroll a device into the MoboLink Server that you have prepared earlier. Please ensure that you have updated the device with the latest software to enjoy the most up-to-date features and reliability.

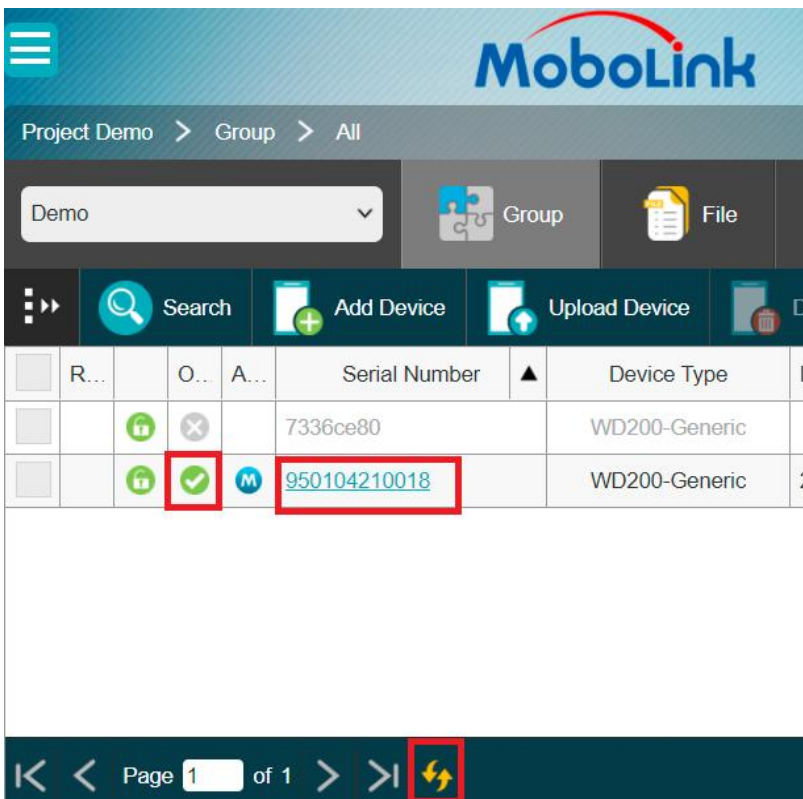
On the enrolling device, launch the MoboLink Application, and then click on the Camera icon  to launch the QRCode scanner.	 Model: WD200 SN: 950104210018
Scan the QRCode you have prepared earlier, and then click on the SAVE button  to start with the connection.	 Model: WD200 SN: 950104210018
Please wait for the connection to be established. It may take a minute or two before MoboLink shows the green ONLINE status 	 Model: WD200 SN: 950104210018

On the MoboLink Web Management Portal, please also check that the device is "Online", i.e. Green Light, by going into the Device List, and make sure that:

- The device online status icon changed to green 
- the device serial number becomes clickable

The device may take a minute or two to be fully configured and be shown as online. You can click on the Refresh Icon  at





the bottom to refresh
the Device List.

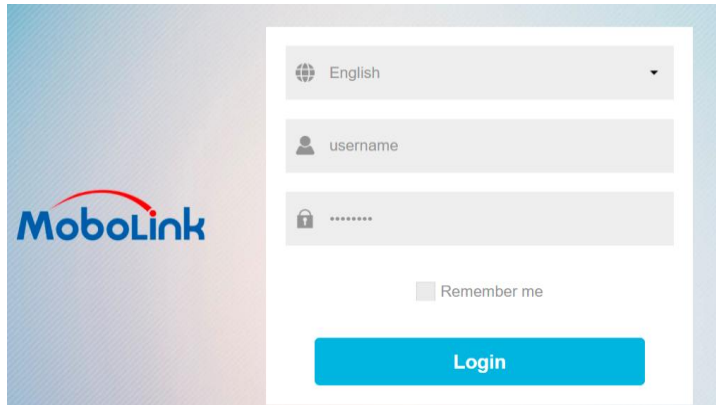
3.2 Android Enterprise Enrollment

Android Enterprise Device Enrollment is one of the enterprise features from Google Android. There are multiple methods to enroll a device using the Android Enterprise Device Enrollment feature, for example, QRCode enrollment, Zero-touch enrollment, and NFC enrollment, etc.

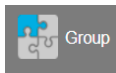
In this document, we will discuss the QRCode enrollment method, it is one of the quickest ways to enroll your devices using Android Enterprise, and you can get it done with just the device and the MoboLink Web Management portal.

- **Step1: Add Device to the Device List**

Devices to be managed by MoboLink must be added to the Device List prior to enrolling the device. This is to give IT administrators a sense of security knowing that only the devices that are permitted can get connected to the MoboLink server.

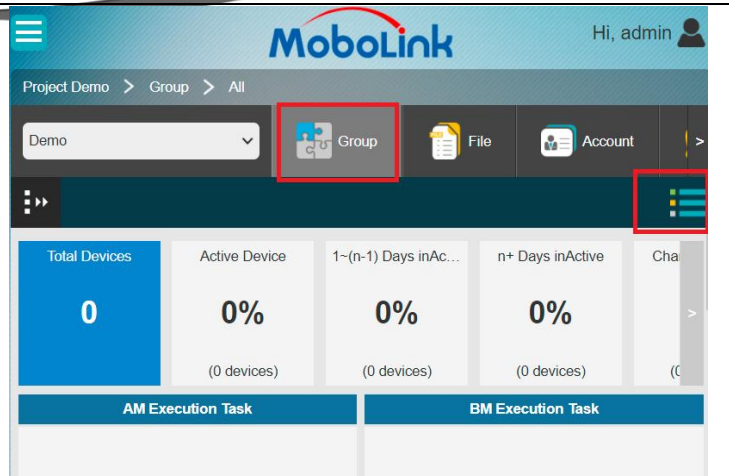
Login with your assigned username and password	 The image shows the MoboLink login page. On the left is the MoboLink logo. On the right is a login form with a language dropdown set to 'English', a 'username' field, a password field with masked characters, a 'Remember me' checkbox, and a blue 'Login' button.
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Goto the Device List page by first clicking the Group icon

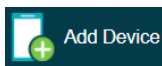


, and then the

Device List Icon



Click on the Add Device icon to add a new device



With the device that you wish to add to the server, find its Serial Number in the Settings, and then fill in the Serial Number and Device Type fields on the screen.

The Device User, Remark and the Notes fields are optional. You may add information to those fields as additional aid for device identification.

Click the Add button



to add this device to the server.

Note: if you cannot find the

+

Add Device

—

×

ⓘ

Add a single device into server

* Serial Number :

7336ce80

* Device Type :

WD100-Generic

▼

Device User :

Remark :

Notes :

☐

Update device which already exists

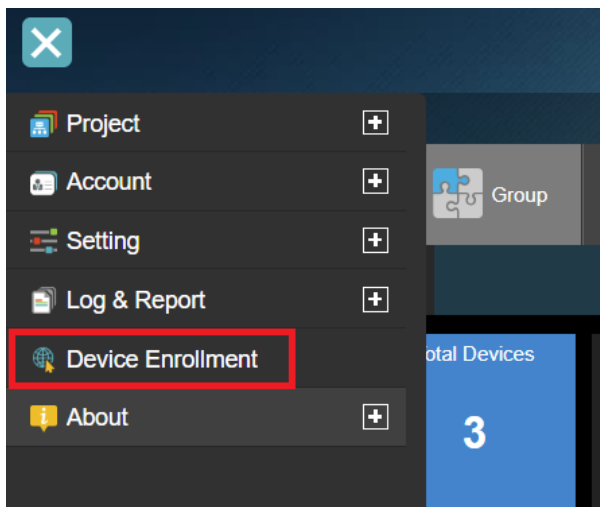
Add

Close

Device SKU on the Device Type list, you can choose the "Generic" type.	
You may check the Device List to see if the device you just added appears with its serial number listed.	

● **Step2: Prepare the Enrollment QRCode**

The Enrollment QRCode can be generated from the MoboLink Web

Please log onto your MoboLink Web Management Portal. Click on the global menu icon  on the top left corner, then select Device Enrollment from the menu.	
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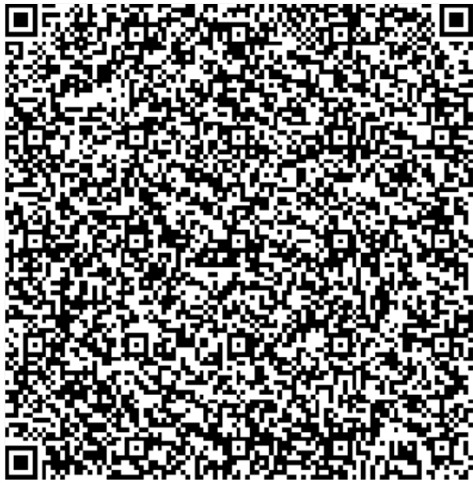
On the Server URL page:

- **QRCode Mode**: Select “Android Enterprise Provisioning”
- **Agent Version**: Select the version of the agent app installed on your devices. If your agent is V4.0, please select “4.0”, and if your agent is either V4.1 or V4.2, please select “4.1 / 4.2”.
- **Model**: Select the device model you are enrolling. You may need to generate the Enrollment QRCode for each device, so that the agent will download the correct app updates upon enrollment.
- **Wifi Configuration**: It is recommended to select the “With WiFi setting” option, and then fill in the SSID and Password. This will minimize the need to enter the WiFi credentials on-screen. If you wish to manually enter the wifi credential during the enrollment process, please select “Without WiFi setting”
- **All System Apps Enable**: Choose the default “Enable” to show all system applications after the enrollment is complete. Choose “Disable” to show only the system apps that are required by the MoboLink application.
- **Agent Configuration (V4.1 or later)**: Select the default agent settings
- **Enrollment StageGO Script URL (V4.1 or later)**: This is an optional field. If you wish to run a StageGO script alongside with the device enrollment,

The screenshot shows the 'Device Enrollment' web interface. The following fields and sections are highlighted with red boxes:

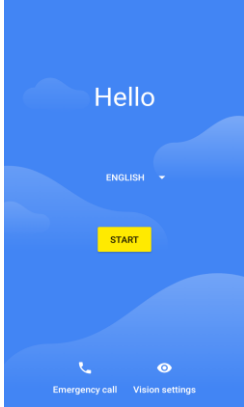
- QR Code Mode**: Radio buttons for 'MoboLink Server URL' and 'Android Enterprise Provisioning' (selected).
- Agent Version**: A dropdown menu showing '4.1'.
- Models**: A dropdown menu showing 'PA768(Android 12)'.
- Server URL**: A text field containing 'https://mobolink.tw.ute.com/AMDM/OdmpServer'.
- Wifi Configuration**: Radio buttons for 'Without WiFi setting' and 'With WiFi setting' (selected). Below it, the 'Security Type' is set to 'WPA', and there are input fields for 'SSID' (containing 'Unitech') and 'Password' (containing 'pppppppppp').
- All System Apps Enable**: Radio buttons for 'Enable' (selected) and 'Disable'.
- Agent Configuration**: A section with multiple settings, each with 'Enable' and 'Disable' radio buttons:
 - Rebootstrap: *Enable (selected), *Disable
 - ShowUI: *Enable (selected), *Disable
 - Auto Run: *Enable (selected), *Disable
 - Connection Notification: *Enable (selected), *Disable
 - Event Notification: *Enable (selected), *Disable
 - Message Notification: *Enable (selected), *Disable
 - User Configurable: *Enable (selected), *Disable
- Enrollment StageGO Script URL**: A text field containing 'https://192.168.0.25/files/test.stagego'.

A QR code is visible at the bottom of the interface.

enter the http or ftp URL to a StageGO script file. If not, leave this field blank.	
When you finish filling out the form, the QRCode is generated on the fly. Scroll down the page to reveal the entire QRCode, or click on the Print button  to print the QRCode out.	  

● **Step3: Enroll device with the Enrollment QRCode**

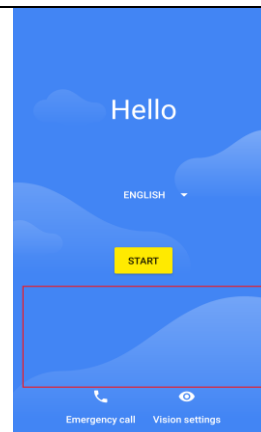
Devices to be enrolled with the Android Enterprise QRCode Enrollment method must begin with the device a factory default state.

Factory reset your device, and then waits for the Android Setup Wizard screen show up (as shown on the right).	
---	---

Tap six times on the empty area (example shown as red box on the right), until you see the Camera screen that lets you scan a QRCode.

Scan the MoboLink Enrollment QRCode you have generated from earlier.

Follow the instructions on screen, until you see the MoboLink Application screen pops up.



When the enrollment process is complete, the MoboLink application will automatically run and connect to the server.

Wait until you see  **ONLINE** the online status has changed to green.

It may take a minute or two for the MoboLink application to get connected to the server.



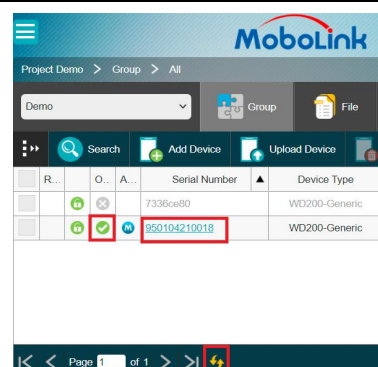
On the MoboLink Web Management Portal, please also check that the device is “Online”, i.e. Green Light, by going into the Device List, and make sure that:

- The device online status icon changed to green 
- the device serial number becomes clickable

The device may take a minute or two to be fully configured and be shown as online. You can click on the Refresh Icon



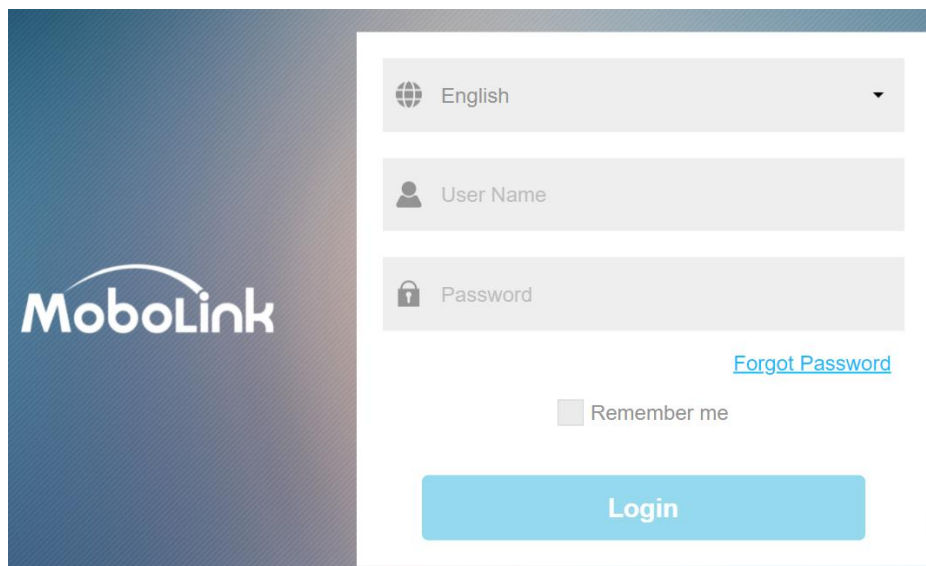
at the bottom to refresh the Device List.



4 Getting Started

4.1 Login Screen

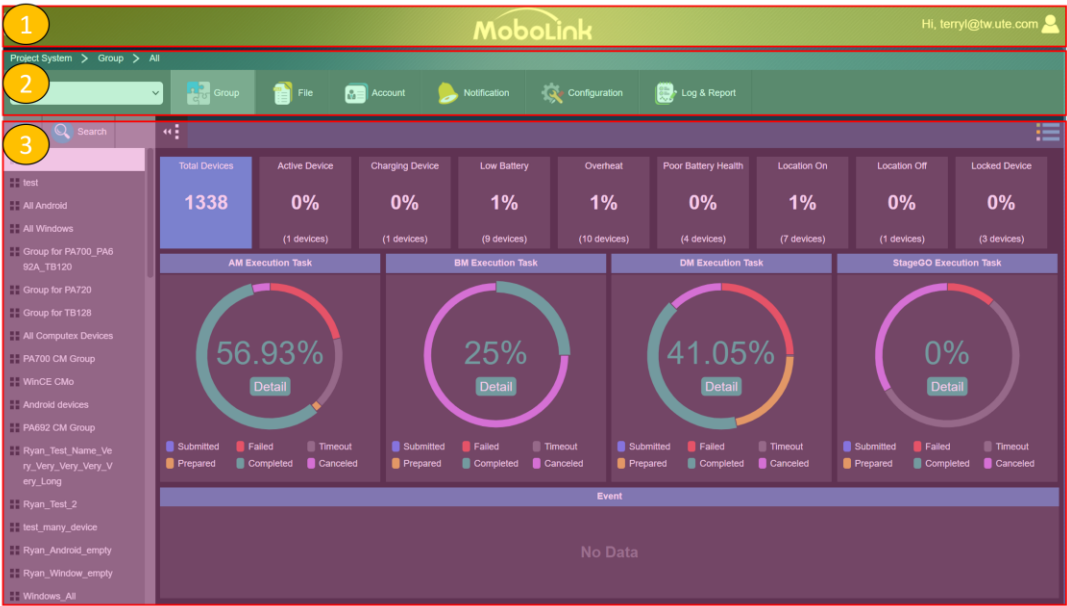
The login screen allows you to login the MoboLink Management Portal using account and password. Each account can be given a different kind of role, so that each user can be given different access controls to use different management functions.



Function	Description	
 Language	Switch to one of the preferred languages to display in MoboLink	
 Username	Enter the username	
 Password	Enter the password	
Forgot Password	If you forgot your password, use this function to reset your password. You will be sent an email with a link to reset your password.	
Login	Click the Login button to login	

4.2 Home Screen

The first screen you see after logging in is the Home Screen. Depending on your account role, the home screen may display differently than the pictured below. In this example, accounts with the SystemOwner role can see all the management functions:



Area		Description
1	Global Menu Bar	This area contains the Global Menu  and the Global Account Menu  .
2	Function Menu Bar	This area contains buttons to let you switch to different functions to work one.
3	Function Workspace	This area shows the workspace for a particular function you have selected from the Function Menus.

4.3 Global Menu Bar

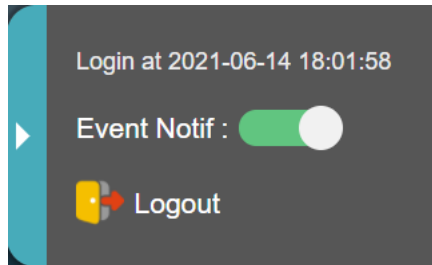
4.3.1 Global Menu

The Global Menu contains two main menus: the Project Menu and the About Menu.

Area	Description
 Project 	Project Contains shortcuts to functions for the project
 Group	Group Click Group to jump to the Device/Group List
 File 	File Jump to one of the Files area to
 Account 	Account Click to configure user accounts
 Notification 	Notification Configure Event Notifications
 Configuration 	Configuration Jump to one of the Configuration function
 Log & Report 	Log & Report Jump to one of the Logs and Report area
 Account 	Account Contains shortcuts to account functions
User	User Add, remove or edit user accounts
Role	Role Add, remove or edit roles
 Setting 	Setting Contains shortcuts to MoboLink settings
 System Configuration	System Configure system settings
 Dashboard Settings	Dashboard Configure dashboard settings
 Send Notification	Send Notification Send system-wide notification
 Android Enterprise	Android Enterprise Enroll your enterprise Google Account
 Log & Report 	Log and Report Contains shortcuts to log & report
 System Log	System Log See system logs
 Device Enrollment	Device Enrollment Enroll your devices using QRCode
 About 	About View the About screen
 License	License View the current MoboLink License
 License History	License History View the License Purchase History
 Help Page	Help Page View the MoboLink Document
 Terms & Policies	Terms & Policies Usage Policy Description

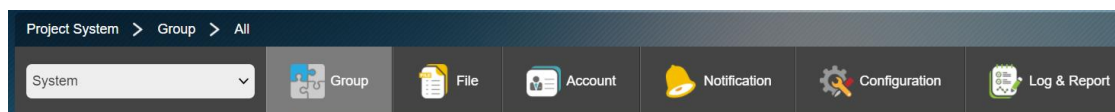
4.3.2 Global Account Menu

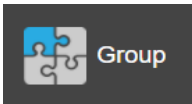
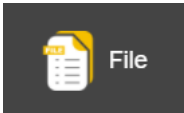
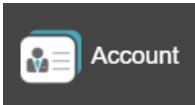
The Global Account Menu allows you to logout of the system any at time. You can also turn on or off the Event Notification popup for this account.



4.4 Function Menu Bar

The Functions Menu area shows buttons to let you switch to a management function. Some functions may not be available to user accounts depending on the account role.

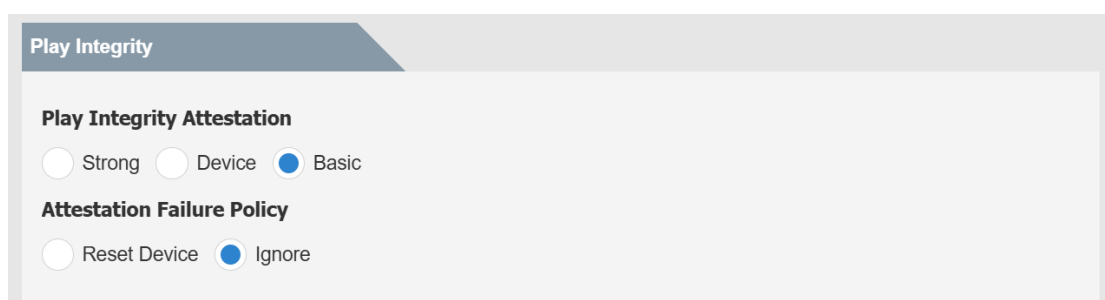


Function	Description	
	Project Menu	This dropdown menu shows the current project you are working on. If your account is associated with multiple projects, you can switch to a different project here. You can only work on one project at a time. If you are the SystemOwner, you can use the “system” project to see the settings of all projects in the system.
	Group Menu	Manage devices and device groups. All the management functions can be accessed under this menu.
	File Menu	This is the place to upload your applications, firmware, general files and StageGO scripts before deploying them onto devices and device groups.
	Account Menu	If you are a ProjectOwner or SystemOwner, this is where accounts can be created and edited.

 Notification	Notification Menu	This is where you can edit your notification rules for Events, Alerts and Geofence areas.
 Configuration	Configuration Menu	If you are a SystemOwner, you can use this menu to edit system-wide settings.
 Log & Report	Log & Report Menu	This is where you can see the various logs and reports. The User Logs are only available to the SystemOwner.

4.5 Play Integrity Setup

From MoboLink V4.5, each MoboLink Project can setup its own Play Integrity Rule. Play Integrity is an Android Enterprise security measure that ensures only the devices meet certain Integrity level can be enrolled into MoboLink. Setup Play Integrity from Home > Project List > Edit project > Scroll to bottom to find Play Integrity



Play Integrity Attestation

Integrity Levels **Strong, Device, and Basic** are 3 different attestation levels that device must meet for enrollment. More information about the 3 levels please refer to this document: <https://developer.android.com/google/play/integrity/verdicts>

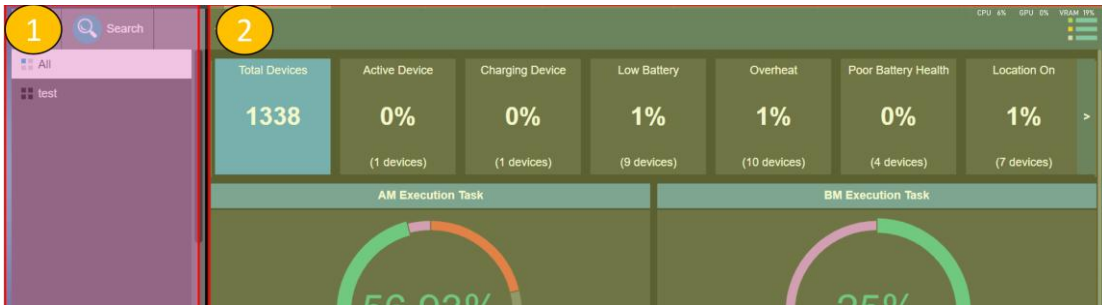
Attestation Failure Policy

If a device does not meet the required Attestation Level, what can the user do on the device. **Reset Device** means the device cannot enroll to MoboLink if it doesn't meet the integrity level, and **Ignore** means that device can continue enrollment even when integrity level is not satisfied.

If you have trouble enrolling your devices into MoboLink, please choose **Ignore** for each of your project.

5 Group Menu

5.1 Overview



Area	Description
1	Group List Side Bar Use the  icon to Create, Edit, and Delete a group. Use the  icon to search for a group.
2	Group Device View The Group Device View panel shows either the Group Dashboard  or the Device List  in that group. Click the respective icon on the top right hand side of screen to switch view. Use the  or  icons to collapse or expand the Group List panel on the left hand side.

5.2 Group List

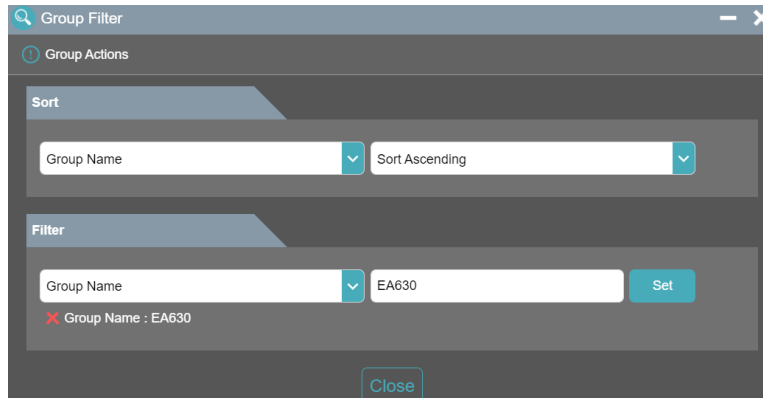
5.2.1 Group List Side Bar

5.2.2 Group List Actions

Click on the  icon to open the action menu for a Group in the list. The actions for a group include the followings:

Function	Description
 Create a Group	Create a new group. You can create Application, Device, or Backup Management groups and then add devices to that group. One device can belong to multiple groups.
 Edit a Group	Click on a group and use the Edit Group action to modify the group attributes, for example, add or remove devices to the group.
 Delete a Group	Delete the selected group.
Each group can be configured with a default StageGO script. When a device is enrolled into MoboLink, or when a device is added into a group, the designated default StageGO script is run on a device.	
 Set StageGO Script Execution Order	It is possible that, when a device is assigned to more than one groups with different script setting, the device will be requested to execute multiple StageGO scripts. This is where you can set the priority of the execution order, so that when such a device is enrolled, the scripts will be executed with the order you prefer. Drag and drop the group names to change the order.
Each group can be configured with a default Lost Mode Profile. When a device is enrolled or added to a group, the default profile is applied.	
 Group default Lost Mode Profile order	If a device belongs to multiple groups with different Lost Mode Profile settings, more than one profile may be applicable. You can define the priority order to determine which Lost Mode Profile is applied. Drag and drop the group names to adjust the order.

5.2.3 Group List Search



Click on the  icon to open the search menu. You can specify the sort order and the filter criteria. The Group List will apply the filter until you clear the filter.

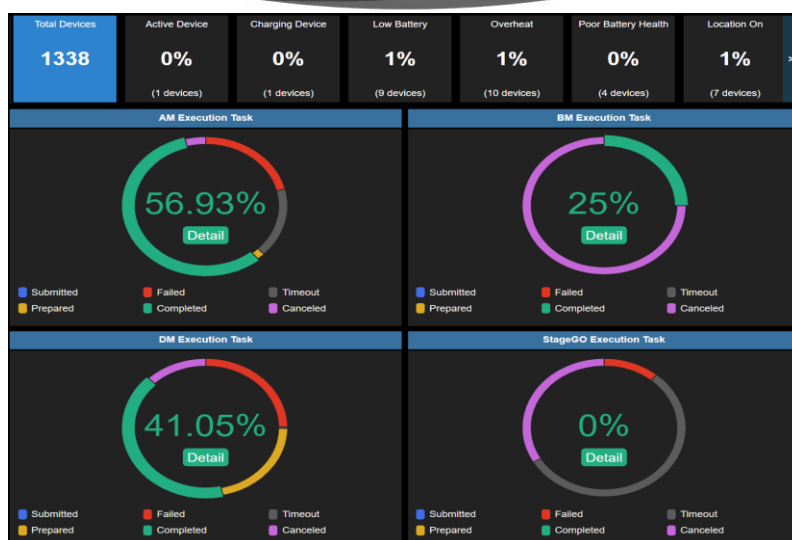
To set a filter on the list, enter the name of group next to “Group Name”, and then click the  icon.

To clear a filter on the list, click the  icon and then click on the  icon.

5.2.4 Group Dashboard

The Group Dashboard is the default view when you click on a group in the list. The dashboard shows an overall statistic of the selected group. You can show/hide a particular statistic on the dashboard, to do so, please go to Global Menu  >

Setting  > Dashboard Setting , and check/uncheck items on the Visible Item list.



Function	Description
Total Devices	Total number of devices in the group
Active Device	Number of online devices in the group
Charging Device	Number of devices that are charging
Low Battery	Number of devices that have low battery. To set the threshold of low battery level, go to Global Menu  > Setting  > Dashboard Setting , and then edit the “Low Battery Threshold” value to meet your needs.
Overheat	Number of devices that have low battery. To set the threshold of overheat, go to Global Menu  > Setting  > Dashboard Setting , and then edit the “Overheat Threshold” value to meet your needs.
Poor Battery Health	To set the threshold of low battery health, go to Global Menu  > Setting  > Dashboard Setting , and then edit the “Poor Battery Health Threshold” value to meet your needs.
Location On	Number of devices that have turned on GPS location in settings.

Location Off	Number of devices that have turned off GPS location in settings.
Locked Device	Number of devices that are reported as locked
N+Days Inactive	Number of devices have not been online for at least N days. To set the Inactive N setting, go to Global Menu  > Setting  > Dashboard Setting , and then edit the “N Days Inactive” value to meet your needs.
1~(N-1)Days Inactive	Number of devices have not been online for the last N-1 days. To set the Inactive N setting, go to Global Menu  > Setting  > Dashboard Setting , and then edit the “N Days Inactive” value to meet your needs.
AM Execution Task	The most up to date statistics on Application Management tasks. Click a color band on the pie chart and then click the  icon to see a list of tasks in that category.
BM Execution Task	The most up to date statistics on Backup Management tasks. Click a color band on the pie chart and then click the  icon to see a list of tasks in that category.
DM Execution Task	The most up to date statistics on Device Management tasks. Click a color band on the pie chart and then click the  icon to see a list of tasks in that category.
StageGO Execution Task	The most up to date statistics on StageGO Execution tasks. Click a color band on the pie chart and then click the  icon to see a list of tasks in that category.
Event	A list of current events triggered in this group.

5.3 Device List

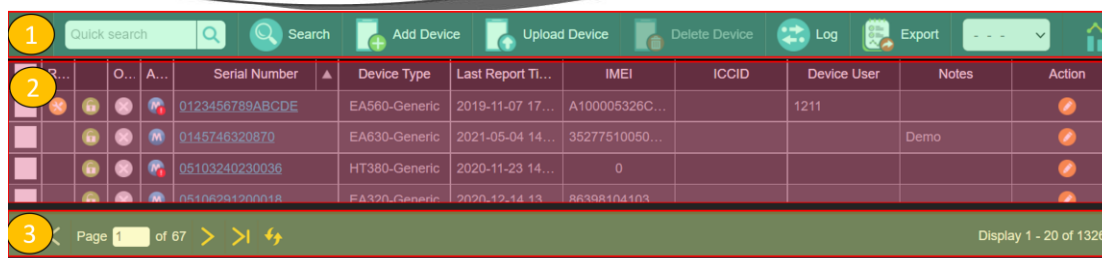
5.3.1 Device List

To view a list of devices in a group, first select the group, and then click on the  icon to reveal the Device List view. The Device List consists of an Action Bar on the top and the Device List to follow.

Unitech electronics co., Ltd.

5F, No.135, Ln. 235, Baoqiao Rd., Xindian Dist., New Taipei City 231, Taiwan (R.O.C.)

Tel: + 886 2 89121122 • Fax: +886 2 89121810 • website: www.ute.com



Area	Description
------	-------------

The Device List Action Menu contains actions you can do to the device list.

1 Action Menu

	Quick Search Type in a keyword (e.g. Serial number) to do global device search. You can enter partial information to search all matching. E.g. Search 123 for Device serial numbers that contains 123.
	Search Create Custom Search Filter Preset
	Add Device Add Single Device
	Upload Device Add multiple devices at once by uploading a CSV file
	Delete Device Delete the selected devices
	Update Device Update the device notes and remark fields for multiple devices all at once by using a CSV file. (Same CSV file format as Upload Device.)
	Log View logs of this group
	Export Export device details of this group to a CSV file

	Filter Preset dropdown selection menu. You can switch to a particular filter preset to view different devices on the list.
	Switch to the Dashboard view.

A list of devices in a tabular format. You can sort the table by a particular column by clicking on the column title. Long press on a truncated column title to reveal the entire text.

You can also click on the actions on the Action Menu with the list devices shown.

2 Device List

To show/hide a column on the list, click on the  action scroll to the bottom and check/uncheck items on the Visible Column list.

To edit a device, click on the  icon

The Page Menu is located at the bottom of the Device List. When the list of devices is large, paging gives you a faster loading time.

3 Page Menu

Click  to go to next page,  for previous page,  for last page, and  to refresh the device list to reveal the latest data.

5.3.2 Add Devices

Devices must be added to the Device List before enrollment. This ensures that only the allowed devices can be online. To add devices, there are two methods, discussed below.

5.3.3 Add a single device

To add one device to the device list, click on the  Add Device action and fill out the form to add a device.

Function	Description
Serial Number (Mandatory Field)	Enter the serial number of the device. The serial number can be obtain from the home screen of the MoboLink Agent Android app, or from the Settings app.
Device Type (Mandatory Field)	Select the device type as SKU, if the SKU is not listed, you can select one of the “-Generic” designation. For example, WD200-Generic.
Device User	Optional field. Enter the memorable name for this device. The Device User field will also show up on task lists so that you can more easily associate a device serial number to the user of the device.
Remark	Optional field. The Remark field allows you to enter a single line of short remark about this device. The value of this text can be changed when you edit this device.
Notes	Optional field. The Notes field allows you to enter a multiple lines of notes about this device. The value of this text can be changed when you edit this device.
☐ Update Device which already exists	Check this box if this device had already added, but you wanted to update the Device User, Remark, Notes fields. Note: Once a device is added to the system, you cannot change the Serial number and the Device type. If you need to change one of these fields, please delete the device and add again.



Add Device

Once you have filled out the Add Device form, click on the Add button to add this device to the list.

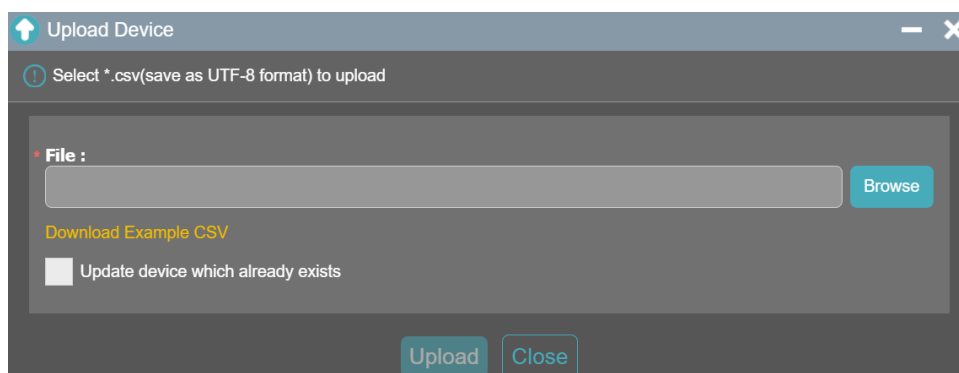
MoboLink will show you a confirmation dialog that lets you know whether the device add was successful.

5.3.4 Add multiple devices in one batch

You can also add multiple devices at once. To add devices in a batch, click on the



Upload Device icon to begin. Please follow the following steps:



Step	Actions
1	Click on the Upload Device icon to bring up the CSV file upload interface (depicted above)
2	Click on the "Download Example CSV" link to get the sample CSV file.

The CSV file contains 7 fields. The id and deviceTypeId fields are mandatory, while the others are optional. From MoboLink V4.4, the groupNameList field allows specified devices to be assigned directly to the designated one or more groups upon adding the device. This makes adding a device into multiple groups easier. Use comma to separate different groups.

`id,deviceTypeId,deviceUser,remark,notes,notes2,groupNameList`

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```
20001012,Android-Generic,Bob,test remark,box number: 123,box  
number: 1234, Group1, Group2  
20001013,Android-Generic,,,notes,notes2,""
```

Note1: When you want to skip the optional fields for a device, you are required to have the commas filled in as placeholder. As shown from the above example, if you want to skip User and Remark fields, but want to have the notes, the syntax is: 20001013,Android-Generic,,,Notes

Note2: The groupNameList field can also be used to update or clear group associations for a device. When you upload the CSV file after a device is already enrolled, you can do the followings:

- **Update Group Associations:**
To Update group associations for a device via the CSV file, simply change the groupNameList field for the device and upload the CSV again.
- **Clear Group Associations**
To clear Group Associations for a device via the CSV file, simply leave the groupNameList field for the device empty and upload the CSV again.

Note3: From MoboLink V4.5, you can upload a previously exported Device List CSV. This allows you to maintain only a master copy of the Device List CSV for both Export and Import.

3

Click  and select the CSV file you saved from the previous step.

Then click the  icon to start uploading.

Note: When you upload devices in a batch, devices that already exist in the system will get updated automatically for the User, Remark and Notes field. You can use the CSV upload feature to update device's User, Remark and Notes fields at once.

5.3.5 Delete Devices

Quick search Search Add Device Upload Device Delete Device Log Export											
	R...	O..	A...	Serial Number	Device Type	Last Report	IMEI	ICCID	Device User	Notes	Action
☒				950104210085	WD200-Ce...	2021-03-1...	355501580...	898869200...			
☒				D16L917D7885964	HT730-Ge...	2021-03-1...	351739420...				
☒				7c1ad083	WD200-Ge...	2021-03-0...	123456789...				
☐				05106291200018	EA320-Ge...	2020-12-1...	863981041...				

To delete one or more devices at once, check the checkboxes next to the device

serial numbers you want to delete, and then click on the Delete Device icon to delete them.

5.3.6 Export Device List

You can export the entire device list in the current group to a CSV file, including all devices on all the pages. To do so, select the device group you want to export the list,

and then click on the Export button to save it as a CSV file.

5.3.7 Search and Filter

You can search the device list or filter the Device List with specific filter criteria.

There is also a “Quick Search” function you can use to quickly find what you are looking for.

Function	Description
	Enter the text you are looking for inside the Quick Search field Quick search , and the Device List will be immediately refreshed to show the search result.
Quick Search	Quick Search will search your text in the visible columns on the Device List. Some of the fields will not be searched by the Quick Search function, such as Dates, Online status, Lock State, and Agent State.

To clear the Quick Search, click on the  icon next to the Quick Search box. Clearing the Quick Search box will have the Device List showing all devices again.

To create a custom sort and filter preset, click on the  Search icon to bring up the Search dialog.

Click on the **Preferences Settings** button at the top to open the preference panel. Enter the name of the filter preset in the “Create New Preference” field.



Search

Then, fill in the “Sort”, “Filter”, and the “Time Filter” sections as you require.

Finally click on the **Create Preference** button to create the preset.

5.3.8 Update Device Note fields in bulk

With MoboLink Server V4.2.7 or later, you can update device’s Notes and Remark fields in bulk using a CSV File. The same CSV file that you used to Upload Device can also be used for Device Update.

To update the Notes or Remark fields of devices, follow these steps:

Step	Action
 Update Device	Click the Update Device button and then upload the CSV File containing the remark and notes field data that you want to update. The format of the CSV file can be the same as the Upload Device, however, the Update Device function will only use these fields in the CSV file for update: Remark, Notes, Notes2.

5.4 Application Management

5.4.1 Overview

Application Management gives the IT admin the ability to remote manage the applications lifecycles on the devices, as well as getting to know what apps have been installed on the devices. IT admins can manage application with one single device, or a group of devices.

From MoboLink V4.5, managing Windows devices become available. Application Management functions supported on Android and Windows may differ. This section discusses all the available functions, however, the actual supported features on each platform will be available as seen on your release version of MoboLink.

5.4.2 Managing for devices

To access the Application Management menu for a device:



Step	Actions
1	Click on the icon to go to the Group and Device menu, then click the icon to reveal the device list, finally, click on the serial number of the device you wish to manage.
2	Click the menu to reveal all the Application Management function available for this device.

Note If you are not sure whether you are managing Applications for Devices or Groups, take a look at the top of screen to find the current position in the menu. If the menu location shows a device serial number, you are in the device menu. If it shows name of a group, you are managing for a group.

5.4.3 Managing for groups

To access the Application Management menu for a group:



Step	Actions
1	Click on the icon to go to the Group and Device menu, then in the left side bar, click the Group you wish to manage.
2	Click the App Management menu to reveal all the Application Management function available for this group.

Note If you are not sure whether you are managing Applications for Devices or Groups, take a look at the top of screen to find the current position in the menu. If the menu location shows a device serial number, you are in the device menu. If it shows name of a group, you are managing for a group.

5.4.4 Install App

Application can be deployed to a device or a group.

Android: The application can be sourced from an APK file (Local App), or from the Managed Play App Store (MoboLink Enterprise Edition only).

Windows: The application can be sourced from MSI or EXE installers (Local App). Please upload the installer into Files > Apps before deploying to device. (required MoboLink V4.5 or later)

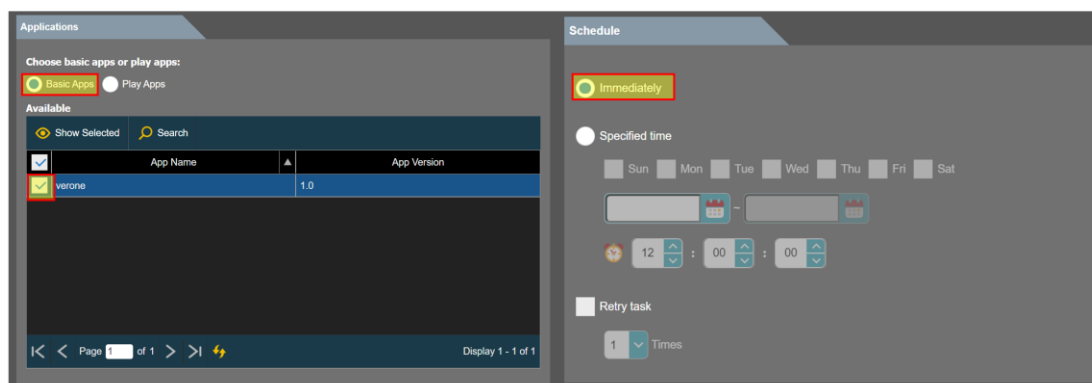
Important:

Use the Install App function to deploy apps if the app is to be installed on the device for the first time. If the app is already installed and wished to be updated to a new version, please use the Upgrade App function. Please refer to Chapter 5.4.10

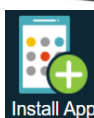
Upgrade App below for more information.

5.4.5 Install via Local Apps (APK or MSI/EXE)

To install via an Local App (APK for Android, or MSI/EXE for Windows), please upload the APK file to the Files area (File → App) first. Please refer to Chapter 0 File Menu for more detail.



Step	Actions
1	Click on the icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the icon on the right-hand side of the screen, then click the Device Serial Number to manage.
2	Click the App Management menu to reveal all the Application Management function available for this device or group, and then click the



icon to bring up the Install App dialog.

- 3 On the Install Apps dialog, under the Application section, choose the “Basic Apps” item, and select the apps to be deployed to the device. Multiple apps can be selected to be deployed for installation.

The Basic App List can have multiple pages, MoboLink provides these functions to help you finding the apps you want faster:

- Page Indicators



The page indicator allows you to switch pages. Click on the



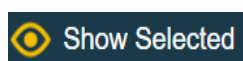
arrows to go to previous or next page, or go to the first or last page.

- Search



The Search function allows you to search for a particular app in the list.

- Show Selected



The Show Selected function allows you to show all the apps, or just the apps that were selected.

- 4 Under the Schedule section, please select the desired deployment schedule:
 - **Immediately –**
Execute the task immediately when the device gets online.
 - **Specified Time –**
Execute the task at the specified time. Both Single-occurrence or reoccurrence schedule can be specified. This task will be executed at the specific days of a week, at the specified time, and the task will only be executed in-between the dates specified (inclusive).

The “Retry task” option applies for both the Immediately and the Specified Time schedule options. When the Retry Task option is enabled, this task will automatically retry if it fails to execute. If this option is not enabled, a failed task can only be “redo” manually by the user. If the Retry Task option is checked, the number of times this task will be retried can be specified. We recommend choosing the maximum number of times to retry.

5

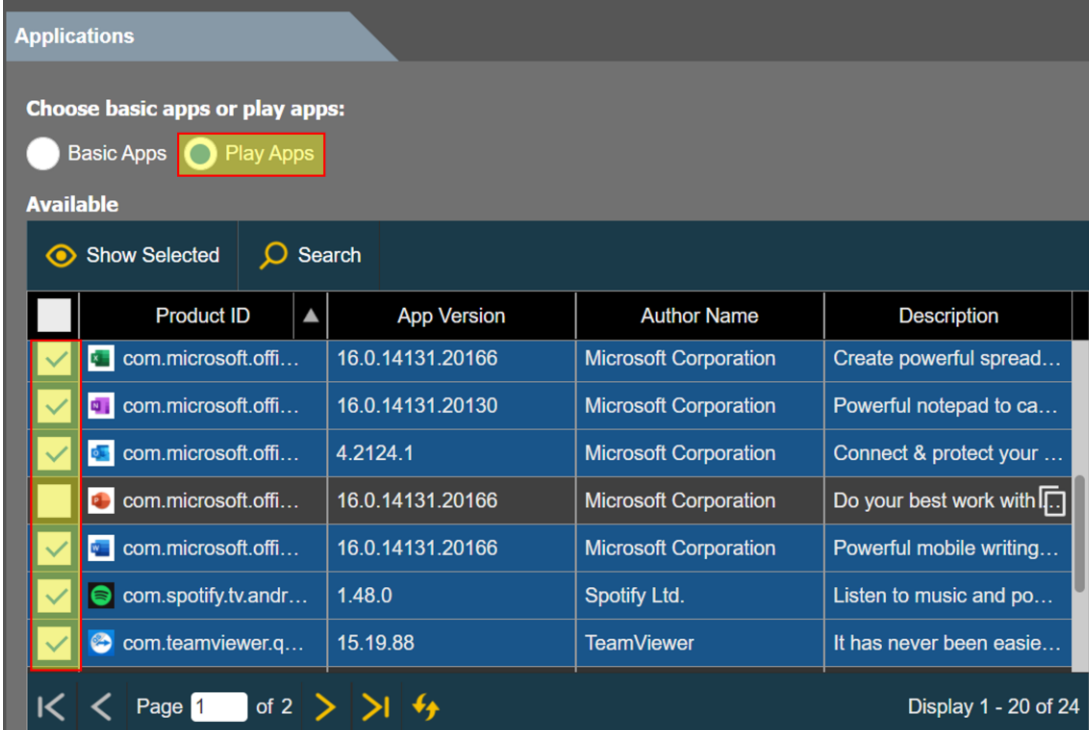
Click the  button to submit this task to the devices or the group.

5.4.6 Install via Managed Play Store

To install via the Managed App Store, please approve apps on the Managed Play Store before installing the apps via this method. Also, your devices must have an active Internet connection via Wi-Fi or Cellular for this function to work.

Important:

This function only applies to the MoboLink Enterprise Edition, and it requires that the devices are provisioned by using Android Enterprise Device Enrollment.



Applications

Choose basic apps or play apps:

☐ Basic Apps ☒ Play Apps

Available

Show Selected Search

	Product ID	App Version	Author Name	Description
	com.microsoft.offi...	16.0.14131.20166	Microsoft Corporation	Create powerful spread...
	com.microsoft.offi...	16.0.14131.20130	Microsoft Corporation	Powerful notepad to ca...
	com.microsoft.offi...	4.2124.1	Microsoft Corporation	Connect & protect your ...
	com.microsoft.offi...	16.0.14131.20166	Microsoft Corporation	Do your best work with
	com.microsoft.offi...	16.0.14131.20166	Microsoft Corporation	Powerful mobile writing...
	com.spotify.tv.andr...	1.48.0	Spotify Ltd.	Listen to music and po...
	com.teamviewer.q...	15.19.88	TeamViewer	It has never been easie...

Page 1 of 2 Display 1 - 20 of 24

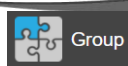
Step Actions

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5F, No.135, Ln. 235, Baoqiao Rd., Xindian Dist., New Taipei City 231, Taiwan (R.O.C.)

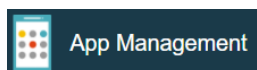
Tel: + 886 2 89121122 • Fax: +886 2 89121810 • website: www.ute.com

1

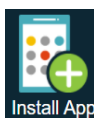


Click on the **Group** icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.

2



Click the **App Management** menu to reveal all the Application Management function available for this device or group, and then click the



Install App icon to bring up the Install App dialog.

3

On the Install Apps dialog, under the Application section, choose the “Play Apps” item, and select the apps to be deployed to the device. Multiple apps can be selected to be deployed for installation.

The Play App List can have multiple pages, MoboLink provides these functions to help you finding the apps you want faster:

- Page Indicators



The page indicator allows you to switch pages. Click on the 



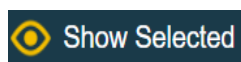
arrows to go to previous or next page, or go to the first or last page.

- Search



The Search function allows you to search for a particular app in the list.

- Show Selected



The Show Selected function allows you to show all the apps, or just the apps that were selected.

5

Click the  button to submit this task to the devices or the group.

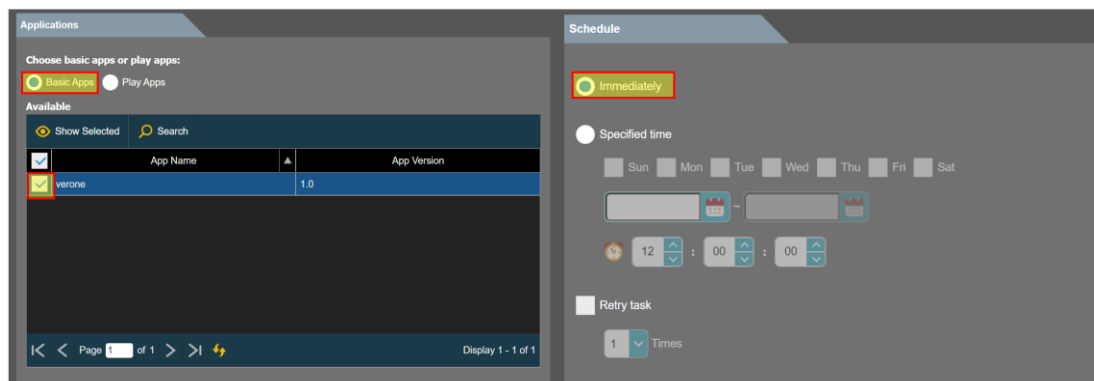
Note: When installing apps from the Managed Play Store, the install schedule cannot be specified, but the Managed Google Play will install the selected apps as soon as it can.

5.4.7 Remove App

Installed applications can be removed from a device or a group of devices. There are two ways to specify the apps to be removed from the device: via an APK file that were uploaded to the Files > App area, or via the Managed Play Store.

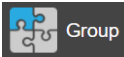
5.4.8 Remove via Local App (APK or MSI/EXE)

To uninstall an app via its Local App file, please upload the APK for Android, or EXE/MSI for Windows file to the Files area (File → App) first. Please refer to Chapter 0 File Menu for more detail.

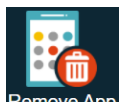


Step Actions

1

Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.

2

Click the  **App Management** menu to reveal all the Application Management function available for this device or group, and then click the  **Remove App** icon to bring up the Remove App dialog.

3

On the Remove Apps dialog, under the Application section, choose the “Basic Apps” item, and select the apps to be removed from the device. Multiple apps can be selected at once.

The Basic App List can have multiple pages, MoboLink provides these functions to help you finding the apps you want faster:

- Page Indicators



The page indicator allows you to switch pages. Click on the



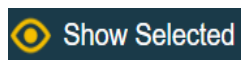
arrows to go to previous or next page, or go to the first or last page.

- Search



The Search function allows you to search for a particular app in the list.

- Show Selected



The Show Selected function allows you to show all the apps, or just the apps that were selected.

4

Under the Schedule section, please select the desired task schedule:

- **Immediately –**

Execute the task immediately when the device gets online.

- **Specified Time –**

Execute the task at the specified time. Both Single-occurrence, or reoccurrence schedule can be specified. This task will be executed at

the specific days of a week, at the specified time, and the task will only be executed in-between the dates specified (inclusive).

The “Retry task” option applies for both the Immediately and the Specified Time schedule options. When Retry Task option is enabled, this task will automatically retry if it fails to execute. If this option is not enabled, a failed task can only be “redo” manually by the user. If the Retry Task option is checked, the number of times this task will be retried can be specified. We recommend choosing the maximum number of times to retry.

5

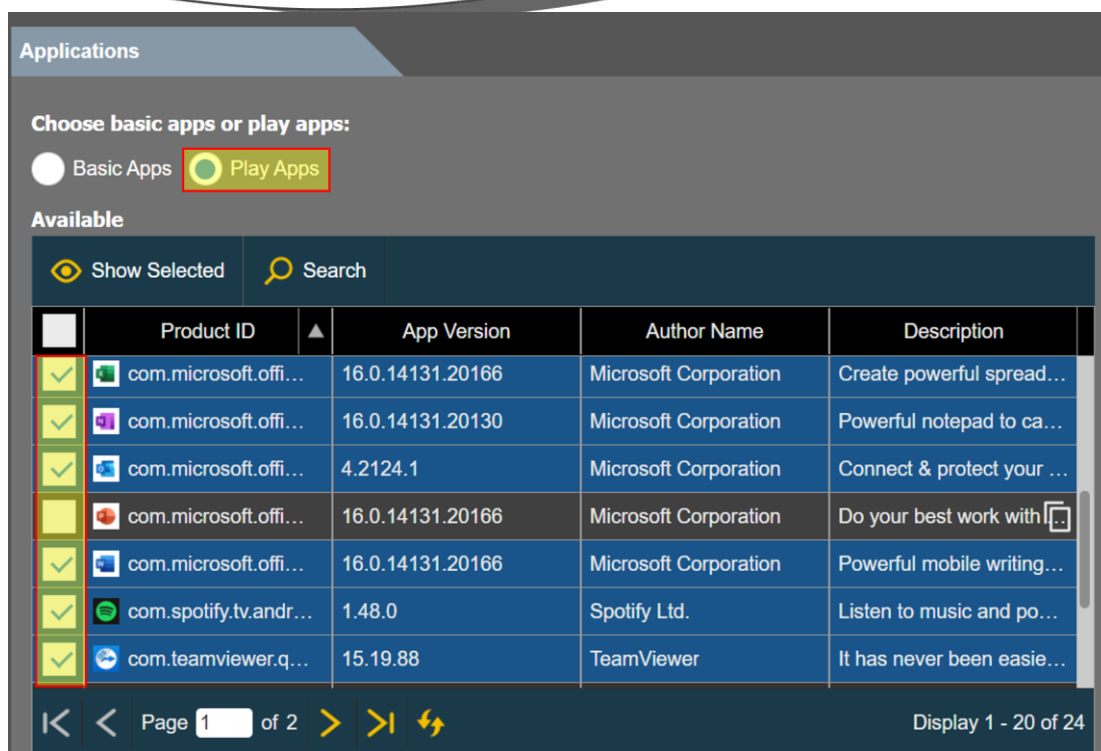
Click the  button to submit this task to the devices or the group.

5.4.9 Remove via Managed Play Store

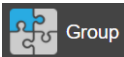
The Managed App Store will be used to let you select which apps to uninstall, therefore please ensure that you have the apps approved on the Managed Play Store before trying to remove them. Also, your devices must have an active Internet connection via Wi-Fi or Cellular for this function to work.

Important:

This function only applies to the MoboLink Enterprise Edition, and it requires that the devices are provisioned by using Android Enterprise Device Enrollment.



Step Actions

1 Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.

2 Click the  App Management menu to reveal all the Application Management function available for this device or group, and then click the  Remove App icon to bring up the Remove App dialog.

3 On the Remove Apps dialog, under the Application section, choose the “Play Apps” item, and select the apps to be removed from the device. Multiple apps can be selected at once for removal from the devices.

The Play App List can have multiple pages, MoboLink provides these functions to help you finding the apps you want faster:

- Page Indicators



The page indicator allows you to switch pages. Click on the



arrows to go to previous or next page, or go to the first or last page.

- Search



The Search function allows you to search for a particular app in the list.

- Show Selected



The Show Selected function allows you to show all the apps, or just the apps that were selected.

4

Click the  button to submit this task to the devices or the group.

Note: When removing apps from the Managed Play Store, the uninstall schedule cannot be specified, but the Managed Google Play will remove the selected apps as soon as it can.

5.4.10 Upgrade App

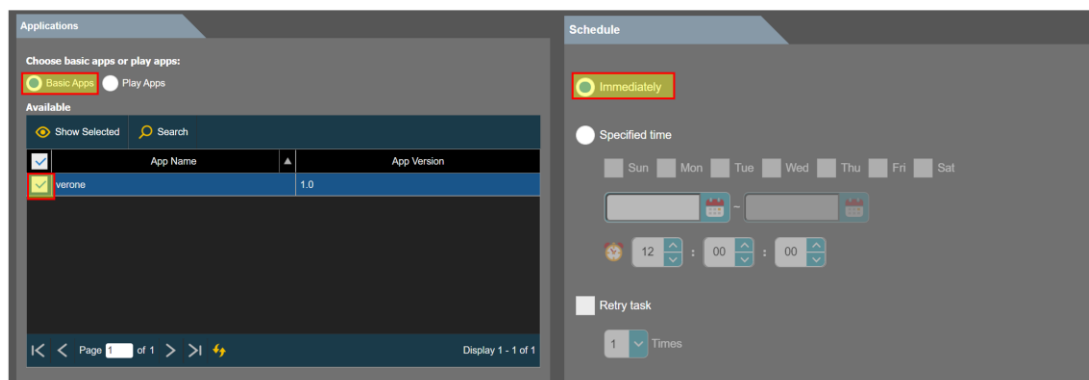
MoboLink can help updating the installed application to a new version. The Upgrade App function works on devices or groups. The updated app to be deployed to the devices or groups can be sourced from a Local APK or MSI/EXE file, or from the Managed Play App Store (MoboLink Enterprise Edition only).

Important:

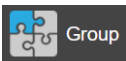
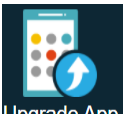
Use the Upgrade App function to deploy app updates only if the app is already installed on the device. If the app is not yet installed on the device, please use the Install App function. Please refer to Chapter 5.4.4 **Install App** above for more information.

5.4.11 Upgrade via Local App File (APK or MSI/EXE)

To upgrade via a Local App file (APK for Android, MSI/EXE for Windows), please upload the installer file to the Files area (File → App) first. Please refer to Chapter 0 File Menu for more detail.



Step Actions

- 1 Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.
- 2 Click the  App Management menu to reveal all the Application Management function available for this device or group, and then click the  Upgrade App icon to bring up the Upgrade App dialog.
- 3 On the Upgrade Apps dialog, under the Application section, choose the “Basic Apps” item, and select the apps to be upgraded on the device. Multiple apps can be selected to be upgrade at once.

The Basic App List can have multiple pages, MoboLink provides these functions to help you finding the apps you want faster:

- Page Indicators



The page indicator allows you to switch pages. Click on the



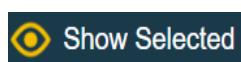
arrows to go to previous or next page, or go to the first or last page.

- Search



The Search function allows you to search for a particular app in the list.

- Show Selected



The Show Selected function allows you to show all the apps, or just the apps that were selected.

4 Under the Schedule section, please select the desired deployment schedule:

- **Immediately –**
Execute the task immediately when the device gets online.
- **Specified Time –**
Execute the task at the specified time. Both Single-occurrence or reoccurrence schedule can be specified. This task will be executed at the specific days of a week, at the specified time, and the task will only be executed in-between the dates specified (inclusive).

The “Retry task” option applies for both the Immediately and the Specified Time schedule options. When the Retry Task option is enabled, this task will automatically retry if it fails to execute. If this option is not enabled, a failed task can only be “redo” manually by the user. If the Retry Task option is checked, the number of times this task will be retried can be specified. We recommend choosing the maximum number of times to retry.

5

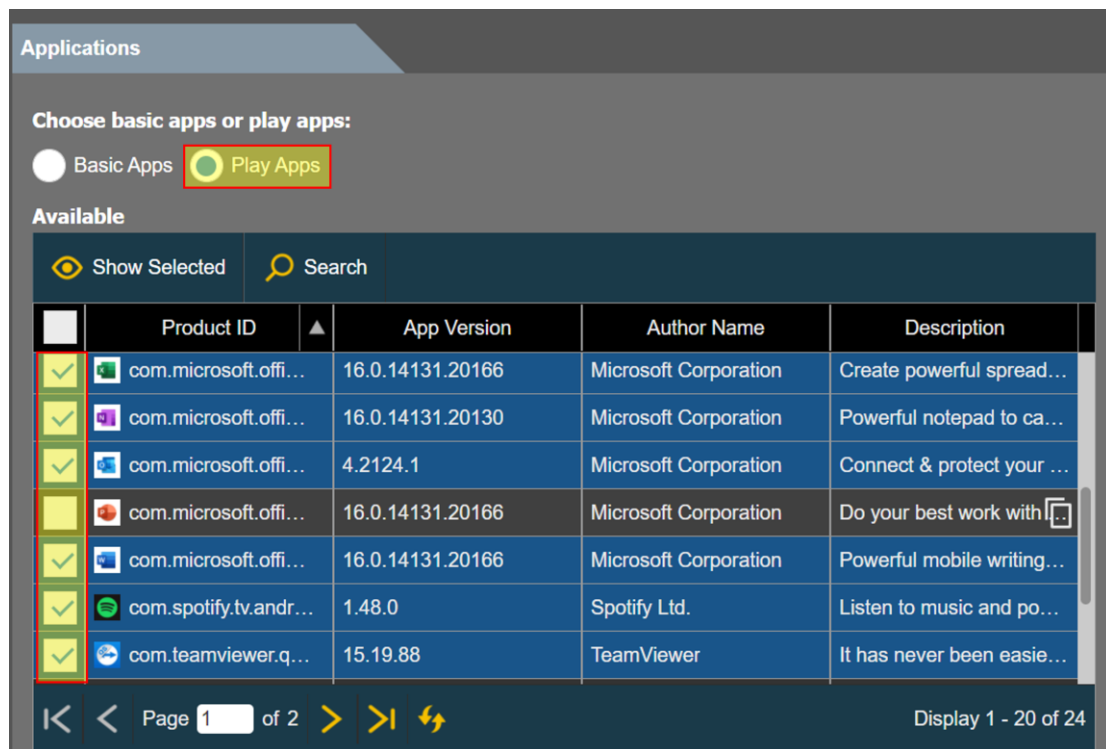
Click the  button to submit this task to the devices or the group.

5.4.12 Upgrade via Managed Play Store

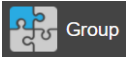
To upgrade via the Managed App Store, please approve apps on the Managed Play Store before deploying the updates to devices or groups. Also, your devices must have an active Internet connection via Wi-Fi or Cellular for this function to work.

Important:

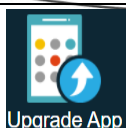
This function only applies to the MoboLink Enterprise Edition, and it requires that the devices are provisioned by using Android Enterprise Device Enrollment.



Step Actions

1 Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.

2 Click the  App Management menu to reveal all the Application Management function available for this device or group, and then click the



Upgrade App icon to bring up the Upgrade App dialog.

- 3 On the Upgrade Apps dialog, under the Application section, choose the “Play Apps” item, and select the apps to be upgraded on the device. Multiple apps can be selected to upgrade at once.

The Play App List can have multiple pages, MoboLink provides these functions to help you finding the apps you want faster:

- Page Indicators



The page indicator allows you to switch pages. Click on the



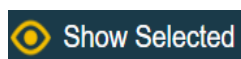
arrows to go to previous or next page, or go to the first or last page.

- Search

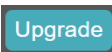


The Search function allows you to search for a particular app in the list.

- Show Selected



The Show Selected function allows you to show all the apps, or just the apps that were selected.

- 5 Click the  button to submit this task to the devices or the group.

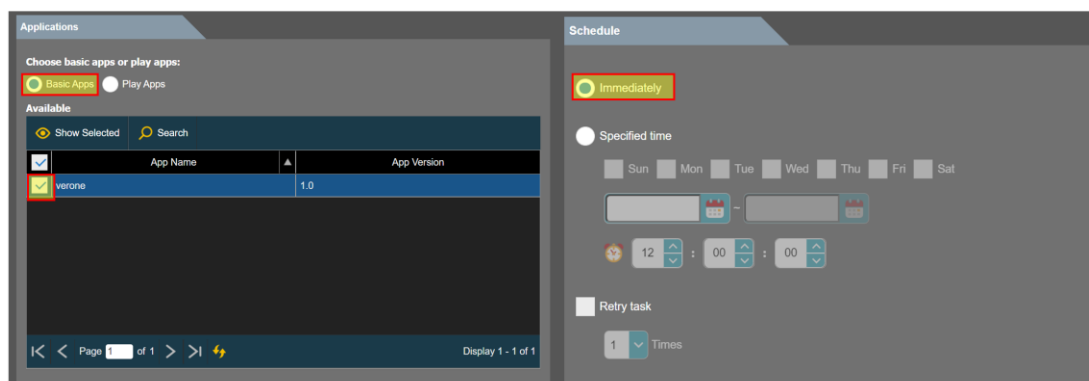
Note: When installing apps from the Managed Play Store, the install schedule cannot be specified, but the Managed Google Play will install the selected apps as soon as it can.

5.4.13 Run App

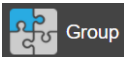
Installed applications can be remotely run. Before running an application, the application must already been uploaded to the Files > App area.

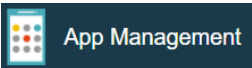
Important:

If the application is already running in the background, submitting the Run App task again may not bring the app to the foreground on the device screen. The workaround to this is to submit a “Stop App” task to force stop the app, and then follow by a “Run App” task again. Please refer to Chapter 5.4.14 **Stop App** below for more information about the Stop App function.



Step Actions

- 1 Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.

- 2 Click the  menu to reveal all the Application Management function available for this device or group, and then click the  icon to bring up the Run App dialog.

- 3 On the Run Apps dialog, under the Application section, select the apps to be run on the device. Multiple apps can be selected to be run at once.

The app list can have multiple pages, MoboLink provides these functions to help you finding the apps you want faster:

- Page Indicators



The page indicator allows you to switch pages. Click on the



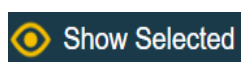
arrows to go to previous or next page, or go to the first or last page.

- Search



The Search function allows you to search for a particular app in the list.

- Show Selected



The Show Selected function allows you to show all the apps, or just the apps that were selected.

4 Under the Schedule section, please select the desired deployment schedule:

- **Immediately –**
Execute the task immediately when the device gets online.
- **Specified Time –**
Execute the task at the specified time. Both Single-occurrence or reoccurrence schedule can be specified. This task will be executed at the specific days of a week, at the specified time, and the task will only be executed in-between the dates specified (inclusive).

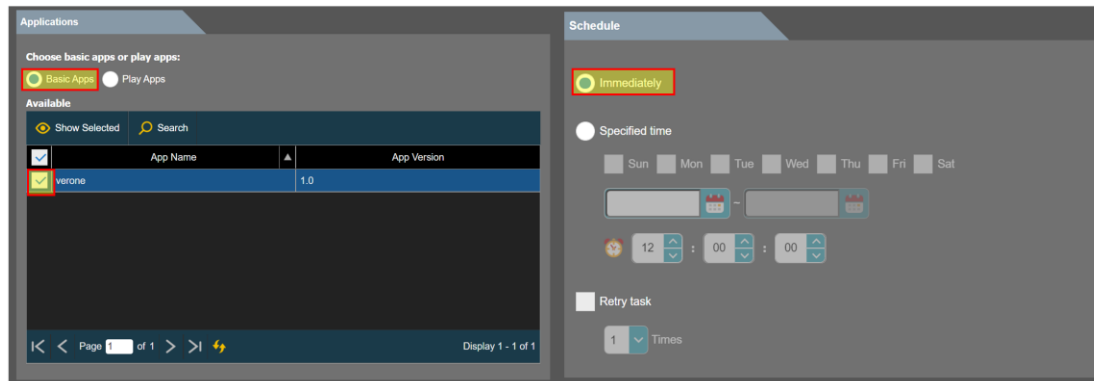
The “Retry task” option applies for both the Immediately and the Specified Time schedule options. When the Retry Task option is enabled, this task will automatically retry if it fails to execute. If this option is not enabled, a failed task can only be “redo” manually by the user. If the Retry Task option is checked, the number of times this task will be retried can be specified. We recommend choosing the maximum number of times to retry.

5

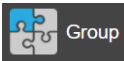
Click the  button to submit this task to the devices or the group.

5.4.14 Stop App

Running Applications can be force-stopped remotely. Before force-stopping an application, the application must already been uploaded to the Files > App area.



Step Actions

- 1 Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.

- 2 Click the  App Management menu to reveal all the Application Management function available for this device or group, and then click the  Stop App icon to bring up the Stop App dialog.

- 3 On the Stop Apps dialog, under the Application section, select the apps to be force-stopped on the device. Multiple apps can be selected to be stopped at once.

The app list can have multiple pages, MoboLink provides these functions to help you finding the apps you want faster:

- Page Indicators



The page indicator allows you to switch pages. Click on the



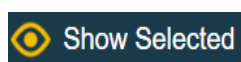
arrows to go to previous or next page, or go to the first or last page.

- Search



The Search function allows you to search for a particular app in the list.

- Show Selected



The Show Selected function allows you to show all the apps, or just the apps that were selected.

4 Under the Schedule section, please select the desired deployment schedule:

- **Immediately –**
Execute the task immediately when the device gets online.
- **Specified Time –**
Execute the task at the specified time. Both Single-occurrence or reoccurrence schedule can be specified. This task will be executed at the specific days of a week, at the specified time, and the task will only be executed in-between the dates specified (inclusive).

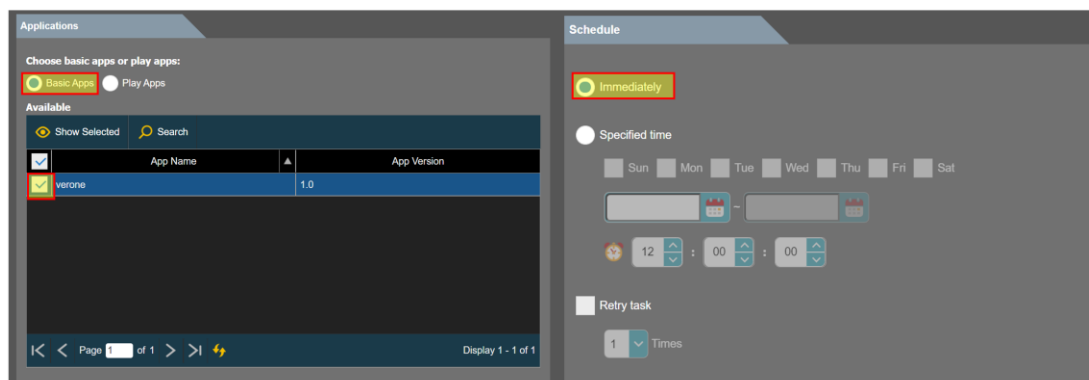
The “Retry task” option applies for both the Immediately and the Specified Time schedule options. When the Retry Task option is enabled, this task will automatically retry if it fails to execute. If this option is not enabled, a failed task can only be “redo” manually by the user. If the Retry Task option is checked, the number of times this task will be retried can be specified. We recommend choosing the maximum number of times to retry.

5

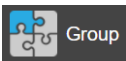
Click the  button to submit this task to the devices or the group.

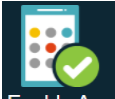
5.4.15 Enable App

App installed on devices can be enabled if it was previously disabled. Before enabling an application, the application must already been uploaded to the Files > App area.



Step Actions

- 1 Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.

- 2 Click the  App Management menu to reveal all the Application Management function available for this device or group, and then click the  Enable App icon to bring up the Enable App dialog.

- 3 On the Enable Apps dialog, under the Application section, select the apps to be enabled on the device. Multiple apps can be selected to be enabled at once.

The app list can have multiple pages, MoboLink provides these functions to help you finding the apps you want faster:

- Page Indicators



The page indicator allows you to switch pages. Click on the



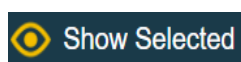
arrows to go to previous or next page, or go to the first or last page.

- Search



The Search function allows you to search for a particular app in the list.

- Show Selected



The Show Selected function allows you to show all the apps, or just the apps that were selected.

4 Under the Schedule section, please select the desired deployment schedule:

- **Immediately –**
Execute the task immediately when the device gets online.
- **Specified Time –**
Execute the task at the specified time. Both Single-occurrence or reoccurrence schedule can be specified. This task will be executed at the specific days of a week, at the specified time, and the task will only be executed in-between the dates specified (inclusive).

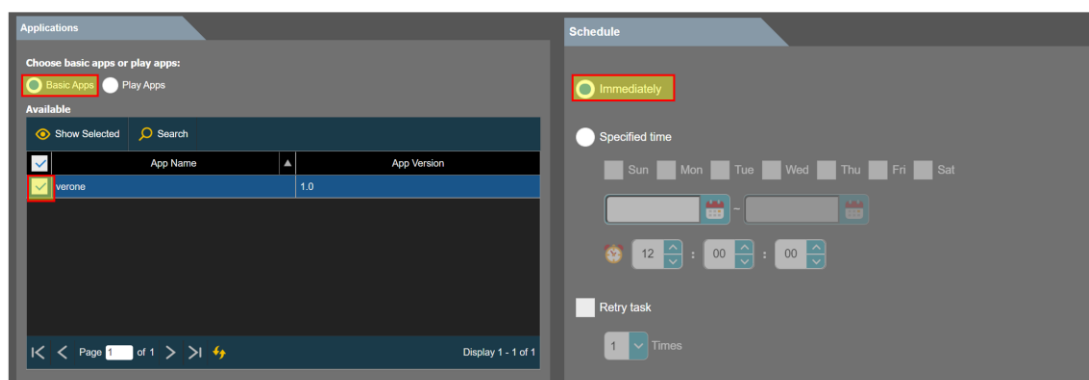
The “Retry task” option applies for both the Immediately and the Specified Time schedule options. When the Retry Task option is enabled, this task will automatically retry if it fails to execute. If this option is not enabled, a failed task can only be “redo” manually by the user. If the Retry Task option is checked, the number of times this task will be retried can be specified. We recommend choosing the maximum number of times to retry.

5

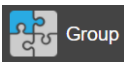
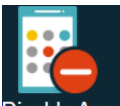
Click the  button to submit this task to the devices or the group.

5.4.16 Disable App

App installed on devices can be disabled. Disabling an application will make the application icon hidden away from users on the launcher, and prevent the users from using the app altogether. Before disabling an application, the application must already been uploaded to the Files > App area.



Step Actions

- 1 Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.
- 2 Click the  App Management menu to reveal all the Application Management function available for this device or group, and then click the  icon to bring up the Disable Apps dialog.
- 3 On the Disable Apps dialog, under the Application section, select the apps to be disabled on the device. Multiple apps can be selected to be disabled at once.

The app list can have multiple pages, MoboLink provides these functions to help you finding the apps you want faster:

- Page Indicators



The page indicator allows you to switch pages. Click on the



arrows to go to previous or next page, or go to the first or last

page.

- Search



The Search function allows you to search for a particular app in the list.

- Show Selected



The Show Selected function allows you to show all the apps, or just the apps that were selected.

4 Under the Schedule section, please select the desired deployment schedule:

- **Immediately –**

Execute the task immediately when the device gets online.

- **Specified Time –**

Execute the task at the specified time. Both Single-occurrence or reoccurrence schedule can be specified. This task will be executed at the specific days of a week, at the specified time, and the task will only be executed in-between the dates specified (inclusive).

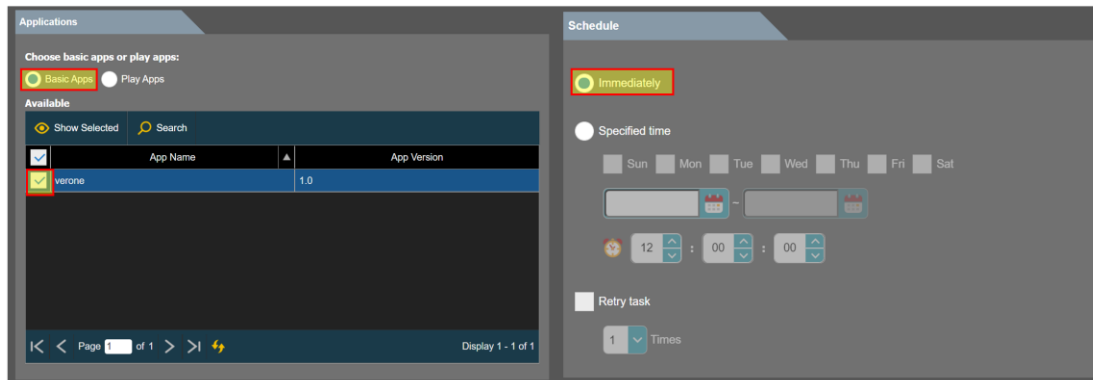
The “Retry task” option applies for both the Immediately and the Specified Time schedule options. When the Retry Task option is enabled, this task will automatically retry if it fails to execute. If this option is not enabled, a failed task can only be “redo” manually by the user. If the Retry Task option is checked, the number of times this task will be retried can be specified. We recommend choosing the maximum number of times to retry.

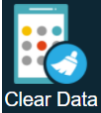
5

Click the  button to submit this task to the devices or the group.

5.4.17 App Clear Data

MoboLink can clear the data for an installed application on a device. Clearing the app data will clear its internal storage space and the application cache, and is useful when the IT admins wish to reset the application to its factory default state. Before clearing the data of an application, the application must already been uploaded to the Files > App area.



- | Step | Actions |
|------|--|
| 1 | Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage. |
| 2 | Click the  App Management menu to reveal all the Application Management function available for this device or group, and then click the  icon to bring up the Clear Data dialog. |
| 3 | On the Clear Data dialog, under the Application section, select the apps to be cleared of their data on the device. Multiple apps can be selected to be cleared at once. |

The app list can have multiple pages, MoboLink provides these functions to

help you finding the apps you want faster:

- Page Indicators



The page indicator allows you to switch pages. Click on the



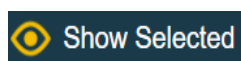
arrows to go to previous or next page, or go to the first or last page.

- Search



The Search function allows you to search for a particular app in the list.

- Show Selected



The Show Selected function allows you to show all the apps, or just the apps that were selected.

4 Under the Schedule section, please select the desired deployment schedule:

- **Immediately –**

Execute the task immediately when the device gets online.

- **Specified Time –**

Execute the task at the specified time. Both Single-occurrence or reoccurrence schedule can be specified. This task will be executed at the specific days of a week, at the specified time, and the task will only be executed in-between the dates specified (inclusive).

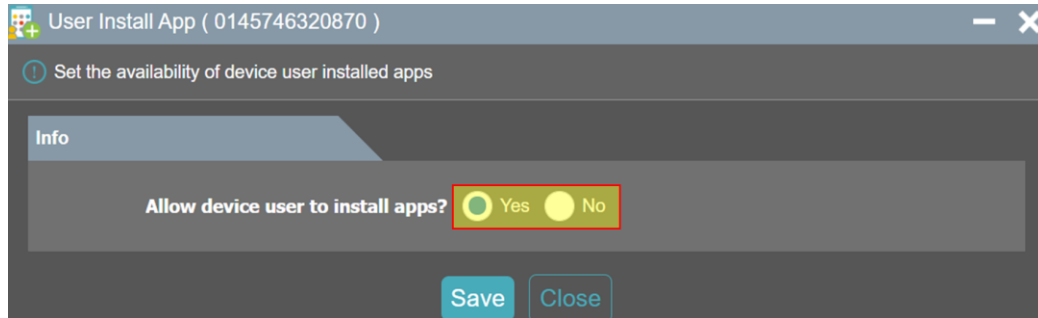
The “Retry task” option applies for both the Immediately and the Specified Time schedule options. When the Retry Task option is enabled, this task will automatically retry if it fails to execute. If this option is not enabled, a failed task can only be “redo” manually by the user. If the Retry Task option is checked, the number of times this task will be retried can be specified. We recommend choosing the maximum number of times to retry.

5

Click the  button to submit this task to the devices or the group.

5.4.18 User Install

MoboLink can be configured to monitor if and when the device users are sideloading apps on to the devices. If it detects that apps are being sideloaded by the device users, MoboLink will automatically remove them. To enable or disable this sideload compliance monitoring mechanism, select Yes or No options and then click the Save button to submit the task to devices or groups immediately.



The options are:

- Yes** – Allow device users to sideload apps
- No** – Do not allow device users to sideload apps

5.4.19 Configure App

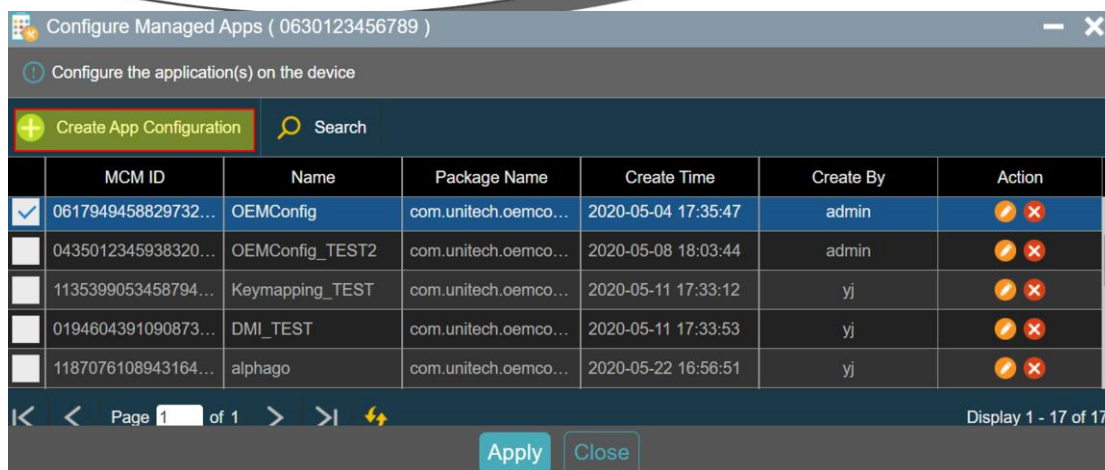
The Configure App function allows IT admins to configure the installed applications that supports the Managed Configuration feature from the Managed Play Store. Not all apps on the Managed Play Store support the Managed Configuration mechanism, please contact your application providers to find out whether they support Managed Configuration.

Important:

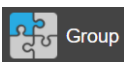
This function only applies to the MoboLink Enterprise Edition, and it requires that the devices are provisioned by using Android Enterprise Device Enrollment.

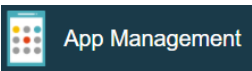
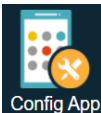
5.4.20 Create Managed Configuration

To create a Managed Configuration for a Managed Play Application, the application must already been approved on your Managed Play Store, and the admin PC that runs the MoboLink Web Management portal must also be connected to the internet.



Step Actions

1 Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.

2 Click the  menu to reveal all the Application Management function available for this device or group, and then click the  icon to bring up the Configure Managed App dialog.

3 On the Configure Managed App dialog, click on the  icon to reveal the Create Managed Configuration dialog.

4 Find the application to be configured on the app list, and click on the  icon again to show the manage configurations of that application.

The app list can have multiple pages, MoboLink provides these functions to help you finding the apps you want faster:

- Page Indicators



The page indicator allows you to switch pages. Click on the



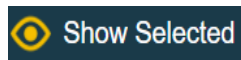
arrows to go to previous or next page, or go to the first or last page.

- Search



The Search function allows you to search for a particular app in the list.

- Show Selected

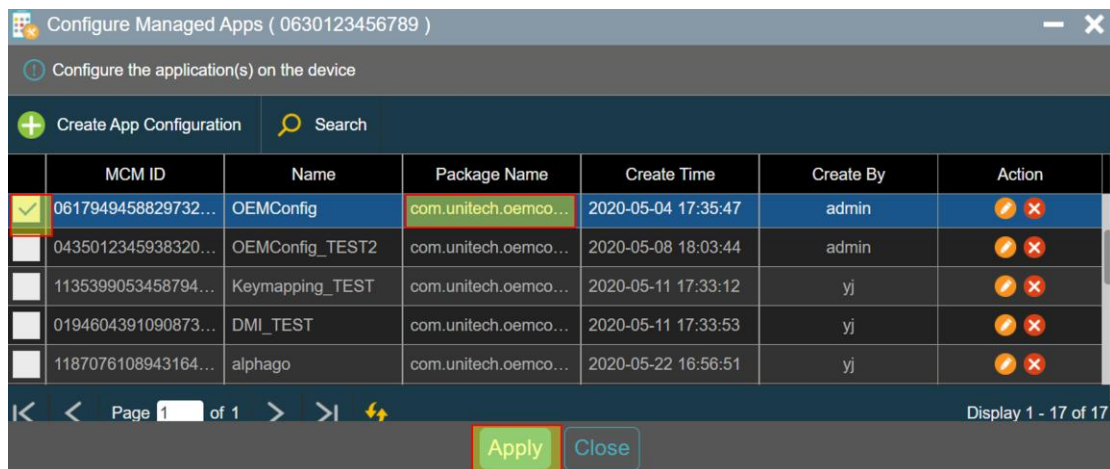


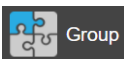
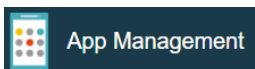
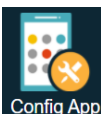
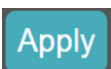
The Show Selected function allows you to show all the apps, or just the apps that were selected.

- On the web page, fill in the configurations for the application.
If not sure what to enter for a field, please contact the application author.
- Click the **Save** button save this configuration.

5.4.21 Deploy Managed Configuration

With the Managed Configuration mechanism, the devices will receive the request to configure the app from the Managed Play Store. Once the device receives the config request from Managed Play Store, it will forward the configuration to the application for processing.



Step	Actions
1	Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.
2	Click the  menu to reveal all the Application Management function available for this device or group, and then click the  icon to bring up the Configure Managed App dialog.
3	On the Configure Managed App dialog, select the Managed Configurations to be deployed to the device and click the  button to complete. Important: The admin PC that runs this task will need to be connected to the Internet and the devices to receive this Managed Configuration must also connect to the internet.

5.4.22 Configure Product Set

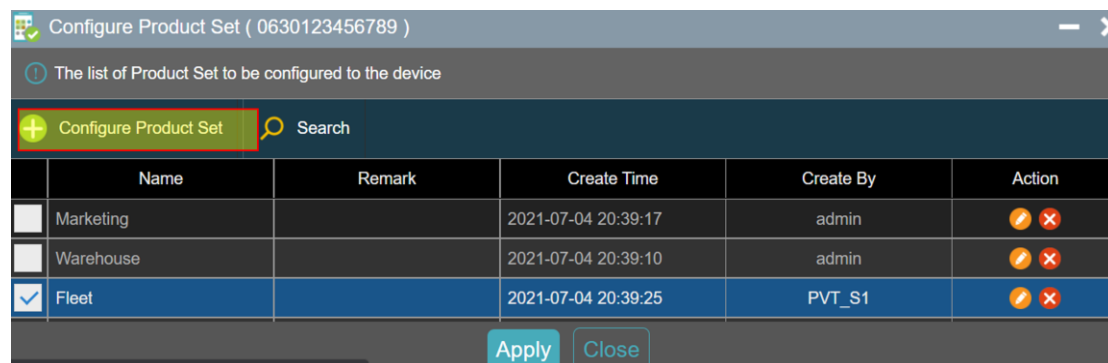
Each device can be configured to have its Google Play store app to display different set of apps available. This allows the IT admin to tailor the apps available to different device users. A “Product Set” is a collection of Managed Apps, IT admins can create different sets on MoboLink, and then deploy a Product Set to one or more devices to configure their Play Store.

Important:

This function only applies to the MoboLink Enterprise Edition, and it requires that the devices are provisioned by using Android Enterprise Device Enrollment.

5.4.23 Create Product Set

This is how to create a Product Set from a list of approved apps on the Managed Play Store.



Step Actions

- 1 Click on the icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the icon on the right-hand side of the screen, then click the Device Serial Number to manage.
- 2 Click the App Management menu to reveal all the Application Management function available for this device or group, and then click the icon to bring up the Configure Product Set dialog.
- 3 On the Configure Product Set dialog, click on the icon to reveal the Create Product Set dialog.
- 4 **Product Set Name** – Fill in the name of this product set.
Product Set Name – Enter some notes about this set (this is optional field).
Configure Product Set – select one or more apps to make available to devices for this product set. If this list is empty, you need to first approves apps into the Managed Play Store.

The app list can have multiple pages, MoboLink provides these functions to

help you finding the apps you want faster:

- Page Indicators



The page indicator allows you to switch pages. Click on the



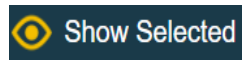
arrows to go to previous or next page, or go to the first or last page.

- Search



The Search function allows you to search for a particular app in the list.

- Show Selected



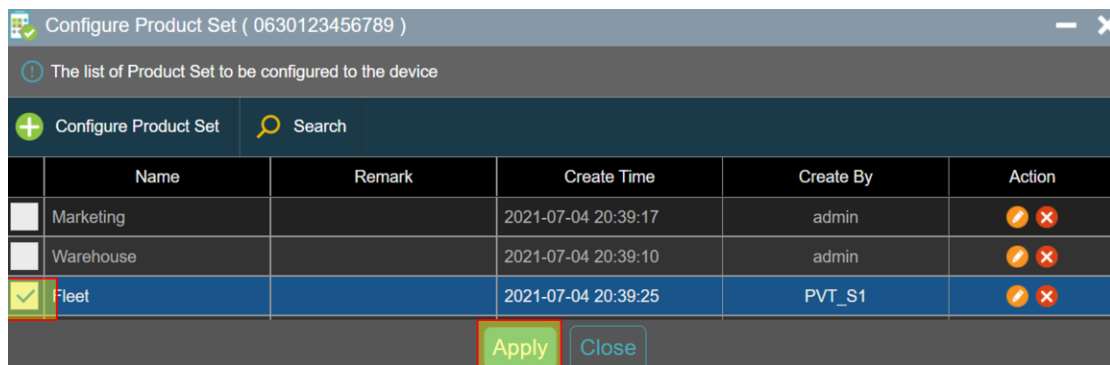
The Show Selected function allows you to show all the apps, or just the apps that were selected.

5

Click the  button save this configuration.

5.4.24 Deploy Product Set

To deploy a Product Set to a device, the device's Play Store will the only show the apps made available through that Product Set. A device can only display a Product Set setting at a time.

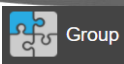


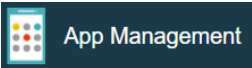
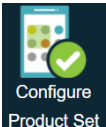
Step Actions

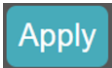
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5F, No.135, Ln. 235, Baoqiao Rd., Xindian Dist., New Taipei City 231, Taiwan (R.O.C.)

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1 Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.

2 Click the  menu to reveal all the Application Management function available for this device or group, and then click the  icon to bring up the Configure Product Set dialog.

3 On the Configure Product Set dialog, select the Product Set to be deployed to the device and click the  button to complete.

Important:

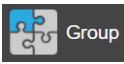
The admin PC that runs this task will need to be connected to the Internet and the devices to receive this Managed Configuration must also connect to the internet.

5.4.25 Remove Product Set

This function will clear the product set setting from devices.

Important:

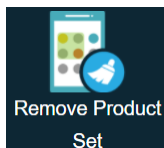
This function only applies to the MoboLink Enterprise Edition, and it requires that the devices are provisioned by using Android Enterprise Device Enrollment.

Step	Actions
1	Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.

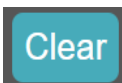
2



Click the **App Management** menu to reveal all the Application Management function available for this device or group, and then click the



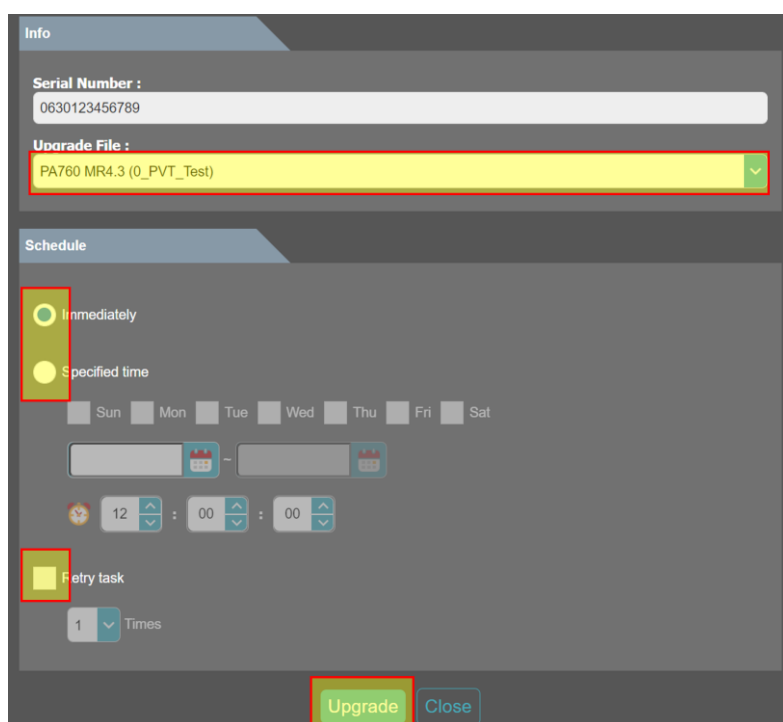
icon and then click



button to confirm the clear.

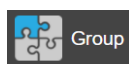
5.4.26 OS Update

Before updating the OS firmware on devices or group, please upload the FOTA ZIP file to the File > OS Image area. Please refer to Chapter 0 File Menu for more detail.



Step Actions

1



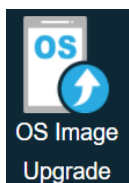
Click on the **Group** icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.

2



App Management

Click the menu to reveal all the Application Management function available for this device or group, and then click the



icon.

3

Under the “Info” section, select a firmware from the “Upgrade File” list. If this list is empty, or it does not show the firmware for the device, please ensure that the FOTA ZIP file is uploaded to the File > OS Image area.

4

Under the Schedule section, please select the desired deployment schedule:

- **Immediately –**
Execute the task immediately when the device gets online.
- **Specified Time –**
Execute the task at the specified time. Both Single-occurrence or reoccurrence schedule can be specified. This task will be executed at the specific days of a week, at the specified time, and the task will only be executed in-between the dates specified (inclusive).

The “Retry task” option applies for both the Immediately and the Specified Time schedule options. When the Retry Task option is enabled, this task will automatically retry if it fails to execute. If this option is not enabled, a failed task can only be “redo” manually by the user. If the Retry Task option is checked, the number of times this task will be retried can be specified. We recommend choosing the maximum number of times to retry.

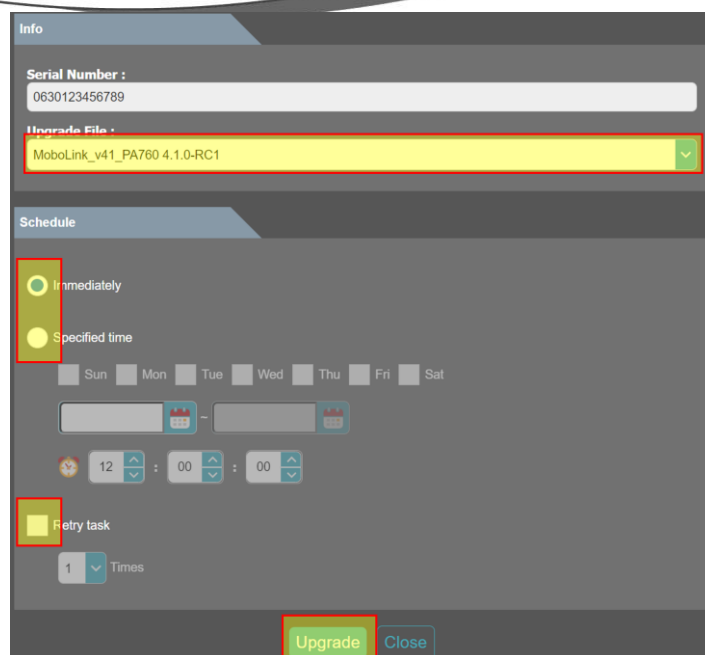
5



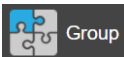
Click the button to submit this task to the devices or the group.

5.4.27 Agent Upgrade

Before updating the MoboLink Agent on devices or group, please upload the MoboLink Agent APK file to the File > Agent area. Please refer to Chapter 0 File Menu for more detail.



Step	Actions
------	---------

- | | |
|---|--|
| 1 | <p>Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.</p> |
| 2 | <p>Click the  App Management menu to reveal all the Application Management function available for this device or group, and then click the  Agent Upgrade icon.</p> |
| 3 | <p>Under the “Info” section, select an Agent file from the “Upgrade File” list. If this list is empty, or it does not show the correct Agent file for the device, please ensure that the Agent APK file is uploaded to the File > Agent area.</p> |
| 4 | <p>Under the Schedule section, please select the desired deployment schedule:</p> <ul style="list-style-type: none"> ● Immediately –
Execute the task immediately when the device gets online. ● Specified Time –
Execute the task at the specified time. Both Single-occurrence or |

reoccurrence schedule can be specified. This task will be executed at the specific days of a week, at the specified time, and the task will only be executed in-between the dates specified (inclusive).

The “Retry task” option applies for both the Immediately and the Specified Time schedule options. When the Retry Task option is enabled, this task will automatically retry if it fails to execute. If this option is not enabled, a failed task can only be “redo” manually by the user. If the Retry Task option is checked, the number of times this task will be retried can be specified. We recommend choosing the maximum number of times to retry.

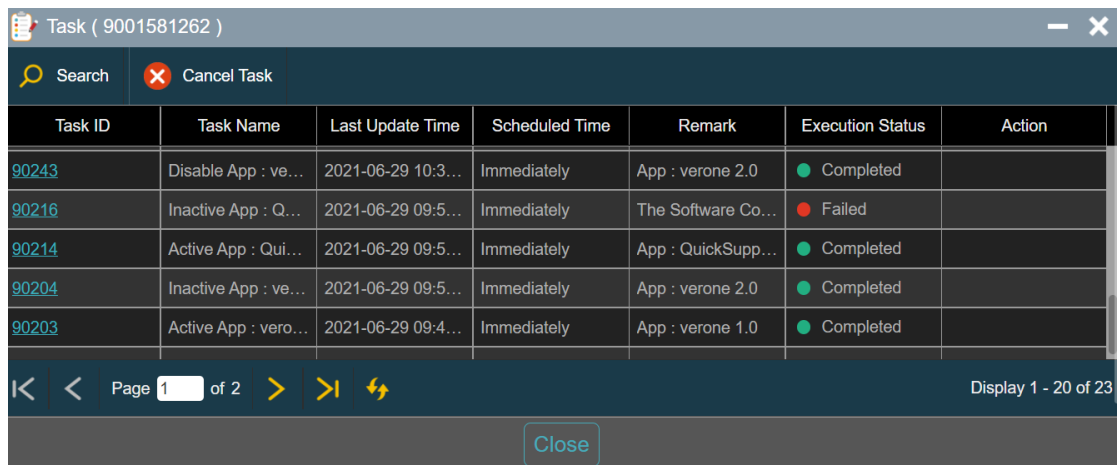
5

Click the  button to submit this task to the devices or the group.

5.4.28 Task History

The Task List shows the history of tasks and their execution status. IT admins can go through the task history to find problems, “redo” the failed tasks if needed, or “cancel” tasks that have not yet start executing.

5.4.29 Task List



Task ID	Task Name	Last Update Time	Scheduled Time	Remark	Execution Status	Action
90243	Disable App : ve...	2021-06-29 10:3...	Immediately	App : verone 2.0	Completed	
90216	Inactive App : Q...	2021-06-29 09:5...	Immediately	The Software Co...	Failed	
90214	Active App : Qui...	2021-06-29 09:5...	Immediately	App : QuickSupp...	Completed	
90204	Inactive App : ve...	2021-06-29 09:5...	Immediately	App : verone 2.0	Completed	
90203	Active App : vero...	2021-06-29 09:4...	Immediately	App : verone 1.0	Completed	

Function	Description
Task ID	The ID of the task. Click on the Task ID to show the Task Detail.
Task Name	The type of task
Last Update Time	The last time the task was executed

Scheduled Time	The Task Schedule (Immediately or a date time)
Remark	Notes about this task, usually this field contains the parameters of this task.
Execution Status	The execution status of this task. The task status types are: Prepared – The task is created but is awaiting to be sent to the device. Submitted – The task request is received by device and is still being executed. Completed – The task has been executed by device and completed successfully. Failed – The task has been executed by device but has failed. Timed Out – MoboLink tried to send the task to the device but the device has never come online to retrieve it. The default timeout time is 72 hours. Canceled – The task has been cancelled, the device will never receive this task
Action	The available actions for this task, if any.

5.4.30 Task Detail

Enter Text.

App Management Task (Task ID: 90216)

Properties

Task Name : Inactive App : QuickSupport

Assigned Time : 2021-06-29 09:58:54

Execution Status : CompleteFail

Remark : App : QuickSupport

Action : ↻

Task Status Chart

0%

Submitted Failed Timeout
Prepared Completed Canceled

Search

ID	E...	Serial Number	Last Update Time	Device User	Remark
333026	●	9001581262	2021-06-29 09:...	Andy	The Software Component Deactivate operation failed.

The Task Detail page applies to both Device Tasks and Group Tasks. The information being shown on this page include:

Function	Description
Properties	Task Name – the type of the task. Assigned Time – the date time this task was created Execution Status – the status of this task

Remark – notes about the task, usually the parameters.

Action – if the task has failed, click the  icon to redo this task.

If the task is a partially failed group task, clicking on the  redo button will only redo the devices that failed this task, and those devices already successfully executed the task will not redo again.

Important:

IT admins can use the “redo” function as many times as needed to get the task moving into the Completed state.

Task Status Chart	The pie chart shows the execution status of devices in this task. Device Task – If the task was executed by only one device, the pie chart will show the execution status for that device. Group Task – If the task was a group task, the pie chart shows the distribution of status for all the devices in this group.
----------------------------------	--

The Device List shows a list of devices that is executing this task. If this is a device task, only 1 device will be listed. However, if this is a Group Task, more than one device will be shown on the list.

Click on the device serial number will take you directly to the device.

The device list can have multiple pages, MoboLink provides these functions to help you finding the apps you want faster:

**Device
List**

Page Indicators



The page indicator allows you to switch pages.

Click on the  arrows to go to previous or next page, or go to the first or last page.

Search

The Search function allows you to search for a particular device in the list.

5.4.31 Inventory

The Inventory page shows the firmware and application information for a device.



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5F, No.135, Ln. 235, Baoqiao Rd., Xindian Dist., New Taipei City 231, Taiwan (R.O.C.)

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5.5 Device Management

5.5.1 Overview

Device Management is consisted of a variety of device related monitoring and management functions. It aims to help IT admins in taking actions on a device if the device health alarm has been raised for example. Device Management functions can be created for a single device, or on a device group.

From MoboLink V4.5, managing Windows devices become available. Device Management functions supported on Android and Windows may differ. This section discusses all the available functions, however, the actual supported features on each platform will be available as seen on your release version of MoboLink.

Important:

Due to different firmware customization levels in device models, some of the Device Management functions may not be available on certain devices.

5.5.2 Lock / Unlock

The Lock function will lock the device's touch panel and all the keys on the device. Once a device is locked, the device will show an alert screen to notify that the device is locked, the device users will not be able to do anything with the device (even after a reboot), until the IT admins unlock it from MoboLink.

Important:

This function is not supported on these device models: TB560, TB85, TB85Plus

Step	Actions
1	Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.

2

Click the  **Device Management** menu to reveal all the Device Management function available for this device or group, and then click the  **Lock** or the  **Unlock** icon.

3

Click  to confirm execution.

Important:

There is no scheduling on this task type. This task will be submitted to the devices as soon as they are online and able to retrieve it.

5.5.3 Factory Reset

The Factory Reset function will wipe devices to the factory default state. After the factory reset, the device may lose contact with the MoboLink forever, please use with caution.

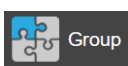
Important:

To prevent the device from losing contact with MoboLink after a factory reset, the following methods can be used to ensure the device will get back online to MoboLink. For more details about each method, please consult with a technical representative from unitech near you, we will help you out.

- Use of the Unitech StageGO app to autorun a script after a reset and restore the MoboLink configurations stored on the FLASH or SDCard drives (The FLASH or SDCard slot do not get wiped after a factory reset).
- Use Android Enterprise Zero-touch enrollment to enforce the MoboLink configurations during the device initial setup process, after a factory reset.

Step	Actions
------	---------

1

Click on the  **Group** icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device,

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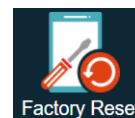
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click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.

2

Click the  **Device Management** menu to reveal all the Device Management

function available for this device or group, and then click the



icon.

3

Click  to confirm execution.

Important:

There is no scheduling on this task type. This task will be submitted to the devices as soon as they are online and able to retrieve it.

5.5.4 Restart

The Restart function will reboot the device. This “warm-boots” the device and does not clear device data. However, if MoboLink or the device is not configured correctly, MoboLink Agent may lose contact with it server after a reboot.

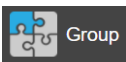
Important:

To prevent the device from losing contact with MoboLink after a reboot (warm boot), the following settings must be checked:

- MoboLink setting “Auto Connect” on boot up must be enabled
- The Device should be configured to automatically connect to a WiFi or Cellular network after a reboot.

Step	Actions
------	---------

1

Click on the  **Group** icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the

Device Serial Number to manage.	
2	Click the  Device Management menu to reveal all the Device Management function available for this device or group, and then click the  Restart icon.
3	Click  to confirm execution.
Important: There is no scheduling on this task type. This task will be submitted to the devices as soon as they are online and able to retrieve it.	

5.5.5 Rebootstrap

The Rebootstrap function is the same as the “Reset Data” function available on the MoboLink Agent. The action “Rebootstrap” is referred to having the MoboLink Agent to clear all its data, reset itself to the factory default state, and then reconnect to the same MoboLink Server to synchronize all settings and data again. Rebootstrapping a device is useful when the device is show up strange behaviors, one of the troubleshooting method is to reset MoboLink Agent and let it re-sync with the server to see if the problem goes away.

Important:

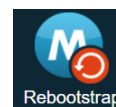
If the device you with to rebootstrap remotely becomes unable to connect back to the MoboLink Server to retrieve the Rebootstrap task, in this case, the Rebootstrap action must be perform manually on the device (with the “Reset Data” function).

Step	Actions
1	Click on the  Group icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.

2

Click the  **Device Management** menu to reveal all the Device Management

function available for this device or group, and then click the



icon.

3

Click  to confirm execution.

Important:

There is no scheduling on this task type. This task will be submitted to the devices as soon as they are online and able to retrieve it.

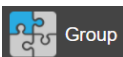
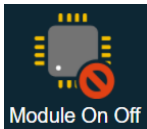
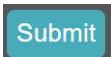
5.5.6 Module On/Off

The Module On/Off function allows IT admins to turn off certain device capabilities. Turning off a device capability gives the ability for IT admins to restrict the device users in using such capability (such as “The Camera”). There are 11 different capabilities the IT admin can turn on or off, please note that due to different levels of firmware customizations on each model, some models may support only a partial number of capabilities.

Important:

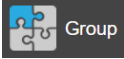
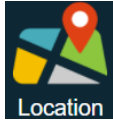
Due to the different levels of firmware customizations, this function is not supported by these device models: TB560, TB85, TB85Plus.

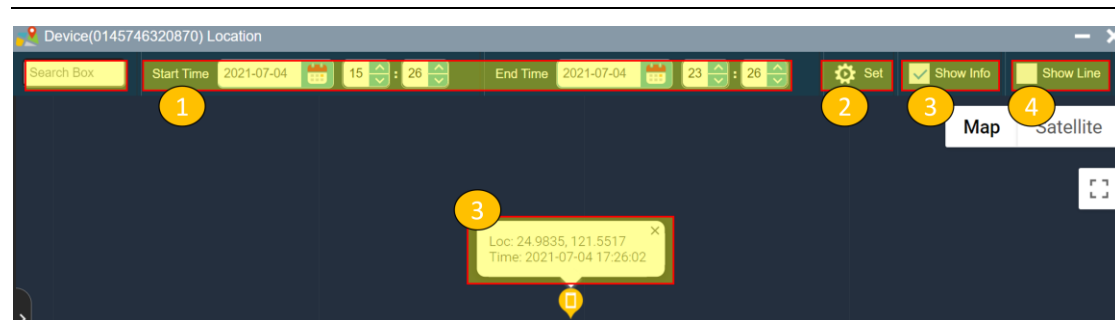
Barcode Scanner :	☒ On	☐ Off
Bluetooth :	☒ On	☐ Off
Camera :	☐ On	☒ Off
Flash :	☒ On	☐ Off
GPS :	☒ On	☐ Off
Keyboard :	☒ On	☐ Off
Touch Panel :	☒ On	☐ Off
USB :	☐ On	☒ Off
Virtual Keyboard :	☒ On	☐ Off
WLAN Wi-Fi :	☒ On	☐ Off
WWAN Cellular :	☒ On	☐ Off

Step	Actions
1	Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.
2	Click the  menu to reveal all the Device Management function available for this device or group, and then click the  icon.
3	For each supported capability, click on the “On” or “Off” buttons to enable or disable each capability. The supported capabilities are: Scanner – the onboard scanner Bluetooth – the Bluetooth module Camera – all the onboard cameras Flash – the flashlight GPS – the ability to get GPS location and report to apps Keyboard – all the physical keys Touch Panel – the touch panel USB – when disabled, the device can only charge but not MTP file transfer. Virtual Keyboard – when disabled, the virtual keyboard (IME) does not show anywhere on the device screen. Wi-Fi – when disabled, the Wi-Fi will not be able to turn on Cellular – when disable, the device cannot make calls or use cellular data.
4	Click the  button to execute the task. Important: There is no scheduling on this task type. This task will be submitted to the devices as soon as they are online and able to retrieve it.

5.5.7 Location

Track location of a device or a device group on a map. To access the Locations function:

Step	Actions
1	Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.
2	Click the  Device Management menu to reveal all the Device Management function available for this device or group, and then click the  Location icon.



Area	Description
1	Date & Time Setting Choose an arbitrary 8-hours of time-span and specify them in the Start Time and End Time settings.
2	The Set button  button to reload the map.
3	Show Info When the Show Info checkbox is checked, a bubble appears on the top of each location report to give you the details of the location.
4	Show Line Draw a line between all of the location data reported, giving the ability to show how the device is moving.

MoboLink supports map services Google Maps, Baidu, and Open Street Maps

Unitech electronics co., Ltd.

5F, No.135, Ln. 235, Baoqiao Rd., Xindian Dist., New Taipei City 231, Taiwan (R.O.C.)

Tel: + 886 2 89121122 • Fax: +886 2 89121810 • website: www.ute.com

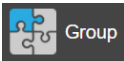
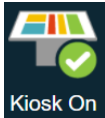
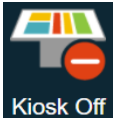
(requires V4.4)

5.5.8 Kiosk On/Off

The Kiosk On and Kiosk Off functions allows IT admins to remotely enable or disable the ELauncher on a device.

Important:

This function only turns on or off the ELauncher as the default launcher on a device. It does not let you to configure the App List, or setup the PIN Code, for example. To do so, please use StageGO Management or Backup Management to configure ELauncher settings.

Step	Actions
1	Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.
2	Click the  Device Management menu to reveal all the Device Management function available for this device or group, and then click the  or  the Kiosk Off icon.
3	Click  to confirm execution.

Important:

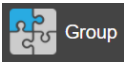
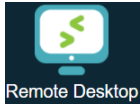
There is no scheduling on this task type. This task will be submitted to the devices as soon as they are online and able to retrieve it.

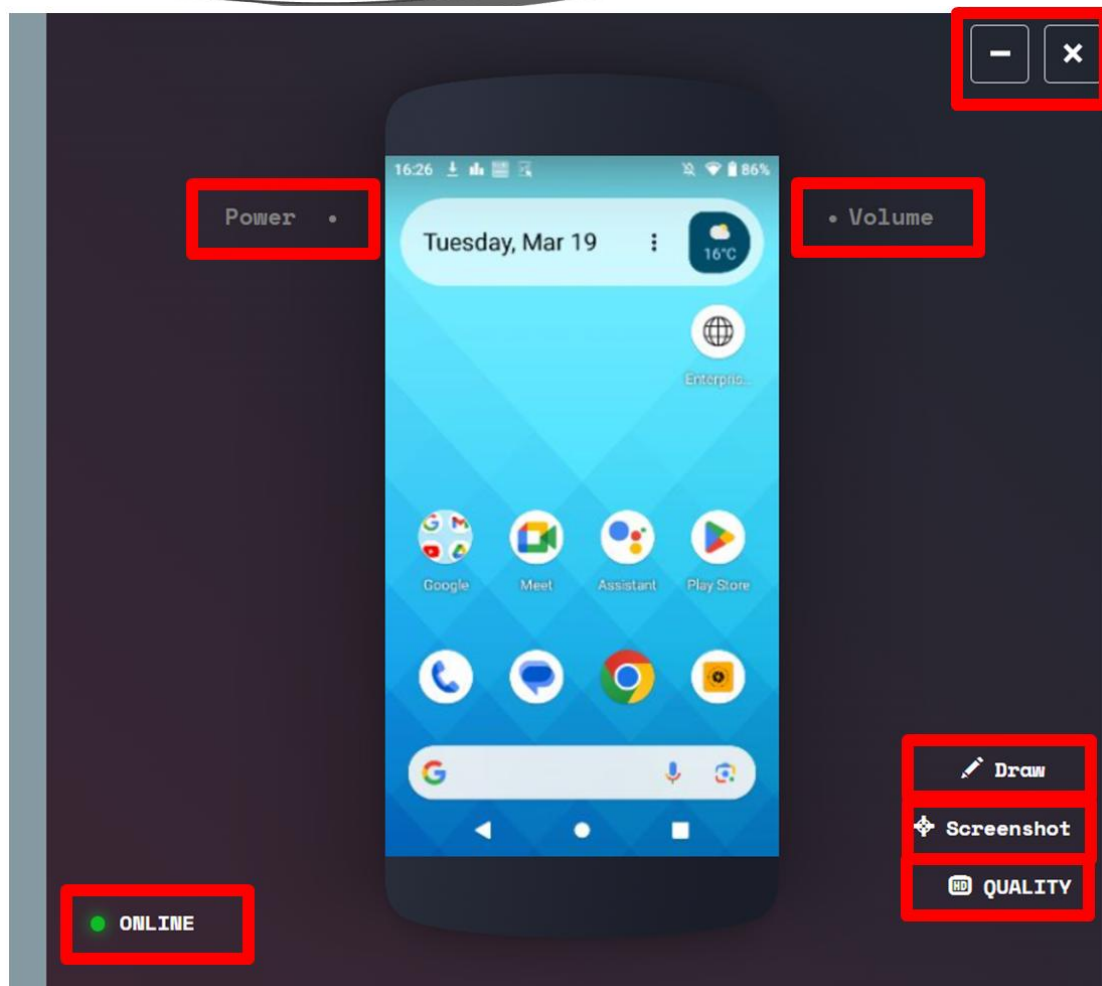
5.5.9 Remote Desktop

Remote Control a device is made possible with this Remote Desktop function.

From MoboLink 4.4, the Remote Desktop feature supports Whiteboard. Device user and the admin can draw on the screen for remote assistance, or save the screen as an image.

To access the Remote Desktop of a device:

Step	Actions
1	Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.
2	Click the  Device Management menu to reveal all the Device Management function available for this device or group, and then click the  Remote Desktop icon. Important: When the Remote Desktop function is first launched on a device, it may take a while to connect initially.
3.	The remote control screen will display in the screen right side



Area		Description
1	Power:	Turn on/off screen
2	Volume	Adjust volume
3	ONLINE	Device remote status.
4	Quality	Streaming Quality (Auto, High 480x800, Medium 451x752, Low 480x680)
5		Collapse the remote desktop
6		Disconnect remote desktop
7	Draw *1	Enable the Whiteboard function on the device. User and the Admin can both draw on the screen.
8	Screenshot *1	Save the current screen as an image file. The image file is saved on the device as well as downloadable on the admin's web browser.

*1: MoboLink 4.2 or later.

Unitech electronics co., ltd.

5F, No.135, Ln. 235, Baoqiao Rd., Xindian Dist., New Taipei City 231, Taiwan (R.O.C.)

Tel: + 886 2 89121122 • Fax: +886 2 89121810 • website: www.ute.com

Drawing in Remote Desktop

5.5.9.1 Drawing on Remote Desktop

Drawing on the Remote Desktop allows the administrators and the device users interact, or for annotating the screen for point of interest. To enable drawing on Remote Desktop, click the Draw button on the Remote Desktop Window.



Area	Description
1 	Turn on or turn off the drawing layer. Turn On – you can draw on the screen and see the overlay drawing. You cannot operate the screen while you are drawing. Turn Off – hides the drawing on the screen, and lets you operate the screen.
2 	Paint Brush for drawing lines on the screen. You can choose the brush size.
3 	Color Picker – Choose the color of the paint.
4 	Eraser – erase drawing on the screen.
5 	Whiteboard Mode – turn on whiteboard mode if you wish to make a drawing on a pure white background instead of drawing on top of the remote desktop screen.
6 	Text Tool – Draw Text on the screen. You can choose the text size and then type in the text you want to display on the screen.
7 	Shape Tool – Draw a shape on the screen. You can choose from Pen, Line, Rectangle, Ellipse, or Cubic Bezier.
8 	Undo – undo the last drawing action
9 	Redo – Redo the last drawing action
10 	Clear Canvas – clear all the drawing on the screen
11 	Take a screenshot – takes a screenshot of the current drawing. You can save the drawing as an image file on your device, or click the Share button to share the drawing.
12 	Side Menu Position – switch the side menu from left to right or vice versa.
13 	Exit – exit the drawing mode
14 	Settings – setup drawing tool. You can configure the following settings: ● Display Position Icon – displays or hides the Side Menu Position icon on the side bar.

- Display Add Text icon – displays or hides the Text Tool on the side bar.
- Display Shape Icon – displays or hides the Shape Tool on the side bar
- Display Undo icon – displays or hides the undo tool on the side bar.
- Display Redo Icon – displays or hides the redo tool on the side bar.
- **Import settings** – import the drawing tool settings from file
- **Export settings** – exports the drawing tool settings from file
- **Reset settings** – reset all settings of the drawing tool to factory default.
- **About** – see the version information of this drawing tool

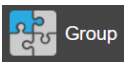
The drawing tool is an app installed on the device, you can find the app called Drawable, with this icon:



The device user can also run this app locally without Remote Desktop, and the Drawable app can be used as a standalone tool for drawing on the screen and take a screenshot for later reference.

5.5.10 Send Message

Send a message to the device. Messages can only be sent from the Server to the Device but not the other way round. The device user will see a pop out window with the message. This function allows IT admins to send important messages or reminders to a device or a group.

Step	Actions
1	Click on the  icon to go to the Device menu. To manage a group, in

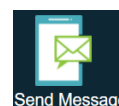
the left side bar, click the Group you wish to manage. To manage a device,

click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.

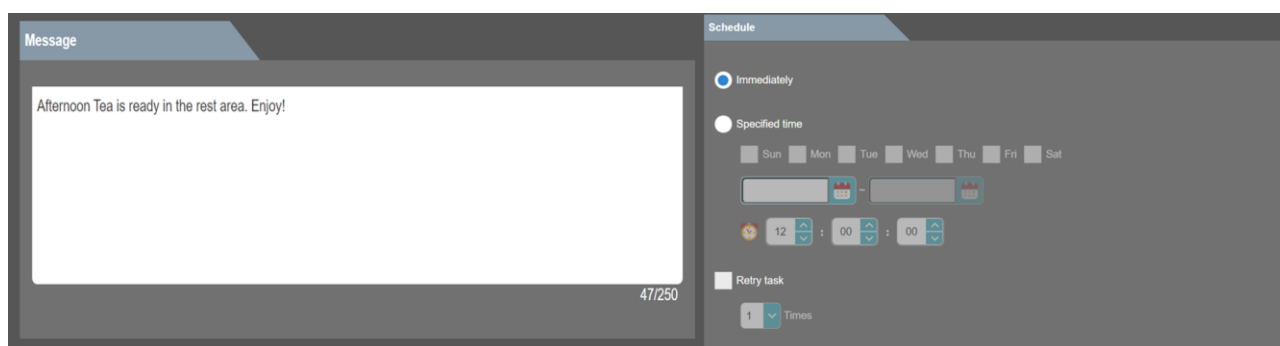
2

Click the  **Device Management** menu to reveal all the Device Management

function available for this device or group, and then click the



icon.



Step	Actions
------	---------

3	Under the Message section, enter the text to send.
---	--

4	Under the Schedule section, please select the desired deployment schedule:
---	--

- **Immediately –**
Execute the task immediately when the device gets online.
- **Specified Time –**
Execute the task at the specified time. Both Single-occurrence or reoccurrence schedule can be specified. This task will be executed at the specific days of a week, at the specified time, and the task will only be executed in-between the dates specified (inclusive).

The “Retry task” option applies for both the Immediately and the Specified Time schedule options. When the Retry Task option is enabled, this task will automatically retry if it fails to execute. If this option is not enabled, a failed task can only be “redo” manually by the user. If the Retry Task option is

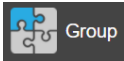
checked, the number of times this task will be retried can be specified. We recommend choosing the maximum number of times to retry.

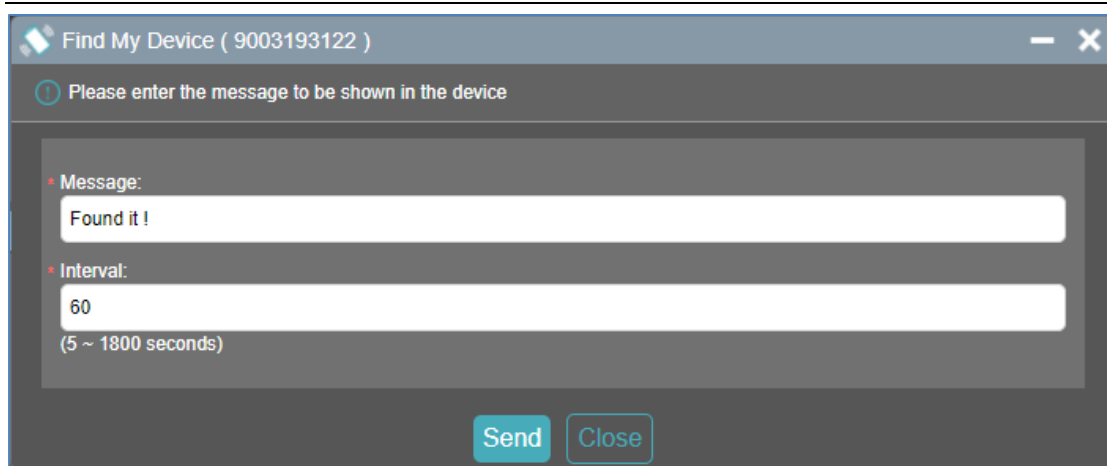
5

Click the  button to submit this text to the devices or the group.

5.5.11 Find My Device

Find my device. This function makes the device easy to find in the work area.

Step	Actions
1.	Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.
2.	Click the  Device Management menu to reveal all the Device
3	Management function available for this device or group, and then click the 



Step	Actions
4	Enter text in the message field
5	Enter value in the interval field

Click the button to submit this text to the devices or the group.

5.5.12 History Data

All of the device capability data can be found in here.

History Data (D16L917D7885964)

Search

Export

Capability

Low Internal S

Period

Start Time2021-08-110209

End Time2021-08-111009

Set

Create Time	Available Inte...	Counter	BarcodeScanner Battery Battery High Cycle Count Battery High Voltage Battery Low Health Battery Low Level Battery Low Temperature Battery Overheat Bluetooth Camera Drop Flash GPS IME Keyboard Low External Storage Size Low Flash Storage Size Low Internal Memory Size Low Internal Storage Size Memory & Storage	Value	ExternalStor...	Flash	InternalMemory	InternalStorage	Latitude	Longitude	Setting Event...	Status
2021-08-11 0...	No data	0							No data	No data	No data	Disable
2021-08-11 0...	No data	0							No data	No data	No data	Disable
2021-08-11 0...	No data	0							No data	No data	No data	Disable
2021-08-11 0...	No data	0							No data	No data	No data	Disable
2021-08-11 0...	37.259 GB	14							24.98348967	121.55158507	No data	Disable
2021-08-11 0...	37.259 GB	14							24.98348967	121.55158507	No data	Disable
2021-08-11 0...					1.9981842 GB	1.998 GB	1.847 GB	37.259 GB	24.98348967	121.55158507	com.unitech...	
2021-08-11 0...	37.263 GB	13							24.98378882	121.55181462	No data	Disable
2021-08-11 0...	37.263 GB	13							24.98378882	121.55181462	No data	Disable
2021-08-11 0...					1.9981842 GB	1.998 GB	1.864 GB	37.263 GB	24.98378882	121.55181462	com.unitech...	
2021-08-11 0...	37.261 GB	12		2021-08-11 0...	0.5				24.98378882	121.55181462	No data	Disable
2021-08-11 0...	37.261 GB	12		2021-08-11 0...	0.5				24.98378882	121.55181462	No data	Disable
2021-08-11 0...				2021-08-11 0...		1.9981842 GB	1.998 GB	1.849 GB	24.98378882	121.55181462	com.unitech...	
2021-08-11 0...	37.29 GB	11		2021-08-11 0...	0.5				24.98378882	121.55181462	No data	Disable

1

of 2

Display 1 - 20 of 23

Function	Description
Search	Setting your conditions to search data
Export	Export history data to csv file
Capability	All of the device capability item
Period	All time or specific time data search
Start Time	Historical data start time
End Time	Historical data end time
Set	Search data setting is complete

5.5.13 Advanced Monitoring Setting

The Advanced Monitoring Setting

Advanced Monitoring Setting (D16L917D7885964)

Manage advanced monitoring setting.

Serial Number :
D16L917D7885964

Device Type :
HT730-Generic

Applications

Available

Show Selected

Search

☐	Monitoring Items
☐	Battery High Cycle Count
☐	Battery High Voltage
☐	Battery Low Health
☐	Battery Low Level
☐	Battery Low Temperature
☐	Battery Overheat
☐	Drop

Page 1 of 2

Display 1 - 20 of 24

Setting Items

☒ Reset Count Data to 0

☐ Clear History Data

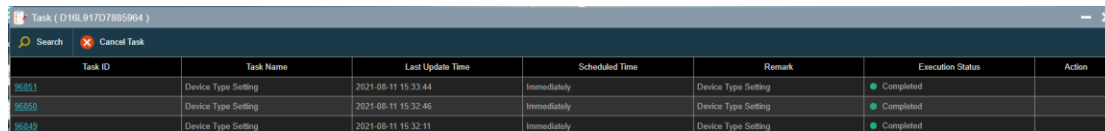
Set

Close

Function	Description
Monitoring items	Select which item to monitor
Reset count data to 0	Reset device management usage to zero
Clear History data	Clear the device store log.

5.5.14 Task History

The Task List shows the history of tasks and their execution status. IT admins can go through the task history to find problems, “redo” the failed tasks if needed, or “cancel” tasks that have not yet start executing.

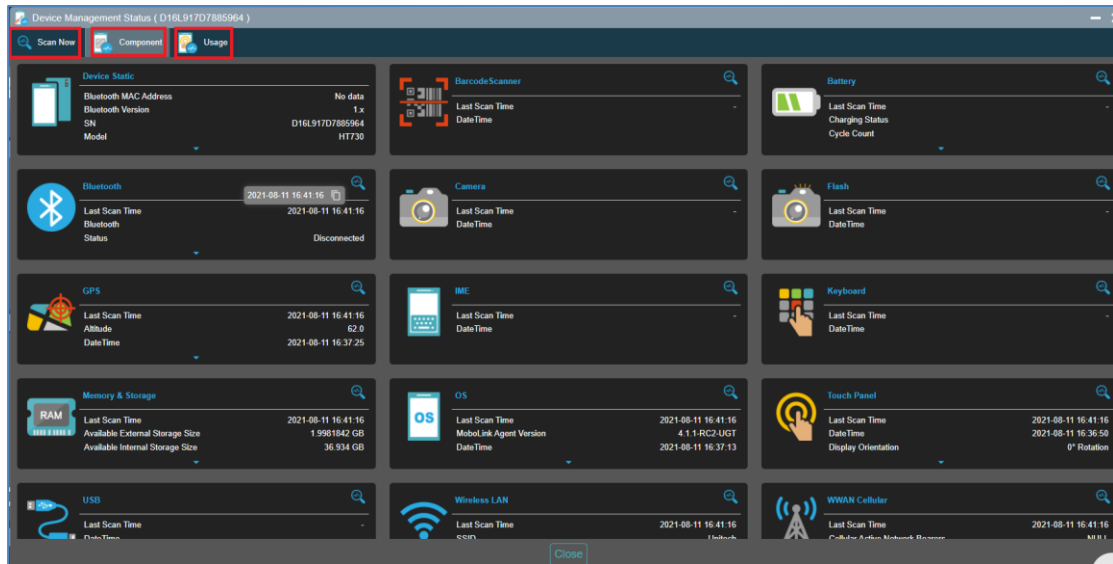


Task ID	Task Name	Last Update Time	Scheduled Time	Remark	Execution Status	Action
5051	Device Type Setting	2021-08-11 15:33:44	Immediately	Device Type Setting	Completed	
5050	Device Type Setting	2021-08-11 15:32:46	Immediately	Device Type Setting	Completed	
5049	Device Type Setting	2021-08-11 15:32:11	Immediately	Device Type Setting	Completed	

Function	Description
Task ID	The ID of the task. Click on the Task ID to show the Task Detail.
Task Name	The type of task
Last Update Time	The last time the task was executed
Scheduled Time	The Task Schedule (Immediately or a date time)
Remark	Notes about this task, usually this field contains the parameters of this task.
Execution Status	The execution status of this task. The task status types are: Prepared – The task is created but is awaiting to be sent to the device. Submitted – The task request is received by device and is still being executed. Completed – The task has been executed by device and completed successfully. Failed – The task has been executed by device but has failed. Timed Out – MoboLink tried to send the task to the device but the device has never come online to retrieve it. The default timeout time is 72 hours. Canceled – The task has been cancelled, the device will never receive this task
Action	The available actions for this task, if any.

5.5.15 Status

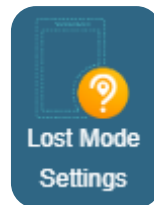
The status can obtain component data and usage. Admin can use this function to detect hardware problem and usage.



Function	Description
Scan now	Immediately scan the device component status and Usage
Component	All of the device component status
Usage	All of the device component usage status

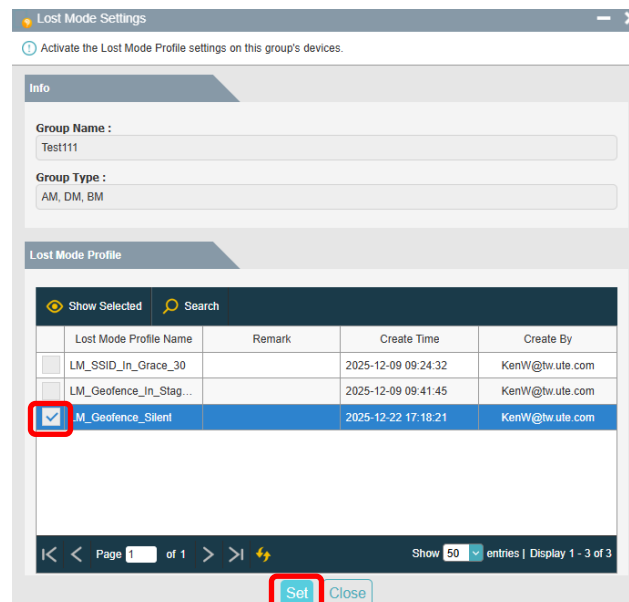
5.5.16 Lost Mode

Lost Mode allows administrators to lock a device immediately or based on predefined conditions, protecting the device from unauthorized access when it is lost or compromised.



● Lost Mode Settings

Applies a dedicated Lost Mode Profile to all devices in the group.



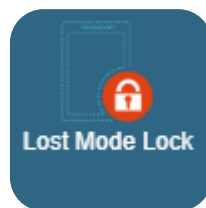
The Lost Mode Settings page allows administrators to manage Lost Mode behavior for the selected group.

Settings displays:

- The current group information
- All available Lost Mode profiles that have been created and stored on the server

Admin can select one Lost Mode profile to apply to the group, which will be used to monitor and control device behavior within the group.

After clicking Set, the server sends the Lost Mode command to all devices in the group.



Immediately locks down the selected device or all devices in a group.

When a device is locked down by the Lost Mode feature, it stays locked until the IT administrator unlocks it, and during the time it is locked, the device cannot move projects, or being assigned to another Lost Profile.

Make Device Lost

Info

Group Name :
Test111

Group Type :
AM, DM, BM

Notes :

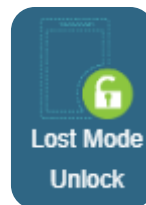
Lost Mode Profile

Show Selected Search

	Lost Mode Profile Name	Remark	Create Time	Create By
☒	LM_SSID_In_Grace_30		2025-12-09 09:24:32	KenW@tw.ute.com
☐	LM_Geofence_In_Stag...		2025-12-09 09:41:45	KenW@tw.ute.com
☐	LM_Geofence_Silent		2025-12-22 17:18:21	KenW@tw.ute.com

Set Cancel

After selecting a profile and clicking Set, the device will be locked immediately using the unlock password defined in the selected profile.

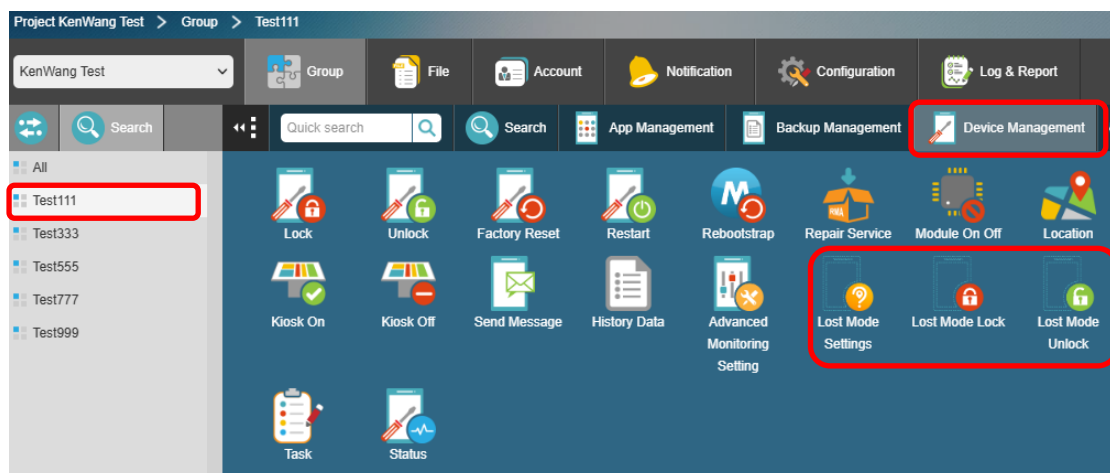


- **Lost Mode Unlock**

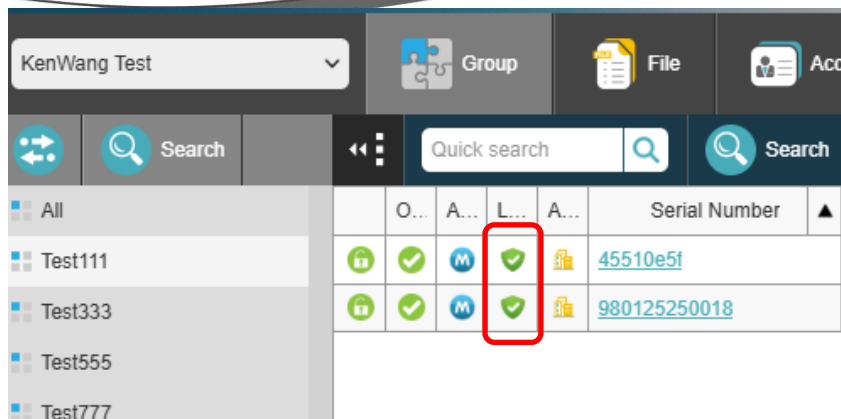
- Unlocks all the devices in the group and removes both their immediate and condition-based locks from the devices.

5.5.16.1 Group Lost Mode

At the group level, the Device Management (DM) section provides three Lost Mode action buttons, as introduced above.

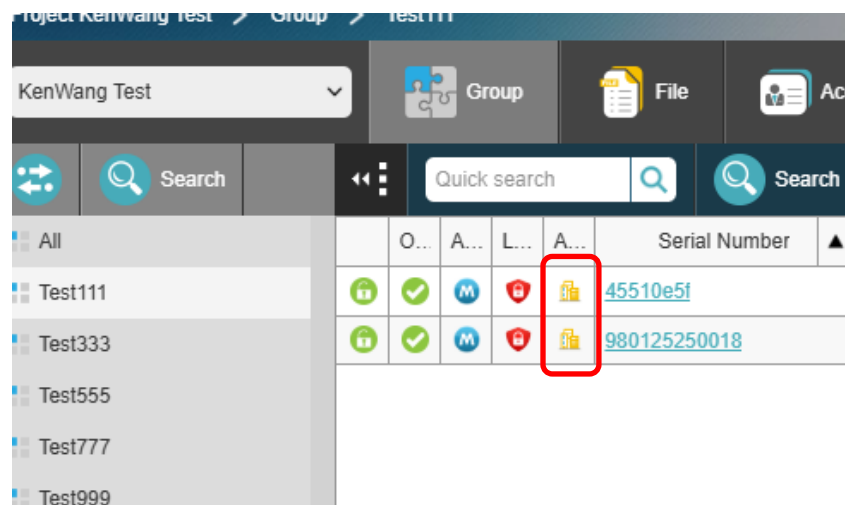


After selecting a group, the three Lost Mode action buttons are available under the Device Management (DM) section.



After clicking Set and the profile is applied successfully, return to the device list. A green shield icon will appear to indicate that the device is under monitoring.

When a device receives the Lost Mode Profile, it will start monitoring for the Lost Mode lock trigger conditions, when any one of the conditions are satisfied, the device will get locked down.



A red shield icon will appear, indicating that the devices are locked.

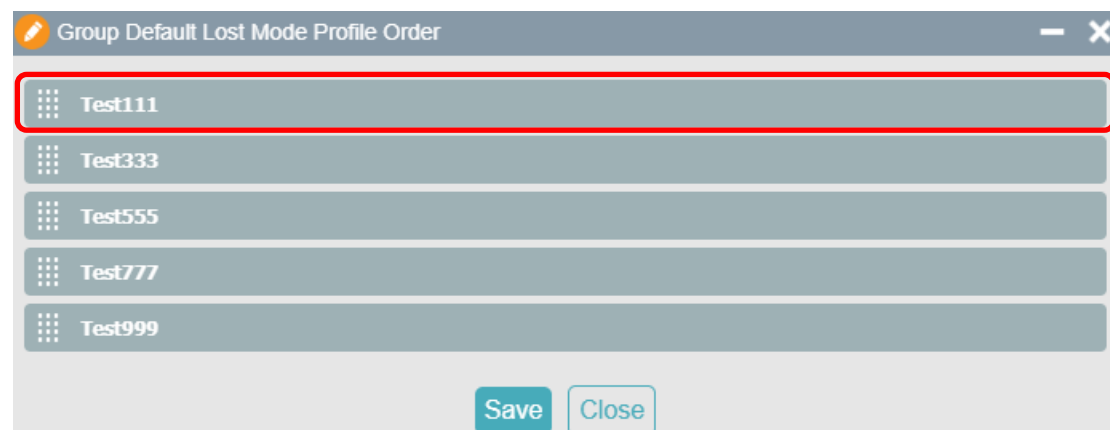
In some cases, some of the devices may not immediately apply the selected Lost Mode Profile due to the following reasons:

1. The device belongs to multiple groups, and the Lost Mode Profile Order of another group that this device also belongs to has a higher priority than the current group.

2. The device is already locked by another Lost Mode Profile.

During a device's lock down time, you may still change the group Lost Mode Profile setting, however, the locked device will only apply the new Lost Mode Profile after it is unlocked.

Group Default Lost Mode Profile Order



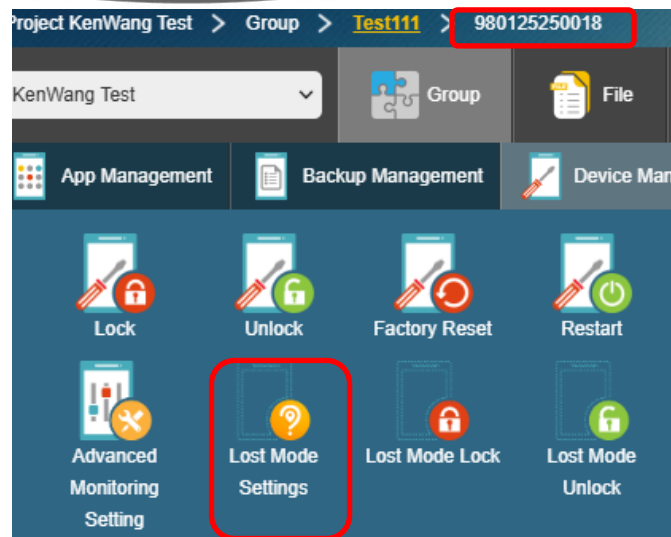
A device may belong to multiple groups at the same time.

This order setting defines which group's Lost Mode profile takes priority.

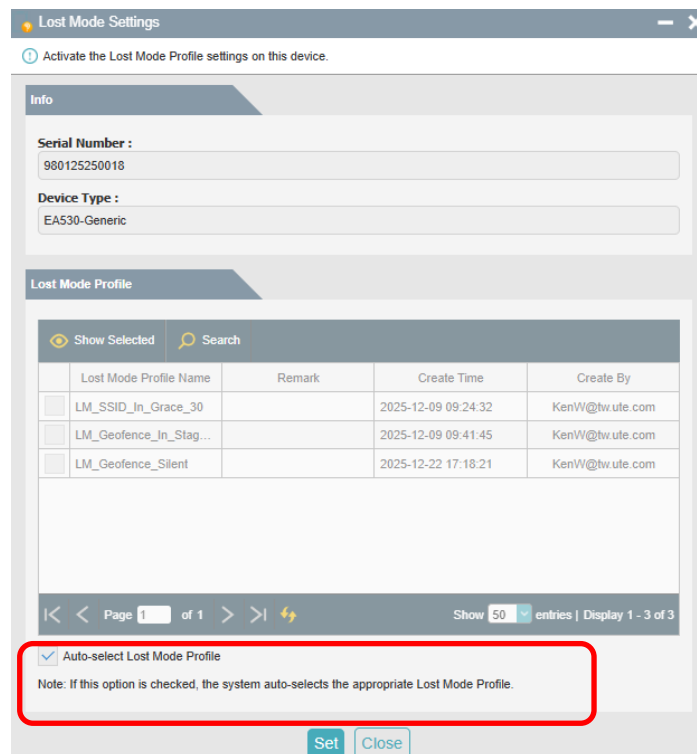
When multiple groups apply Lost Mode to the same device, the device will use the Lost Mode profile from the highest-priority group in the order list.

5.5.16.2 Device Lost Mode

Lost Mode can also be configured for an individual device, allowing admin to apply Lost Mode settings without being limited to group-level configurations.



When Lost Mode is configured for a single device, the MoboLink system provides an additional option, Auto-select Lost Mode Profile. This option lets you to choose whether the device should apply the Lost Mode Profile according to the groups that it belongs to, or should you choose to individually customize the Lost Mode Profile, different from the group-level configuration.



- When Auto-select Lost Mode Profile is enabled, the system automatically applies the group's assigned Lost Mode Profile to the device.
- When Auto-select Lost Mode Profile is disabled, administrators can manually select a different Lost Mode Profile for the device.

Note:

The Lost Mode Profile assigned at the group level is determined by the Group default Lost Mode Profile order, as described in Section (5.2.2 Group List Actions).

If Auto-select Lost Mode Profile is disabled, the selected device will not follow the group's **Lost Mode Profile order**, and the manually selected Lost Mode Profile will take precedence.

5.5.16.3 Lost Mode Status

On the Device List, you can see the Lost Mode Status for each of the device.

The screenshot shows the 'Project KenWang Test' interface with the 'Group' tab selected. The 'Test111' group is chosen, and the 'Device List' is displayed. The list includes columns for 'Lost Mode' status, 'Lost Mode Profile Name', 'Serial Number', 'Device Type', and 'Last Rep'. A red arrow points from the 'Lost Mode' status icon (a green checkmark) in the first row to a detailed view of the 'Lost Mode Profile' settings.

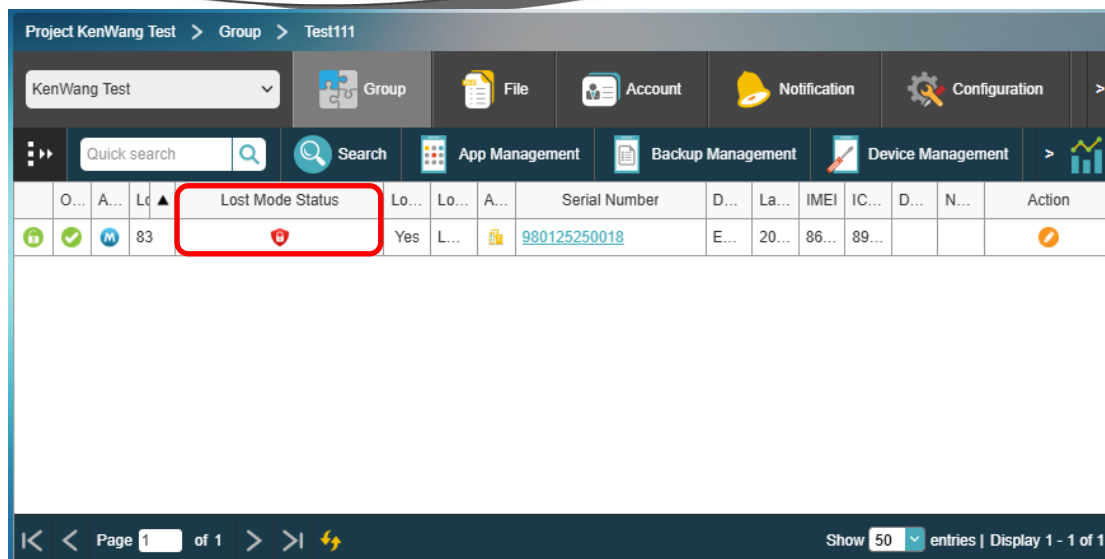
Lo	L...	Lo...	Lost Mode Profile Name
83	✓	Yes	LM_Geofence_Silent

After Lost Mode is applied, the current protection status will be displayed in the Device List.

The Lost Status is indicated by an icon from one of the following types:

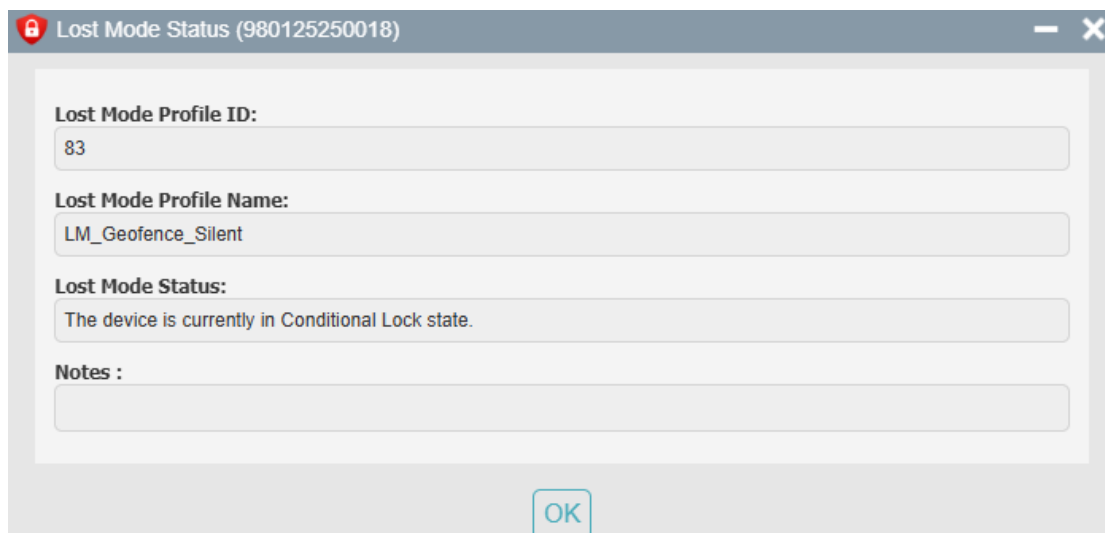
Group-Based	Device-based	Icon	Lost Status	Description
		Empty shield	No Lost Mode profile configured	No Lost Mode profile configured
		Shield (Gray)	Profile Deploying	The Lost Mode profile is being deployed to the group or device.
		Shield (Green)	Monitoring	The device is under Lost Mode monitoring and not locked.
		Shield (Red)	Locked	The device is locked because Lost Mode conditions are met.
		Shield (Gray, Unlock)	Policy Unlocking	The device is being unlocked based on the Lost Mode policy.
		Triangle (Gray, Lightning)	Immediate Locking	An immediate lock command is being sent to the device.
		Triangle (Black, Lightning)	Immediate Locked	The device is locked by an immediate lock action.
		Triangle (Gray, Lightning + Unlock)	Immediate Unlocking	An immediate unlock command is being processed.

Details Shown in the Lost Mode Status Icon:



Click the icon to view detailed status information.

The Lost Mode Status in the device list will display a lock icon.

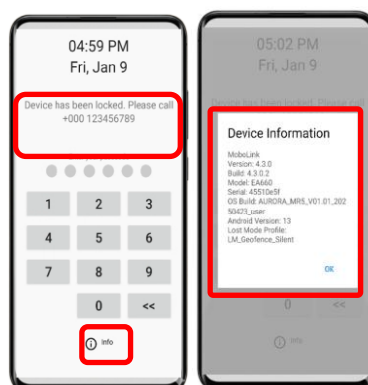


By clicking the Status icon, users can view the current lock details of the device, including:

- Profile ID
- Profile name
- Current status description
- An optional description field for administrator notes

5.5.16.4 Lost Mode Lock Screen on the Device

When a device is locked down by a Lost Mode trigger, the device will show a lock screen in the example below:



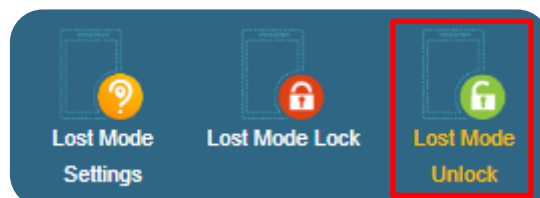
When a condition is triggered, the device will display the lock screen with Date, Time, Lock Message (if specified), the Keypad to unlock the Lost Profile, and click the Info icon to view the applied Lost Mode profile and other device information.

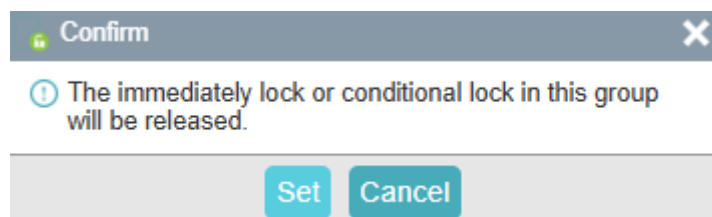
5.5.16.5 Lost Mode Unlock

When a device is locked down by Lost Mode, you can unlock the device by two ways:

- Click the Lost Mode Unlock button on the MoboLink Management Web Console
- Unlock from the device screen.

Here is how to unlock from the MoboLink Management Web Console:





When a Lost Mode Profile is applied to a group or an individual device, using the Unlock button will release the device from the locked state. However, if the Lost Mode Profile is not fully removed, the device will automatically re-enter Lost Mode in a locked state once the defined lock conditions are met.

Note: If the device is locked, any change to the Lost Mode profile will only take effect after the device is unlocked.

5.5.16.6 Automatic Lost Mode Profile Assignment

Each group can be assigned its own dedicated Lost Mode Profile.

When a device is under Lost Mode monitoring but not yet locked, moving the device from Group A to Group B will cause the device to automatically apply the Lost Mode Profile of the destination group.

- **Moving Device Groups when Device is Locked**

When a device is locked, any newly assigned Lost Mode profile will not be applied immediately and will take effect only after the device is unlocked.

Group: Test1111

Profile: LM_Geofence_Silent

All	O...	A...	L...	Lost Mode Profile Name	A...	Serial Number
Test1111	🟢	🟢	🔴	LM_Geofence_Silent	🔒	980125250018

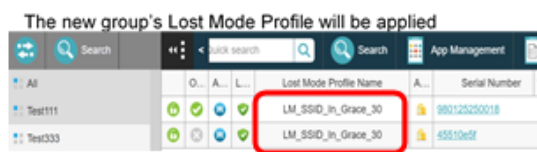
Device SN:980125250018

If device-SN:980125250018 moved from
Group 111 to Group 333.

Group: Test333

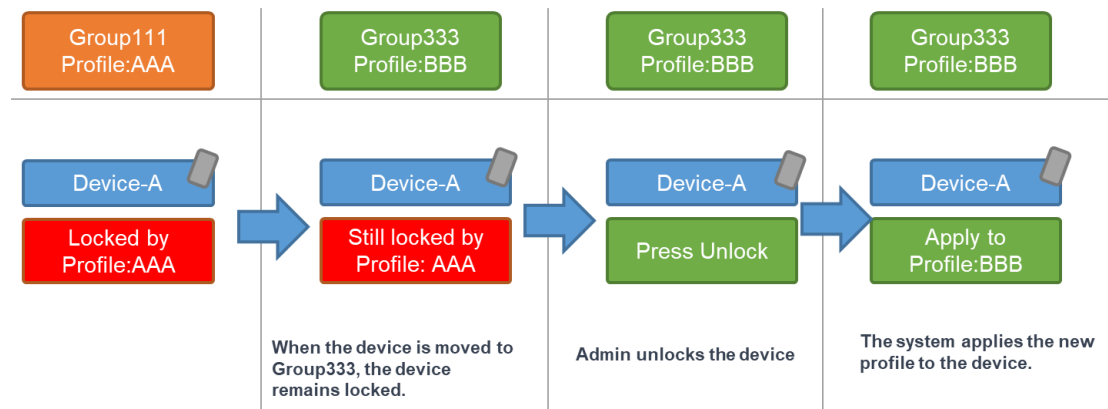
Profile: LM_SSID_In_Grace_30

All	O...	A...	L...	Lost Mode Profile Name	A...	Serial Number
Test1111	🟢	🟢	🔴	LM_Geofence_Silent	🔒	980125250018
Test333	🟢	🟢	🟢	LM_SSID_In_Grace_30	🔒	45510e5f



From the example above, when a device is locked and moved to a new group, the Lost Mode profile of the new group will be automatically applied only after the device is unlocked.

Moving Device Groups when Device is Locked

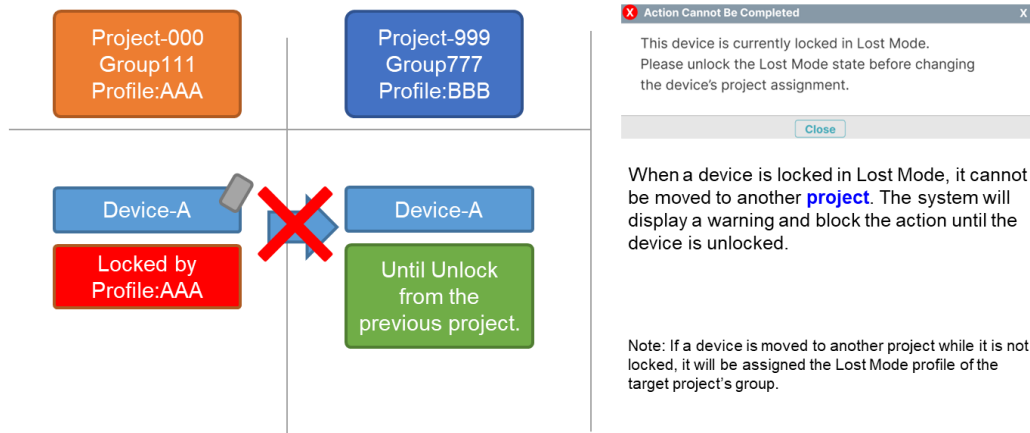


Note: If the device is locked, any change to the Lost Mode profile will only take effect after the device is unlocked.

● Moving Device Projects when Device is Locked

When a device is assigned a Lost Mode profile and is currently locked, removing the device from the project is blocked.

Moving Device Projects when Device is Locked



The device must be unlocked and the Lost Mode profile fully removed before it can be removed from the project.

5.5.16.7 Clear Lost Mode Profile

Please note that to completely remove the monitoring status, the applied profile must be removed.

To remove a Lost Mode Profile from a Group or from a Device, deselect the previously selected profile, then click the Set button again to remove Lost Mode Profile condition monitoring.

Lost Mode Settings
Activate the Lost Mode Profile settings on this group's devices.

Info
Group Name : Test111
Group Type : AM, DM, BM

Lost Mode Profile
Show Selected Search

Lost Mode Profile Name	Remark	Create Time	Create By
LM_SSID_In_Grace_30		2025-12-09 09:24:32	KenW@tw.ute.com
LM_Geofence_In_Stag...		2025-12-09 09:41:45	KenW@tw.ute.com
LM_Geofence_Silent		2025-12-22 17:18:21	KenW@tw.ute.com

Page 1 of 1 Show 50 entries | Display 1 - 3 of 3
Set Close

Lost Mode Status	A...	Serial Number
→	🔒	980125250018
→	🔒	45510e5f

5.6 Backup Management

You can backup & restore data and manage it through MoboLink Backup Management.

From MoboLink V4.5, managing Windows devices become available. Backup Management functions supported on Android and Windows may differ. This section discusses all the available functions, however, the actual supported features on each platform will be available as seen on your release version of MoboLink.

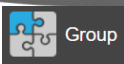
Backup File (Group / Device)

Step Actions

Unitech electronics co., Ltd.

5F, No.135, Ln. 235, Baoqiao Rd., Xindian Dist., New Taipei City 231, Taiwan (R.O.C.)

Tel: + 886 2 89121122 • Fax: +886 2 89121810 • website: www.ute.com

1 Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.

2 Click the  menu to reveal all the Backup Management function available for this device or group, and then click the  icon.

3 Input the path to backup (File or Directory)
Click  to confirm execution.

4 Under the Schedule section, please select the desired deployment schedule:
Immediately –
Execute the task immediately when the device gets online.
Specified Time –
Execute the task at the specified time. Both Single-occurrence or reoccurrence schedule can be specified. This task will be executed at the specific days of a week, at the specified time, and the task will only be executed in-between the dates specified (inclusive).

The “Retry task” option applies for both the Immediately and the Specified Time schedule options. When the Retry Task option is enabled, this task will automatically retry if it fails to execute. If this option is not enabled, a failed task can only be “redo” manually by the user. If the Retry Task option is checked, the number of times this task will be retried can be specified. We recommend choosing the maximum number of times to retry.

Important 1: The log will store in the local machine

Restore File (Group / Device)

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5F, No.135, Ln. 235, Baoqiao Rd., Xindian Dist., New Taipei City 231, Taiwan (R.O.C.)

Tel: + 886 2 89121122 • Fax: +886 2 89121810 • website: www.ute.com

Restore File

Restore File to Device Group

Info

Group Name :

Select a File Backup to be Restored

☒ Show Selected
☐ Search

☐	File Name	Inventory	File Type	Backup Time	File Size

<<

<

Page 1 of 1

>

>>

⚡

Display 0 - 0 of 0

Review the Restore Path :

?

☒ File
☐ Directory

Schedule

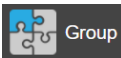
☒ Immediately
☐ Specified time

Restore

Close

Step Actions

1

Click on the  icon to go to the Device menu. To manage a group, in

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the left side bar, click the Group you wish to manage. To manage a device,

click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.

2

Click the  menu to reveal all the Backup Management

function available for this device or group, and then click the



icon.

3

Select a File Backup to be Restored from the server

4

Input the path to restore (File or Directory)

Click  to confirm execution.

5

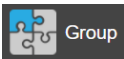
Under the Schedule section, please select the desired deployment schedule:

- **Immediately –**
Execute the task immediately when the device gets online.
- **Specified Time –**
Execute the task at the specified time. Both Single-occurrence or reoccurrence schedule can be specified. This task will be executed at the specific days of a week, at the specified time, and the task will only be executed in-between the dates specified (inclusive).

The “Retry task” option applies for both the Immediately and the Specified Time schedule options. When the Retry Task option is enabled, this task will automatically retry if it fails to execute. If this option is not enabled, a failed task can only be “redo” manually by the user. If the Retry Task option is checked, the number of times this task will be retried can be specified. We recommend choosing the maximum number of times to retry.

Delete File (Group / Device)

Step	Actions
------	---------

- | | |
|---|---|
| 1 | <p>Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.</p> |
| 2 | <p>Click the  menu to reveal all the Backup Management function available for this device or group, and then click the  icon.</p> |
| 3 | <p>Input the path to Delete (File or Directory)</p> <p>Click  to confirm execution.</p> |

Under the Schedule section, please select the desired deployment schedule:

- **Immediately –**
Execute the task immediately when the device gets online.
- **Specified Time –**
Execute the task at the specified time. Both Single-occurrence or reoccurrence schedule can be specified. This task will be executed at the specific days of a week, at the specified time, and the task will only be executed in-between the dates specified (inclusive).

The “Retry task” option applies for both the Immediately and the Specified Time schedule options. When the Retry Task option is enabled, this task will automatically retry if it fails to execute. If this option is not enabled, a failed task can only be “redo” manually by the user. If the Retry Task option is checked, the number of times this task will be retried can be specified. We recommend choosing the maximum number of times to retry.

5.6.1 Backup Debug File

A bug report contains device logs, stack traces, and other diagnostic information to help you find and fix bugs in your app. MoboLink provides an easy way to capture logs in a remote devices.



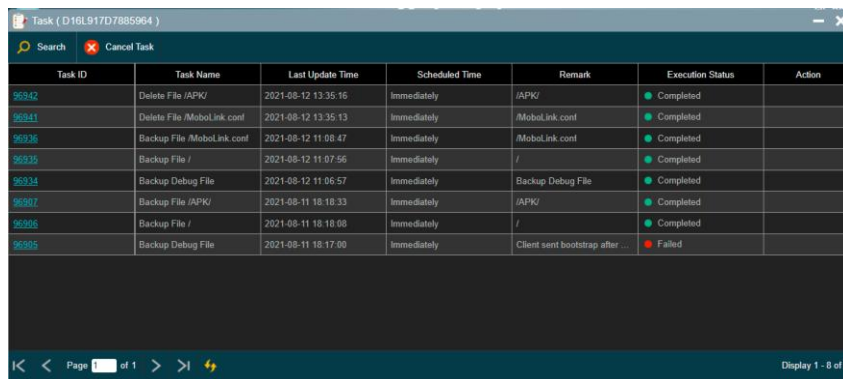
Step	Actions
1	Click on the icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the icon on the right-hand side of the screen, then click the Device Serial Number to manage.
2	Click the Backup Management menu to reveal all the Backup Management function available for this device or group, and then click the icon.
3	Input the path to Delete (File or Directory) Click to confirm execution. Under the Schedule section, please select the desired deployment schedule: ● Immediately – Execute the task immediately when the device gets online.

- **Specified Time –**

Execute the task at the specified time. Both Single-occurrence or reoccurrence schedule can be specified. This task will be executed at the specific days of a week, at the specified time, and the task will only be executed in-between the dates specified (inclusive).

The “Retry task” option applies for both the Immediately and the Specified Time schedule options. When the Retry Task option is enabled, this task will automatically retry if it fails to execute. If this option is not enabled, a failed task can only be “redo” manually by the user. If the Retry Task option is checked, the number of times this task will be retried can be specified. We recommend choosing the maximum number of times to retry.

5.6.2 Task List (Group/Device)



Task ID	Task Name	Last Update Time	Scheduled Time	Remark	Execution Status	Action
36342	Delete File /APK/	2021-08-12 13:35:16	Immediately	/APK/	Completed	
36341	Delete File /MoboLink.conf	2021-08-12 13:35:13	Immediately	/MoboLink.conf	Completed	
36336	Backup File /MoboLink.conf	2021-08-12 11:08:47	Immediately	/MoboLink.conf	Completed	
36335	Backup File /	2021-08-12 11:07:56	Immediately	/	Completed	
36334	Backup Debug File	2021-08-12 11:06:57	Immediately	Backup Debug File	Completed	
36307	Backup File /APK/	2021-08-11 18:18:33	Immediately	/APK/	Completed	
36306	Backup File /	2021-08-11 18:18:08	Immediately	/	Completed	
36305	Backup Debug File	2021-08-11 18:17:00	Immediately	Client sent bootstrap after ...	Failed	

Function	Description
Task ID	The ID of the task. Click on the Task ID to show the Task Detail.
Task Name	The type of task
Last Update Time	The last time the task was executed
Scheduled Time	The Task Schedule (Immediately or a date time)
Remark	Notes about this task, usually this field contains the parameters of this task.
Execution Status	The execution status of this task. The task status types are:
Status	Prepared – The task is created but is awaiting to be sent to the device.

Submitted – The task request is received by device and is still being executed.

Completed – The task has been executed by device and completed successfully.

Failed – The task has been executed by device but has failed.

Timed Out – MoboLink tried to send the task to the device but the device has never come online to retrieve it. The default timeout time is 72 hours.

Canceled – The task has been cancelled, the device will never receive this task

Action	The available actions for this task, if any.
--------	--

5.6.3 Inventory List (Device)

Inventory page show the backup files and Debug files.

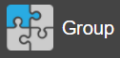
Files					
Search	File Name	File Type	Backup Time	File Size	Action
	Mobolink.conf	File	2021-08-12 11:07:59	217 B	
	/	Directory	2021-08-12 11:07:36	183.53 MB	
	BPV	Directory	2021-08-11 18:18:33	137.96 MB	
< > Page 1 of 1 < > Display 1 - 3 of 3					
Debug Files					
Search	File Name	File Type	Backup Time	File Size	Action
	DebugFile_0106_81701380064_20210812110636.jar	File	2021-08-12 11:06:36	28.68 MB	

5.7 StageGO Management

StageGO works with Android Enterprise Device Enrollment, bring a seamless, instant and secure device deployment experience across your device. MoboLink support execute StageGO script to management device.

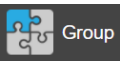
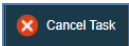
From MoboLink V4.5, managing Windows devices become available. As of time of writing, StageGO is not supported on Windows platform, hence this feature does not apply to Windows agent.

5.7.1 Execute StageGO Script

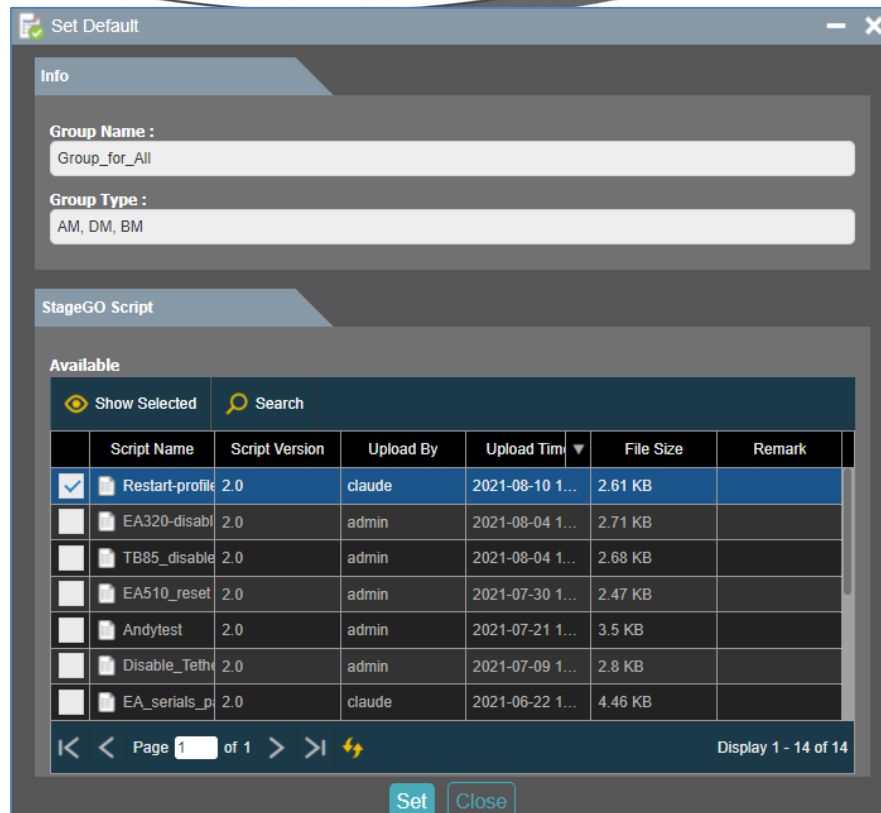
Step	Actions
1	Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.
2	Click the  menu to reveal all the StageGO Management function available for this device or group, and then click the  icon.
3	Input the path to Delete (File or Directory) Click  to confirm execution. Under the Schedule section, please select the desired deployment schedule: ● Immediately – Execute the task immediately when the device gets online. ● Specified Time – Execute the task at the specified time. Both Single-occurrence or reoccurrence schedule can be specified. This task will be executed at the specific days of a week, at the specified time, and the task will only be executed in-between the dates specified (inclusive).

The “Retry task” option applies for both the Immediately and the Specified Time schedule options. When the Retry Task option is enabled, this task will automatically retry if it fails to execute. If this option is not enabled, a failed task can only be “redo” manually by the user. If the Retry Task option is checked, the number of times this task will be retried can be specified. We recommend choosing the maximum number of times to retry.

5.7.2 StageGO History (Device)

Step	Actions
1	Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.
2	Click the  menu to reveal all the StageGO Management function available for this device or group, and then click the  icon.
3	All of the StageGO execute task listed in the field. ● Search - Search the execute task through Sort, Filter and Time filter ● Cancel Task - Click the  icon to cancelling task

Set Default (Group)



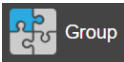
5.8 Log

Log provides send message log and event log.

5.8.1 Sent Message Log (Group / Device)

Step Actions

1

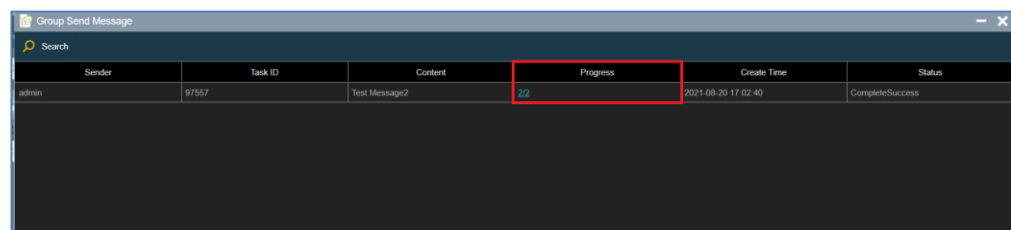
Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.

2

Click the  menu to reveal all the Log function available for this device or group.

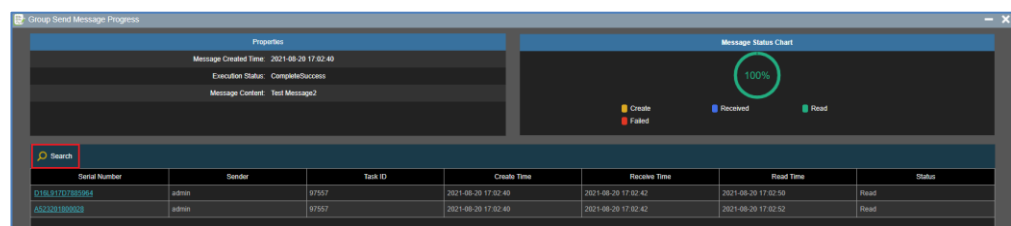
3

Click on the  button, It will display all of the Send Message Log history.



Sender	Task ID	Content	Progress	Create Time	Status
admin	97557	Test Message2	22	2021-08-20 17:02:40	Complete/Success

Detail in the Progress



Serial Number	Sender	Task ID	Create Time	Receive Time	Read Time	Status
010631707805954	admin	97557	2021-08-20 17:02:40	2021-08-20 17:02:42	2021-08-20 17:02:50	Read
A52C3215B9903	admin	97557	2021-08-20 17:02:40	2021-08-20 17:02:42	2021-08-20 17:02:52	Read

5.8.2 Event Log (Group / Device)

Step Actions

1



Click on the icon, It will show all of the event history.

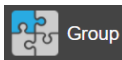
Event ID	Event Name	Value	Project	Condition	Serial Number	Event Time
0541	Orientation-0	10°	Claude_Test	Orientation = 90	AS2001800008	2021-08-20 17:34:47
0541	Orientation-0	10°	Claude_Test	Orientation = 90	AS2001800008	2021-08-20 17:34:47
0541	Orientation-0	10°	Claude_Test	Orientation = 90	AS2001800008	2021-08-20 17:34:47
0541	Orientation-0	10°	Claude_Test	Orientation = 90	AS2001800008	2021-08-20 17:34:47
0541	Orientation-0	10°	Claude_Test	Orientation = 90	AS2001800008	2021-08-20 17:34:46
0541	Orientation-0	10°	Claude_Test	Orientation = 90	AS2001800008	2021-08-20 17:34:46
0541	Orientation-0	10°	Claude_Test	Orientation = 90	AS2001800008	2021-08-20 17:34:46
0541	Orientation-0	10°	Claude_Test	Orientation = 90	AS2001800008	2021-08-20 17:34:46
0541	Orientation-0	10°	Claude_Test	Orientation = 90	AS2001800008	2021-08-20 17:34:46
0541	Orientation-0	10°	Claude_Test	Orientation = 90	AS2001800008	2021-08-20 17:34:46
0541	Orientation-0	10°	Claude_Test	Orientation = 90	AS2001800008	2021-08-20 17:34:46
0541	Orientation-0	10°	Claude_Test	Orientation = 90	AS2001800008	2021-08-20 17:34:46
0541	Orientation-0	10°	Claude_Test	Orientation = 90	AS2001800008	2021-08-20 17:34:45
0541	Orientation-0	10°	Claude_Test	Orientation = 90	AS2001800008	2021-08-20 17:34:45
0541	Orientation-0	10°	Claude_Test	Orientation = 90	AS2001800008	2021-08-20 17:34:45
0541	Orientation-0	10°	Claude_Test	Orientation = 90	AS2001800008	2021-08-20 17:34:45
0541	Orientation-0	10°	Claude_Test	Orientation = 90	AS2001800008	2021-08-20 17:34:45
0541	Orientation-0	10°	Claude_Test	Orientation = 90	AS2001800008	2021-08-20 17:34:45

5.8.3 File Menu

Admin can upload App(apk), Managed APP(playstore), OS Image, MoboLink Agent, General File and StageGO script to the server. Admin can deploy these file to device

Step Actions

1



Click on the icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the icon on the right-hand side of the screen, then click the Device Serial Number to manage.

2



Click the menu to reveal all the File function available for this device or group.

3

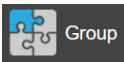
The following is the function information in the left side:

- App: You can upload
- Managed App: Managed Google play app
- OS Image: You can upload the android OTA File to the server
- Agent: Upload the agent to
- General File:
- StageGO scrip

6 File Menu

6.1 Overview

Admin can upload App(Android or Windows Apps), Managed APP(playstore), OS Image, MoboLink Agent, General File and StageGO script to the server. Admin can deploy these file to device

Step	Actions
1	Click on the  icon to go to the Device menu. To manage a group, in the left side bar, click the Group you wish to manage. To manage a device, click the  icon on the right-hand side of the screen, then click the Device Serial Number to manage.
2	Click the  menu to reveal all the File function available for this device or group.
3	The following is the function information in the left side: - App: You can upload - Managed App: Managed Google play app - OS Image: You can upload the andorid OTA File to the server - Agent: Upload the agent to - General File: - StageGO scrip

From MoboLink V4.5, you will be able to create folders for each file type to classify according to your needs. You can also move a file from one folder to another.

6.2 Apps

6.2.1 Android Apps

To upload an Android app, here is the steps:

Step	Actions
1	For Files, click on Browse button and choose an APK from your computer to upload.
2	Choose OS Type: Android, and then choose the Model this APK is for. If this APK is for all models, you can simply choose Android from the Model List.
3	The App Name and Version will be filled automatically by MoboLink. The data is read from your uploaded APK.
4	Click on the Upload button to begin upload.

6.2.2 Windows Apps

Unitech electronics co., ltd.

5F, No.135, Ln. 235, Baoqiao Rd., Xindian Dist., New Taipei City 231, Taiwan (R.O.C.)

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 Upload App

 Select *.apk, *.exe, *.msi, *.zip file to upload

Path :

/

* File :

7z2601-x64.exe

Browse

* OS Type :

Windows

* Models :

RT112

* App Name :

7-Zip 26.02 (x64)

* App Version :

26.02

* Execution Path :

C:\Program Files\7-Zip\7zFM.exe

Process Name :

Remark :

Upload

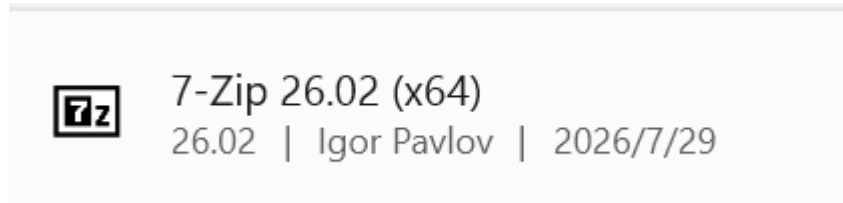
Close

To upload a Windows app, here is the steps:

Step	Actions
1	For Files, click on Browse button and choose the Windows Installer (MSI or EXE format) from your computer to upload.
2	Choose OS Type: Windows , and then choose the Model this app is for. If this app is for all models, you can simply choose Windows from the Model List.
3	App Name and App Version To find out the App Name, please install the installer on your computer first,

and in Control Panel > Installed Apps, you will see the app entry of that app.

For example, for installing an app shown below, you will see this information in Control Panel App section:



The **App Name** : should be exactly **7-ZIP 26.02 (x64)**

The **App Version** : should be exactly **26.02**

4 Execution Path

This is the path to the EXE file the app is installed. Please install a copy on your own computer to find out the EXE that the app uses to run. In the example from previous step, the app is installed in C:\Program Files\7-Zip. In there, there are a number of EXE files, and the one that runs the main UI is called 7zFM.exe. There for the **Execution Path** should be:

C:\Program Files\7-Zip\7zFM.exe

5 Click the Upload button to upload the app.

6.3 OS Image

Upload OS Image

Select *.bin, *.tar, *.raw, *.zip file to upload

Path :

/

* File :

RAYAe_DUMMYOS_20250219_user.zip

Browse

* OS Type :

Android

* OS Image Name :

PA768e

* OS Image Version :

DUMMY 20250219

Remark :

Upload

Close

To upload an OS Image, here is the steps:

Step	Actions
1	Click the Browse button to select an OS file
2	OS Type: Choose Android
3	OS Image Name: enter the Model Name this image file is for.
4	OS Image Version: enter the Version of this image file. This has to be unique so that when you deploy firmware update, you will see different versions on your list to choose from.

6.4 Agent Files

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 Upload Agent

 Select *.tar, *.apk, *.msi, *.exe file to upload

Path :

* File :
 

* OS Type :
 

* Agent Name :

* Agent Version :

Remark :

To upload an Agent File, here is the steps:

Step	Actions
1	Click the Browse button to select an Agent file (APK or MSI/EXE Installer)
2	OS Type: Choose Android or Windows
3	Agent Name: enter the Model Name this image file is for.
4	Agent Version: enter the Version of this Agent. This has to be unique so that when you deploy Agent update, you will see different versions on your list to choose from.
5	Click Upload button to begin upload.

6.5 General Files

To upload a General File, here is the steps:

Step	Actions
1	Click the Browse button to select a file from your computer
2	File Name: enter the filename you will use as default when restoring files.
3	Click Upload to upload file to system.

Please note that when you restore files onto your devices, you can then choose the path you upload the files into. Depending on Windows or Android system, you may specify path like /sdcard/Download/IMG_5891.JPG or C:\Download\IMG_5891.JPG later when you create a Backup Management Restore task.

7 Account Menu

This can configure user and rule in the MoboLink server.

Step	Actions
1	Click on the  icon to go to the Account menu. To manage a account, in the left side bar, click the User to create account. Click the  icon on the right-hand side of the screen, then click the  icon to create account or click on the  icon to delete account.
2	To assign specific permission in account, in the left side bar, click the Role to add permission in account. Click the  icon on the right-hand side of the screen, then click the  icon to create account rule or click on the  icon to delete rule

8 Notification Menu

MoboLink provides Event, Geofence and Alert to reminder Admin device abnormal.

From MoboLink V4.5, managing Windows devices become available. Event Management functions supported on Android and Windows may differ. This section discusses all the available functions, however, the actual supported features on each platform will be available as seen on your release version of MoboLink.

7.1 Event

An event is an observed changed to the normal behavior of the system. MoboLink support follow event.

Event Name	Description
Battery High Cycle Count	Notify when a device battery's cycle count is higher than the defined criteria. When a device charges and discharges, its cycle count is one of the indication of the battery's overall health. The higher the count, the more likely the battery may be prone to aging, and may require replacement. Each device's battery is different, consult with unitech if you are unsure what criteria you should define.
Battery High Voltage	Notify when a device's battery is reporting a high voltage. Battery's voltage should not exceed certain value, having an abnormally high voltage may be an indication that there is a potential problem with the battery. Each device's battery is different, consult with unitech if you are unsure what criteria you should define.
Battery Low Health	Notify when a device's reported health value is lower than the defined criteria. Battery Health is a percentage of how healthy the

	battery is. The lower the value, the lower the health, and the battery is more prone to problems when the health is low.
Battery Low Level	Notify when a device's battery level is lower than the defined criteria. This notification is useful if you wish to monitor which devices have a low battery and may need to plug in for charging, preventing from productivity loss.
Battery Low Temperature	Notify when device's battery is reporting temperature lower than the predefined criteria. Device battery works optimally at its operational temperature range. If your device is placed in a low temperature environment for a prolonged period of time, the battery's overall health may be affected. You can monitor when a device's temperature is lower than a certain value.
Battery Overheat	Notify when device's battery is reporting temperature higher than the predefined criteria. Device battery works optimally at its operational temperature range. If your device is placed in a very hot environment for a prolonged period of time, the battery's overall health may be affected. You can monitor when a device's temperature is higher than a certain value.
CPU Overload	From Agent V4.2.22 and Server V4.2.7, CPU Overload event is supported. You need to specify two numbers separate by a comma. E.g. 70,30. The first number: CPU Load Threshold. This is the CPU Load threshold that will trigger the event The second number: Duration

	This is the duration that the CPU Load is over the threshold. MoboLink uses window average to ensure that the CPU Load is higher than the threshold. The example 70,30 means that when the CPU is over 70% load for a continuous 30 minutes, then the event is fired.
Drop Height	Notify when a device is dropped. Even though unitech devices have certified to be drop resistant, but they are still prone to damage if a device is dropped extremely frequently or if a device is dropped from higher than the certified drop resistance height. You can monitor how the device has been dropped.
Proximity	Notify when the device's facing down, or if the device front glass is covered. The proximity sensor is located on the front of the device, and it can be used to check if something is blocking the front of the screen. This may be useful if you want to find out if your device has been placed upside down on a surface, or something is placed stacking up on top of the device.
Scan Count	Notify when the daily scan count is higher than the predefined criteria. The scan count for a device is reset to 0 and start counting afresh on a new day.
Step Count	Notify when the daily step count is higher than a predefined criteria. The step count for a device is reset to 0 and start counting afresh on a new day.
Swing Radians	Notify when the device has been swung. This is useful if you wish to monitor whether a device has been grabbed on the charging

	cable and start swinging (this makes the USB cable and USB port prone to damage).
Low External Storage Size	Notify when the device's external storage (external SD Card) has a remaining size lower than a predefined criteria. This only applies when a device has an external SD Card installed.
Low Flash Storage Size	Notify when the device's Flash storage has a remaining size lower than a predefined criteria. This applies to only the devices that support the Flash storage.
Low Internal Memory Size	Notify when the device's internal memory (or the RAM) has a remaining size lower than a predefined criteria.
Low Internal Storage Size	Notify when the device's internal storage has a remaining size lower than a predefined criteria.
WWAN Connection	Notify when the cellular data connection has connected. If you get a lot of disconnect or connect events, this may indicate unstable connection, or if the device has been to a place out of cellular range frequently.
WWAN Disconnection	Notify when the cellular data connection has been disconnected. If you get a lot of disconnect or connect events, this may indicate unstable connection, or if the device has been to a place out of cellular range frequently.
WWAN Low Signal	Notify when the cellular signal is lower than a predefined criteria. This is useful to monitor whether your devices have frequent low cellular signal that may give a suggestion about the general reception quality of your workspace, or if your devices should have good reception but have reported poor signal

	value.
Warmboot	Notify when the device is rebooted. This is useful to monitor the number of reboots of device. Frequent reboot may be an indication of a problem, or an indication of a normal usage of a device.
Wi-Fi Connection	Notify when the Wi-Fi connection has connected. If you get a lot of disconnect or connect events, this may indicate unstable Wi-Fi connection, or if the device has been to a place out of Wi-Fi range frequently.
Wi-Fi Disconnection	Notify when the Wi-Fi connection has been disconnected. If you get a lot of disconnect or connect events, this may indicate unstable Wi-Fi connection, or if the device has been to a place out of Wi-Fi range frequently.
Wi-Fi Low Signal	Notify when the Wi-Fi signal is lower than a predefined criteria. This is useful to monitor whether your devices have frequent low Wi-Fi signal that may give a suggestion about the general reception quality of your workspace, or if your devices should have good reception but have reported poor signal value.
USB Insert	Notify when the USB charging port is plugged in. Number of USB Inserts may be an indication on how devices have been charging, and can also be an indicator for the general health of the USB cable or the USB port on the device.

By default, the each of the event setting is disabled. If you wish to monitor a certain event, please enable the event, and then define its criteria.

Step Actions

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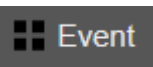
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1



Click on the icon to go to the notification menu. To manage Event



setting, in the left side bar, click the to see a list of available events. By default, each event is turned off. If you want to monitor a particular event, please turn on the toggle besides an event name. To turn off detection of an event, just turn off the toggle beside the event name.

2



To edit the Event Criteria, click the icon to edit the event

Event Name: Create a new event name.

Notification: Choose what notification you want.

Remark: Write a specific comment.

Rule:

- **Target:** Show the current event name. (Not editable in V4.2 or later)
- **Value:** Enter the he event criteria. Each event may indicate a different measurement unit.

7.2 Geofence

MoboLink uses geofence to organizations to find the misplaced devices, fetch the real-time device location information as well as the complete history of locations traversed by the device previously.

Step	Actions
1	Click on the  icon to go to the Notification menu. To manage a account, in the left side bar, click the  to create events. Click the  icon on the right-hand side of the screen, then click the  to create geofence or click on the  icon to delete exist geofence.







2



Click the icon to add Gefence

Geofence Name: Create a new Gefence name

Notification Name: Choose what notification you want.

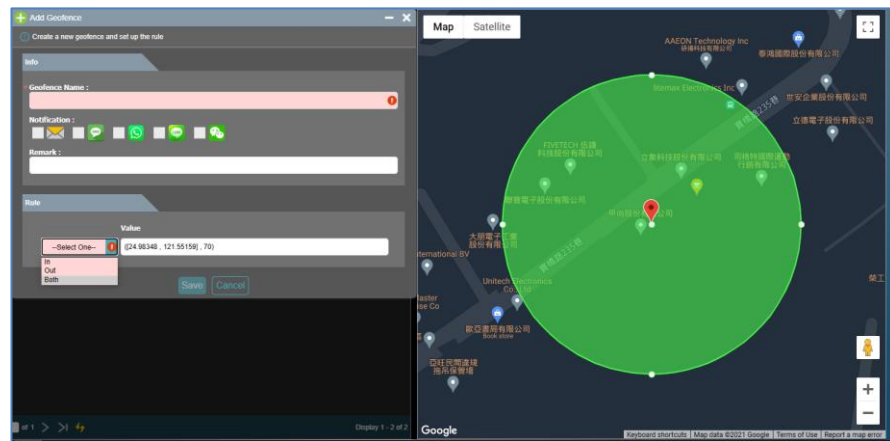
Remark: Write a specific comment.

Value: Input your trigger condition and location scope.

- **In:** Device entry the location scope once.

- **Out:** Device out of the location scope once.

- **Both:** Device in/out location scope once.



7.3 Alert

An alert is a notification that a specific event (or a series of events) has occurred, and it is sent to the admin for generating operations.

Following are MoboLink support alert list.

Charging Status	Cycle Count
Date of Manufacturer	Level
Power source	Serial number
State of Health	Technology
Temperature	Voltage
Available External Storage Size	Available Flash Storage Size
Available internal Memory Size	Available internal Storage Size
MoboLink Agent version	OS version
SSID	WLAN Signal Strength
Cellular Signal Strength	Bluetooth Enabled

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Device Last Connect Time	Device Status
Device Type	Keyboard Enabled
Primary Camera Enabled	WLAN Enabled
WWAN Enabled	

Step Actions

1

Click on the  icon to go to the Alert menu. To manage a account, in the left side bar, click the  to create events. Click the  icon on the right-hand side of the screen, then click the  to create Alert or click on the  icon to delete exist Alert.

Click the  icon to add Alert

Alert Name: Create a new Gefnece name

Notification: Choose what notification you want.

Remark: Write a specific comment.

Rule: Choose your alert combination conditions.

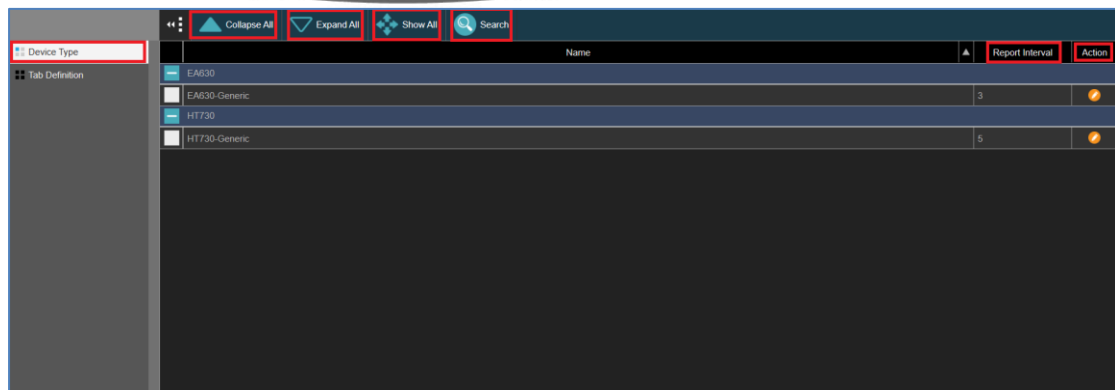
- **In:** Device entry the location scope once.

- **Out:** Device out of the location scope once.

- **Both:** Device in/out location scope once.

9 Configuration Menu

This menu contains the list of all Device types and Tab definition



Function	Description
Expand All	To expand all device SKU.
Collapse All	To close the device SKU and show model.
Show All	To Show all device and model.
Search	To search device.
Report Interval	The interval of device reports.
Action	It allows editing of product selected.

8.1 Edit Product SKU

Select a product SKU to be modified in the list and click  icon. It will be shown as below

Edit Product SKU

Edit the report setting of the product SKU

Info

Name: EA630-Generic

Device Connection Interval : 3 (3 ~ 1440 Minutes)

☒ Select All ☒ Historical All

Report List

Item	Report	Historical
Barcode Scanner	☒	☒
Battery	☒	☒
Battery High Cycle Count	☒	☒
Battery High Voltage	☒	☒
Battery Low Health	☒	☒

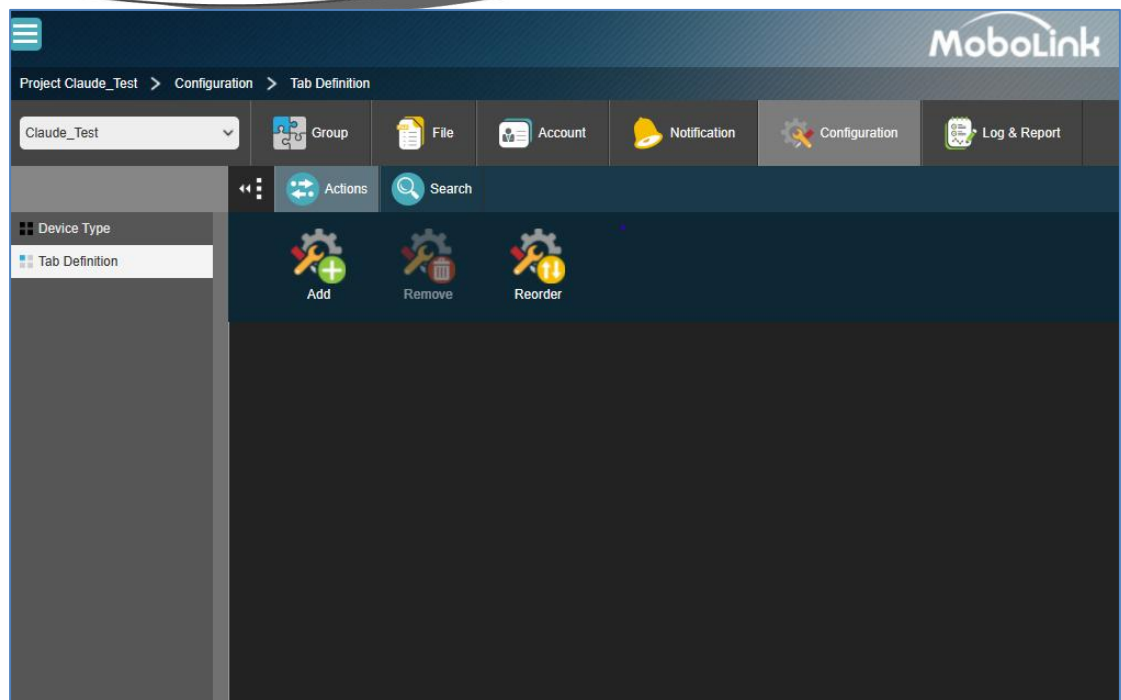
Display 1 - 38 of 38

Save Cancel

- Device connection interval: Device automatically report status data to the MoboLink server.
- Select All: Select all data fields to report periodically to the server
- Historical All: Select historical data to make device store data as historical data. You can see these
Hardware data in history data on the MoboLink server.

9.2 Tab definition

- . This function can create a tab with embedded web link.



- Add Tab Definition: Click  button and Add Tab Definition window will pop up. Fill in the tab name, URL , roles and Saved.
- Remove: Select the deleted table in list and click  button
- Reorder: Change to order of tables

9.3 Product Set

Create a template similar to a blueprint, allowing administrators to select which apps can be installed on the device or define restrictions on app installation.

+

Create Product Set

—

×

!

Create a new Product set of managed apps to be displayed on device's Play store.

Info

Product Set Name :

!

Remark :

Configure Product Set

Google Play Platform

🔍 Search

Product ID	Auto Install	MCM ID	Action

⏪

⏩

Page 1 of 1

⏴

⏵

⚡

Show 50 entries | Display 0 - 0 of 0

Devices

Save

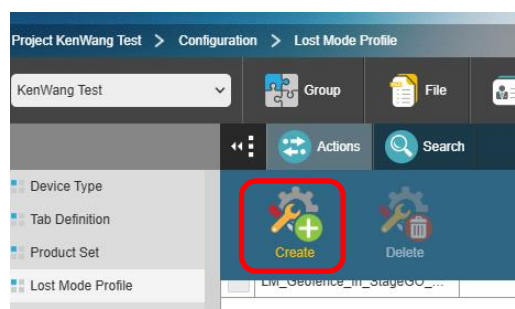
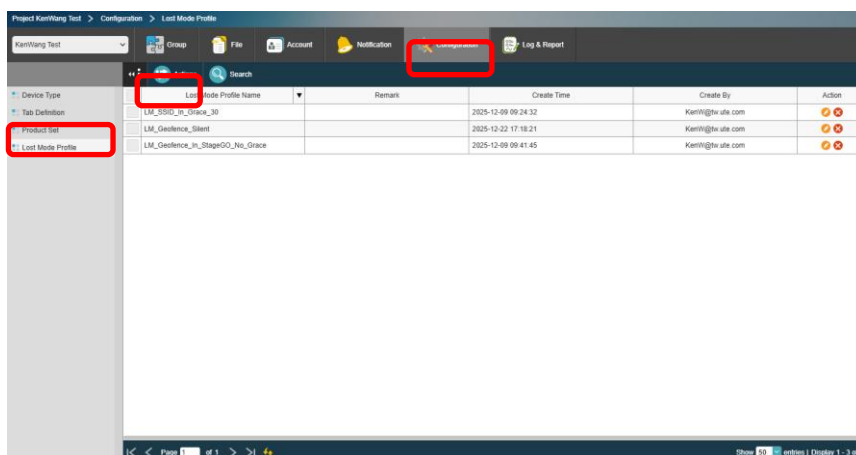
Close

9.4 Lost Mode Profile

Creating a Lost Mode Profile

To begin setting up your Lost Mode configuration, please follow these steps:

1. Navigate to Configuration: Click on the "Configuration" icon in the top navigation bar.
2. Select Lost Mode Profile: On the left-hand side menu, locate and click on the "Lost Mode Profile" option.
3. Access Actions: Look for the blue "Actions" button located above the data table.
4. Create New Profile: Click on the "Actions" button, and then select the "Create" button (highlighted in green) to start building your new profile.



Create Lost Mode Dialog Descriptions:

1. Name

Allows Admin to define a custom profile name.

2. Remark

Provides an optional field to describe the purpose of the profile.

3. Lost Mode Conditions

3.1 Disconnect Time

Sets the allowed disconnection duration. The device will be locked when the time limit is exceeded.

3.2 GPS Geofence

Defines location boundaries by selecting a Geofence. The device will be locked when it enters or exits the specified In/Out range.

3.3 SSID Whitelist

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The system will automatically verify authorized Wi-Fi lists whenever the device is online to maintain security.

4. Password

Sets a 6-digit numeric password for unlocking the device.

5. Alarm Sound

Determines whether an alarm sound is triggered when the device is locked. The interval between alarm sounds can be configured in the backend field.

6. Grace Period

Provides a Grace/cooldown period after the lock is cleared while the device remains under monitoring.

7. StageGO Execution

Allows specified StageGO scripts to be applied when the device is locked and unlocked.

Grace Period

Grace Period gives the device a configurable buffer time after it is unlocked, so it will not immediately re-enter Lost Mode.

StageGO Deployment:

Create Lost Mode

Create a new Lost Mode Profile configuration for managed devices.

Info

• Name :

Remark :

Lock Conditions

• Select at least one lock condition to create the profile.

☐ Lock the device when disconnected (WWAN or WLAN) for more than (Minutes)

☐ Select a Geofence to define the restricted area and lock condition(In/Out) --Select One--

☐ Lock when not connected to a specified Wi-Fi SSID for more than Hours Minutes

Example: wifi_1,wifi_2,wifi_3

Configure Lost Mode Profile

• UnLock device password

☐ Show following message on device screen

Device has been locked.

☐ Make an alarm Alarm Interval (10 ~ 1800 seconds)

Grace Period (10 ~ 1800 seconds)

☐ Execute specific StageGO script when the device is locked or recovered.

Lock Active Recovery

+

Create Lost Mode

—

×

Create a new Lost Mode Profile configuration for managed devices.

Info

*

Name :

Remark :

Lock Conditions

*

Select at least one lock condition to create the profile.

☐

Lock the device when disconnected (WWAN or WLAN) for more than

15

(Minutes)

☐

Select a Geofence to define the restricted area and lock condition(In/Out)

--Select One--

☐

Lock when not connected to a specified Wi-Fi SSID for more than

1

Hours

0

Minutes

Example: wifi_1,wifi_2,wifi_3

Configure Lost Mode Profile

*

UnLock device password

☐

Show following message on device screen

Device has been locked.

☐

Make an alarm.Alarm Interval

30

(10 ~ 1800 seconds)

☐

Grace Period

300

(10 ~ 1800 seconds)

☐

Execute specific StageGO script when the device is locked or recovered.

Lock Active

Recovery

None

None

Save

Close

StageGO allows administrators to run different scripts based on the device's Lost Mode state.

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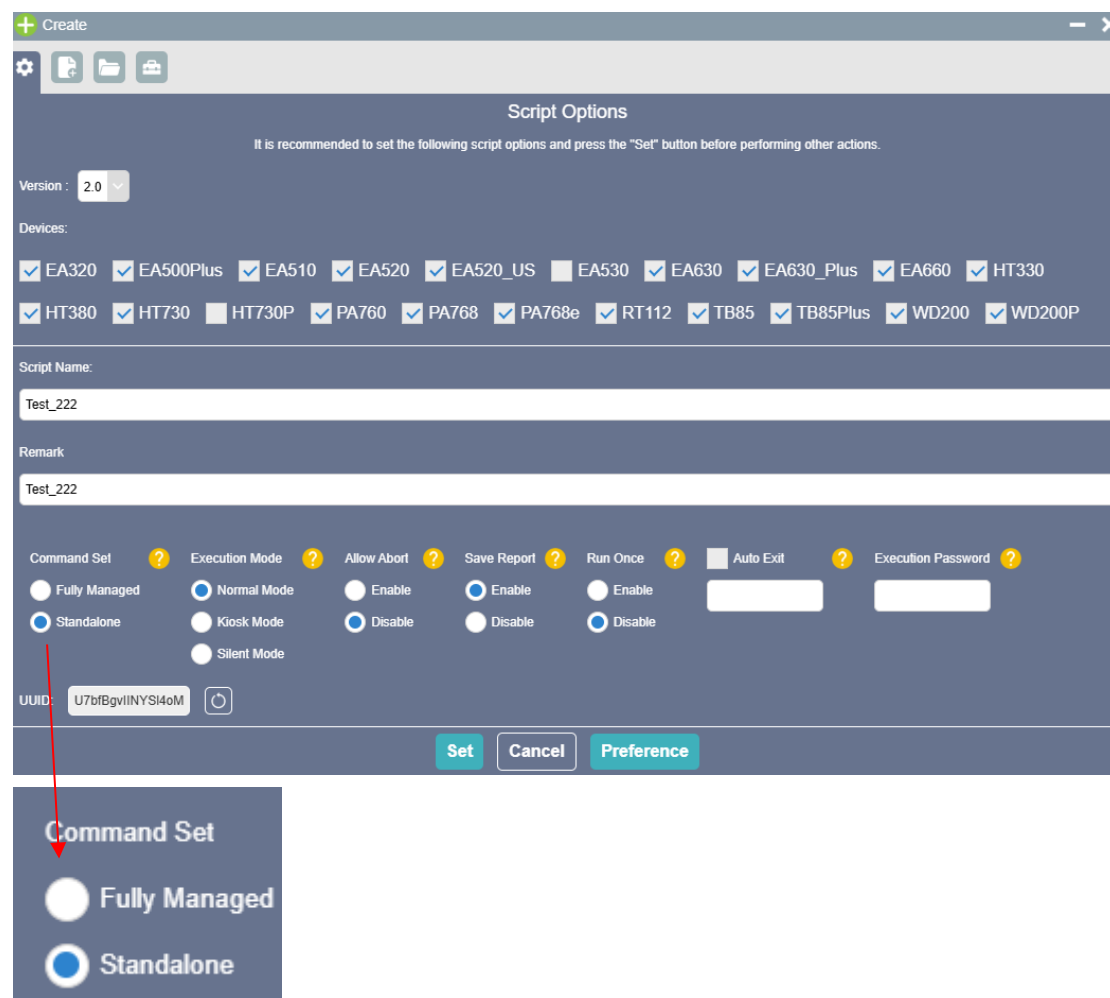
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When the device is locked, Active scripts are executed.

When the device is unlocked, Recovery scripts are executed, allowing further actions and configuration to be applied at each stage.

The StageGO scripts used for Lost Mode must be created to match the management mode of the device. A Fully Managed device can only use Fully Managed StageGO scripts, and a Standalone device can only use Standalone StageGO scripts.

Note: StageGO scripts for this feature must be created under Project > File > StageGO Script. Fully Managed and Standalone script types are supported only in their respective management environments.



Create

Script Options

It is recommended to set the following script options and press the "Set" button before performing other actions.

Version : 2.0

Devices:

☒ EA320 ☒ EA500Plus ☒ EA510 ☒ EA520 ☒ EA520_US ☐ EA530 ☒ EA630 ☒ EA630_Plus ☒ EA660 ☒ HT330

☒ HT380 ☒ HT730 ☐ HT730P ☒ PA760 ☒ PA768 ☒ PA768e ☒ RT112 ☒ TB85 ☒ TB85Plus ☒ WD200 ☒ WD200P

Script Name:

Test_222

Remark:

Test_222

Command Set ? Execution Mode ? Allow Abort ? Save Report ? Run Once ? Auto Exit ? Execution Password ?

☐ Fully Managed ☐ Normal Mode ☐ Enable ☐ Enable ☐ Enable

☒ Standalone ☐ Kiosk Mode ☒ Disable ☐ Disable ☒ Disable

☐ Silent Mode

UUID: U7bfBgviINYSI4oM

Set **Cancel** **Preference**

Command Set

☐ Fully Managed

☒ Standalone

10 Logs & Report Menu

This tab contains 5 sub tabs in the left side. It includes Event log, Alert log, User log, Task log and report. Admin can management or detect risk in the device.

10.1 Event Log

Event log tab is used to management all events reported from the equipment

Event ID	Event Name	Value	Project	Condition	Serial Number	Event Time	Email
3576	BatteryLowTemperature	25.5	Claude_Test	BatteryLowTemperature > 40	D16L917D7885964	2021-08-26 11:08:34	Sent
3599	BatteryOverheat	25.5	Claude_Test	BatteryOverheat > 10	D16L917D7885964	2021-08-26 11:08:34	Sent
3582	BatteryHighVoltage	3218	Claude_Test	BatteryHighVoltage > 1500	D16L917D7885964	2021-08-26 11:08:34	Sent
3576	BatteryLowTemperature	25.8	Claude_Test	BatteryLowTemperature > 40	D16L917D7885964	2021-08-26 10:58:34	Sent
3599	BatteryOverheat	25.8	Claude_Test	BatteryOverheat > 10	D16L917D7885964	2021-08-26 10:58:34	Sent
3582	BatteryHighVoltage	3220	Claude_Test	BatteryHighVoltage > 1500	D16L917D7885964	2021-08-26 10:58:34	Sent
3576	BatteryLowTemperature	25.7	Claude_Test	BatteryLowTemperature > 40	D16L917D7885964	2021-08-26 10:48:34	Sent
3599	BatteryOverheat	25.7	Claude_Test	BatteryOverheat > 10	D16L917D7885964	2021-08-26 10:48:34	Sent
3582	BatteryHighVoltage	3229	Claude_Test	BatteryHighVoltage > 1500	D16L917D7885964	2021-08-26 10:48:33	Sent
3587	LowInternalStorageSize	36.003	Claude_Test	LowInternalStorageSize > 50	D16L917D7885964	2021-08-26 10:40:19	Sent
3588	LowInternalMemorySize	1.731	Claude_Test	LowInternalMemorySize > 50	D16L917D7885964	2021-08-26 10:40:19	Sent
3577	LowFlashStorageSize	1.998	Claude_Test	LowFlashStorageSize > 50	D16L917D7885964	2021-08-26 10:40:19	Sent
3583	LowExternalStorageSize	1.9980011	Claude_Test	LowExternalStorageSize > 50	D16L917D7885964	2021-08-26 10:40:19	Sent
3576	BatteryLowTemperature	25.9	Claude_Test	BatteryLowTemperature > 40	D16L917D7885964	2021-08-26 10:38:34	Sent
3599	BatteryOverheat	25.9	Claude_Test	BatteryOverheat > 10	D16L917D7885964	2021-08-26 10:38:34	Sent

Function	Description
Event ID	The ID of the event.
Event Name	The name of the event.
Value	The real status in the device.
Project	The actual capacity of the device.
Condition	Rule of the event setting.
Serial Number	The serial number of the execution device
Event time	The time when event executed
Email	The status of send notification by the mail.

10.2 Alert Log

Alert log tab is used to monitor all alert reported from the equipment.

Alert ID	Alert Name	Project	Condition	Devices	Alert Time	Email
232	Device status	Claude_Test	(DeviceStatus = Online)	1	2021-08-26 11:37:28	Sent
232	Device status	Claude_Test	(DeviceStatus = Online)	1	2021-08-26 11:33:28	Sent
232	Device status	Claude_Test	(DeviceStatus = Online)	1	2021-08-26 11:28:28	Sent
232	Device status	Claude_Test	(DeviceStatus = Online)	1	2021-08-26 11:16:28	Sent
232	Device status	Claude_Test	(DeviceStatus = Online)	1	2021-08-26 11:09:28	Sent
232	Device status	Claude_Test	(DeviceStatus = Online)	1	2021-08-26 11:05:28	Sent
232	Device status	Claude_Test	(DeviceStatus = Online)	1	2021-08-26 10:59:28	Sent
232	Device status	Claude_Test	(DeviceStatus = Online)	1	2021-08-26 10:53:28	Sent
232	Device status	Claude_Test	(DeviceStatus = Online)	1	2021-08-26 10:48:28	Sent
232	Device status	Claude_Test	(DeviceStatus = Online)	1	2021-08-26 10:36:28	Sent
232	Device status	Claude_Test	(DeviceStatus = Online)	1	2021-08-26 10:29:28	Sent
232	Device status	Claude_Test	(DeviceStatus = Online)	1	2021-08-26 10:25:28	Sent
232	Device status	Claude_Test	(DeviceStatus = Online)	1	2021-08-26 10:19:28	Sent
232	Device status	Claude_Test	(DeviceStatus = Online)	1	2021-08-26 10:14:28	Sent
232	Device status	Claude_Test	(DeviceStatus = Online)	1	2021-08-26 10:08:28	Sent

Function	Description
Alert ID	The ID of the Alert.
Alert Name	The name of the Alert.
Project	The project of user login.
Condition	Rule of the alert setting.
Device	The number of the alert devices.
Alert time	The time when alert executed
Email	Status of the send notification by the mail.

10.3 User Log

User log tab display all of action by the user.

User Name	Action	Remark	Log Time
claude	DeleteTabDefinition	User "claude" deletes TabDefinition(337).	2021-08-26 09:34:48
claude	DeleteTabDefinition	User "claude" deletes TabDefinition(336).	2021-08-26 09:34:48
claude	DeleteTabDefinition	User "claude" deletes TabDefinition(335).	2021-08-26 09:34:48
claude	DeleteTabDefinition	User "claude" deletes TabDefinition(334).	2021-08-26 09:34:48
claude	EditTabDefinition	User "claude" updates TabDefinition(335).	2021-08-26 09:20:23
claude	EditTabDefinition	Update all tab definitions in project(id=95)	2021-08-26 09:19:48
claude	EditTabDefinition	Update all tab definitions in project(id=95)	2021-08-26 09:18:48
claude	Login	User "claude" log in system from 218.161.1.77	2021-08-26 09:18:34
claude	EditTabDefinition	Update all tab definitions in project(id=95)	2021-08-26 09:18:23
claude	EditTabDefinition	Update all tab definitions in project(id=95)	2021-08-26 09:17:52
claude	DeleteTabDefinition	User "claude" deletes TabDefinition(325).	2021-08-26 09:17:04
claude	Login	User "claude" log in system from 218.161.1.77	2021-08-26 09:14:52
admin	Logout	User "admin" log out system.	2021-08-26 09:14:45
admin	Login	User "admin" log in system from 218.161.1.77	2021-08-26 09:14:35
claude	EditTabDefinition	Update all tab definitions in project(id=95)	2021-08-25 18:36:03
claude	EditTabDefinition	Update all tab definitions in project(id=95)	2021-08-25 18:35:54

Function	Description
User Name	The name of the user.
Action	The action for the user.
Remark	Description for the action.

Unitech electronics co., Ltd.

5F, No.135, Ln. 235, Baoqiao Rd., Xindian Dist., New Taipei City 231, Taiwan (R.O.C.)

Tel: + 886 2 89121122 • Fax: +886 2 89121810 • website: www.ute.com

Log time Time stamp of the log.

9.4 Task Log

Task log tab display all of the task history.

Task Name	Create By	Submit Time	Scheduled Time	Remark	Execution Status	Progress
Set Emm User Authenticatio...	[SYSTEM]	2021-08-26 02:35:48	Immediately	Set Emm User Authenticatio...	CompleteSuccess	1/1
Sync Settings	[SYSTEM]	2021-08-26 02:35:48	Immediately	Sync with project(ID: 95) sett...	CompleteSuccess	1/1
Set Emm User Authenticatio...	[SYSTEM]	2021-08-25 15:45:31	Immediately	Set Emm User Authenticatio...	CompleteSuccess	1/1
Sync Settings	[SYSTEM]	2021-08-25 15:45:31	Immediately	Sync with project(ID: 95) sett...	CompleteSuccess	1/1
Set Emm User Authenticatio...	[SYSTEM]	2021-08-25 15:03:40	Immediately	Set Emm User Authenticatio...	CompleteSuccess	1/1
Sync Settings	[SYSTEM]	2021-08-25 15:03:40	Immediately	Sync with project(ID: 95) sett...	CompleteSuccess	1/1
Set Emm User Authenticatio...	[SYSTEM]	2021-08-25 13:08:21	Immediately	Set Emm User Authenticatio...	CompleteSuccess	1/1
Sync Settings	[SYSTEM]	2021-08-25 13:08:21	Immediately	Sync with project(ID: 95) sett...	CompleteSuccess	1/1
Set Emm User Authenticatio...	[SYSTEM]	2021-08-25 12:08:55	Immediately	Set Emm User Authenticatio...	CompleteSuccess	1/1
Sync Settings	[SYSTEM]	2021-08-25 12:08:55	Immediately	Sync with project(ID: 95) sett...	CompleteSuccess	1/1
Set Emm User Authenticatio...	[SYSTEM]	2021-08-25 10:08:55	Immediately	Set Emm User Authenticatio...	CompleteSuccess	1/1
Sync Settings	[SYSTEM]	2021-08-25 10:08:55	Immediately	Sync with project(ID: 95) sett...	CompleteSuccess	1/1
Set Emm User Authenticatio...	[SYSTEM]	2021-08-25 10:08:46	Immediately	Set Emm User Authenticatio...	Partial Failure	1/1
Sync Settings	[SYSTEM]	2021-08-25 10:08:46	Immediately	Sync with project(ID: 95) sett...	CompleteSuccess	1/1

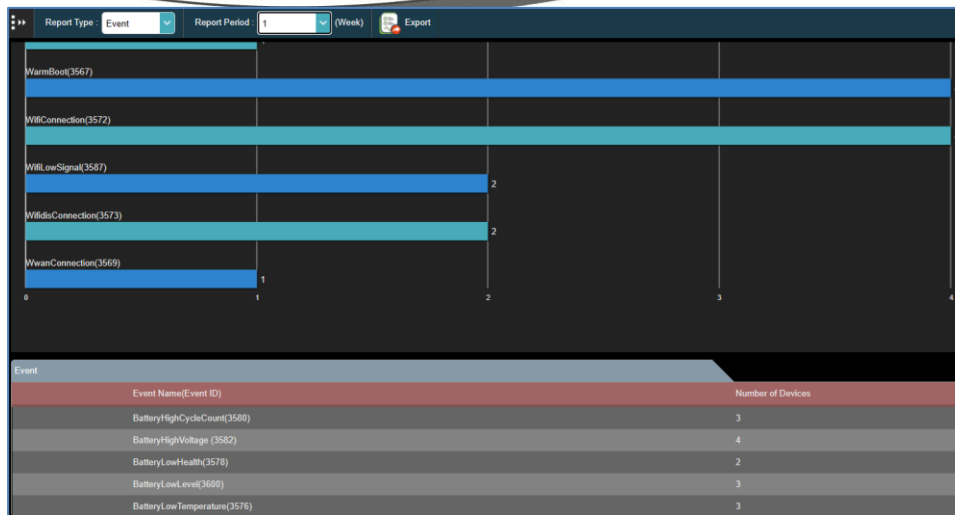
Function	Description
Task Name	The name of the task.
Create by	The tasks create by which project.
Submit time	Task submit time
Remark	Description of execute task.
Execution status	Current status of the execution. It include prepare, submitted, fail, Time out, completed, cancel,
Progress	Task process detail information

9.5 Report Tab

Report tab is used to view and export the statics of Event, Alert , Device and Task.

9.5.1 Event Log report

Event report show how many event trigger during 1 to 12 week.



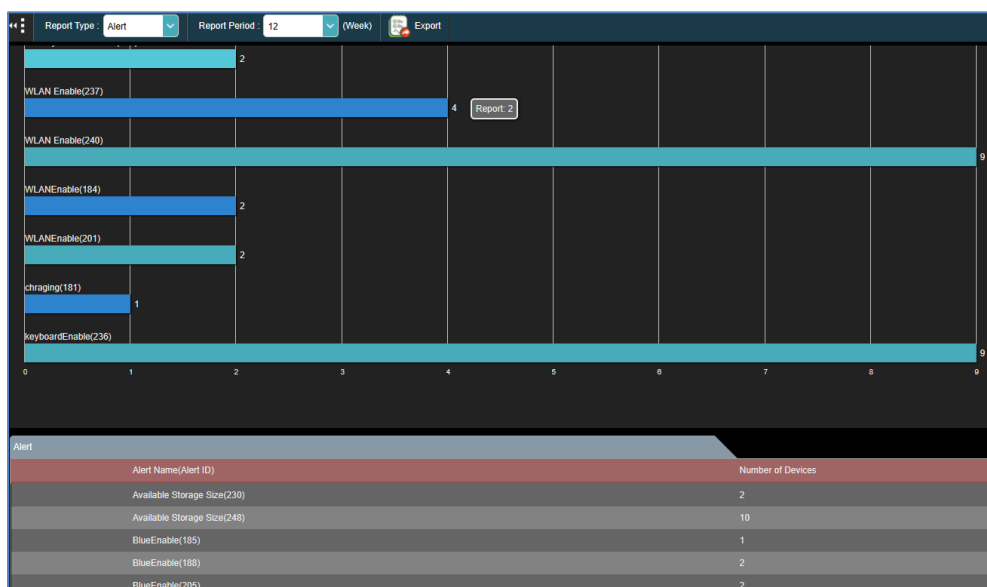
The bar graph can be clicked and it will open a new window which will show all devices triggered by this event e.g. WifiConnection (3572).

The screenshot shows a window titled 'WifiConnection(3572)'. It contains a search bar and a table with the following data:

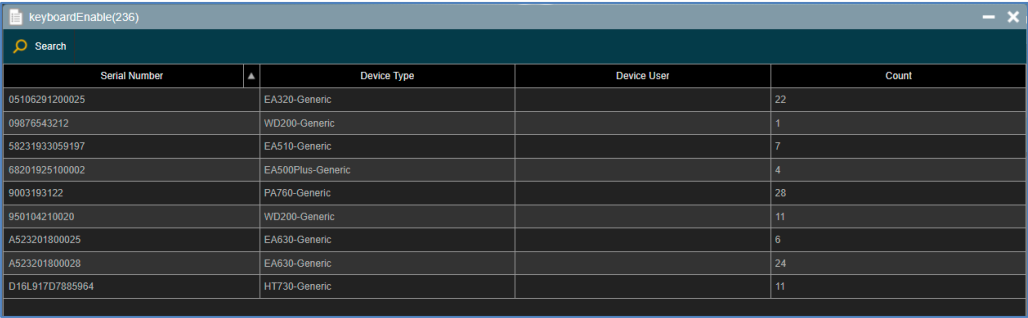
Serial Number	Device Type	Device User	Count
950104210020	WD200-Generic		12
AS23201800025	EA630-Generic		172
AS23201800028	EA630-Generic		31
D16LS17D7885964	HT730-Generic		8

9.5.2 Alert Log report

Alert report show how many event trigger during 1 to 12 month.



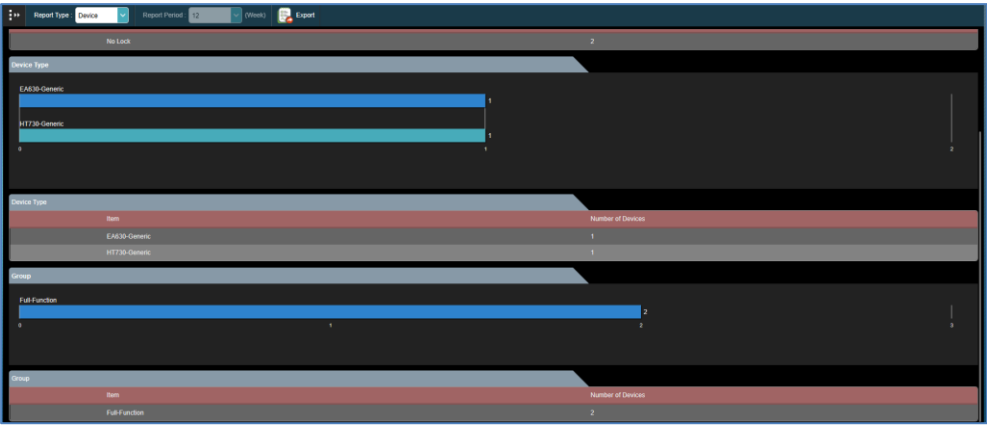
The bar graph can be clicked and it will open a new window which will show all device triggered by this Alert e.g. keyboardEnable (236)



Serial Number	Device Type	Device User	Count
05106291200025	EA320-Generic		22
09876543212	WD200-Generic		1
58231933059197	EA510-Generic		7
68201925100002	EA500Plus-Generic		4
9003193122	PA760-Generic		28
950104210020	WD200-Generic		11
AS23201800025	EA630-Generic		6
AS23201800028	EA630-Generic		24
D16L917D7885964	HT730-Generic		11

9.5.3 Device Log report

Device report show all of the device status. It contains the device type, number of devices, lock sates and groups.

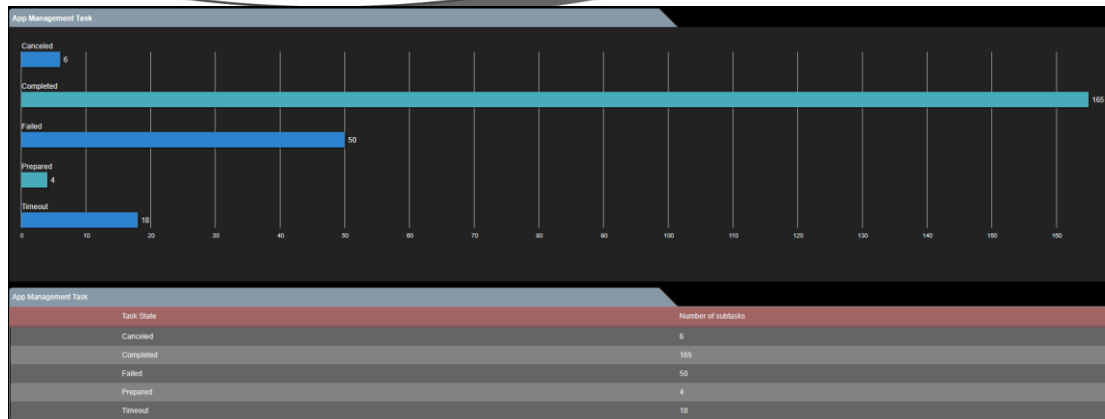


Function	Description
Lock State	Lock status of the device. Click the graph bar that it will pop up a new window for all device information.
Device Type	Type of the device. Click the graph bar that it will pop up a new window for all device information.
Group	Number of device in the group. Click the graph bar that it will pop up a new window for all device information.

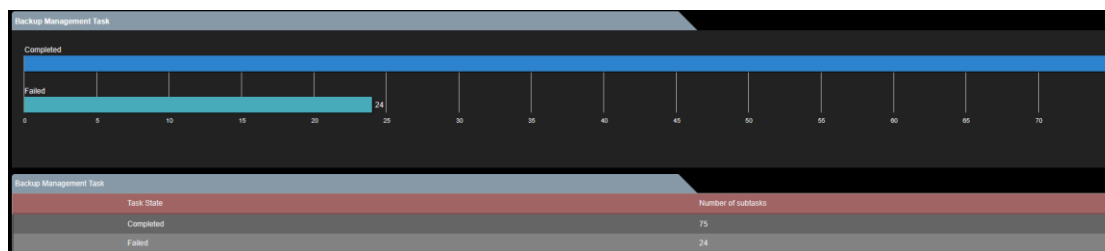
9.5.4 Task Log report

Task report contains App Management, Backup Management, Device Management all of the tasks.

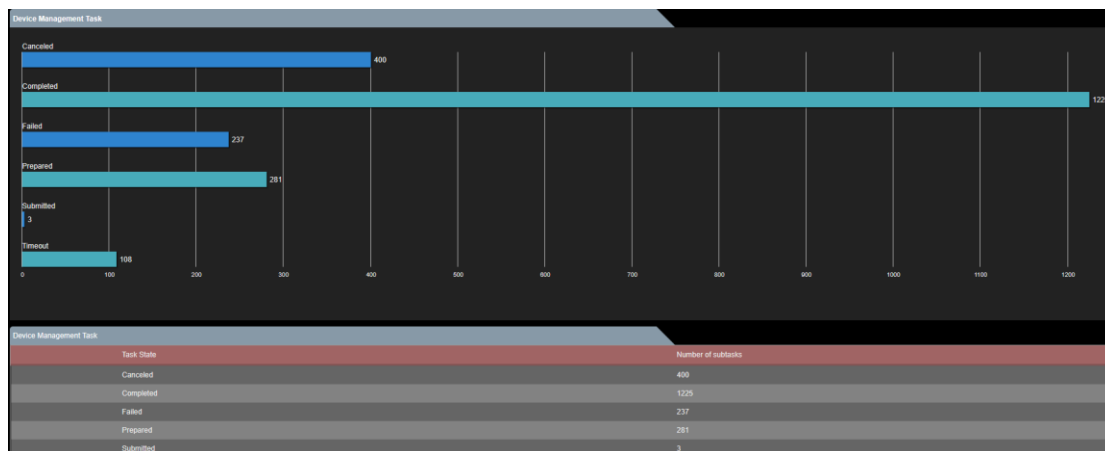
- App Management task report



- Backup Management report

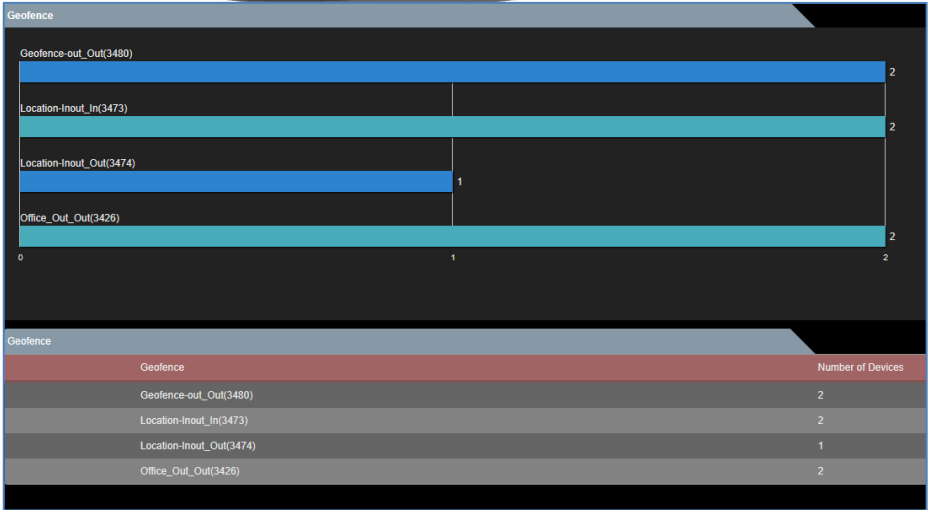


-Device Management report



9.5.5 Geofence

Geofence report all device are triggered for the geofence rule for a duration from 1 to 12 month. Click the graph bar that it will pop up a new window for all device information.



Unitech electronics co., ltd.

5F, No.135, Ln. 235, Baoqiao Rd., Xindian Dist., New Taipei City 231, Taiwan (R.O.C.)

Tel: + 886 2 89121122 • Fax: +886 2 89121810 • website: www.ute.com



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Tel: + 886 2 89121122 • Fax: +886 2 89121810 • website: www.ute.com