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Mobile Device Management

User Manual Version 6

April 2022

Contents

Overview	3
Login	3
Dashboard.....	4
Device Settings.....	5
General Information.....	5
Wireless Settings.....	6
Mobile Settings.....	7
Lan + Firewall Settings.....	8
Device Statistics.....	9
Users	10
Groups.....	10
History.....	12
Configuration Management.....	14
Reporting	17
FAQ.....	20
Demo Video Links.....	21



Overview

The Mobile Device Management solution will allow users to remotely manage and configure their devices in the field. The solution is designed specifically for educational institutions as well as enterprises and small businesses. The cloud-based management platform is secured by 2 Factor authentication and industry standard security and protocols.

Login

When you first login you will need to accept the Pintrac terms. Once you accept, you can request a One Time Pin (OTP) code. Or change the password.

OTP of 6- digit code sent to the cell phone of the registered owner of the email id. Once you receive the code, enter it along with your password and select LOGIN & CONTINUE.

Reset - Clears all current fields.

Change password - This will allow you to reset your password. You will need the registered phone to be able to receive the OTP code.

The screenshot shows the Pintrac Authentication page. At the top, there is a dark blue header with a lock icon and the word "Authentication". Below the header is the Pintrac logo. A text input field labeled "Email Id" contains the email address "franklintracker@gmail.com". Below the input field is a checked checkbox with the text "I've read and will comply with the terms of Pintrac MDM agreement." and a link "To review the contract, click here". A dark blue button labeled "REQUEST OTP" is positioned below the checkbox.

RESET
CHANGE PASSWORD

The screenshot shows the Pintrac Authentication page with a red notification banner at the top that reads "OTP has been sent to your registered phone number. CLOSE". The page content is identical to the previous screenshot, but the "REQUEST OTP" button is now disabled (greyed out). The "OTP" input field is empty. The "Password" input field is filled with dots. A dark grey button labeled "LOGIN & CONTINUE" is now active. Below the button are the links "RESET" and "CHANGE PASSWORD".

Dashboard

The dashboard page will show you all the current devices loaded under your account.

The screenshot shows the Pintrac MDM dashboard. At the top, it displays 'Manage Devices' with summary statistics: Groups (10), R717 Devices (27), RT410 Devices (6), Users (15), and Usage (GB) (52.71). Below this is a 'GROUP LEVEL ACTIONS' button. A search bar is present above a table of devices. The table has columns for IMEI, MODEL, NOTES, GROUP NAME, CARRIER, MSISDN, CONFIG VERSION, CONFIG GENERATED, DEVICE VERSION, DEVICE UPDATED, SIGNAL, and USAGE (GB). A blue arrow points to the 'Dashboard' link in the left sidebar.

IMEI	MODEL	NOTES	GROUP NAME	CARRIER	MSISDN	CONFIG VERSION	CONFIG GENERATED	DEVICE VERSION	DEVICE UPDATED	SIGNAL	USAGE (GB)
351094080002783	RT410	Chris Yun Sprin ...	Franklin Engineering	TMOBILE	9135266308	202106092146	6/9/2021, 2:46:49 PM	RT41021.FR.2669	6/22/2021, 5:26:33 PM	📶	0.01
355827100001079	R717	DK Device T9	Franklin Engineering	TMOBILE	4254997830	202106092111	6/9/2021, 2:11:01 PM	R71721.FR.2602	6/9/2021, 2:14:11 PM	📶	0.00
351094080000548	RT410	DK Device	Franklin Engineering	TMOBILE	9134814160	202106092052	6/9/2021, 1:52:55 PM	RT41021.FR.2669	6/14/2021, 4:07:02 PM	📶	0.03
351094080001892	RT410	DK	Franklin Engineering	TMOBILE	4254997830	202106092055	6/9/2021, 1:55:06 PM	RT41021.FR.2669	6/9/2021, 2:26:15 PM	📶	0.00
359785287000015	R717	Chris Yun MR4 T ...	Franklin Engineering	TMOBILE	4254106481	202106092147	6/9/2021, 2:47:16 PM	R71721.FR.2602	6/8/2021, 11:55:26 AM	📶	0.06
351094080000126	RT410	Bulk MH	Midschool1	TMOBILE	4255161426	202106092324	6/9/2021, 4:24:54 PM	RT41021.FR.2669	6/17/2021, 9:56:09 AM	📶	0.45
355827100001038	R717	Mukund's Jasper	Franklin	CSPiRE	6019411894	202106240055	6/23/2021, 5:55:46 PM	R71721.CS.2694	6/23/2021, 5:58:58 PM	📶	0.00
351094080000961	RT410	-	Franklin Engineering	TMOBILE	9137440575	202106091720	6/9/2021, 10:20:51 AM	RT41021.FR.2669	6/24/2021, 12:01:49 PM	📶	1.53
086421357913542	RT410	Test device one ...	Disabled Devices	TMOBILE	8185551212	202105030538	5/2/2021, 10:38:52 PM	No Data	-	📶	0.00
355827100000899	R717	C Spire Test	C Spire Test	CSPiRE	7692202750	202106240021	6/23/2021, 5:21:27 PM	R71721.CS.2694	6/23/2021, 5:25:29 PM	📶	0.00
355827100000816	R717	-	Franklin	TMOBILE	4252089567	202105100409	5/9/2021, 9:09:12 PM	R71721.FR.2602	4/15/2021, 7:56:24 PM	📶	0.00
359785281024870	R717	-	Franklin	TMOBILE	4706214061	202101280730	1/27/2021, 6:00:48 PM	R71721.FR.1312	6/24/2021, 9:30:39 PM	📶	38.71

You can easily search for a specific device by using the search field. Click on the device details to configure the device. You can also search based on group name as well to list all the devices within the group.

Device Version Color Codes:

Orange - A configuration has been sent but the device has not checked in yet. Green - Device and the server have the same configuration.

Red No-data - The device has never checked-in at all.

You can also do a quick search by typing in the last 4-digits of the device IMEI. Make sure to select LOAD GROUP or LOAD DEVICES before searching.



To load a group of devices, select your organization and group and click on Load group.

Select Organization: Franklin Wireless | Select Device Group: Test group | + LOAD GROUP | LOAD ALL DEVICES

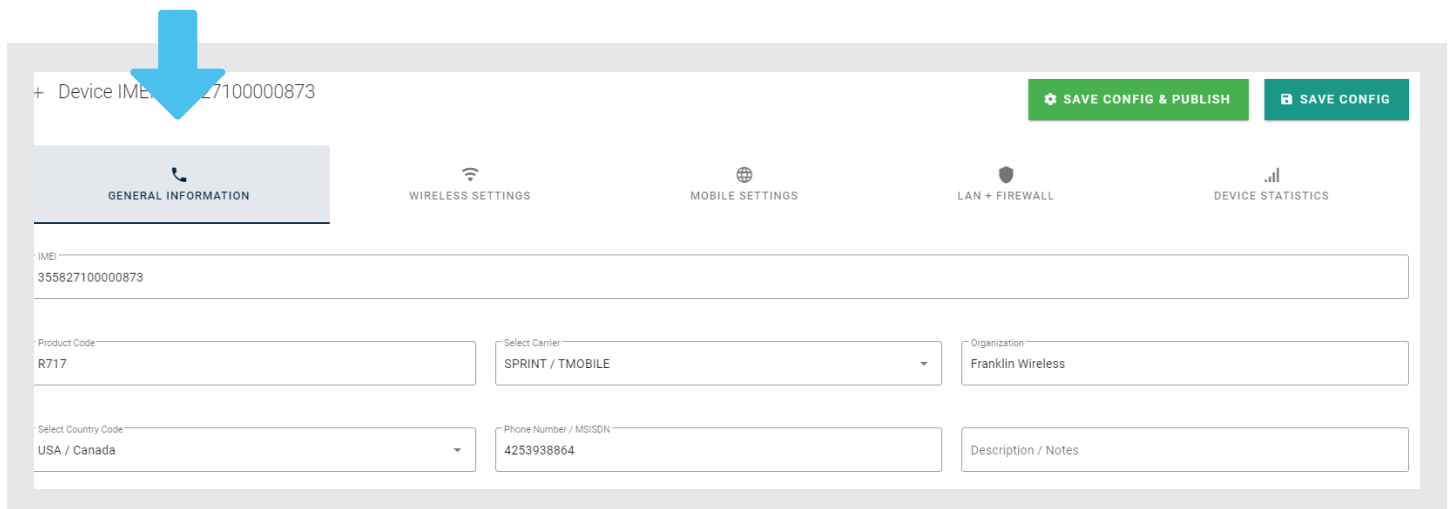
Device Settings

Once you have selected your device you can manage and make configuration setting changes.

General Information

The General Information page allows you to view or change device settings.

- IMEI - This is the hardware ID of your device.
- Product code - This is the model of the device type.
- Carrier - This allows you to set the specific Carrier of your device.
- Organization - This shows the current organization the device is assigned too.
- MSISDN - This is the phone number of the device.
- Notes - The end user/who the device is assigned to.
- Save Config & Publish - This will change to Gray if one of the values in settings is not entered properly. Selecting this setting will save the local configuration as well as send a SMS to the device telling it to check-in with the server.
- Save Config - This saves the latest configuration to the local server settings but does not send a message to the device to check in. Instead the next time the device reboots it will retrieve the latest update.

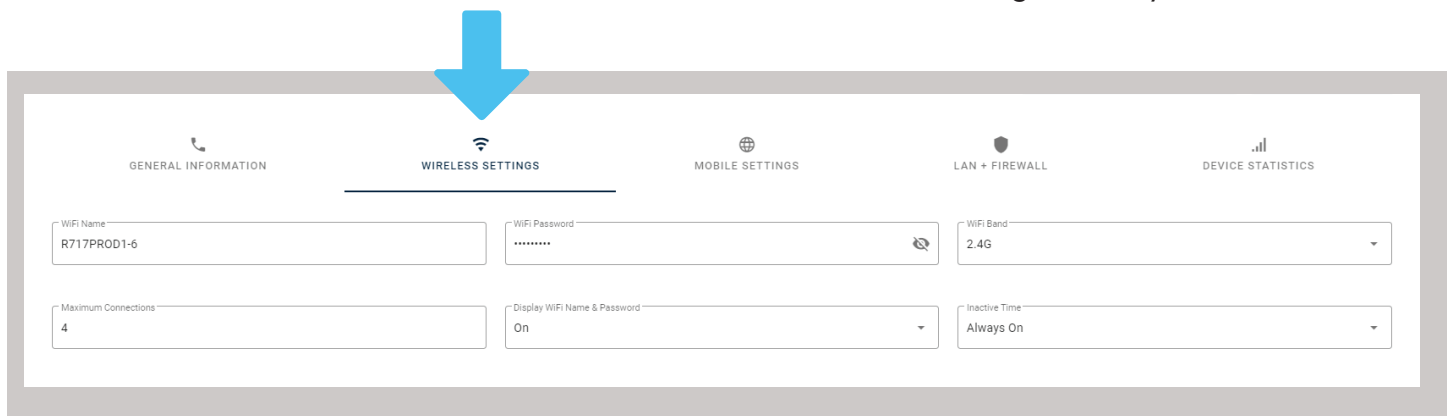


The screenshot displays the 'Device Settings' interface for a specific device. At the top, the device name is 'Device IMEI: 355827100000873'. Two buttons are visible: 'SAVE CONFIG & PUBLISH' (green) and 'SAVE CONFIG' (dark green). Below this is a navigation bar with five tabs: 'GENERAL INFORMATION' (selected), 'WIRELESS SETTINGS', 'MOBILE SETTINGS', 'LAN + FIREWALL', and 'DEVICE STATISTICS'. The 'GENERAL INFORMATION' tab contains several input fields: 'IMEI' (355827100000873), 'Product Code' (R717), 'Select Carrier' (SPRINT / TMOBILE), 'Organization' (Franklin Wireless), 'Select Country Code' (USA / Canada), 'Phone Number / MSISDN' (4253938864), and 'Description / Notes'.

Wireless Settings

The Wireless Settings page allows you to view or change device wireless settings.

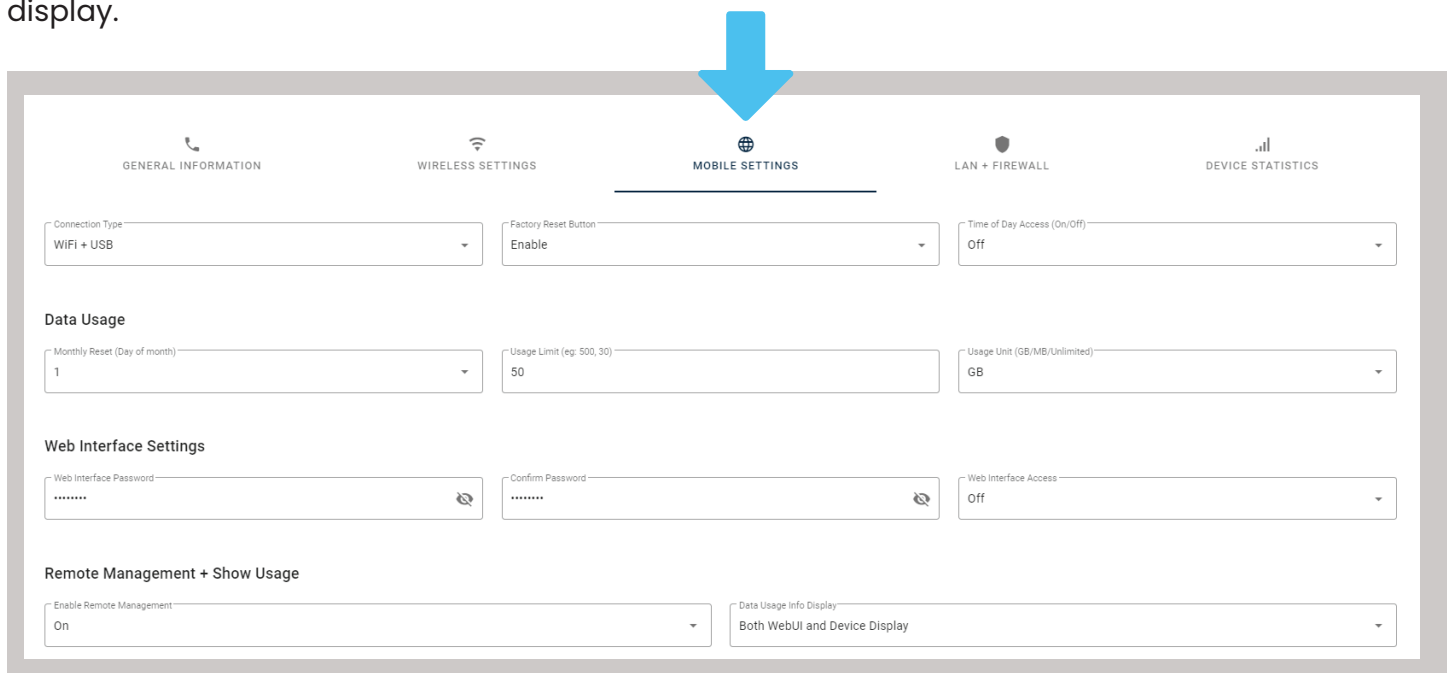
- WiFi Name - This is the current SSID or network name of the device.
- WiFi Password - This is the current network WiFi password used to connect to the device.
- WiFi Band - This allows you to set the device band. Supported bands are 2.4GHz & 5GHz.
- Maximum Connections - This is the maximum number of users allowed to connect at one time.
- Display Name & Password - This is to turn on/off the WiFi Name and Password from the display on the device.
- Inactive Time - This is the setting used to control how long the device will be idle before going to sleep.
- SSID Stealth - This is to disable the broadcast SSID so that the network becomes hidden. You need to know the SSID name and password to be able to connect and manually enter it into your connection when this feature is enabled. Do not enable without taking note of your device details.



Mobile Settings

The Mobile Settings page allows you to view or change mobile settings.

- **Connection Type** - This allows you to choose your connection types. (WiFi Only, WiFi + USB, USB Only) Note: If USB Only is enabled you will not see WiFi information on the device display.
- **Factory Reset** - This allows you to disable the physical button that performs a factory reset.
- **Time of Day Access** - This allows you to set specific times of day allowed for the user to access the internet. You can set up to 3 time periods.
- **Monthly Reset** - This is typically the day your billing cycle restarts. The device default is calculated based on the initial activation date. If a new value is provided the initial date will be overwritten. The device will calculate 1 month based on activation date or manual update. If the activation date or manual date is set to June 18th the device will reset the data counter on July 18th.
- **Usage Limit** - This is the current data usage limit on your rate plan.
- **Usage Unit** - This is the unit values (MB, GB, Unlimited)
- **Web Interface Password** - This is the local Web UI login password used to make local setting changes on the device.
- **Web Interface Access** - This allows you to control if a user can access the local Web UI. If this is set to no or disabled a user will receive an error if they try and access the admin URL <https://mobile.hotspot>. This is where you can change the device settings in the local WEB UI, however if remote management is enabled and the local settings are different than what is in the MDM server, they will be updated to the latest server configuration next time the device checks in.
- **Remote Management** - This is an important setting. If you change this to Off you will no longer be able to manage your device remotely.
- **Data Usage Info Display** - This setting allows you to turn on/off the data usage meter on the LCD display.



The screenshot shows the Mobile Settings page with a blue arrow pointing to the 'MOBILE SETTINGS' tab. The page is divided into several sections:

- GENERAL INFORMATION**: Connection Type (WiFi + USB)
- WIRELESS SETTINGS**: Factory Reset Button (Enable)
- MOBILE SETTINGS**: Time of Day Access (On/Off) (Off)
- LAN + FIREWALL**
- DEVICE STATISTICS**

Data Usage

- Monthly Reset (Day of month): 1
- Usage Limit (eg: 500, 30): 50
- Usage Unit (GB/MB/Unlimited): GB

Web Interface Settings

- Web Interface Password: [Redacted]
- Confirm Password: [Redacted]
- Web Interface Access: Off

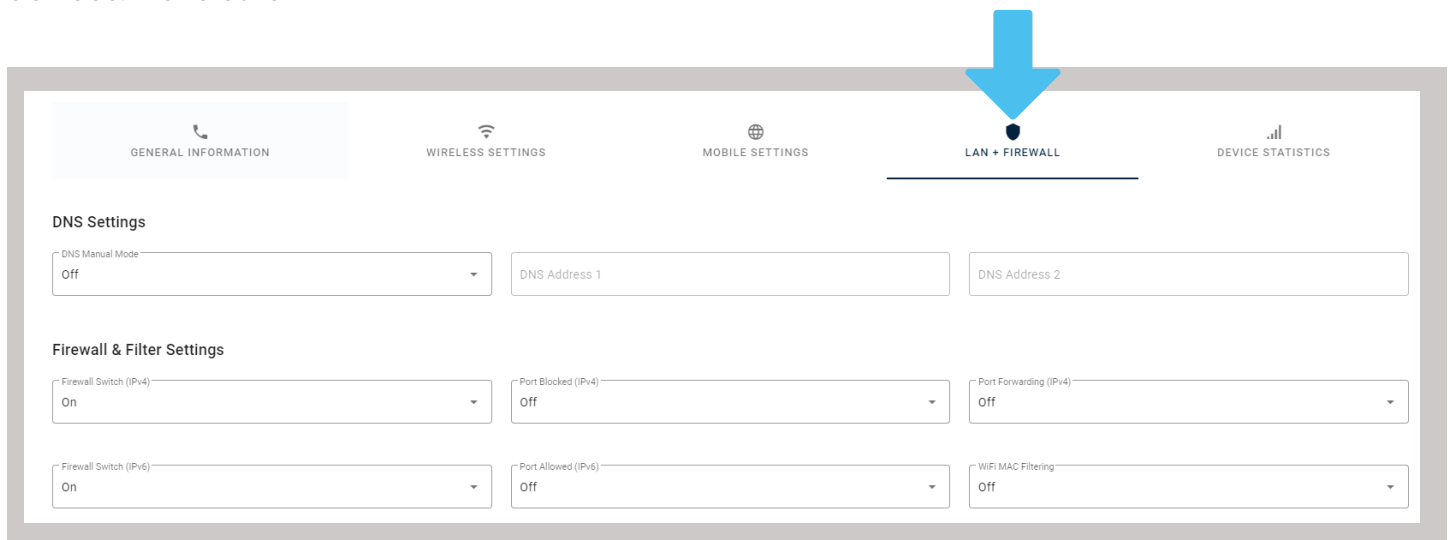
Remote Management + Show Usage

- Enable Remote Management: On
- Data Usage Info Display: Both WebUI and Device Display

LAN & Firewall Settings

The LAN Firewall settings page allows you to set network related settings.

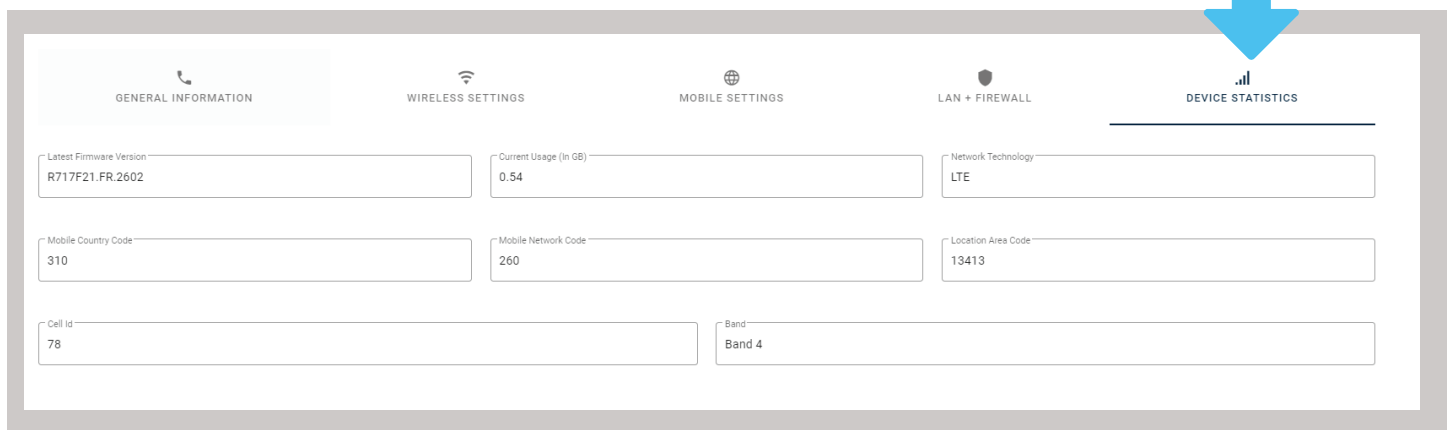
- DNS Manual Mode - When enabled this allows you to set custom DNS settings. Custom DNS settings can be used to enter a DNS server of a content filtering partner. Once enabled all internet request will be sent to the custom DNS servers for resolution. For example: if you are using WEB Titan as a content filtering partner and you enter the Web Titan DNS servers that have been assigned to you all internet request will be resolved by WEB Titan.
- DNS Address 1 - Custom DNS 1
- DNS Address 2 - Custom DNS 2
- Firewall Switch (IPv4) - Turn the IP v4 firewall on/off. This protects you from external attacks.
- Port Blacklist (IPv4) - Allows you to add port blacklist rules.
- Port forwarding (IPv4) - Allows you to add mapping ports to forward.
- Firewall Switch (IPv6) - Turn the IPv6 firewall on/ff. This protects you from external attacks.
- Port Whitelist (IPv6) - Allows you to add port whitelist rules.
- WiFi MAC Filtering - Allows you to set specific MAC IDs you wish to allow to connect to your device. Meaning you can configure the hotspot to only allow access to the internet from specific devices. Make sure



Device Statistics

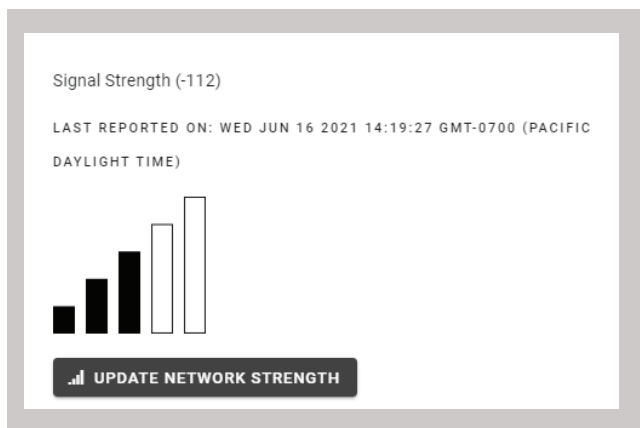
The Device Statistics page allows you to view:

- Latest Firmware Version - The most recent software that's embedded in a piece of hardware.
- Current Usage - Month to date data usage in GB.
- Network Technology - Network being used for wireless connection designating speed.
- Mobile Country Code, Network Code, Location Area Code, Cell ID - Can help to identify the area where a device is located.
- Band - The connected radio frequency bands supporting the cellular service.
- On Demand Signal Strength - Real time signal strength of each device



The screenshot shows the 'DEVICE STATISTICS' tab selected in a navigation menu. The page displays the following information:

Latest Firmware Version R717F21.FR.2602	Current Usage (In GB) 0.54	Network Technology LTE
Mobile Country Code 310	Mobile Network Code 260	Location Area Code 13413
Cell Id 78	Band Band 4	



Signal Strength (-112)

LAST REPORTED ON: WED JUN 16 2021 14:19:27 GMT-0700 (PACIFIC DAYLIGHT TIME)

UPDATE NETWORK STRENGTH

Manager can update the signal strength by clicking on Update Network Strength.

Users

The Users page will show you all the current users and their roles. You can add and delete users as needed but you cannot edit an existing user.

Franklin Wireless
Org Admin Demo
ORGADMIN@OUTLOOK.COM

T9 | Remote Management Tool

Manage Users

Search...

	FULLNAME	ORG NAME	GROUP NAME	ENABLED	EMAIL	PHONE	USER ROLE	ADDED ON
<input type="checkbox"/>	Org Admin Demo	Franklinwireless	Testing	TRUE	orgadmin@outlook.com	9134616489	orgadmin	5/6/2020, 5:57:27 PM
<input type="checkbox"/>	Michael Sheppard	Franklinwireless	Testing	TRUE	michael.sheppard@franklinwireless.com	8589224700	orgadmin	5/6/2020, 12:39:06 PM
<input type="checkbox"/>	Mukund Orgadmin	Franklinwireless	General	TRUE	franklintracker@gmail.com	8184698382	orgadmin	4/28/2020, 10:17:03 PM
<input type="checkbox"/>	Jerry Na	Franklinwireless	General	TRUE	jerry.na@franklintech.co.kr	8184698382	orgadmin	4/27/2020, 6:21:45 PM
<input type="checkbox"/>	Venkatesh G	Franklinwireless	General	TRUE	venkatesh_bg@yahoo.com	+919880347844	orgadmin	4/26/2020, 10:37:13 PM
<input type="checkbox"/>	mukundgroup	Franklinwireless	Testing	TRUE	mh402k@yahoo.com	8184698382	groupmanager	4/24/2020, 2:44:37 PM
<input type="checkbox"/>	Org admin tester	Franklinwireless	Testing	TRUE	jward2224@hotmail.com	9134616489	orgadmin	4/24/2020, 1:06:00 PM
<input type="checkbox"/>	David Yi	Franklinwireless	General	TRUE	david.yi@franklinwireless.com	8583129774	orgadmin	4/24/2020, 10:41:48 AM
<input type="checkbox"/>	Scott Wood	Franklinwireless	TMoTsterScott	TRUE	michael.wood37@T-Mobile.com	9165296644	groupmanager	4/23/2020, 9:58:37 AM
<input type="checkbox"/>	David Kim	Franklinwireless	General	TRUE	davidkim@franklinwireless.com	8589455421	orgadmin	4/23/2020, 8:02:21 AM

Rows per page: 10 1-10 of 13

+ Add User

If you wish to delete a user you can select the user you wish to remove and select the DELETE USER button.

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Org Admin Demo
ORGADMIN@OUTLOOK.COM

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Manage Users

DELETE USER

Search...

	FULLNAME	ORG NAME	GROUP NAME	ENABLED	EMAIL	PHONE	USER ROLE	ADDED ON
<input type="checkbox"/>	Org Admin Demo	Franklinwireless	Testing	TRUE	orgadmin@outlook.com	9134616489	orgadmin	5/6/2020, 5:57:27 PM
<input type="checkbox"/>	Michael Sheppard	Franklinwireless	Testing	TRUE	michael.sheppard@franklinwireless.com	8589224700	orgadmin	5/6/2020, 12:39:06 PM
<input type="checkbox"/>	Mukund Orgadmin	Franklinwireless	General	TRUE	franklintracker@gmail.com	8184698382	orgadmin	4/28/2020, 10:17:03 PM
<input type="checkbox"/>	Jerry Na	Franklinwireless	General	TRUE	jerry.na@franklintech.co.kr	8184698382	orgadmin	4/27/2020, 6:21:45 PM
<input type="checkbox"/>	Venkatesh G	Franklinwireless	General	TRUE	venkatesh_bg@yahoo.com	+919880347844	orgadmin	4/26/2020, 10:37:13 PM
<input type="checkbox"/>	mukundgroup	Franklinwireless	Testing	TRUE	mh402k@yahoo.com	8184698382	groupmanager	4/24/2020, 2:44:37 PM
<input checked="" type="checkbox"/>	Org admin tester	Franklinwireless	Testing	TRUE	jward2224@hotmail.com	9134616489	orgadmin	4/24/2020, 1:06:00 PM
<input type="checkbox"/>	David Yi	Franklinwireless	General	TRUE	david.yi@franklinwireless.com	8583129774	orgadmin	4/24/2020, 10:41:48 AM
<input type="checkbox"/>	Scott Wood	Franklinwireless	TMoTsterScott	TRUE	michael.wood37@T-Mobile.com	9165296644	groupmanager	4/23/2020, 9:58:37 AM
<input type="checkbox"/>	David Kim	Franklinwireless	General	TRUE	davidkim@franklinwireless.com	8589455421	orgadmin	4/23/2020, 8:02:21 AM

Rows per page: 10 1-10 of 13

+ Add User

LOGOUT © 2020 build #1985

Users

You can also temporarily disable the user if needed. First select the user you want to disable and confirm the change.

The screenshot displays the 'Manage Users' interface in the Franklin Wireless T9 Remote Management Tool. A table lists various users with columns for Fullname, Org Name, Group Name, Enabled status, Email, Phone, User Role, and Added On. A modal dialog is open over the 'Org admin tester' row, asking for confirmation to change the user's status.

	FULLNAME	ORG NAME	GROUP NAME	ENABLED	EMAIL	PHONE	USER ROLE	ADDED ON
<input type="checkbox"/>	Org Admin Demo	Franklinwireless	Testing	true	orgadmin@outlook.com	9134616489	orgadmin	5/6/2020, 5:57:27 PM
<input type="checkbox"/>	Michael Sheppard	Franklinwireless	Testing	true	michael.sheppard@franklinwireless.com	8589224700	orgadmin	5/6/2020, 12:39:06 PM
<input type="checkbox"/>	Mukund Orgadmin	Franklinwireless				8184698382	orgadmin	4/28/2020, 10:17:03 PM
<input type="checkbox"/>	Jerry Na	Franklinwireless				8184698382	orgadmin	4/27/2020, 6:21:45 PM
<input type="checkbox"/>	Venkatesh G	Franklinwireless				+919880347844	orgadmin	4/26/2020, 10:37:13 PM
<input type="checkbox"/>	mukundgroup	Franklinwireless				8184698382	groupmanager	4/24/2020, 2:44:37 PM
<input type="checkbox"/>	Org admin tester	Franklinwireless	Testing	true	jward2224@hotmail.com	9134616489	orgadmin	4/24/2020, 1:06:00 PM
<input type="checkbox"/>	David Yi	Franklinwireless	General	true	david.yi@franklinwireless.com	8583129774	orgadmin	4/24/2020, 10:41:48 AM
<input type="checkbox"/>	Scott Wood	Franklinwireless	TMoTsterScott	true	michael.wood37@T-Mobile.com	9165296644	groupmanager	4/23/2020, 9:58:37 AM
<input type="checkbox"/>	David Kim	Franklinwireless	General	true	davidkim@franklinwireless.com	8589455421	orgadmin	4/23/2020, 8:02:21 AM

Change Status: Org admin tester
Are you sure that you want to change this user's account status ...?

NO CONFIRM

Groups

The groups page shows you all of the current groups within an organization. You can add new groups as needed. You currently cannot delete groups.

Franklin Wireless
Org Admin Demo
ORGADMIN@OUTLOOK.COM

T9 | Remote Management Tool

Manage Groups

Search...

GROUP NAME	ORGANIZATION NAME	ADDED	ACTIVE
DELETE	Franklinwireless	5/6/2020, 8:39:24 AM	True
Test	Franklinwireless	4/30/2020, 2:27:52 PM	True
ILSchool	Franklinwireless	4/29/2020, 11:11:37 AM	True
Franklin Engineer	Franklinwireless	4/23/2020, 2:21:03 PM	True
TMoTeterScott	Franklinwireless	4/23/2020, 9:55:43 AM	True
General	Franklinwireless	4/15/2020, 8:40:57 AM	True
Testing	Franklinwireless	4/10/2020, 3:38:02 PM	True

Rows per page: 10 1-7 of 7

+ Add Groups

Group Name Select Organization

SAVE & CONTINUE **CLEAR DATA**

You can also change groups from the dashboard page. Select the device you want to move to a new group and change groups in the fields below.

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Org Admin Demo
ORGADMIN@OUTLOOK.COM

T9 | Remote Management Tool

<input type="checkbox"/>	503215032150321	R717	Franklinwireless	DELETE	CSPiRE	5032150321	No Data	5/5/2020, 11:45:24 AM	No Data	-
<input type="checkbox"/>	543215432154321	R717	Franklinwireless	DELETE	TMOBILE	5432154321	No Data	5/5/2020, 11:43:23 AM	No Data	-
<input type="checkbox"/>	123451234512345	R717	Franklinwireless	DELETE	TMOBILE	8058760072	No Data	5/5/2020, 11:29:31 AM	No Data	-
<input type="checkbox"/>	111111111111111	R717	Franklinwireless	DELETE	OTHERS	9980026033	202005051628	5/5/2020, 9:28:47 AM	202005050512	5/4/2020, 10:12:14 PM
<input type="checkbox"/>	999998888777777	R717	Franklinwireless	DELETE	OTHERS	9980026033	No Data	5/5/2020, 8:42:52 AM	No Data	-
<input type="checkbox"/>	555554444466666	R717	Franklinwireless	DELETE	OTHERS	9980026033	No Data	5/5/2020, 4:23:58 AM	No Data	-
<input type="checkbox"/>	355827100003083	R717	Franklinwireless	General	TMOBILE	4253938871	202005050437	5/4/2020, 9:37:11 PM	202005050437	5/4/2020, 9:38:54 PM
<input type="checkbox"/>	355827100000222	R717	Franklinwireless	General	TMOBILE	4253938847	202005042202	5/4/2020, 3:02:04 PM	202005042202	5/4/2020, 3:03:52 PM
<input type="checkbox"/>	355827100000873	R717	Franklinwireless	Testing	TMOBILE	4253938864	202005042033	5/4/2020, 1:33:19 PM	202005070013	5/6/2020, 11:50:43 AM
<input type="checkbox"/>	355827100001079	R717	Franklinwireless	General	TMOBILE	4254997830	202005041707	5/4/2020, 10:07:27 AM	202005070626	5/6/2020, 5:58:29 PM
<input type="checkbox"/>	444444444444444	R717	Franklinwireless	DELETE	CSPiRE	9980026033	202005020213	5/1/2020, 7:13:40 PM	202005012350	5/1/2020, 11:20:35 AM
<input checked="" type="checkbox"/>	3569380356431999	R717	Franklinwireless	DELETE	AIRTEL	9980026033	202005010307	4/30/2020, 8:07:05 PM	202004281551	4/28/2020, 8:51:30 AM

Rows per page: 15 1-15 of 48

Change Device Group (Multiple)

Select Organization Select Device Group

CHANGE GROUP

History

The History page shows you the latest changes that were made to the server within your organization.

The screenshot displays the 'History & Logs' page in the Franklin Wireless Remote Management Tool. The interface includes a top navigation bar with the title 'T9 | Remote Management Tool' and a user profile section for 'Franklin Wireless' with the email 'ORGADMIN@OUTLOOK.COM'. A left sidebar contains navigation options: Dashboard, Users, Groups, History (highlighted with a blue arrow), and Help & Support. The main content area shows a table of system events.

LOG MESSAGE	ORGANIZATION NAME	GROUP NAME	DATE / TIME ↓
USER ADDED: orgadmin@outlook.com	Franklinwireless	Testing	5/6/2020, 5:57:27 PM
USER ADDED: orgadmin@outlook.com	Franklinwireless	Testing	5/6/2020, 5:52:12 PM
UPDATED: 355827100001095	Franklinwireless	General	5/6/2020, 4:33:17 PM
CONFIG UPDATED: 355827100001095	Franklinwireless	General	5/6/2020, 3:04:43 PM
CONFIG UPDATED: 355827100001095	Franklinwireless	General	5/6/2020, 2:59:35 PM
USER ADDED: michael.sheppard@franklinwireless.com	Franklinwireless	Testing	5/6/2020, 12:39:06 PM
BULK IMPORT DEVICES INTO: 5e90e1968940746fe3ffa2f5	Franklinwireless	DELETE	5/6/2020, 8:47:09 AM
BULK IMPORT DEVICES INTO: 5e90e1968940746fe3ffa2f5	Franklinwireless	DELETE	5/6/2020, 8:46:45 AM
BULK IMPORT DEVICES INTO: 5e90e1968940746fe3ffa2f5	Franklinwireless	DELETE	5/6/2020, 8:46:14 AM
BULK IMPORT DEVICES INTO: 5e90e1968940746fe3ffa2f5	Franklinwireless	DELETE	5/6/2020, 8:44:48 AM
BULK IMPORT DEVICES INTO: 5e90e1968940746fe3ffa2f5	Franklinwireless	DELETE	5/6/2020, 8:44:07 AM
GROUP ADDED: DELETE	Franklinwireless	DELETE	5/6/2020, 8:39:24 AM
DEVICE ADDED: 355827100001095	Franklinwireless	General	5/5/2020, 4:50:10 PM
CONFIG UPDATED: 355827100000014	Franklinwireless	Franklin Engineer	5/5/2020, 3:31:31 PM

Configuration Management

The MDM platform comes with a feature to be able to apply a specific configuration to multiple devices. For example, if you have a golden device that is setup exactly how you like it and you want to copy that configuration to a set or group of other devices.

- 1) Setup the device you would like to be the default and select the "Set As Default Config Device" button.
- 2) Go back to the dashboard and select the devices you would like to copy the configuration too.
- 3) Scroll to the bottom of the page to select the Bulk configuration details you want to duplicate. This feature is useful if you have many devices that will have the same configuration. Devices that have unique settings should not use this feature.

The screenshot displays the Pintrac MDM interface. On the left is a navigation sidebar with options: Dashboard, Users, Groups, History & Logs, and Help & Support. The main content area is titled "Pintrac MDM" and contains a table of device configurations. The table has columns for device ID, name, group, model, IMEI, last sync time, and status. Below the table are two sections: "Change Device Group (Multiple)" with dropdowns for "Select Organization" (Franklinwireless) and "Select Device Group" (Franklin Engineer), and a "Bulk Configuration" section. The "Bulk Configuration" section includes a "Select Config Mode" dropdown set to "SAVE CONFIG + GENERATE FILE" and a "Select Device (IMEI)" dropdown set to "355827100001004". A green button labeled "APPLY CONFIG TO SELECTED DEVICES" is positioned to the right of the IMEI dropdown. Two blue arrows point upwards from the bottom of the image towards the "SAVE CONFIG + GENERATE FILE" and "APPLY CONFIG TO SELECTED DEVICES" buttons.

Device ID	Device Name	Group	Model	IMEI	Last Sync Time	Status	
35582710000923	R717	Franklinwireless	General	8585551212	202008042025	8/4/2020, 1:25:55 PM	0.98
35582710000683	R717	Franklinwireless	General	9139984667	202007302043	7/30/2020, 1:43:09 PM	0.95
35582710000873	R717	Franklinwireless	Testing	4253938864	202007301539	7/30/2020, 8:39:02 AM	0.96
35582710000964	R717	Franklinwireless	General	8585551212	202007242013	7/24/2020, 1:13:45 PM	2.18
35582710000190	R717	Franklinwireless	General	4253938847	202007241740	7/24/2020, 10:40:43 AM	0.98
355827100001079	R717	Franklinwireless	General	4254997830	202007210001	7/20/2020, 5:01:48 PM	0.98
355827100001087	R717	Franklinwireless	General	8585551212	202007161708	7/16/2020, 10:08:02 AM	0.98
355827100001053	R717	Franklinwireless	General	8585551212	202007152146	7/15/2020, 2:46:12 PM	0.98
355827100001046	R717	Franklinwireless	Testsprint	9134757142	202007151602	7/15/2020, 9:02:47 AM	0.98
355827100000949	R717	Franklinwireless	General	8585551212	202006261905	6/26/2020, 12:05:23 PM	0.98
355827100001061	R717	Franklinwireless	General	8585551212	202006192026	6/19/2020, 1:26:16 PM	0.98

Configuration Management

- 1) Example: Select save config + generate file. Select the device IMEI that been selected and the default config. NOTE: Choosing All in this scenario will generate an error.
- 2) Next Apply config to selected devices. The configs will be put in a que to propagat. Updates should propagate in a few minutes.

Config Modes:

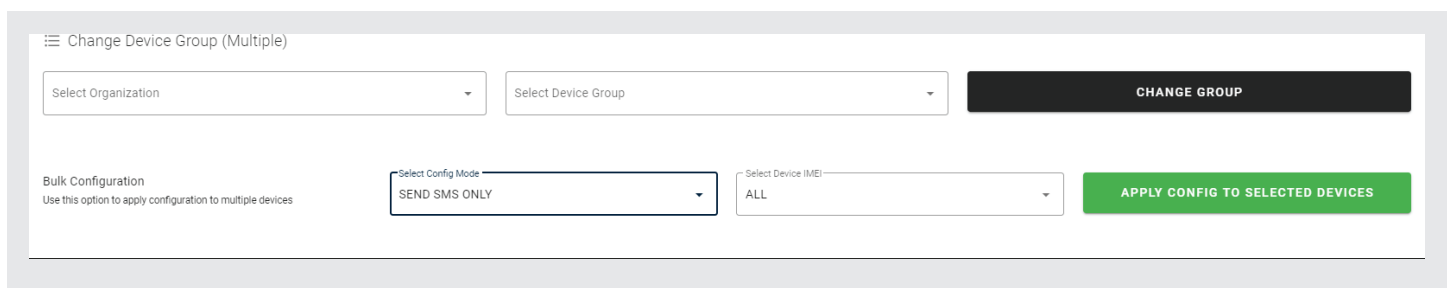
Save Config – Saved for review (No update sent to device)

Save Config + generate file – Save config and device will retrieve when it checks in. Save config

and publish – Save config and send SMS to device to check in.



- 3) Send SMS only – Config file has already been created previously and you want to push to the device to request a check in. The server updates 50 devices every 10 minutes during bulk SMS pushes. In this case you should select ALL.



A screenshot of the configuration management interface. The interface is titled 'Change Device Group (Multiple)'. It features two dropdown menus: 'Select Organization' and 'Select Device Group'. To the right of these is a black button labeled 'CHANGE GROUP'. Below the dropdowns is a section for 'Bulk Configuration' with the text 'Use this option to apply configuration to multiple devices'. This section contains two more dropdown menus: 'Select Config Mode' (set to 'SEND SMS ONLY') and 'Select Device IMEI' (set to 'ALL'). To the right of these is a green button labeled 'APPLY CONFIG TO SELECTED DEVICES'.

Configuration Management

4) You can also select to use Group Level Actions with the button on the top right of the page. The changes made here will apply to all devices in a specific group. This could be your current group or another group

The screenshot displays the Pintrac MDM interface. On the left is a navigation sidebar with options: Dashboard, Users, Groups, History & Logs, and Help & Support. The main content area is titled 'Available Devices' and includes a search bar and a 'GROUP LEVEL ACTIONS' button. Below this is a table of devices with columns: IMEI, MODEL, ORG NAME, GROUP NAME, MSISDN, CONFIG VERSION, CONFIG GENERATED, DEVICE VERSION, DEVICE UPDATED, and USAGE (GB). A modal dialog titled 'Group Level Actions' is open, prompting the user to choose an action for a group. The dialog contains two dropdown menus: 'Select Organization' (set to 'Franklinwireless') and 'Select Device Group' (set to 'Franklin Engineer'). Below the dropdowns are four action buttons: 'SAVE CONFIG + GENERATE FILE', 'SAVE CONFIG AND PUBLISH', and 'SEND SMS ONLY'.

IMEI	MODEL	ORG NAME	GROUP NAME	MSISDN	CONFIG VERSION	CONFIG GENERATED	DEVICE VERSION	DEVICE UPDATED	USAGE (GB)
358827100009203	R717	Franklinwireless				8/5/2020, 4:02:54 PM	202009842025	8/4/2020, 1:25:55 PM	0.95
358827100001004	R717	Franklinwireless				8/5/2020, 1:44:19 PM	20200711514	7/31/2020, 9:34:24 AM	0.90
358827100000998	R717	Franklinwireless				8/5/2020, 12:40:37 PM	20200711153	7/31/2020, 10:52:57 AM	0.90
358827100003083	R717	Franklinwireless				8/5/2020, 12:01:58 PM	202008051940	8/5/2020, 2:25:41 PM	0.90
358827100000996	R717	Franklinwireless				8/4/2020, 5:07:56 PM	202009842230	8/4/2020, 3:50:32 PM	0.90
358827100000983	R717	Franklinwireless				7/30/2020, 1:43:09 PM	202007111524	7/15/2020, 11:36:43 AM	0.90
358827100000873	R717	Franklinwireless				7/30/2020, 8:39:02 AM	202007301529	7/30/2020, 2:44:22 PM	0.90
358827100002064	R717	Franklinwireless				7/24/2020, 1:13:45 PM	202007181734	7/16/2020, 10:58:55 AM	2.18
358827100002190	R717	Franklinwireless				7/24/2020, 10:40:43 AM	202007111121	7/28/2020, 10:26:57 AM	0.90
358827100001079	R717	Franklinwireless	General	4254997830	202007210001	7/20/2020, 5:01:48 PM	20200721181331	7/28/2020, 11:30:37 AM	0.90
358827100001087	R717	Franklinwireless	General	8585551212	202007161708	7/16/2020, 10:08:02 AM	20200721181331	7/27/2020, 1:31:12 PM	0.90
358827100001023	R717	Franklinwireless	General	8585551212	202007152146	7/15/2020, 2:46:12 PM	202007152146	7/22/2020, 9:41:33 AM	0.90
358827100001046	R717	Franklinwireless	Testpoint	6134757143	202007151603	7/15/2020, 9:02:47 AM	20200715161331	7/28/2020, 11:16:44 AM	0.90

Reporting

You as organization Admin will have the ability to pull reports.

Group level reports consist of:

- Hotspot last reported Date/Time
- Data usage (based on set billing date)
- MDM contract expiring
- Device name, IMEI, Mobile number
- IP address last reported

To download report:

- 1) Go to the the Devices Expiring Page
- 2) From the Set Expiry date dropdown menu
- 3) Set it to one year from the today and click OK
- 4) The Download Report button will turn green and allow to click on it to open an excel sheet that you can sort and analyze








Reporting Detail

The excel sheet contains the following information:

Information included in the report:

- ORG – Your organization name
- Group – Group the hotspot belongs to
- Operator – The carrier network you are using
- IMEI – The IMEI (International Mobile Equipment Identity) number is a unique identification or serial number that all mobile phones and smartphones have.
- Notes – If you have added a description such as an asset tag or assignment this will show as Notes
- MSISDN – The MSISDN (Mobile Station Integrated Services Digital Network) is the phone number assigned to the SIM inside the device.
- Last Reported Date/Last Reported Time – Devices check in with the server every 24 hours when left powered on or at power up. This will show the last time and date that each device has checked in with the server.
- IP Address – The ip address at the last reported time
- Data Usage – The amount of internet usage allowed per your monthly plan.
- Expiration – The date your licenses expire and are up for renewal.
- Provider – This will show “N” if you are not using content filtering through Pintrac and a “W” if you are.

Reporting Detail

-  Dashboard
-  Users
-  Groups
-  **Devices Expiring** 
-  History & Logs
-  Help & Support

Set Expiry Date
2023-04-01



< April 2023 >

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

CANCEL **OK**

Set Expiry Date
2023-04-01



 **DOWNLOAD REPORT**

FAQ (Frequently Asked Questions)

How often will the device check in with the server?

Every 24 hours or on every power up.

Can I bulk upload devices?

Only Franklin Admins can upload new devices to be registered. Once the devices are uploaded and registered the user can manage on their own.

Can I have more than one user assigned to a single contact phone number?

Yes, however whenever the user logs in they will need the registered phone to receive the OTP code.

Does my data traffic go through the MDM server?

No user or data traffic is sent through the MDM server. The MDM server only maintains and updates device configurations.

Can I add devices which are already deployed to MDM portal?

Yes. You can add the devices even though they are deployed. Update the configuration and push to the devices.

Can I pull the configurations from the devices which are deployed?

No. MDM will help to over-write the configuration which is on the device. MDM will not download configuration from the device.

Does Pintrac or device slowdown data speed or disconnect service if the data usage crosses the set limit?

No. MDM or Device will not be able to disconnect the service or rate plan or slow down data speeds. But, based on your contract with the network operator, they control that option.

Can MDM send alerts if a particular device reaches the data limit?

Within the MDM portal, user can login to sort on data usage to observe the data consumption on every hotspot. Those which have the limit crossed will show in RED. If the data usage is within the limit it will be GREEN. Alerts will not be sent to any users of portal or hotspot.

Demo Video Links (Click Links to Watch)

The Basics

Logging In

<https://drive.google.com/file/d/1SZYxZJ8HrL5VvyKMhjk-VU0GX2QjeM3Y/view?usp=sharing>

Dashboard Navigation

https://drive.google.com/file/d/12rWN39b-iUduWFiidD4_pbIG4T-pBEwW/view

History & Logs & Help & Support

<https://drive.google.com/file/d/1poInd-7oPPNn2GjdHWtYrWGYoCd4oVdX/view>

Device Navigation

General Information

<https://drive.google.com/file/d/1CzjiOR0VRoW2xGkzDfrkYdkRpVOKV-Tz/view>

Wireless Settings

<https://drive.google.com/file/d/1doThFGfVq2wH-9jJcN51uosdVUBbbua/view>

Mobile Settings

<https://drive.google.com/file/d/1GRCrIzGhvSOvPGPbGwRnMxdCHh90nzAv/view>

Lan + Firewall

<https://drive.google.com/file/d/13OITX8e-LuRyOy2XrtIgN9j5CEE0Wrwt/view>

Device Statistics

<https://drive.google.com/file/d/1KWVuXa9N27Q8mBztPY2HCleBAW82mpa1/view>

Groups, Group Level Actions, and Users

https://drive.google.com/file/d/1jMXzXGkdQC3Q5BXci5SvZNY5eNtNJ_TK/view

Configuration Management

Master Config and Push

https://drive.google.com/file/d/13-h6dbzlChqheOJk7mTQkmCXNz3eLn_N/view

Save Config and Publish

<https://drive.google.com/file/d/1B4KnwtPMwlpUhMy88DfhNAPum05DOIIA/view>

Pulling a Report

https://drive.google.com/file/d/1-q95aTWSOXb4a_vsXnAhTiYWmpzJYWaS/view