



Magnet™ Mobile for Android User Guide

2.0

Revision A

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This user guide provides instructions for installing the Magnet Mobile Server and activating your @Work account on your Android smartphone.



The current release does not support Android tablets.

Intended Audience

This user guide is intended for employees of an organization that use the Magnet Mobile Server to install and manage mobile enterprise apps on their Android mobile devices.

Magnet Mobile Server

The Magnet Mobile Server runs on the mobile device, and includes Apps@Work for managing and installing apps on the mobile device. It also includes the @Work Widget, which keeps all apps installed on the mobile device in one location, making it easier to find and launch them.

The Magnet Mobile Server might be installed by you (refer to [**Chapter 2, Magnet Mobile Server**](#)) or may come pre-installed on your Android mobile device (refer to [**Chapter 3, Your @Work Account**](#)).

After registering and activating your device, you can access Apps@Work to install and manage apps (refer to [**Chapter 4, Apps@Work**](#)). Some apps are required by your company to be installed on your device, meaning that these apps should not be deleted.

To easily find and launch an app, refer to [**Chapter 5, The @Work Widget**](#).

[**Chapter 6, Troubleshooting Tips**](#), provides information to solve some common snags with account activation and Apps@Work.



2. Magnet Mobile Server

Each Android smartphone can support only one registered user; however, you can register your account on multiple devices. This section provides instructions to:

- Install the Magnet Mobile Server via e-mail notification (page 4)
- Remove your @Work account (page 9)



If Magnet Mobile Server is pre-installed on your device, you can skip this section and go directly to **Chapter 3, Your @Work Account**, for account activation information.

Before You Begin

- Before the process of registering and activating your device, verify that your device has the following:
 - at least 10% battery power or a power charger
 - a working data connection
 - at least 200 MB of storage available at installation time
 - e-mail access to your organization



Magnet Mobile Server requires approximately 30 MB. For your mobile phone to operate properly, Magnet recommends having at least 200 MB at installation time. Additional storage might be needed depending on your organization and the number of apps that will be installed on your device.

- Setting up the following items on your device will smooth out your installation process.
 - Set up a password on your mobile device.
 - Select **Unknown sources** from **Settings ▶ Security** to allow the Magnet Mobile Server to be installed on your mobile device.



The Magnet Mobile Server requires Android device running version 4.0.3 or later.

Installing the Magnet Mobile Server



The account activation e-mail and installation page shown in this guide will vary from those you see on your device as they are customized by your organization.

Other screens shown in this guide also vary by the manufacturer of your Android smartphone.

- 1 From your mobile device, open the account activation e-mail that is similar to the following.



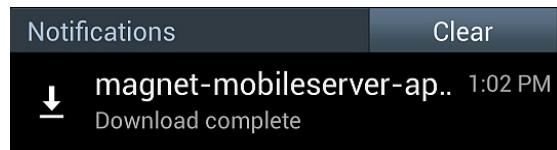
[Problems? Please contact your administrator](#)

- 2 Tap START.

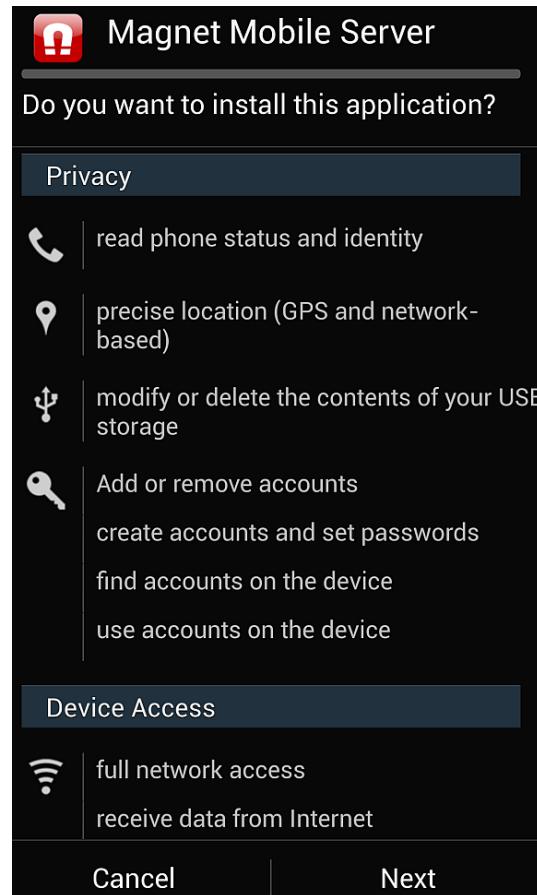
A browser window opens that takes you directly to an installation page similar to following:



- 3** Tap **Download**.
- 4** Go to the Notifications bar, and verify that the download is completed.

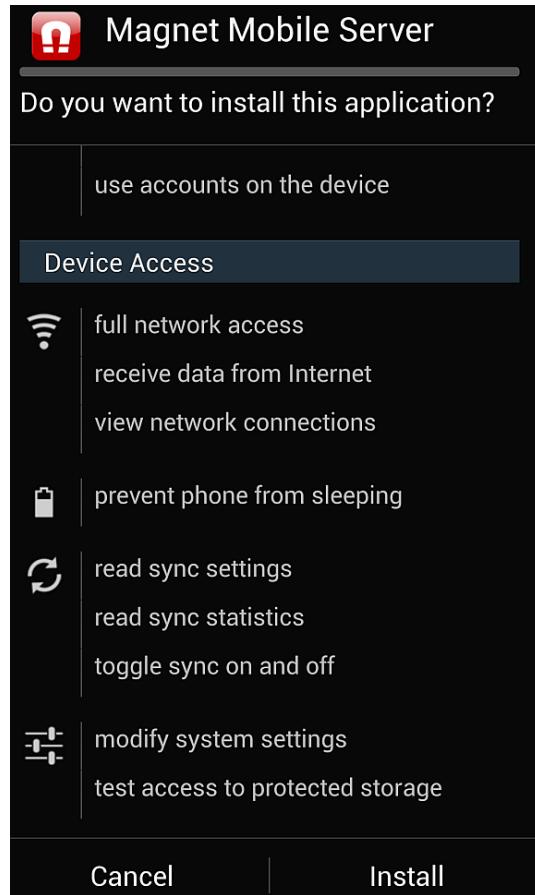


- 5** Tap **magnet-mobileserver-ap..** to start the installation.

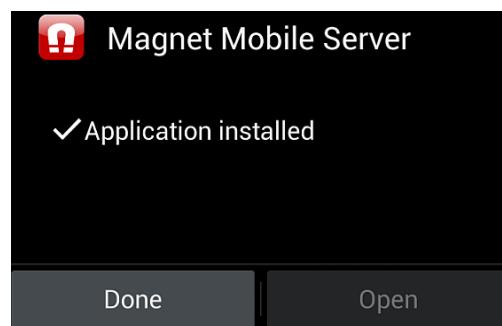


The installation is blocked if you have not selected “Unknown sources” earlier. Tap Settings ->Security, scroll down and select **Unknown sources**. Then repeat step 1.





6 Tap **Install**.



7 Tap **Done**.

You are returned to the installation page.

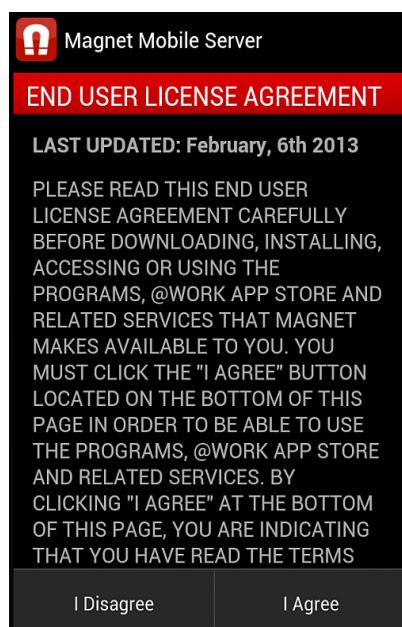


8 Tap **Activate**.

The following screen appears.

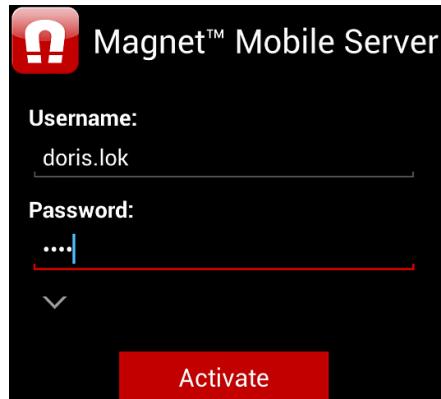
**9** Tap the red rectangle button to enable the device administrator privileges.**10** Tap **Activate**.

The end user license agreement appears.



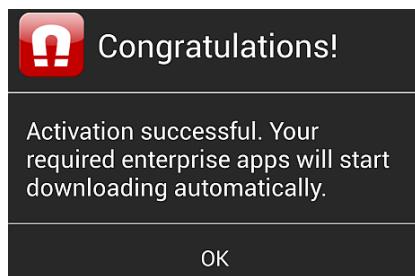
11 Tap **I Agree** to continue.

A screen appears showing your account information.



12 Enter your account password (the password that is provided by your administrator).

13 Tap **Activate**.



14 Tap **OK**.

You are returned to the installation page.



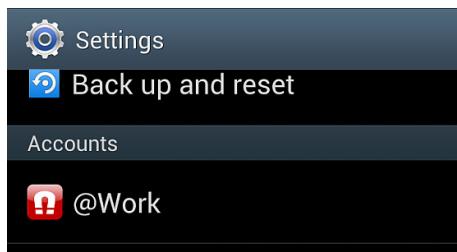
Removing the @Work Account

When you remove your @Work account, the Apps@Work and all enterprise apps installed on your device are removed from your device. The Magnet Mobile Server remains in the Apps area when you want to re-register later.



Removing your @Work account does not remove any personal apps that are installed on your device.

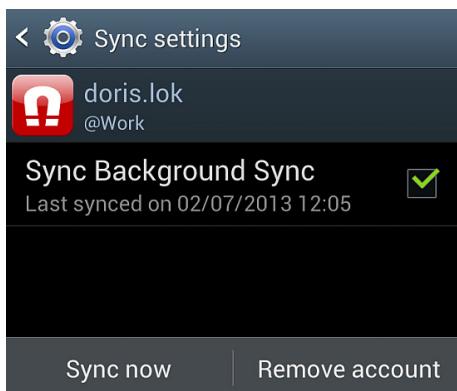
- 1 Go to **Settings**.



- 2 Tap the @Work icon.

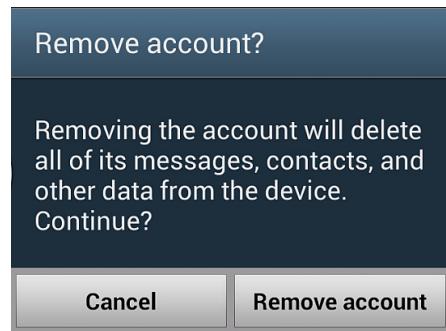


- 3 Tap the name of your account.



- 4** Tap **Remove account**.

A dialog box appears asking for confirmation.



- 5** Tap **Remove account**.

All enterprise applications including Apps@Work will be removed.

- 6** Tap **OK** to remove each app that was installed.

The Apps icon is now removed from the Settings page.



Each device can support only one registered user; however, you can register your account on multiple devices. This section provides instructions to activate your @Work account when the Magnet Mobile Server is pre-installed on your device.

- Activate your @Work account with the Magnet Mobile Server pre-installed (page **12**)
- Remove your @Work account (page **14**)

Before You Begin

- Before the process of registering and activating your device, verify that your device has the following:
 - at least 10% battery power or a power charger
 - a working data connection
 - at least 200 MB of storage available at installation time
 - e-mail access to your organization



Magnet Mobile Server requires approximately 30 MB. For your mobile phone to operate properly, Magnet recommends having at least 200 MB at installation time. Additional storage might be needed depending on your organization and the number of apps that will be installed on your device.

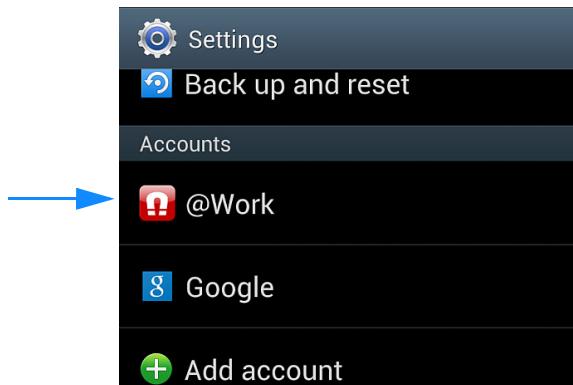
- Setting up the following items on your device will smooth out your installation process.
 - Set up a password on your mobile device.
 - Select **Unknown sources** from **Settings ▶ Security** to allow the Magnet Mobile Server to be installed on your mobile device.
- You have received the following information from the administrator:
 - Domain
 - Server URL
 - Username
 - Password



The Magnet Mobile Server requires Android device running version 4.0.3 or later.

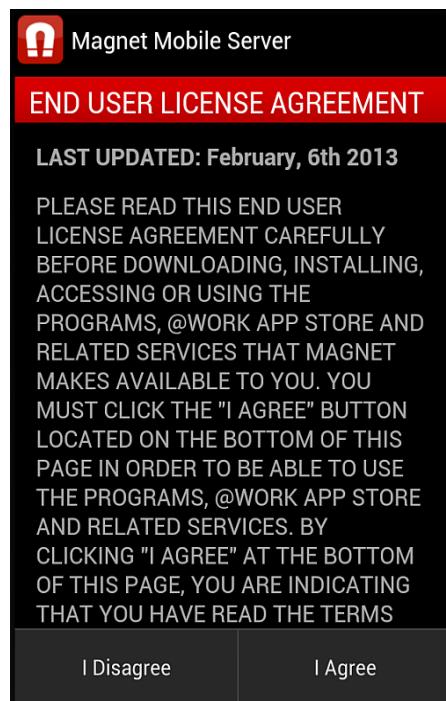
Activating Your @Work Account

- 1 Ensure that your device is connected to a data network.
- 2 Go to **Settings**.

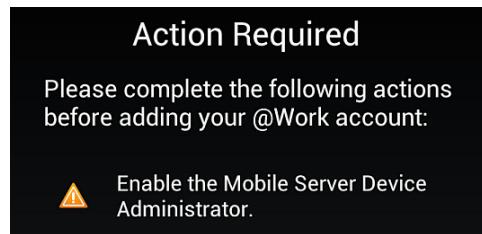


- 3 Tap the @Work icon.

A new screen displaying the End User Licensing Agreement appears.

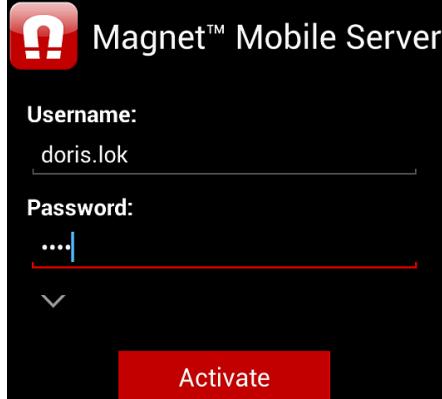


- If you have already set up a password for your device, continue to step 5.
- If you have not yet password-protected your device, the following screen appears.



- 4 Tap **Enable the Mobile Server Device Administrator** to set up a password on your mobile phone, then return to the EULA screen.
- 5 Tap **I Agree** to continue.

The following screen appears:

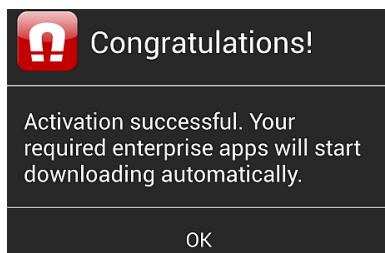


- 6 Enter the following information provided by your administrator.
 - Domain
 - Server URL
 - Username
 - Password



The **Use SSL checkbox** is selected by default to ensure that your user credentials are encrypted before sending them to the server. Do not change this setting unless instructed to do so by your administrator.

- 7 Tap **Activate**.



- 8 Tap **OK**.

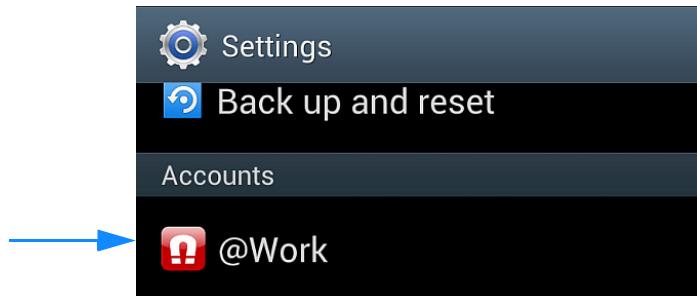
Removing the @Work Account

When you remove your @Work account, Apps@Work and all enterprise apps installed on your device are removed from your device. The Magnet Mobile Server remains in the Apps area when you want to re-register later.



Removing your @Work account does not remove any personal apps that are installed on your device.

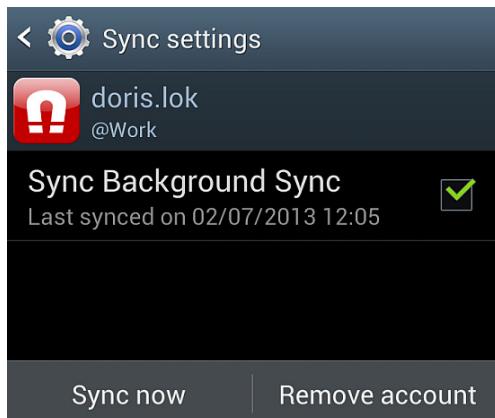
- 1 Go to **Settings**.



- 2 Tap the @Work icon.

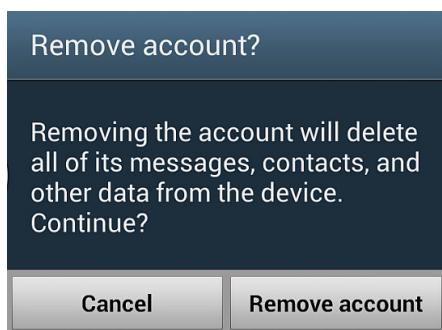


- 3** Tap the name of your account.



- 4** Tap **Remove account**.

A dialog box appears asking for confirmation.



- 5** Tap **Remove account**.

- 6** Tap **OK** to remove each app.

The Apps icon is now removed from the Settings page.





Apps@Work and the “required” apps are downloaded automatically when you activate your @Work account, and you need to install these apps individually on your device.

Apps@Work is an app that manages all enterprise apps, which are organized in categories for easy lookup. The following table lists and describes non-functional apps that may be included in Apps@Work by your administrator.



These sample apps listed in the following table are for reference only and they may not be included in the Apps@Work. You will see apps that are made available to you by your company.

Some apps are designated “Required” (indicated by in the table). These apps cannot be removed.

For your convenience, your company may decide to distribute third-party apps (such as Twitter and LinkedIn) through Apps@Work. If this is the case, updates to these third-party apps will also be provided by your company.

Categories	Apps	Description
Finance	AP/AR	Access sales invoices as well as accounts payable and receivable.
	Budgeting	Enter income and expenses; display bar charts and graphs.
	Expense Approvals <input checked="" type="checkbox"/>	Approve expense reports.

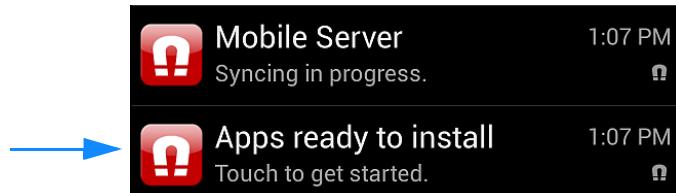
Categories	Apps	Description
HR/Admin	401(k)	Calculate annual return based on your account balance.
	EAP <input checked="" type="checkbox"/>	Access information on Employee Assistance Programs. Required app.
	LinkedIn	Tracks activity updates and status of your LinkedIn contacts. Note: When LinkedIn has already been downloaded separately, it will not be managed by the @Work Widget.
IT	Applications Management	Manage and group system applications.
	Jira Mobile	Track your Atlassian Jira server issues.
	System Dashboard	View your system performance and usage data.
	Twitter	Track and post your updates on the social networking site. Note: When Twitter has already been downloaded separately, it will not be managed by the @Work Widget.
Legal	Contracts	Organize your contracts for easy recall.
	NDA	Track non-disclosure agreements.
	Patents	Track the status of patents you and your enterprise have filed.
Operations	Facilities	Manage tasks related to facilities and their maintenance.
	Shipment Dashboard	Track shipping costs and delivery statuses.
	Vendor Management	Maintain vendor database, including search capability.
Support	Case Tracking	Track the statuses and statistics of problem reports.
	HelpDesk <input checked="" type="checkbox"/>	Retrieve reported issues and resources used to resolve them.
	Knowledge Base	Access your enterprise information repository.
Sales/Marketing	CRM	Organize your Customer Relationship Management information.
	Marketing Workspace	Classify and organize marketing materials.
	Sales Group Forum	Organize information by clients, product areas, etc.
System	Mobile Server <input checked="" type="checkbox"/>	Find new @Work apps and install them.



Installing Apps@Work

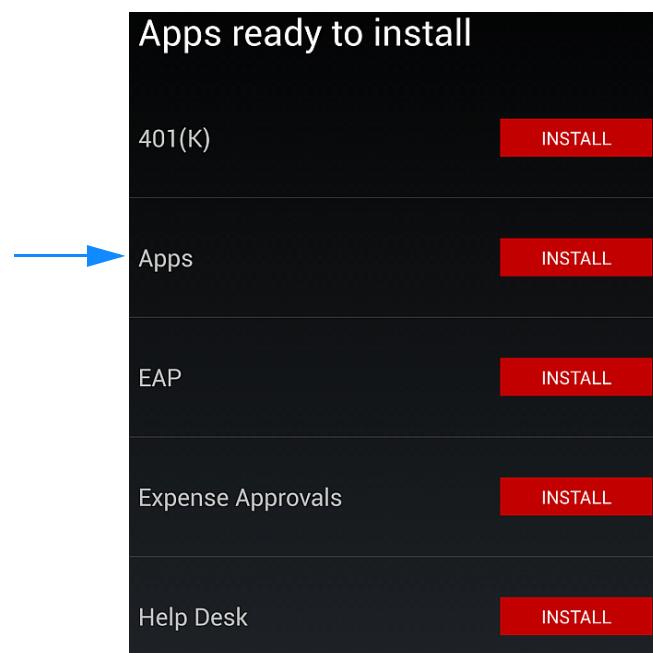
To install Apps@Work:

- 1 Go to the Notifications bar.



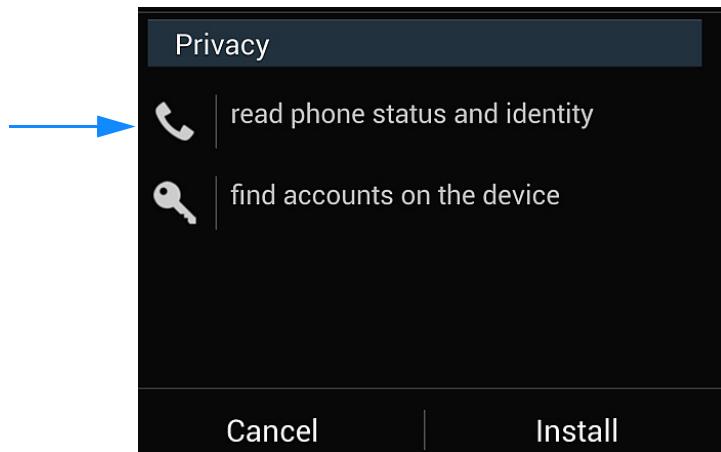
- 2 Tap **Apps ready to install**.

An app listing is displayed as shown in the following screen, indicating these apps are required on your device.

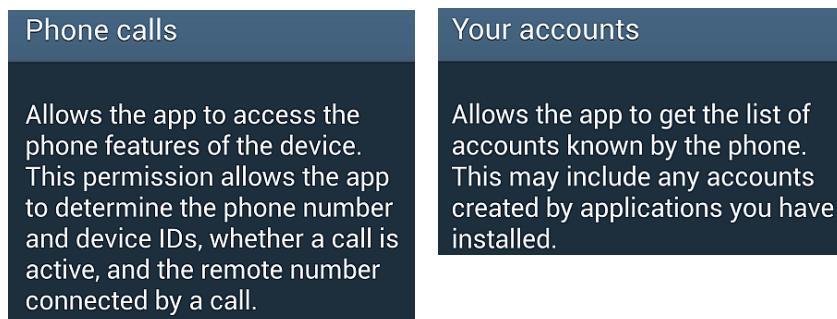


You must install Apps; it is the app that manage all enterprise apps. The other apps can be installed at a later time. However, you can install these apps in any order.

- 3 Tap **INSTALL** adjacent to **Apps**.



- 4 Optionally, tap the respective privacy to open and read the description.

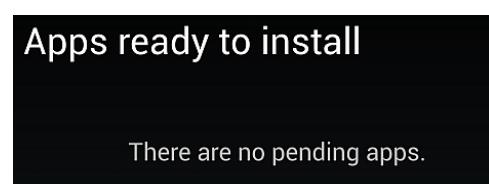


- 5 Tap **Install**.

You are returned to the Apps ready to install.

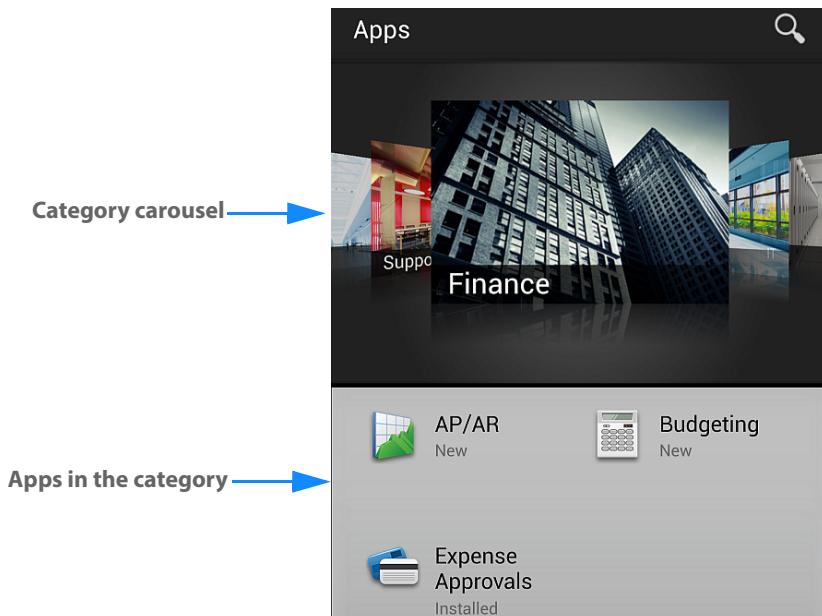
- 6 Repeat step 3 to install other apps that are required.

The list indicates when there are no pending apps to be installed.

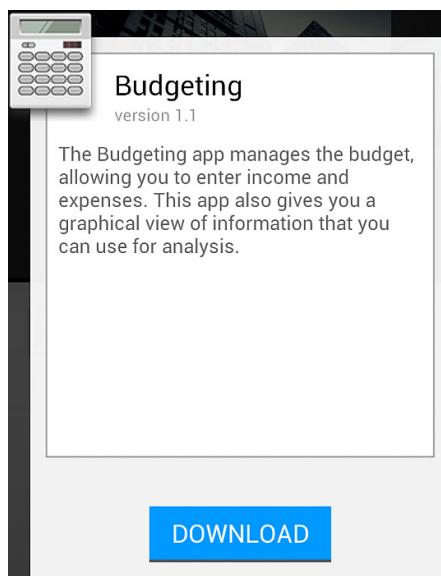


Installing Other Apps

- 1 Tap the Apps icon from the home screen to launch Apps@Work.

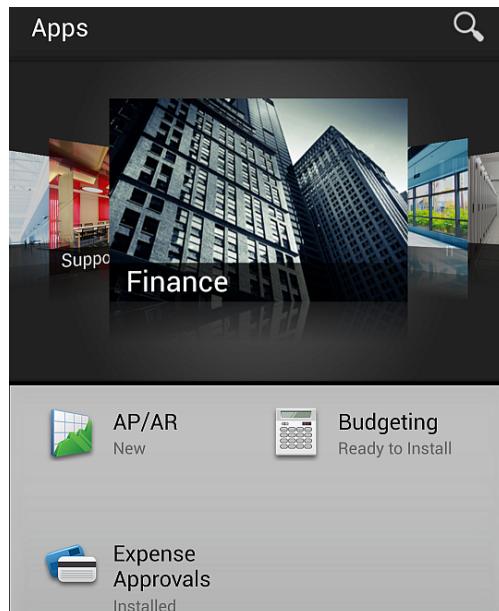


- 2 Swipe left or right on the carousel to browse through the categories.
Each app is identified with its icon, name, and status.
 - **New** – an app that have not yet installed.
 - **Installed** – a successfully installed app.
 - **Update** – an already-installed app for which a newer version is available.
 - **Ready to install** – an app that is ready to be installed.
- 3 Tab the app icon you want to install, for example, Budgeting.

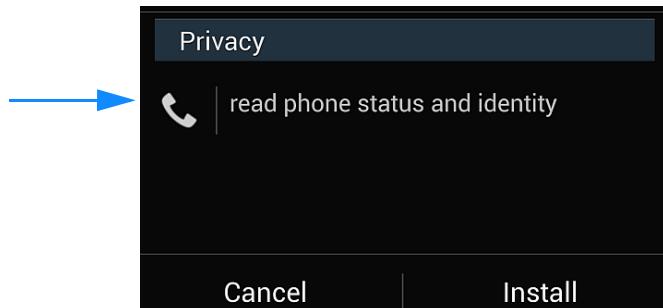


4 Tap **DOWNLOAD**.

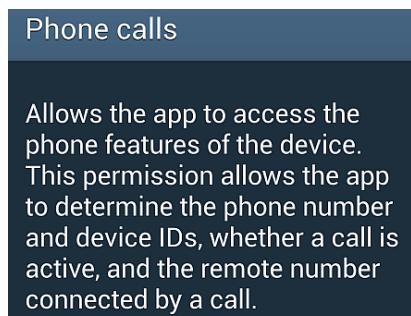
When the download is complete, you are returned to Apps screen. The status is changed to *Ready to Install*.



5 Tap the Budgeting icon, for example.

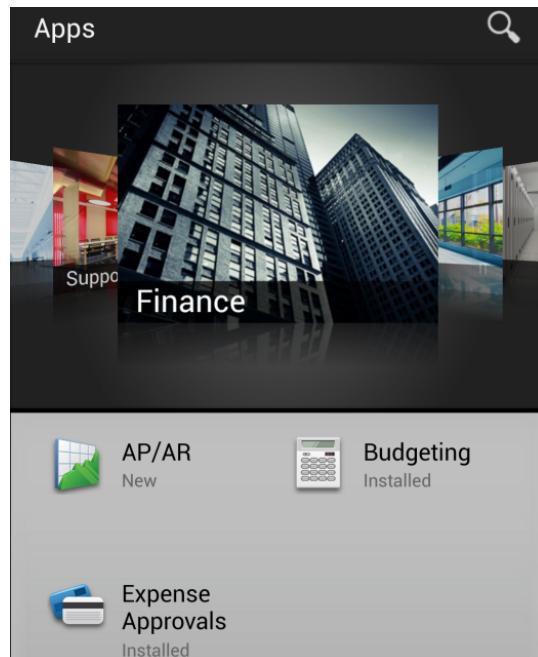


6 Optionally, tap the privacy to open and read the description.



- 7 Tap **Install** to begin installation.

A progress bar appears while installation is under way. When the installation is complete, you are returned to the Apps@Work screen. The new app is now labeled **Installed**.



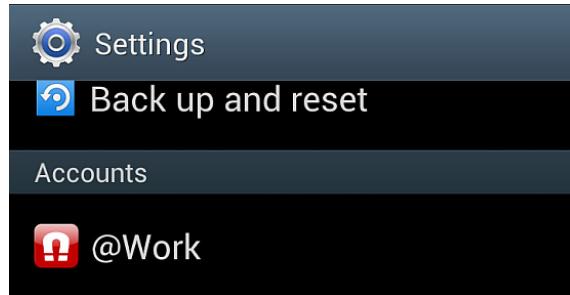
- 8 Repeat step 1 through step 7 to install another app.

Synchronizing the Apps@Work

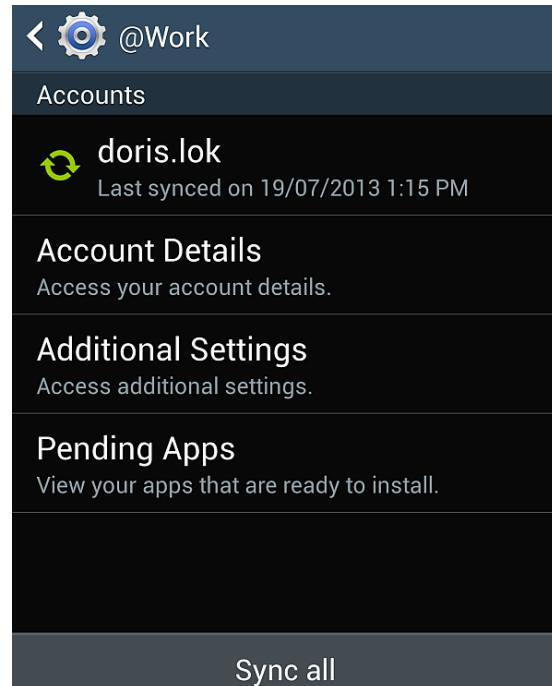
Updates are usually pushed at periodic intervals, for example, once per day. When the **Auto sync updates** check box is selected (default), updates to your apps occur automatically, provided your mobile device is connected.

When you install a new app, to ensure that the App Store and actual apps on your device are synchronized, you may need to manually select the **Sync** option.

- 1 Go to **Settings**.



- 2 Tap the @Work icon.

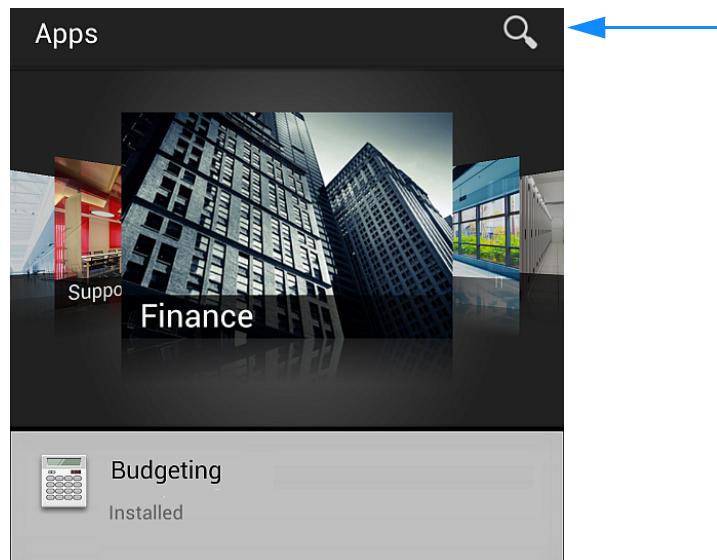


- 3 Tap **Sync all**.



Searching for an App

- 1 Tap the Apps icon from the home screen to launch the Apps@Work.
- 2 Tap the search icon to display the keyboard.



- 3 Enter the app title you want to search.
The app is displayed with its version and status.
A message is displayed when the app cannot be located.

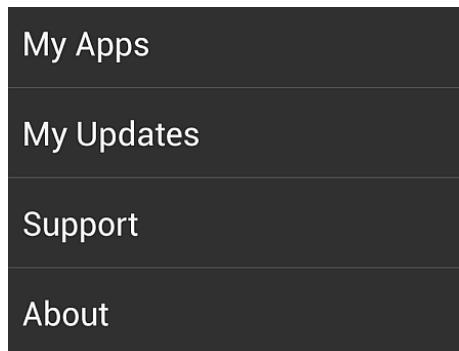


The Search function is not case-sensitive.

Viewing Available Apps on Your Device

1 Tap the Apps icon from the home screen to launch the Apps@Work.

2 Display the options.



3 Tap **My Apps** to display a list of apps that are available for your device.

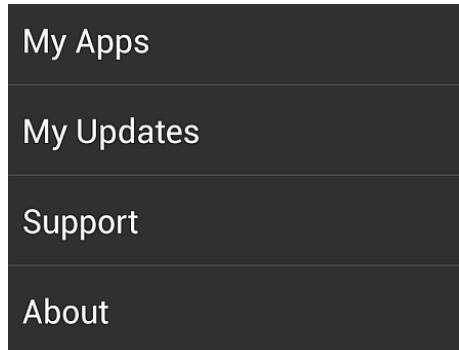
■ **REQUIRED** indicates mandatory apps that you should not remove.

■ **UNINSTALLED** indicates optional installed apps that you can remove.

Checking App Updated Versions

1 Tap the Apps icon from the home screen to launch the Apps@Work.

2 Display the options.



3 Tap **My Updates** to display a list of app versions that you have installed on your device.

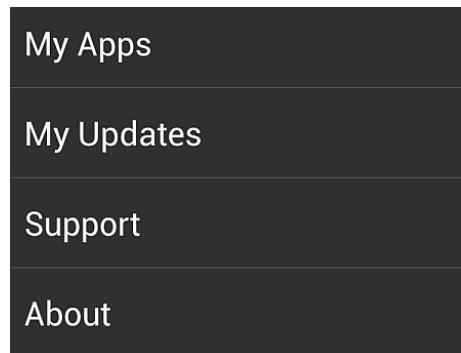
4 Tap **UPDATE** to install the updated version.



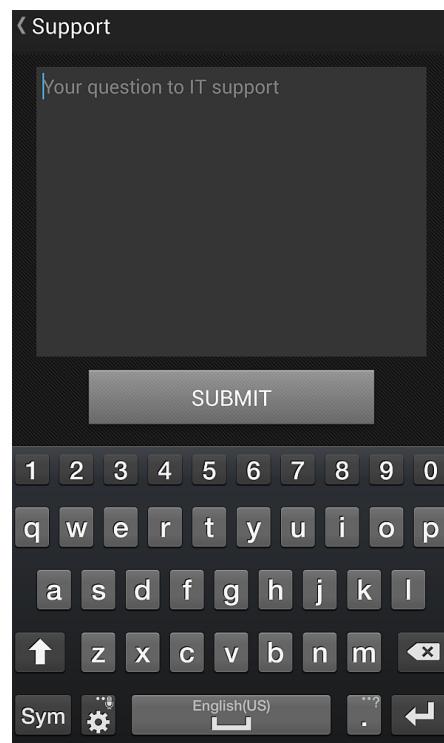
Sending a Message to IT Support

You need to first set up your e-mail account before sending a message.

- 1 Tap the Apps icon from the home screen to launch the Apps@Work.
- 2 Display the options.



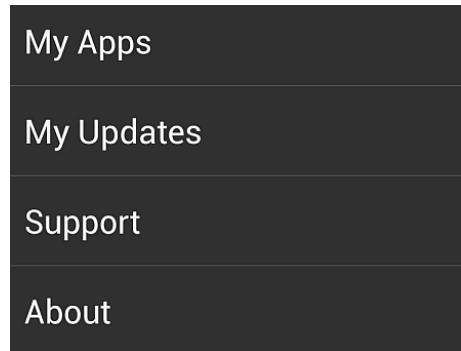
- 3 Tap **Support** to open your native e-mail app that is assigned on the Android device.



- 4 Tap **SUBMIT** when done with composing your message.

Checking the Apps@Work Version

- 1 Tap the Apps icon from the home screen to launch the Apps@Work.
- 2 Display the options.

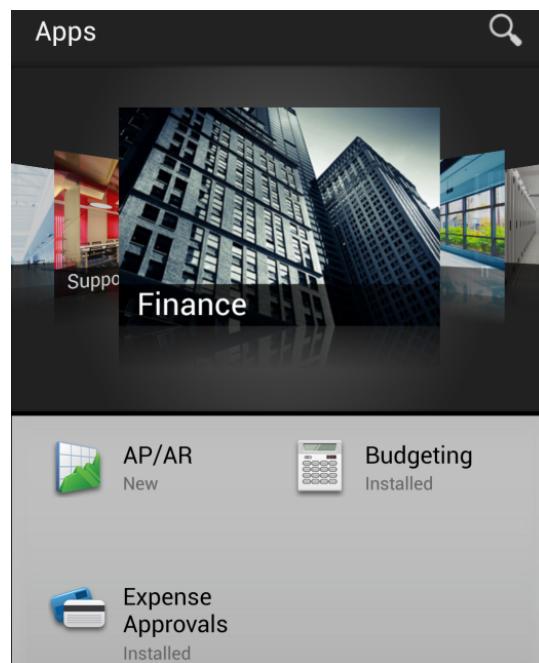


- 3 Tap **About**.
- The Apps@Work build version is displayed.

Uninstalling an App

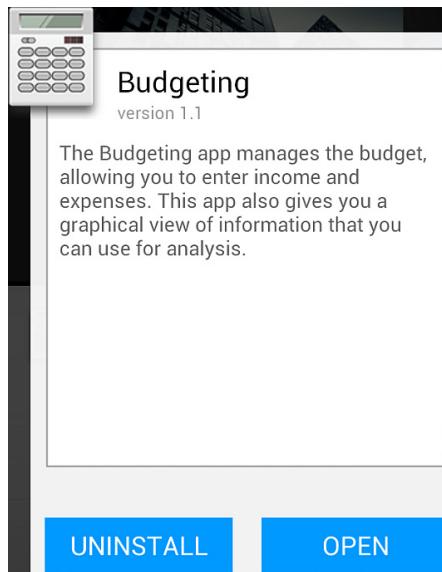
You cannot delete an app that is required by your enterprise.

- 1 Tap the Apps icon from the home screen to launch the Apps@Work.

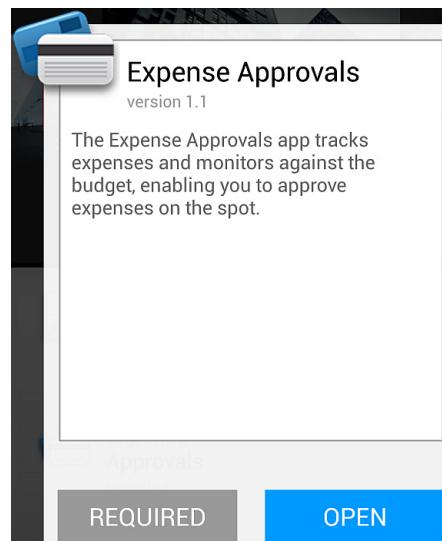


- 2 Tap the icon of the app you want to remove.

Budgeting as shown in the following example.



A screen similar to the following is displayed if you are deleting an app that is required for your device.



- 3 Tap UNINSTALL.

When complete, the app is once again labeled New.



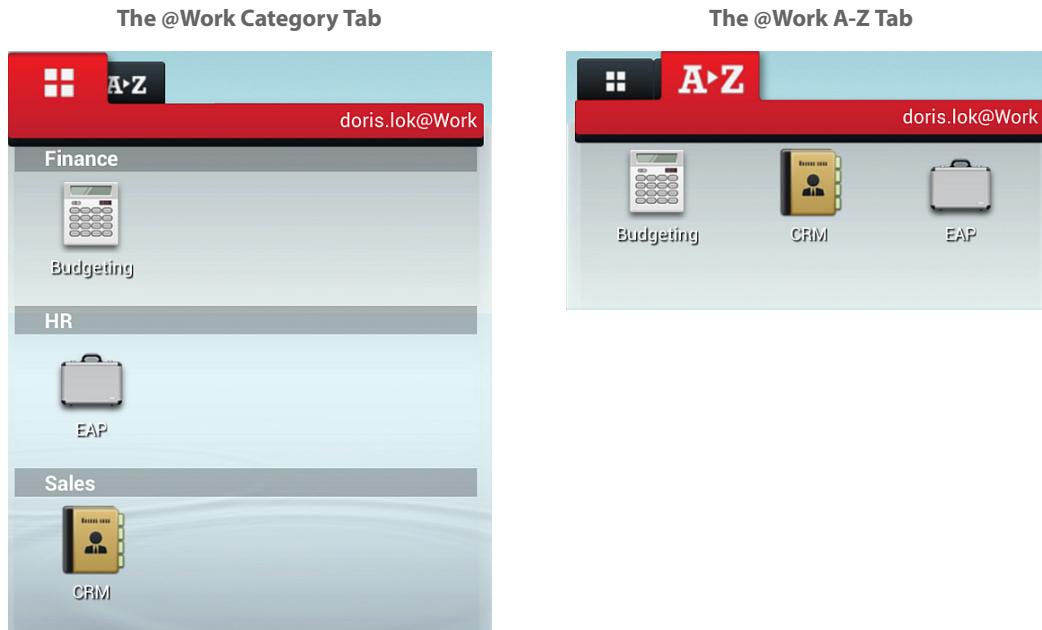
The @Work Widget keeps all your installed apps in one place, making it easier to find and launch them.

Launching the @Work Widget

To launch the @Work Widget, access the widget inventory in the usual way for your device. Once you find the @Work Widget icon, press and hold to add it to the home screen.

Finding an App

The Widget has two tabs, the first four boxes in a square, the second a label reading "A-Z." The following screen shows an example of each tab.





If you have installed a third-party app, such as Twitter, on your device before adding the @Work account, the same app also appears in the @Work Widget.

When your @Work user account is removed, any self-installed apps remain in your device; they are removed only from the list of enterprise apps.

Launching an App

When you have found the app you want, tap to launch it.



You can also launch an app from the App screen.



This section provides information to solve some common snags with account activation and Apps@Work.

Solving Account Activation Scenarios

Unable to Activate

- 1** Verify that all your user name and password (provided by your administrator) are correct.
- 2** Verify that your device has at least 10% battery power or is connected to a power charger.
- 3** Verify that you have a working data connection.
- 4** Contact your administrator if problem persists.

Registration Failed

- 1** Verify that the server URL (provided by your administrator) for your account is correct.
- 2** Contact your administrator if problem persists.

Solving Apps@Work Scenarios

Unable to Launch Apps@Work

Apps@Work requires a live connection to work.

- 1** Make sure your connection is live and try launching it again.
- 2** Check **Additional Settings** and verify that the device status is ENABLED (refer to *Accessing Additional Settings* on page 35).
- 3** Contact your administrator if problem persists.

Cannot Find an App

Verify that the app is actually installed. Refer to *Finding an App* on page 31.

Apps are Constantly Being Added

Go to the Additional Settings screen, and verify that **Download on Wi-Fi only** is selected (refer to *Accessing Additional Settings* on page 35 for more information).

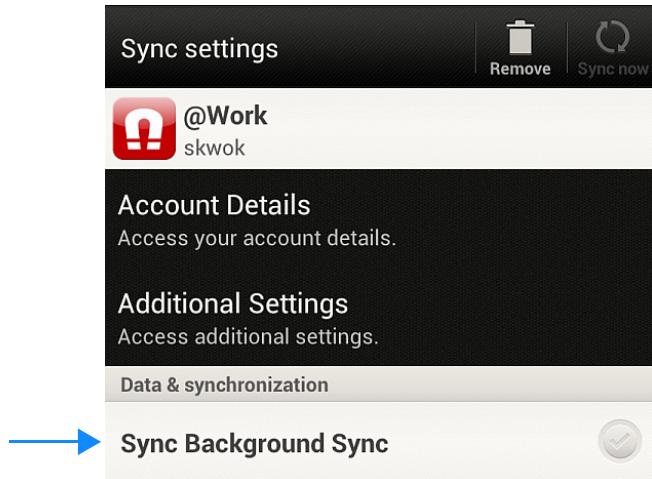
The Deleted App Keeps Coming Back

An app that is required by your enterprise cannot be deleted and will be re-installed as soon as the connection is live. Refer to the table on page 21 to check if the app is required.

Solving Inconsistency Between Actual Apps and Apps@Work

Verify that the background synchronization is ON.

- 1 Tap the @Work icon.

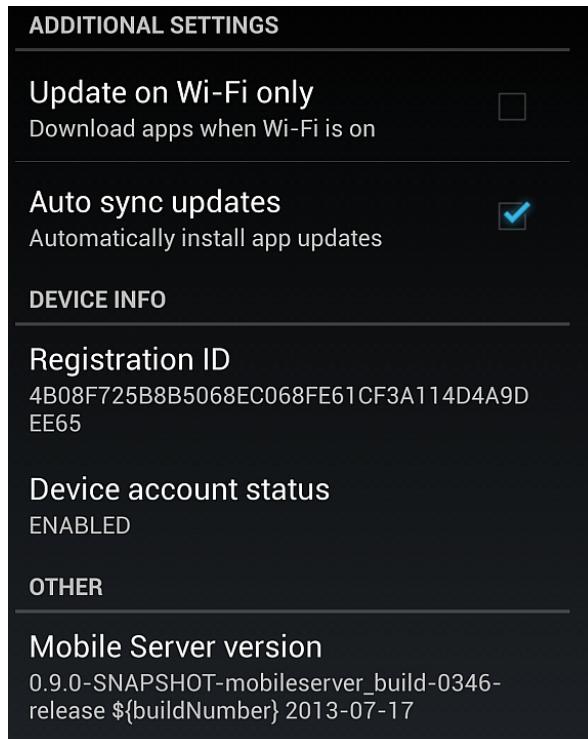


- 2 Select the **Sync Background Sync** option.



Accessing Additional Settings

- 1 Tap the  in the Accounts area of your device (under **Settings**).
- 2 Tab **Additional Settings** to display a screen similar to the following.



- 3 Refer to the following table for description.

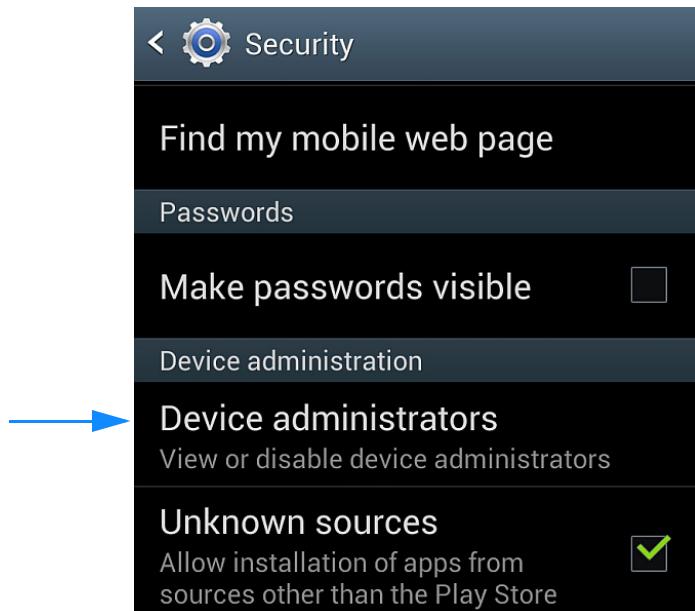
Settings	Description
Download on Wi-Fi only	To conserve cellular data storage, this check box is selected by default. If it is not selected, whenever a new app of this type is published and your device is connected, the app(s) are downloaded automatically, using up your allocated cellular data storage.
Auto sync updates	Usually updates are pushed at periodic intervals, for example, once per day. When the Auto sync updates check box is selected (default), updates to your apps occur automatically, provided your device is connected. If this is not selected, a notification informs you that an app has been updated. It is then up to you to open the app and update it yourself from Apps@Work.
Registration ID	This ID identifies you and may be requested if support personnel are helping you with a problem.

Settings	Description
Device account status	The status of your device should be ENABLED.
Mobile Server version	This displays the version of the @Work software you are using. This may be requested by support personnel when you are reporting a problem.

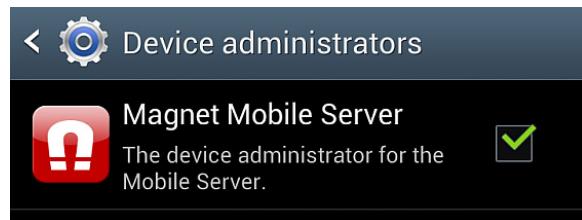
Removing Magnet Mobile Server from your Device

When Magnet Mobile Server is removed from your device, you can no longer reactivate it. Before you can remove the Magnet Mobile Server, you must first deactivate it.

- 1 Go to **Settings ▶ Security**.

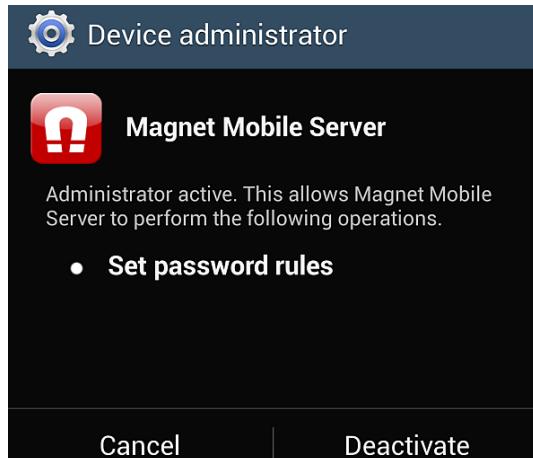


- 2 Tap **Device administrators**.



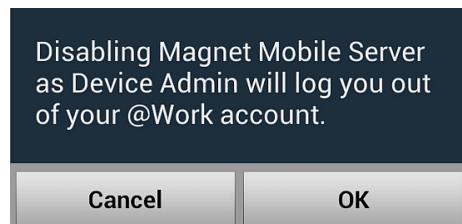
- 3 Tap the check box to remove the check mark.





4 Tap **Deactivate**.

A dialog box appears informing you that the apps installed on your device will be uninstalled.



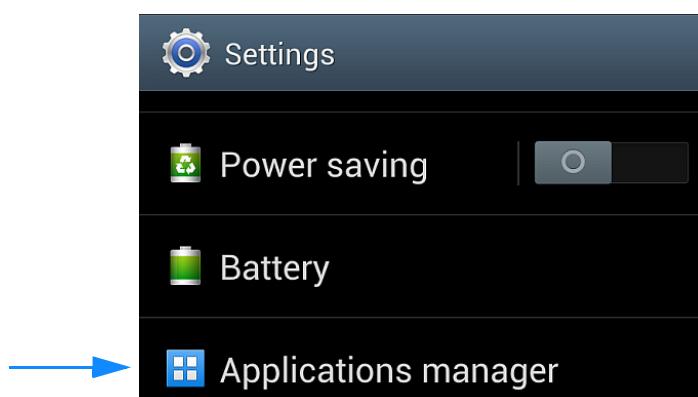
5 Tap **OK**.

A dialog box appears informing you that the application will be uninstalled.

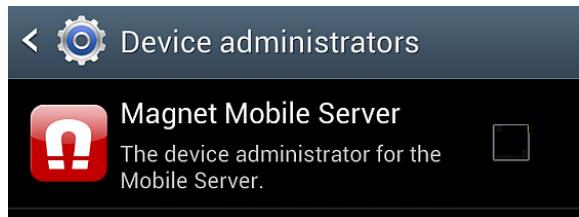
6 Tap **OK**.

You are returned to the Device administrators screen, showing the check mark is removed from Magnet Mobile Server.

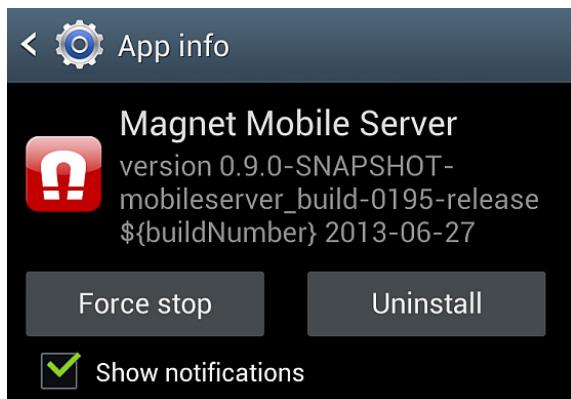
7 Go to **Settings**.



- 8** Tap **Applications manager**.

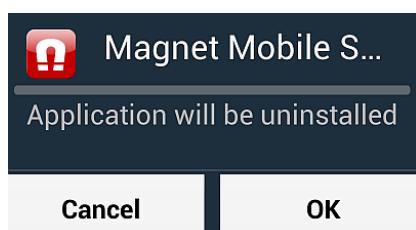


- 9** Tap **Magnet Mobile Server**.



- 10** Tap **Uninstall**.

A dialog box appears asking for confirmation.



A dialog box appears asking for confirmation.

- 11** Tap **OK**.

