FAMOC User Guide for iOS

FAMOC. Enterprise Mobility Management

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Grand Union House
Drurys Avenue
Midleton, co. Cork, Ireland
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1. FAMOC MDM Profile Installation

FAMOC MDM enables administrator to remotely support end user in the process of e.g. application provisioning, device configuration, data protection and over-the-air troubleshooting. This user guide provides comprehensive instructions on how to get started with the solution.

1. There are two different ways to download FAMOC Base Agent installation file on a device:
- by receiving and opening startup link via SMS or email
- by manually entering FAMOC startup page address in the device's browser

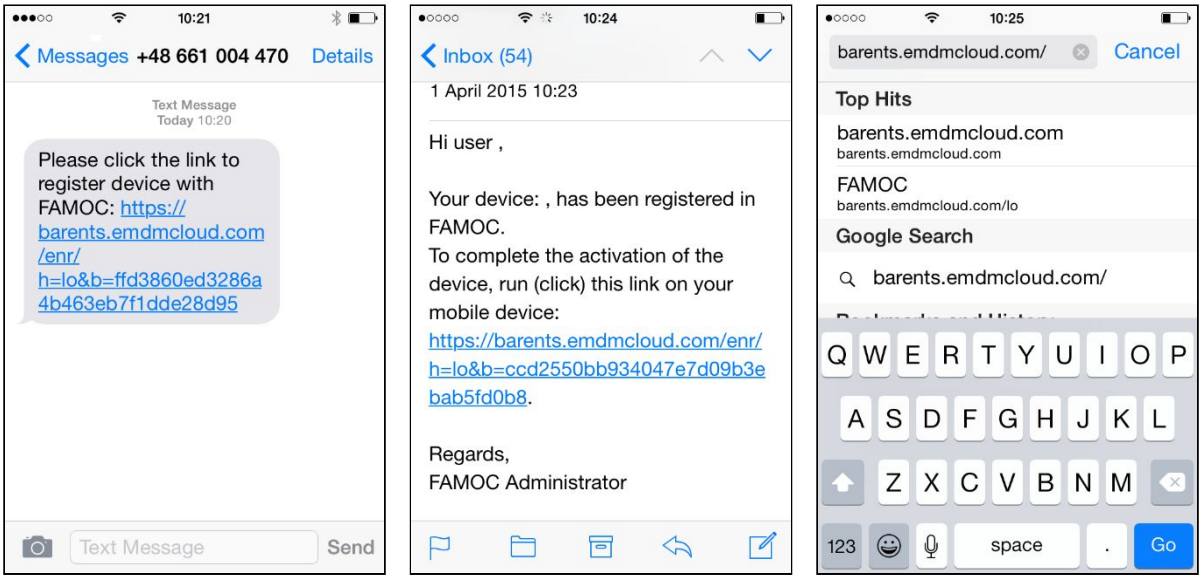

Figure 1 Entering FAMOC startup page

2. Once a startup page is loaded, the user may need to enter appropriate credentials, input global password / startup code, or select FAMOC login and press **Next**.
3. If asked, enter the phone description and click **Next**.

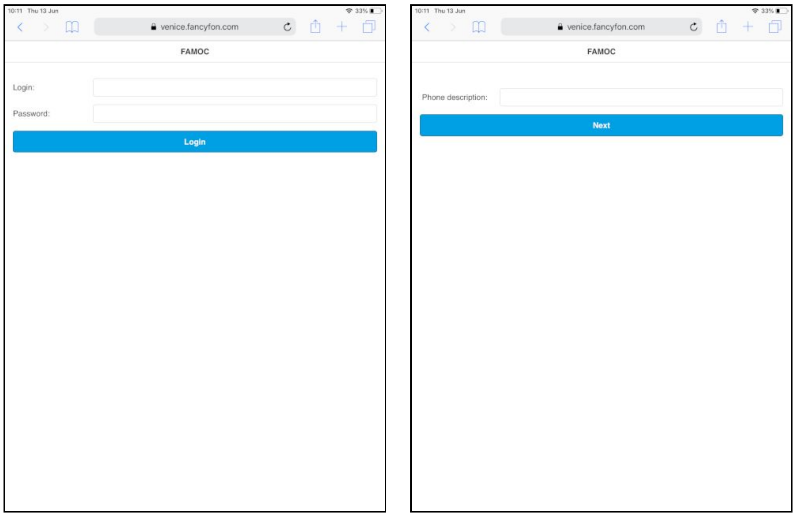

Figure 2 The FAMOC startup page

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4. If it is required, the FAMOC user will have to install the **Certificate.** The user will be directed to the **Install Profile** menu. Before the installation it may be necessary to enter the passcode.
5. Pressing the **Base Agent button** opens the FAMOC MDM **Install Profile** menu.

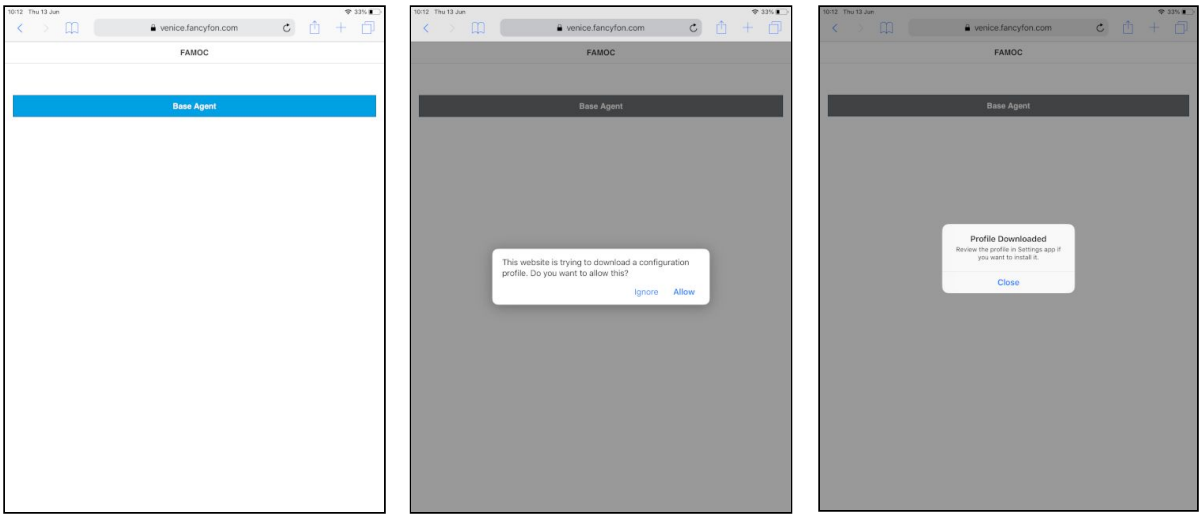
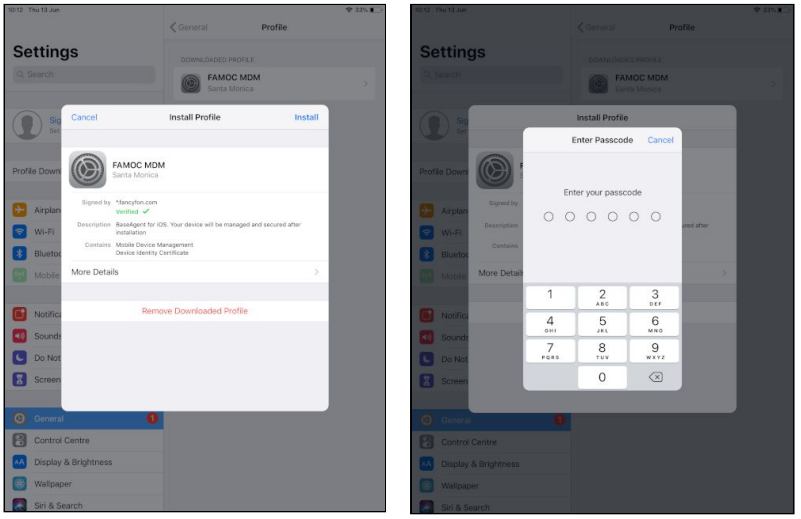


Figure 3 MDM Profile installation

6. Press **Install** to begin the installation. Before the installation it may be necessary to enter the passcode.



7. Once **FAMOC MDM** profile is installed, the **Profile Installed** menu appears.
8. Accept the **Remote Management** notification by pressing **Trust**.
9. To finish press the **Done** button.

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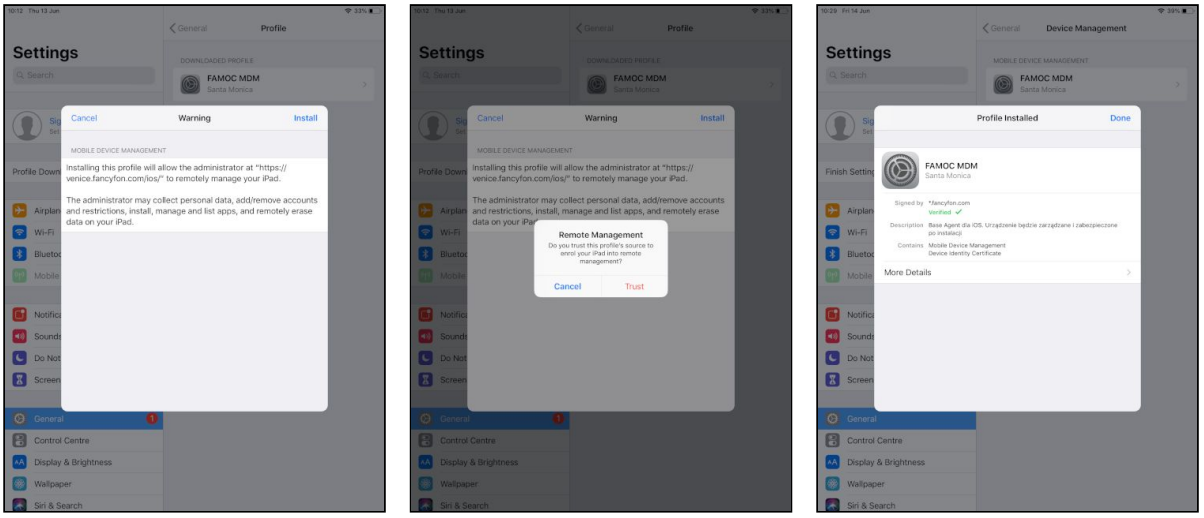

Figure 4 MDM Profile installation

NOTE: *Using download site is a recommended installation option, available for both iPhones and iPads. Alternative way of installing FAMOC MDM is using WAP –a push link sent by administrator (available only for iPhones).*

2. FAMOC Application Installation

The FAMOC Application enables scheduled or ad-hoc, encrypted backup sessions to be performed, with cross-platform data restore, eliminating the risk of losing critical data on the handset.

1. Once FAMOC MDM profile is installed on your device, FAMOC Application installation may start automatically – depending on the settings of the FAMOC system. Prior to this process, a note will be displayed on the screen and the user might be asked to type in AppStore credentials (depends on the settings in FAMOC console).
2. After the installation, **FAMOC** icon will appear on the device's screen.

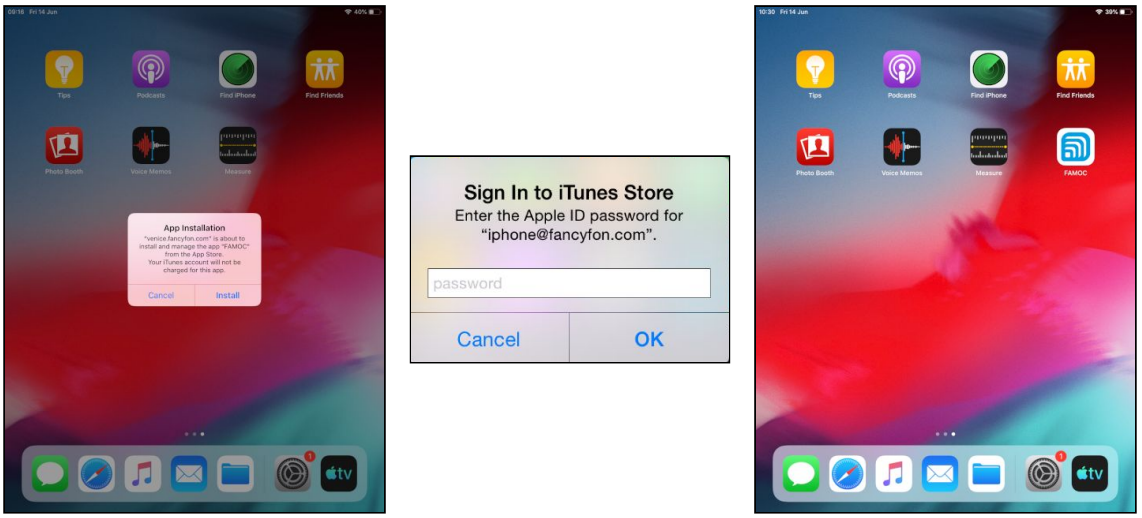

Figure 5 FAMOC Backup Installation

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3. In order to finish the configuration process, the user has to open the FAMOC Application. The request to send notifications will appear, which has to be confirmed. (On iOS below 7.0 there will be a second FAMOC icon displayed, which has to be activated to configure the application.)

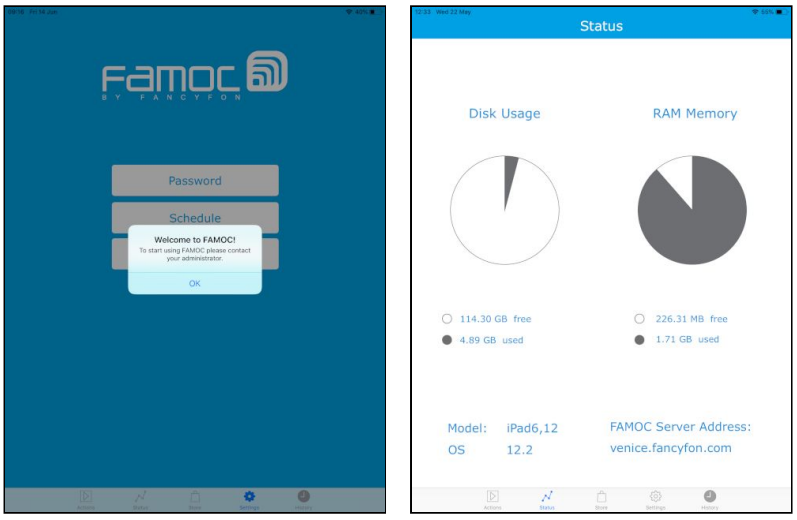

Figure 6 FAMOC Backup configuration

3. Installation via WAP-push link

1. As an alternative way of installing FAMOC MDM, the administrator may send a user the text message with download links of FAMOC client components.
2. In this scenario, the user has to type in the URL to initiate the installation process.
3. Once the download site appears on the device's screen, the transfer will start automatically. Otherwise, use the **Download** button.
4. The FAMOC MDM Profile is installed in the same way as described in the *FAMOC MDM Installation* section.

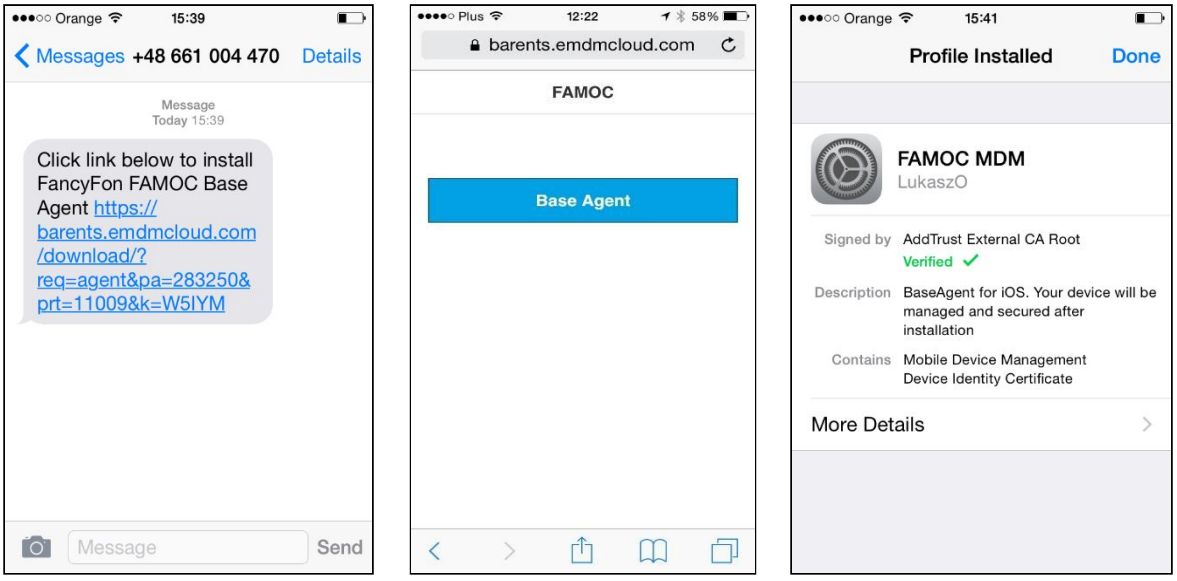

Figure 7 Installation via WAP-push link

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NOTE: *The instructions above apply to the installation of any FAMOC client component.*

4. The FAMOC Application Main Menu

Start the FAMOC application. This action displays a bottom menu allowing a user to:

- Perform **Actions** such as backup, help request, report of device data or location
- View the device **Status** (device model and OS, disk and RAM memory usage)
- Enter the corporate **Store** and install approved business apps
- Manage the application **Settings**
- Browse through the **History** of previously performed actions

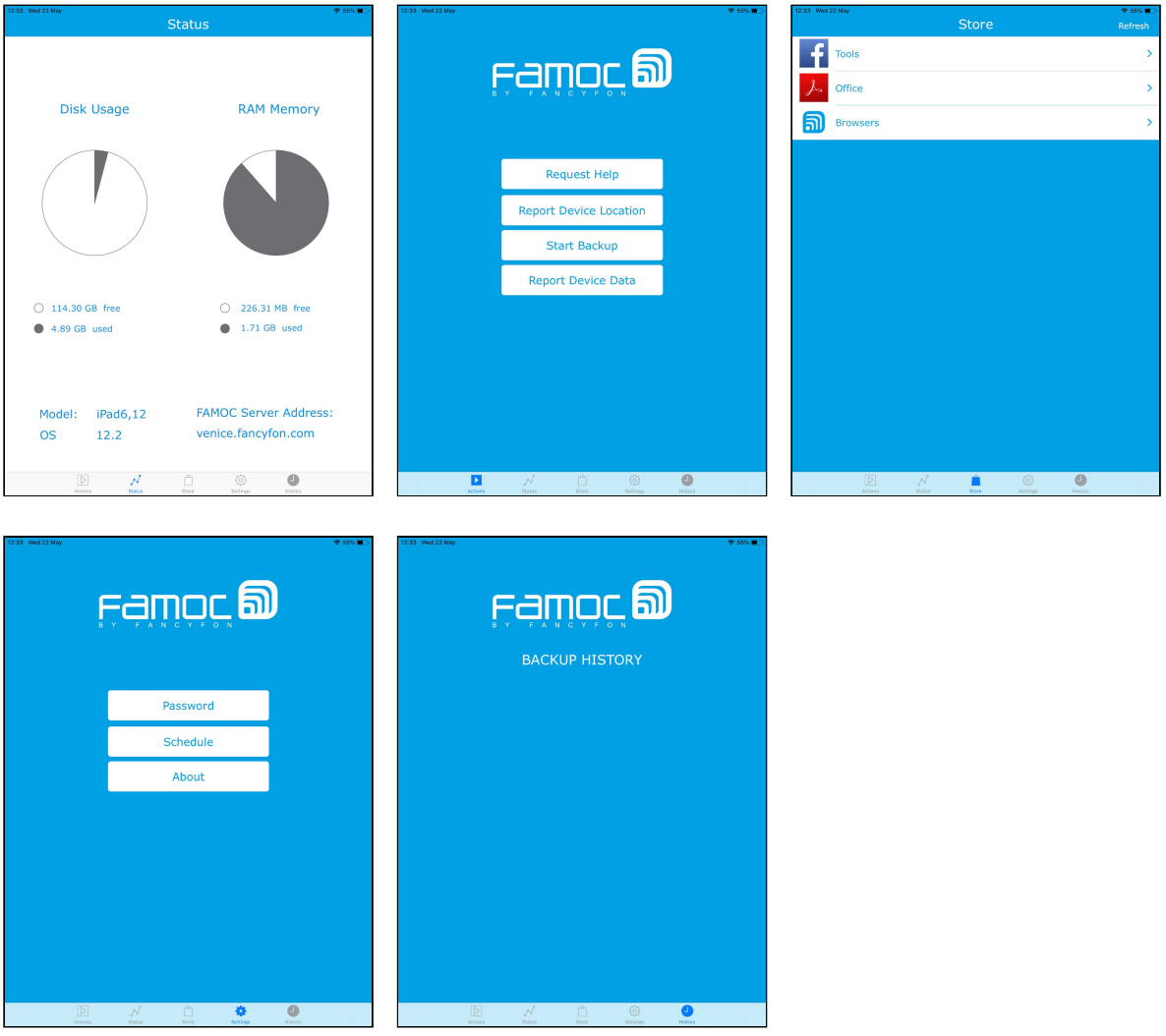

Figure 8 FAMOC Application features

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5. FAMOC Application Settings

1. To configure the Backup Agent, press the **Settings** button and a menu with possible features will be displayed.

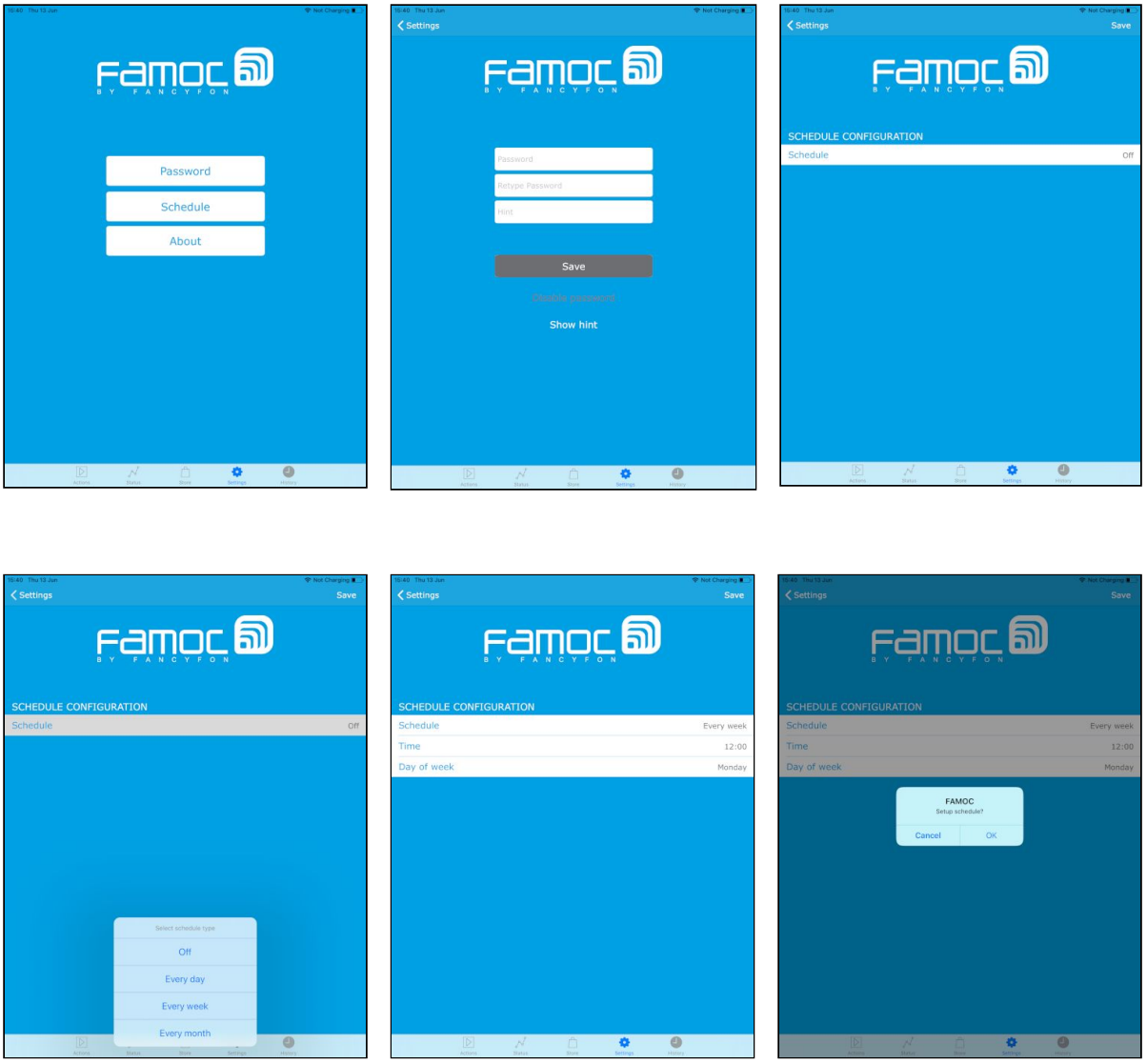

Figure 9 FAMOC Application settings

2. The user is allowed to:

   - display FAMOC server address
   - set an additional backup password
   - schedule backup
   - view some basic information on the application version

NOTE: *The backed up data is encrypted by default, however setting an additional password affects the level of data privacy. While restoring data on the same device, the password will be used automatically. However, to restore data on a new device, you will be required to input the password.*

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