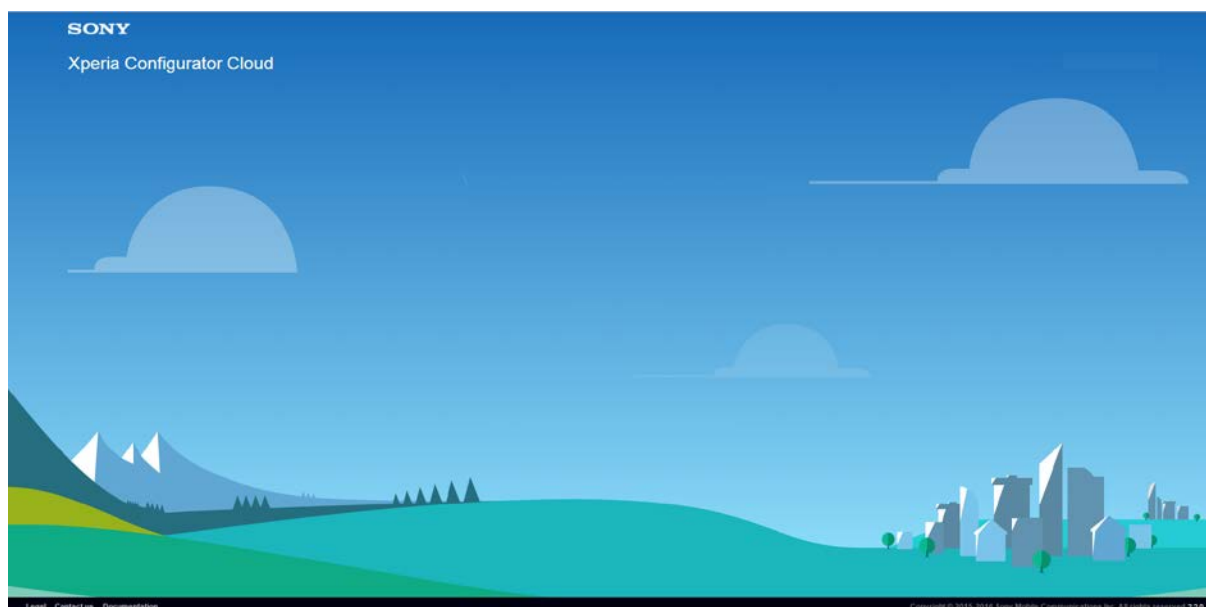


# SONY

## Xperia Configurator Cloud User Instructions



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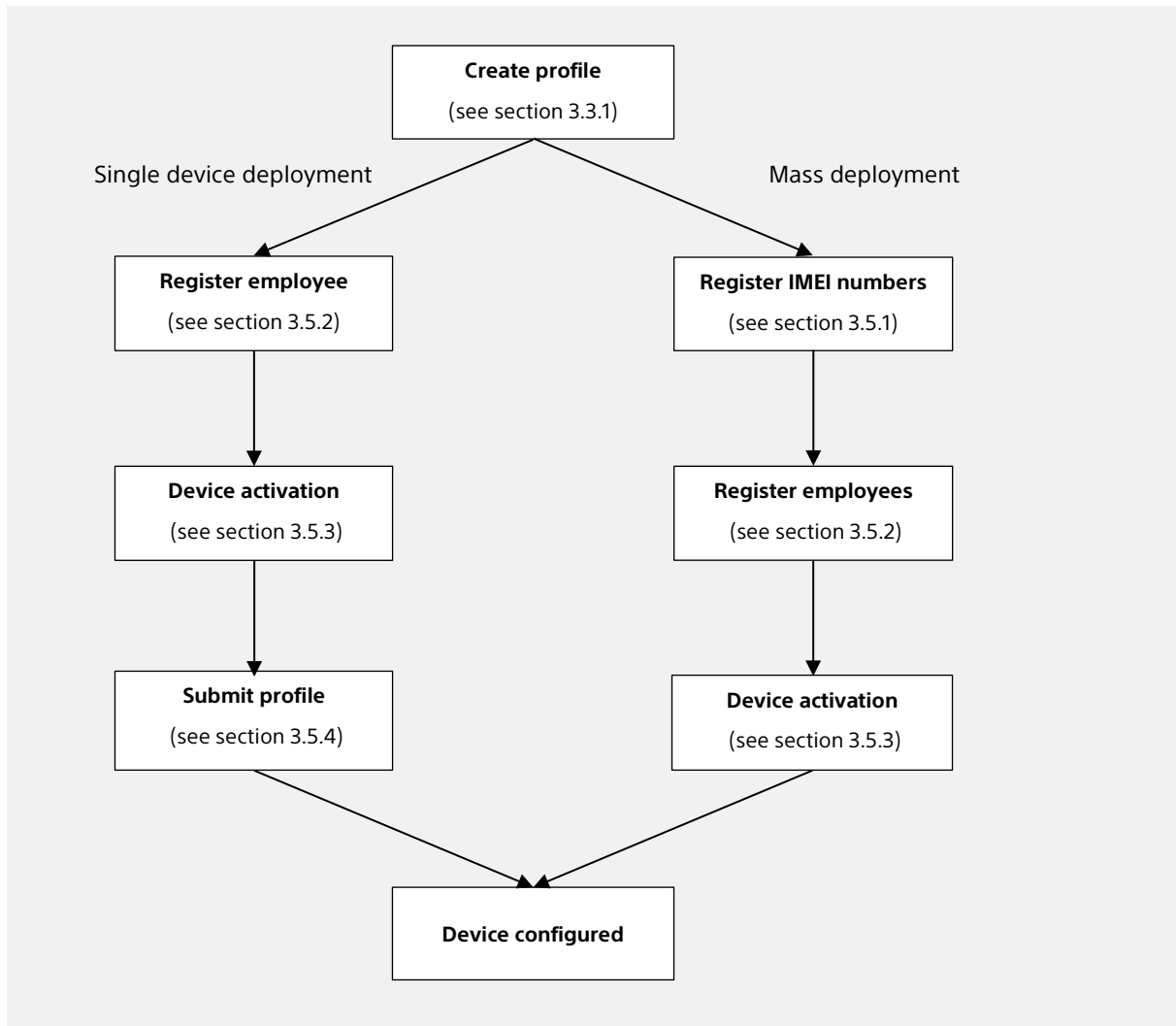
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# 1 About Xperia Configurator Cloud

Xperia Configurator Cloud is a cloud based, business companion tool allowing users to remotely create, configure, and install configuration profiles on Xperia™ smartphones and tablets. A complete list of available profile settings is found in section 3.3.1 in this document. Xperia Configurator Cloud is accessible from <https://xperiaconfiguratorcloud.sonymobile.com>.

A configuration profile can be submitted to devices using single or mass deployment, as shown schematically below.

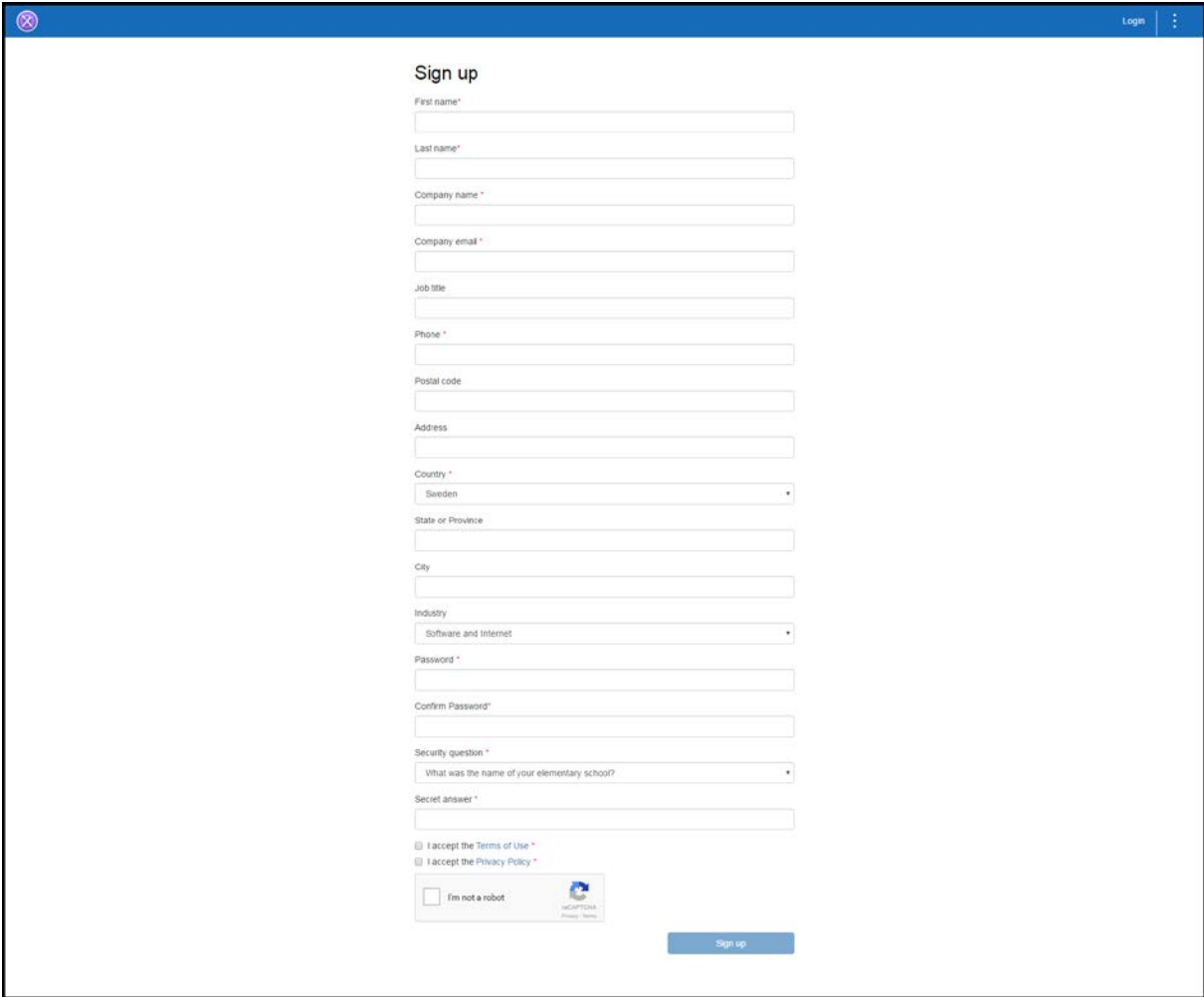


The user interface of Xperia Configurator Cloud is accessible from most internet browsers using the latest versions. The tool works with Xperia devices with an activated Xperia Configurator Cloud account. A list of supported devices is found in section 4.2 in this document. For non-supported devices it's recommended to use the Xperia PC Configurator, available from <http://www.sonymobile.com/global-en/xperia/business/it-support/>.

# 2 How to set up a Xperia Configurator Cloud account

## 2.1 Sign up and activate an account

From the Xperia Configurator Cloud home page, click **Sign up**. You will now be prompted to edit and register an account. Some fields, marked with an asterisk (\*), are mandatory due to support and warranty matters.



The screenshot shows a web browser window with a blue header bar containing a close button on the left and 'Login' and a menu icon on the right. The main content area is titled 'Sign up' and contains a registration form with the following fields:

- First name\*
- Last name\*
- Company name\*
- Company email\*
- Job title
- Phone\*
- Postal code
- Address
- Country\* (Dropdown menu with 'Sweden' selected)
- State or Province
- City
- Industry (Dropdown menu with 'Software and Internet' selected)
- Password\*
- Confirm Password\*
- Security question\* (Dropdown menu with 'What was the name of your elementary school?' selected)
- Secret answer\*

Below the form, there are two checkboxes: 'I accept the Terms of Use\*' and 'I accept the Privacy Policy\*'. At the bottom left, there is a CAPTCHA widget with the text 'I'm not a robot' and the CAPTCHA logo. A blue 'Sign up' button is located at the bottom right of the form area.

Figure 1: Sign up a new account.

When submitting the information by clicking **Sign up**, you will receive an email with a link to activate your Xperia Configurator Cloud account. By clicking the link you will be directed to an **Account activation** page.

On the **Account activation** page, submit your password and click **Activate**. This will verify your email address and direct you to the **Login** page, where you can now login to your account.

## 2.2 Unable to sign up for an account

If you try to sign up for an account using a domain that is already in use, you will receive a popup message with the following information: *Could not register. The domain is already in use. Please check your email to know how to proceed.*

As stated in the message, you will receive an email with instructions on how to proceed by contacting the IT admin for this domain.

See also section 3.2.4 in this document on how to transfer the IT admin rights to another account.

## 3 How to use Xperia Configurator Cloud

### 3.1 Logging in to an account

Logging in to a registered and activated account will open a summary page with details on the latest added or edited sub-users, profiles, applications, and devices. The summary page will also include statistics featuring deployment performance and active profiles.

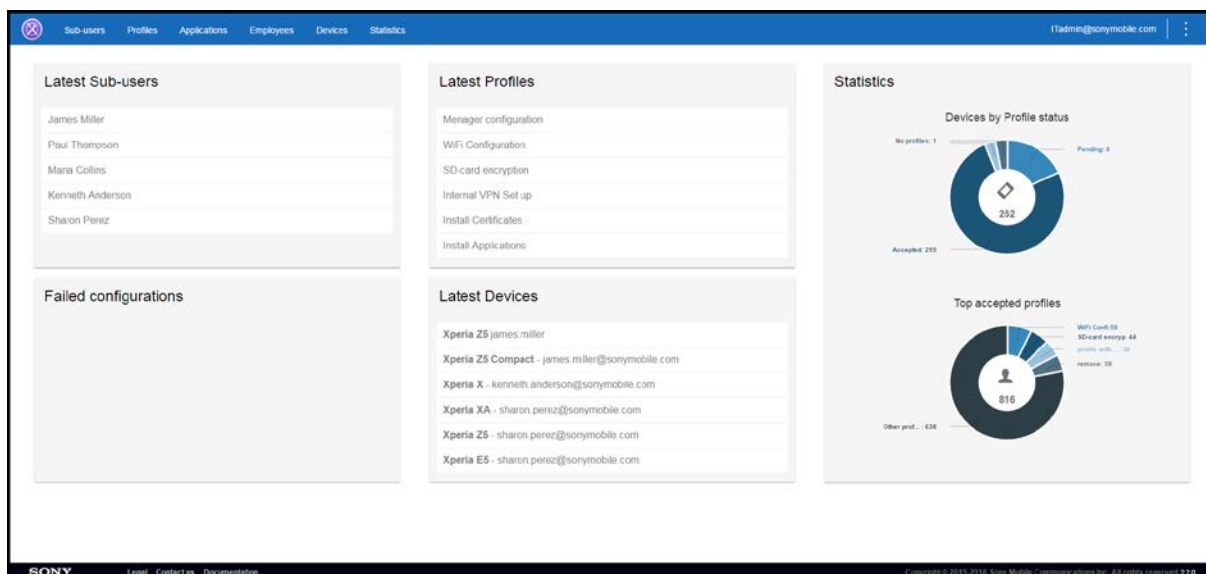


Figure 2: The summary page of Xperia Configurator Cloud.

## 3.2 Managing sub-users

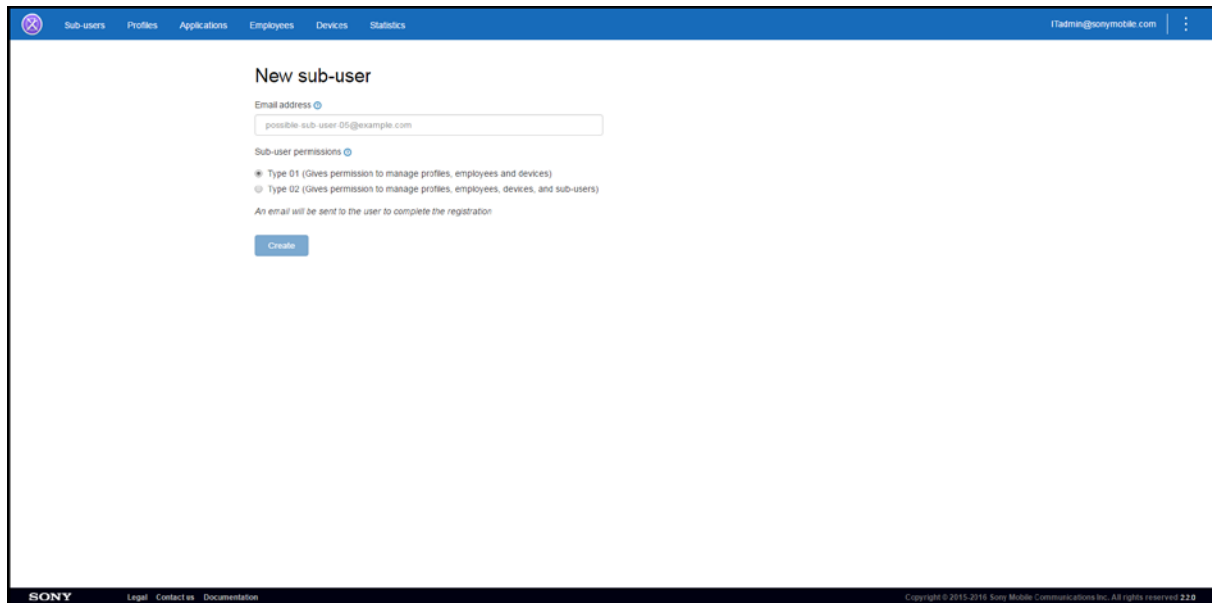
### 3.2.1 Add a new sub-user

To add a new sub-user click **Sub-users > New sub-user**. Set the new sub-user's email address and permissions, and then click **Create**.

New sub-users can be of either two types:

- Type 01, with permission to manage profiles and devices.
- Type 02, with permission to manage profiles, devices, and sub-users.

By clicking **Create**, an email invitation will be sent to the new sub-user with information on how to register his or hers new account.



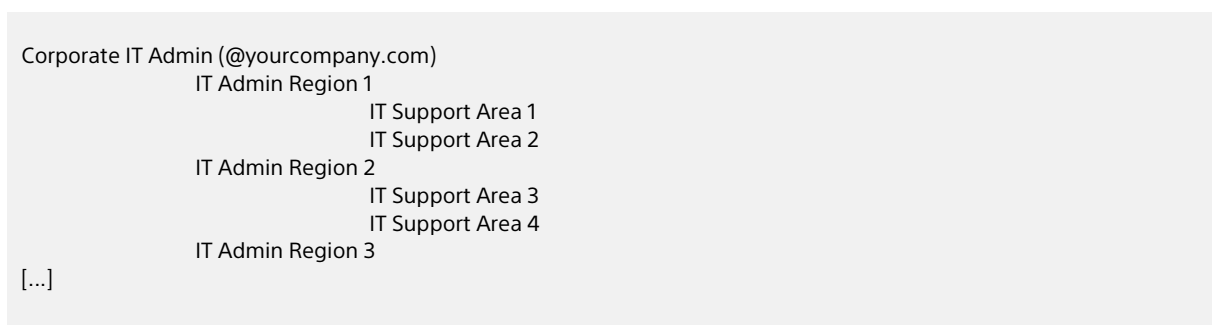
The screenshot shows a web interface for adding a new sub-user. At the top, there is a navigation bar with links for Sub-users, Profiles, Applications, Employees, Devices, and Statistics. The user is logged in as ITAdmin@sonymobile.com. The main content area is titled 'New sub-user' and contains the following fields and options:

- Email address:** A text input field containing 'possible-sub-user 05@example.com'.
- Sub-user permissions:** A radio button selection area with two options:
  - Type 01 (Gives permission to manage profiles, employees and devices)
  - Type 02 (Gives permission to manage profiles, employees, devices, and sub-users)
- Confirmation:** A note stating 'An email will be sent to the user to complete the registration'.
- Create:** A blue button to submit the form.

At the bottom of the page, there is a footer with the Sony logo, links for Legal, Contact us, and Documentation, and a copyright notice: 'Copyright © 2015-2016 Sony Mobile Communications Inc. All rights reserved 220'.

**Figure 3: Adding a new sub-user.**

By adding sub-users, and allowing some (Type 02) to add further sub-users, you can set up and create a hierarchy of sub-users reflecting the corporate IT structure of your domain. See example below.



**Figure 4: Example of a hierarchy of sub-users.**

You can also choose to add sub-users from different domains than your own. These sub-users will automatically be given Type 02 permissions.



### 3.2.2 Edit a sub-user

To edit a sub-user's permissions click **Sub-users** followed by the triangle (▶) next to your account name. This will expand a list of your sub-users. Click the sub-user to edit, then select the desired permissions and click **Register**.

To switch or edit a sub-user's email address, click the desired sub-user and then **Switch User**. Type in the new email address and then click **Register**.

### 3.2.3 Delete a sub-user

To delete one or more sub-users, click **Sub-users** followed by the triangle (▶) next to your account name. This will expand a list of your sub-users. Mark the relevant checkboxes and click **Delete**.

### 3.2.4 Transfer account

The ownership of a domain and super admin rights can be transferred to another user. To transfer your ownership account, click **Sub-users** and then **Transfer account**. Enter the email address of the sub-user you wish to transfer the account and IT admin rights to, and click **Transfer**.

Note that you can only transfer your account to an already registered sub-user. If the sub-user doesn't exist, you need to add the sub-user first (see section 3.2.1 in this document).

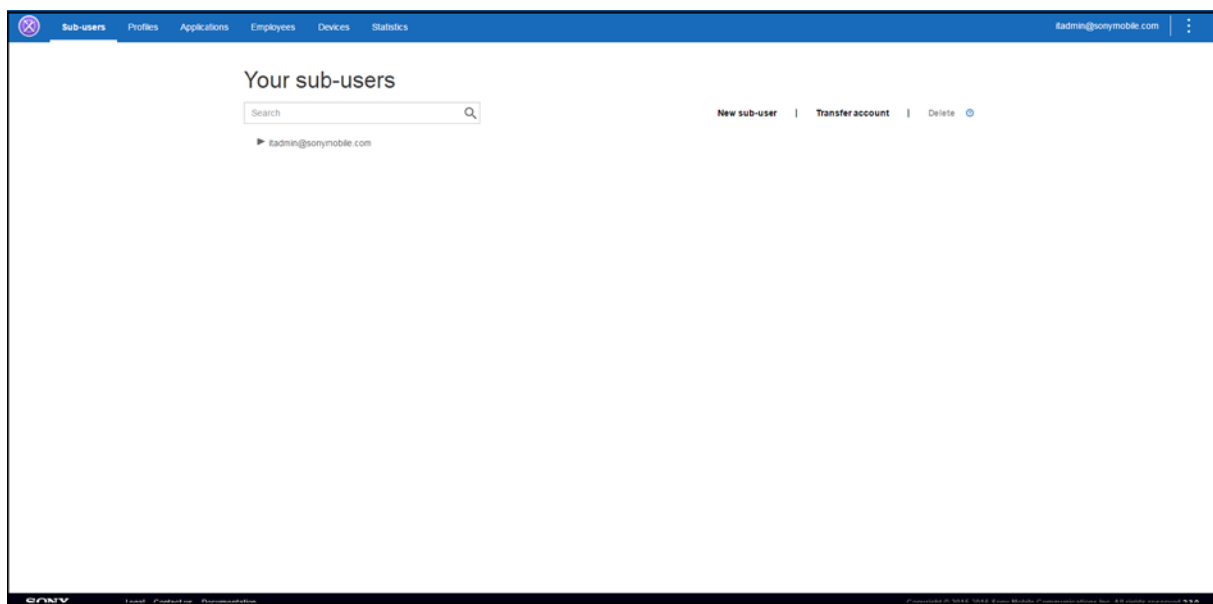


Figure 5: The owner of a domain can transfer the ownership and super admin rights to another user.

## 3.3 Managing profiles

### 3.3.1 Add a new profile

To add a new profile click **Profiles > New**.

The following settings can now be edited:

- **General:** Profile name and description.
- **Password:** Password settings and management.
- **Restrictions:** Restrict which device functions that can be used.
- **Wi-Fi:** Configure Wi-Fi network connections.
- **VPN:** Configure a network connection via VPN.
- **Email:** Select which email account(s) to use for the device.
- **Exchange ActiveSync:** Set Exchange server connections via Exchange ActiveSync.
- **Single Sign on:** Configure a Single sign on account.
- **Digital certificates:** Import and add digital certificates for the device.
- **Security & Privacy:** Set the security and privacy settings on the device.
- **Applications:** Select which applications (APK files) and external apps to install on the device.
- **Shortcuts:** Add home screen shortcuts on the device.

You can navigate through the different settings in any order by clicking the desired option, or by clicking **Previous** and **Next**.

When a setting is activated or has been edited, the icon becomes slightly bigger and the colour changes to dark blue. To finish the new profile click **Finish**.

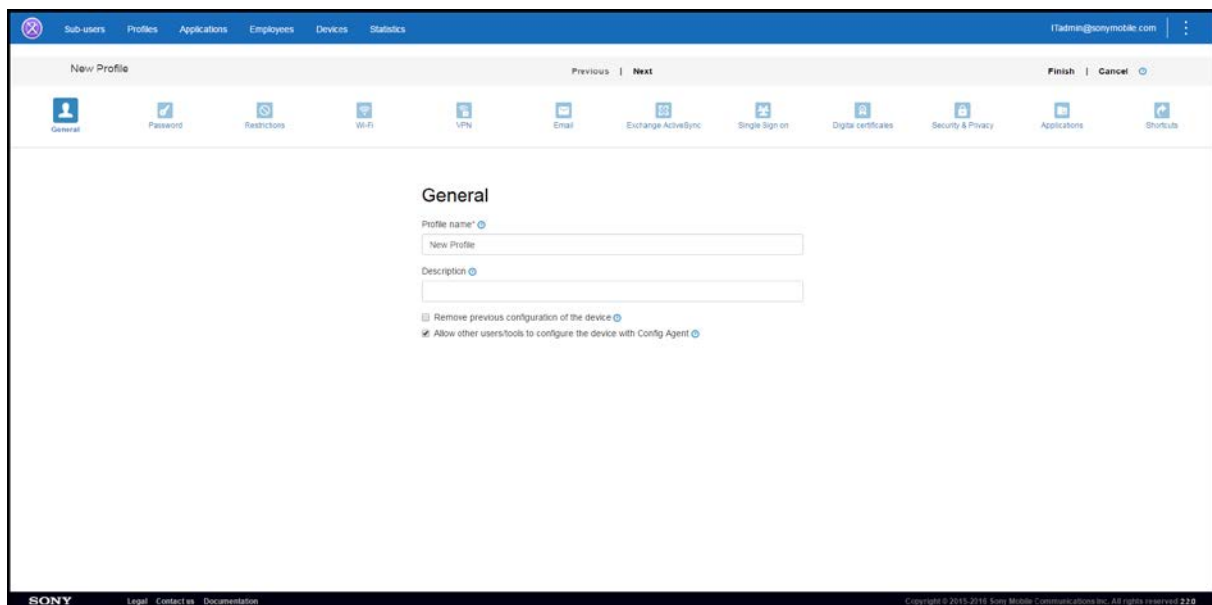


Figure 6: Adding a new profile.

### 3.3.2 Edit a profile

To edit an existing profile click **Profiles**. Find the profile you want to edit and click on its name. Then click **Edit**. You can now browse through the settings and edit the profile as desired. Click **Save** to save the changes.

### 3.3.3 Duplicate a profile

To duplicate a profile:

Click **Profiles**. Find the profile you want to duplicate and mark the profile's checkbox. Then click **Duplicate**.

Or:

Click **Profiles**. Find the profile you want to duplicate and click on its name. Then click **Duplicate**.

### 3.3.4 Delete a profile

To delete a profile:

Click **Profiles**. Find the profile you want to delete and mark the profile's checkbox. Then click **Delete**.

Or:

Click **Profiles**. Find the profile you want to delete and click on its name. Then click **Delete**.

### 3.3.5 Kiosk mode

Xperia Configurator Cloud can be used to set up smartphones and tablets as single-purpose devices running in kiosk mode. This way a device can run a single selected application, not allowing users to access settings, menus, other applications or software and hardware keys. Using kiosk mode, devices can be shared by users in for example hotels, stores, displays, museums and hospitals.

To set up a kiosk mode click **Profiles**. Click **New** to create a new profile, or find the profile you want to edit and click on its name and then click **Edit**. Click **Restrictions** to define and set up the kiosk mode.

## 3.4 Managing applications

### 3.4.1 Import an application

To import an application click **Applications > Import application**. Find and select the application (APK file) you want to import.

### 3.4.2 Delete an application

To delete an application, click **Applications**. Find the application you want to delete and mark the application's checkbox. Then click **Delete**.

## 3.5 Managing employees and devices

### 3.5.1 Mass deployment

Mass deployment is an option to deploy a large number of Xperia devices by registering their IMEI numbers in the Mass deployment program list. When a device is started and connects to a network, the employee will be requested to enter a six digit code received by mail (see section 3.5.2 in this document) to activate the device.

The possibility to add IMEI numbers in the Mass deployment program list is initially disabled. To enable the function, select the number of devices you want to add and then click **Send for approval**. An email will then be sent to the Mass Deployment Signing Officer (MDP-SO) – a team that will process the request. The approval process might take a number of days before it is done. As soon as the request is approved, you will receive a confirmation email from the MDP-SO.

To add IMEI numbers in the enabled Mass deployment program list click **Mass deployment > New**. Fill in the IMEI numbers, or copy and paste a list of IMEI numbers from MS Word or Excel. Then click **Done**. IMEI numbers can also be added, back-end, by the service provider or the MDP-SO.



**Figure 7: A list of IMEI numbers are copied from Excel and then pasted as new devices in the Mass deployment program list.**

At present, the following devices support Mass deployment. The number of supported models will increase with the release of new devices and upcoming software updates.

- |                           |                     |
|---------------------------|---------------------|
| Xperia XZ1                | Xperia L1*          |
| Xperia XZ1 Dual SIM       | Xperia L1 Dual SIM* |
| Xperia XZ1 Compact        | Xperia L2           |
| Xperia XA2                | Xperia L2 Dual SIM  |
| Xperia XA2 Dual SIM       |                     |
| Xperia XA2 Ultra          |                     |
| Xperia XA2 Ultra Dual SIM |                     |

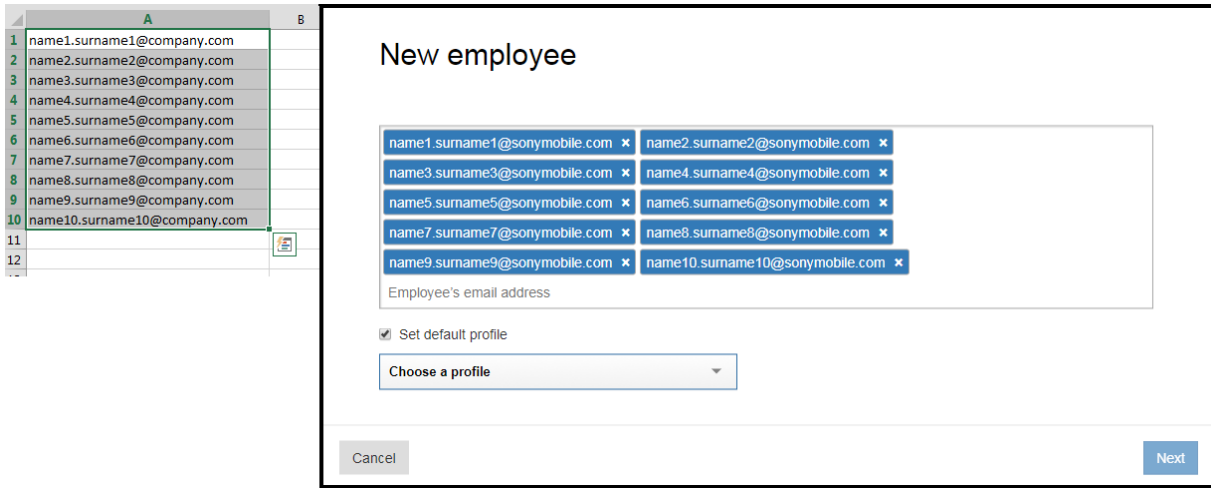
**\*Note:** Mass deployment support for Xperia L1 and Xperia L1 Dual SIM is limited to software build number 43.0.A.5.32, or later.

### 3.5.2 Add a new employee

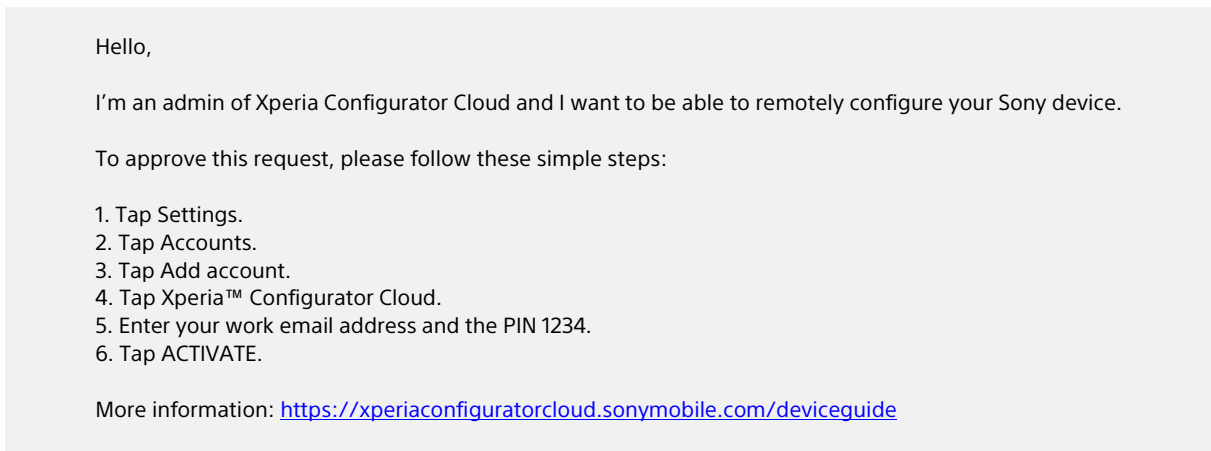
To add a new employee click **Employees > New**. Fill in the employee's email address, or copy and paste a list of email addresses from MS Word or Excel. If applicable, select a default profile. Then click **Next**.

A dialogue will open, asking if you would like to send an email with activation instructions to the employee. By clicking **Yes**, you can select to send an email with a four digit PIN code or, if you have previously entered the device IMEI in the Mass deployment program list, a six digit PIN code. When you click **Send email**, your email client will create a new mail to the employee with the content shown below (Figure 7 and 8). The content can be edited as desired before sending the email. A dialogue will then confirm that the email was sent.

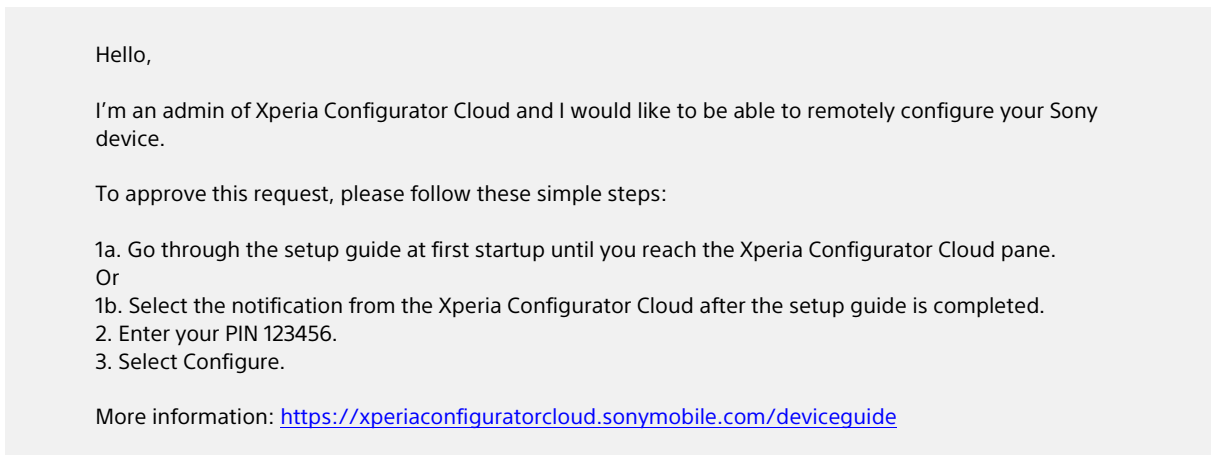
**Note:** If you have selected a default profile for a device in the Mass deployment program list, the device will be configured automatically when activated by the employee. If you don't select a default profile you need to submit a profile (as described in section 3.5.4) after the device has been activated.



**Figure 8:** A list of email addresses are copied from Excel and then pasted as new employees in Xperia Configurator Cloud.



**Figure 9:** Email with activation instructions. The four digit PIN code, in this example 1234, is set by the system.



**Figure 10:** Email with activation instructions for a device entered in the Mass deployment program list. The six digit PIN code, in this example 123456, is set by the system.

### 3.5.3 Activate a new device

To activate a device the employee must follow the instructions given in the email with activation instructions. The instructions are performed on the employee's device (see section 5 in this document).

After activation, the device will be visible under **Devices** on the Xperia Configurator Cloud home page. The employee can use the same PIN code to activate more than one device, following the steps above, if single

device enrolment has been used. All devices will be visible under **Devices**, and the number of devices per employee will be visible under **Employees**.

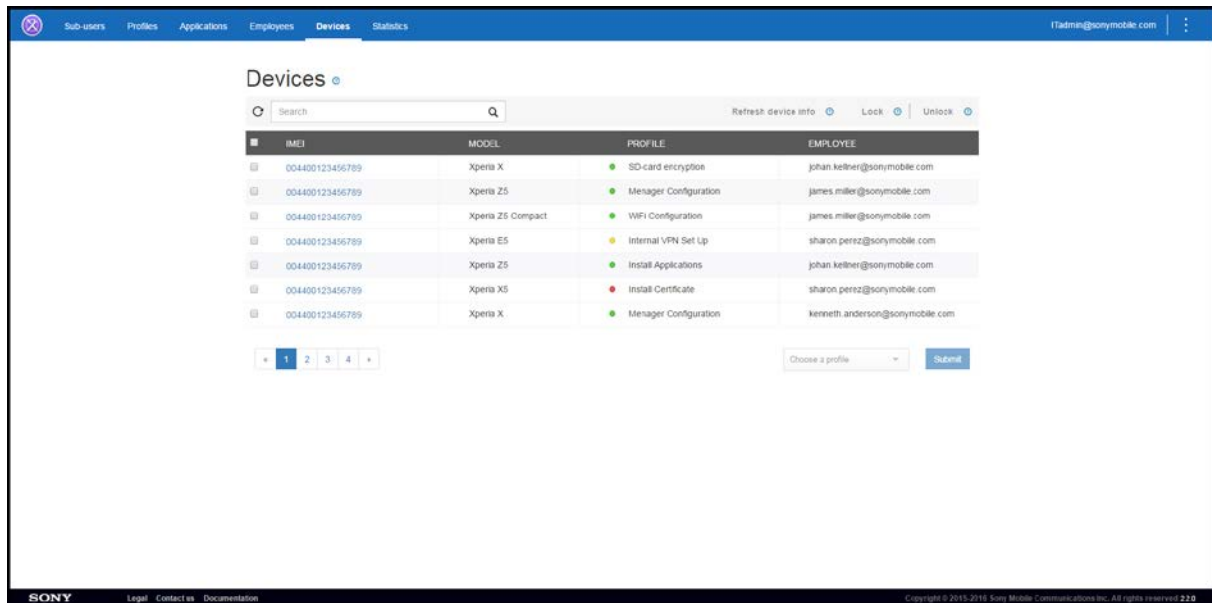


Figure 11: The Devices screen, showing a list of devices and employees.

### 3.5.4 Submit a profile

To submit a profile to one or more devices, click **Devices**. Find and mark the checkboxes of the desired devices. Select a profile from the dropdown menu. Then click **Submit**. A dialogue will confirm that the action was executed successfully.

The submitted profile will be pending (indicated by a yellow icon), waiting for the device user(s) to accept or deny it (indicated by a green or red icon respectively).

When the device user accepts the profile, it is downloaded and installed on the device. The result and updated device information is sent back to Xperia Configurator Cloud.

### 3.5.5 Get updated device information

To get updated device information, click **Devices**. Find the device(s) you want updated information about and mark the corresponding checkbox(es). Then click **Refresh device info**. A request will now be sent to the device(s) in order to get the information.

### 3.5.6 Lock and unlock a device screen

To lock or unlock the screen of one or more devices, click **Devices**. Find the device(s) you want to lock/unlock and mark the corresponding checkbox(es). Then click **Lock** or **Unlock**. The sub-user will not be able to reject these commands.

Remotely locking and unlocking a device is only possible if the device has a screen lock set using one of the options **Pattern**, **PIN**, or **Password**.

### 3.5.7 Delete an employee

To delete an employee, click **Employees**. Find the employee you want to delete and mark the corresponding checkbox. Then click **Delete**.

## **4 Availability and support**

Xperia Configurator Cloud is available in all countries except Russia, and it's accessible from most internet browsers using the latest versions. Supported languages are English, German, French, Spanish, Portuguese, Polish, and Japanese.

### **4.1 Security**

Xperia Configurator Cloud is equipped with several features to enable a secure platform to protect corporate and end-user data.

- Secure corporate email verification program to ensure domain ownership.
- End-user sign off approval process to verify end-user authenticity.
- Secure client/server communication using the HTTPS protocol.
- Google Client Messaging for secure notifications.
- Data storage on secure Amazon cloud platform, including Denial of Service.
- Secure separation of company data.

## 4.2 Supported Xperia devices

The currently supported Xperia devices are:

Xperia E5	Xperia XA2
Xperia L1	Xperia XA2 Dual SIM
Xperia L1 Dual SIM	Xperia XA2 Ultra
Xperia L2	Xperia XA2 Ultra Dual SIM
Xperia L2 Dual SIM	Xperia XZ
Xperia X	Xperia XZ Dual SIM
Xperia X Compact	Xperia XZ Premium
Xperia X Dual SIM	Xperia XZ Premium Dual SIM
Xperia X Performance	Xperia XZ1
Xperia X Performance Dual SIM	Xperia XZ1 Compact
Xperia XA	Xperia XZ1 Dual SIM
Xperia XA Dual SIM	Xperia XZs
Xperia XA Ultra	Xperia XZs Dual SIM
Xperia XA Ultra Dual SIM	Xperia Z5
Xperia XA1	Xperia Z5 Compact
Xperia XA1 Dual SIM	Xperia Z5 Dual
Xperia XA1 Plus	Xperia Z5 Premium
Xperia XA1 Plus Dual SIM	Xperia Z5 Premium Dual
Xperia XA1 Ultra	
Xperia XA1 Ultra Dual SIM	

The following devices also support Mass deployment:

Xperia XZ1	Xperia L1*
Xperia XZ1 Dual SIM	Xperia L1 Dual SIM*
Xperia XZ1 Compact	Xperia L2
Xperia XA2	Xperia L2 Dual SIM
Xperia XA2 Dual SIM	
Xperia XA2 Ultra	
Xperia XA2 Ultra Dual SIM	

**\*Note:** Mass deployment support for Xperia L1 and Xperia L1 Dual SIM is limited to software build number 43.0.A.5.32, or later.

The number of supported models will increase with the release of new devices and upcoming software updates.

If a new version of the Xperia Configurator Cloud agent is available, it will automatically be updated in the background of devices running on Android 6.0 Marshmallow, or later. This means that the user, at all times, will benefit from the support of the latest Sony E-SDK and API release.

## 4.3 Device support

Product information, user guides, and other documentation are available from Xperia Care at <http://support.sonymobile.com/>. You can also get in touch with our expert advisors available via phone, email or chat (country specific), or visit our Support forum at <http://talk.sonymobile.com/>. Support is also available in the devices by launching the Support application.

## 4.4 Device repair and warranty

Your device is covered by our Limited Warranty, which you can find at <http://support.sonymobile.com/>. In case your device need a repair we operate a global service network where we will take care of it using genuine replacement parts and certified repair partners working with original production equipment, all to guarantee the highest level of quality and water resistant performance for your device. We aim to have your device repaired and returned to you within 5 to 10 working days (country specific).



## 5 Appendix: Activation of a device

To activate a device, the user is requested to follow the activation steps received by email (see section 3.5.2 in this document).

When the device is activated, device information like name, GCM registration ID, and IMEI will be sent to Xperia Configurator Cloud. Sony Mobile will only use this data to provide the service.

Only with an activated Xperia Configurator Cloud account, a profile can be submitted to the device.

### 5.1 Activation with a four digit PIN code

To activate a device with a four digit PIN code:

1. From the Home screen, tap the Application screen icon.
2. Find and tap **Settings**.
3. Tap **Accounts** (or **Accounts & sync**).
4. Tap **Add account**.
5. Find and tap **Xperia™ Configurator Cloud**.
6. Enter work email address and the four digit PIN code received by email.
7. Tap **ACTIVATE**.

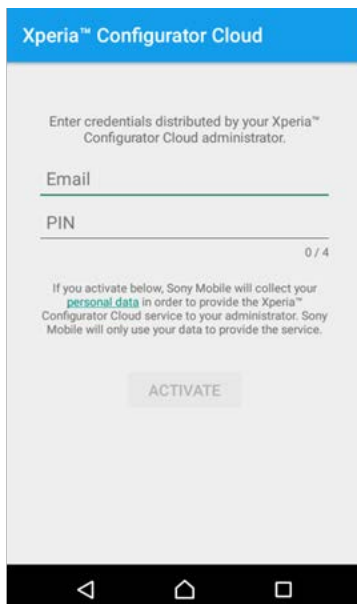
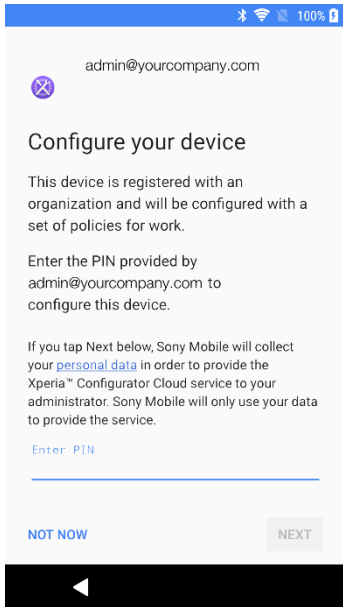


Figure 12: Xperia Configurator Cloud activation screen. Activation with a four digit PIN code.

### 5.2 Activation with a six digit PIN code

To activate a new device entered in the Mass deployment program list:

1. Start the phone and go through the setup guide until you reach the Xperia Configurator Cloud pane.  
Or:  
Select the notification from the Xperia Configurator Cloud, after the setup guide is completed.
2. Enter the six digit PIN code received by email.
3. Tap **NEXT**.



**Figure 13: Xperia Configurator Cloud activation screen. Activation with a six digit PIN code.**

## 6 Appendix: Xperia Configurator Cloud – FAQ

### 6.1 General

#### **What is Xperia Configurator Cloud (XCC)?**

Xperia Configurator Cloud is a cloud application that easily configures and deploys multiple devices throughout your business. Xperia Configurator Cloud can be used to create, configure, and install configuration profiles on Sony devices; including smartphones and tablets.

#### **How does Xperia Configurator Cloud differ from Xperia Configurator?**

Xperia Configurator Cloud allows you to remotely configure a group of devices at the same time, and to manage a hierarchy of users. Using Xperia Configurator you can only configure one device at a time, and the device has to be by your computer.

#### **Which devices are compatible with the Xperia Configurator Cloud system?**

All Sony Xperia devices compatible with the Xperia Configurator Cloud are listed in section 4.2 in this document.

#### **Can I access Xperia Configurator Cloud using my mobile web browser?**

Yes, using the mobile web browser Chrome. Supported computer web browsers are:

- IE9+
- Edge
- Safari 6.1+
- Chrome 25+
- Firefox 20+
- Opera 15+

#### **I'm kind of new to this, will it be difficult?**

Not really. Register an account directly on the Xperia Configurator Cloud website, and then a confirmation email with a link will be sent to you.

After the registration, you can invite two types of users to form a hierarchy: single users (Type 01) and administrators (Type 02). You are also able to create profiles and submit to the devices that are registered to the system.

#### **How do I contact Support?**

[www.sonymobile.com/contact](http://www.sonymobile.com/contact)

#### **Is the device configuration sent to a device received immediately?**

This doesn't always work immediately. The communication with the device uses the internet link, cell phone operator or Wi-Fi, and the notification service. But it is usually fast.

#### **What kind of license do I need to use Xperia Configurator Cloud?**

No license is necessary; all functionality is available for free.

#### **How many domains can I host?**

Thinking in a context of hierarchy, the Xperia Configurator Cloud allows you to manage multiple domains while preserving confidentiality within each domain.

#### **Why is 'Save' sometimes greyed out when admin has made changes?**

When creating/editing profile information, the 'Save' option is disabled when any mandatory field is not filled or filled with invalid data.

## 6.2 Password

### How does the Forgot Password flow work?

1. From the Login page, click on the **Forgot Password** link.
2. In the opened page, insert the email that you have used to register your Xperia Configurator Cloud account.
3. You will receive an email informing that you requested to reset your password with a link.
4. Click on the link and you will be redirected to a page where you will need to answer your security question.
5. If the answer is correct, a new page is opened where you can set your new password.
6. Use your new password to log in to your Xperia Configurator Cloud account.

## 6.3 Sub-users, profiles, and applications

### What are sub-users, profiles and applications?

Sub-users are users under a hierarchy. In this way, the above users can view and use the information registered by subordinates.

All users are registered after an invitation is sent by a user that already exists.

The profile page should be used for the configuration of profiles that are sent to registered devices. The following options appears:

**New:** To create a new profile configuration.

**Statistics:** Some statistic numbers.

**Delete:** To delete one or more profiles.

**Duplicate:** To duplicate one or more profiles.

Applications menu option: Allows importing an application file (.apk) to be embedded in the device profile configuration. The device will download this application when the configuration is received and accepted.

### How do I create a sub-user?

If you are an admin, or sub-user type 02, you can create a new sub-user follow these steps:

1. Click on the **Sub-users** navigation button.
2. Click on **New sub-user**.
3. Add the new sub-user's email address.
4. Set the new sub-user's permissions (Type 01 – Has permission to manage profiles and devices; Type 02 – Has the same permission as type 01, but can also create new sub-users).
5. Click **Create** to invite.

### What does sub-user means?

The Xperia Configurator Cloud is developed to serve small companies to large companies. Sub-user registration is a way to organize users in a hierarchy. This allows you to organize users in departments, divisions or customers.

### How to edit a profile?

1. Click on the name of a profile and select the **Edit** option.
2. Navigate between the sections at the top of the page.
3. Change the profile configurations.
4. Click in **Save** to confirm the changes.

### How to duplicate a profile?

Duplicate a profile item by checking the checkbox in front of the profile item, followed by clicking Duplicate. This can be achieved by entering the Profile section of the website.

#### **Why can't I select a profile from the profile list?**

To view/edit a profile, click on the name of the desired profile. A summary page with the following options appears: **Edit**, **Delete**, and **Duplicate**.

#### **How to import an Application?**

Import an application by clicking the Import application button, followed by selecting an Android app (.apk file). This can be achieved by entering the **Application** section of the website.

#### **How to add applications to profile?**

The imported applications can be added to the profile just by checking their checkbox. External applications must be added by adding their address (URI), they do not need to be checked.

## **6.4 Lock, unlock**

#### **Lock - What does this do?**

The administrator configures a warning message, password and phone number for contact, before sending a lock command.

When the device receives the lock request, the screen is locked and show the message previously configured by the admin.

With the device locked, the user can only contact the admin by phone to request the password to unlock, or to ask the admin to unlock.

#### **Unlock - What does this do?**

This can be used by the admin to unlock a device that was previously locked. When this command is received the device will be available for use.

## **6.5 Phone communication**

#### **What is a new configuration request?**

When received a configuration request dialogue, the message is "A new configuration request was received from admin.name@yourcompany.com. If you accept the request, you allow automatic installation of applications, certificates and other configurations on your device, once".

The "once" means: by tapping the "OK" button, the user will allow that specific configuration request. For each new request, the user will need to allow again.

#### **Refresh device info - What does this do?**

This is the way to revalidate a device in the system and get the updated list of supported configuration. For instance, very useful after a software update.

When the request is received, the device will send its information and the updated supported configuration.

#### **Will all previously configured and installed items be removed if you check 'Remove previous configuration'?**

When this option is selected, all previous configurations on the device will be removed before the new configuration is applied.

#### **What happens if a different user than the one with the Xperia Configurator Cloud account is active on the phone when a profile is sent to it?**

Unfortunately, the profile will not arrive until the phone is restarted. This is a limitation with Google Cloud messaging.

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