

MOBIVISOR

Applying LOST mode for Android

Instructions for **admins** on how to use LOST mode on Android Enterprise devices

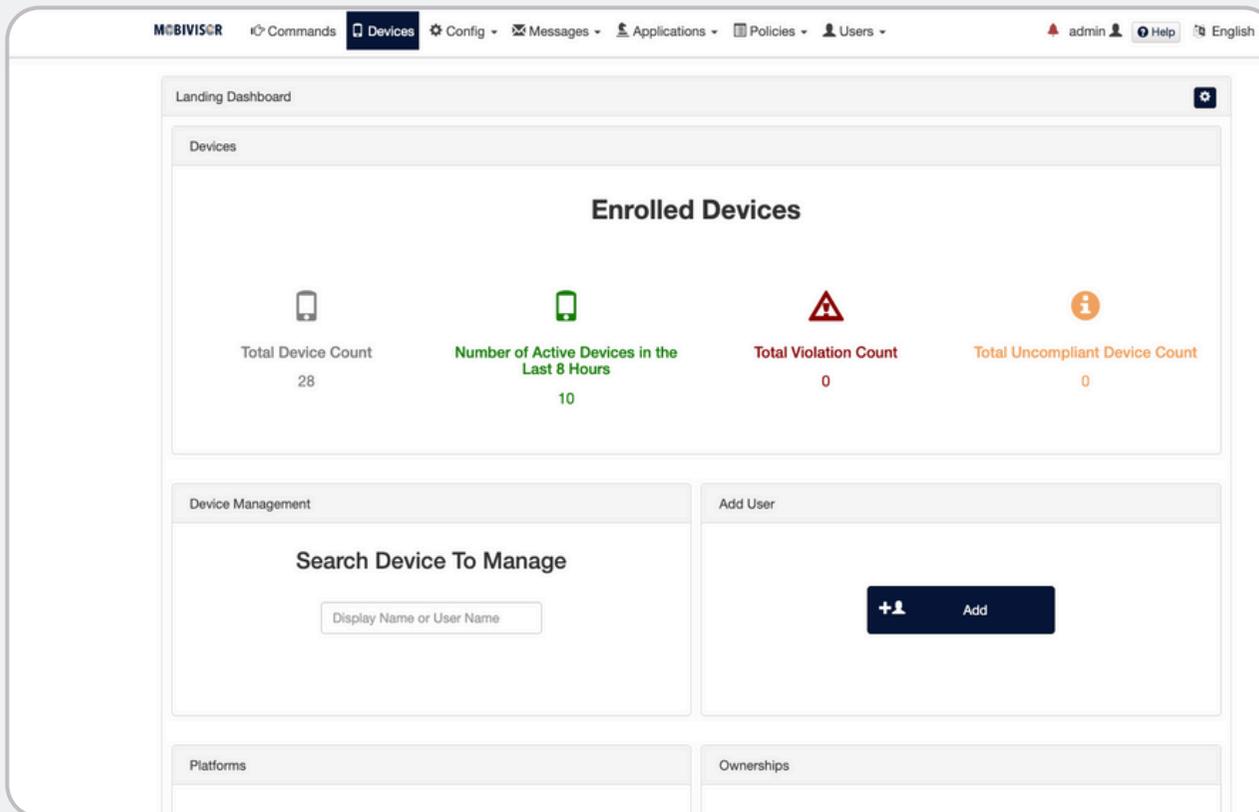


MOBIVISOR

Info

Lost mode is used to locate lost company devices. The device is only temporarily locked - but not reset. The device must be registered as a **device owner**.

Step 1



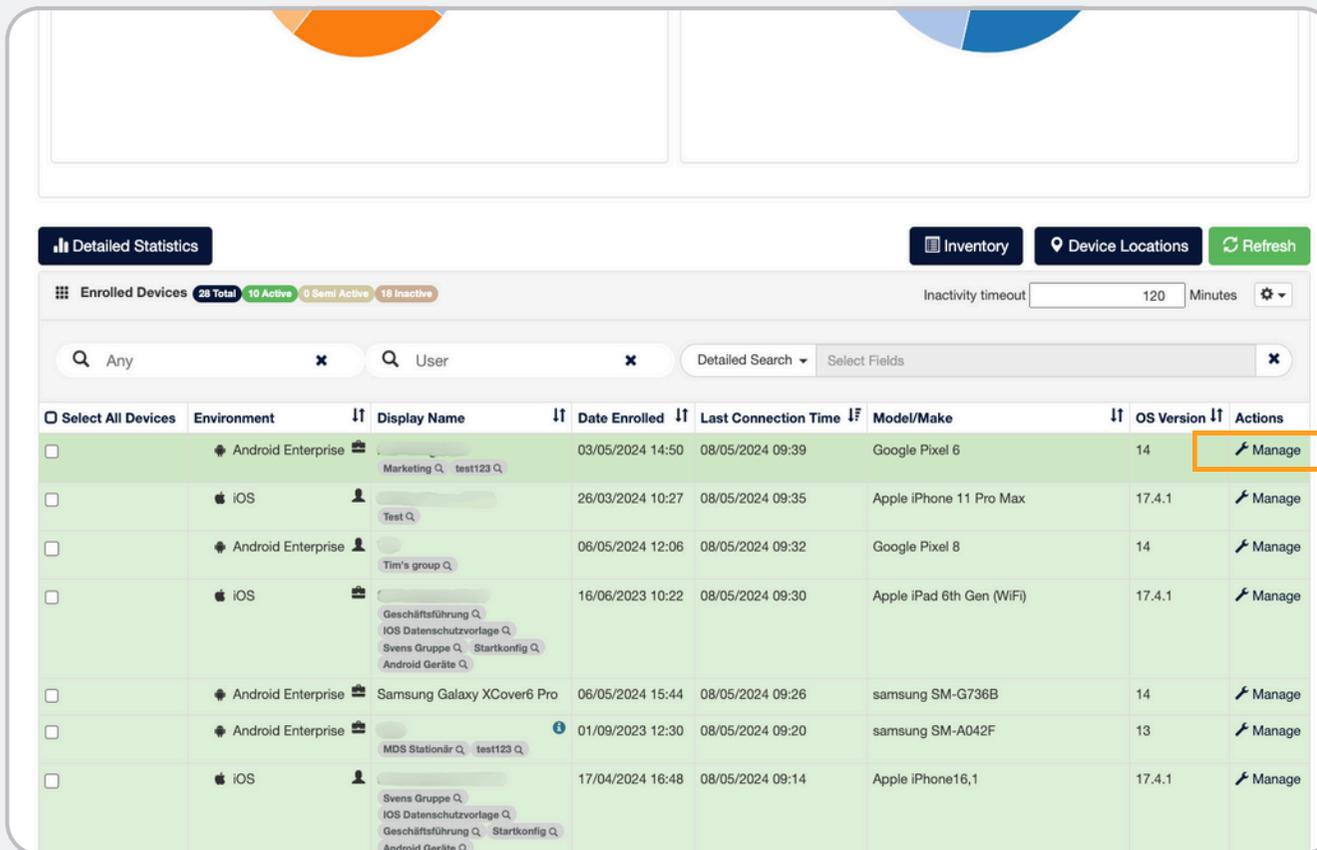
The screenshot displays the Mobivisor web interface. At the top, there is a navigation bar with the Mobivisor logo and several menu items: Commands, Devices (highlighted), Config, Messages, Applications, Policies, and Users. On the right side of the navigation bar, there is a user profile for 'admin', a Help icon, and a language selector set to 'English'. Below the navigation bar is a 'Landing Dashboard' section. The main content area is titled 'Enrolled Devices' and features four key metrics: 'Total Device Count' (28), 'Number of Active Devices in the Last 8 Hours' (10), 'Total Violation Count' (0), and 'Total Uncompliant Device Count' (0). Below these metrics are two sections: 'Device Management' with a 'Search Device To Manage' input field, and 'Add User' with an 'Add' button. At the bottom, there are sections for 'Platforms' and 'Ownerships'.

Log in to your company's MDM domain under your admin access.

Go to the tab **“devices”**.

MOBIVISOR

Step 2



Detailed Statistics

Inventory Device Locations Refresh

Enrolled Devices 28 Total 10 Active 0 Semi Active 18 Inactive

Inactivity timeout 120 Minutes

Any User Detailed Search Select Fields

| Select All Devices | Environment | Display Name | Date Enrolled | Last Connection Time | Model/Make | OS Version | Actions |
|--------------------------|--------------------|---|------------------|----------------------|---------------------------|------------|---------|
| <input type="checkbox"/> | Android Enterprise | Marketing Q test123 Q | 03/05/2024 14:50 | 08/05/2024 09:39 | Google Pixel 6 | 14 | Manage |
| <input type="checkbox"/> | iOS | Test Q | 26/03/2024 10:27 | 08/05/2024 09:35 | Apple iPhone 11 Pro Max | 17.4.1 | Manage |
| <input type="checkbox"/> | Android Enterprise | Tim's group Q | 06/05/2024 12:06 | 08/05/2024 09:32 | Google Pixel 8 | 14 | Manage |
| <input type="checkbox"/> | iOS | Geschäftsführung Q iOS Datenschutzzvorlage Q Svens Gruppe Q Startkonfig Q Android Geräte Q | 16/06/2023 10:22 | 08/05/2024 09:30 | Apple iPad 6th Gen (WiFi) | 17.4.1 | Manage |
| <input type="checkbox"/> | Android Enterprise | Samsung Galaxy XCover6 Pro | 06/05/2024 15:44 | 08/05/2024 09:26 | samsung SM-G736B | 14 | Manage |
| <input type="checkbox"/> | Android Enterprise | MDS Stationär Q test123 Q | 01/09/2023 12:30 | 08/05/2024 09:20 | samsung SM-A042F | 13 | Manage |
| <input type="checkbox"/> | iOS | Svens Gruppe Q iOS Datenschutzzvorlage Q Geschäftsführung Q Startkonfig Q Android Geräte Q | 17/04/2024 16:48 | 08/05/2024 09:14 | Apple iPhone16,1 | 17.4.1 | Manage |

In the device list, search for the device that you want to set to Lost mode.

Call up the device details under **Manage**.

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Step 3

The screenshot displays the Mobivisor mobile device management interface. On the left, a list of device details is shown, including Manufacturer API Status (API Active), Manufacturer API Version (37), Device API Type (Samsung Device Owner), Model (SM-G736B), Manufacturer (Samsung), Kernel Version (5.4.233-qqki-27763529-abG736BXXS5DXCD), Boot Loader (G736BXXS5DXCD), IMEI (352681301055365), Build Number (G736BXXS5DXCD), DNS (Not Available), Serial Number (R5CTB0RVZKH), Wi-Fi MAC Address (9c:2e:7a:23:3b:8a), IP Address (192.168.1.180), Used Storage (3%), Total Storage (105.48 GB), SSID (iotiq), RAM (60%), Battery Health (Good), Battery Status (Charging), Battery Level (2%), MDM Agent Vers. Number (2.5.8-63b4), MDM Agent Version Code (458), Root Reason (0%), CPU (14), OS Version (14), Sim Serial Number (com.boryazim.android.bor), and Enterprise Apps (mdm.app). Below this, the last status update is noted as 08/05/2024 08:39. Encrypted Messaging is shown as enabled. The 'LAST LOCATION' section indicates that the device does not have any location requests made.

On the right, the 'Enforce Password C...' and 'Reboot' buttons are visible. Below them, the 'Application Info Requests' section includes 'Uptime', 'Monthly Usages', and 'Top Consumptions'. The 'Mdm Lost Mode' section shows the 'Lost Mode' status as 'DISABLED' with a refresh icon. Under 'Actions', there are input fields for 'Message', 'Phone Number', and 'Password', followed by an 'Enable' button.

In the device details, scroll down until you reach the point **MDM Lost Mode**.

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Step 4

The screenshot displays the Mobivisor mobile management interface. On the left, a sidebar lists various device details such as Manufacturer API Status, Model, RAM, and Battery Health. The main content area is divided into several sections: 'Enforce Password C...' and 'Reboot' buttons; 'Application Info Requests' with 'Uptimes', 'Monthly Usages', and 'Top Consumptions' options; 'Mdm Lost Mode' configuration including 'Lost Mode' status (DISABLED), 'Actions' (Message, Phone Number, Password), and an 'Enable' button. A notification at the bottom states 'The Device Doesn't Have Any Location Requests Made'.

| Manufacturer API Status | API ACTIVE |
|--------------------------------|---------------------------------------|
| Manufacturer API Version | 37 |
| Device API Type | Samsung Device Owner (SM-G736B) |
| Model | Samsung |
| Manufacturer | Samsung |
| Kernel Version | 5.4.233-qqki-27763529-abG736BXXS5DXCD |
| Boot Loader | G736BXXS5DXCD |
| IMEI | 352681301055365 |
| Build Number | G736BXXS5DXCD |
| DNS | Not Available |
| Serial Number | R5CTB0RVZKH |
| Wi-Fi MAC Address | 9c:2e:7a:23:3b:8a |
| IP Address | 192.168.1.180 |
| Used Storage | 3% |
| Total Storage | 105.48 GB |
| SSID | iotiq |
| RAM | 69% |
| Battery Health | Good |
| Battery Status | Charging |
| Battery Level | 2% |
| MDM Agent Vers. Number | 2.5.8+63b4 |
| MDM Agent Version Code | 458 |
| Root Reason | |
| CPU | 0% |
| OS Version | 14 |
| Sim Serial Number | |
| Enterprise Apps | com.boryazim.android.bor mdm.app |
| Enterprise Apps (Work Profile) | |
| Last Status Updated At | 08/05/2024 08:39 |

Enforce Password C... **Reboot**

Application Info Requests

Uptimes **Monthly Usages** **Top Consumptions**

Mdm Lost Mode

Lost Mode :

Status:DISABLED

Actions :

Message

Please return Phone

Phone Number

Password

Ende1234

Enable

LAST LOCATION

The Device Doesn't Have Any Location Requests Made

Now enter a message to the finder and enter a password to exit Lost Mode.

Now click on **Enable**.

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Step 5

The screenshot displays the MDM interface with the following sections:

- Device Information:** Total Storage (105.48 GB), SSID (iotiq), CPU (1%), RAM (56%), Battery Health (Good), Battery Status (Charging), Battery Level (77%), MDM Agent Vers. Number (2.5.9+7420), MDM Agent Version Code (459), Root Reason (14), OS Version (com.boryazim.android.bor), Enterprise Apps (mdm.app).
- Enterprise Apps (Work Profile):** Last Status Updated At (08/05/2024 09:43).
- Encrypted Messaging:** Status: ON.
- Mdm Lost Mode:** Status: ENABLED. Lost Mode Information: Message: Please return Phone, Phone Number, Password: *****. Actions: Disable, Get Location.
- LAST LOCATION:** Seen At (08/05/2024 09:43), Last Location (51.3318255, 12.375969). The map shows the location in Leipzig, Germany.

In the MDM, a device in lost mode now appears like this. Only in lost mode is the device's GPS data automatically recorded so that it can be found again. **This data is not saved.**

You can end Lost Mode at any time by clicking "Disable".

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Step 6



This screen now appears on the device.

With the previously stored password, the owner of the smartphone can also unlock it if the connection to the MDM is lost, e.g. because there is no internet connection.



Any questions?

Or do you need our help?

No problem, our team will be happy to help you.

Give us a call on:

Tel: +49 341 991601 42

Or write an e-mail to:

mds@iotiq.de

