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# 1 Overview

AML Device Manager is the sidekick that every IT manager, Network Administrator or Supervisor needs in their tech stack. With AML Device Manager, administrators can handle many different tasks remotely including support, device updates, and creating custom device configurations. Every AML android-based mobile computer and kiosk is already preloaded with the necessary tools to use AML Device Manager. A license is required to activate. Unique features of AML Device Manager include a two-way messaging application, the ability to complete a factory reset with automatic enrollment, and a “Find my device” application that emits a sound and flashing light to find misplaced devices. AML Device Manager’s intuitive web application is easy to use and requires no developer experience.

## 1.1 Top Features

- Persistent factory reset (automatic enrollment)
- Two-way Messaging application
- View device performance
- Update settings over-the-air in real-time
- Manage other AML applications.
- Update firmware
- Control Audio and Display Settings
- Activate Security Settings
- Establish Wi-Fi or BLE Connectivity Settings
- Find Misplaced Devices
- Remote Control Accessibility for Support

# 2 Web Console

## 2.1 Home

The home page is the main page of AML Device Manager Portal. This is where you can see enrolled devices and their data. There are charts that can be modified to display data of the devices in various configurations. The device list columns can be modified so you only see the device fields that you want to see. You can send bulk messages to devices and set their configuration from the home page as well. To navigate to the home page, click the Home button in the navigation panel.

| ONLINE                              | SERIAL NUMBER | MODEL     | MODEL NAME | BATTERY % | AVAILABLE STORAGE | LAST CHECK | UPTIME                | ASSIGNED CONFIGURATION | IP ADDRESS                | WiFi MAC ADDRESS | NETWORK SSID      | NETWORK RSSI |     |
|-------------------------------------|---------------|-----------|------------|-----------|-------------------|------------|-----------------------|------------------------|---------------------------|------------------|-------------------|--------------|-----|
| <input type="checkbox"/>            | 0.55          | K7demo3   | KD17       | Firebird  | 100               | 10.12 GB   | 2/17/2023 11:09:22 AM | ----                   | ALDI_Test                 | 192.168.100.141  | fba2:d6:47:a2fd   | wifaccess    | -50 |
| <input checked="" type="checkbox"/> | 0.70          | K7ongRevC | KD17       | Firebird  | 100               | 25.52 GB   | 2/28/2023 4:44:24 PM  | 72d0116                | WJC_Test                  | 192.168.100.101  | e0b0a1f1c0b055    | wifaccess    | -47 |
| <input checked="" type="checkbox"/> | 0.70          | M7700173  | M7700      | Striker   | 100               | 10.84 GB   | 2/28/2023 4:45:29 PM  | 5:40:51                | WJC_Test                  | 192.168.100.88   | fba2:d6:47:9e09   | wifaccess    | -54 |
| <input checked="" type="checkbox"/> | 0.59          | M7700203  | M7700      | Striker   | 100               | 23.64 GB   | 2/24/2023 6:23:11 PM  | ----                   | Stellar Ind Testing       | 192.168.100.96   | 00:54:8d:62:30:53 | wifaccess    | -67 |
| <input checked="" type="checkbox"/> | 0.55          | M7700359  | M7700      | Striker   | 100               | 25.89 GB   | 2/28/2023 12:58:39 PM | ----                   | FarmBros_test             | 192.168.1.74     | fba2:d6:47:9e5d   | CV-guard     | -56 |
| <input type="checkbox"/>            | 0.55          | M7700362  | M7700      | Striker   | 0                 | 25.68 GB   | 2/28/2023 3:02:03 PM  | ----                   | FarmBros_test             | 10.40.04.107     | fba2:d6:47:a0dd   | fba2d6       | -58 |
| <input type="checkbox"/>            | 0.70          | M7703272  | M7700      | Striker   | 80                | 26.01 GB   | 2/28/2023 4:43:32 PM  | 5:55:49                | Rick's Testing            | 192.168.100.128  | 145a1c0f8ca0df    | wifaccess    | -48 |
| <input type="checkbox"/>            | 0.63          | M7800746  | M7800      | Scepter   | 100               | 2.19 GB    | 2/28/2023 4:46:18 PM  | 96:40:46               | Testing_Length_Of_Configs | 192.168.100.116  | cbee40:0aaf6:9b   | wifaccess    | -54 |

### 2.1.1 Setting Device Configuration

This will set an enrolled device's configuration. This device will be set up based on its configuration. Multiple devices can be selected to set the same configuration for them. **Requires the user to be an Admin User.**

1. Select the checkbox of the devices that are getting their configuration set.
2. Click the Set Config button.
3. In the popup box select the configuration from the drop-down list.
4. Click the green Yes button to assign the configuration to the selected devices.
5. The next time the device checks in it will use this configuration to set up.

### **2.1.2 Sending Bulk Messages**

This will send a message to one or multiple devices depending upon how many are selected. The device will receive this message and display it to the user of the device. The user of the device can read it and send a reply from the device. If the device is offline, the message will be queued and displayed to the user of the device when the device comes back online.

1. Select the checkbox of the devices that are receiving the message.
2. Click the Send Message button.
3. In the popup box enter the message and click the green Send button.

### **2.1.3 Device Force Check-In**

This will send a message to the device to check in and handle its configuration. This is used if you edit a configuration, but you don't want to wait for the device to check in for it to become compliant.

1. Find the device from the device list.
2. Under the Online column click the device icon button.

### **2.1.4 Device Compliance**

This will display the devices compliance status.

1. Find the device from the device list.
2. Under the Online column click the round icon next to the device icon.
3. If the device is not compliant with its configuration a popup will open that list, why the device is not in compliance.

### **2.1.5 Device List Columns**

This will modify the columns you see in the device list. For instance, if you do not want to see network information columns in the device list you can edit the columns.

1. Select the drop-down under the Columns tag to show the list of available columns.
2. Click the checkbox of the device fields to display and uncheck the checkbox of the device fields to not display.

### **2.1.6 Device Charts**

This will modify the charts you see for your device list. There are multiple chart options to choose from depending on what data you would like to view.

#### **Adding Charts**

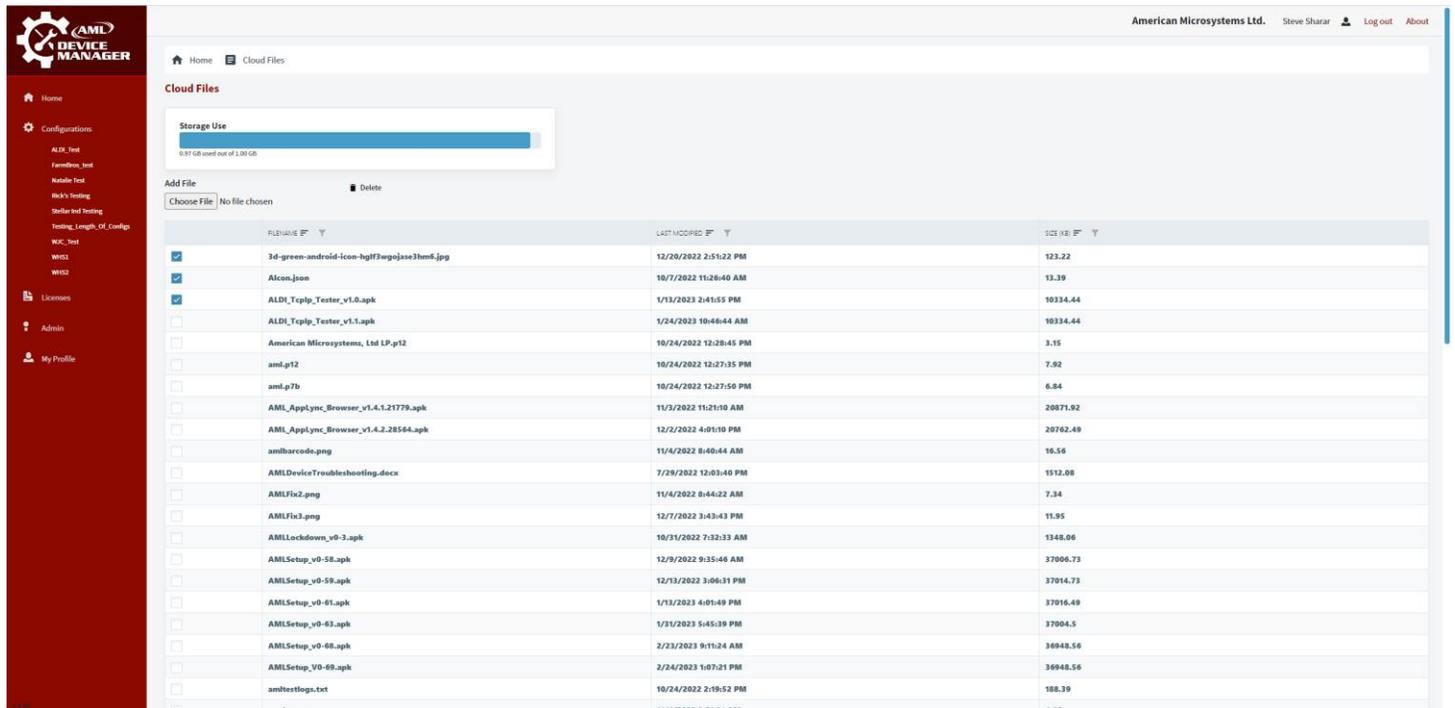
1. Click the + button in the No Chart box.
2. In the popup select the Chart Type and the Device Property.
3. Click the green Add button.

#### **Editing Charts**

1. Click the settings icon button on the chart to be edited.
2. In the popup edit the chart type and/or the device property and click the green Save button or the red Delete button if deleting the chart.

## 2.2 Cloud Files

The cloud files page is where you manage your cloud files that are used by configurations and devices. You can add, delete, and view cloud files on this page as well as view the available cloud storage. To navigate to the cloud files page, navigate to the home page and then click on Cloud Files from the top menu.



The screenshot shows the AMD Device Manager interface. On the left is a navigation menu with options like Home, Configurations, Licenses, Admin, and My Profile. The main content area is titled 'Cloud Files' and features a 'Storage Use' bar indicating 0.97 GB used out of 1.00 GB. Below this is an 'Add File' section with a 'Choose File' button and a 'Delete' button. A table lists the following files:

| FILENAME   | LAST MODIFIED          | SIZE (KB) |
|--|------------------------|-----------|
| <input checked="" type="checkbox"/> 3d-green-android-icon-hgh3nqjose3hmf.jpg | 12/20/2022 2:51:22 PM  | 123.22    |
| <input checked="" type="checkbox"/> Alcom.json                               | 10/7/2022 11:28:40 AM  | 13.39     |
| <input checked="" type="checkbox"/> ALDI_Tcplp_Tester_v1.0.apk               | 1/13/2023 2:41:55 PM   | 10334.44  |
| <input type="checkbox"/> ALDI_Tcplp_Tester_v1.3.apk                          | 1/24/2023 10:46:44 AM  | 10334.44  |
| <input type="checkbox"/> American Microsystems, Ltd LP-p12                   | 10/24/2022 12:28:45 PM | 3.15      |
| <input type="checkbox"/> aml-p12   | 10/24/2022 12:27:35 PM | 7.82      |
| <input type="checkbox"/> aml-p7b   | 10/24/2022 12:27:50 PM | 6.84      |
| <input type="checkbox"/> AML_AppLync_Browser_v1.4.1.21779.apk                | 11/3/2022 11:21:10 AM  | 20671.92  |
| <input type="checkbox"/> AML_AppLync_Browser_v1.4.2.28564.apk                | 12/2/2022 4:05:10 PM   | 20762.49  |
| <input type="checkbox"/> amlbarcode.png                                      | 11/4/2022 8:40:44 AM   | 16.56     |
| <input type="checkbox"/> AMLDeviceTroubleshooting.docx                       | 7/29/2022 12:03:40 PM  | 1512.08   |
| <input type="checkbox"/> AMLFix2.png   | 11/4/2022 8:46:22 AM   | 7.34      |
| <input type="checkbox"/> AMLFix3.png   | 12/7/2022 3:43:43 PM   | 11.95     |
| <input type="checkbox"/> AMLLockdown_v0-3.apk                                | 10/31/2022 7:32:33 AM  | 1348.06   |
| <input type="checkbox"/> AMLSetup_v0-58.apk                                  | 12/9/2022 9:35:40 AM   | 37005.73  |
| <input type="checkbox"/> AMLSetup_v0-58.apk                                  | 12/13/2022 3:06:31 PM  | 37014.73  |
| <input type="checkbox"/> AMLSetup_v0-61.apk                                  | 1/13/2023 4:01:49 PM   | 37016.49  |
| <input type="checkbox"/> AMLSetup_v0-63.apk                                  | 1/31/2023 5:45:39 PM   | 37004.5   |
| <input type="checkbox"/> AMLSetup_v0-68.apk                                  | 2/23/2023 9:11:24 AM   | 36948.56  |
| <input type="checkbox"/> AMLSetup_V0-69.apk                                  | 2/24/2023 1:07:21 PM   | 36948.56  |
| <input type="checkbox"/> amltestlogs.txt                                     | 10/24/2022 2:19:52 PM  | 188.39    |
| <input type="checkbox"/> amltestlogs.txt                                     | 11/22/2022 8:43:21 AM  | 4.96      |

### 2.2.1 Adding Cloud Files

This will add a cloud file to your device manager instance. The cloud files are APKs, images, certificates, etc. that are used in your configurations. **Requires the user to be an Admin User.**

1. Click the Choose File button under Add File. This will open the PC's file browser.
2. Select the file to add from the file browser.
3. The file will be added to the cloud file list.

### 2.2.2 Deleting Cloud Files

This will delete cloud files that are no longer needed. If the cloud file is used in a configuration, the configuration will be edited to reflect the missing cloud file. For instance, if you have a install APK as part of your configuration and you delete that APK from cloud files, that configuration setting to install the APK will be removed. **Requires the user to be an Admin User.**

1. Select the checkbox of the cloud files to be deleted.
2. Click the Delete button.
3. The cloud files will be deleted and removed from the cloud files list.

## 2.3 Configurations

The configurations page is where you can manage your device manager configurations. You can create, delete, rename, and duplicate configurations as well as edit the configuration comments. To navigate to the configurations page, click the Configurations button in the navigation panel.

|                                     | NAME                | # DEVICES ASSIGNED | ENROLLMENT BARCODE | COMMENT                                  |
|-------------------------------------|---------------------|--------------------|--------------------|--|
| <input checked="" type="checkbox"/> | TestConfig_20230114 | 0                  |                    |  |
| <input checked="" type="checkbox"/> | Rick's Testing      | 1                  |                    | AML Device Manager Functionality Testing |
| <input type="checkbox"/>            | FarmBros_test       | 2                  |                    |  |
| <input type="checkbox"/>            | ALDI_Test           | 1                  |                    |  |
| <input type="checkbox"/>            | Natalie Test        | 0                  |                    |  |
| <input type="checkbox"/>            | TestConfig_20230113 | 0                  |                    |  |
| <input type="checkbox"/>            | TESTING             | 0                  |                    | Stevens                                  |
| <input type="checkbox"/>            | TESTING_RENAMED     | 0                  |                    | Stevens                                  |
| <input type="checkbox"/>            | StoreScan Testing   | 0                  |                    |  |

### 2.3.1 Creating Configurations

This will create a new configuration that can be used to enroll devices with. **Requires the user to be an Admin User.**

1. Click the New Configuration + button.
2. In the popup box type in a name for the configuration.
3. Click the green Add button.
4. This will redirect you to the configurations home page.

### 2.3.2 Deleting Configurations

This will delete configuration(s) from the Configurations list. **Requires the user to be an Admin User.**

1. Select the checkbox of the configurations to be deleted.
2. Click the Delete button.
3. In the popup click Yes to delete the configurations.
4. The configurations should be removed from the list.

### 2.3.3 Renaming Configurations

This will rename the configuration. **Requires the user to be an Admin User.**

1. Select the checkbox of the configuration to be renamed.
2. Click the Rename button.
3. In the popup box type in a new name for the configuration and click the green Save button.
4. This will redirect you to the new renamed configuration home page.

### 2.3.4 Duplicating Configurations

This will create a configuration with the same settings as the selected configuration except it will have a different name. **Requires the user to be an Admin User.**

1. Select the checkbox of the configuration to be duplicated.
2. Click the Duplicate button.
3. In the popup type in a name for the duplicated configuration.
4. Click the green Add button.
5. This will redirect you to the new duplicated configuration home page.

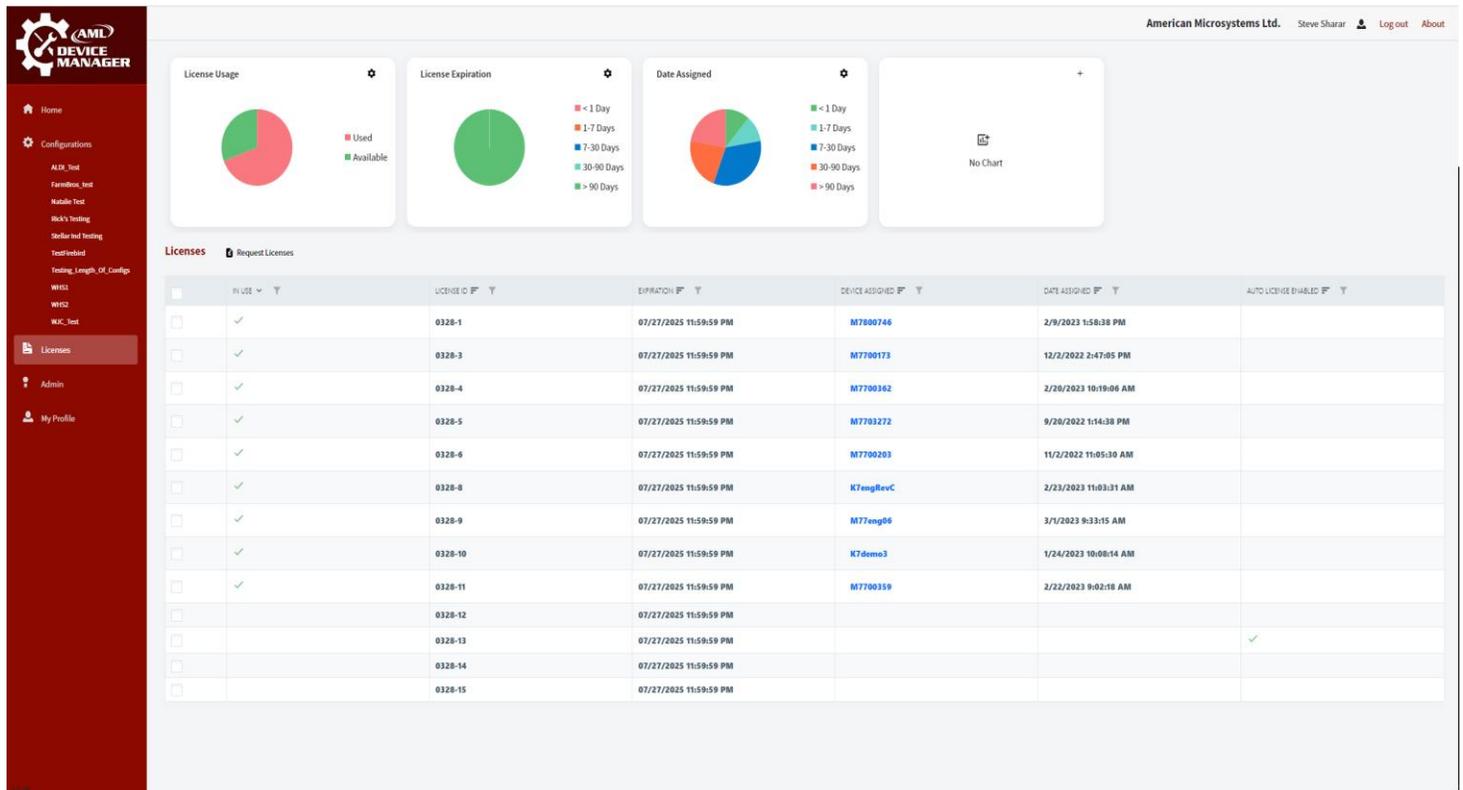
### 2.3.5 Editing Configuration Comments

This will edit the configuration comment. The configuration comment is typically used so you can distinguish between configurations. For instance, one configurations comment could be “Chicago” and the other could be “Detroit” to distinguish between configurations that are used in each location.

1. Find the configuration to edit in the list.
2. Under the Comment column click the pencil icon button.
3. In the popup box enter the comment and click the green Save button.

## 2.4 Licenses

The licenses page is where you can manage your device manager licenses. There are charts that can be modified to display status of the licenses. You can request new licenses, extend licenses, release licenses, and configure license settings. To navigate to the licenses page, click the Licenses button in the navigation panel.



| <input type="checkbox"/> | In Use | License ID | Expiration             | Device Assigned | Date Assigned         | Auto License Enabled |
|--------------------------|--------|------------|------------------------|-----------------|-----------------------|----------------------|
| <input type="checkbox"/> | ✓      | 0328-1     | 07/27/2025 11:59:59 PM | M7800746        | 2/9/2023 1:58:38 PM   |                      |
| <input type="checkbox"/> | ✓      | 0328-3     | 07/27/2025 11:59:59 PM | M7700173        | 12/2/2022 2:47:05 PM  |                      |
| <input type="checkbox"/> | ✓      | 0328-4     | 07/27/2025 11:59:59 PM | M7700362        | 2/20/2023 10:19:06 AM |                      |
| <input type="checkbox"/> | ✓      | 0328-5     | 07/27/2025 11:59:59 PM | M7703272        | 9/20/2022 1:14:38 PM  |                      |
| <input type="checkbox"/> | ✓      | 0328-6     | 07/27/2025 11:59:59 PM | M7700203        | 11/2/2022 11:05:30 AM |                      |
| <input type="checkbox"/> | ✓      | 0328-8     | 07/27/2025 11:59:59 PM | K7engRevC       | 2/23/2023 11:03:31 AM |                      |
| <input type="checkbox"/> | ✓      | 0328-9     | 07/27/2025 11:59:59 PM | M77eng06        | 3/1/2023 9:33:15 AM   |                      |
| <input type="checkbox"/> | ✓      | 0328-10    | 07/27/2025 11:59:59 PM | K7demo3         | 1/24/2023 10:08:14 AM |                      |
| <input type="checkbox"/> | ✓      | 0328-11    | 07/27/2025 11:59:59 PM | M7700359        | 2/22/2023 9:02:18 AM  |                      |
| <input type="checkbox"/> |        | 0328-12    | 07/27/2025 11:59:59 PM |                 |                       |                      |
| <input type="checkbox"/> |        | 0328-13    | 07/27/2025 11:59:59 PM |                 |                       | ✓                    |
| <input type="checkbox"/> |        | 0328-14    | 07/27/2025 11:59:59 PM |                 |                       |                      |
| <input type="checkbox"/> |        | 0328-15    | 07/27/2025 11:59:59 PM |                 |                       |                      |

### 2.4.1 Request Licenses

This will send an email to the sales department at AML with an order request for licenses. **Requires the user to be an Admin User.**

1. Click the Request Licenses button.
2. In the popup enter your first name, last name, email, phone number, company name, and the number of licenses needed.
3. Click the green Submit button.

### 2.4.2 Release Licenses

This will release the licenses and unenroll the devices assigned to them. **Requires the user to be an Admin User.**

1. Select the checkboxes of the licenses to be released.
2. Click the Release button.
3. In the popup prompt click the green Yes button to release the license.

### 2.4.3 Extend Licenses

This will send an email to the sales department at AML with an order request to extend the expiration of the selected licenses. **Requires the user to be an Admin User.**

1. Select the checkboxes of the licenses to be extended.
2. Click the Extend Licenses button.
3. In the popup enter your first name, last name, email, phone number, and company name.
4. Click the green Submit button.

### 2.4.4 Enable Device Auto License

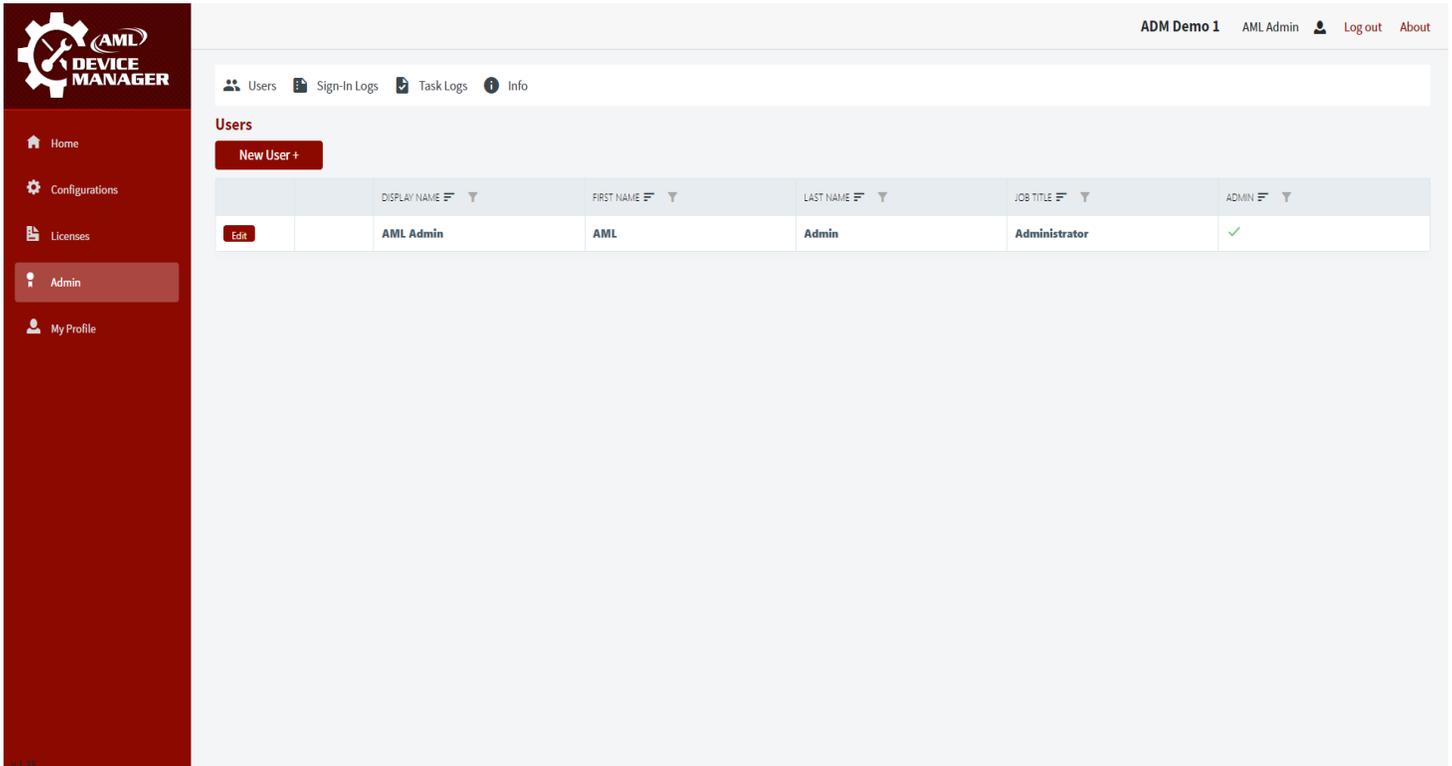
This will allow a device to grab an available license from the license pool when its license expires.

**Requires the user to be an Admin User.**

1. Select the checkbox of the licensed devices that you would like to enable auto license for.
2. Click the Renew with Unused Licenses button.
3. In the popup toggle the switch next to the Renew with Unused Licenses Enabled label to enable/disable auto license.
4. Click the green Update button to save the settings.

## 2.5 Admin

The admin page is where you can manage your users. You can add users, delete users, and edit users. To navigate to the admin page, click the Admin button in the navigation panel. You will only see the Admin button in the navigation panel if you are an admin user.



The screenshot shows the AML Device Manager Admin interface. On the left is a dark red navigation sidebar with icons for Home, Configurations, Licenses, Admin (highlighted), and My Profile. The top right of the page shows the user 'AML Admin' and options for 'Log out' and 'About'. Below the navigation is a header with 'Users', 'Sign-In Logs', 'Task Logs', and 'Info'. The main content area is titled 'Users' and features a 'New User +' button. Below this is a table with columns for 'Edit', 'DISPLAY NAME', 'FIRST NAME', 'LAST NAME', 'JOB TITLE', and 'ADMIN'. A single user is listed with the following details:

|      | DISPLAY NAME | FIRST NAME | LAST NAME | JOB TITLE     | ADMIN |
|------|--------------|------------|-----------|---------------|-------|
| Edit | AML Admin    | AML        | Admin     | Administrator | ✓     |

### 2.5.1 Add User

This will add a user to the device manager console. This user will receive an email with a login link and a temporary password to log in with. **Requires the user to be an Admin User.**

1. Click the New User + button.
2. In the popup enter the users first name, last name, username, valid email address, job title, department, and select the checkbox if they are going to be an admin user. You can also restrict the user to certain configurations, so the user only sees those configurations and devices when they are in the device manager console.
3. Click the green Add button to add the user and send the invitation email.

### 2.5.2 Delete User

This will delete a user from the device manager console. **Requires the user to be an Admin User.**

1. Click the Delete button next to the user to be deleted.
2. In the popup click the green Yes button to delete the user.

### 2.5.3 Editing User

This will edit the user's information. **Requires the user to be an Admin User.**

1. Click the Edit button next to the user to be edited.
2. In the popup edit the user information you would like to modify. You can modify the users first name, last name, username, email, job title, department, whether they are an admin, or their configuration restrictions.
3. Click the green Save button to save the user information.

## 2.6 Sign-In Logs

The sign-in logs page is where you can view recent sign-ins to your device manager console. To navigate to the sign-in logs page, first navigate to the Admin page, then click on the Sign-In Logs menu option at the top. You must be an Admin User to view this page.

American Microsystems Ltd. Steve Sharar [Log out](#) [About](#)

Users Sign-In Logs Task Logs Info

### Sign-In Logs

| DATE                 | USER           | SIGN-IN NAME       | LOCATION               |
|----------------------|----------------|--------------------|------------------------|
| 3/1/2023 4:37:30 AM  | Wayne Chappell | wchappell@amlt.com | Arlington, Texas, US   |
| 2/28/2023 9:55:53 PM | Steve Sharar   | sshara@amlt.com    | Fort Worth, Texas, US  |
| 2/21/2023 7:05:47 PM | Carl Lemaster  | clmaster@amlt.com  | Fort Worth, Texas, US  |
| 2/27/2023 2:47:12 AM | Steve Sharar   | sshara@amlt.com    | San Antonio, Texas, US |

## 2.7 Task Logs

The task logs page is where you can view recent tasks done by users in your device manager console. To navigate to the task logs page, first navigate to the Admin page, then click on the Task Logs menu option at the top. You must be an Admin User to view this page.

American Microsystems Ltd. Steve Sharar [Log out](#) [About](#)

Users Sign-In Logs Task Logs Info

### Task Logs

| DATE                  | USER           | TASK                  | TASK ITEM           | SUCCESS |
|-----------------------|----------------|-----------------------|---------------------|---------|
| 3/1/2023 11:19:38 AM  | Steve Sharar   | Deleted User          | John Calkins        | ✓       |
| 3/1/2023 10:44:31 AM  | Wayne Chappell | Remote Control Device | M7700173            | ✓       |
| 3/1/2023 9:31:40 AM   | Steve Sharar   | Edited Configuration  | TestFirebird        | ✓       |
| 3/1/2023 9:31:14 AM   | Steve Sharar   | Created Configuration | TestFirebird        | ✓       |
| 2/28/2023 10:39:46 PM | Wayne Chappell | Remote Control Device | M7700173            | ✓       |
| 2/28/2023 4:35:13 PM  | Steve Sharar   | Created Configuration | WHS2                | ✓       |
| 2/28/2023 4:35:06 PM  | Steve Sharar   | Created Configuration | WHS1                | ✓       |
| 2/28/2023 4:34:45 PM  | Steve Sharar   | Deleted Configuration | WHS_1_RENAME        | ✓       |
| 2/28/2023 4:34:45 PM  | Steve Sharar   | Deleted Configuration | TESTING_RENAMED     | ✓       |
| 2/28/2023 4:34:45 PM  | Steve Sharar   | Deleted Configuration | NovipaxTest         | ✓       |
| 2/28/2023 4:34:44 PM  | Steve Sharar   | Deleted Configuration | Standard_Config     | ✓       |
| 2/28/2023 4:34:44 PM  | Steve Sharar   | Deleted Configuration | StoreScan Testing   | ✓       |
| 2/28/2023 4:34:44 PM  | Steve Sharar   | Deleted Configuration | TestApplync         | ✓       |
| 2/28/2023 4:34:44 PM  | Steve Sharar   | Deleted Configuration | TestConfig_20230113 | ✓       |
| 2/28/2023 4:34:44 PM  | Steve Sharar   | Deleted Configuration | TestConfig_20230119 | ✓       |
| 2/28/2023 4:34:44 PM  | Steve Sharar   | Deleted Configuration | testfactoryreset    | ✓       |

## 2.8 Domain Info

The Info page is where you can view the domains and ports that your instance of device manager communicates with. These domains and ports need to be whitelisted on the networks of the devices for them to function correctly with device manager console. To navigate to the info page, first navigate to the Admin page, then click on the Info menu option at the top. You must be an Admin User to view this page.

The screenshot shows the 'Info' page in the AML Device Manager interface. The page title is 'American Microsystems Ltd. : Info'. A message at the top states: 'These domains and ports need to be whitelisted in your network for AML Device Manager to function correctly.' The page is divided into three main sections: Database, Storage, and Remote Control. Each section lists domains and ports that need to be whitelisted.

| Category       | Domain  | Port  |
|----------------|---|-------|
| Database       | amltld.documents.azure.com                      | 443   |
|                |   |       |
| Storage        | amtddevicemanagerstorage.blob.core.windows.net  | 443   |
|                | amtddevicemanagerstorage.queue.core.windows.net | 443   |
|                | amfilestorage.blob.core.windows.net             |       |
| Remote Control | stun1.l.google.com                              | 19302 |
|                | stun1.l.google.com                              | 19302 |
|                | stun2.l.google.com                              | 19302 |
|                | stun2.l.google.com                              | 19302 |
|                | stun3.l.google.com                              | 19302 |
|                | stun3.l.google.com                              | 19302 |

## 2.9 Profile

The Profile page is where you can view your profile information. You can reset your password, change email alert settings, and view information. To navigate to the profile page, click the My Profile button in the navigation panel or click on the person icon next to the log out button in the top bar.

The screenshot displays the 'My Profile' page in the AML Device Manager application. The page is divided into three main sections: 'Company Info', 'User Info', and 'Email Alerts'. The 'Company Info' section shows the company name 'American Microsystems Ltd.' and the department 'Engineering'. The 'User Info' section displays the user's name 'Steve Sharar', email 'ssharr@amlt.com', and job title 'Software'. Below the 'User Info' section is a 'Reset Password' button. The 'Email Alerts' section includes a 'Restrict to configs' checkbox, a 'Device Alerts' toggle switch (which is turned on), a 'Number of days before alert' dropdown menu set to '1', a 'License Alerts' toggle switch (which is turned on), and a 'Message Alerts' toggle switch (which is turned on). A 'Save' button is located at the bottom of the 'Email Alerts' section. The top right of the page shows the user's name 'Steve Sharar' and links for 'Log out' and 'About'.

### 2.9.1 Reset Password

This will reset your password. The next time logging in you will need to use the new password.

1. Click on the Reset Password button under the User Info section.
2. In the popup enter the new password.
3. Click the green Update button to save the password.

### 2.9.2 Device Email Alerts

This will enable/disable device email alerts. When device email alerts are enabled, you will be emailed a device status list every day or you can change the days value to whatever you want. For instance, if you want a device status list emailed to you every week, enable device email alerts, and select 7 for the number of days before alert field.

1. Click the switch under Device Alerts to enable/disable device email alerts.
2. Select a number from the drop-down list for the Number of days before alert.
3. Click the blue Save button to save the settings.

### 2.9.3 License Email Alerts

This will enable/disable license email alerts. When license email alerts are enabled, you will be emailed a license status list every day.

1. Click the switch under License Alerts to enable/disable license email alerts.
2. Click the blue Save button to save the settings.

### **2.9.4 Device Message Email Alerts**

This will enable/disable device message email alerts. When device message email alerts are enabled, you will be emailed messages that are sent from devices to the device manager console. This includes file attachments sent from the device to the console.

1. Click the switch under Message Alerts to enable/disable device message email alerts.
2. Click the blue Save button to save the settings.

### **2.9.5 Email Alerts Config Restrictions**

This will restrict email alerts to only the selected configurations if configured. For instance, if you only want email alerts for devices and licenses that use one configuration, select that configuration so you will only get those emails.

1. Click the checkbox next to Restrict to configs.
2. Click the Config Options button.
3. In the popup select the checkbox next to each configuration you want email alerts for.
4. Click the green OK button.
5. Click the blue Save button to save the settings.

## 2.10 Device Home

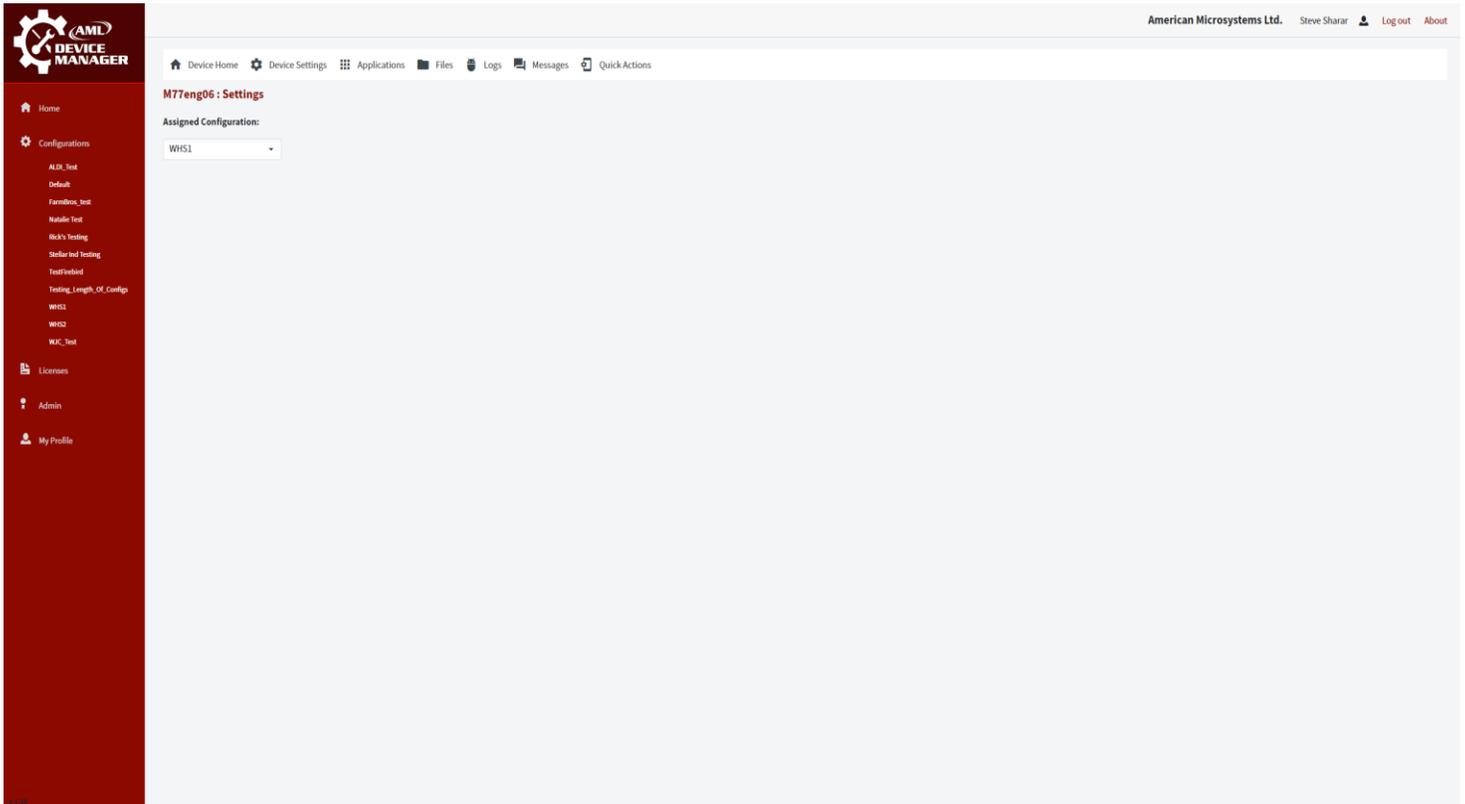
The device home page is where you can view the device information such as battery, network info, hardware info, and storage info. To navigate to a device's home page, click the device serial number link from the device list in the home page.

The screenshot shows the AML Device Manager web interface. The top navigation bar includes 'American Microsystems Ltd.', 'Steve Sharar', 'Log out', and 'About'. The main navigation menu on the left includes 'Home', 'Configurations', 'Licenses', 'Admin', and 'My Profile'. The main content area is titled 'M77eng06 : Info' and contains three panels: 'Status', 'Storage', and 'Connected Network'.

| Section           | Property                   | Value               |
|-------------------|----------------------------|---------------------|
| Status            | Battery (%)                | 99%                 |
|                   | Ip address                 | 192.168.100.118     |
|                   | Wi-Fi MAC address          | fb:a2:d6:47:a2:61   |
|                   | Bluetooth address          | 22:22:68:17:79:2E   |
|                   | Model                      | M7700               |
|                   | Name                       | Striker             |
|                   | Serial number              | M77eng06            |
| Storage           | Available storage          | 10.6 GB             |
|                   | Auto-Update Device Manager | Auto-Update Enabled |
| Connected Network | SSID                       | wifiaccess          |
|                   | RSSI                       | -56                 |
|                   | BSSID                      | e4:55:a8:26:69:5c   |
|                   | Up time                    | 4:31:49             |

## 2.11 Device Settings

The device setting page is where you can set the configuration of the device. To navigate to a device's settings page, click the device serial number link from the device list in the home page, then click the Device Settings menu option at the top.



### 2.11.1 Setting Device Configuration

This will change the configuration that the device uses to set up its settings.

1. Click the drop down under Assigned Configuration to display list of available configurations.
2. Click the configuration to assign to the device.

## 2.12 Device Applications

The device applications page is where you can view, install, or uninstall a device's applications. To navigate to a device's applications page, click the device serial number link from the device list in the home page, then click the Applications menu option at the top.

The screenshot shows the AML Device Manager interface. The top header includes the company name 'American Microsystems Ltd.', the user name 'Steve Sharar', and options for 'Log out' and 'About'. The navigation menu on the left includes 'Home', 'Configurations', 'Licenses', 'Admin', and 'My Profile'. The main content area is titled 'M77eng06 : Applications' and features an 'Install APK' button. Below this is a table of installed applications:

| NAME                               | PACKAGE NAME                | VERSION             | SYSTEM |
|------------------------------------|-----------------------------|---------------------|--------|
| AML Barcode Scanner                | com.amltd.amlbarcodescanner | 1.42                | ✓      |
| AML Clone                          | com.amltd.amlclone          | 0.15                | ✓      |
| AML Lockdown                       | com.amltd.amllockdown       | 0.31                | ✓      |
| AMLSetup                           | com.amltd.amlsetup          | 0.71                | ✓      |
| Applync                            | com.amltd.applyncbrowser    | 1.4.3               | ✓      |
| <a href="#">Uninstall</a> Chrome   | com.android.chrome          | 81.0.4044.138       |        |
| <a href="#">Uninstall</a> DC Suite | com.amltd.dcsuite           | 3.59                |        |
| <a href="#">Uninstall</a> GlinkVT  | no.gar.glinkvt              | 2.4.4               |        |
| <a href="#">Uninstall</a> Journeys | com.amltd.journeys          | 3.70                |        |
| Open Camera                        | com.amltd.opencamera        | 1.1                 | ✓      |
| <a href="#">Uninstall</a> Velocity | com.wavelink.velocity       | 2.1.0.19105.2e344d9 |        |

### 2.12.1 Installing Applications

This will install an APK on the device. The device must be online for it to receive the message to install the APK. The APK must be added in Cloud Files first.

1. Click the Install APK button.
2. In the popup, click the drop down under APK to display a list of APK's in the cloud files.
3. Select the APK from the drop-down list and click the green Install button.

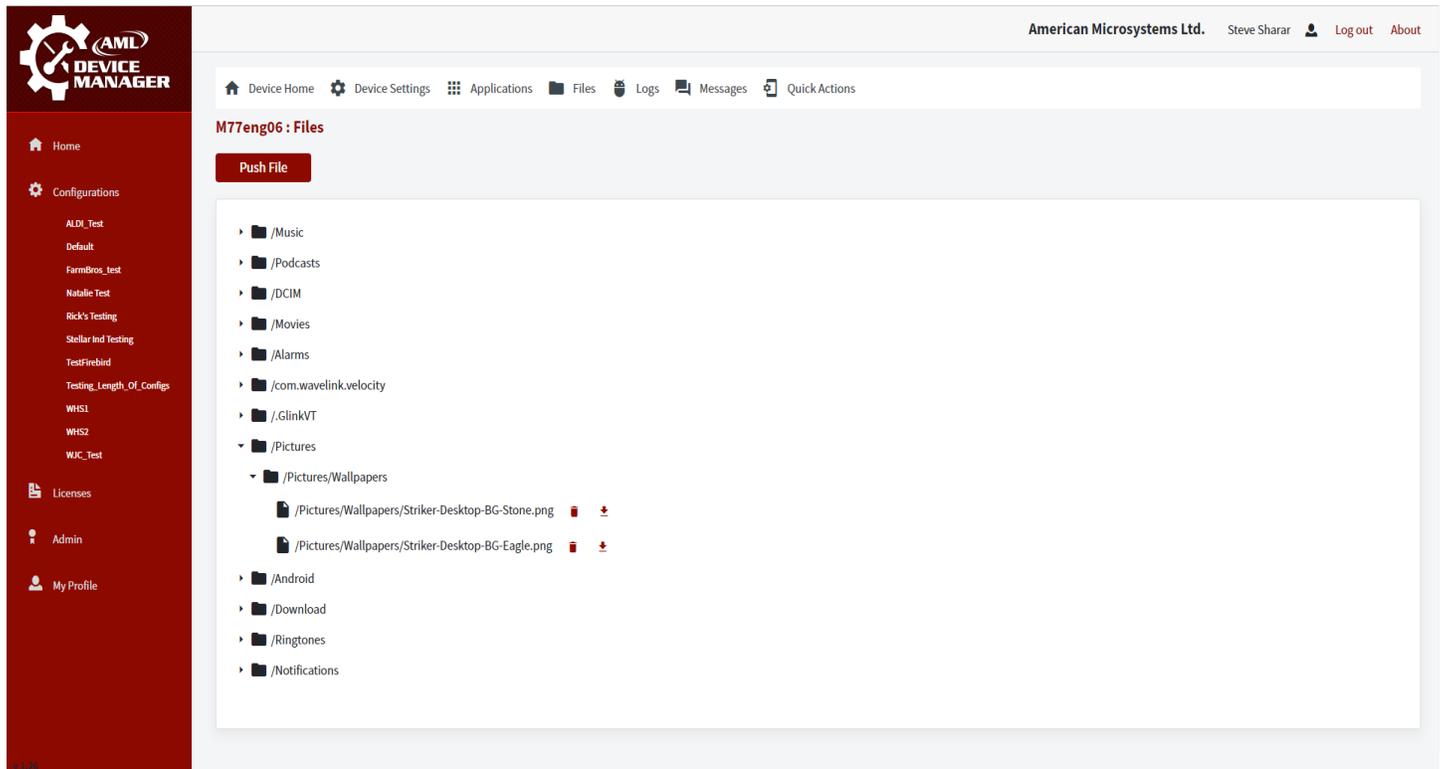
### 2.12.2 Uninstalling Applications

This will uninstall an application on the device. The device must be online for it to receive the message to uninstall the application.

1. Click the Uninstall button next the application to be uninstalled.
2. In the popup, click the green Yes button to uninstall.

## 2.13 Device Files

The device files page is where you can view, download, push, or delete a device's files. To navigate to a device's files page, click the device serial number link from the device list in the home page, then click the Files menu option at the top.



### 2.13.1 Pushing Files

This will push a file to the device. The device must be online for it to receive the message to get the file. The file must be added in Cloud Files first.

1. Click the Push File button.
2. In the popup, click the drop-down under File to display a list of files in the cloud files.
3. Select the file from the drop-down list.
4. Type a path to push the file to on the device in the input field under Filepath or leave blank to push to the device's downloads folder.
5. Click the green Push button to push the file.

### 2.13.2 Deleting Files

This will delete a file from the device. The device must be online for it to receive the message to delete the file.

1. Click the red delete icon next to the file to be deleted.

### 2.13.3 Download Files

This will download a file from the device to the local PC. The device must be online for it to receive the message to download the file.

1. Click the red download icon next to the file to be downloaded.
2. In the popup, click the green Yes button to download the file.

## 2.14 Device Logs

The device logs page is where you can retrieve the device's logs. To navigate to a device's logs page, click the device serial number link from the device list in the home page, then click the Logs menu option at the top.

The screenshot shows the AML Device Manager web interface. The top header displays 'American Microsystems Ltd.' and the user 'Steve Sharar' with 'Log out' and 'About' links. A navigation bar contains 'Device Home', 'Device Settings', 'Applications', 'Files', 'Logs', 'Messages', and 'Quick Actions'. The left sidebar lists 'Home', 'Configurations' (with sub-items like ALDI\_Test, Default, FarmBros\_test, etc.), 'Licenses', 'Admin', and 'My Profile'. The main content area is titled 'M77eng06: Device Logs' and contains the text 'Device Logs (Retrieve device logcat data.)', 'Select a time range:', a dropdown menu set to 'Last 24 hours', and a red 'Get Logs' button.

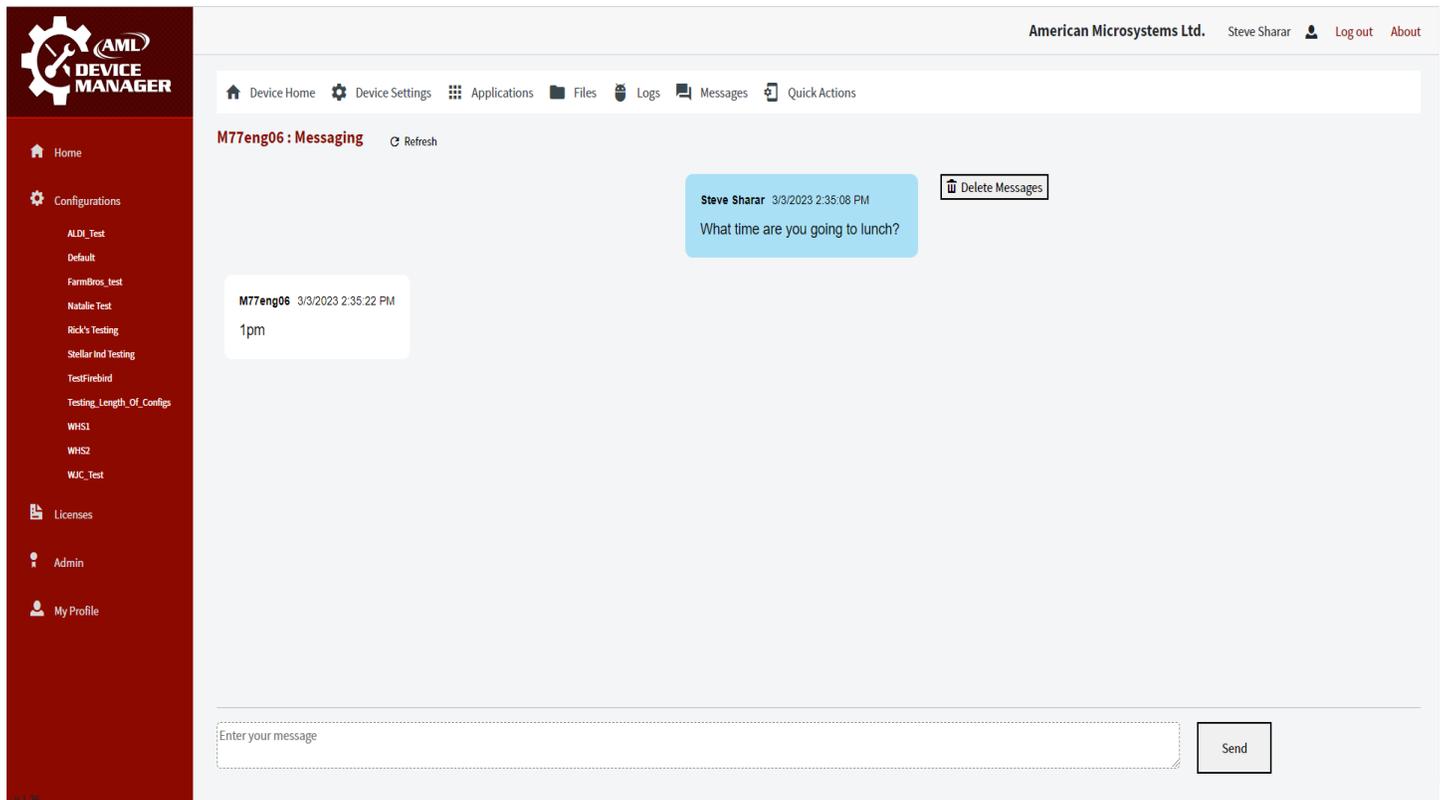
### 2.14.1 Retrieving Device Logs

This will get the device's logs and download them in a zip folder to the local PC. The device must be online for it to receive the message to get the logs.

1. Click the drop-down under Select a time range.
2. Select a time range from the drop-down list.
3. Click the red Get Logs button.

## 2.15 Device Messages

The device messages page is where you can view, send, and delete device messages. To navigate to a device's messages page, click the device serial number link from the device list in the home page, then click the Messages menu option at the top.



The screenshot displays the AML Device Manager web interface. On the left is a dark red sidebar with navigation options: Home, Configurations (with sub-items: ALDI\_Test, Default, FarmBros\_Test, Natalie Test, Rick's Testing, Stellar Ind Testing, TestFirebird, Testing\_Length\_Of\_Configs, WHS1, WHS2, WJC\_Test), Licenses, Admin, and My Profile. The top right of the page shows the user 'Steve Sharar' and options for 'Log out' and 'About'. A navigation bar contains icons for Device Home, Device Settings, Applications, Files, Logs, Messages, and Quick Actions. The main content area is titled 'M77eng06 : Messaging' and includes a 'Refresh' button. It shows a message from 'Steve Sharar' at 3/3/2023 2:35:08 PM with the text 'What time are you going to lunch?' and a 'Delete Messages' button. Below it is a message from 'M77eng06' at 3/3/2023 2:35:22 PM with the text '1pm'. At the bottom, there is an input field labeled 'Enter your message' and a 'Send' button.

### 2.15.1 Sending Device Messages

This will send a message to the device and prompt the user of the device with the message. The device must be online for it to receive the message that is sent. If the device is offline when sending the message, the message will be queued and displayed to the user on the device when it comes back online.

1. Type the message to send to the device in the input text box at the bottom.
2. Click the Send button.

### 2.15.2 Deleting Device Messages

This will delete device messages.

1. Click the Delete Messages button to the right.
2. Click the checkbox next to each message to be deleted.
3. Click the Delete button to the right.

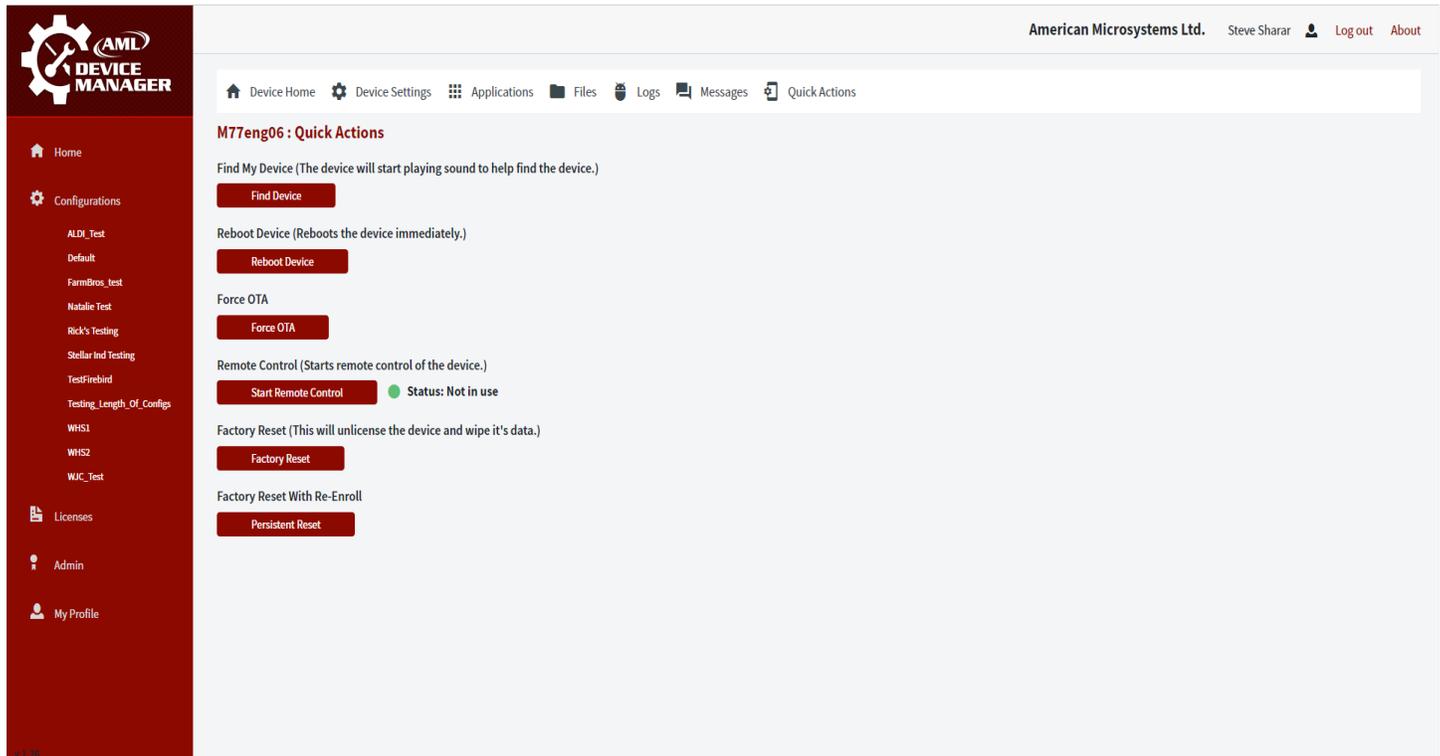
### 2.15.3 Download Message Attachment

This will download a messages file attachment to the local PC.

1. Click the attachment icon of the message that has the attachment.
2. In the popup, click the green Yes button to download the attachment.

## 2.16 Device Quick Actions

The device quick actions page is where you can find the device, reboot the device, force OTA, remote control, and factory reset the device.



### 2.16.1 Find My Device

This feature will cause the device to start playing a loud notification sound and flashing the flashlight on and off repeatedly. This is used to help locate a missing device in the warehouse.

1. Click the red Find Device button.
2. In the popup, enter a message to display on the device screen if any. This can be empty.
3. Click the green Find button.

### 2.16.2 Reboot Device

This feature will reboot the device. The reboot is done instantly and without any prompt to the device user.

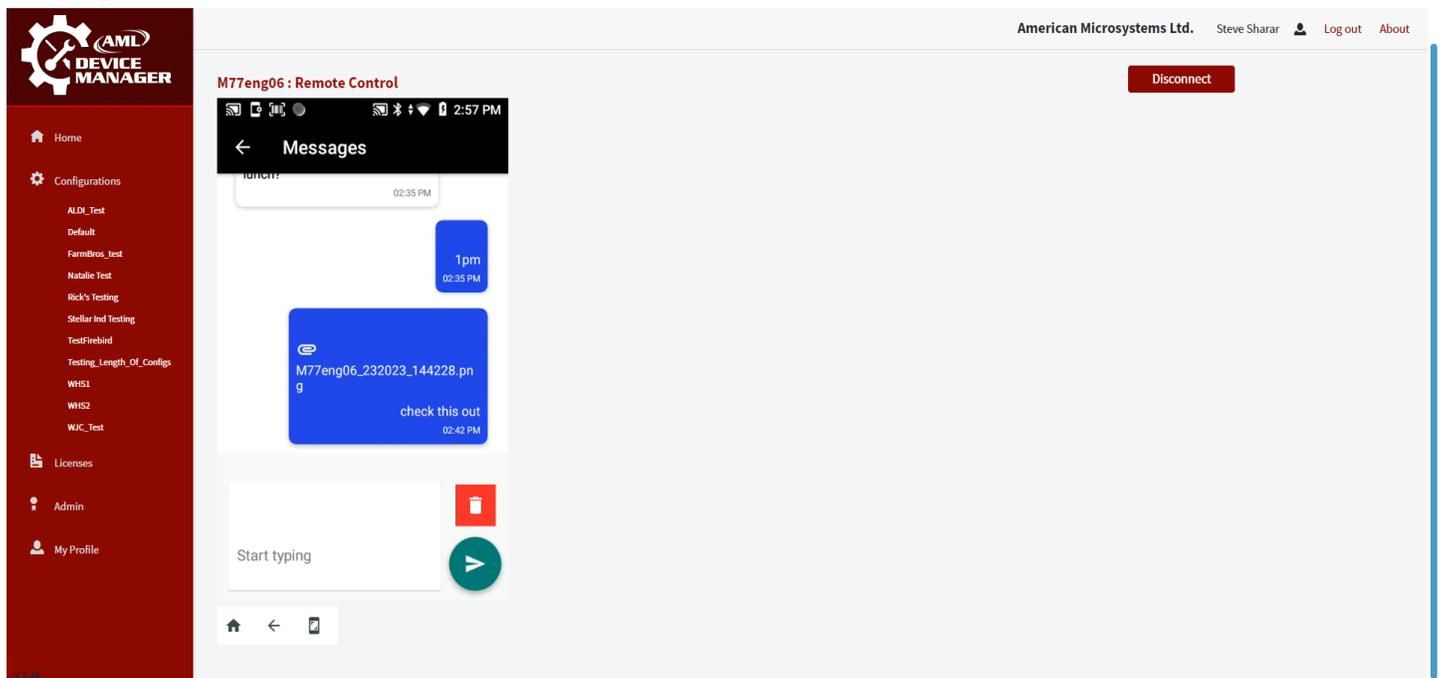
1. Click the red Reboot Device button.
2. In the popup, enter the device's serial number for confirmation.
3. Click the green Reboot button.

### 2.16.3 Force OTA

This feature will force the device to update to the latest OTA. The OTA is done instantly and without any prompt to the device user.

1. Click the red Force OTA button.
2. In the popup, enter the device's serial number for confirmation.
3. Click the green Force OTA button.

## 2.16.4 Remote Control



This feature will allow you to remote control the device.

1. Click the red Start Remote Control button.
2. When connected, you will be redirected to the remote-control page. You can now begin remote controlling the device.

### Taking Screenshot

This will take a screenshot of the device and download the image to the local PC.

1. Click the phone icon in the remote-control menu.
2. The image will be downloaded instantly.

### Disconnecting

This will stop the remote-control of the device.

1. Click the red Disconnect button.
2. You will be redirected back the device's quick actions page.

## 2.16.5 Factory Reset

This feature will initiate a factory reset of the device. If the device is offline, the factory reset will happen when it comes back online. This wipes the device, and the device will need to be re-enrolled with device manager after the reset.

1. Click the red Factory Reset button.
2. In the popup, enter the device's serial number for confirmation.
3. Click the green Reset button.

## 2.16.6 Persistent Factory Reset

This feature initiates a persistent factory reset of the device. If the device is offline, the persistent factory reset will happen when it comes back online. This resets the device without unenrolling the device.

1. Click the red Persistent Reset button.
2. In the popup, select the configuration to re-enroll with after the reset.
3. Click the green Reset button.

## 2.17 Configuration Home

The configuration home page is where you can see a configuration's enrolled devices, view the configuration summary, and download the enrollment barcodes for the configuration. To navigate to a configurations home page, click on the configuration in the configuration list in the navigation menu to the left.

The screenshot shows the AML Device Manager interface. The top navigation bar includes the AML Device Manager logo, the user name 'Steve Sharar', and links for 'Log out' and 'About'. Below the navigation bar is a menu with options: 'Config Home', 'Networks', 'Connected Devices', 'AML Apps', 'Application Settings', 'File Settings', 'OS Update', and 'Settings'. The main content area is titled 'WHS1' and displays a table of enrolled devices. Below the table are buttons for 'Two-D Barcode' and 'One-D Barcodes', followed by a 'Configuration Summary' section with a list of settings.

| ONLINE | SERIAL NUMBER | MODEL | BATTERY (%) | LAST CHECK-IN       | IP ADDRESS      | WIFI MAC ADDRESS  | ANDROID BUILD |
|--------|---------------|-------|-------------|---------------------|-----------------|-------------------|---------------|
| 0.71   | M77eng06      | M7700 | 99          | 3/3/2023 4:07:58 PM | 192.168.100.118 | f8:a2:d6:47:a2:61 | P23056        |

**Enrollment Barcode(s)**

**Two-D Barcode**

**One-D Barcodes**

**Configuration Summary**

- Enable device manager auto-update
- Set alarm volume
- Set media volume
- Set sleep timer

### 2.17.1 Configuration Summary

The configuration summary section displays a summary of the settings that are in the configuration.

### 2.17.2 Two-D Enrollment Barcode

The 2-D enrollment barcode is displayed in the configuration home screen. Clicking the 2-D Barcode button will open a new window with a print button to print the barcode.

### 2.17.3 One-D Enrollment Barcodes

Clicking the 1-D Barcodes button will open a new window with eight 1-D enrollment barcodes and a print button. To use 1-D barcode enrollment, open AML Setup on the device and scan all eight enrollment barcodes. This will trigger enrollment.

## 2.18 Editing Configurations

1. Edit the configuration.
2. Click the blue Publish button at the top to save the configuration. The next time devices enrolled with the configuration check-in; they will get the new settings in the configuration.

### 2.18.1 Networks

The networks part of the configuration is where you can add networks the device should configure. You can configure Open, WPA, WEP, and EAP networks. You can set a network as a configuration network, so the device uses the network to enroll.

The screenshot shows the AML Device Manager interface. The top navigation bar includes the AML logo, user name 'Steve Sharar', and links for 'Log out' and 'About'. Below the navigation bar, there are tabs for 'Config Home', 'Networks', 'Connected Devices', 'AML Apps', 'Application Settings', 'File Settings', 'OS Update', and 'Settings'. The main content area is titled 'WHS1' and features a 'Publish' button. Under the 'Networks' section, there is an 'Add Network' button and a table with the following data:

|                      | INCLUDE                             | NETWORK NAME | SECURITY TYPE | CONFIGURATION NETWORK               |
|----------------------|-------------------------------------|--------------|---------------|-------------------------------------|
| <a href="#">Edit</a> | <input checked="" type="checkbox"/> | guest        | WPA/WPA2 PSK  | <input checked="" type="checkbox"/> |

### 2.18.2 Connected Devices

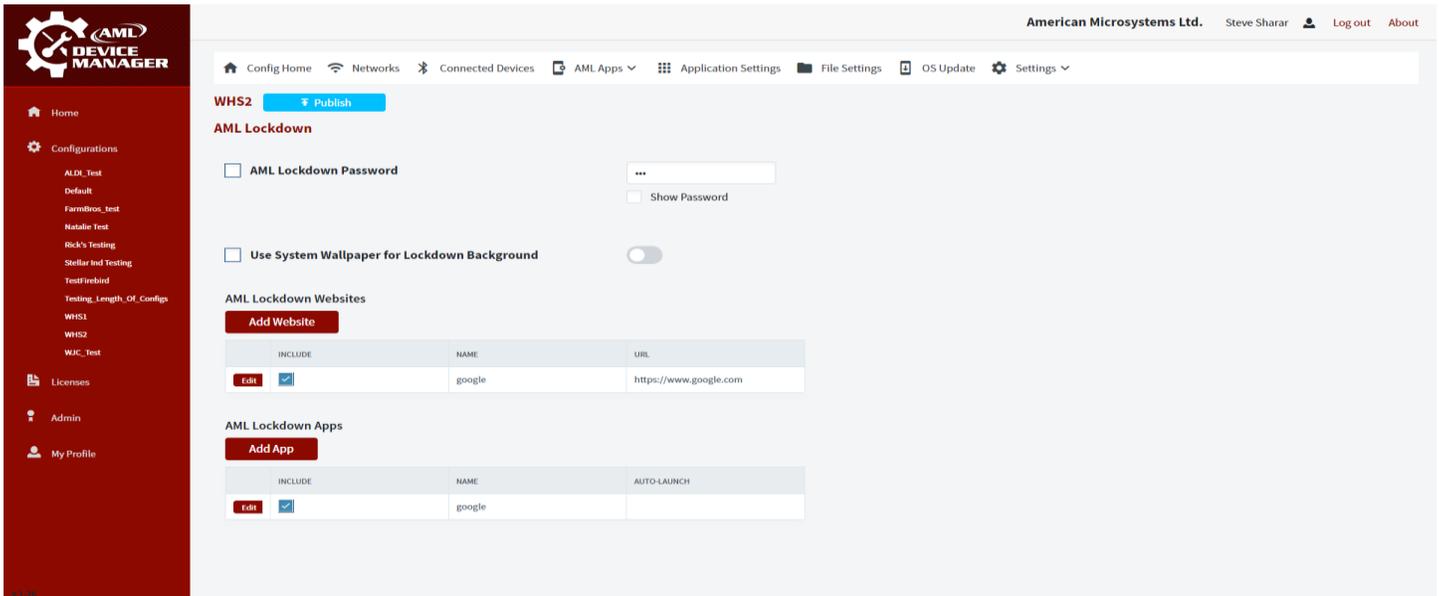
The connected devices part of the configuration is where you can add Bluetooth devices that the device should pair with.

The screenshot shows the AML Device Manager interface. The top navigation bar includes the AML logo, user name 'Steve Sharar', and links for 'Log out' and 'About'. Below the navigation bar, there are tabs for 'Config Home', 'Networks', 'Connected Devices', 'AML Apps', 'Application Settings', 'File Settings', 'OS Update', and 'Settings'. The main content area is titled 'WHS2' and features a 'Publish' button. Under the 'Connected Devices' section, there is an 'Add Device' button and a table with the following data:

|                      | INCLUDE                             | DEVICE NAME | MAC ADDRESS  |
|----------------------|-------------------------------------|-------------|--------------|
| <a href="#">Edit</a> | <input checked="" type="checkbox"/> | btdevice    | 198789765435 |

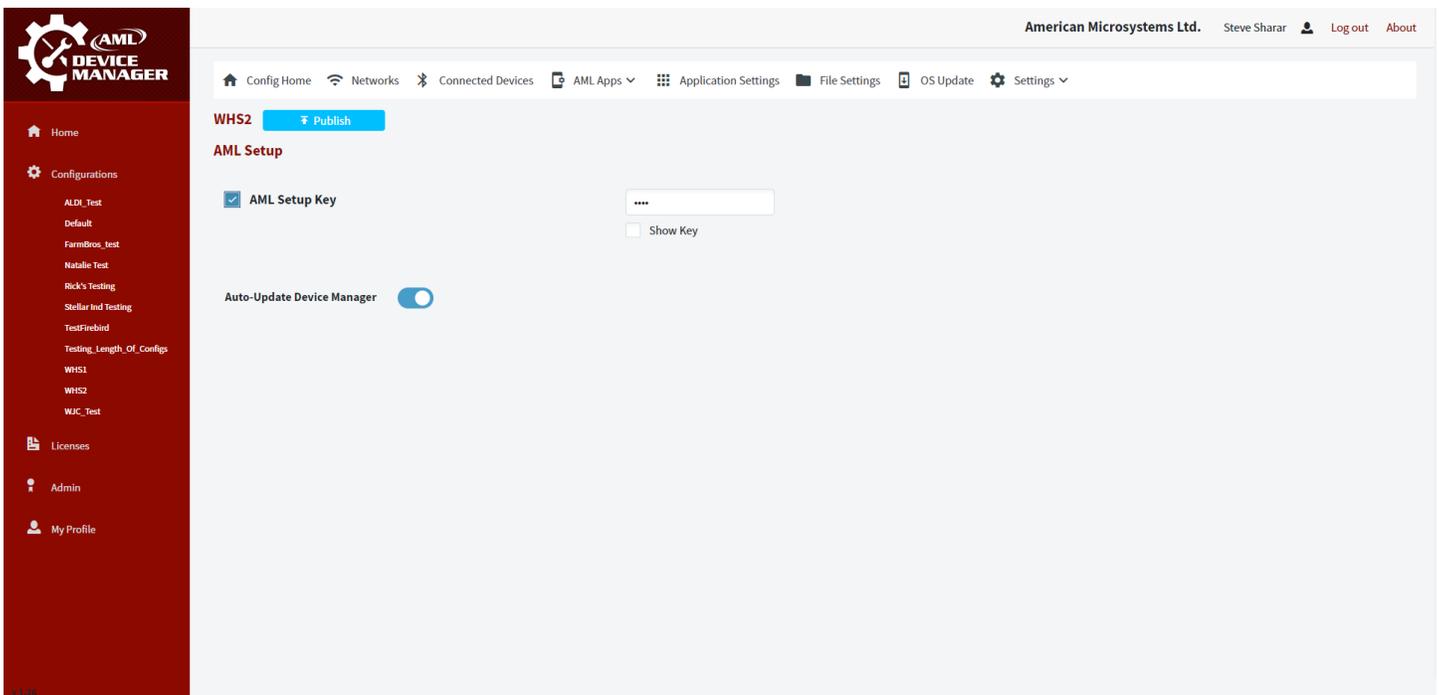
### 2.18.3 AML Lockdown Settings

The AML Lockdown part of the configuration is where you can configure AML Lockdown settings for the device. The available settings are setting the lockdown password, lockdown wallpaper, lockdown websites, and lockdown apps.



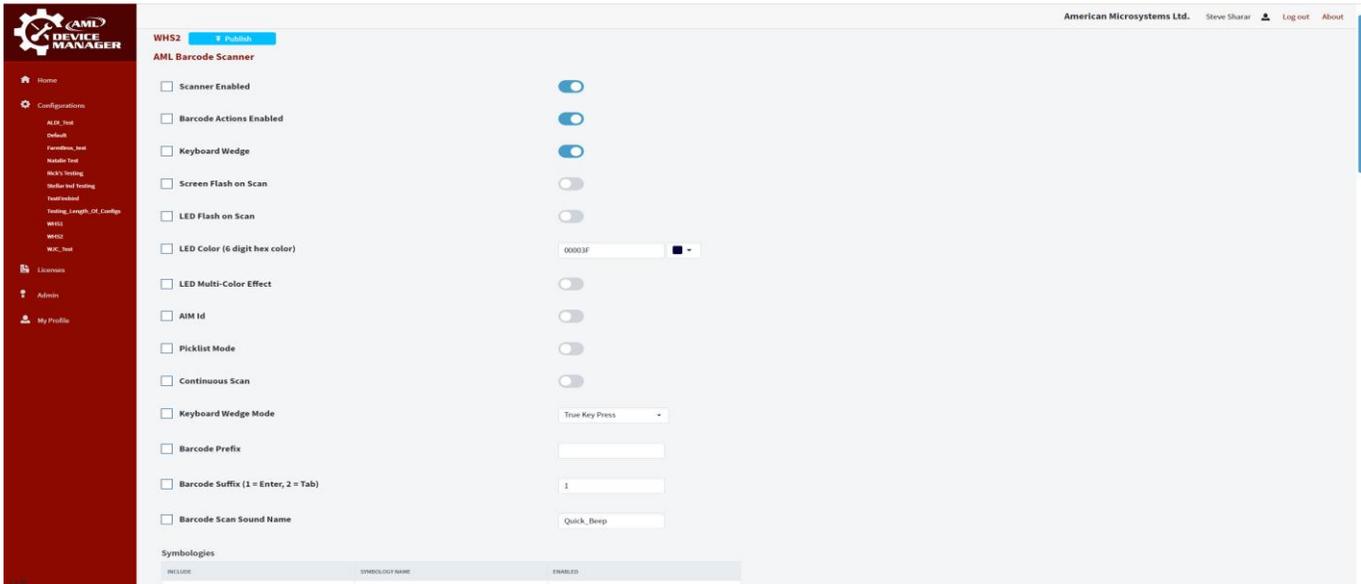
### 2.18.4 AML Setup Settings

The AML Setup part of the configuration is where you can configure AML Setup settings for the device. The available settings are setting the AML Setup Key and enabling/disabling auto-update of device manager.



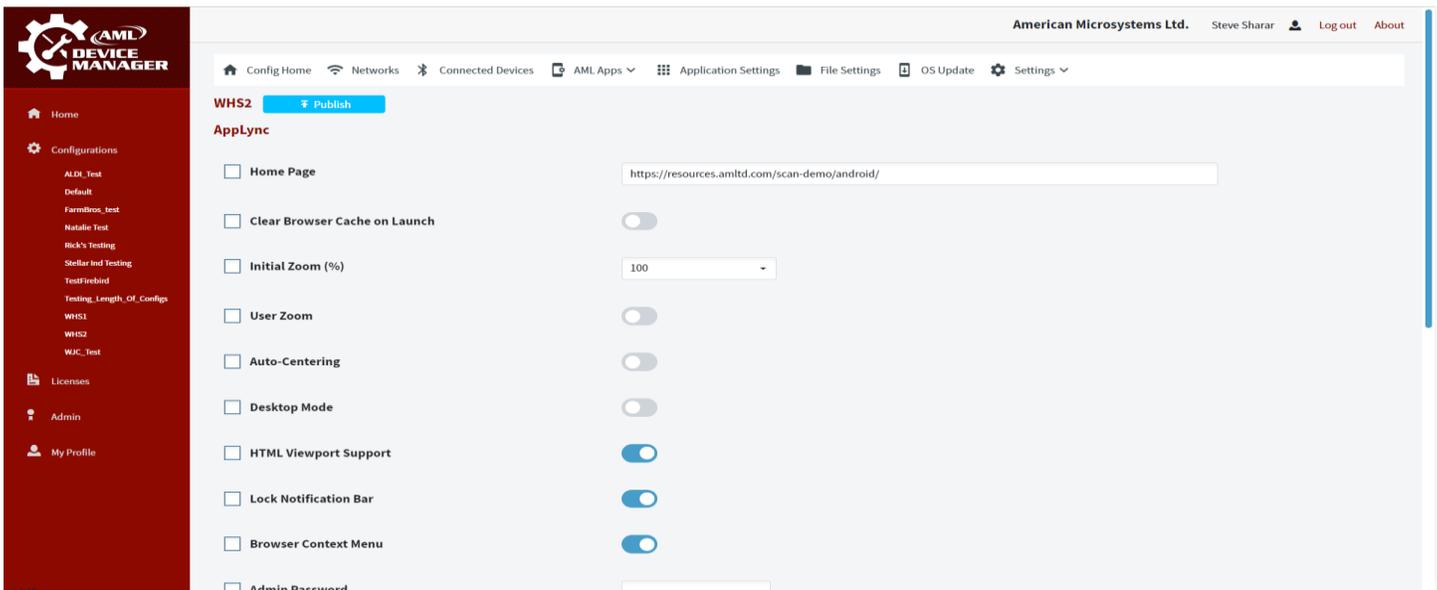
## 2.18.5 AML Barcode Scanner Settings

The AML Barcode Scanner part of the configuration is where you can configure AML Barcode Scanner settings for the device. The available settings are scanner, barcode actions, keyboard wedge, screen flash on scan, LED flash on scan (Firebird), LED color (Firebird), LED multi-color (Firebird), AIM id, picklist mode, continuous scan mode, keyboard wedge mode, barcode prefix, barcode suffix, barcode scan sound, symbologies, manual configuration, decode timeout, same symbol timeout, different symbol timeout, illumination, and debounce timeout.



## 2.18.6 AppLync Settings

The AppLync part of the configuration is where you can configure AppLync settings for the device. The available settings are home page, clear browser cache on launch, initial zoom, user zoom, auto-centering, desktop mode, HTML viewport support, lock notification bar, browser context menu, admin password, save passwords, save form data, bypass SSL errors, client certificate, startup URLs, and whitelisted URLs.



## 2.18.7 Application Settings

The application settings part of the configuration is where you can set applications that are required to be installed on the device, set blacklisted/uninstall applications that are not allowed on the device, and set a list of applications to grant permissions to.

The screenshot shows the 'Application Settings' page for device WHS2. The interface includes a top navigation bar with 'Config Home', 'Networks', 'Connected Devices', 'AML Apps', 'Application Settings', 'File Settings', 'OS Update', and 'Settings'. A left sidebar lists various configurations and user profiles. The main content area is divided into three sections:

- Persistent Device Applications:** A table with columns 'INCLUDE' and 'APK NAME'. One entry is shown: ALDI\_Tcplp\_Tester\_v1.0.apk.
- Uninstall Device Applications:** A table with columns 'INCLUDE', 'APP NAME', and 'PACKAGE NAME'. One entry is shown: Chrome (com.android.chrome).
- Application Permissions:** A table with columns 'INCLUDE', 'APP NAME', 'PACKAGE NAME', and 'PERMISS'. One entry is shown: AML Lockdown (com.amltd.amlockdown) with permission Calen.

## 2.18.8 File Settings

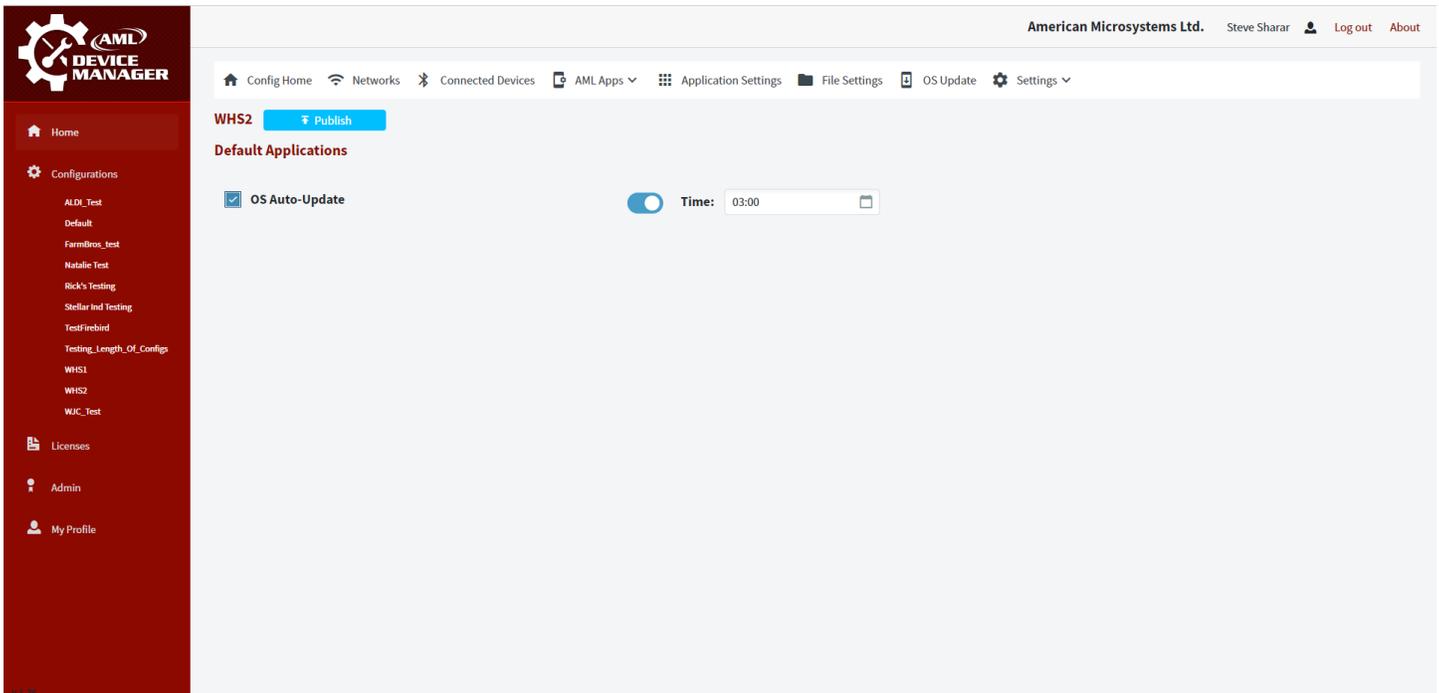
The file settings part of the configuration is where you can set one-time download files to be download to the device, set persistent device files that are required on the device, and set device delete files that are not allowed on the device.

The screenshot shows the 'File Settings' page for device WHS2. The interface is similar to the previous screenshot, with a top navigation bar and a left sidebar. The main content area is divided into three sections:

- One-Time Download Files:** A table with columns 'INCLUDE', 'FILENAME', and 'FILEPATH'. One entry is shown: 3d-green-android-icon-hg1f3wgoja...
- Persistent Device Files:** A table with columns 'INCLUDE', 'FILENAME', and 'FILEPATH'. One entry is shown: AMLDeviceTroubleshooting.docx (Download/).
- Device Delete Files:** A table with columns 'INCLUDE', 'PATH', 'FILENAME', and 'DELETE ALL'. One entry is shown: Images/ with filename \*.png.

## 2.18.9 OS Update Settings

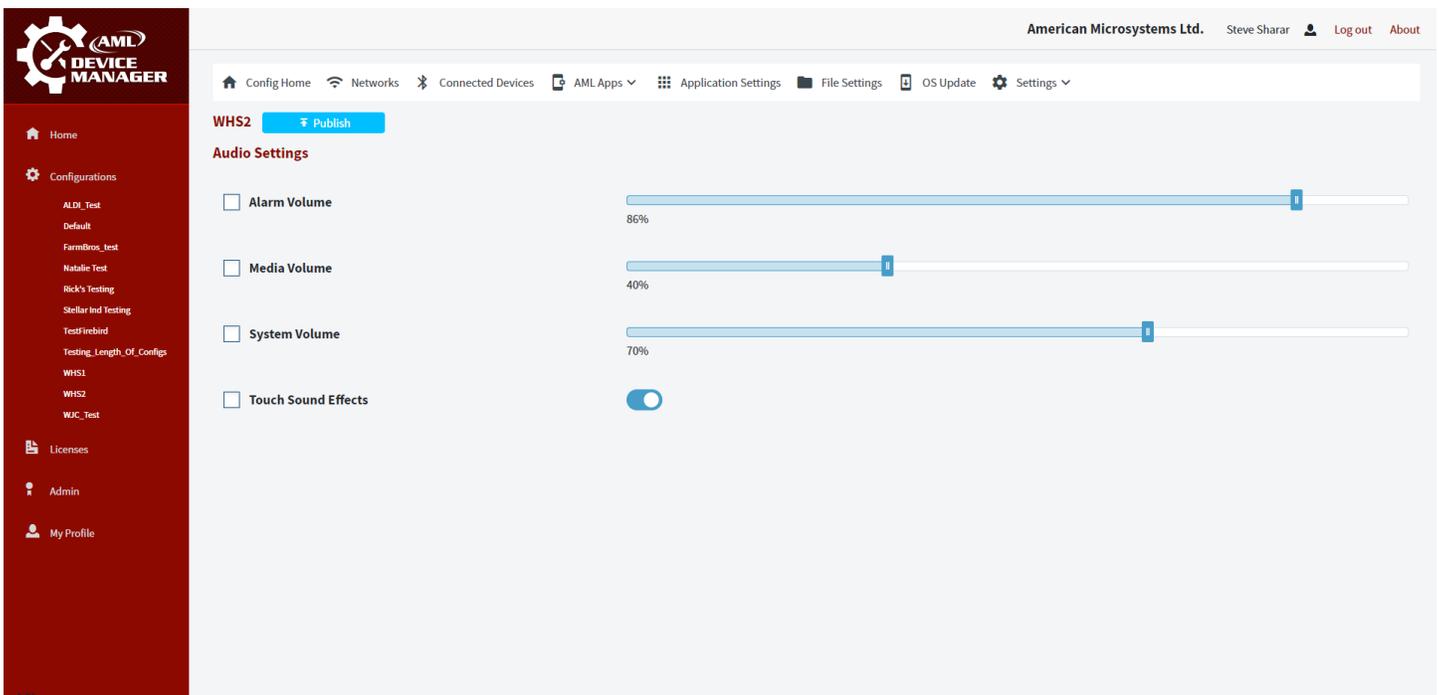
The OS update settings part of the configuration is where you can set the device to auto-update its OS at a certain time of the day. The device will check for a OS update after this time every day and do a OS update if there is one available.



The screenshot shows the AML Device Manager web interface. The top navigation bar includes the company name "American Microsystems Ltd.", the user name "Steve Sharar", and links for "Log out" and "About". The main navigation menu on the left includes "Home", "Configurations", "Licenses", "Admin", and "My Profile". The "Configurations" menu is expanded, showing a list of configurations including "ALDI\_Test", "Default", "FarmBros\_test", "Natalie Test", "Rick's Testing", "Stellar Ind Testing", "TestFirebird", "Testing\_Length\_Of\_Configs", "WHS1", "WHS2", and "WJC\_Test". The "WHS2" configuration is selected, and the "OS Update" tab is active. The "OS Auto-Update" setting is checked, and the "Time" is set to "03:00".

## 2.18.10 Audio Settings

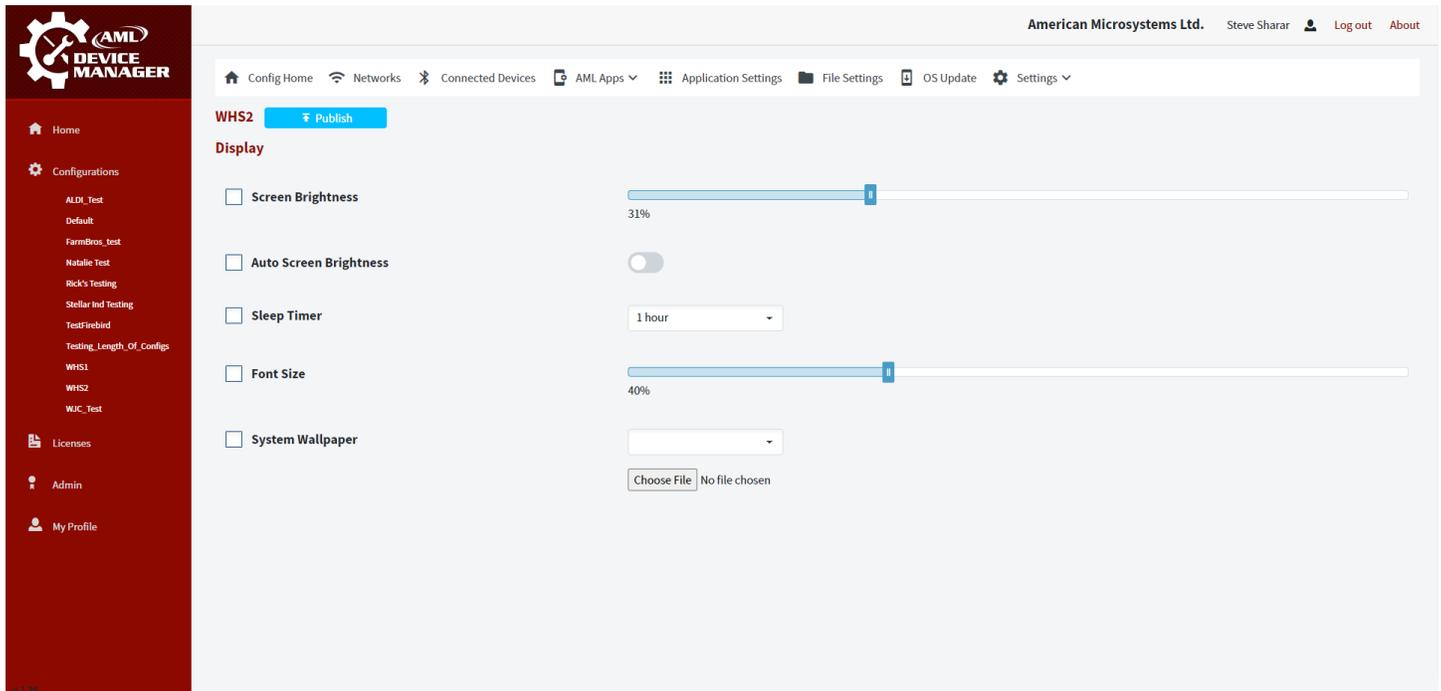
The audio settings part of the configuration is where you can set the device audio settings. The available settings are alarm volume, media volume, system volume, and touch sound effects.



The screenshot shows the AML Device Manager web interface. The top navigation bar includes the company name "American Microsystems Ltd.", the user name "Steve Sharar", and links for "Log out" and "About". The main navigation menu on the left includes "Home", "Configurations", "Licenses", "Admin", and "My Profile". The "Configurations" menu is expanded, showing a list of configurations including "ALDI\_Test", "Default", "FarmBros\_test", "Natalie Test", "Rick's Testing", "Stellar Ind Testing", "TestFirebird", "Testing\_Length\_Of\_Configs", "WHS1", "WHS2", and "WJC\_Test". The "WHS2" configuration is selected, and the "Audio Settings" tab is active. The "Audio Settings" section includes four settings: "Alarm Volume" (86%), "Media Volume" (40%), "System Volume" (70%), and "Touch Sound Effects" (checked).

## 2.18.11 Display Settings

The display settings part of the configuration is where you can set the device display settings. The available settings are screen brightness, auto-screen brightness, sleep timer, font size, and system wallpaper.

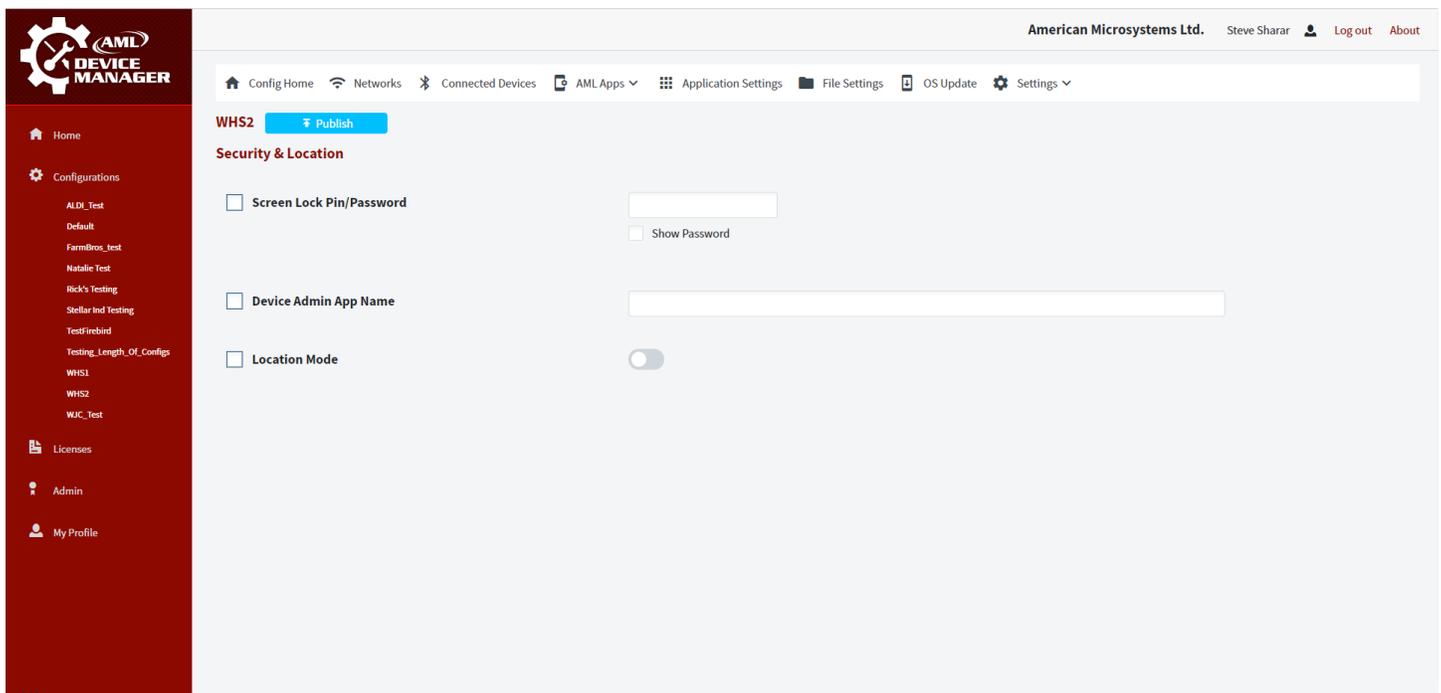


The screenshot shows the AML Device Manager web interface. The top navigation bar includes the company name 'American Microsystems Ltd.', the user name 'Steve Sharar', and links for 'Log out' and 'About'. Below the navigation bar is a menu with options: 'Config Home', 'Networks', 'Connected Devices', 'AML Apps', 'Application Settings', 'File Settings', 'OS Update', and 'Settings'. The main content area is titled 'WHS2' and features a 'Publish' button. Under the 'Display' section, there are five settings:

- Screen Brightness: A slider set to 31%.
- Auto Screen Brightness: A toggle switch that is currently turned off.
- Sleep Timer: A dropdown menu set to '1 hour'.
- Font Size: A slider set to 40%.
- System Wallpaper: A dropdown menu with a 'Choose File' button and the text 'No file chosen'.

## 2.18.12 Security & Location Settings

The security and location settings part of the configuration is where you can set the device security settings. The available settings are device screen lock pin, device admin app, and location mode.

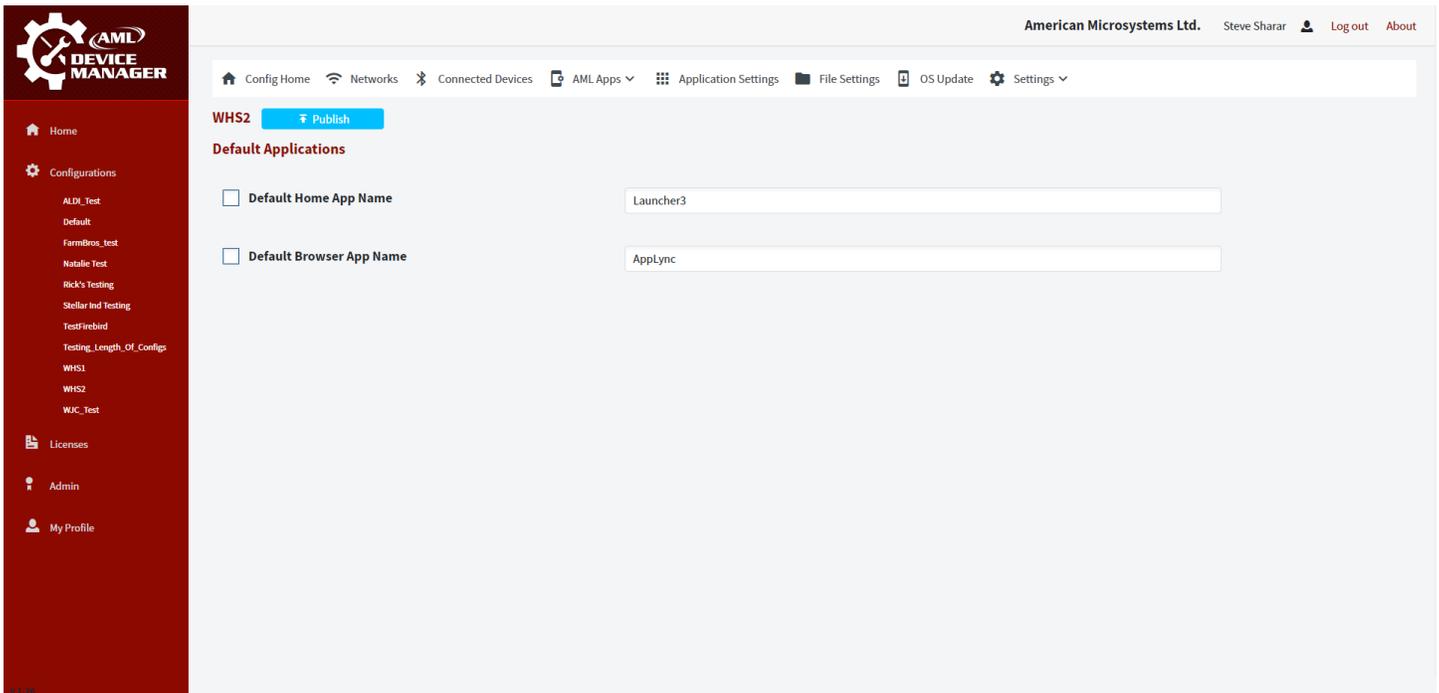


The screenshot shows the AML Device Manager web interface. The top navigation bar is identical to the previous screenshot. The main content area is titled 'WHS2' and features a 'Publish' button. Under the 'Security & Location' section, there are three settings:

- Screen Lock Pin/Password: A text input field with a 'Show Password' checkbox below it.
- Device Admin App Name: A text input field.
- Location Mode: A toggle switch that is currently turned off.

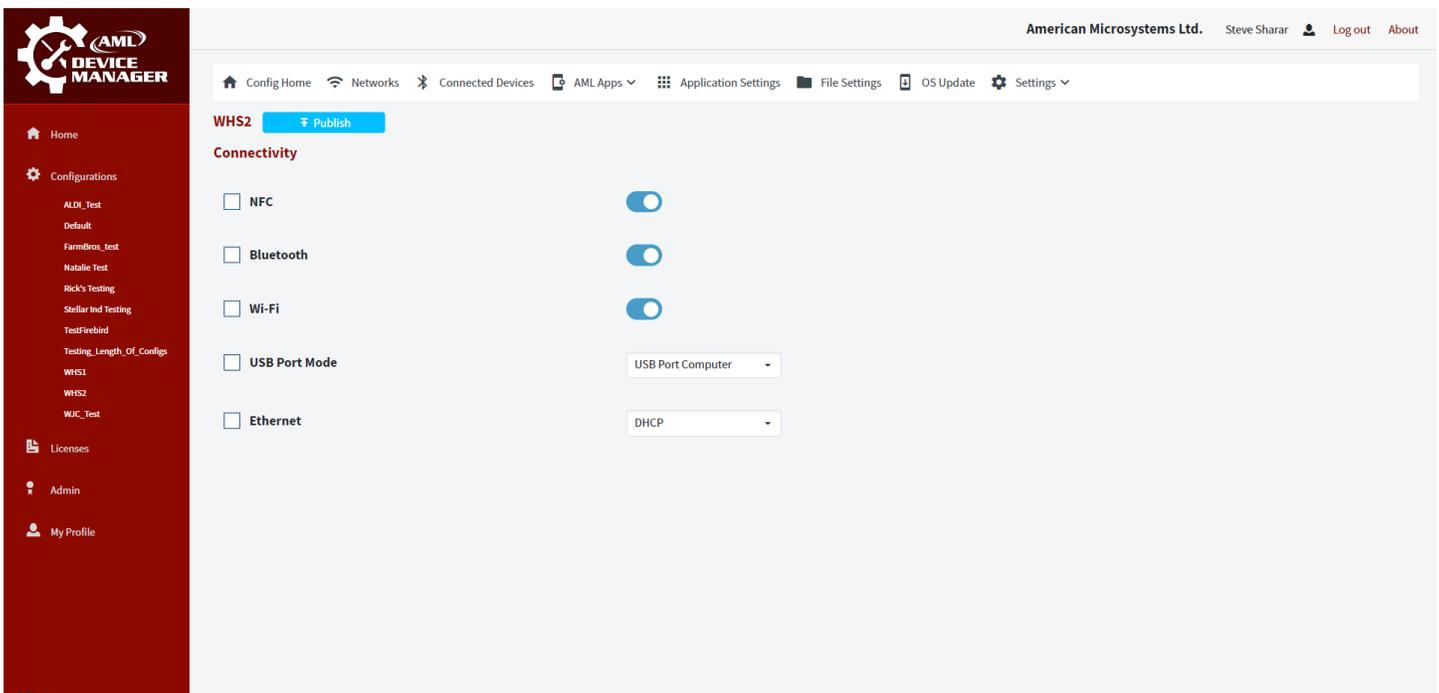
### 2.18.13 Default App Settings

The default app settings part of the configuration is where you can set the device default apps. The available settings are default home app and default browser app.



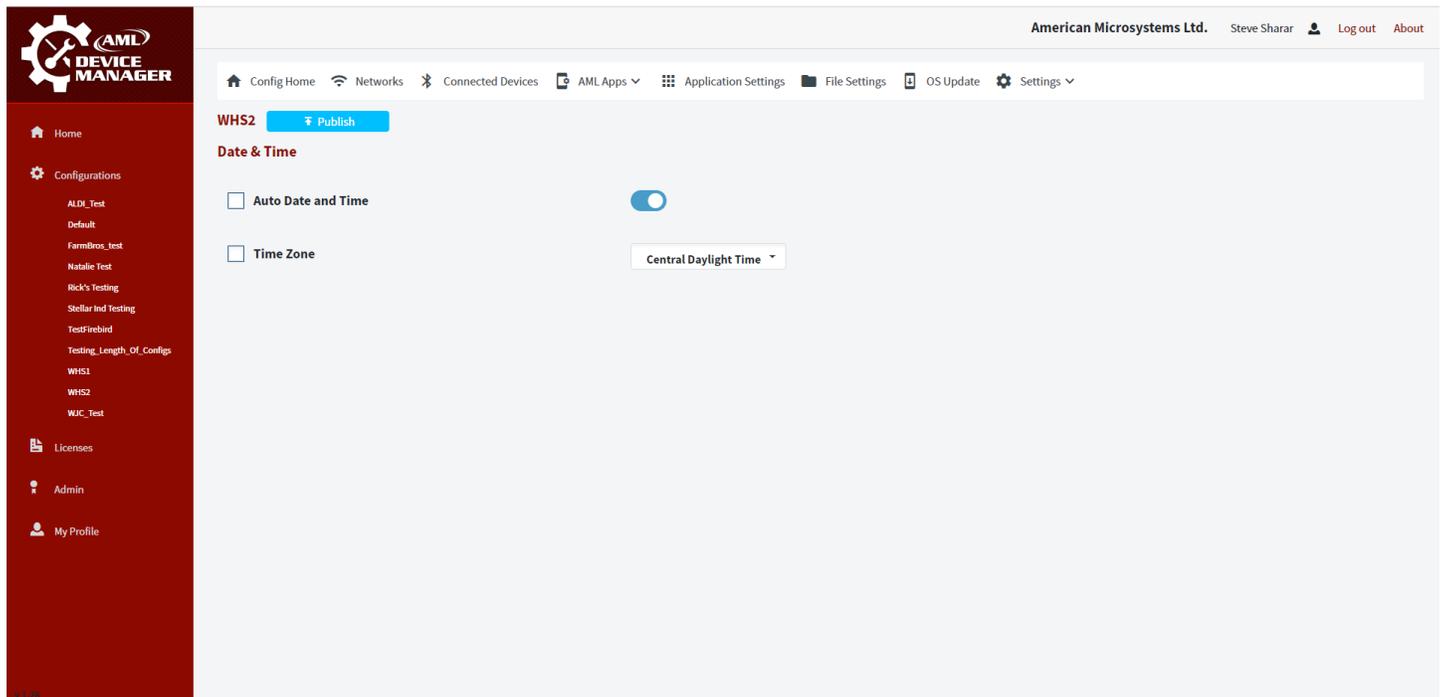
### 2.18.14 Connectivity Settings

The connectivity settings part of the configuration is where you can set the device connectivity settings. The available settings are NFC, Bluetooth, Wi-Fi, USB port mode, and ethernet settings (Firebird).



## 2.18.15 Date & Time Settings

The date and time settings part of the configuration is where you can set the device date/time settings. The available settings are auto date and time and time zone.



## 3 Enroll a Device

1. [Create a configuration](#) in the [web console](#).
2. Make sure the device is connected to a network and that the [ports and domains](#) from the web console are whitelisted in the network. If the device is not already connected to a network, you can manually connect a network or add a [configuration network](#) to the configuration.
3. [Print the enrollment barcode](#) that will be scanned with the device.
4. Scan the enrollment barcode with the device. AML Setup will open on the device and begin enrollment. When the device is enrolled successfully it will show up in the [home page](#) device list.

## 4 Troubleshooting

### 4.1 Device Will Not Enroll

1. Check that the network is available. Go to a web browser and see if a page loads to test this.
2. If the device is already enrolled in another device manger, unenroll it from that device manger first and then retry.
3. Make sure the database and storage [ports and domains](#) are not being blocked on your network.
4. If none of the above work, contact AML Support.

### 4.2 Device Will Not Check In

1. Check that the network is available. Go to a web browser and see if a page loads to test this.
2. Make sure the database and storage [ports and domains](#) are not being blocked on your network.
3. If none of the above work, contact AML Support.

### **4.3 Device Quick Actions Do Not Work**

4. Check that the network is available. Go to a web browser and see if a page loads to test this.
5. Make sure the device communication [ports and domains](#) are not being blocked on your network.
6. If none of the above work, contact AML Support.

### **4.4 Remote Control Does Not Work**

7. Check that the network is available. Go to a web browser and see if a page loads to test this.
8. Make sure the device communication and remote control [ports and domains](#) are not being blocked on your network.
9. If none of the above work, contact AML Support.

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