clyd

ControL Your Devices

Quick Start Guide

Version 5.6

Quick Start Guide

Telelogos

1. Introduction

In order to help you to get started with the CLYD solution, this Quick Start Guide will explain a series of simple actions allowing you to register a device and deploy a kiosk.

Once you have registered your first device, you can discover CLYD's advanced features through the online documentation, accessible via the button in the top right-hand corner of the web console.

If you have any questions or if you encounter any obstacles during your tests, feel free to contact the Telelogos support team who will be happy to provide you with answers and guide you.

- Tel : +33 (0)2 41 22 70 18

- support@telelogos.com

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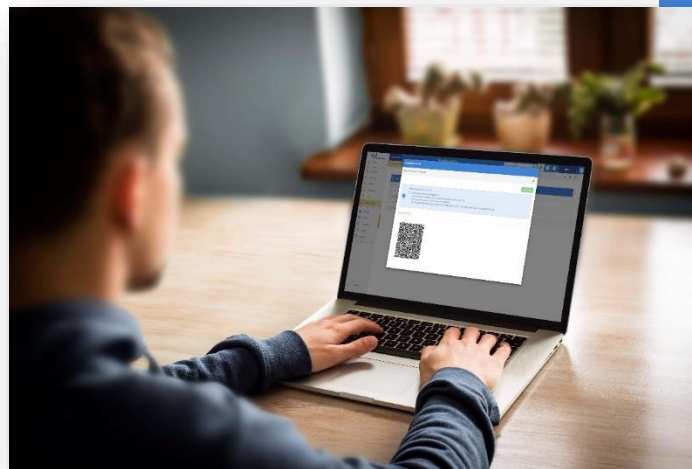
2. Connecting to the server
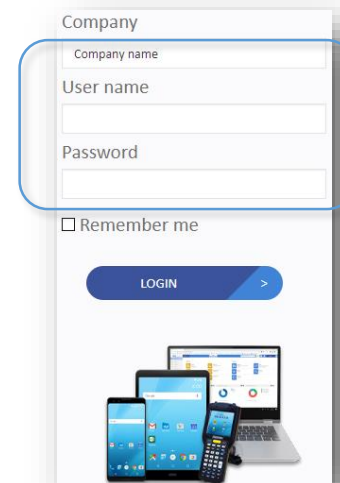
❖ **Before you start, make sure you have:**

- The CLYD server's web address.
- The company identifier for the organization that has been created on the CLYD server, which is usually your company's name.
- The username and password for the associated user account.

❖ **From your computer: open your Chrome, Edge, Firefox or Internet Explorer web browser.**

We highly recommend that you use Chrome, since the solution is based on Google technologies and APIs.

❖ **Access the CLYD console** by entering the web address received by e-mail or provided by your administrator.

❖ **Complete the fields** according to the connection information that was provided to you.

Company
Company name
User name

Password

☐ Remember me

LOGIN >

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3. Selecting Android Enterprise mode

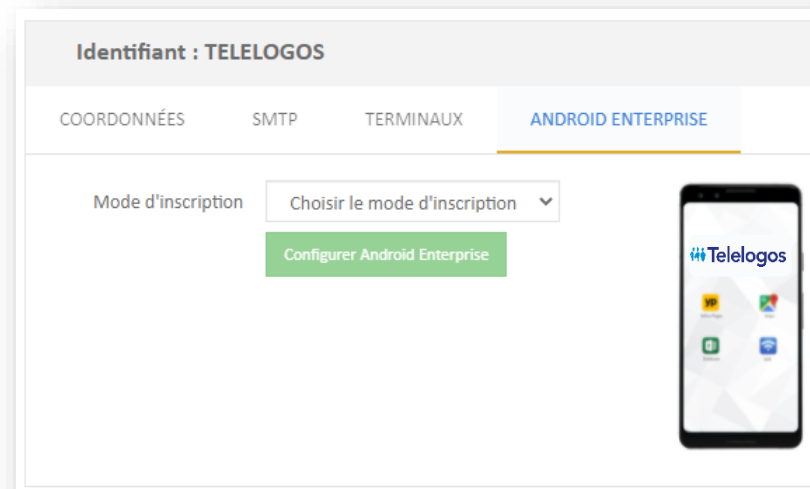❖ **CLYD console:** MENU: COMPANY > ANDROID ENTERPRISE

Note: to ensure the registration process on the Google website is as straightforward as possible, log out of any Google accounts (Gmail / YouTube...) before starting.

❖ **Select the desired registration mode.**
"*Dedicated Device*" *mode is highly recommended to allow you to test all of the solution's features.*

To register using "Device Admin" mode (device not equipped with Google Services, see the appendices at the end of this guide.

❖ **Follow the registration steps that the Google interface will ask you to complete.**

Identifiant : TELELOGOS

COORDONNÉES   SMTP   TERMINAUX   **ANDROID ENTERPRISE**

Mode d'inscription   Choisir le mode d'inscription ▾

Configurer Android Enterprise
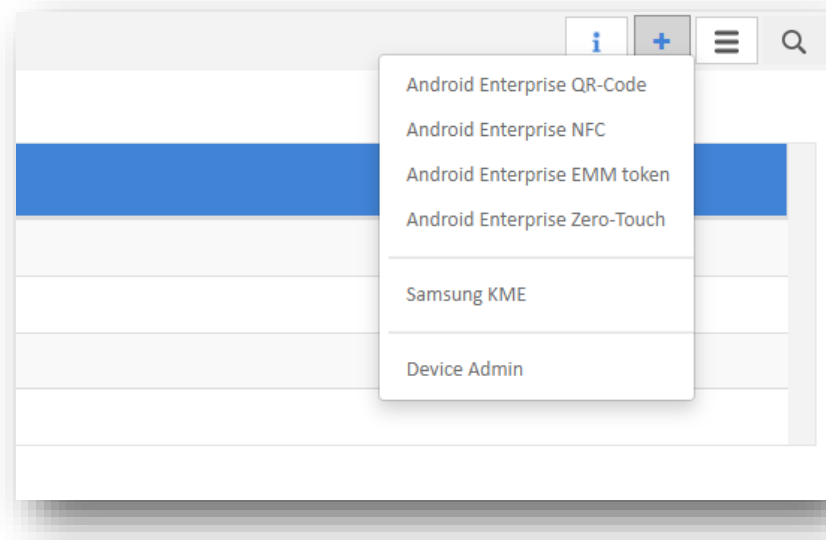
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4. Creating the installation package

❖ **CLYD console:** MENU: CONFIGURATION > INSTALLATION PACKAGE > [+] > *SELECT REQUIRED MODE*

The installation procedure on devices will differ according to the deployment mode that has been chosen, and will be explained in the next section.

The "Android Enterprise QR-Code" mode is recommended for testing purposes.

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5. Deploying the installation package

❖ **CLYD console:** MENU: CONFIGURATION > INSTALLATION PACKAGE > **+** > *SELECT REQUIRED MODE*

1 **Select the device identifier**
By default the IMEI number is used. The other information is pre-filled.

2 **Select the MANUFACTURER ADD-ON corresponding to the make and model of the device.**
It allows access to advanced system functions (restart, system commands).

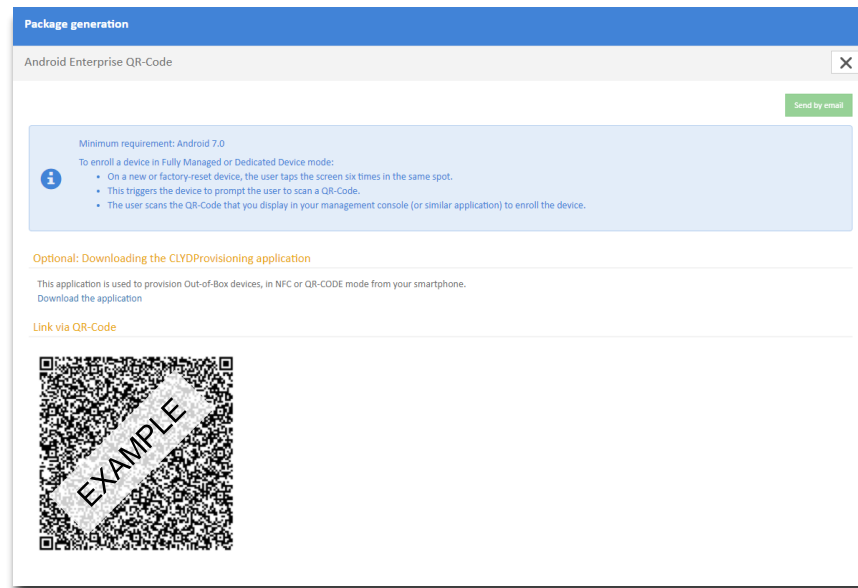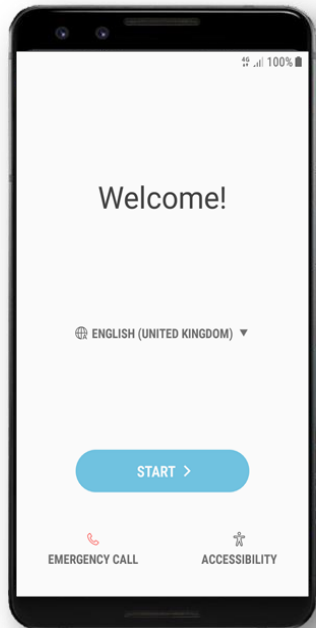**3** Click on "Generate" to display the installation package.

5. Deploying the installation package

❖ **On a new or factory reset device:**

- Select the required language, then tap 6 times in the white area of the welcome screen.
- Connect the device to a wifi network.
- Scan the QR-code. Depending on the device's camera, you may need to apply a zoom to your web browser in order for the code to be correctly read.

Welcome!

🌐 ENGLISH (UNITED KINGDOM) ▾

START >

📞 EMERGENCY CALL   ✦ ACCESSIBILITY

Package generation

Android Enterprise QR-Code ✕

Send by email

ℹ️ Minimum requirement: Android 7.0
To enroll a device in Fully Managed or Dedicated Device mode:
• On a new or factory-reset device, the user taps the screen six times in the same spot.
• This triggers the device to prompt the user to scan a QR-Code.
• The user scans the QR-Code that you display in your management console (or similar application) to enroll the device.

Optional: Downloading the CLYDProvisioning application

This application is used to provision Out-of-Box devices, in NFC or QR-CODE mode from your smartphone.
Download the application

Link via QR-Code

EXAMPLE

The QR-code can be displayed again at any time from the package list by clicking on the "View" button.

View 👁

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6. Installing the CLYDMediaContact client

❖ **On the device:** During the installation, and depending on the mode you selected, the application will request a certain numer of Android permissions. You will need to ensure you activate each one in the corresponding window that will be displayed, before tapping the « back » button to resume the installation. Once the client has been installed on the device, it will automatically connect to the server and register itself in the CLYD environment. You will then find it in device list.

❖ **CLYD console:** MENU: **DEVICES**

	Status	EMM ID	Identifier	Name	IMEI number	Brand	Model	Op
☐	✅	🟢	R58MB3GDRNE	SAMSUNG Demo Device	356789106704172	samsung	SM-G398FN	A

❖ **Click on a device in the list**
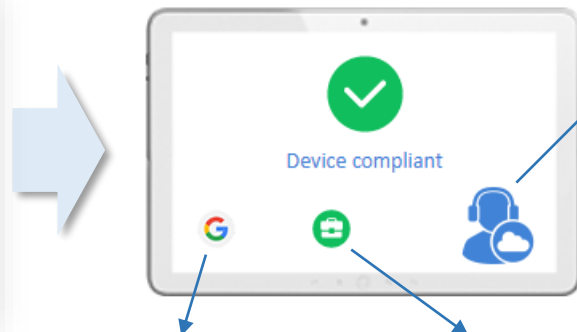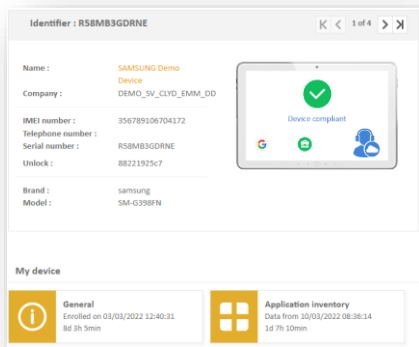
Remote control: Connect to the device if you have purchased the "Remote Control" option. See Appendix B.
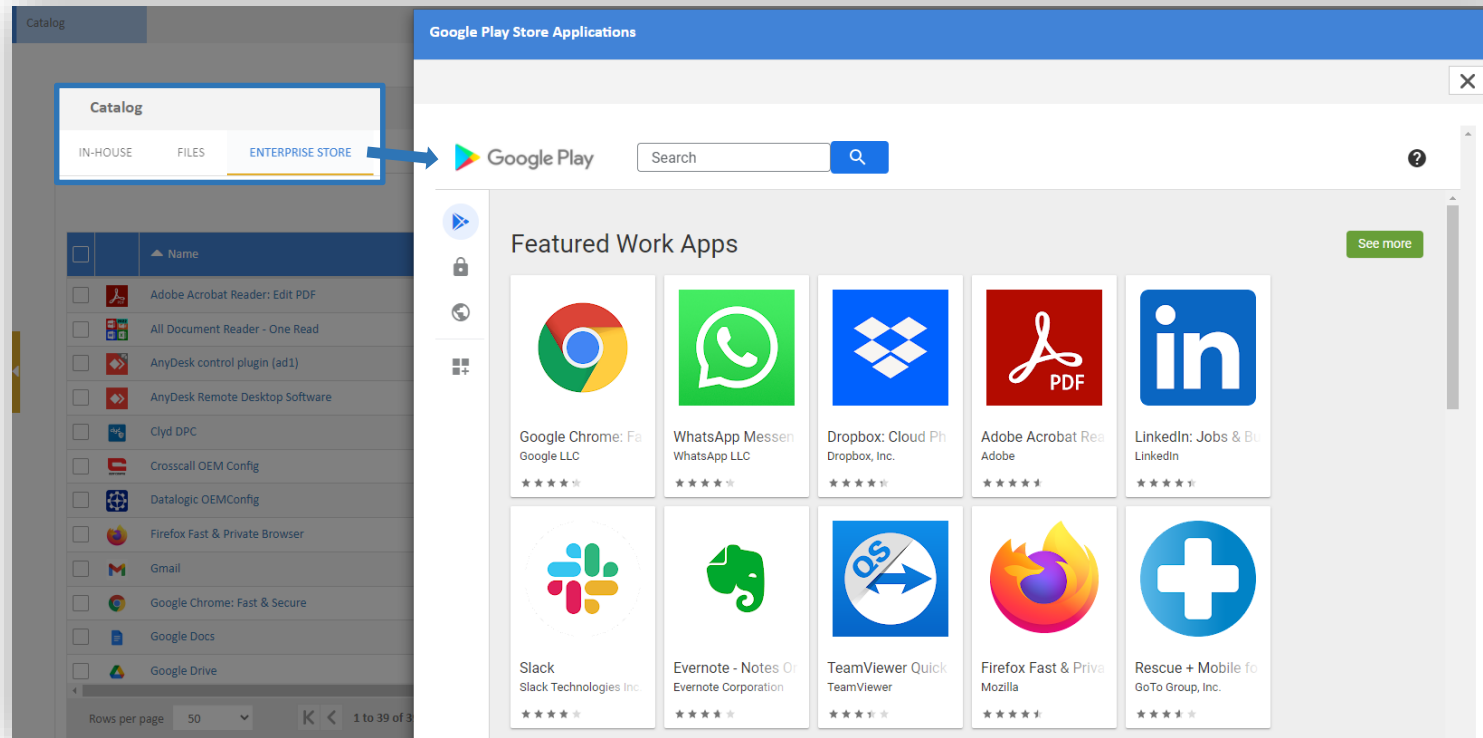
Google ID : Indicates connections in PUSH mode are enabled.

Android Enterprise ID : The green icon indicates the device is correctly registered in Android Enterprise mode.

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7. Adding to the catalog

❖ **CLYD console -** Menu: Catalog

❖ **Add applications** from the Play Store and / or as In-House applications (.apk files).

❖ **Add any required files** (.pdf, etc.)

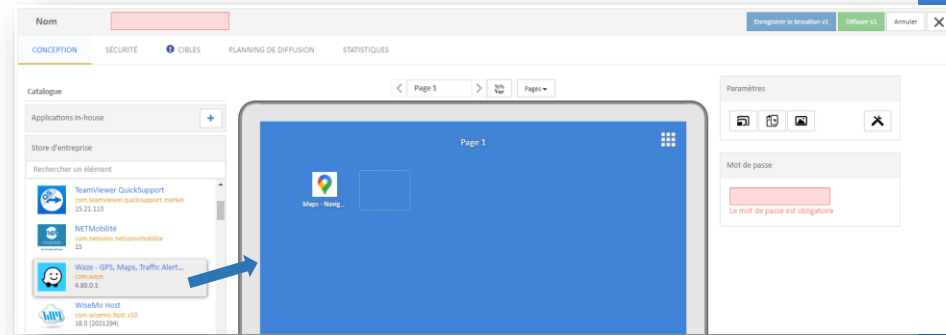Telelogos

8. Creating a CLYD kiosk

❖ **CLYD console - MENU: KIOSKS**

❖ **Click on "New"** ＋

❖ **Give the kiosk a name**

❖ **Set a password**

❖ **Drag and drop apps and files**

Catalogue	
Applications in-house	＋	→ Applications will be downloaded, installed and updated by CLYD.
Store d'entreprise		→ Applications will be installed and updated by the Google Play Store.
Fichiers	＋	→ Files will be downloaded and updated by CLYD.

Widgets	
Lien vers un site	

→ Example: the "Messages" widget grants access to the default SMS application, regardless of the device's make and model.

→ Internet access can be restricted by activating the "ClydBrowser" under "Advanced properties " 🔧

Inventaire du terminal	🖥

→ Creates a link to an application already installed on the device, for example "Contacts".

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8. Deploying a CLYD kiosk

❖ **CLYD console -** M<small>ENU</small>: K<small>IOSKS</small> > *S<small>ELECT REQUIRED KIOSK</small>* > "T<small>ARGETS</small>" <small>TAB</small>   🔵 TARGETS

❖ **Click on**   ⊕ Add target

❖ **Select your company target.** This default target contains all of the devices registered by your organization.

❖ **Click the "Deploy" button**   Deploy v1

After a few seconds, you will see the kiosk appear on the device.

❖ **To exit the kiosk, tap the device's screen three times and enter the kiosk's administrator password.**

❖ **To return to kiosk mode, launch the "MediaContact" application and then tap the "Home" button:** ⚙ 🏠
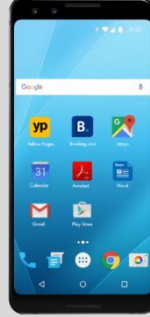
❖ **On devices with smaller screens, the "Home" button is not displayed. In this case you will need to tap "..." then "Launch the kiosk".**

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Modes	Android Enterprise (advanced administration features)		Device Admin (restricted adminstration features)
	Dedicated Device / COSU Kiosk (recommended for your tests)	FullyManaged / COBO EMM Profile	Without Google services
Description	Completely lock down your devices for professional use with an application kiosk	Manage device usage and your organization's security policy	Basic device management and / or installation of a kiosk, without the ability to manage the device via the Play Store
System access for the user (settings, customisation, factory reset…)	X	✔	X if kiosk deployed ✔ if kiosk not deployed
Installation and configuration management of applications via the Play Store	✔	✔	X (installation by transferring APKs)
Ability to lock down devices with a kiosk	✔	X	✔
Ability to configure the user's Play Store	X	✔	X
Supported Android versions	Android 7.0 à Android 12.0		Android 6.0 to Android 9.0
Device state before registration	New or factory reset device		Factory reset not compulsory
Internet access and Google services	Devices must have internet access and be equipped with Google Play Services (GMS)		Does not require internet access (Indoor) Compatible with non-GMS devices
Deployment modes	Android Enterprise QR-Code, NFC, EMM token, Zero-Touch, KME		Manual APK installation

android
Android Enterprise EMM Partner

9. Appendix B - The Remote Control feature

❖ **To deploy the Remote Control option, please see [this article](#) in our knowledge base.**

❖ **CLYD console -** MENU: DEVICES > *SELECT THE REQUIRED DEVICE*

Device compliant

LAN 192.168.3.42 ℹ
MyCloud ℹ
Download WiseMo Guest
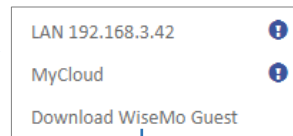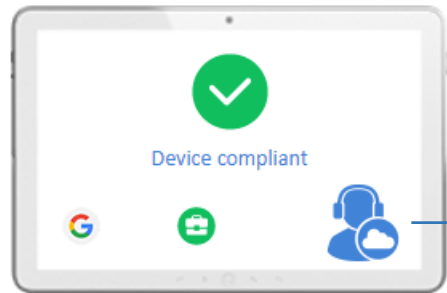
2 **a. MyCloud (internet)**
Connect to the device via the web service (MyCloud). Requires devices to have internet access via wifi or mobile data.

b. LAN (local network)
Connect to the device via the local network. Does not require internet access but requires the devices to be on the same local network as your internet browser.

1 **Download WiseMo Guest**
The very first time you use the « Remote Control feature, download and install the WiseMo Guest application. This needs to be performed only once on the PC from which you need to remotely connect to the devices. This component allows you to establish the connection with the devices and interact with them. It also enables you to perform file transfers (to retreive logs or other files in real time, etc.)
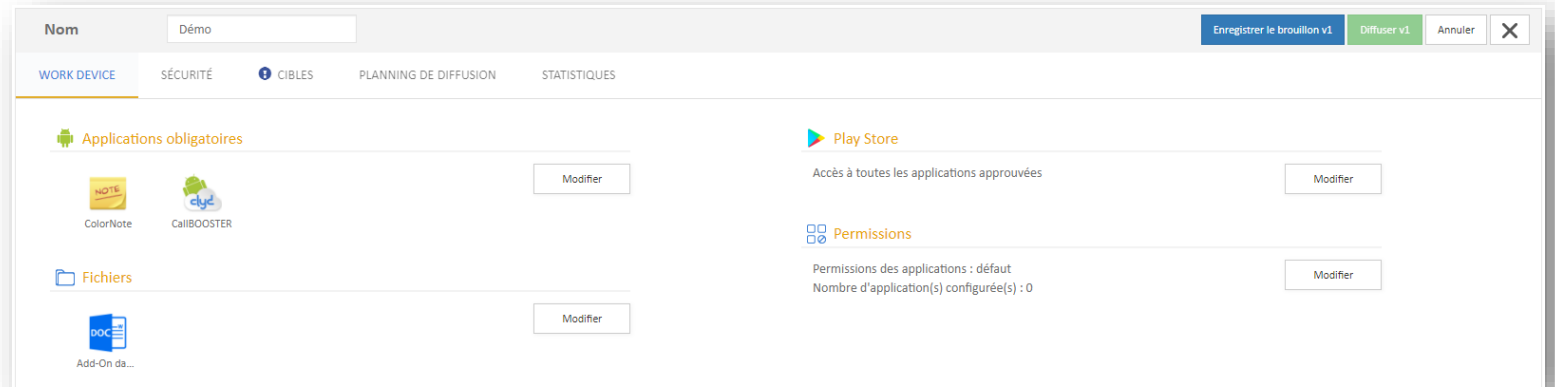
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❖ **CLYD console -** Menu: **EMM Profiles**

❖ **Click on "New":** +

❖ **Give the profile a name.**

| Nom | Démo | | | | Enregistrer le brouillon v1 | Diffuser v1 | Annuler | ✕ |

WORK DEVICE   SÉCURITÉ   ⓘ CIBLES   PLANNING DE DIFFUSION   STATISTIQUES

Applications obligatoires

ColorNote   CallBOOSTER   Modifier

Fichiers

Add-On da...   Modifier

▶ Play Store

Accès à toutes les applications approuvées   Modifier

Permissions

Permissions des applications : défaut
Nombre d'application(s) configurée(s) : 0   Modifier

❖ Add compulsory applications from the In-House catalog (applications will be downloaded, installed and updated by CLYD).

❖ Add compulsory applications from the Google Play Store (applications will be installed and updated by the Play Store).

❖ Define Play Store access restrictions for the user.

❖ **"Security" tab:** Configure the profile's security settings (device usage restrictions).

❖ **"Targets" tab: Select your company target.** This default target contains all of the devices registered by your organization.

❖ **Click on "Deploy":** Deploy v1

⁂ **Telelogos**
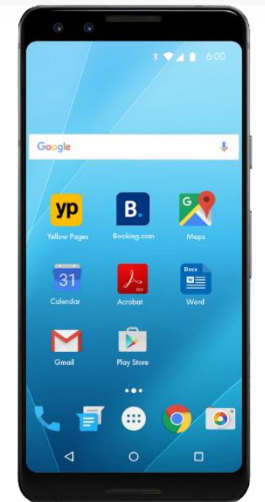
To manage devices not equipped with the Google Play Services, for example digital signage displays or reservation and wayfinding kiosks, it's possible to create an installation package in "Device Admin" mode. This mode also allows you to secure and manage devices, but operates differently to the Android Enterprise modes and doesn't offer Play Store functionality.

❖ **CLYD console -** MENU: **CONFIGURATION > INSTALLATION PACKAGE >** + **> DEVICE ADMIN**

Direct download

Download the package

Link via QR-Code

| Name | MyPackage | .apk | Generate package | Cancel | ✕ |

INFORMATION   WIFI   PERMISSIONS   MANUFACTURER ADD-ONS   IN-HOUSE APPLICATIONS   FILES

Available add-ons

Aaeon
com.telelogos.addon.aaeon
1.5.1

AdvantechUSM110
com.telelogos.addon.advantech.usm...
1.5.7

Alcatel
com.telelogos.addon.alcatel
1.4.1

AopenMEP110
com.telelogos.addon.aopen.mep110
1.3.0

ArborG0830
com.telelogos.addon.arbor.g0830
1.5.2

ArchosQualcomm
com.telelogos.addon.archos
1.5.1

Asus
com.telelogos.addon.asus
1.4.1

1 **Select the device identifier**
By default the IMEI number is used. The other information is pre-filled.

2 **Select the MANUFACTURER ADD-ON corresponding to the make and model of the device.**
It allows access to advanced system functions (restart, system commands).

3 **Click on "Generate"** to display the installation package.

The package can simply be copied to the device and executed, or if the device has a camera then you can scan the QR-code (for larger devices it may be easiest to print it out)

EXAMPLE

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A multi-lingual team is at your disposal to assist you with installing, deploying, configuring and using the CLYD solution:

- Tel: +33 (0)2 41 22 70 18

- support@telelogos.com

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