# Table of Contents

1. **Introduction** ............................................................................................................. 4

2. **Login** .................................................................................................................... 5
   2.1 Login process from MDM Portal ............................................................................. 5
   2.2 Login process from My Business (My Biz) – Manage Software (ONLY MyPOC, Admins, Buyer Roles can access through this method) .......... 6
   2.3 Login process from My Business (My Biz) – Product Tools (ALL Roles can access through this method) ............................................................ 7

3. **Dashboard View (Tab)** ............................................................................................ 8
   3.1 Overview ................................................................................................................ 8
   3.2 How to access the Dashboard? .............................................................................. 9
   3.3 Lower Section of Dashboard View ....................................................................... 10
   3.4 How to search a device in MDM portal? .............................................................. 10

4. **Enterprise FOTA** ................................................................................................... 11
   4.1 What is Enterprise FOTA? .................................................................................... 11
   4.2 Enterprise FOTA – Dashboard View .................................................................. 11
   4.3 Add License .......................................................................................................... 13
   4.4 Remove License ................................................................................................... 15
   4.5 Add Schedule ....................................................................................................... 16
   4.6 View Schedule ..................................................................................................... 17
   4.7 Edit Schedule ....................................................................................................... 18
   4.8 Cancel Schedule ................................................................................................. 19

5. **Diagnostics** ............................................................................................................. 21
   5.1 What is Diagnostics? ............................................................................................ 21
   5.2 Diagnostics – Dashboard View .......................................................................... 21
   5.3 Add License .......................................................................................................... 25
   5.4 Remove License ................................................................................................... 26
   5.5 View Failed Scans ............................................................................................... 27
   5.6 Add Settings ......................................................................................................... 27
   5.7 Run Diagnostics .................................................................................................. 28
   5.8 Alerts .................................................................................................................... 29

6. **Software Management** .......................................................................................... 30
   6.1 What is Software Management? .......................................................................... 30
   6.2 Software Management – Dashboard View .......................................................... 30

7. **Devices & Groups** .................................................................................................. 31
   7.1 What is Devices & Groups? ................................................................................. 31
   7.2 Devices & Groups – Dashboard View ................................................................. 31
   7.3 Groups .................................................................................................................. 32
   7.4 Create Group ...................................................................................................... 32
# Verizon MDM User Manual

## 7.5 Edit Group
- Page 33

## 7.6 Delete Group
- Page 35

## 7.7 Devices
- Page 36

## 8 Settings
- Page 37

### 8.1 Alert Settings
- Page 37

### 8.2 Diagnostic Alerts Settings
- Page 37

### 8.3 View Diagnostic Settings
- Page 39

### 8.4 Edit Diagnostic Settings
- Page 39

### 8.5 Delete Diagnostic Settings
- Page 39

### 8.6 Security Alerts Settings
- Page 39

### 8.7 Create Security Settings
- Page 39

### 8.8 View Security Settings
- Page 40

### 8.9 Edit Security Settings
- Page 40

### 8.10 Delete Security Settings
- Page 40

## 9 Admin
- Page 41

### 9.1 User Management
- Page 41

### 9.2 Add User
- Page 41

### 9.3 Edit User
- Page 43

### 9.4 Search User
- Page 44

### 9.5 Delete User
- Page 44

### 9.6 Role Management
- Page 44

### 9.7 View Role
- Page 45

### 9.8 Enterprise Onboarding
- Page 46

### 9.9 How to On-board and ECPD ID
- Page 46

## 10 Customer Support & Training
- Page 46

### 10.1 Customer Support
- Page 46

### 10.2 Training and Documentation
- Page 46
1 Introduction

This user guide describes the features of Verizon MDM. For features specific to Broadband Hotspot Management please refer to the Verizon MDM - Broadband Hotspot Management User Guide Addendum.

Verizon MDM is a web portal that can be used to manage mobile devices and it supports a variety of services that are all managed through a single portal. Verizon MDM currently supports the following, distinct services.

- **Device Diagnostics**
  - Run Diagnostics
  - View Diagnostics Data, Alerts & Summary
  - Schedule Batch & View Summary/Details
  - Remotely View activity on a Device

- **Enterprise FOTA Management**
  - Postpone Firmware Over-The-Air (FOTA) updates for up to 60 days on Verizon-branded retail devices.
  - FOTA Alerts & FOTA Cancel Alerts
  - Schedule/Postpone Updates and view Summary/Details

- **Software Management**
  - Software Delivery Alerts
  - Create/Edit/Schedule/Postpone Updates and view Summary/Details

- **Broadband Hotspot Management**
  - Manage Broadband,
  - Create/Edit/Schedule/Postpone Updates and view Summary/Details
2 Login

2.1 Login process from MDM Portal

- MDM URL = https://verizonmdm.vzw.com/
- Click on the “Login to Verizon MDM >” button.
- Enter in your “Username” and click on the “Sign In >” button.
- Answer your “Security Question” if presented with it and click on the “Continue” button.
- Enter in your “Password” and click on the “Continue >” button.
2.2 Login process from My Business (My Biz) – Manage Software
(ONLY MyPOC, Admins, Buyer Roles can access through this method)

- My Biz URL = https://b2b.verizonwireless.com
- Login to My Biz as per the normal process.
- Click on Manage Account and in the Service section select Manage Software

- Click on the Vendor Portals tab and then select Verizon MDM.
2.3 Login process from My Business (My Biz) – Product Tools
(ALL Roles can access through this method)

- My Biz URL = https://b2b.verizonwireless.com
- Login to My Biz as per the normal process.
- Click on Manage Account and in the Product Tools section select View all

- On the Product Tools page select Verizon MDM.

- Click on the Login to Verizon MDM > button.
3 Dashboard View (Tab)

3.1 Overview

The “Dashboard” is the default view after the user successfully logs in.

The top half of the “Dashboard” displays the designated Group Name and displays the following three sections:

1) Devices: Shows total number of devices within the designated grouped by manufacturer.
   - Motorola
   - Samsung
   - LG
   - Others (e.g. Apple Devices)
2) Licenses: Displays license information for the following services.
   - Diagnostics: Devices /Purchased /Licensed
   - Enterprise FOTA: Devices /Purchased /Licensed
   - Software Management: Devices /Purchased /Licensed

3) Alerts: Displays only Enterprise FOTA alerts regarding upcoming mandatory push dates.
   - Software Update: Name /Build
   - Mandatory Push Date: New scheduled software push date.
   - Release Date: Originally scheduled software push date.

3.2 How to access the Dashboard?

As soon as the user logs in, they will be taken to “Dashboard” as it is the default view. If user is on some other tab (page) then the user can directly go to back to the Dashboard view by clicking on “Dashboard” tab on the header menu.
3.3 Lower Section of Dashboard View

This lower section contains 3 separate sub-sections that will be further explained in subsequent sections of this manual.

- Software Management
- Enterprise FOTA
- Diagnostics

3.4 How to search for a device in MDM portal?

- Select the “Enter MDN/Group” field in the upper right corner of the header menu.
- Type in an MDN or Group
- Either hit return or click on the Magnifying Glass icon.
4 Enterprise FOTA

4.1 What is Enterprise FOTA?

Firmware over-the-air (FOTA) updating provides a cost-effective, fast, secure and reliable way for wirelessly updating the firmware on mobile device, ensuring that embedded software is up to date with the latest enhancements and features. FOTA enables new features and services to be delivered after devices have been deployed in the field.

4.2 Enterprise FOTA – Dashboard View

- Click on the “Dashboard” tab on the header menu.
- Click on the “Enterprise FOTA” section menu bar and the section will expand.

You can view the following information regarding license numbers:
- Total Licenses
- Total Licenses Available
- Licensed Devices
- Devices Not Licensed
- Non-Compatible Devices

You can access the Edit Licenses screen by clicking the button on the right side.

- In the lower half of this section you find can information regarding “Schedule Software Updates” per Software Update.
  - The Software Update name
• Postponed Devices
• Release Date
• Mandatory Push Date

• Clicking the icon in the Postponed Devices column next the numbers of postponed devices for each software update will open a new window that shows a list of the MDN’s that have been postponed.

• Clicking the icon in the Release Date column next the release date for each software update will open a new window that shows a list of the MDN’s remaining to be updated.

• Clicking on a specific Software Update section will expand the section and display the Add Schedule button on the right side.
4.3 Add License

- Click Edit Licenses button.
- A pop-up window will overlay on the screen the like the one below.
- Select the device(s) from the Remaining Device(s) section by clicking the check box
- Click the Save button to apply those licenses
4.4 Remove License

- Click Edit Licenses button.
- A pop-up window will overlay on the screen like the one below.

- Select the device(s) from the Current Device(s) section by clicking on the trash can icon next to each device (Trash Can icon will turn red)
- Click the Save button to remove those licenses
NOTE: Once license is assigned to a device, it cannot be de-assigned before 30 days

4.5 Add Schedule

- Click Add Schedule button.
- A pop-up window will overlay on the screen the like the one below.

![Add Schedule Window]

- Select a Schedule Date
- Select the device(s) from the Remaining Device(s) section by clicking the check box
- Click the Save button to apply those licenses
4.6 View Schedule

- Select a Schedule you would like to view
- Click on the eyeball icon

- A pop-up window will overlay on the screen the like the one below.
4.7 Edit Schedule

- Select a Schedule you would like to edit
- Click on the pencil icon

- A pop-up window will overlay on the screen like the one below.
- Modify the schedule by either changing the scheduled date or adding/removing device(s)
- Click the Save button

4.8 Cancel Schedule

- Select a Schedule you would like to cancel
- Click on the trash can icon
- A pop-up window will overlay on the screen like the one below.
- Click the Confirm button
5 Diagnostics

5.1 What is Diagnostics?
Retrieve diagnostics information from mobile devices.

5.2 Diagnostics – Dashboard View

- Click on the “Dashboard” tab on the header menu.
- Click on the “Diagnostics” section menu bar and the section will expand.

- You can view the following information regarding license numbers:
  - Total Licenses
  - Total Licenses Available
  - Licensed Devices
  - Devices Not Licensed
  - Non- Compatible Devices
- You can access the Edit Licenses screen by clicking the button on the right side.
- You can schedule to run diagnostics by clicking the “Run Diagnostics” button on the right side.
- You can switch between either Standard or Application view.
- You can view Failed Scans date by clicking the button on the right side.
- You can Edit Licenses by clicking the button on the right side.
- In the Settings section you can perform the following:
  - De-Assign Customer Setting(s) by clicking on the icon.
  - Assign Custom Settings by clicking the “Add Settings button.
- Within the “Last Scan Results” section clicking on an MDN will open a new window that shows a Device Diagnostics page.

Users can view either the Summary or Details page tab by selecting either tab.
# Device Diagnostics

**(301) 452-4303**

**Manufacturer:** SAMSUNG  
**Model:** SM-G900V  
**OS Version:** 4.4.4  
**IMEI:** 99000046660613963

### Summary

<table>
<thead>
<tr>
<th>Details</th>
<th>Last Pull: 01/30/2017 @ 9:00AM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Storage</td>
<td></td>
</tr>
<tr>
<td>Security</td>
<td></td>
</tr>
<tr>
<td>Advanced Calling</td>
<td></td>
</tr>
<tr>
<td>RAM</td>
<td></td>
</tr>
<tr>
<td>Device</td>
<td></td>
</tr>
<tr>
<td>IPAddress</td>
<td></td>
</tr>
<tr>
<td>Network</td>
<td></td>
</tr>
<tr>
<td>Bluetooth</td>
<td></td>
</tr>
<tr>
<td>Battery</td>
<td></td>
</tr>
<tr>
<td>Wifi</td>
<td></td>
</tr>
</tbody>
</table>

### Storage Details

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Available</td>
<td>7006 MB</td>
</tr>
<tr>
<td>Free</td>
<td>64%</td>
</tr>
<tr>
<td>Total</td>
<td>10706 MB</td>
</tr>
</tbody>
</table>

**Security**  
**Advanced Calling**  
**RAM**  
**Device**  
**IPAddress**  
**Network**  
**Bluetooth**  
**Battery**  
**Wifi**
• Application View
5.3 Add License

- Click Edit Licenses button.
- A pop-up window will overlay on the screen like the one below.

- Select the device(s) from the Remaining Device(s) section by clicking the check box.
- Click the Save button to apply those licenses.
5.4 Remove License

- Click Edit Licenses button.
- A pop-up window will overlay on the screen the like the one below.

![Edit Licenses - Diagnostics screen](image)

- Select the device(s) from the Current Device(s) section by clicking on the trash can icon next to each device (Trash Can icon will turn red)
- Click the Save button to remove those licenses

**NOTE:** Once license is assigned to a device, it cannot be de-assigned before 30 days
5.5 View Failed Scans

- Click View Failed Scans button.
- A pop-up window will overlay on the screen like the one below.

![List Of Failed Scans](image)

5.6 Add Settings

- Click Add Settings button.
- A pop-up window will overlay on the screen like the one below.

![Assign Custom Settings](image)

- Click the Custom Security Settings dropdown and select a setting.
- Click the Custom Diagnostics Settings dropdown and select a setting.
- Click the Save button.
5.7 Run Diagnostics

- Click Edit Licenses button.
- A pop-up window will overlay on the screen like the one below.

### Schedule Run Diagnostic

- **START DATE**
  - 01/31/2017

- **END DATE**
  - 01/31/2017

- **START TIME**
  - 4 AM

- **REPEAT**
  - *Check any one of the day*
  - Sun  Mon  Tue  Wed  Thu  Fri  Sat

  *Note: Only days between the scheduled duration can be selected*

- **RUN TYPE**
  - *Check any one of the category*
  - STANDARD  APPLICATION

- **Cancel**
- **Save**

- Select a Start Date
- Select an End Date
- Select a Start Time
- Select a day(s) of the week
- Select the Run Type
- Click the Save button
5.8 Alerts

- Click on any of the displayed alerts.

- A pop-up window will overlay on the screen the like the one below.

```
Devices with RAM alert

<table>
<thead>
<tr>
<th>#</th>
<th>MDN</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>9162059633</td>
</tr>
<tr>
<td>2</td>
<td>3014524303</td>
</tr>
</tbody>
</table>
```

- A list of affected devices will be displayed.
6 Software Management

6.1 What is Software Management?

Verizon Software Management allows Enterprise customers to control the timing of software updates or perform remote diagnostics for specialized devices. Additional features also include the ability to perform scheduling for software updates to customized groups of devices.

6.2 Software Management – Dashboard View

- Click on the “Dashboard” tab on the header menu.
- Click on the “Software Management” section menu bar and the section will expand.

- You can view the following information regarding license numbers:
  - Total Licenses
  - Total Licenses Available
  - Licensed Devices
  - Devices Not Licensed
  - Non-Compatible Devices

- You can access the Edit Licenses screen by clicking the button on the right side.

<table>
<thead>
<tr>
<th>LICENSE ASSIGNMENT</th>
<th>Total Licenses: 200</th>
<th>Total License Available: 154</th>
</tr>
</thead>
<tbody>
<tr>
<td>46 Licensed Devices</td>
<td>49,832 Devices Not Licensed</td>
<td>0 Non-Compatible Devices</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SCHEDULE SOFTWARE UPDATES</th>
<th>Software Update</th>
<th>Unmanaged Devices</th>
<th>Launch Date</th>
</tr>
</thead>
</table>

Software Management
Devices & Groups

7.1 What is Devices & Groups?

The Devices & Group menu enables Administrators to manage all their Devices and Groups. A specific Dashboard provides additional details on all of these.

7.2 Devices & Groups – Dashboard View

- Click on the “Devices & Groups” tab on the header menu.
- Initial view will default to the Groups tab
- Group Name
- # of Devices
- Services

- Clicking on the ![icon allows you to filter your results on the Groups tab

![Dashboard Screenshot]
7.3 Groups

- The Groups tab lists all the existing groups, showing the number of users and devices in each group (note: a device and user can belong to multiple groups). Clicking on a group name will navigate to the group page information, which displays the same information as the Device Services Dashboard page, just specific to the selected group.

7.4 Create Group

- Click on the Create Group button
- **Group Name** – each group must have a unique name and is required.
- **Services** – select the services that apply to the group.
- **Add New Devices/Users to group** – check the boxes if all new Device and/or Users are to be subsequently and automatically added to the group.
- **Devices/Users in group** – devices/users already in the group are listed and can be removed by clicking on the trash can icon.
- **Filter** – Devices to be added can be filtered by make and model.
- **Filtered Devices/Users** – select the users/devices to be added to the group.

### 7.5 Edit Group

- Click on a specific Group Name on the Groups tab.
- On the right side of the screen click on the pencil icon to edit the group.
- Edit the group as necessary
- Click the Save button
7.6 Delete Group

- Click on a specific Group Name on the Groups tab
- On the right side of the screen click on the trash can icon to delete the group

- Confirm you want to delete
- Click the Confirm button
7.7 Devices

- The Devices tab lists all available devices which can be ranked by clicking on a column header.

- Clicking on the icon allows you to filter your results on the Groups tab.

- Clicking on a specific Device (MDN) takes you to a device specific page.
8 Settings

8.1 Alert Settings

- The Settings page consists of one tab called Alerts Setting consisting of two sections:
  - Diagnostic Alerts Settings
  - Security Alerts Settings

8.1 Diagnostic Alerts Settings

- Name
- Type
- Action (View, Edit, Delete)
- Create Diagnostics Setting button
8.2 Create Diagnostic Settings

- Assign a name to the profile
- Select the appropriate settings
- Click the Save button
8.3 View Diagnostic Settings

- Click on the eyeball icon next to a specific Diagnostic Alerts Setting
- View the Diagnostic Settings

8.4 Edit Diagnostic Settings

- Click on the pencil icon next to a specific Diagnostic Alerts Setting
- Edit the Diagnostic Settings
- Click the Save button

8.5 Delete Diagnostic Settings

- Click on the trash can icon next to a specific Diagnostic Alerts Setting
- Confirm you want to delete the Diagnostic Profile
- Click the Confirm button

8.6 Security Alerts Settings

- Name
- Type
- Action (View, Edit, Delete)
- Create Diagnostics Setting button

8.7 Create Security Setting

- Assign a name to the profile
- Select the appropriate settings
- Click the Save button
8.8 View Security Settings

- Click on the eyeball icon next to a specific Security Alerts Setting
- View the Security Settings

8.9 Edit Security Settings

- Click on the pencil icon next to a specific Security Alerts Setting
- Edit the Security Settings
- Click the Save button

8.10 Delete Security Settings

- Click on the trash can icon next to a specific Security Alerts Setting
- Confirm you want to delete the Diagnostic Profile
- Click the Confirm button
9 Admin

9.1 User Management

- First Name
- Last Name
- User ID
- Email
- Roles
- Add/View/Search/Delete Users

9.2 Add User

- NOTE: User needs to be created in My Biz first before they are available in MDM
Click the Add User button
Search by (Name or UserID)
If searching by Name then fill in First Name and Last Name

- If searching by UserID then fill in UserID

- If searching by Name then fill in First Name and Last Name

- Click the magnifying glass icon to search
- Select from Current AM Users
- Select from the Roles drop down
- Click the Add button
9.3 Edit User

- Click the pencil icon next to the corresponding user in the User List
- Edit the Role by clicking the drop down
- Click the Save button
9.4 Search User

- Click in the Search Users test box and type either a Name or ID
- Click on the Magnifying glass icon

9.5 Delete User

- Click the trash can icon next to the corresponding user in the User List
- Confirm you want to delete the user
- Click the Confirm button

9.6 Role Management

- Roles – This is the Role name
- Description – Describes what the role can perform
- Users – Number of users that are currently assigned to those roles.
- View Role – Ability to view details of a role
9.7 View Role

- Click the eyeball icon next to the corresponding role in the Roles List
9.8 Enterprise Onboarding

- This page displays the onboard status of ECPD ID’s of different Enterprises

- The user has the option to change the onboarding status from ‘NOT BOARDED’ to ‘ONBOARDED’.

9.9 How to On-board and ECPD ID

- Select the ECPD id whose status is showing as ‘NOT ONBOARDED’ by clicking the select box.
- If any ECPD id whose status is displayed as ‘NOT ONBOARDED’ is selected, the onboard button on top of the table would be enabled.
- By clicking the Onboard button, the status of the ECPD ID can be changed.

10 Customer Support & Training

10.1 Customer Support

Contact customer support for any product or support issues. They can assist you with product, device, account, and general platform questions or errors. Call toll-free at 1-800-922-0204.

Contact your account team with any account specific questions on equipment or service, pricing information, or adding additional users.

10.2 Training and Documentation

Go to www.verizonwireless.com/mbtraining to view tutorials or to download user and reference guides.