

**SONY**

Sony Xperia Configurator Cloud  
User Instructions

This document is published by:  
Sony Mobile Communications Inc.,  
1-8-15 Konan, Minato-ku, Tokyo 108-0075, Japan

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

© Sony Mobile Communications Inc., 2009-2015.  
All rights reserved. You are hereby granted a license to  
download and/or print a copy of this document.

Any rights not expressly granted herein are reserved.

First released version (November 2015)

Revision 1.0

This document is published by Sony Mobile Communications Inc., without any warranty\*.

Improvements and changes to this text necessitated by typographical errors, inaccuracies of current information or improvements to programs and/or equipment may be made by Sony Mobile Communications Inc. at any time and without notice. Such changes will, however, be incorporated into new editions of this document. Printed versions are to be regarded as temporary reference copies only.

\*All implied warranties, including without limitation the implied warranties of merchantability or fitness for a particular purpose, are excluded. In no event shall Sony or its licensors be liable for incidental or consequential damages of any nature, including but not limited to lost profits or commercial loss, arising out of the use of the information in this document.

## Table of contents

1	About Sony Xperia Configurator Cloud .....	4
2	How to set up a Sony Xperia Configurator Cloud account .....	4
2.1	Sign up and activate an account .....	4
3	How to use Sony Xperia Configurator Cloud .....	5
3.1	Logging in to an account .....	5
3.2	Managing sub-users .....	5
3.2.1	Add a new sub-user .....	5
3.2.2	Edit a sub-user .....	6
3.2.3	Delete a sub-user .....	6
3.3	Managing profiles .....	7
3.3.1	Add a new profile.....	7
3.3.2	Edit a profile .....	7
3.3.3	Duplicate a profile.....	8
3.3.4	Delete a profile .....	8
3.4	Managing applications.....	8
3.4.1	Import an application .....	8
3.4.2	Delete an application.....	8
3.5	Managing devices .....	8
3.5.1	Add a new device .....	8
3.5.2	Submit a profile .....	10
3.5.3	Get updated device information .....	10
3.5.4	Lock and unlock a device screen .....	10
3.5.5	Delete a device.....	10
4	Availability and support.....	10
4.1	Security .....	10
4.2	Supported Xperia devices .....	11
4.3	Device support .....	11
4.4	Device repair and warranty .....	11
5	Appendix: Activation of a device.....	12
6	Appendix: Sony Xperia Configurator Cloud – FAQ .....	13
6.1	General.....	13
6.2	Password.....	14
6.3	Sub-users, profiles, and applications .....	14
6.4	Lock, unlock .....	15
6.5	Phone communication .....	15

# 1 About Sony Xperia Configurator Cloud

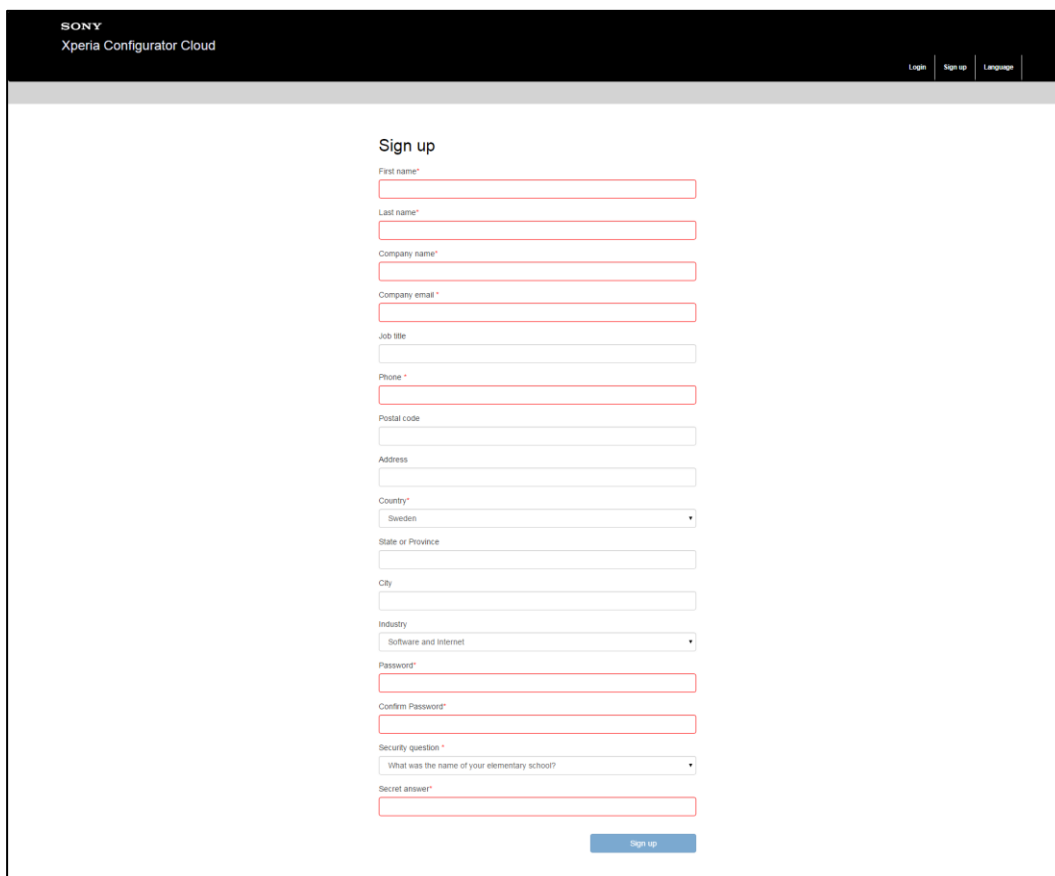
Sony Xperia Configurator Cloud is a cloud based tool that can be used to remotely create, configure, and install configuration profiles on Sony smartphones and tablets. A complete list of available profile settings is found in section 3.3.1 in this document. Sony Xperia Configurator Cloud is accessible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

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

## 2 How to set up a Sony Xperia Configurator Cloud account

### 2.1 Sign up and activate an account

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



The screenshot shows the 'Sign up' page of the Sony Xperia Configurator Cloud. The page has a dark header with the Sony logo and 'Xperia Configurator Cloud' text. In the top right corner, there are links for 'Login', 'Sign up', and 'Language'. The main content area is white and contains a 'Sign up' form with the following fields:

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

A blue 'Sign up' button is located at the bottom right of the form.

Figure 1: Sign up a new account.

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

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

## 3 How to use Sony Xperia Configurator Cloud

### 3.1 Logging in to an account

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

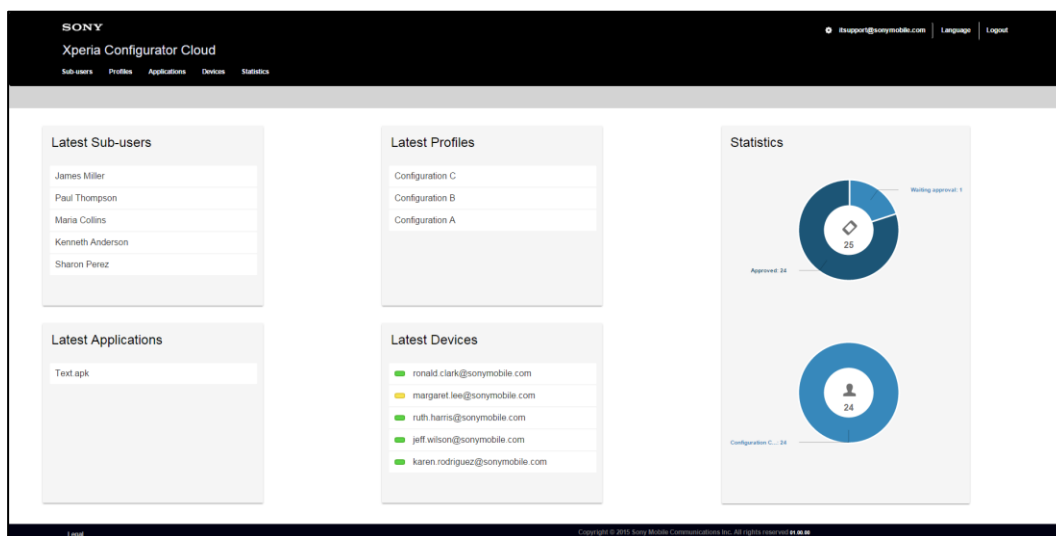


Figure 2: The summary page of Sony Xperia Configurator Cloud.

### 3.2 Managing sub-users

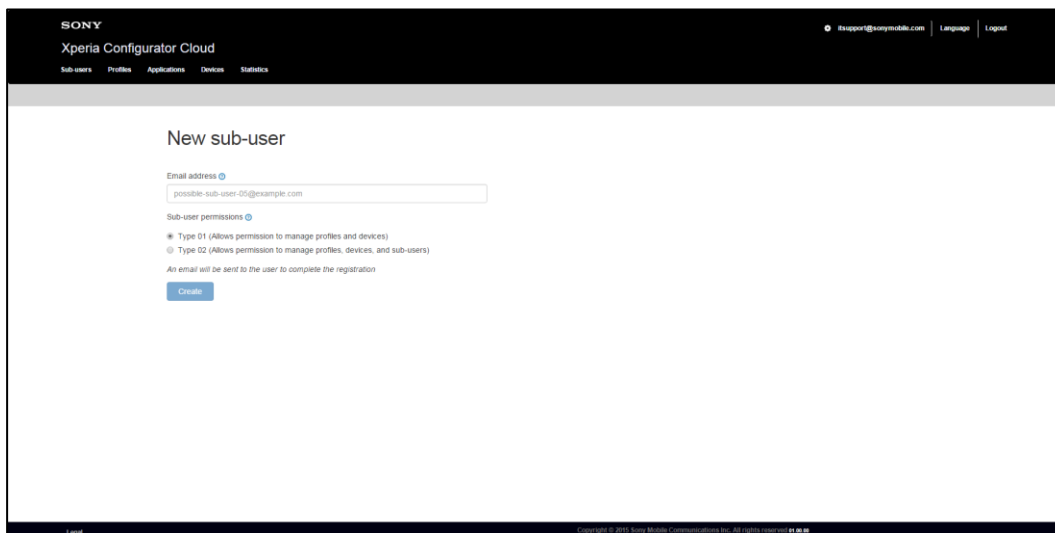
#### 3.2.1 Add a new sub-user

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

New sub-users can be of either two types:

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

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



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

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

```

Corporate IT Admin (@yourcompany.com)
  IT Admin Region 1
    IT Support Area 1
    IT Support Area 2
  IT Admin Region 2
    IT Support Area 3
    IT Support Area 4
  IT Admin Region 3

```

[...]

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

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

### 3.2.2 Edit a sub-user

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

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

### 3.2.3 Delete a sub-user

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

## 3.3 Managing profiles

### 3.3.1 Add a new profile

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

The following settings can now be edited:

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

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

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

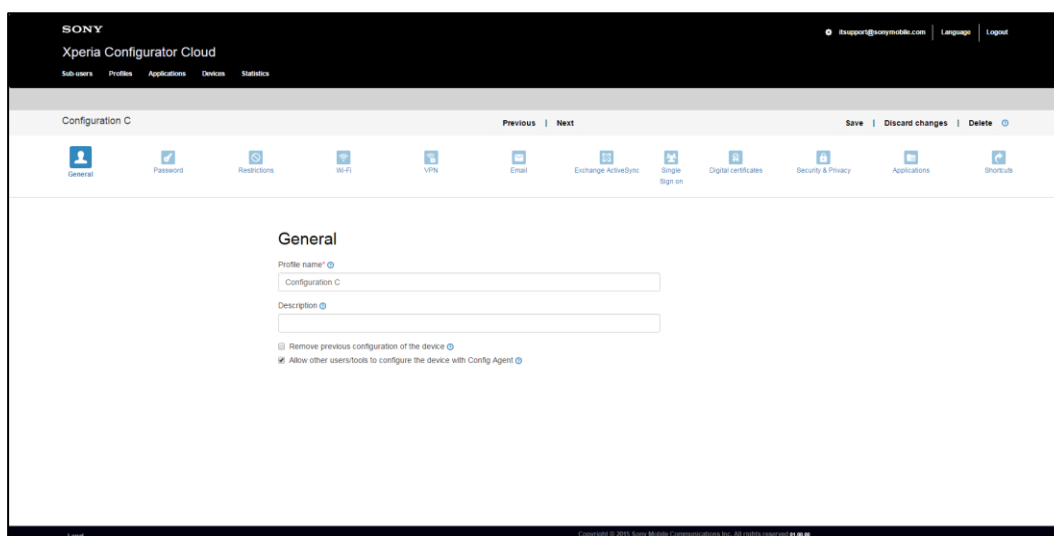


Figure 5: Adding a new profile.

### 3.3.2 Edit a profile

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

### 3.3.3 Duplicate a profile

To duplicate a profile:

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

Or:

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

### 3.3.4 Delete a profile

To delete a profile:

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

Or:

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

## 3.4 Managing applications

### 3.4.1 Import an application

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

### 3.4.2 Delete an application

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

## 3.5 Managing devices

### 3.5.1 Add a new device

To add a new device click **Devices > New**. Fill in the device user's email address and click **Register**.

A dialogue will open, asking if you would like to send an email with activation instructions to the device user. By clicking **Yes**, your email client will create a new mail to the device user with the content shown below (see Figure 6).

The content can be edited as desired before sending the email. A dialogue will then confirm that the email was sent.

Hello,

I am an admin of Xperia™ Configurator Cloud and I want to be able to remotely configure your Sony device.

If you want to approve this request, please follow these simple steps:

1. Select "Settings"
2. Select "Accounts"
3. Select "Add account"
4. Select "Xperia™ Configurator Cloud"
5. Enter your work email address and the PIN 1558
6. Select "Activate"

Once you have completed the steps above, your device is ready to receive configuration profiles. When a configuration profile is received, a notification will appear in the status bar which you have to tap in order to apply the configuration.

This approval can be revoked at any moment by taking the following steps:

1. Select "Settings"
2. Select "Accounts"
3. Select "Xperia™ Configurator Cloud"
4. Select your account
5. In the three dot menu select "Remove account"

To remove configurations which have already been applied, you must also do the following:

1. Select "Settings"
2. Select "Security"
3. Select "Device Administrators"
4. Uncheck "Xperia™ Configurator Cloud" from the list of device administrators

Be aware that this will revert all configurations and remove any accounts, certificates and other settings added by the Xperia™ Configurator Cloud.

Figure 6: Email with activation instructions to the device user. The PIN code, in this example 1558, is set by the system.

The new device will be pending (indicated by a yellow icon), waiting for the device user to activate the device (see section 4 in this document). A profile can only be submitted to a device with an activated Xperia Configurator Cloud account (indicated by a green icon).

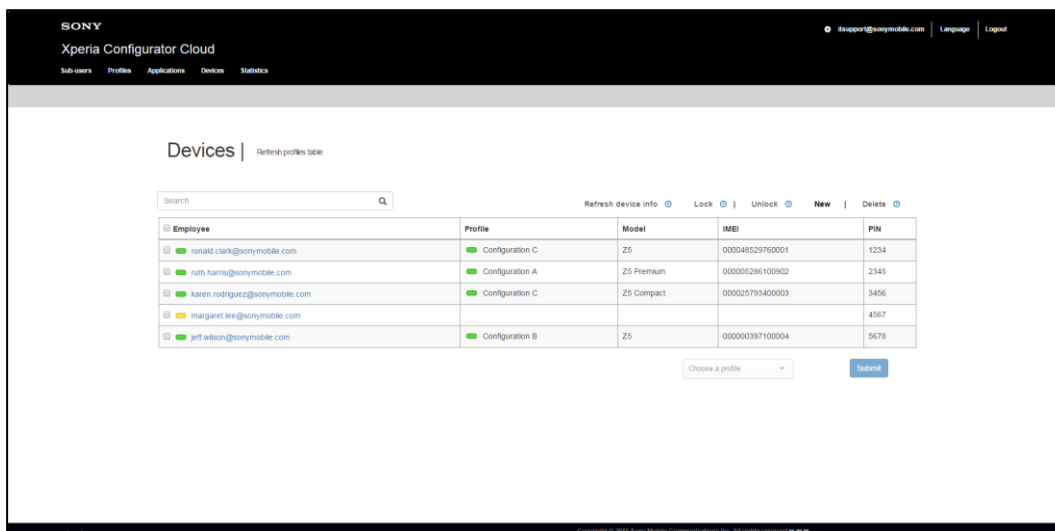


Figure 7: The Devices screen, showing one pending account, and four activated accounts with accepted device profiles.

### 3.5.2 Submit a profile

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

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

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

### 3.5.3 Get updated device information

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

### 3.5.4 Lock and unlock a device screen

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

### 3.5.5 Delete a device

To delete one or more devices, click **Devices**. Find the device(s) you want to delete and mark the corresponding checkbox(es). Then click **Delete**.

## 4 Availability and support

Sony Xperia Configurator Cloud is available in all countries except Russia, and it's accessible from most internet browsers using the latest versions.

Supported languages are English, Japanese, and Portuguese.

### 4.1 Security

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

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

## 4.2 Supported Xperia devices

The currently supported Xperia devices are:

Xperia™ Z5  
Xperia™ Z5 Dual  
Xperia™ Z5 Compact  
Xperia™ Z5 Premium  
Xperia™ Z5 Premium Dual

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

## 4.3 Device support

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

## 4.4 Device repair and warranty

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

## 5 Appendix: Activation of a device

To activate a device, the user is requested to follow these steps (see section 3.5.1 in this document):

1. Select **Settings**
2. Select **Accounts**
3. Select **Add account**
4. Select **Xperia™ Configurator Cloud**
5. Enter their work email address and the PIN code that was received in the email invitation.
6. Select **ACTIVATE**

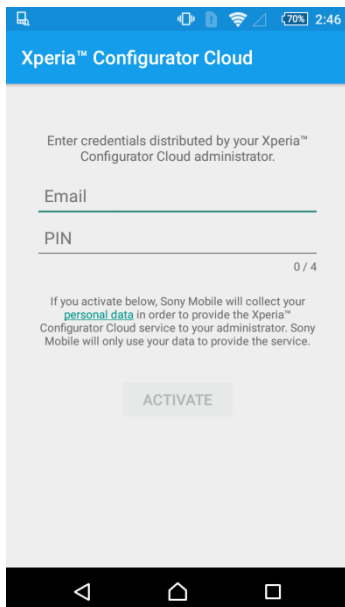


Figure 8: Xperia Configurator Cloud activation screen.

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

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

## 6 Appendix: Sony Xperia Configurator Cloud – FAQ

### 6.1 General

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

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

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

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

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

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

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

No. The supported browsers are:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

### Some devices have a red square next to the employee's email but a green square next to the profile name in the profile column, what does this mean?

It means that the employee accepted the profile but some time later removed his or hers Xperia Configurator Cloud account, and/or deactivated the Xperia Configurator. It does not mean that the configuration profile is still active on the device. Both squares need to be green to know that the device is active and running the latest profile.

## 6.2 Password

### How does the Forgot Password flow work?

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

## 6.3 Sub-users, profiles, and applications

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

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

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

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

- New:** To create a new profile configuration.
- Statistics:** Some statistic numbers.
- Delete:** To delete one or more profiles.
- Duplicate:** To duplicate one or more profiles.

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

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

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

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

### What does sub-user means?

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

### How to edit a profile?

1. Click on the name of a profile and select the **Edit** option.

2. Navigate between the sections at the top of the page.
3. Change the profile configurations.
4. Click in **Save** to confirm the changes.

#### **How to duplicate a profile?**

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

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

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

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

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

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

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

## **6.4 Lock, unlock**

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

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

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

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

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

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

## **6.5 Phone communication**

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

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

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

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

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

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

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

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

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

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

## **Trademarks and acknowledgements**

All product and company names mentioned herein are the trademarks or registered trademarks of their respective owners. Any rights not expressly granted herein are reserved. All other trademarks are property of their respective owners.

Visit [www.sonymobile.com](http://www.sonymobile.com) for more information.