

WEBINAR: Want to become a FAMOCO Management Suite expert?

Making the most of your FMS

The main topics covered in the FMS webinar were structured around a typical project lifecycle.

DURING THE PRE-DEPLOYMENT PHASE

Connectivity: A smooth sync depends on a stable connectivity.

- Our FX range of devices offer 2 main connectivity options: Wi-Fi and mobile data over 2G/3G.
- For device synchronization, we recommend the use of Wi-Fi where possible. Wi-Fi settings can be defined in the FMS Profile > Connectivity tab. Please note hotspots can vary in strength and can affect synchronisation time
- When using a mobile network, the APN may need to be entered manually. This can be configured in FMS Profile > Mobile data tab.

Steps to take should you have doubts on your connectivity

1. Check the Device details in the FMS to verify the last actions initiated for a specific device. If a sync has been triggered with no result, connectivity is a likely root cause.
2. Define a test profile with no application attached to it so that only the dashboard and settings will be visible on the device screen. By doing so you avoid loading heavy app packages for your first sync and it will be easier to make sure your devices are correctly attached to the FMS.
3. Wi-Fi connection can be tested using simple apps like Speed Test APK available from the developer website. (<http://developer.famoco.com/>)

For large deployments, our advice is to sync 50 unit batches at a time. (We also offer a masterization service to manage configuration of large batches, please contact your sales manager at FAMOCO for information).

User rights: Roles and responsibilities must be assigned with caution.

In addition to admin accounts, which have all rights, there are 3 additional roles that users can be assigned: Fleet managers, device managers, observer. These roles are summarized in the following table

Roles\Access	Profiles	Bill	Applications	Membership
Observer	Read	Read	Read	Read
Admin	Add/Change/Delete/Read	Read	Add/Change/Delete/Read	Add/Change/Delete/Read
Fleet Manager	Add/Change/Delete/Read	N/A	Add/Read	N/A
Device Manager	Change/Read	Read	Read	Read

It is also available at the docs.famoco.com.

During the pilot phase, only admin roles will be granted. In the deployment phase, roles and responsibilities must be granted with care. This is especially important for system integrators who will typically deploy devices to multiple end users. The different roles within the FMS can support different business models.

For example, the system integrator can keep all admin rights for, giving end customers a device manager role that allows them to change some profile settings without having the rights to add or delete an app.

DURING THE DEPLOYMENT PHASE

Developer mode disabled

- This is done via the FMS Profile > Applications tab
- Impact: The Dashboard and Settings buttons will disappear from the device interface making it a fully dedicated professional device.

Possible consequences and fixes:

1. The device in production mode is connected to a network it can't access anymore. The connection settings are no longer accessible from the device.

FIX: Set up a local hotspot named FAMOCO with famocoaccess as the password. This is the default Wi-Fi setting used at the production stage and all FX devices will automatically connect to this network

2. The Wi-Fi is set to Off.

FIX: The best option is to insert a SIM card with data access.

3. The USB port is disabled, so ADB tools cannot be used to load applications to devices

FIX: The FMS is the only possible tool to manage devices.

Synchronization intervals

- This is done via the FMS Profile > Advanced > Sync Interval tab
- Automates synchronization intervals to ensure devices are up to date
- There is no 'good' or 'bad' sync interval – it depends on the project

Impact of picking short intervals:

1. For devices that use mobile data for connectivity, it is important to consider the data consumption linked to synchronization. This is insignificant in most cases but for Profiles that have several large app synchronizations set at short intervals, it may become visible in the data consumed.

FIX : Test consumption during the pilot phase

2. Short sync intervals will almost certainly turn your heartbeat into Alert (red) on the FMS dashboard. This does not necessarily mean something is wrong, for example if the sync interval is set to 1 hour and agents switch devices off at night, the heartbeat will be on Alert the next morning.

FIX : Set the sync interval to a longer period when the device configuration is stable

FAMOCO layer upgrades

- The FAMOCO layer (FL) is a key component of our architecture. It is a piece of software that ensures a smooth connection between the FAMOCO device and the FMS. It is updated regularly to fix bugs and add new functionalities.
- In the Profile settings there is the choice between Default and the latest available version of the FL.
 - o Choosing Default version will not update the FL. When a new release is available, the device can be upgraded manually by choosing the latest version in FMS Profile > Applications tab.
 - o Choosing the latest version will automatically download and apply the latest available FL to devices.
- Versioning and details of each release are available at docs.famoco.com.
- FMS functionalities that require the latest version of the FL are flagged by an exclamation point icon.

MULTIPLE ORGANIZATIONS & TOKENS**Multiple Organizations**

- The Multiple Organization feature lets you organize devices by Fleet and Organization.
- It gives users the possibility to see information about the devices without having access to perform any changes, this is especially useful for system integrators
- Details on how it works can be found at http://docs.famoco.com/More_About_the_FMS/multiorganizations/

Tokens

- Tokens, let you delegate device actions typically handled by the FMS to people who don't have access to it.
- Some use cases for this are:
 - o At music festivals, a NFC card with a token can be created and all devices that scan the token will move to the designated fleet (food trucks, access control, etc)
 - o Distributors might want to administrate devices simply by scanning a tag when allocating them.

How they work:

First, a token must be created in the FMS with the action it will perform, for example, Change Fleet.

After this token is created, read the QR code with the dedicated FAMOCO Application to write it to a NFC tag.

When a FAMOCO Device scans the NFC tag, it will understand that it needs to call the FMS using that token and the FMS will move the device to the related fleet. After the device receives a confirmation that the action has worked, it will trigger a sync request.

How to create a token in the FMS:

1. Click on the Token tab, then Add Token.
2. Choose the action type, then choose the destination and expiration date. It's best practice to use small period of times for tokens.
3. Once the token is created, you can click on the QR Code and scan it with the FAMOCO App to create NFC tags that will perform the action.