

## WEBINAR: Want to become a FAMOCO Management Suite expert?

### Questions & Answers

Q: Could you share the link to the FMS website?

A: FMS interface: <https://my.famoco.com/>

FMS guide: <http://docs.famoco.com/>

Developer resources: <http://developer.famoco.com/>

Q: Can a new role be added that is customized after our demands?

A: Yes, we can create new roles depending on the customer needs. Please contact your sales representative who will assist you in this.

Q: How does Heartbeat work?

A: The heartbeat uses a color to indicate the synchronization status. The interval of synchronizations is defined in the advanced tab of the profile.

Heartbeat OK (green) indicates that the device is synchronized.

Heartbeat warning (yellow) indicates that the device hasn't synchronized for the last 3 attempts.

Heartbeat alert (red) indicates that the device hasn't synchronized for the last 5 attempts.

Q: How can we multi-select multiple devices when fleetting large amounts of devices?

A: The current way to multi-select is manual. In the case of large fleets, the token feature would save a lot of time.

Q: I have a question regarding tokens. After adding token from suite, the QR code shows up. How will we write it to NFC tag?

A: FAMOCO will provide you with a specific application to scan the QR code and encrypt it in a tag.

Q: Is it possible to sync a device which is connected to a secured APN meaning there is no internet connection available to all hosts on the network?

A: A device needs to be able to talk to the FMS in order to sync. By default, devices are configured to connect to a Wi-Fi network called FAMOCO with famocoaccess as the password. An access to the FMS can also be created in the secure APN.

Q: For the Maps it is still in Beta. Any plans to improve it?

A: Yes, this is planned for the near future and will be communicated when released.

Q: Regarding the upgrade of an application via FMS profile. Since the FMS can perform the application upgrade automatically how can the FMS downgrade an application?

A: We don't currently support this as it is not in the official Google guidelines.

Related documentation can be found here:

[http://docs.famoco.com/Up\\_and\\_Running\\_with\\_the\\_FMS/apps/](http://docs.famoco.com/Up_and_Running_with_the_FMS/apps/)

Q: Does multiple organizations mean the device can be used for a loyalty program that concerns different SMEs and independent organizations?

A: Yes, multiple organizations function as completely separate organizations.

For example, if you create 3 different organizations, they will be independent from each other. This means each organization will need to be set up with profiles, applications, devices and fleets.

Q: Is it possible to export my FMS data?

A: This is something we are currently working on; all the information in data tables will be exportable as .csv. We will be opening-up to beta testing in the near future. Please contact your sales representative if you are interested in taking part.

Q: When will organizations management be available?

A: Multi-organization is already available. Please contact your sales representative.

Q: Do you have experience with PCI compliancy using FMS/FX300?

A: Our devices are not PCI compliant (you can't perform full EMV transactions). You can use an external mPOS dongle connected via Bluetooth to perform this type of action.

Q: Thanks guys, I think is good thing supply a basic app for developers eith SDK, one app for access control other app for cashless and POS. It's more easy and quick start with a basic app. Thx

A: This is not currently part of the offering, but we are working on it.

Q: Is the bar code reader available with FX100, or only FX300?

A: All devices can read bar codes, but the FX300 is the only device with a laser imager.

Q: Must I declare the Data setting on the Profile on FMS before the devices can sync?

A: Yes, there must be an initial connection to push the information entered in the profile.

Q: Does updating an APK count towards the max number of APKs allowed by your FMS plan?

A: Yes. Different versions of the APK uploaded will count as different APK.

Q: Regarding the previous question on secure APNs: how can we obtain the network information of the FAMOCO synchronization service?

A: Your sales representative will have this information.

Q: What if there are multiple Mobile Data networks across the devices under one Profile, how do we cater for all Mobile networks?

A: The best solution is to create 1 profile per network to be used. In addition, the FX200 has 2 SIM slots if you wish to work with two mobile carriers.

Q: Is it possible to upgrade a device's firmware?

A: Yes, it is possible. Please contact your sales representative for details.

Q: Is it possible to add non-FAMOCO devices to the FMS?

A: Yes, it is possible for Mobewire and Samsung Knox devices. Please contact your sales representative for details.

Q: Can I upgrade the Firmware from FMS, even if it is a non-FAMOCO device?

A: No, firmware is brand specific so only FAMOCO upgrades are possible.

Q: Regarding the device token feature, which NFC tags are supported and does the tag have to be in factory settings?

A: FAMOCO will supply the tags for the token feature. They will be part of the bundle offering for the feature.

Q: I don't quite understand how to use the token feature in this manner

A: How the token feature works:

-Generate a token on FMS (Choose between action type: change fleet, put back in stock, put in repair mode)

-This creates a QR code

-Scan QR code with a FAMOCO device that has a specific NFC tag generator app on it. FAMOCO provides the generator app.

-With this app, create a NFC tag

-Use this tag to change profiles of devices in the field

Q: Is the Tokens available now in FMS since I cannot see it?

A: This feature is not currently available, but it planned for release early 2017. Please contact your sales representative for details.