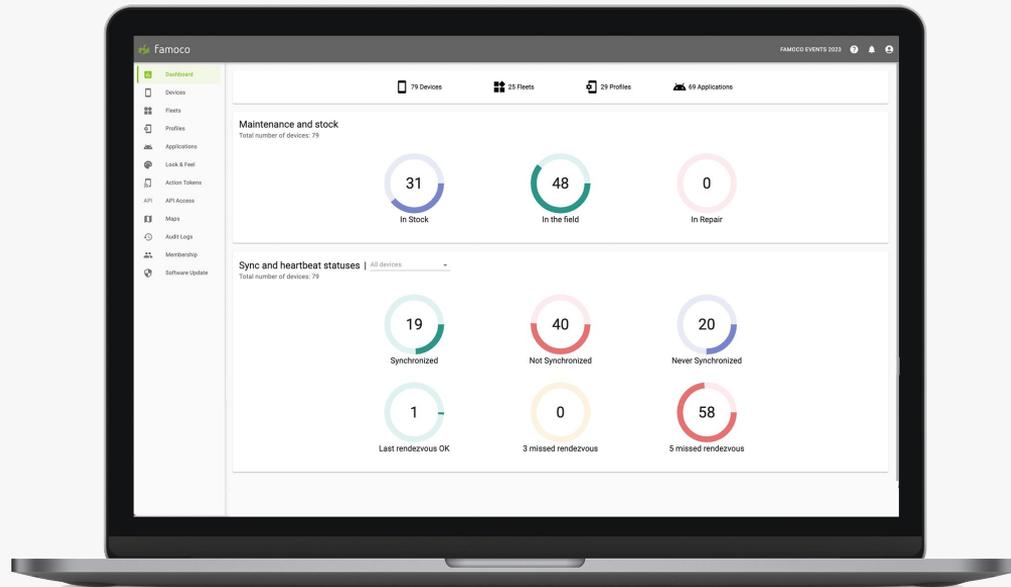




# MDM 2.22

## Release Note



November 2023

# In a nutshell

The MDM 2.22 release aims at...

Providing actionable  
insights on your devices

ADD ON\*

**Device Health:** Monitor the health of your batteries (battery health indicator, battery heating events, battery level, battery plugged status).

**Device Activity:** Learn and monitor your device activity (activity status, activity duration, activity sessions, top 3 apps used).

Improving your user  
experience and device privacy

**Random MAC address:** Increase the privacy of your device with WiFi randomized MAC address.

\*This is an **option** on top of your MDM Core Plan. Please refer to your **Famoco Sales Representative** if you want to subscribe to it.

Release Note

# Insights

Providing actionable insights on your devices

# Introduction to Insights

**Insights** is a new section of the Famoco MDM.

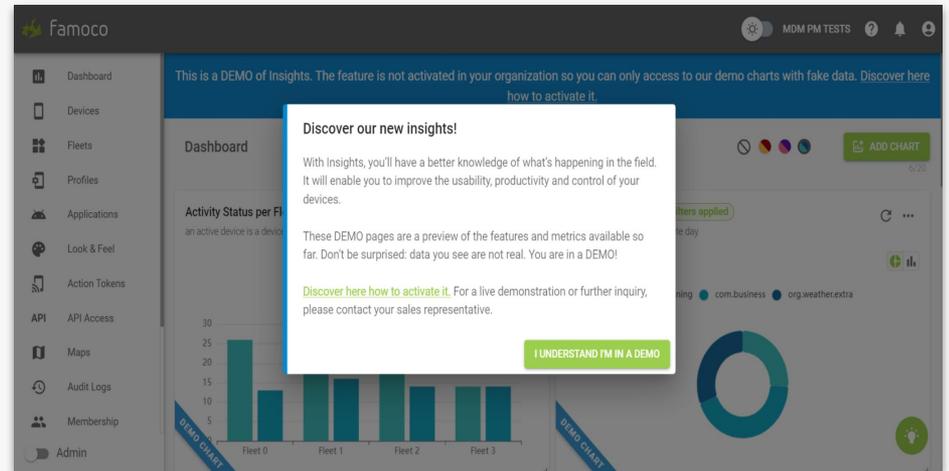
This sections aims at providing meaningful and actionable **insights** related to your devices.

You'll have access to:

- A global dashboard in the **Insight** main page
- Table and Charts related to **Device Health**
- Table and Charts related to **Device Activity**

Future releases will enrich the content of Insights with new sub-sections, new indicators and new capabilities.

Insights are provided through **AddOns** which require to be **subscribed\*** on top of your MDM Core Plan. If the AddOn is not activated in your MDM Org, you can access to a **demo** of its content showing the full capabilities of the feature (with false data).



\*This is an **option** on top of your MDM Core Plan. Please refers to your **Famoco Sales Representative** if you want to subscribe to it.

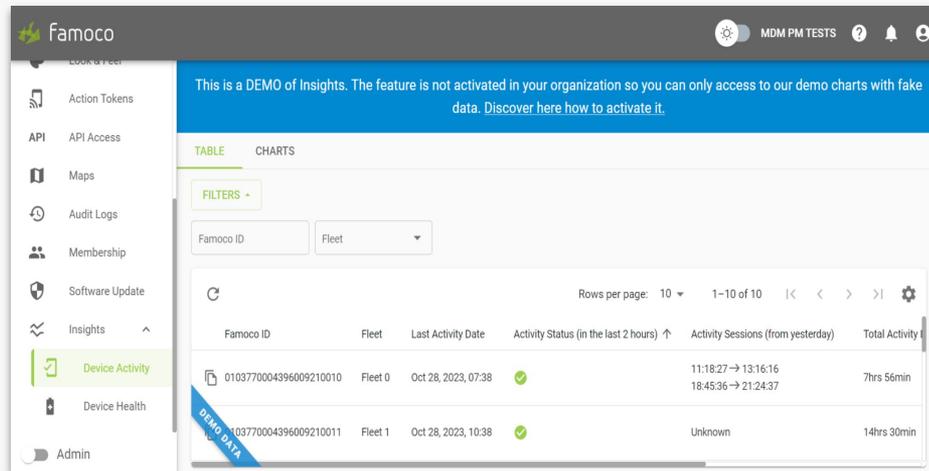
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# Device Activity

You want to know how are used your devices?

In the **Device Activity** section, you'll have access to the following insights, in both **Table** and **Charts**:

- **Activity Status:** **device activity status\*** in the last 2 hours. The Last Activity Date indicates when the metric has been calculated.
- **Activity Sessions** (only in **Table**): each time period during which the device has been active\* during the last day (from midnight to midnight UTC).
- **Total Activity Duration** (only in **Table**): time duration during which the device has been active during the last day.
- **Activity Timetable** (only in **Charts**): number of active devices per hour during the last day.
- **Top 3 Applications:** most used apps during the last day (in **Table**) and total activity duration during the last day of the 3 most used apps (in **Charts**).



The screenshot shows the Famoco interface with a sidebar on the left containing navigation items: Action Tokens, API Access, Maps, Audit Logs, Membership, Software Update, Insights (expanded), Device Activity (selected), Device Health, and Admin. The main content area displays a table of device activity data. A blue banner at the top of the table area reads: "This is a DEMO of Insights. The feature is not activated in your organization so you can only access to our demo charts with fake data. Discover here how to activate it." The table has columns for Famoco ID, Fleet, Last Activity Date, Activity Status (in the last 2 hours), Activity Sessions (from yesterday), and Total Activity. Two rows of data are visible, both marked as "DEMO DATA".

Famoco ID	Fleet	Last Activity Date	Activity Status (in the last 2 hours)	Activity Sessions (from yesterday)	Total Activity
0103770004396009210010	Fleet 0	Oct 28, 2023, 07:38	✓	11:18:27 → 13:16:16 18:45:36 → 21:24:37	7hrs 56min
0103770004396009210011	Fleet 1	Oct 28, 2023, 10:38	✓	Unknown	14hrs 30min

\* See next slide for details.

# What is the Device Activity Status?

## How is calculated the Device Activity status?

As of now, the Device Activity status is based on the **apps in foreground**. By default, **all apps** (except System apps) are considered in the Activity calculation.

The device activity status can be:

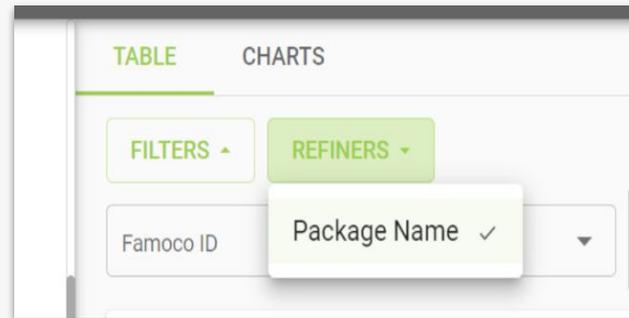
- ✔ **Active:** a device is active when **at least one app** is in foreground.
- ✘ **Inactive:** a device is inactive when **no app** is in foreground **OR** if the device is **not connected/ not send activity logs**.

## How can I refine the Device Activity calculation?

You can **choose & select the apps** used for the Device Activity calculation through the **REFINERS** > **Package Name**.

It enables you to **refine** the calculation of the Device Activity based on **apps** which are important for you to monitor.

You can do either in the **Table** or directly in the **Charts** for each Device Activity metric.



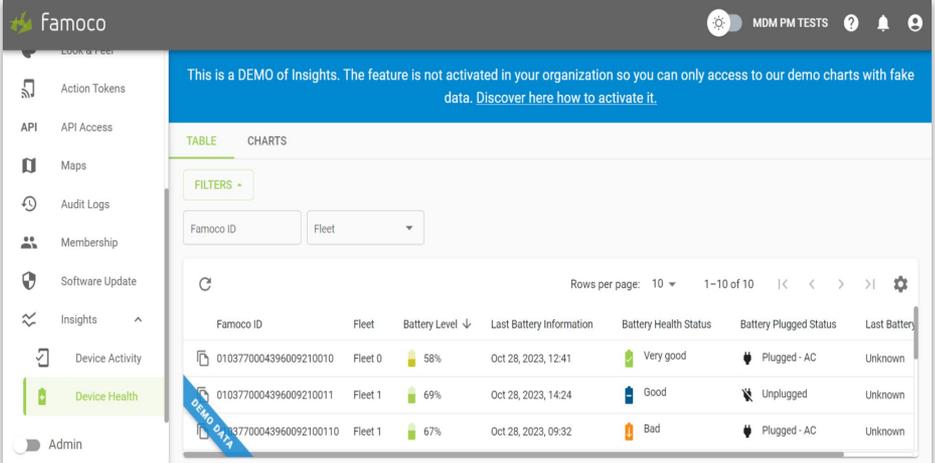
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# Device Health

You want to ensure that your devices are ready to work?

In the **Device Health** section, you'll have access to the following insights, in both **Table** and **Charts**:

- **Battery Health Status:** estimation of your **device battery health\*** calculated by Famoco. The Last Battery Health time indicates when the metric has been calculated.
- **Battery Level:** battery level of the device (for the **Chart**, in the last 2 hours). The Last Battery Info indicates when the measure has been taken.
- **Battery Plugged Status:** battery plugged status and type of plug of the device (for the **Chart**, in the last 2 hours). The Last Battery Info indicates when the measure has been taken.
- **Battery Events** (only in **Table**): **battery heating events\*** per day (from midnight to midnight UTC).



The screenshot shows the Famoco interface with a sidebar on the left containing navigation items like Action Tokens, API Access, Maps, Audit Logs, Membership, Software Update, Insights, Device Activity, and Admin. The main content area displays a table of device health data. A blue banner at the top of the table area reads: "This is a DEMO of Insights. The feature is not activated in your organization so you can only access to our demo charts with fake data. Discover here how to activate it." Below this, there are tabs for "TABLE" and "CHARTS", and a "FILTERS" section with input fields for "Famoco ID" and "Fleet". The table has columns for Famoco ID, Fleet, Battery Level, Last Battery Information, Battery Health Status, Battery Plugged Status, and Last Battery Info. The data rows show three devices with varying battery levels and health statuses.

Famoco ID	Fleet	Battery Level ↓	Last Battery Information	Battery Health Status	Battery Plugged Status	Last Battery Info
0103770004396009210010	Fleet 0	58%	Oct 28, 2023, 12:41	Very good	Plugged - AC	Unknown
0103770004396009210011	Fleet 1	69%	Oct 28, 2023, 14:24	Good	Unplugged	Unknown
01037700043960092100110	Fleet 1	67%	Oct 28, 2023, 09:32	Bad	Plugged - AC	Unknown

\* See next slide for details.

# What is the Battery Health Status?

## How is calculated the Battery Health Status?

The calculation is based on the **voltage**, specifically the **charging curve**. We trace the curve throughout the entire device charging process and determine the slope at its conclusion.

By analyzing the slope of the curve, we can infer the battery health. Our observations reveal that the **higher the curve, the better the battery health**.

## How should I interpret each value?



**Very Good** : Very good means that the battery is like new.



**Good**: Good means that the battery has been used but keeps good performance.



**Bad** : Bad means that the battery may not last as expected and may deteriorate performance.

## What is the data historicity required for its calculation?

As of now, **7 charging cycles** are required. In practical terms, it corresponds to **one week** period of data computation for standard battery usage. This might change in the future.

## What are DEVICE PREREQUISITES?

- **Android 8+**
- **Probe 1.3.2** installed in the device

## What are BATTERY USAGE PREREQUISITES?

The calculation exclusively occurs **between 50% to 100% of the battery charge**. If the user doesn't charge its device beyond 50%, the Battery Health Status is not computed.

Currently, the calculation takes place only when the battery is **AC** plugged, as USB charging yields insufficient data and affects the charging curve.

## What happens if I change the battery?

The impact of a battery change on the indicator computation is **not immediate**; it requires at least **one week** of data computation.

# What are Battery Events?

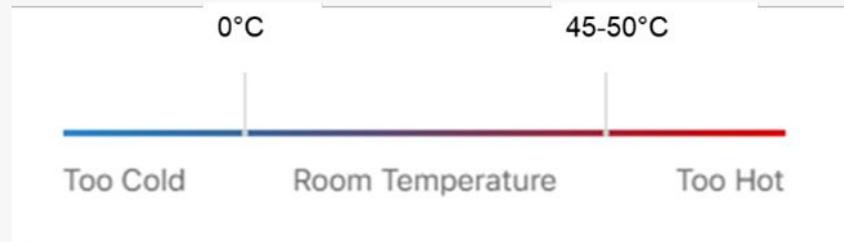
## What are Battery Events?

As of now, Battery Events are related to the **temperature** of the battery: a **Heating** Event is generated when the battery temperature **exceeds 50°C**.

## How did we define the Heating threshold?

When the battery maintains a temperature of 50°C for an extended duration, it poses a **potential risk to battery life**. This threshold aligns with battery manufacturer guidelines.

See guidelines and details in the dedicated page of the [Famoco Help Center](#).



Providing actionable insights on your devices

# Create Charts with Insights

In addition to the last information for each device available in **Tables**, you can **create** and **customize** charts in **Charts** subsections (Health or Activity metrics) and the Insight section (all metrics).

## How to create and customize Charts?

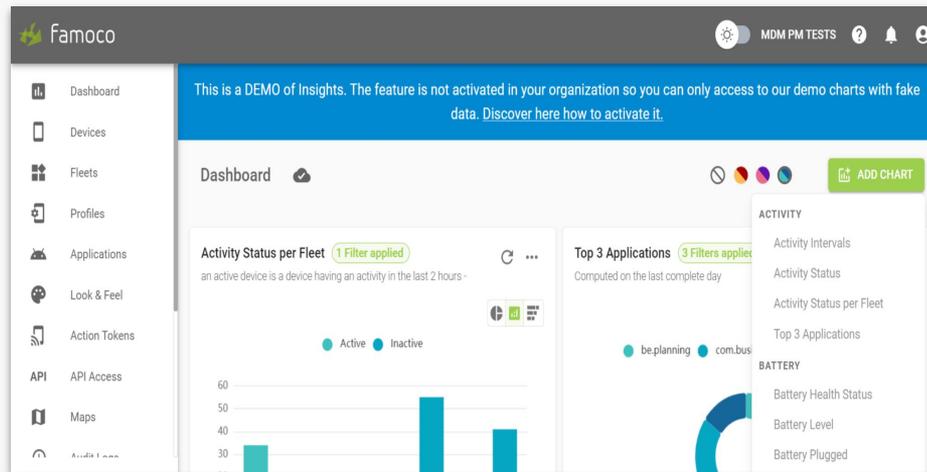
You can **create** new charts very easily:

1. Click on **ADD CHART** on the right
2. Select the **metric** you want to get on a chart

Once created, you can customize the chart:

- Apply **Filters**:
  - Fleet (available for all charts)
  - Last period (for some charts)
  - **Duration min & max value in minutes\***
- Change **Chart Type** (Pie Chart, Bar Chart, etc)
- Change charts colors, size, etc

Chart settings are saved and stored for future usage.



**\*For Activity Timetable and Top 3 Application, this filter enables you to display only the devices or apps which have been used:**

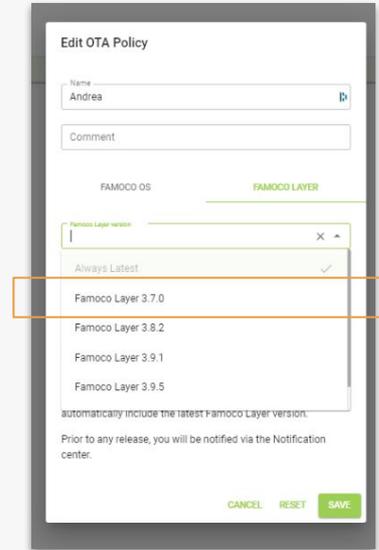
- **Min XX minutes.**
- **Max XX minutes.**

# What are the prerequisites to use Insights?

The **Probe** (which is currently the only data source for Insights) can be installed and work in **any Famoco devices**, with a **Famoco Layer version 3.5.0** and above.

**However**, most metrics of the MDM 2.22 (in particular Device Activity and the Battery Health Indicator) will **not be available** if the device doesn't meet these requirements:

- **Android 8** and above
- **Famoco Layer version 3.7.0** and above
- **Probe 1.3.2** and above



Release Note

# Other Features

# Random MAC Address

**MAC randomization** helps ensure the privacy of your mobile device by concealing the original MAC address, making it significantly harder to track a device based on its MAC address (especially when connecting to public hotspots).

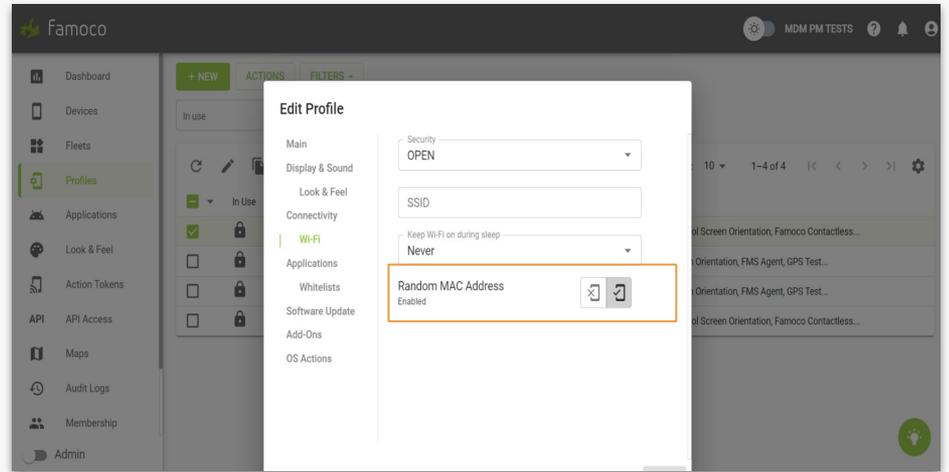
MAC Address randomization is available since **Android 8** and **enabled by default**.

## You need to disable it?

You might have set up a **network MAC Address whitelist**. In that case, you need to disable the Random MAC Address feature in your device.

In the Profile section,

1. Click on Edit **Profile**
2. Go to Connectivity > Wi-Fi
3. On Random MAC Address, click on **Disable**





**Thank you**