



Smart Talk 2.3.1

Application Login Through MDM

User Guide

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Technical Assistance

To search our knowledge base for a solution or to log in to the Technical Support portal and report a problem, go to honeywell.com/PSTechnicalsupport.

INTRODUCTION

Overview

This guide outlines the steps to push Smart Talk Application login coordinates via SOTI for Android devices.

Smart Talk Company Admin Steps

This section describes steps that need to be performed in the Smart Talk Company Admin portal.

Prerequisite

The Honeywell Professional Services team will set up a Smart Talk Organization to support this feature. Contact the Honeywell team to activate the feature.

Activation Codes

- The Smart Talk Company Admin portal facilitates the generation of Activation Codes.
- Each Activation Code is restricted to one-time use.
- Activation Codes remain valid for a period of 30 days. Contact the Honeywell Team if adjustments to the expiration period are necessary.
- Activation Codes should be submitted via the Smart Talk application.
 - After generating or regenerating codes, allow five minutes for Activation Codes to become effective.
 - Submit Activation Codes before the “activation id expiration” period. Expired codes require regeneration.
- If you regenerate the Activation Code, the user will be logged out of their associated app login.

- When the user logs out of the Smart Talk application, an activation ID should be generated using the Smart Talk Company Admin portal. The device must then be updated by following the procedures outlined in this guide.

Generating Activation Codes

1. Log into the Smart Talk Company Admin portal.
2. On the My Company tab, click **NEW ACTIVATION CODES**.
3. On the Generate New Activation Codes window, select the **Mobile activation code** option. In the **Users list** search field, enter the desired search criteria to display the list of users. In the example below, the criteria “*code*.” was used. Press Enter to view the users.

GENERATE NEW ACTIVATION CODES
✕

To generate a new Activation Code for the mobile application and/or WebChat for multiple users, check the following boxes and select users from the list.

☒ Mobile activation code
☐ WebChat activation code

Users list

✕

< Users Groups >

☒ Select the list displayed
☒ Only unregistered user
Filter

☐ Act Code User 1

☐ Act Code User 2

☐ Act Code User 3

☐ Act Code User 4

☐ Act Code User 5

Selected users

🔍

< Users Groups >

☒ Select the list displayed

Search for an user above

➡
➡

CANCEL

No subscribers selected

GENERATE

4. Select the required user(s) and use the arrow button to move them to the **Selected users** list.
5. Click **GENERATE** then save the generated .csv file.
6. Open the generated .csv file. The following example shows a record for one user. Each user selected on the Generate New Activation Codes screen will have a corresponding row.

	A	B	C	D
1	NAME	MOBILE ACTIVATION CODE	MSISDN	Company ID
2	Act Code User 4	454767	24411223344	113432

Important: In all subsequent sections, treat the MSISDN field as the Phone Number.

MDM Steps

This section describes steps that need to be performed in the SOTI MobiControl web interface.

Compatibility

This integration is verified with SOTI MobiControl version 2025.1.0.1007.

MDP Steps Overview: Smart Talk Managed App Configuration

Managed app configuration (often referred to as managed configurations) allows IT administrators to remotely tailor work apps for various users.

The Smart Talk Application includes parameters within its managed configuration. These settings are updated remotely via SOTI MDM to enable user account logins.

- organization_id
- phone_number
- activation_code

Smart Talk Application Provisioning with SOTI

Provision Smart Talk R2.3 or later in SOTI MobiControl according to the SOTI documentation. Ensure that the following details are available after provisioning Smart Talk. Also, be sure to enable the “Enable Managed App Config” option.

The screenshot shows the 'ADVANCED CONFIGURATIONS' section of the SOTI MobiControl web interface. On the left is a sidebar with navigation options: Configuration Options, App Details, Installation Options, Managed App Config (highlighted), and App Permissions. The main content area is titled 'Specify the configuration options for the application you are adding or editing'. It features a search bar at the top. Below it, the 'Enable Managed App Config' toggle is turned on, with a note that advanced options are available. Three input fields are provided for configuration: 'The organization identifier for MDM provisioning', 'Phone Number', and 'Activation Code'.

Create Custom Attributes

You need to create the following custom attributes:

Custom Attribute Name	Managed Configuration Parameter
SmartTalkApp_OrgID	The organization identifier for MDM provisioning
SmartTalkApp_PhoneNumber	Phone Number
SmartTalkApp_ActivationCode	Activation Code

Follow these steps to create the attributes:

1. Create Custom Attributes:

- In the SOTI web interface, click on the three-bar menu then select **Global Settings > Device Settings > Custom Attributes**. Click the plus sign (+) sign to create a new Custom Attribute.

Custom Attributes

Add, modify, or delete custom attributes for device agents

Custom Attributes 			
NAME	DATA TYPE	VALUE	SEND TO DEVICE
SmartTalkApp_OrgID	Text	N/A	Yes
SmartTalkApp_PhoneNumber	Text	N/A	Yes
SmartTalkApp_ActivationCode	Text	N/A	Yes

- Fill in the information to create a new Custom Attribute, for example as below, then click the **SAVE** button.

EDIT CUSTOM ATTRIBUTES

Edit custom attributes of different types - Boolean, Numeric, Text, Date or Enumerator

General Details

Name *

SmartTalkApp_OrgID

Data Type

Text

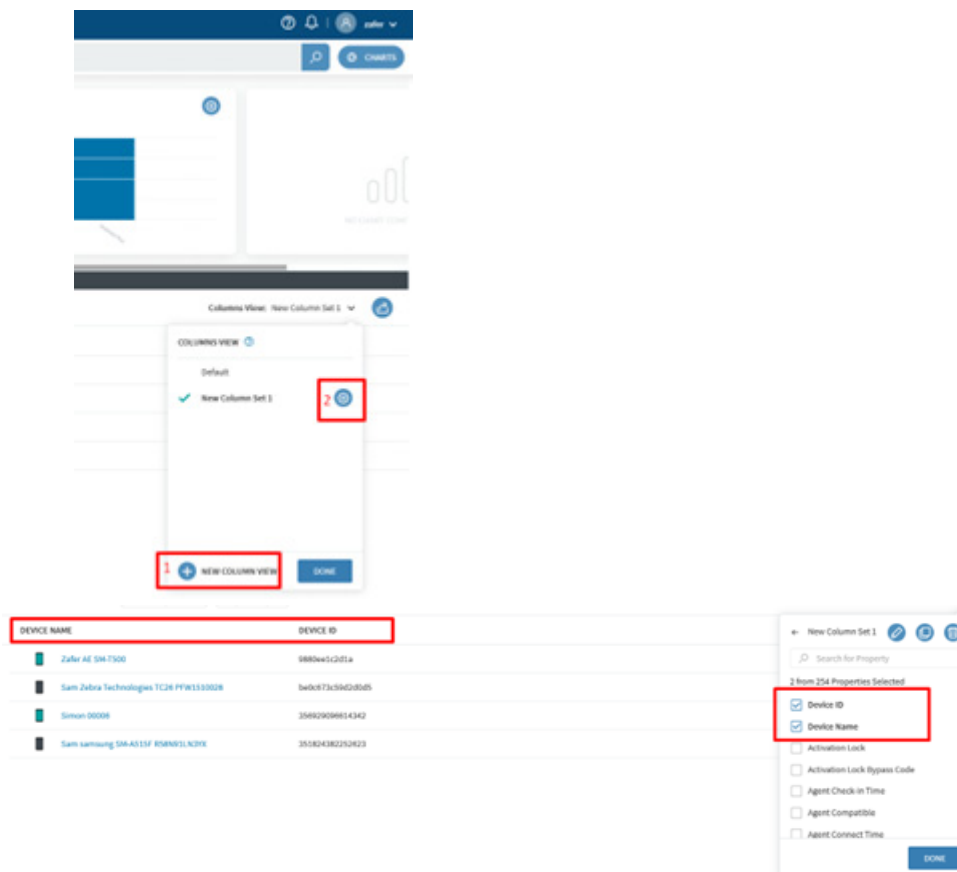
Send to Device

☒

CANCEL

SAVE

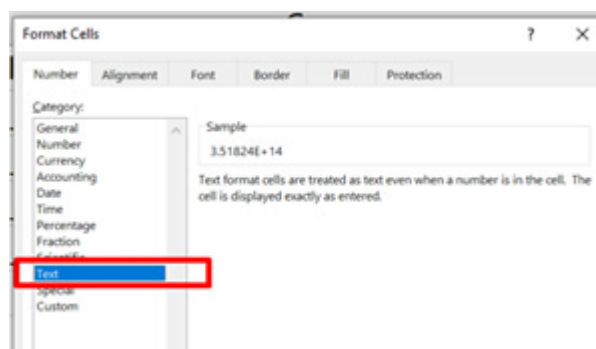
- Verify that you can see the newly created Custom Attribute on the Custom Attribute List.
2. Create a new view from the MobiControl web console.
- Select only “devicename” and “device ID” filter for the new view as in the example below:



- b. List all devices that you want to target for assigning a profile on this list.
- c. Export the list of devices as a csv file as below:



- d. Open the csv file that you downloaded in the previous step. Verify that the cells in the table are "Text" format instead of General, Number, etc.



- e. Verify that the full Device ID is shown as in the following example (highlighted in green).

B
Device ID
wrong format 3.52E+14
3.57E+14
9880ee1c2d1a
be0c673c59d2d0d5
correct format

- f. Update the following columns in the spreadsheet:
- Delete the **Device Name** column (Column A).
 - Rename the **Device ID** column as **DeviceID** by deleting the space between “Device” and “ID”.
 - Add a new column called **AttributeName**.
 - Add a new column called **AttributeValue**.

The file should appear as shown below. This example is for two Device IDs. Each Device ID must have three rows in the table.

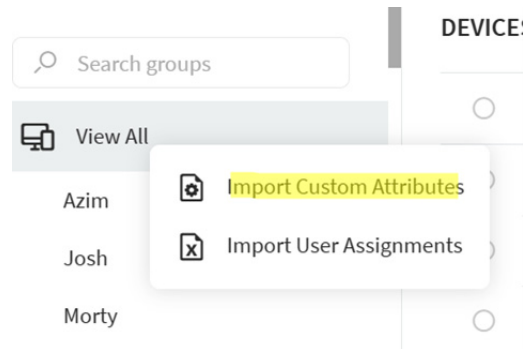
A	B	C
DeviceID	AttributeName	AttributeValue
c4efda0a2ac5		
c4efda0a2ac5		
c4efda0a2ac5		
c4efda1b3c7d		
c4efda1b3c7d		
c4efda1b3c7d		

- g. Enter information for the DeviceIDs.
- Enter the Custom Attribute Names that you created in Step 1 in the AttributeName column for each record. The values should be “SmartTalkApp_OrgID”, “SmartTalkApp_PhoneNumber”, and “SmartTalkApp_ActivationCode”.
 - Fill the AttributeValue column based on the exported data from Smart Talk Company Admin.

DeviceID	AttributeName	AttributeValue
c4efda0a2ac5	SmartTalkApp_OrgID	113432
c4efda0a2ac5	SmartTalkApp_PhoneNumber	+936456444545
c4efda0a2ac5	SmartTalkApp_ActivationCode	155794
c4efda1b3c7d	SmartTalkApp_OrgID	113432
c4efda1b3c7d	SmartTalkApp_PhoneNumber	+934454445454
c4efda1b3c7d	SmartTalkApp_ActivationCode	253283

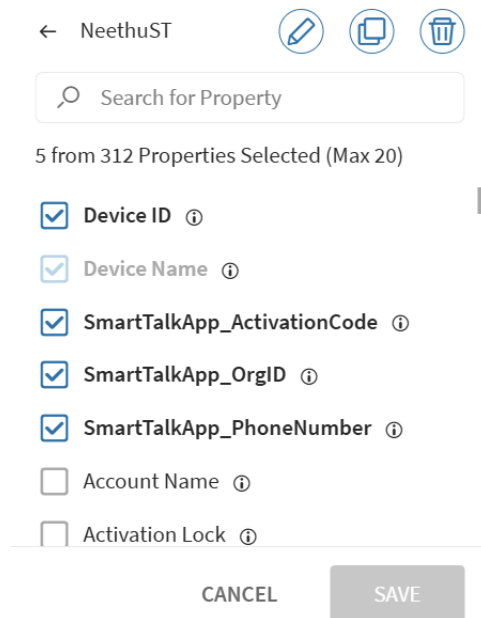
Note: Be sure to enter “+” in the Phone Number field.

3. Go to the MobiControl web console and import the list from the .csv file.
 - a. Right-click **View All** from the left pane then select **Import Custom Attributes**.



You should see a success message after importing the file into the MobiControl web console.

4. Verify that your bulk import for Custom Attribute Values are set. Open the device group and add a filter view for your new Custom Attribute as below.



5. Ensure that the values correspond with those listed in your .csv file on the web console as shown below:

DEVICES (1 - 2 of 2)		50	Per Page	1 of 1		Columns View: NeethuST	
☐	DEVICE NAME	DEVICE ID	SMARTTALKAPP_ACTIVATIO...	SMARTTALKAPP_ORGID	SMARTTALKAPP_PHONENU...		
☐	AndroidEnterprise 0...	c4efda0a2ac5	760253	923114	+923114000001		
☐	AndroidEnterprise 0...	c4efda1b3c7d	449607	923114	+923114000005		

6. Create an App Policy with Android Enterprise.

- a. On the Create App Policy screen, select **Android > Android Enterprise**.
- b. On the Select Apps screen, select the App Source as “Enterprise App Store.”
- c. Click + then use the browse window to select the latest Smart Talk application file.
- d. When the app is uploaded, select the app and click **Add**.
- e. The application must be added to the app policy as below:

CREATE APP POLICY

GENERAL APPS

APPS

Enterprise Apps Mandatory (1) Suggested (0)

ORDER	NAME	VERSION	MANAGED CONFIG
⋮ ^ v	Smart Talk	2.3.0.0016 v	Not Configured

CANCEL SAVE AND ASSIGN SAVE

- f. Click the three-dot menu and select **Configure**.
- g. On the Advanced Configurations screen, select **Managed App Config** from the menu on the left. Click the slider to turn on **Enable Managed App Config**.
- h. Configure profile(s) based on the Custom Attribute values for the Smart Talk application.

ADVANCED CONFIGURATIONS

?

Configuration Options

App Details

Installation Options

Managed App Config

App Permissions

Search Configurations

Specify the configuration options for the application you are adding or editing > Specify the configuration options

Enable Managed App Config

Advanced options available for the application

The organization identifier for MDM provisioning

%CustomAttr:SmartTalkApp_OrgID%

Phone Number

%CustomAttr:SmartTalkApp_PhoneNum%

Activation Code

%CustomAttr:SmartTalkApp_ActivationCode%

CANCEL

SAVE

Managed Configuration Parameter	Custom Attribute
The organization identifier for MDM provisioning	%CustomAttr:SmartTalkApp_configuration_link%
Phone Number	%CustomAttr:SmartTalkApp_PhoneNumber%
Activation Code	%CustomAttr:SmartTalkApp_ActivationCode%

- i. Click **Save** then click **Save and Assign** to push the application and the app policy to the target devices.

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