



# MobileIron MyDevices 1.0.1 Release Notes

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For complete product documentation see:  
[MobileIron Documentation Home Page](#)

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# About MobileIron MyDevices

MobileIron MyDevices is an standalone app for the Apple Watch which requires WatchOS 6.0 through the latest version as supported by MobileIron. The MyDevices application can be downloaded from the Apple Watch Store.

- The MyDevices watchOS app provides a subset of the functionality in the MyDevices tab of the Mobile@Work for iOS app which connects to MobileIron Core.
- MyDevices allows device users to log in to the UEM server with user name, password and web server via the MobileIron gateway. The device user can enter the user name, server, and password on the watch, or on the iPhone paired to the watch.
- MyDevices allows device users to see the list of devices registered to the device user.

NOTE: There is no visibility of the MobileIron MyDevices app on MobileIron Core.

## New features summary

This section provides summaries of new features developed for the current release of MobileIron MyDevices. References to documentation describing these features are also provided, when available.

When the device user launches the MyDevices app, the login screen displays.

### Login screen

"MobileIron" and the time displays at the top of the screen. Under that are the following fields:

- **Username** - The user ID or email address associated with the registered device user. Tapping **Username** displays three icons that indicate your options for data entry: microphone, gestures (handwriting), and keyboard. MobileIron recommends using the keyboard for entering data. You can also use the paired iPhone to use the keyboard. Before you press Enter, make sure the watch is active.
- **Server** - The Server field is usually pre-populated, however, if it is not, tapping **Server** displays three icons that indicate your options for data entry: microphone, gestures (handwriting), and keyboard. MobileIron recommends using the keyboard for entering data. You can also use the paired iPhone to use the keyboard. Before you press Enter, make sure the watch is active.
- **Password** - The password associated with the user name of the registered device user. Tapping **Password** displays three icons that indicate your options for data entry: microphone, gestures (handwriting), and keyboard. MobileIron recommends using the keyboard for entering data. You can also use the paired iPhone to use the keyboard. Before you press Enter, make sure the watch is active.

NOTE: Every time the watch is re-booted, the device user will need to re-enter the password.

When the device user has entered all information, tapping **Login** opens the MyDevices screen.



## MyDevices screen

"MyDevices" and the time displays at the top of the screen, with a list of all phones that are connected to the registered device user. Tapping on the name of the device opens the Device screen.

## Device screen

"<[Device name]" and the time displays at the top of the screen; tapping on this returns the device user to the MyDevices screen. Below are the following read-only fields:

- **Status** - Lists the status of the device in relation to the account into which the user is logged.
- **Phone #** - Lists the phone number associated with the phone.
- **Checkin** - Lists the date and time stamp of the last check-in with the UEM server.

When the device user scrolls to the bottom of the page, the device user may see the following fields. These fields display if the administrator has given permissions to the device user. If no permissions display, the below screens will not display.

- **Unlock** - Tapping **Unlock** opens a new screen. Tapping the **Unlock** button will unlock the locked phone. By unlocking the device, the passcode will be cleared the next time the device is online. A new passcode may need to be set.
- **Lock** - Tapping **Lock** opens a new screen. Tapping the **Lock** button will lock the phone and a password will be required to log back into the account the phone is associated to.
- **Retire** - Tapping **Retire** opens a new screen. Tapping the **Retire** button makes the phone associated to the registered device user lose access to that account.

## General Information

- MobileIron MyDevices app can only be paired to one phone at a time.
- When the watch goes into lock mode (goes blank), tapping the watch to activate it again displays the last screen the device user visited.
- The device user returns to the Login screen:
  - if the MobileIron MyDevices app has been restarted
  - a session cannot be refreshed
  - a new access token has been added to the device logged into the UEM server

## Support and compatibility

### Support policy

MobileIron defines *supported* and *compatible* as follows:



TABLE 1. DEFINITION OF SUPPORTED AND COMPATIBLE

Term	Definition
Supported product versions	The functionality of the product and version with currently supported releases was systematically tested as part of the current release and, therefore, will be supported.
Compatible product versions	The functionality of the product and version with currently supported releases has not been systematically tested as part of the current release, and therefore not supported. Based on previous testing (if applicable), the product and version is expected to function with currently supported releases.

## MobileIron MyDevices supported and compatible table

The following table summarizes supported and compatible product versions for MobileIron MyDevices.

TABLE 2. SUPPORTED AND COMPATIBLE PRODUCT VERSIONS FOR MOBILEIRON MYDEVICES

Component	Supported Version	Compatible Version
MobileIron Core	10.4.0.1, 10.5.0.0	10.3.0.2
WatchOS	6.11	Not applicable

## Language Support

MobileIron MyDevices supports the following language:

- English

## Resolved issues

This release does not include new resolved issues.

## Known issues

This release does not include new known issues.



## Limitations

This release includes new third-party limitations.

## Documentation resources

MobileIron product documentation is available at <https://help.mobileiron.com/s/mil-productdocumentation>.

