

## Hand Held Products MSM



### Features

*Reduce Costs – Eliminate time consuming manual tracking and in-office device updates.*

*Optimize Help Desk – Remote control and web inventory get your help desk operators solving problems faster.*

*Simplify Device Management – Streamline and automate centralized configuration management of devices in the field.*

*Build Reports and Identify Assets – Maintain up to date database of devices and their software.*

*One-Click Updates – Send updates or changes to thousands of devices with a single click .*

*Highly Scalable – You can manage one to thousands of devices from Hand Held Products.*

Hand Held Products Mobile Systems Manager (MSM) is the industry-leading, complete, centralized solution for managing devices from Hand Held Products that run the Microsoft® Pocket PC or Windows® CE platform.

MSM can simultaneously deploy applications, gather device inventory, make configuration changes, and provide real-time remote control sessions to support thousands of devices on a network.

No matter how your devices connect to the network - wireless or cradled - MSM can manage those devices in native mode, including wireless service providers.

You never have to worry about collecting or shipping devices to make changes or updates, and you will always have an up-to-date inventory of all your devices, their locations, and exactly how they are configured. MSM even lets you lock-down device passwords.

MSM works over any connection type and provides an effective solution for troubleshooting and real time helpdesk support. MSM is easy to install, easy to configure, and supports all platforms standardized on Pocket PC or Windows CE version 3.0 or greater.

For information about how MSM from Hand Held Products can work for you, please visit [www.handheld.com](http://www.handheld.com).

# Hand Held Products MSM Specifications

## Technical Advantages

- Micro agent design uses minimal RAM on the device – 536 KB
- HTTP/HTTPS-based client-server architecture supports true roaming and Internet compatibility with a secure transport
- Checkpoint restart provides the ability to start a download, have it interrupted, and restart exactly where you left off
- Data transfer server-side throttling
- Registry updating
- CE Package scripting
- Auto micro agent push deployment
- Pocket PC local task scheduling
- Supports SQL, Oracle, and Sybase compliant databases
- Application self-healing and repair

## Capabilities

- Pocket PC application deployment
- Hardware and software inventory
- Device configuration
- Centralized task scheduling
- Attended and unattended remote control
- Two-way data transfer services
- RAS settings modification
- Update and collect owner information
- Built-in CE Package Editor

## Compatible Mobile Computers

Supports the following Dolphin mobile computers:

\*Dolphin 7300 Series

Dolphin 7400 Series

Dolphin 9500 Series

Dolphin 7900 Series

\*Supports only package deployment and inventory reporting.

## Supported Connection Types

<b>Direct Access:</b>	WLAN (802.11b)
	WPAN (Bluetooth)
	WWAN (GSM/GPRS)
	Dial-up
	Dolphin Net Base
<b>Cradled or Docked:</b>	ActiveSync v.3.7 or higher

*Dolphin is a registered trademark of Hand Held Products.  
Mobile Systems Manager is a trademark of Mobile Automation, Inc.  
Windows and Microsoft are registered trademarks of Microsoft Corporation.*

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