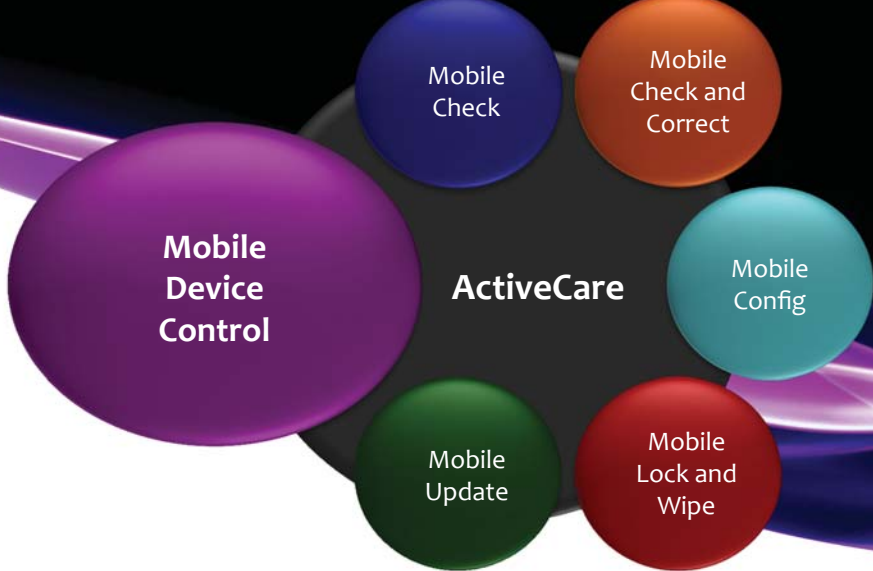


InnoPath ActiveCare Mobile Device Control



Subscribers purchase smartphones for the latest and greatest capabilities – the ability to surf the web at high speed via WiFi, the ability to map their location and find the nearest latte, the ability to take pictures or videos of friends and then send them half-way across the world... and more. Operators rely on these capabilities to attract subscribers to new phones and to new, high margin services. But problems do occur.

Batteries drain, hardware becomes mis-configured, and sometimes, security is compromised. The operator requires a way to effectively check the configuration of these new interfaces, and if required, reset or even turn off a camera or Bluetooth interface.

Mobile Device Control, a component of the InnoPath ActiveCare solution and operating in conjunction with the InnoPath Smart Client and ActiveCare Agent, provides operators with just this capability. When a customer calls in with a problem, the CSR can first check hardware and application status through Mobile Check, another ActiveCare capability. Then, if something is amiss, they can quickly take corrective action. If needed, they can even power cycle the device.



Mobile Device Control allows support personnel to view, set and change device hardware settings, delivering a better subscriber experience.

Mobile Device Control

continued

As an example, a customer may call in with a battery problem, not realizing that the default setting for the phone was to activate the WiFi interface or enter Bluetooth pairing mode. The frontline CSR will quickly establish the problem, and either instructs the user to turn off the interface in question or even more effectively, turn it off remotely. Proper hardware settings are also critical for certain applications. For example, the subscriber may be having problem with a mapping application, not realizing that GPS is mis-configured.

Mobile Device Control also plays a role in environments where it may be desirable to disable certain hardware functions. For example, an enterprise may control camera or Bluetooth, or an operator may have a policy prohibiting use of WiFi or GPS.

Typical capabilities across Bluetooth, GPS, WiFi and camera may include status check, enable, disable, and the ability to prevent the user from activating the interface or capability. For Bluetooth, capabilities also include the pairing mode and device list. If troubleshooting reaches an impasse, the CSR can power cycle the device as well, saving the customer from having to remove the battery or find a paper clip to reset the device.

InnoPath's Mobile Device Control is compliant with the evolving OMA-DM Device Capabilities Management Object (DCMO) standard. DCMO offers operators a standardized method of checking and manipulating device hardware functions via MDM. In advance of the final DCMO standard, expected sometime in 2009, InnoPath's Mobile Device Control aligns with OMA-DM architecture, delivering needed customer care functionality now while ensuring future interoperability.