



Picea[®] Services Volume

Quick Start Guide

Version 1.1

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1 Recommended Computer Setup

See the enclosed link for recommended computer setup:

http://www.piceasoft.com/uploads/images/PiceaServices_Recommended_Computer_Setup_EN.pdf

2 Getting Started

2.1 Device tile

When you start PiceaServices Volume for the first time, configure device tiles in the UI.

Map each device tile to a USB port using a USB 2.0 flash drive. This helps to track progress of each individual device.

Start by connecting USB hub(s) to the computer and follow instructions on the UI.



Device tile configuration

1. Have a USB 2.0 flash drive ready
2. Connect it to the first USB port you want to use with Volume
3. Wait for a device tile to appear
4. Disconnect the flash drive and connect it to the next port
5. Repeat until all the ports are configured

2.2 Volume settings

It is recommended to go through Volume Settings and select the most appropriate operations and options to be performed. Select which operation(s) to perform – Verify, Diagnostics and/or Eraser.

Settings	Workflow	Device tile	Verify	Diagnostics	Eraser
General	Workflow operations ☒ Ask for each connected device Verification Diagnostics Erasing ☐ Always perform these operations ☒ Verification ☒ Diagnostics ☐ Erasing ☒ Show welcome page Workflow options When operation completes ☒ Wait for input ☐ Continue after timeout Timeout: 10 seconds ▼ If operation fails ☒ Wait for input ☐ Continue after timeout Timeout: 10 seconds ▼ Tile closing settings When operation succeeds ☒ Wait for input ☐ Close after device is disconnected ☐ Close after timeout Timeout: 5 minutes ▼ If operation fails ☒ Wait for input ☐ Close after device is disconnected ☐ Close after timeout Timeout: 5 minutes ▼				
Network					
Diagnostics					
Eraser					
Device software					
Trade-In					
Volume					
Label printing					
Report					

2.2.1 Verify

Select verification checks to be performed. Default settings are recommended.

2.2.2 Diagnostics

Create test profile using *Managed profiles* and select tests from over 70 test cases.

Diagnostics profiles can also be configured centrally by using Configuration API.

To use Configuration API, contact sales@piceasoft.com.

2.2.3 Eraser

2.2.3.1 Set erasing rules for iOS device conditions

- “Ask what to do when locked devices are connected” is recommended when iOS devices are in activated mode.
- “Erase devices automatically” is recommended when iOS devices are in non-activated or in recovery mode or in DFU mode.

2.2.3.2 Select erasing method

All iOS devices

- Cryptographic sanitization – OS-reset (default and the fastest)
- Cryptographic sanitization (updates iOS version)

Android devices

For Android 2.2 – Android 6.x

- Baseline overwrite (default and the fastest)

For Android 7.x and later versions

- Cryptographic sanitization (default and the fastest)

2.2.4 Volume Workflow configurations

Volume workflow configurations can be created in PMC (Product Management Console) tool. The settings are then remotely controlled and local settings are used only if remote settings cannot be read for example in case of network issues.

You can configure

- Diagnostics test set order
- Erasing methods
- Verifications to be performed

Contact sales@piceasoft.com for PMC tool access.

2.2.5 Network

Network information is used for automatic activation for non-activated iOS and Android devices, and for Wi-Fi connection test in Diagnostics.

2.2.6 Device Software

To ensure smooth erasing process for iOS devices, it is highly recommended to download iOS image files in advance. With *Timed download*, image flash files downloading can be scheduled outside office hours (e.g. overnight).

2.2.7 Delivery Server

One computer running PiceaServices can be configured as the *Delivery server*.

Delivery server will download iOS flash files for iPhones and iPads and share these flash files to other PCs running PiceaServices in the same company internal network. This significantly speeds up the erasing process.

Delivery server is an optional feature. Contact support@piceasoft.com to get it enabled.

2.3 Automatic device activation

Remember to first fill in the wireless network information in *Network* section in *Settings*.

Note: Automatic Device Activation is an optional feature, please contact support@piceasoft.com if you are interested in this feature.

2.3.1 Android devices

Automatic Device Activation for Android requires an NFC tag. Non-activated devices can be automatically activated, and USB debugging enabled with the NFC tag.

After automatic activation, the Android device must be erased to remove PiceaSetup from the device.

Same NFC tags can also be used when performing Diagnostics NFC test (for both Android and iOS devices).

Note that you need an activated Android device to write a tag.

See instructions in the following link:

http://www.piceasoft.com/uploads/images/Activation_of_non_activated_Android_devices_EN.pdf

Optionally use the QR code instead of an NFC tag. Select View QR code and follow the instructions.

Android device activation

Activate new or erased devices with an NFC tag or QR code. Automatically turn on Android debugging (ADB mode).

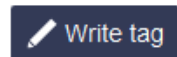
[Show me how](#)

NFC tag

Android 6 and later.

Write an NFC tag once, and with non-activated devices:

1. Place the device on the tag
2. Accept all requests
3. Follow instructions on the device

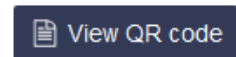


QR code

Android 7 and later.

Optionally use a QR code, and with non-activated devices:

1. Tap the Welcome screen six times
2. Setup internet connection if requested
3. Wait for camera or QR code reader to open
4. Scan the QR code
5. Follow instructions on the device



2.3.2 iOS devices

Automatic activation of iOS devices doesn't require NFC tags.

Following link includes instructions for automatic activation of iOS devices:

http://www.piceasoft.com/uploads/images/Activation_of_non_activated_iOS_and_WiFi_settings_EN.pdf

3 Additional information

Piceasoft Help Center:

<https://piceasoft.zendesk.com/hc>

PiceaServices User Guide:

http://www.piceasoft.com/uploads/images/PiceaServices_User_Guide_EN.pdf