VMware AirWatch Launcher Guide

Configuring and deploying the AirWatch Launcher

Workspace ONE UEM v9.6

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Chapter 1:
Overview

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Introduction To AirWatch Launcher

AirWatch Launcher is an app launcher that enables you to lock down Android devices for individual use cases and customize the look and behavior of managed Android devices. The AirWatch Launcher app replaces your device interface with one that is custom- tailored to your business needs.

The biggest advantage of AirWatch Launcher is that it can give administrators complete control over mobile use without using the OEM-specific MDM APIs.

Configuring **Launcher** settings in the VMware Workspace ONE UEM™ console tailors devices for deployment in any number of situations, such as:

- **Retail** – Lock each device into a single app with no access to other features or settings. Customers can browse store products or place food orders without employee interaction.

- **Education** – Load a single education or research app for students to use while in class. Students are unable to surf the Web or download more apps onto devices.

- **Healthcare** – Loan out devices with whitelisted apps for patient-use, such as games and entertainment apps. Enable phone features and customize an address book with important hospital contact information.

Supported OS Versions

Before deploying AirWatch Launcher to Android devices, consider the following supported OS versions to ensure compatibility. Familiarizing yourself with the information available in this section.

AirWatch Launcher supports the following OS versions:

- 4.0.X Ice Cream Sandwich

- 4.1.X Jelly Bean

- 4.2.X Jelly Bean

- 4.3.X Jelly Bean

- 4.4.X Kit Kat

- 5.0.X Lollipop

- 6.0.X Marshmallow

- 7.0.X Nougat

- 8.0.X Oreo

Consider viewing the tutorial that launches when you first open the Launcher profile in the Workspace ONE UEM console . The tutorial introduces the seven elements or steps to configure as you customize your Launcher profile. You can exit the tutorial and return later by selecting the question mark icon in the top right corner if you need to review.

Chapter 2:
Launcher Profile Overview

Locking down your devices with AirWatch Launcher includes the configuration of a profile and the deployment of the application to your device fleet. This profile allows complete customization of the look and feel of the device, and access to important settings and native applications depending on the app mode selected.

AirWatch Launcher can be configured in one of three app modes. **Single App** mode enables you to lock each device into a single app and prevent access to other features or settings on the device. You can provide access to dependent apps, set as hidden apps. **Multi App** mode enables you to restrict the Launcher profile to a limited set of whitelisted apps and customize the layout. **Template Mode** enables you to customize the entire user interface of the Launcher app such as app spaces, images, and text.

Using AirWatch Launcher with Android versus Android (Legacy)

How you use AirWatch Launcher depends on how you've configured setup in the Workspace ONE UEM console and the version of your Android devices:

- If you have completed Android EMM Registration and are using Android 6.0+ Work managed devices:

  - Deploy AirWatch Launcher using the Android profile. Using AirWatch Launcher with the Android profile configures devices for a single purpose such as kiosk mode by whitelisting supported internal and public applications. This hides certain settings on the device to prevent users from exiting from the Launcher app. For more information on Workspace ONE UEM integration with Android, see the VMware AirWatch Android Platform Guide.

- If you opted out of Android EMM Registration with Google:

  - Deploy AirWatch Launcher using the Android (Legacy) method.

    For more information on Workspace ONE UEM integration with Android (Legacy), see the VMware AirWatch Android (Legacy) Platform Guide.

After you configure all desired settings for your organization and selected app mode, determine what version of AirWatch Launcher you are pushing to our device fleet. You can control which devices receive the AirWatch Launcher by configuring the smart group assignment within the General profile when creating the Launcher profile.

Configure Launcher Profile

Locking down your devices with AirWatch Launcher includes the configuration of a profile and the deployment of the application to your device fleet.

You can deploy AirWatch Launcher to be used on Android 6.0+ Work managed devices for Android or Android (Legacy) if you've opted out of Android EMM registration with Google.

To create the Launcher profile:

1. Navigate to **Devices > Profiles & Resources > Profiles > Add > Add Profile > Android.**Alternatively, select **Android (Legacy)** to configure the Launcher profile if you've opted out of Android EMM registration.

2. Configure the **General** profile settings as desired.

3. Select the **Launcher > Configure**.

4. Configure devices with your custom home-screen by selecting an app mode: **Single App**, **Multi App**, or **Template Mode**.

5. Configure **Layout** elements such as the icon grid and orientation preference. You can upload images to customize the Launcher with your unique brand look and feel as allowed by the selected app mode. For the available layout settings, please see Layout Settings on page 8.

6. Move to the **Apps** section and use the drop-down menu to select Public, Internal, or Miscellaneous or to add Bookmarks. To learn more about bookmarks, see Bookmarks for AirWatch Launcher on page 9.

7. Organize the Launcher Canvas with apps, view **App Attributes**, remove apps, and create folders for apps to group apps together.

   View the available Canvas settings on Canvas Settings for AirWatch Launcher on page 10

   View available App Attributes onApp Attributes for AirWatch Launcher on page 10

8. Configure **Hidden Apps**, if needed. Find out how to add hidden apps on Add Hidden Apps on page 11

9. Click the **Settings** button to configure device settings and utilities to be allowed and to configure the admin passcode.

   To see available settings, please see Settings for AirWatch Launcher on page 13.

10. Select the **Preview** button to view how the configuration will appear on the user's device.

11. Select **Save** to add the profile to the Workspace ONE UEM console or **Save & Publish** to add the profile and immediately deploy it to applicable Android devices.

After the profile is created and deployed to devices. the Device Details page shows the status of the Launcher as "Launcher is the home app." If install was not successful or AirWatch Launcher is not the default app, the status shows " Launcher is not set at the home app or is not installed."

Configure Launcher Version Settings

Determine which version of AirWatch is pushed to devices with the Launcher Version setting.

To configure Launcher version settings:

1. Navigate to **Devices > Device Settings > Android > Service Applications**.

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2. Configure the applicable settings:

Setting	Description
Always use the Latest Version of Launcher	If this setting is enabled, the latest version of the app automatically pushes to devices when it becomes available.
Launcher Version	If this setting is enabled, manually choose the version you want to deploy from the drop-down menu.

3. Select **Save**.

Launcher Status

The Device Details page in the console displays the status of the Launcher on a device which helps you quickly and easily view and check the Launcher status on multiple devices.

The status will show as follows:

Status	Description
Launcher is the Home App	AirWatch is set at the default launcher for the devices.
Launcher is not set as the home app or is not installed	This status indicates the profile push failed, did not install, or is not set as the default launcher on the selected device.

Layout Settings

Layout lets you control design elements such as icon grid and orientation preference, as well as upload images to customize the Launcher with your unique brand look and feel. The available settings depends on the mode.

Setting	Description
Manufacturer	Select from Generic, Samsung, or Nexus as the device types. Available on Multi App and Template Mode.
Model	Select whether the Launcher profile is being pushed to a phone or to a tablet. Available on Multi App and Template Mode.
Orientation	Allows you to select the preview of the AirWatch Launcher in **Portrait** or **Landscape** view for all app modes. The Preview window adjusts according to selection depending on the app mode. **Caution:** If you change the orientation while configuring Template mode, all settings are lost and you have to start your configuration over.
Lock	Enable this text box to lock the device into a single orientation.
Grid	Select the grid size from the drop-down menu to specify how the icons appear with the specified numbers of grid rows and columns. Select Hide to remove the grid lines on the canvas. Available on Multi App mode only.

Setting	Description
Title Bar Icon	Upload a customized icon to appear in the title bar. Available on Multi App Mode only.
Wallpaper	Upload a custom wallpaper to display in the background of the Launcher setup. Available on Multi App mode only.

Apps for AirWatch Launcher

AirWatch classifies applications as internal, public, and miscellaneous and you upload applications depending on the type. Public and internal apps are pulled from your managed apps list from Apps & Books menu in the Workspace ONE UEM console . These apps are not whitelisted through Miscellaneous apps. Miscellaneous apps are only used for native device apps. You will need the**Application Name** and **Application ID** to whitelist miscellaneous apps.

> **Note:** If deploying AirWatch Launcher with Android for Work, make sure apps are approved for Android for Work.

Bookmarks for AirWatch Launcher

Bookmarks provide users a simple way to access a URL directly from the Launcher home screen. The end user sees the bookmark icon and title, selects the bookmark and connects directly to a specified URL or web-view of the content.

Bookmarks configured in the Bookmarks profile display in the **Add Apps** section while configuring Single App, Multi App, and Template mode. Bookmarks are useful for easy navigation to extended URLs with a large number of characters. Bookmark icons can be placed on the springboard directly next to the app. These icons can be used to connect to internal content repositories or login screens without having to open a browser and type out a long URL. Bookmarks are configured in the Bookmarks profile.

Webview opens bookmarks directly to web pages needed to access content without having to whitelist a browser application.

> **Note:** Bookmarks is not supported for use with Android for Work.

Configure Bookmarks

After you configure the Bookmarks profile, you can add bookmarks directly to your Launcher preview for Single App, Multi App, and Template Mode.

To add bookmarks:

1. Select **Bookmarks** from the **Apps** drop-down menu. All bookmarks configured in the Bookmarks profile display in the app list.

2. Select the desired bookmark and drag it to the desired location on the Launcher preview screen or select the book and select **Add to Launcher**.

3. Select **Save**.

Canvas Settings for AirWatch Launcher

Use the **Canvas** tab to organize the Launcher Layout by adding apps, creating folders, and determining the position of apps on the Launcher.

Setting	Description
Title Bar	Customize the title bar within the Launcher to support device-specific or user-specific names.
Remove	Remove apps or folders from the profile if they are no longer needed in the mode. Select the app then select the **Remove** button. You can also drag apps outside of the canvas area and they will be added back to the Apps section.
App Attributes	Display the properties of the selected app. To edit the properties, see App Attributes for AirWatch Launcher on page 10.
Create Folder	Group apps together in a folder for further organization.
Layout	Click to configure Launcher layout design elements such as icon grid and orientation preference. The available layout options can be found in Layout Settings on page 8.
Settings	Click to configure Launcher settings such as device settings and utilities to be allowed and the admin passcode to control exit from Launcher.

App Attributes for AirWatch Launcher

App Attributes allows you to view the properties of the selected app once it is added to the Preview window. You can view default values for public apps, internal apps, and bookmarks, and edit values for miscellaneous apps.

settings	Description
Application Name	Enter the name of the application displayed to the user. For a public or internal app, the application name is static and is pulled from the Application name present in Apps and Books. For Miscellaneous apps, the name is editable and the app on the device will show the name that is entered in this field.
Application ID	Enter the unique identifier for a given Android application. The format is *com.<app details>*.For example, for AirWatch Launcher: *com.airwatch.lockdown.launcher*.
	For a public or internal app, the application name is static and is pulled from the Application name present in Apps and Books. For Miscellaneous apps, the name is editable and changing the app ID directly affects whether the app would be whitelisted on the Launcher, meaning if it is wrong, the app will not show.
	If there are multiple apps with the same Application ID (say through Miscellaneous apps), this will cause a conflict on the device side. Instead, if one of the apps with the given Application ID is added to the canvas screen, all the other apps carrying that same Application ID should be greyed out.
Launch App on Start Up	Enable to force an app to automatically start on Launcher start up or reboot.
	If your Launcher profile has more than one app, you can only set this field for one app.

settings	Description
Allow Certain Sub Packages	Allows you to whitelist certain apps that install alongside a main application. For example, when you download and install the AirWatch Inbox for Android, it also installs the AirWatch Calendar and AirWatch Contacts apps. You cannot add sub packages within Hidden apps. By default, all sub packages should be whitelisted.
Sub Package Name	Create a whitelist that prevents the installation of all subpackages. For example, only whitelisting the **Sub Package Name** for AirWatch Calendar, this whitelist prevents the installation of AirWatch Contacts.

Hidden Apps

Hidden apps are apps that are not directly accessible to the user from the Launcher home screen, but can be invoked by another application. When a user selects a link inside a main app, if the app needed for that content has not been whitelisted they will see an error message. For example, if you have an app configured in the Launcher profile that has a web link that will direct users to the browser, you have to whitelist the browser as a hidden app. The browser will not show up in the Launcher profile on the device but will direct users specifically to the content needed. You can view App Attributes for Hidden Apps but the details cannot be edited.

Add Hidden Apps

Hidden apps are apps that have been whitelisted in the Workspace ONE UEM console to allow users to access resources outside a specified app. You will add Hidden apps after you have walked through the setup for either app mode.

To add hidden apps:

1. Select **Hidden App** tab.

2. Drag and drop apps to add them to the canvas. You can also select the desired app and select **Add To Launcher**.

3. Select the app and hit **Remove** to remove any apps you do not need.

Alerts

View **Alerts** to fix issues before pushing your configured Launcher mode to devices.

Alerts are viewed in the **Preview** section of the launcher window. The alerts icon displays the number of errors in red. You will not be alerted for warnings. Click the icon to view all alerts. You cannot save the mode until the errors are resolved.

> **Note:** Alerts will only display while configuring Template Mode.

Two types of alerts will display:

Alert type	Description
Warnings	Alerts you if two elements are overlapping.
Errors	Alerts you if you are missing primary properties in the element. For example, missing text for the text element will result in an alert.

Template Mode Settings

Template Mode is the fully customizable mode of AirWatch Launcher. You can add apps, images, text, and other layout settings to customize a device locked down in kiosk mode with Template Mode. Common use cases are hospital waiting rooms, cabs, restaurants, and filing forms.

Elements

Setting	Description
Basic Properties	
Size	Drag the borders of the widget to adjust size of the icon.
Position	Move the widget around the canvas to adjust the placement on the template.
App Selection	
Filter App List	Search for **Public**, **Internal**, or **Miscellaneous** apps to add to the Launcher profile. • For **Public** and **Internal** apps: Select the desired apps that appear in the filtered list. These apps are pulled from your managed apps list from **Apps & Books** menu in the Workspace ONE UEM console . The **Public** and **Internal** apps are not whitelisted through **Miscellaneous** apps. **Miscellaneous** apps are only used for native device apps. • To add **Miscellaneous** apps: Select **Add an App** and enter the **Application Name** and **Application ID** under the Miscellaneous option. Select the app to add it to the Launcher preview.
Text Properties	
Text	Enter the text display. The default text displays as *Label View*.
Text Color	Change the text color by selecting the color icons and selecting the desired color.
Background Color	Change the background color by selecting the color icon and selecting the desired color.
Text Position	Align the text in the desired area by selecting the circle from the box.
Font Weight	Select **Bold** or **Normal**.
Underline	Select **Yes** or **No** to underline the text.
Font Style	Select **Normal** or **Italic**.
Font Size	Move the bar to determine the size of the text.
Background Properties	
Background Image	Select **Upload** to load an image file from your desktop.

Setting	Description
Background Image Size	Select **Fit To Wrapper**, **Keep Original**, or **Keep Aspect Ratio**.
Aspect Ratio Size	Move the bar to determine the aspect ratio. This option only applies if you have selected to **Keep Aspect Ratio** from the **Background Image Size** field.
Background Image Position	Align the app in the desired area by selecting the circle from the box.
App Icon Properties	
App Image Size	Select **Fit To Wrapper**, **Keep Original**, or **Keep Aspect Ratio**.
App Aspect Ratio	Move the bar to determine the aspect ratio. This option only applies if you have selected to **Keep Aspect Ratio** from the **App Icon Size** field.
App Icon Position	Align the app in the desired area by selecting the circle from the box.

Settings for AirWatch Launcher

The available settings for the Launcher profile varies depending on if you are opted into Android using EMM Registration or using Android (Legacy).

For deploying AirWatch Launcher as a Work Managed device, see . To use AirWatch Launcher for Android (Legacy) deployment, see

Setting	Description
Administrative Passcode	
Administrative Passcode	Set a passcode to allow authorized users to perform admin tasks on the device. This passcode is provided only to authorized users. The profile cannot be saved unless an administrative passcode is entered.
Persist Admin Passcode If Launcher Profile Is Removed From Device	Require the passcode to be entered if the Launcher profile has been removed from the device.
Icon Settings	
Prevent Icon Rearranging	Enable to disable users from moving icons around on the Launcher screen from the device.
Icon Size	Select as Small, Medium, or Large to determine how an icon appears on the display.

Setting	Description
Device Preferences	
App Icons	Allow app icons on the device home screen.
Settings	Allow device network and other granular settings to be enabled.
Utilities	Allow devices management settings to be enabled.
Hardware Keys	Enable or disable hardware keys on the device.
Quick Launch Icons	Allow shortcut icons on the device home screen.

Administrative Passcode

The administrative passcode allows users to access the device menu to add applications or to exit from the Launcher mode. The passcode is required to perform all actions in **Admin Mode** from the device.

The **Preference** tab from each app mode allows you to establish the passcode. The **Persist Admin Passcode If Kiosk Profile is Removed From Device** check box prompts the user for the admin passcode if they are attempting to remove the Launcher profile from their device. There are two use cases for this option:

- **Remove Profile** – Removes the Launcher profile from the device. This option restricts users from using any launcher apps and the device will be locked down and display a standard screen saver

- **Check In/Check Out** – Displays the **Check Out** credentials page when a user checks in a device after use. The user can access device side functions but not Launcher apps or settings.

Launcher Device Settings Matrix for Android Deployment

The **Settings** section of each AirWatch Launcher allows you to set an administrative passcode, establish icon settings, and enable/disable various functions of the Launcher profile for Android device owner deployment. Available preferences vary based on the selected mode you are configuring.

The following matrix compares the Launcher device capabilities across the different app modes. Some settings are dependent on additional factors such as permissions and COSU mode limitations and are denoted as such.

Key:

Usage **Access:** Requires Usage Access permission.

COSU mode: COSU setup removes certain features for security to prevent users escaping out of Lock mode.

Category	Preference	Single App	Multi App	Template Mode
App Icons	Allow Agent Icon on Home Screen		✓	
App Icons	Allow Phone Icon		✓	
App Icons	Allow Contacts Icon		✓	
Settings	Display Setting	✓	✓	✓
Settings	Sound Setting	✓	✓	✓

Category	Preference	Single App	Multi App	Template Mode
Settings	Screen Lock (Usage Access)	✓	✓	✓
Settings	Language Setting (Usage Access)	✓	✓	✓
Settings	Bluetooth Setting (Usage Access)	✓	✓	✓
Settings	Wi-Fi Settings (Usage Access)	✓	✓	✓
Settings	Security settings (Usage Access)	✓	✓	✓
Settings	Application Setting	✓	✓	✓
Settings	Allow Tethering Setting (Usage Access)	✓	✓	✓
Settings	Allow GPS Setting (Usage Access)	✓	✓	✓
Utilities	Allow Widgets		✓	
Utilities	Allow App Manager (Android 6.0 and Android 6.0.1)	✓	✓	✓
Utilities	Allow Recent Task List (COSU)	✓	✓	✓
Utilities	Allow Status Bar (Safe v3.0+) (COSU)	✓	✓	✓
Utilities	Allow Notification Bar (COSU)	✓	✓	✓
Utilities	Allow Navigation Bar (Safe v3.0+)	✓		✓
Utilities	Allow Mini Launcher Bar (Safe v3.0+)	✓	✓	✓
Utilities	Allow Airplane Mode	✓	✓	✓
Utilities	Allow Stay Awake	✓	✓	✓
Utilities	Allow Launcher Settings	✓		
Utilities	Allow Power Option (Safe v3.0+)	✓	✓	✓
Hardware Keys	Allow Home Button (Safe v3.0+)	✓	✓	✓
Hardware Keys	Allow Back Button (Safe v3.0+)	✓	✓	✓
Hardware Keys	Allow Options Button (Safe v3.0+)	✓	✓	✓
Hardware Keys	Allow Volume Up Button (Safe v3.0+)	✓	✓	✓
Hardware Keys	Allow Volume Down Button (Safe v3.0+)	✓	✓	✓
Quick Launch Icons	Allow GPS (Safe v3.0+)	✓	✓	✓
Quick Launch Icons	Bluetooth	✓	✓	✓
Quick Launch Icons	Wi-Fi	✓	✓	✓

Launcher Device Settings Matrix for Android (Legacy) Deployment

The **Settings** section of each AirWatch Launcher allows you to set an administrative passcode, establish icon settings, and enable/disable various functions of the Launcher profile. Available preferences vary based on the selected mode you are configuring.

The following matrix compares the Launcher device capabilities across the different app modes. To see available setting for AirWatch Launcher using COSU Mode, see Launcher Device Settings Matrix for Android Deployment on page 14.

Key:

✓	Supported
✓ *	Android 4.4 and below devices only

Category	Preference	Single App	Multi App	Template Mode
App Icons	Allow Agent Icon on Home Screen		✓	
App Icons	Allow Phone Icon		✓	
App Icons	Allow Contacts Icon		✓	
Settings	Display Setting	✓	✓	✓
Settings	Sound Setting	✓	✓	✓
Settings	Screen Lock	✓ *	✓	✓
Settings	Language Setting	✓ *	✓	✓
Settings	Bluetooth Setting	✓ *	✓	✓
Settings	Wi-Fi Settings	✓	✓	✓
Settings	Security settings	✓ *	✓	✓
Settings	Application Setting	✓	✓	✓
Settings	Allow Cellular Data Setting (Android 4.4 and Below)	✓ *	✓	✓
Settings	Allow Tethering Setting	✓ *	✓	✓
Settings	Allow GPS Setting	✓	✓	✓
Utilities	Allow Widgets		✓	
Utilities	Allow App Manager	✓	✓	✓
Utilities	Allow Recent Task List	✓ *	✓	✓
Utilities	Allow Status Bar (Safe v3.0+)	✓	✓	✓
Utilities	Allow Notification Bar	✓	✓	✓
Utilities	Allow Navigation Bar (Safe v3.0+)	✓		✓
Utilities	Allow Mini Launcher Bar (Safe v3.0+)	✓	✓	✓

Category	Preference	Single App	Multi App	Template Mode
Utilities	Allow Airplane Mode (Android 4.1 and below Safe v5+)	✓	✓	✓
Utilities	Allow Stay Awake	✓	✓	✓
Utilities	Allow Launcher Settings	✓		
Utilities	Allow Power Option (Save v3.0+)	✓	✓	✓
Hardware Keys	Allow Home Button (Safe v3.0+)	✓	✓	✓
Hardware Keys	Allow Back Button (Safe v3.0+)	✓	✓	✓
Hardware Keys	Allow Options Button (Safe v3.0+)	✓	✓	✓
Hardware Keys	Allow Volume Up Button (Safe v3.0+)	✓	✓	✓
Hardware Keys	Allow Volume Down Button (Safe v3.0+)	✓	✓	✓
Quick Launch Icons	Allow GPS (Safe v3.0+)	✓	✓	✓
Quick Launch Icons	Bluetooth	✓	✓	✓
Quick Launch Icons	Wi-Fi	✓	✓	✓
Quick Launch Icons	Cellular Data (Android 4.4 and below)	✓ *	✓	✓

Chapter 3:
Using Launcher

After successfully configuring and deploying AirWatch Launcher to your fleet of devices, the app is now ready to be used in your organization.

Depending on the device, OS being used, and the version of Launcher, the profile may require the user to grant app permissions and set AirWatch as the default launcher. Granting app permissions allows AirWatch to push Launcher settings to control the device, and setting AirWatch Launcher as the default overrides the native launcher on the device.

Once users have prepared their devices, they can further customize the Launcher layout by adding folders and widgets, and other elements. Admin mode allows users to access higher privileges such as creating shortcuts and other settings in preferences.

Admins set preferences that determine the available customization settings on Launcher devices during AirWatch Launcher Setup. Settings such as: adding a folder, moving an icon, and swapping the position of an icon, folder or widget can be changed by the end user. View the available preferences in the Launcher Device Settings Matrix for Android (Legacy) Deployment on page 16

By default, any changes the user makes to the Launcher set up, as allowed by the admin in the device preferences remains on the device in the event the Launcher is reloaded, admin pushes the profile again, or user exits Launcher. If the admin has to re-push the Launcher profile that includes changes to the Launcher preferences, the new profile overrides any changes the user has made only in the case where the configurations conflict. For example, if the user rearranges the icon on the screen and then the admin has disables that feature in the latest version of the profile, the icons revert to the original position. Another example is if the user has moved around the icons as allowed by the admin and then the admin updates the profile so that there is a different icon in one of the positions, the admins icon will be retained at that position.

Android Requirements

The following tables breaks down the requirements by Launcher version and Android OS.

	Required Additional End User Steps	
Launcher Version	**Android 5.0 and Below**	**Android 6.0**
Launcher v2.1+(SAFE)	No setup required	Grant permission required

Launcher Version	Required Additional End User Steps	
	Android 5.0 and Below	**Android 6.0**
Launcher v2.1+ (Non-SAFE)	Users have to clear the device's native launcher and set AirWatch as default launcher.	Grant permission required Users have to clear s native launcher on the device and set AirWatch as the default launcher.
Launcher v2.0.1 & Below-SAFE	No setup required	Not supported
Launcher v2.0.1 & Below- Non-SAFE	No setup required	Not supported

Android versus Android (Legacy) Setup

The following tables breaks down the requirements by Android setup.

Launcher Version	Required Additional End User Steps	
	Android	**Android (Legacy)**
COSU Mode	Required	Not applied
Default Launcher	Automatic	User acceptance required
Notification Access Permission	Configurable	Configurable
Shared Device	Not supported	Supported
Usage Access Permission	Configurable	Configurable

Prepare Launcher Devices

Once the Launcher profile is pushed to user devices, users have to grant app permissions which allow the Launcher profile to access features on the device and set AirWatch as the default launcher.

To prepare the devices for Launcher:

1. Wait for the Launcher profile to be pushed to device and open the Launcher once installed.

2. Tap **Grant** on the "Launcher requires permission" screen.

3. Toggle **Permit Usage access** on. Usage access grants the AirWatch Launcher app permission to track what other apps are being used, how often, operator, language settings, and additional details.

4. Navigate to **Settings > Launcher > App Info**.

5. Tap **Clear Defaults** under the "Launch by Default" section.

6. Tap **AirWatch Launcher** on the Select a Home app prompt.

Add Folders

Users can add folders to the AirWatch Launcher home screen to organize and structure the app further on their device. Users can use folders to group apps with multiple packages. For example, users can group all social media applications together in one folder.

To add folders to the Launcher screen:

1. Tap the plus sign from the **Options** menu or long press the home button.

2. Tap **Folder**.

3. Enter a **Folder name** and select **OK**. The folder displays on the home screen.

4. Drag desired apps into the folder.
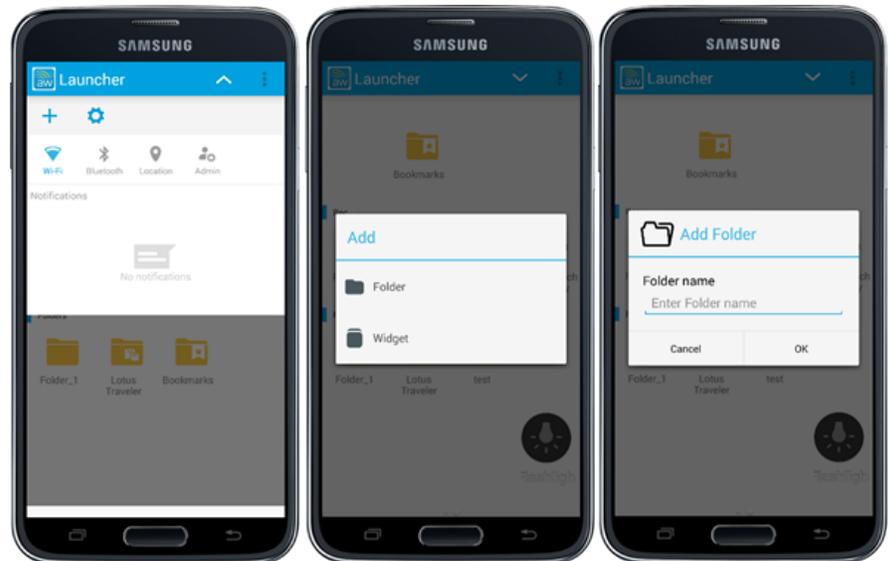
Add Widgets

Users can insert widgets for whitelisted apps on the device inside the Launcher profile. If the Launcher profile is only configured for a set number of pages, users can add more widgets only if there is space available.

To add widgets to your Launcher screen:

1. Tap the plus sign from the **Options** menu.

2. Tap **Widget**.

3. Select desired widget from the list.

4. Tap **Create**. The selected widget gets added to the home screen.

For non-whitelisted apps, a message displays on the screen notifying the users they cannot add widgets to their home screen.

View Launcher Device Details

The device native status bar is hidden when the Launcher profile is active on a device hiding details such as battery, time, and Wi-Fi. Users can insert a **Launcher Device Details** widget to the home screen.

To add the Device Details widget:

1. Tap the plus sign from the **Options** menu or long press the home button.

2. Tap **Add Widget** and select **Device Details** from the list. You can position the widget anywhere on the screen.

3. Tap the **Devices Details** widget to add it to your home screen. The widget shows the battery life, time, Wi-Fi or network connection, and signal strength.

4. Tap the widget to open the full device details page.

Users can also access the device details on their device through **Settings** > **Device Details**.

View Status Bar

Users cannot view the status bar or Launcher action bar on their device when devices are locked into Template mode. Users can swipe down the screen to display the status bar.

To enable the status bar feature:

1. Navigate to **Devices > Profiles> List view> Add > Add Profile > Android > Device > Launcher > Configure > Template Mode**.

2. Select **Preferences** and enable **Allow Status Bar** and **Allow Mini Launcher Bar**.

View Notifications

Notifications for different applications display inside AirWatch Launcher.
Available notifications display as an alert on the Options menu.

To view an alert:

1. Tap the alert.

2. View notifications from the Options menu.

3. Open the specified app by tapping the notification.
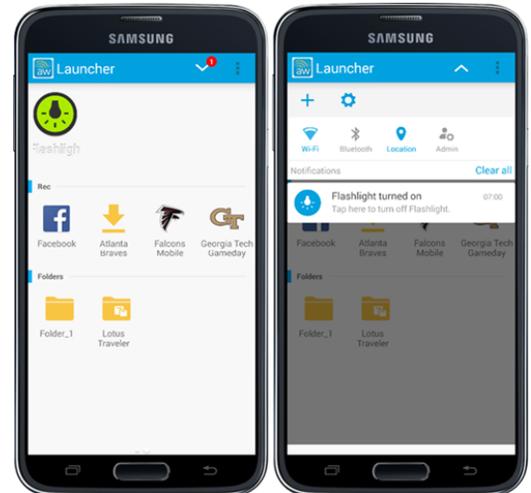
Ghost Icons

Ghost Icons are public apps that are whitelisted but are not installed on the device. For example, in the Workspace ONE UEM console you may have whitelisted ten public applications but only five are installed on the device. Users can see icon placeholders for the apps that are not installed. Users can tap the ghost icon and be redirected to the Play Store. Even if the Play Store has not been whitelisted in the Workspace ONE UEM console , it is temporarily whitelisted to allow the users to download the app. Once downloaded, the app appears and is ready for use.
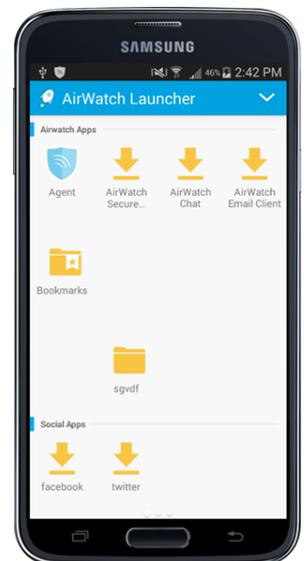
Device Settings

Users can access native device settings form the **Options** menu and adjust them according to their business needs.

Setting	Description
Sound	Adjust the volume levels.
Display	Adjust brightness and set sleep timer.

Setting	Description
Applications	Uninstall applications.
Wi-Fi	Connect the device to a Wi-Fi network.
Cellular Data*	Enable the use of network data over Wi-Fi.
Bluetooth*	Pair a Bluetooth device.
Location*	Enable GPS services.
Security*	Set device administrator settings.
Language*	Determine the language and input options.
Tethering*	Connect the device as a mobile hotspot.
Screen Lock*	Configure screen lock settings such as a PIN or password.
App Manager	View running applications and use the **Kill app** option to force stop.
Blacklisted Apps	Displays a list of apps the user attempted to open from within a whitelisted app so admins can choose to whitelist those apps as needed.
User Information	Displays user information.
About	Shows version information, privacy policy, and legal agreement.
Help	Opens the tutorial for onboarding.
*	These settings are not available while running AirWatch Launcher on Lollipop devices.

Admin Mode

Admin mode grants privileges that allow users to perform admin tasks from the Launcher profile on the device without having to exit the Launcher. You can also use Admin Mode to enable a feature, troubleshoot a problem, or exit AirWatch app.

This mode is passcode protected, which you can configure in the Preferences section of the app mode. Admin mode is only available for Multi App and Template modes.
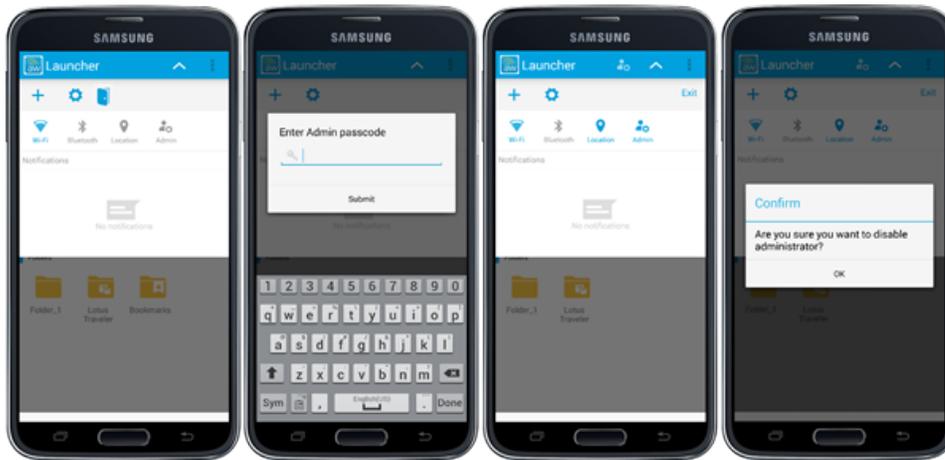
Enable Admin Mode

You can use Admin Mode to enable a feature, troubleshoot a problem, or exit AirWatch app.

To access admin mode from the device:

1. Tap the **Admin** icon from the Options menu.

2. Enter the administrative passcode and tap **Submit**.

   The icon now appears blue indicating it is active. You can also see the admin icon appears in the top ribbon, which is your reminder to log out of admin mode before returning the device to users.

3. Perform desired tasks such as enabling a feature or exiting AirWatch Launcher.

4. Disable admin mode by tapping **Admin** icon in the Options menu to return the device to user mode.

Add Shortcut

When admin mode is enabled, users can add native device apps to AirWatch Launcher as **Shortcuts.** Add apps, bookmarks, contacts, and more into the AirWatch Launcher. Users can add shortcuts whether apps are whitelisted or not when in admin mode.

To add shortcuts:

1. Tap the plus sign in the **Options** menu.

2. Tap **Shortcut**.

3. Select desired shortcut from the menu.

4. Enter other details or settings depending on the selected app by following the prompts displayed.

5. View desired shortcuts on the AirWatch Launcher home screen.
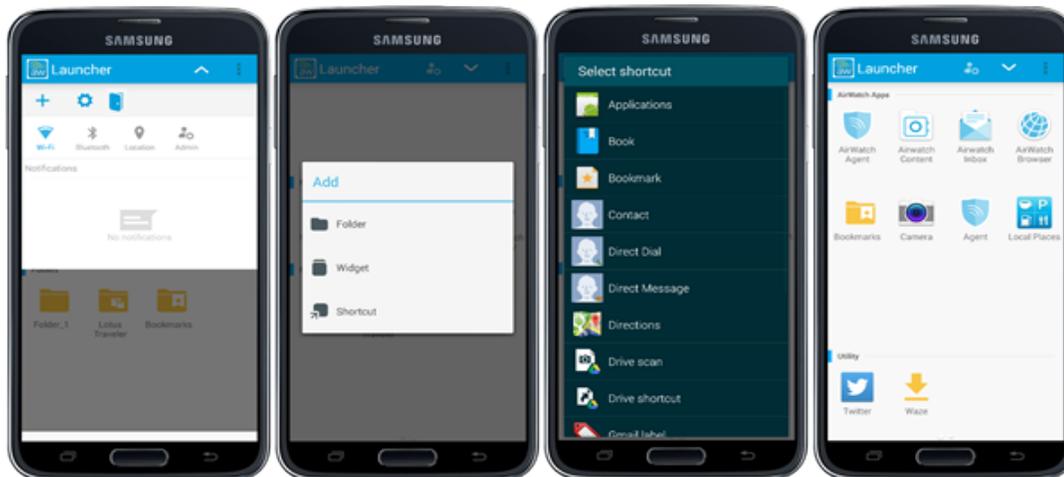
Enable Notifications on Android Phones

You have to enable the notifications feature before users can view notifications for installed apps. On Android phones, you can only enable notifications when the AirWatch Launcher is first deployed to devices.

> **Note:** Notifications are only supported for Android 4.3 and above devices. Notifications cannot be enabled on Android Lollipop devices.

To enable notifications on an Android phone:

1. Tap **Enable Notifications**, which opens the device settings menu.

2. Select **Launcher** from the menu.

3. Tap the back button to be redirected to the Launcher profile.

Enable Notifications on Android Tablet

Similar to Android phones, you have to enable the notifications feature before users can view notifications for installed apps. For Android tablets, the Options menu does not display notifications until enabled from admin mode.

To enable notification on an Android tablet:

1. Enter admin mode.

2. Tap **Enable Notifications**

3. Enable **Launcher** from the list.

4. Exit admin mode.

Exit Launcher on Device

Exit the AirWatch Launcher and access device settings when admin mode is enabled on the device. To exit AirWatch Launcher:

1. Enter admin mode.

2. Tap **Exit**.

3. Tap **OK** on the confirmation screen.