



## REMOTE DEVICE MANAGEMENT (RDM)

**Remote Device Management (RDM)** enables customers to manage and control their ID TECH devices from any internet connected host system. Stay on top of your entire estate of ID TECH devices by monitoring device activity, status, and many other device parameters via the RDM dashboard and exception alerts.

**RDM adds value to both attended and unattended payment environments**, but really shines in unattended environments where there are no personnel watching over the devices. It also supports remote updates and maintenance, saving unnecessary service calls and unplanned kiosk downtime. RDM's data integration capabilities allows you to enhance your existing IT investments with seamless connectivity to ensure that everything works together.

### FEATURES

#### DATA & DEVICE MANAGEMENT

- Customize the Welcome screen data dashboard
- View real-time metrics & statistic updates
- View device status, details & information
- Manage device ownership & estate management
- Manage device applications & app updates
- Create, save & manage device configurations
- Control device settings remotely for convenient configuration
- Easily activate devices via the ID TECH Welcome App

#### CALENDAR MANAGEMENT

- Schedule firmware & application updates
- Schedule key injection remotely
- Create, save & manage event templates for easier scheduling

#### USER ADMINISTRATION

- Quickly create & assign users
- Easily control user privileges & create customer user roles



Value through Innovation

ID TECH, a global leader in payment technology, offers a wide range of products including MagStripe readers/writers, mobile payment readers, contactless readers, smart card readers, barcode readers, POS keyboards, signature capture devices, PCI-compliant PIN pads, and more. With sales, manufacturing, and R&D facilities worldwide, ID TECH delivers dependable, feature-rich solutions tailored to customer needs.

**OTHER SOFTWARE SERVICES OFFERED:**

*PAYMENT APPLICATION ENGINE (PAE) / REMOTE KEY INJECTION (RKI)*

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