

What is Multi-Tech[®] Device Manager?

Multi-Tech Device Manager is a cloud based device management solution that simplifies and scales the management of Multi-Tech Systems' latest generation of networking devices. It allows users to remotely monitor, upgrade and configure an entire device population from a single location. Whether you have one or more than 10,000 devices to manage, Multi-Tech Device Manager simplifies access to your devices, resulting in lower total cost of ownership and increased operational efficiency.

What is required to use Multi-Tech Device Manager?

Multi-Tech Device Manager is a cloud-based service offered by Multi-Tech Systems. There is no hardware or software to purchase and install. You simply access the service with a web browser using this URL: <https://mdm.multitech.com>

Which devices does Multi-Tech Device Manager support?

Multi-Tech Device Manager currently supports the MultiConnect[®] rCell 100 Series family of intelligent wireless routers.

How much does Device Manager cost?

The Multi-Tech Device Manager is a free service; there is no cost.

With which mobile operator does Device Manager work?

Multi-Tech Device Manager is operator agnostic. It will work with all cellular carriers with which the MultiConnect rCell routers are compatible.

May I try Multi-Tech Device Manager for free?

Yes. Multi-Tech Device Manager is a free service and there are no costs associated with trying or continuing to use the service.

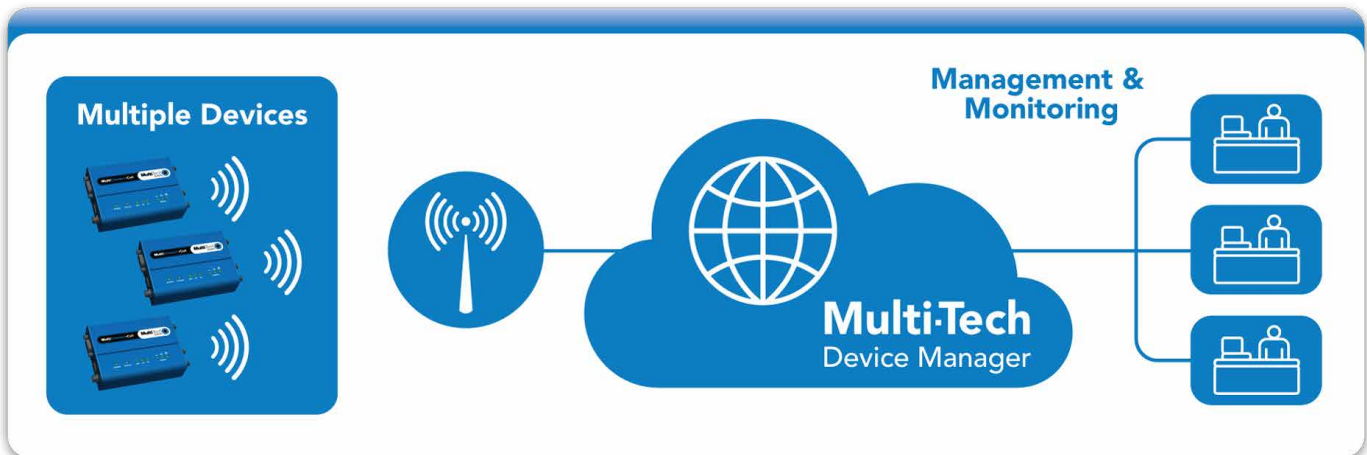
How do I purchase Multi-Tech Device Manager?

Since Multi-Tech Device Manager is a free service, there is no need to purchase anything. You can simply register for an account and use the service.

How does Multi-Tech Device Manager work?

Once a device is configured to communicate with Multi-Tech Device Manager, it will periodically upload device information and statistics and check for firmware and/or configuration updates to download. The frequency with which devices connect to Multi-Tech Device Manager is configurable on a per-device basis.

It is important to understand that devices do not maintain a persistent connection to the platform. Any pending actions, such as firmware and configuration updates, are applied to the device only when it checks into the platform. A "live" connection does not exist and historical device statistics, such as signal level, are recorded at the time the device checks in.



How does a device register and communicate with Multi-Tech Device Manager?

When an account is created, a unique key is generated and must be programmed into each device. Device Management must also be enabled on the device. The device will ship from the factory with Device Management disabled. High volume customers can elect to have their key and custom configuration programmed into the device before shipment. Please contact your sales representative for more details.

Multi-Tech routers also support configuration files. A configuration file can be created that includes the unique key and enables Device Management. The configuration file is simply uploaded to the device via the local GUI.

Once the device is properly configured, it will initiate communications with Multi-Tech Device Manager. The device connection and communication use secure SSL.

Does Multi-Tech Device Manager require my device to have a public IP Address?

No. The architecture of Multi-Tech Device Manager was designed so public IP addresses are not required. The remotely managed device initiates all communications so they remain securely behind the network operator's firewall.

Can Multi-Tech Device Manager work with operator private networks?

Yes. You must configure the network to allow management traffic to reach Multi-Tech Device Manager.

Can Multi-Tech Device Manager be used to upgrade device firmware or the device configuration?

Yes. Multi-Tech Device Manager is the easiest way to upgrade device firmware or configuration over the air. New firmware releases are uploaded to Multi-Tech Device Manager by Multi-Tech Systems. Device configurations are created and uploaded to Multi-Tech Device Manager by an account Manager. Firmware or configuration updates can then be applied to individual or groups of devices.

What level of redundancy and reliability does Multi-Tech Device Manager have?

Multi-Tech Device Manager is hosted by Amazon Web Services in the U.S. and is redundant across multiple availability zones. Access to Multi-Tech Device Manager is available from anywhere in the world.

What are the security measures for Device Manager servers?

Device Manager is hosted using Amazon Web Services (or "AWS"). Amazon describes the security of their facilities as follows: "AWS's world-class, highly secure data centers utilize state-of-the-art electronic surveillance and multi-factor access control systems. Data centers are staffed 24x7 by trained security guards, and access is authorized strictly on a least privileged basis."

How many devices can Multi-Tech Device Manager support?

Multi-Tech Device Manager can support virtually any number of devices – from one to thousands. Multi-Tech Systems will scale the server infrastructure, as required, to support the number of accounts and devices utilizing the service.

As a Systems Integrator, can I have multiple accounts to manage my customer's devices?

Yes. You will be required to have a unique email address for each account so you can keep each customer's device fleet separated.

When an account password is lost, how do I get it reset?

Simply navigate to the Multi-Tech Device Manager log-in page and click on the "Forgot Password?" link. Enter the email address for the account and the Captcha challenge and click the "Request New Password" button. An email with a unique link will be sent to the email address that was entered. Upon receiving the email, simply click on the link and enter a new password for the account.

Multi-Tech Systems support personnel do not have access to passwords and cannot provide any passwords.

How strong are Multi-Tech Device Manager Passwords and do they expire?

It is up to the user to utilize best practices when selecting a password. Multi-Tech Device Manager only enforces an 8 character minimum requirement on passwords. Passwords do not expire.

How are Passwords stored?

Passwords are stored using a hash function.

Is User Data stored on Multi-Tech devices?

Multi-Tech devices do not store user data.

How many levels of users does Multi-Tech Device Manager support?

Multi-Tech Device Manager supports two levels of users: Managers and Users. Managers have full administrative authority and can add new Managers and Users. Users have read-only authority.

Do new Users receive a unique password?

Yes. When an Account Manager adds a new User or Manager, he or she must assign a password to that new User or Manager.

How much cellular data is used when utilizing Multi-Tech Device Manager?

The amount of cellular data consumed varies depending on the model of the device (e.g., Wi-Fi or GPS models) and the frequency in which devices check into Multi-Tech Device Manager. The Getting Started Guide includes cellular data usage estimates and an example calculation. Some configurations can utilize less than 0.5 MB per month.

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