

Radix Device Management User Guide

Radix Device Management Platform



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1 Introduction

The Radix Device Management Platform is a comprehensive, SaaS turnkey solution to manage entire fleets of devices remotely, without the need to set up local servers. The Radix platform can be used on Android devices as well as devices running Windows, Apple OS, iOS, or ChromeOS. Radix Device Management latest release features a new UI that is faster, more feature-rich, and more secure.

2 Login Screen

To start using Viso 2.0, go to the login page at <https://visomdm.com/v2/index.html#/login>. You'll see the login screen on the left side, along with a brief description of the advantages of the Radix Device Management on the right.

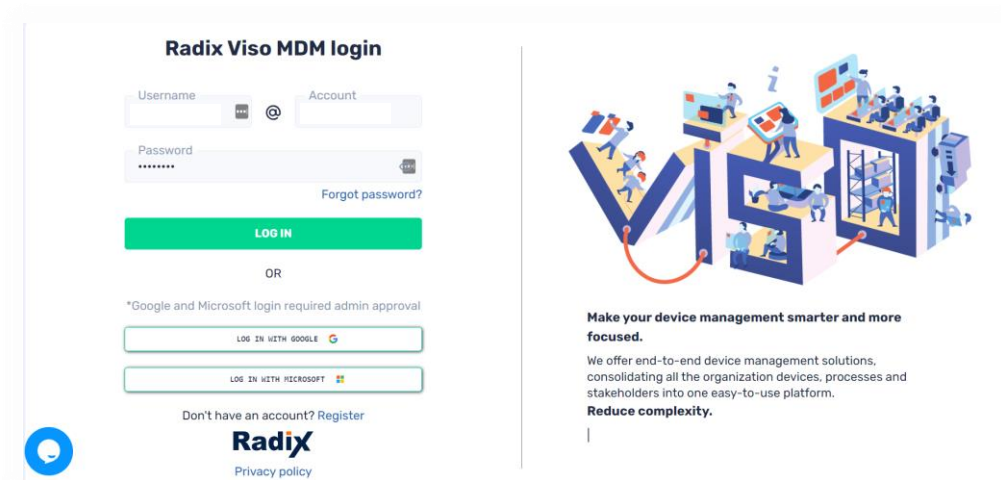


Figure 2-1: Radix Device Management Login Screen

When creating a Viso account, you'll be assigned a Radix username, account name, and password.

Once you have created an account, either as an administrator or as a user, you can log in using a Google or Microsoft account as well. If you add a user who with the option to log in with a Google/Microsoft account, a confirmation email will be sent to the user. The user will be able to log in after confirmation.

Viso MDM Accounts accounts@glbth.com via amazonses.com
to me ▾



Dear

We hope all is well.

According to our records, your administrator registered a new Radix VISO device management account for you.

The account is paired with your **GOOGLE** account.

Please click the button below to confirm your account registration.

[Confirm my account](#)

[Confirm my account](#)

Best,

The Radix team

Radix Technologies Ltd.

Email: support@radix-int.com

Website: www.radix-int.com

Figure 2-2: Google Confirmation E-mail

Note: A user who logs in via a Google or a Microsoft account can be related to only one domain. If you would like to switch to another domain, the user will have to be removed from the previous domain.

3 Overview Dashboard

After successfully logging in, you'll see the **Overview dashboard**, which gives information about the number of devices and users presently active, and which apps and operating systems they use the most.

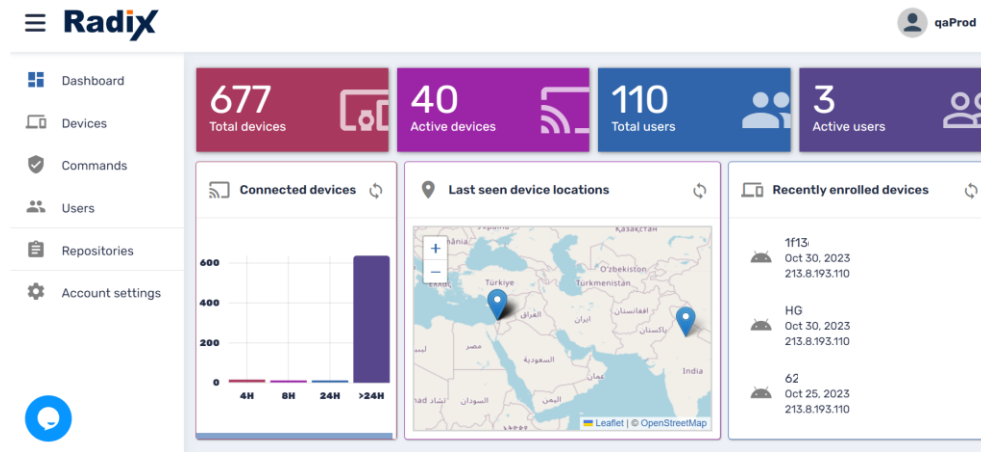


Figure 3-1: Overview Dashboard—Top Pane

You can collapse the options on the left side of the screen by clicking on the hamburger menu in the upper left:

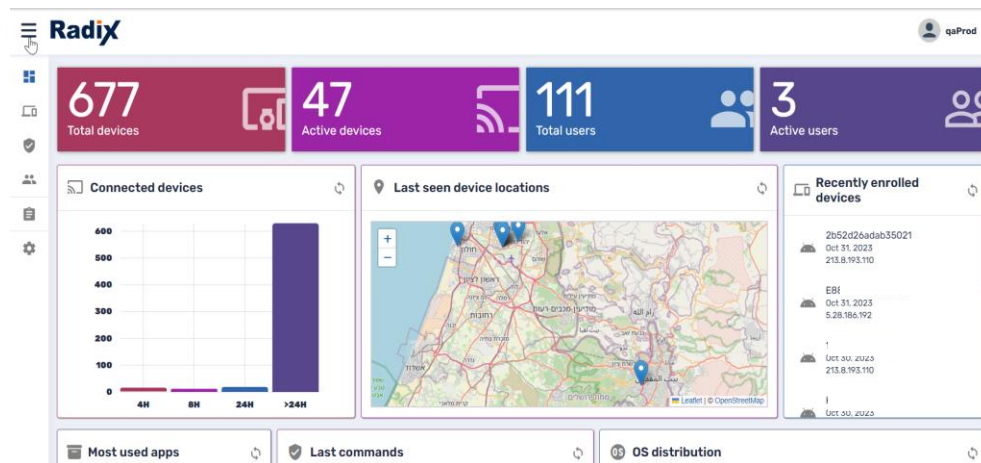


Figure 3-2: Overview Dashboard—Top Pane with Hamburger Menu collapsed

3.1 Overview Dashboard--Top Panes

The banner at the top of the page displays the following information:

- **Total devices:** The total number of devices enrolled in the system.
- **Active devices:** The number of devices that are active in the last 24 hours.
- **Total users:** The total number of users enrolled in the system.
- **Active users:** The number of users who are presently using the system (excluding yourself).

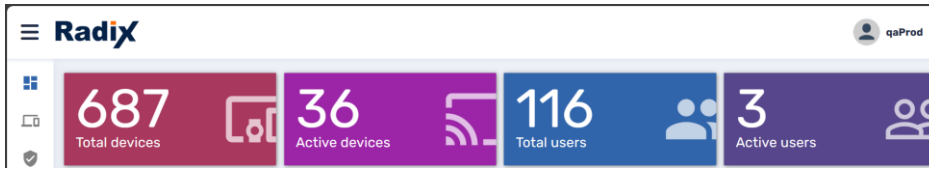



Figure 3-3: Overview Dashboard--Top Panes

3.2 Overview Dashboard—Middle Panes

Underneath the top ribbon, you’ll see fields that show the number of devices that are presently connected and where they are located, as well as the ID of recently enrolled devices, with information about the operating system that they use, the Device ID, the enrollment date, and the device’s IP address. Clicking on the **Reload** icon  in any of the fields will update the information.

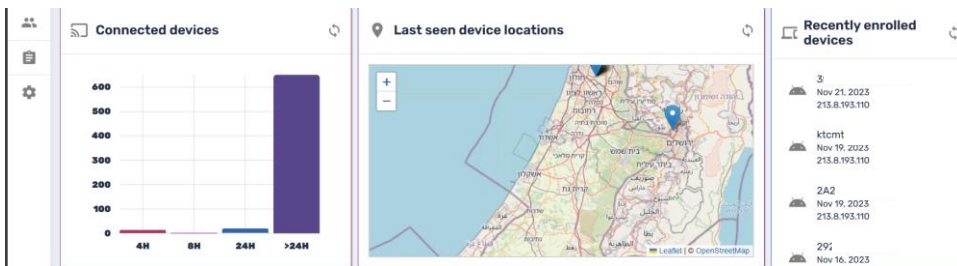


Figure 3-4: Overview Dashboard--Middle Panes

The middle panes display the following information:

- **Connected devices:** The total number of devices enrolled in the system, according to their last check-in time.
- **Last seen device locations:** The locations of the last devices who reported their connection to the domain.

3.3 Overview Dashboard—Bottom Panes

In the bottom section of the **Overview Dashboard**, there are fields that display the most used apps among the active devices, the last commands that were used, and the distribution of operating systems among the active devices.



Figure 3-5: Overview Dashboard--Bottom Pane

The bottom panes display the following information:

- **Most-used apps:** Statistics regarding the most frequently used apps.
- **Last commands:** A list of the last-performed commands.

- **OS distribution:** A pie chart showing the distribution of operating systems among the devices.

3.3.1 Last Commands Pane

The **Last Commands** pane gives you information about the latest commands that you sent to a device, or a fleet of devices. If you click on any particular command, the **Command Status** window opens up, telling you when the command was sent to the device, and whether or not it was executed.

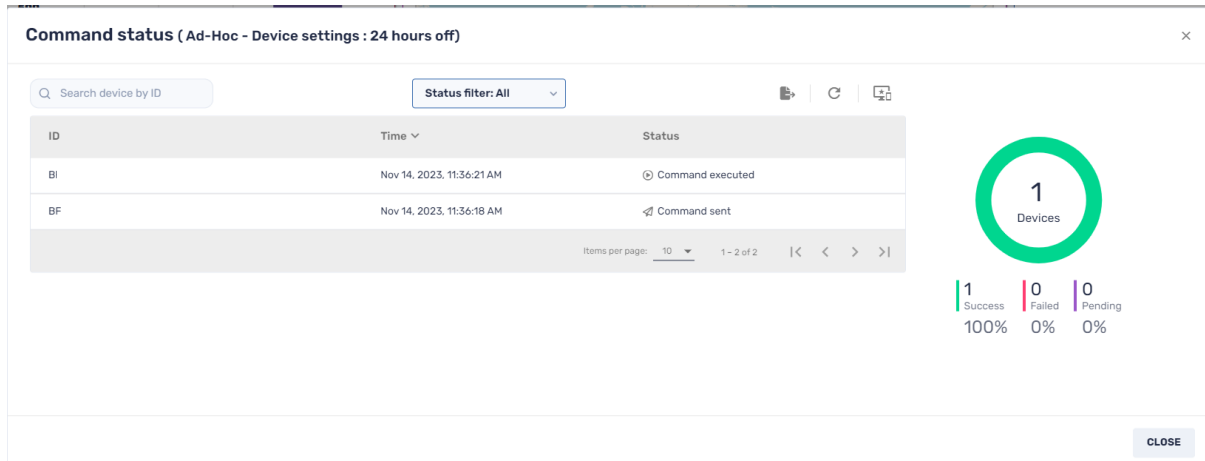



Figure 3-6: Command Status window, showing that the command was successfully executed

We'll see the Command Status window when we'll discuss the Commands Console (Section 5).

3.4 User Profile Menu

When you click on the **User** icon  in the upper-right of the Viso 2.0 Dashboard, you'll see the **User Profile Menu**. For Viso 2.0 users with Admin privileges, it offers the following options:

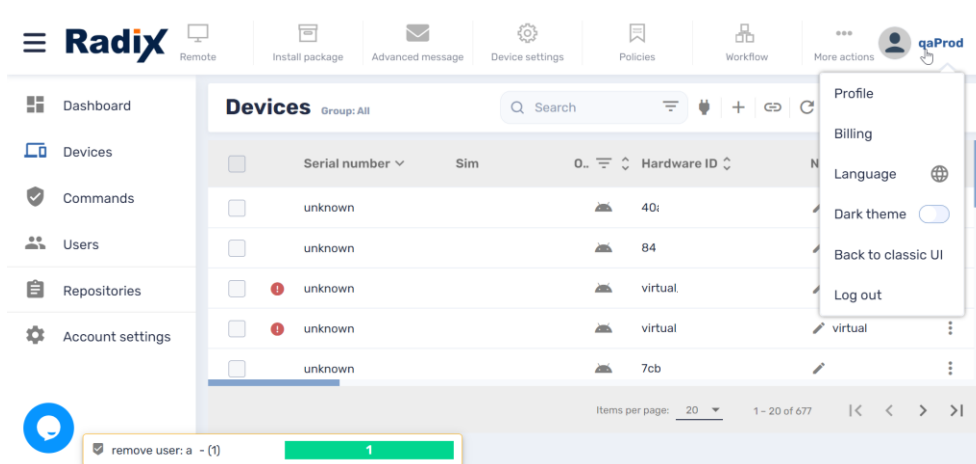


Figure 3-7: User Profile Menu, in upper right

- **Profile**, with user account options,
- **Billing**, displaying information about payments and credit balance,
- **Language**, for adjusting the interface language,

- **Dark Theme**, to toggle between a white or dark background,
- **Back to Classic UI**, to revert to the UI of the previous Viso version,
- **Log out**, to exit the system.

Note: For Viso 2.0 users with only User privileges, the User menu will not have the “Billing” option.

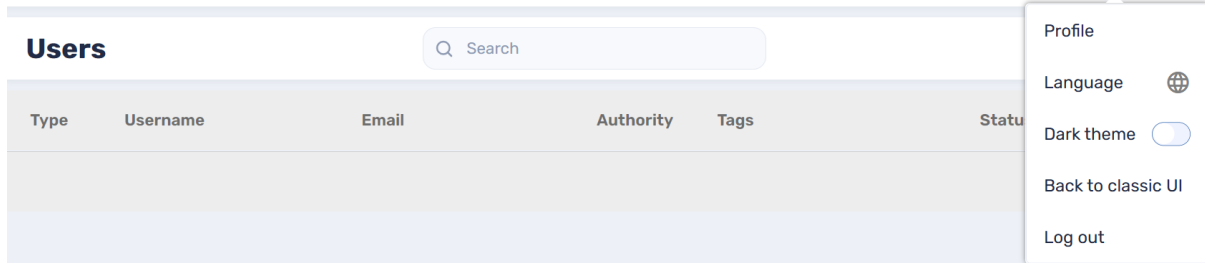


Figure 3-8: User Profile menu for non-Admin users

We'll go through the options in detail:

3.4.1 Profile Option

The **Profile** option in the drop-down menu displays your Username, Contact Name, Email address, and the current interface language. It also has options to change your user password or enable two-step verification on your account, to make the login process more secure.

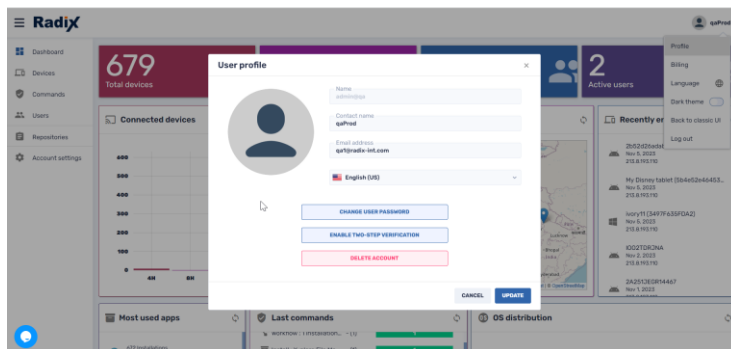
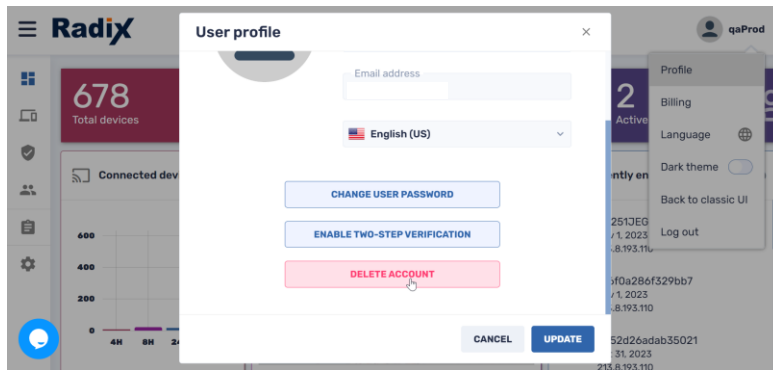


Figure 3-9: User Profile Screen, with options to change password, enable two-step verification, or delete an account

To enable two-step verification:

1. Download a two-step verification app, such as Google Authenticator or Microsoft Authenticator.
2. Perform the verification either by:
 - a. Scanning a QR code provided by the verification app, or
 - b. Manually entering the verification code that the verification app provides.

If you have Administrator privileges, there is also an option to delete an account.



To delete an account:

1. Click on **Delete Account**.
2. When prompted if you're sure that you want to delete the account, click **Yes**.

Note: If you have Administrator privileges, clicking the **Delete Account** option will completely delete the account and all its records and log you out of the platform.

If you only have User privileges, the User Profile dialog box will appear as follows:

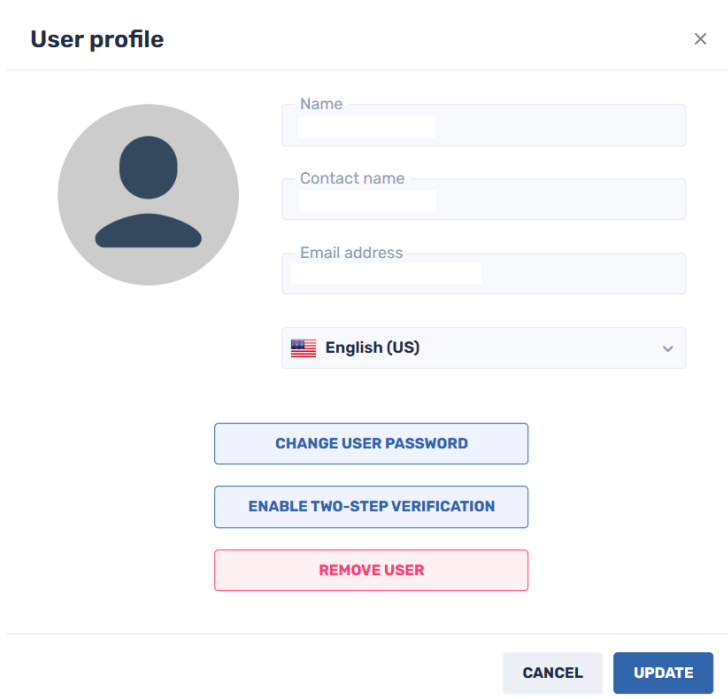


Figure 3-10: User Profile dialog box for regular client user

For someone with only User privileges, the procedure to remove a user is the same as for someone with Admin privileges. However, clicking **Delete User** will delete the user and log you out of the platform, but the user may still be able to access their records.

3.4.2 Billing Option

If you are logged in with Administrator privileges, you will be able to see your billing history by clicking on **Billing** in the drop-down menu. The billing history will include a list of credit events, the date on which they occurred, the number of credits in your balance, and more.

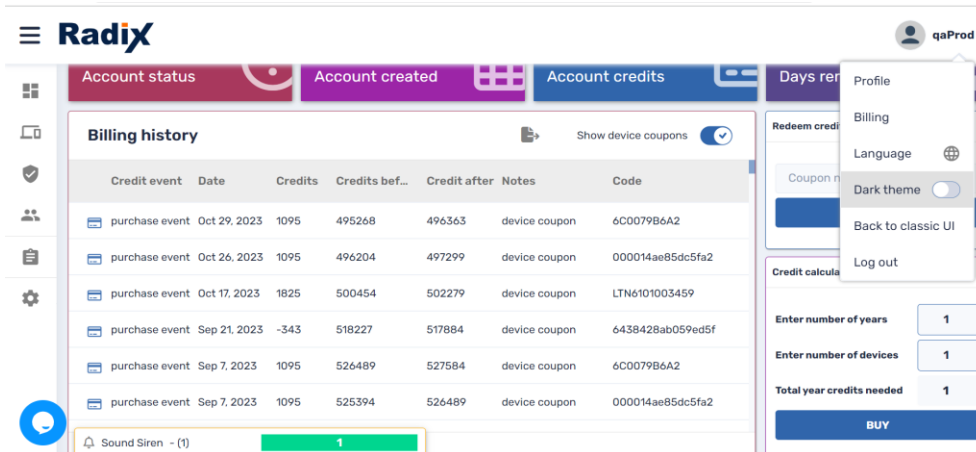


Figure 3-11: Billing History Display

3.4.3 Language Options

The **Language** option allows you to select a different language for the user interface.

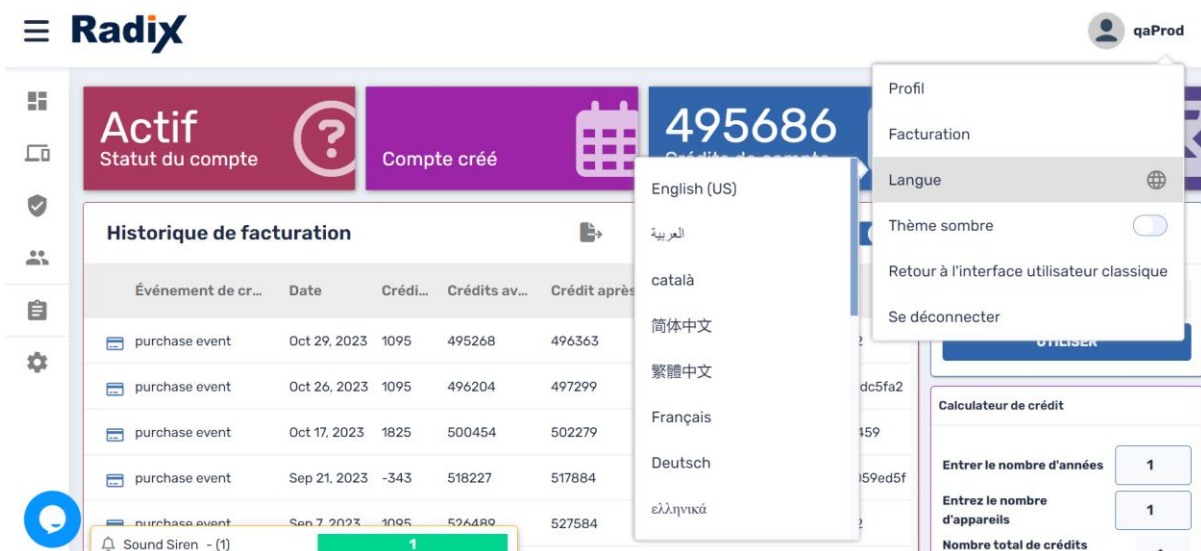


Figure 3-12: The Language option, with French selected as the interface language

This option is available for users without Administrator privileges. We will see in Section 6.2 that a user with Administrator privileges can change the interface language for all users.

3.4.4 Display Theme Options

When you log in to the Viso 2.0 Device Manager, you may choose between three different display options: a white background, a dark background, or the Classic user interface with which you may be familiar from previous versions of Viso.

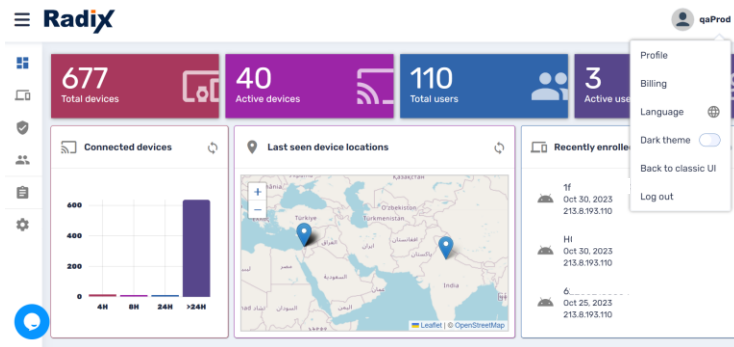
When you first log in to the Viso 2.0 Device Manager, everything will be displayed in the default white theme. If you find this to be too intense and would prefer a dark background, we recently added an option to switch to a Dark theme. If you have used Viso in the past, you can also go to the Classic user interface.

To toggle between the different themes:

1. Click on the **Profile** icon in the upper left corner.

Overview Dashboard

A drop-down list will appear, allowing you to select Profile information, view billing information, select the display language, select a dark or light display, revert to the classic UI, or log out of the interface.



2. Click on **Dark Theme** to change the display to dark mode.

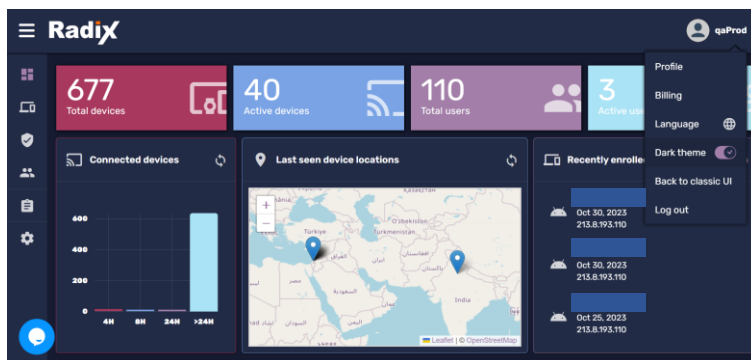


Figure 3-13: Dark Theme Overview Dashboard

Also, in the meantime, you have the option **Back to the Classic UI** for users who are accustomed to the previous user interface. Selecting **Switch to New UI** will get you back to the new user interface.

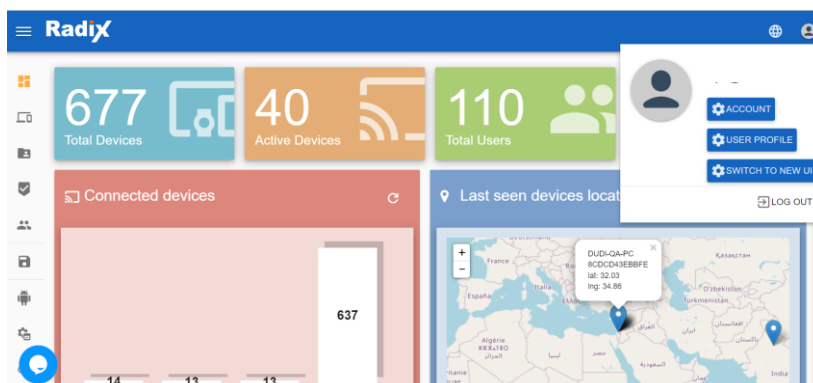


Figure 3-14: Classic UI of the Overview Dashboard

3.4.5 Logout

Selecting this gets you to the Logout screen.

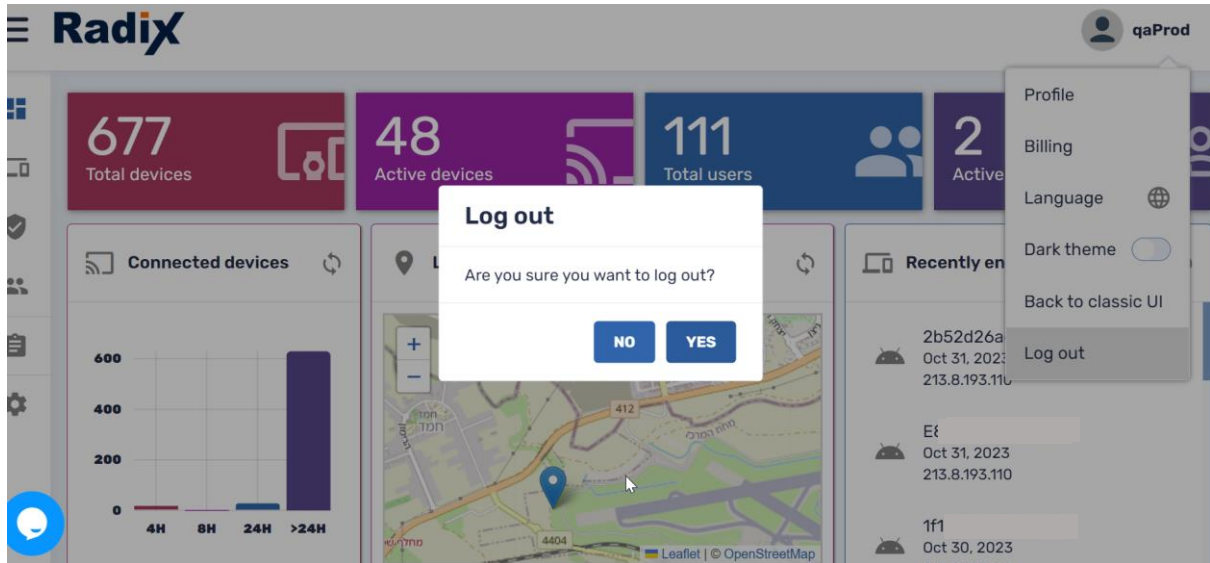


Figure 3-15: Logout Screen

4 Devices Console

The **Devices console** is considered the “heart” of the Viso 2.0 platform. It allows you to see all the devices that are presently in the system, as well as the username, the user’s email, and more. It allows you to assign privileges to a particular device, as well as troubleshoot the device if the user is having problems.

In the new UI, we have improved the appearance and functionality of the Devices menu. You’ll see that the commands that you use the most appear at the very top, and you have an option to expand the menu.

To view the Devices console, click on the **Devices** icon in the Overview Dashboard.

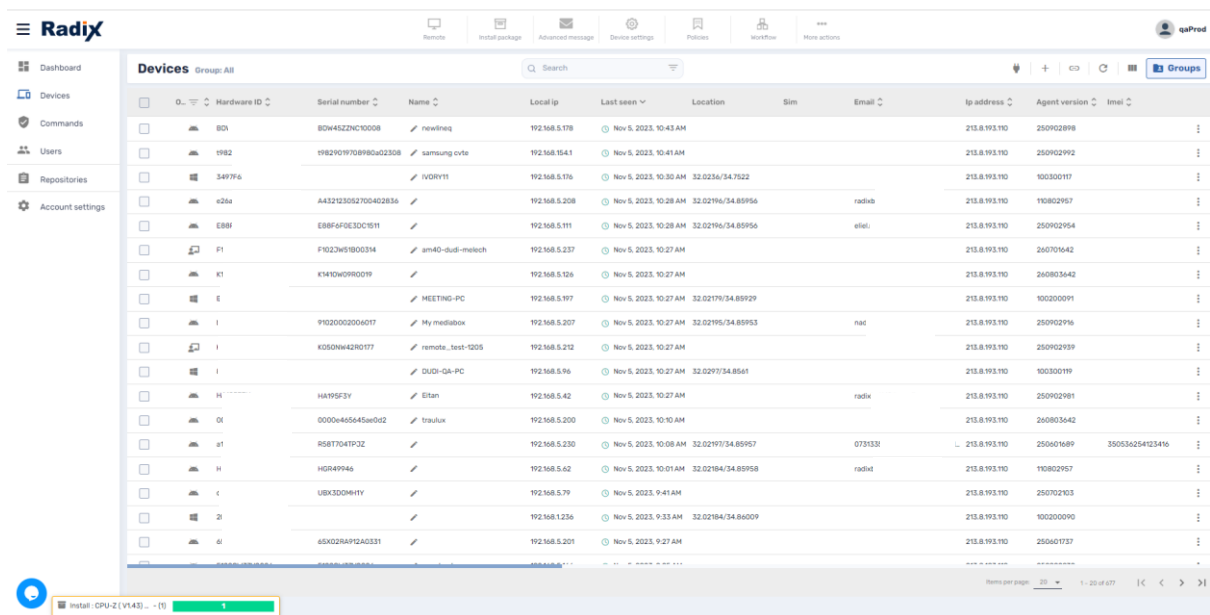


Figure 4-1: Devices Console

To work with a particular device, click on that device’s “kebab menu” on the far right.

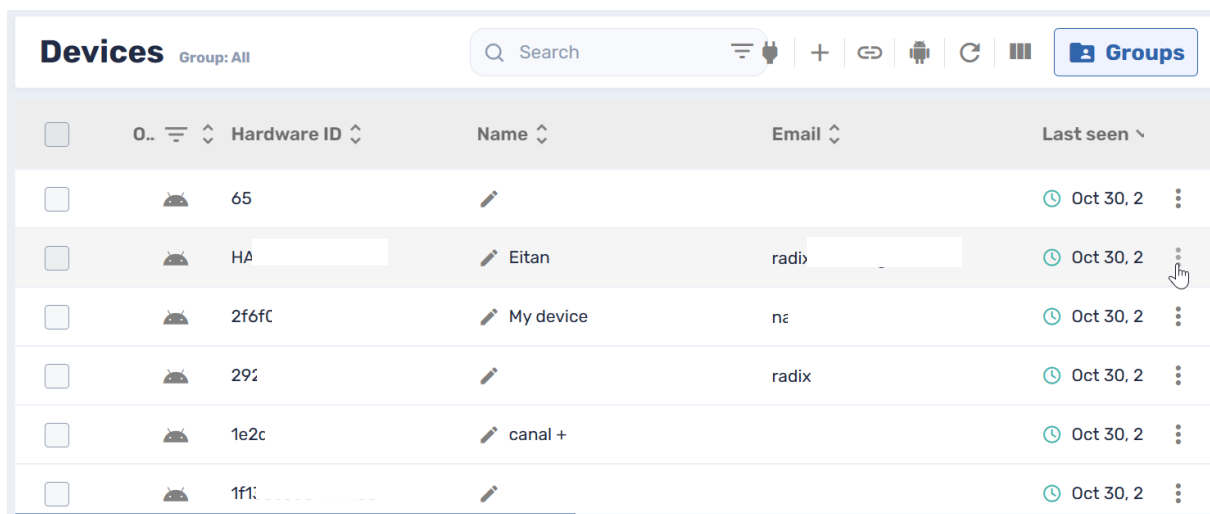


Figure 4-2: Device's Kebab Menu

A grid of commands will open up with all of the options for working with your device.

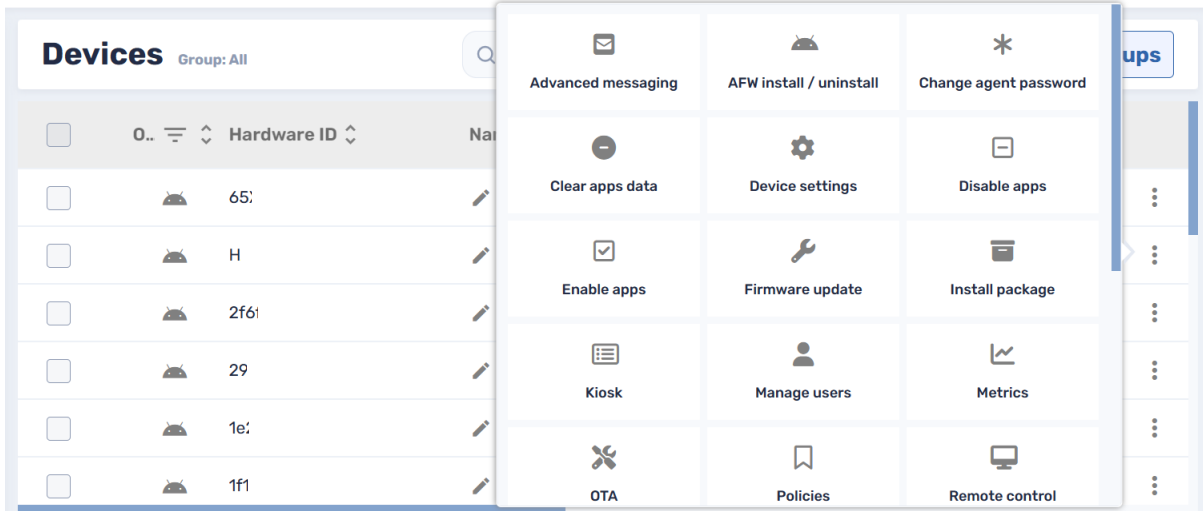


Figure 4-3: Display of Devices Menu Options

The commands will be displayed depending on your device’s operating system. (For example, there are 27 available commands for Android devices, and only 5 available commands for ChromeOS devices.)

All the Command options, for all devices, are covered in **Appendix A—Commands Grid**.

4.1 Using the Devices Console Ribbon

When you open the Devices Console, you’ll notice menu options at the top of the page that are inactive. When you check the checkbox for a particular device in the device list, these menu options at the top of the Devices Console become active. This menu contains the commands that you’ll employ the most, as well as options to expand the menu with “More ns”.

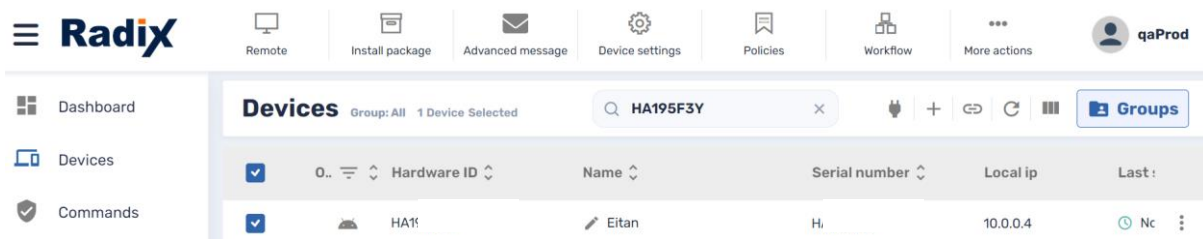









Figure 4-4: Device Console Ribbon of Commands

Table 4-1: Devices Console Commands

Icon	Description
 Remote	Allows the Viso 2.0 user to access and operate a device remotely
 Install package	Allows the Viso 2.0 user to install a software package on a device

 Advanced message	Allows the Viso 2.0 user to select a message containing audio/visual content, and send it to a device
 Device settings	Allows the Viso 2.0 user to modify settings on a device
 Policies	Sends a policy for a feature to the device
 Workflow	Sends a workflow (= a series of commands to be executed) to the device
 More actions	Opens a grid of additional actions that can be performed on a device

We'll briefly go through the options in the Device Console Ribbon:

4.1.1 Remote Control

Viso includes a remote-control option which allows you to interact with and essentially operate the user's device remotely. It's especially useful in situations where you want to engage customer support or debug a device. The remote-control option in the Viso 2.0 user interface offers faster performance that is also more secure. Use of the remote-control option is discussed in detail in Appendix A, Section 10.1.21.

4.1.2 Install Package

This option allows you to remotely install software packages on a particular device. This is discussed at length in Appendix A, Section 10.1.15.

4.1.3 Advanced messaging

This option sends a text message with an image to a device. The message may be a "Welcome" message, a holiday greeting, or an emergency alert. The message options include an image, an image with sound, a full-screen video, or interactive HTML forms. The message can be timed and triggered according to time of day and the like. The process of creating and using an Advanced Message is discussed in Appendix A, Section 10.1.1.

4.1.4 Device Settings

This option allows the Viso 2.0 user to remotely adjust a device's settings. This could include selecting a type of keyboard, enabling or disabling a screen saver, or performing a reset on the device. Adjusting the device settings is discussed at length in Appendix A, Section 10.1.8.

4.1.5 Policies

If there are certain applications on your device that violate your rights, have security issues, or are not play-protected, you can essentially blacklist and block these applications. This is done by means of the Policies option in the Devices Control Ribbon. This capability is discussed in depth in Appendix A, Section 10.1.20.

4.1.6 Workflow

This allows sending a series of commands to a device. This is discussed at length in Appendix A, Section 10.1.36.

4.1.7 More actions

Clicking on the “**More Actions**” button will give you access to all the other options in the Command Grid, as discussed in Appendix A.

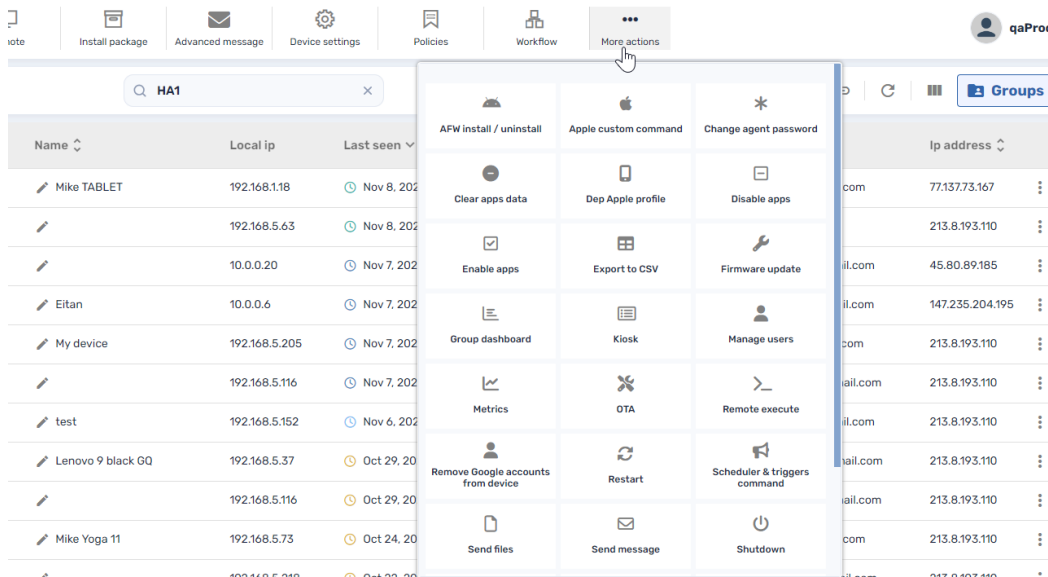



Figure 4-5: Accessing the Commands from the More Actions button

4.1.8 Warning Icon

For security reasons, the first handshake between a device and the VISO server will generate a unique authentication token. This token is stored on the server and on the device.

On occasion, you’ll see that a device has a warning icon  next to its Device ID. This indicates that the device has lost its authentication token and can’t register with the VISO server. It could be due to the device being uninstalled and reinstalled, a factory reset, or data being wiped from the device.

You should reset the device’s authentication token, in order to enroll your device on the VISO server again.

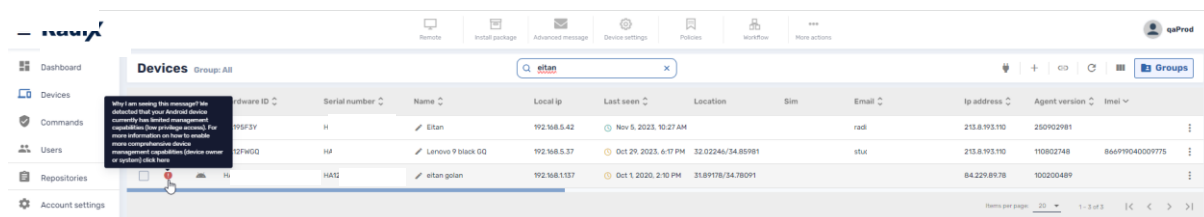


Figure 4-6: Warning icon next to device in Device Console

If you click on the warning icon, a window opens, giving you options to enable comprehensive management capabilities on the device, and reset the device’s authentication token. After taking the necessary steps, you will be prompted to confirm the reset. After confirming, the warning icon should disappear.

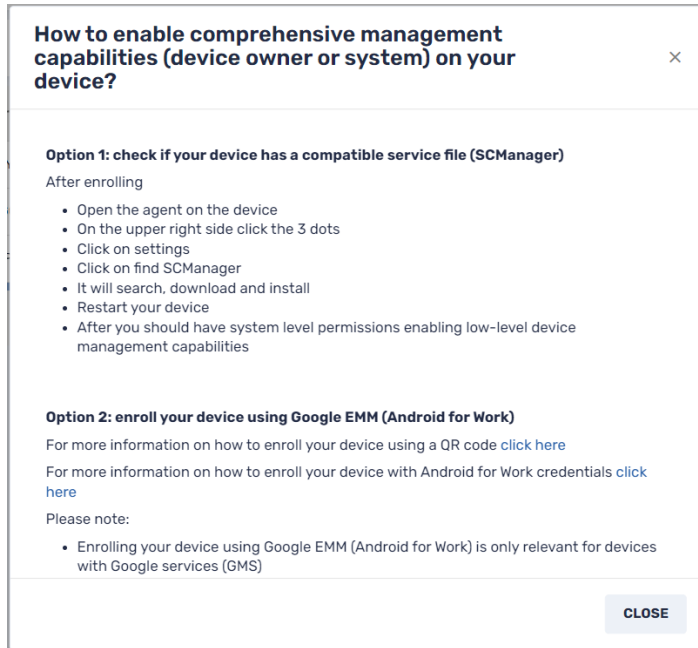


Figure 4-7: Instructions to re-enroll a device

4.2 Search Bar Ribbon

At the top of the Devices panel, underneath the Device Console Ribbon, you'll see a search bar, with additional commands:

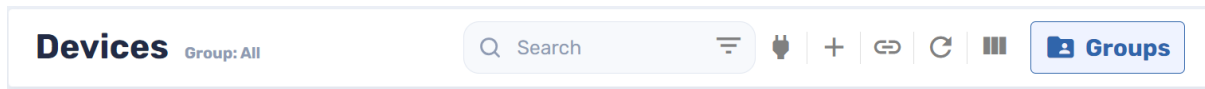


Figure 4-8: Search Bar Ribbon Commands

Table 4-2: Explanation of Search Bar Icons

Icon	Description
	Search Bar: The Filter icon allows you to add conditions to the search.
	Who is online?: Allows you to see which devices are currently online.
	Enroll: Allows you to enroll additional devices, according to operating system: Android, Windows, MacOS/iOS, Chrome
	Ad-hoc: Allows you to add a device for a one-time, ad-hoc remote session using the Viso system
	Refresh: Refreshes the devices displayed after any changes.
	Columns: Allows you to select which data columns to display.
	Groups option: Allows you to group users, or search for existing groups

We'll go through these options briefly:

4.2.1 Search Bar

In the Search Bar, you can search for a particular device, according to the Hardware ID, the Device Name, email address, assigned tags, or practically any of the criteria presently displayed.

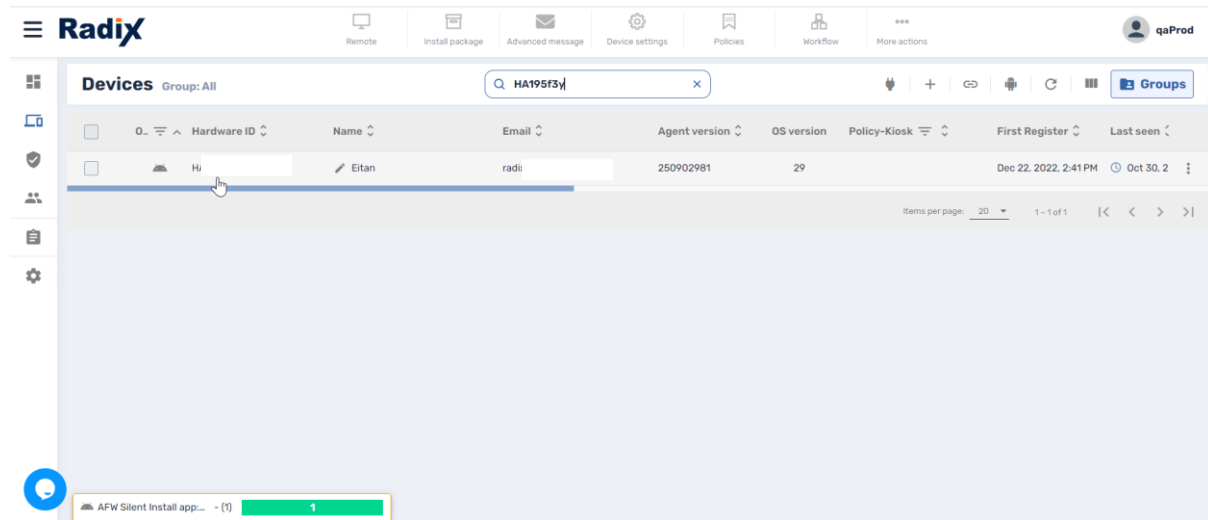


Figure 4-9: Searching for Device by Hardware ID

4.2.1.1 Filtering the Search Results

When you click on the Filter icon, a window opens which allows you to provide conditions for your search.

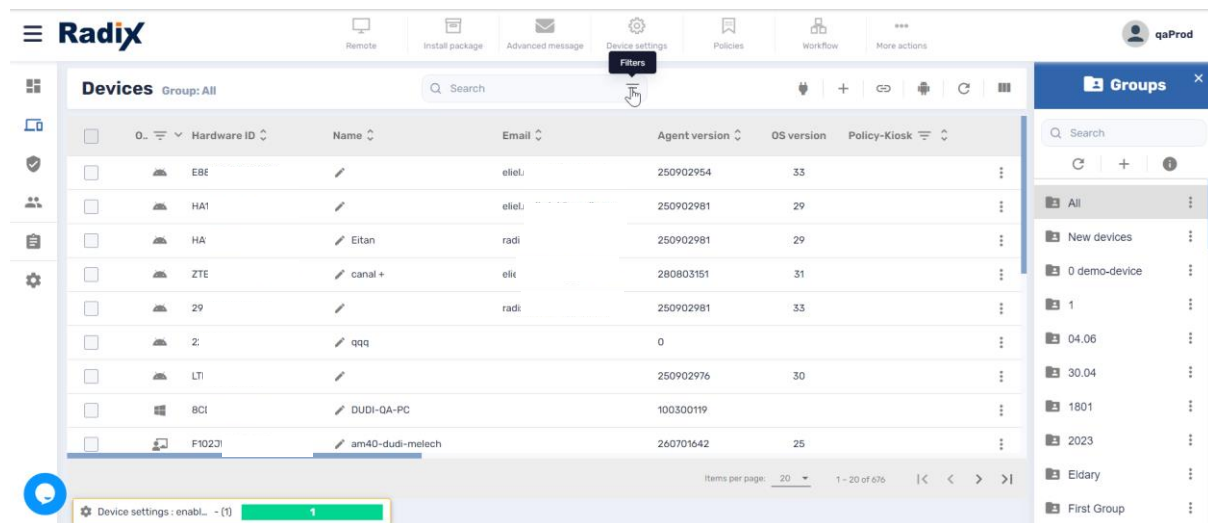


Figure 4-10: Filter option

These conditions will further narrow down the devices or users displayed on the screen (but will not apply to the entire population of devices):

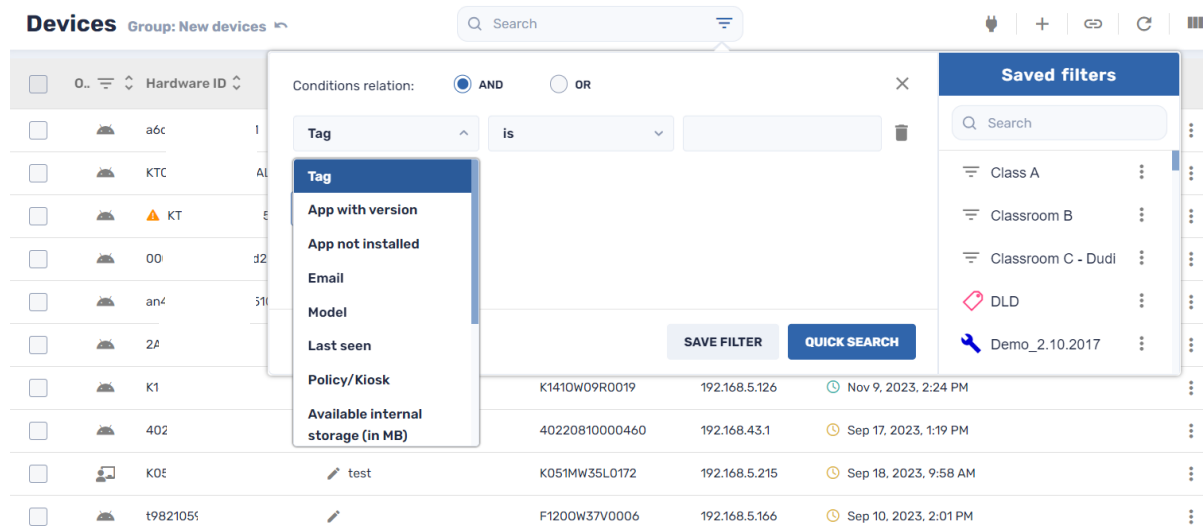


Figure 4-11: Filter pop-up window

You can use the filtering conditions by requiring that the devices that will appear fulfill all the conditions (“AND”), or only one of the conditions (“OR”)

There are options to add conditions such as:

- **Tag:** Tags are short descriptions that you can apply to certain devices, to make it easier to group them together. You can also use tags to search for specific devices.
- **App with version:** If you wish only to display devices that have a certain version of an app.
- **App not installed:** If you wish only to display devices that don’t have a certain app.
- **Email:** where you search by the email of the user of the device.
- **Model:** where you search by the model of the device.
- **Last seen:** If you wish to display only devices that were in use in the past x days.
- **Policy/Kiosk:** If you wish to display devices that have certain applications blocked or unblocked.
- **Available internal storage (in MB)**
- **OS version:** If you wish to display devices with a certain version number of an operating system.
- **Hardware ID**
- **IMEI:** If you wish to sort by International Mobile Equipment Identity number, which is unique for every mobile device.
- **Name**
- **Public IP**
- **OS**

If you want to view all of the devices again, you can undo the filtered search.

To remove the search filter:

1. Click on the “Undo” icon (“Show all devices”) next to **Filtered results: Quick Search** at the top of the search results.

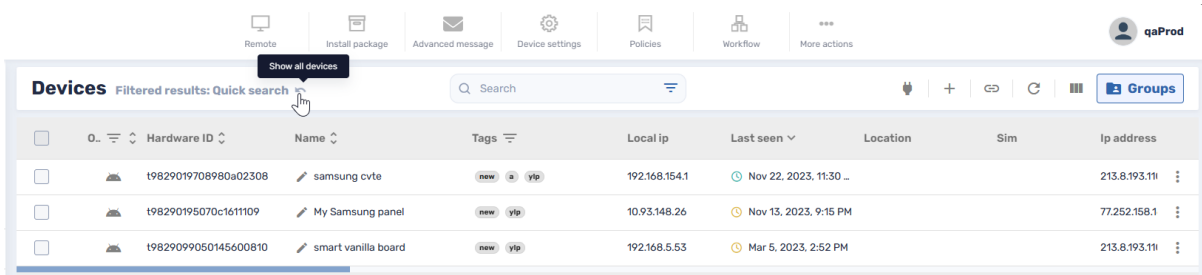
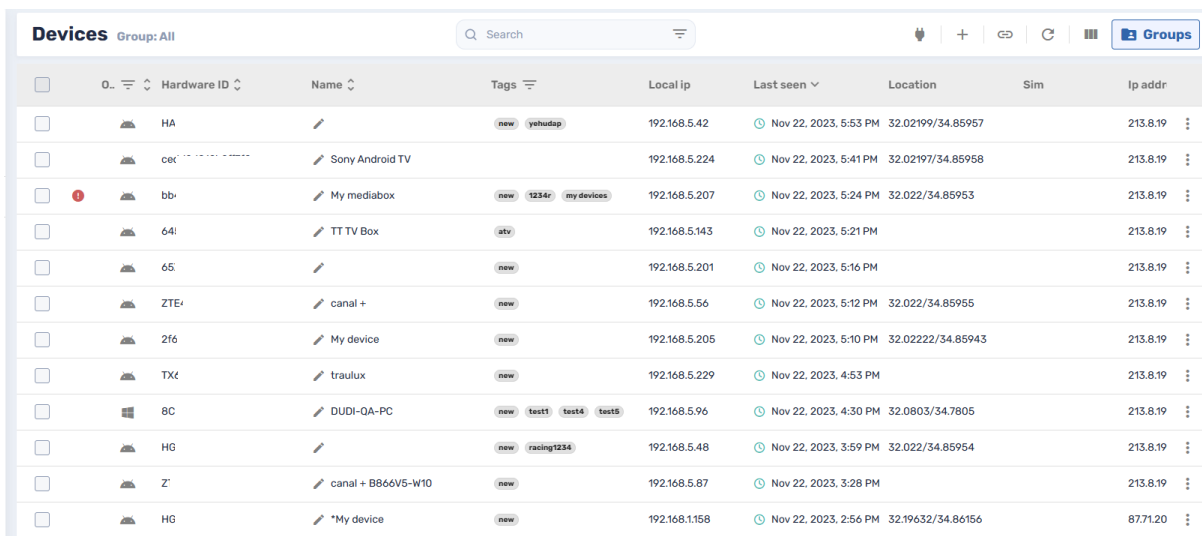


Figure 4-12: Undoing a Search Filter

- The Devices Console will now display all devices, and show the group being displayed as **Group: All**.



4.2.1.2 Creating a New Filter

You can also create and save a new search filter, to narrow down the search results for future searches as well.

To create a new filter.

- Click on the **Filter** icon in the Search bar. The **Filter Options** window opens.

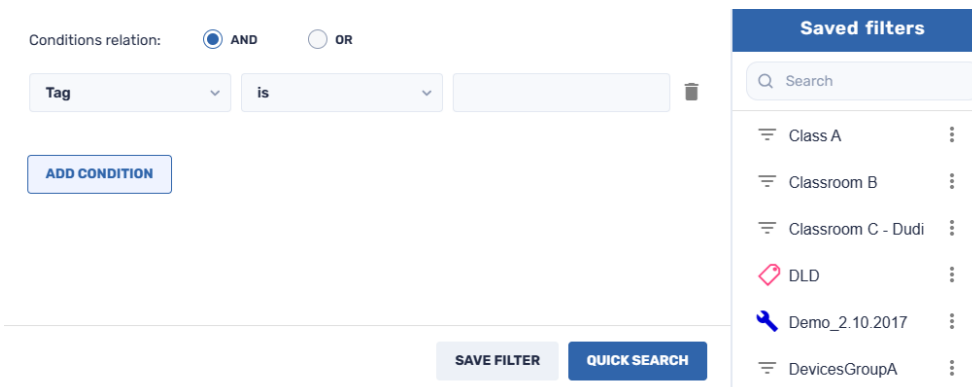


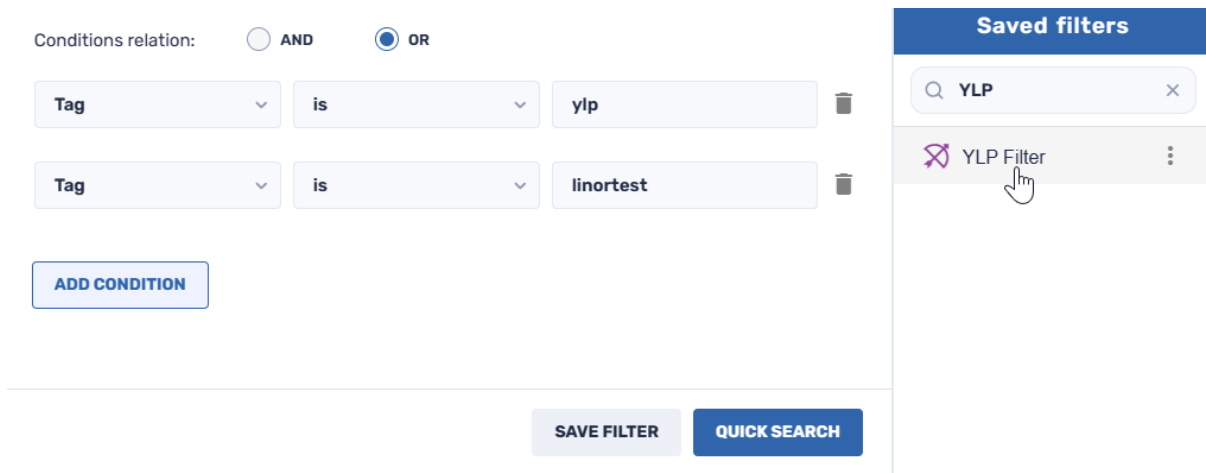
Figure 4-13: Filter Options window

- Supply the conditions of your search, as well as whether the search results must fulfill all or the conditions (AND), or only one of them (OR).

- Click **Save Filter** to save the search conditions. A Save Filter window pops up, prompting you to supply a name for the filter. Use the **Set as Private** option if you want the search option to only appear when you are using the Viso interface.

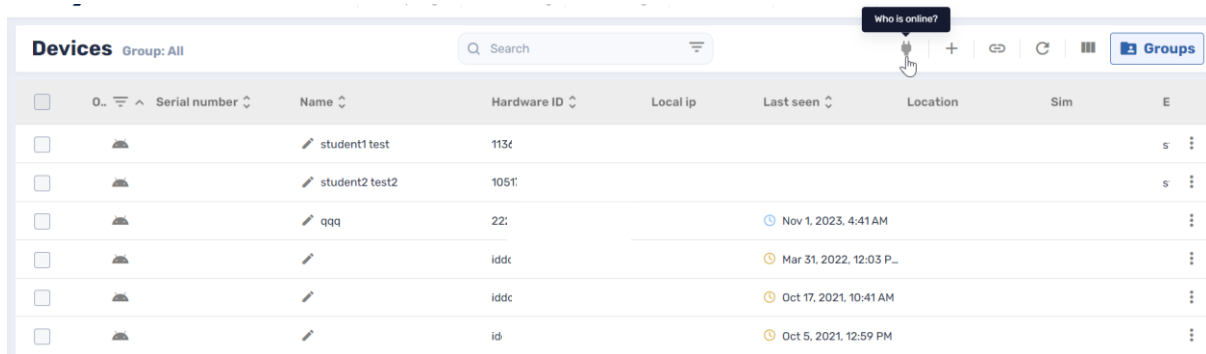
- Supply a name, color, and icon for your new filter, and click **Save**.

5. Enter the filter name in the Search bar under Saved Filters. The new filter will appear in the search.



4.2.2 Who is Online?

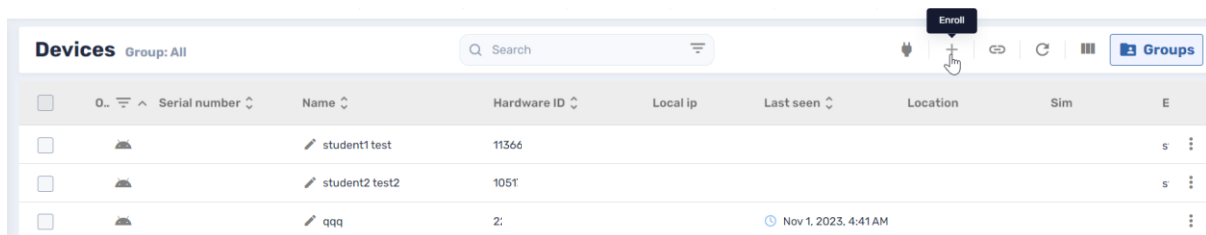
Clicking the “Who is Online” icon will list all the devices and users presently online.



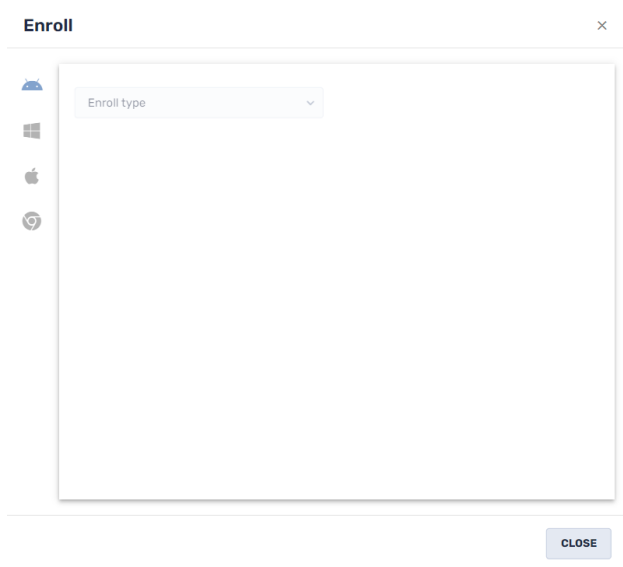
You can use this option together with a filter or a search string to narrow down the list.

4.2.3 Enroll

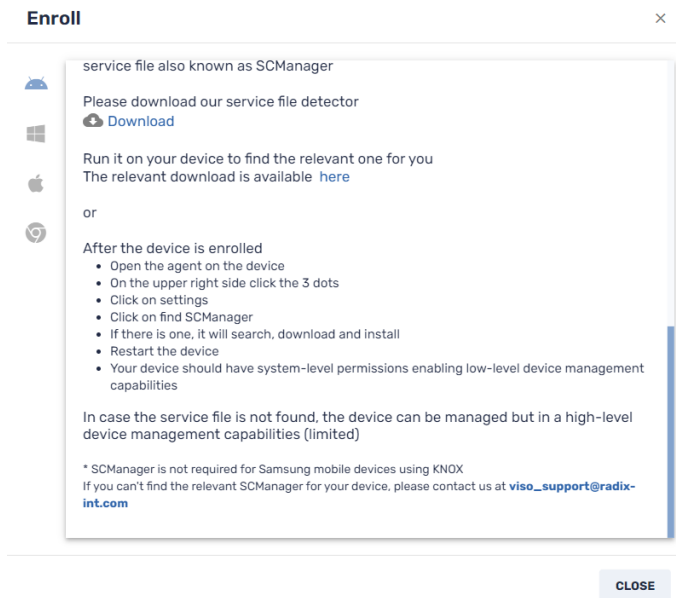
Clicking on the **Enroll** icon **+** will open a dialog box where you can enroll additional devices: Android, Windows, Apple, or ChromeOS.



For example, if you click on the Android icon, you have the option of enrolling an Android device using a QR code, by downloading an Android agent, or using Google EMM (Android for Work).

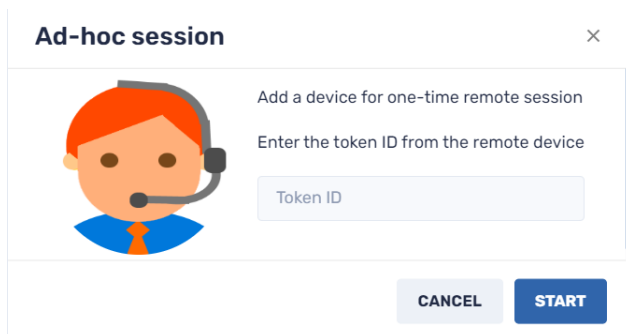


Selecting one of the options will display detailed instructions to enroll the device.




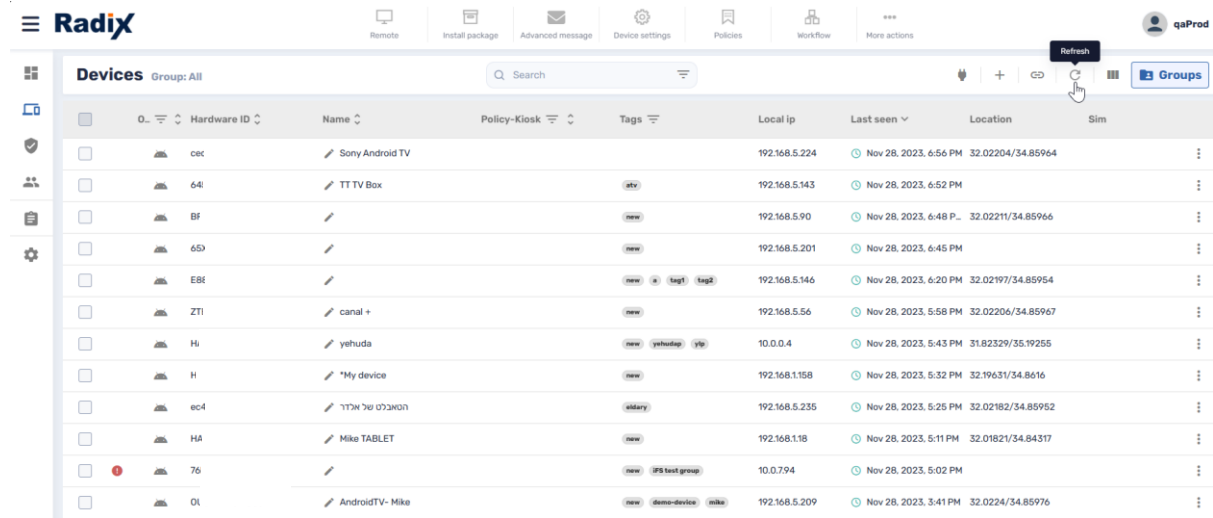
4.2.4 Ad-hoc Session

This icon opens a dialog box where you can enter a token ID for a one-time remote session with a device.




4.2.5 Refresh

Clicking on the **Refresh** icon  will refresh the display of which devices are online at present.



4.2.6 Selecting Columns Option

In Viso 2.0, we have added an option to display many more columns that display device information. For example, you can choose to display columns that show you the device's operating system, the device's Hardware ID, the device's serial number, the username, the device's IP address, and much more.

In the Radix Device Management screen, there is an option to select which columns should be displayed, by clicking on the **Columns** icon . (The Columns icon is available in the **Commands Console** and **Users Console** as well.)

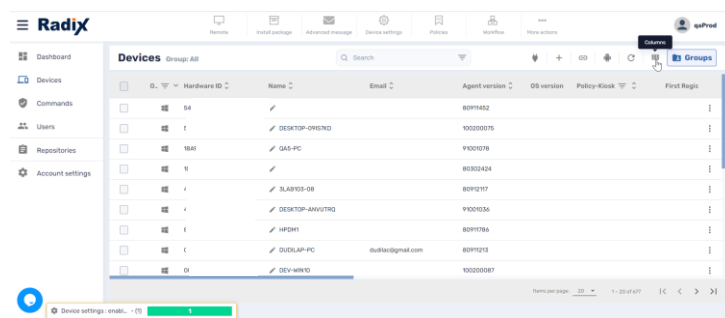


Figure 4-14: Columns icon

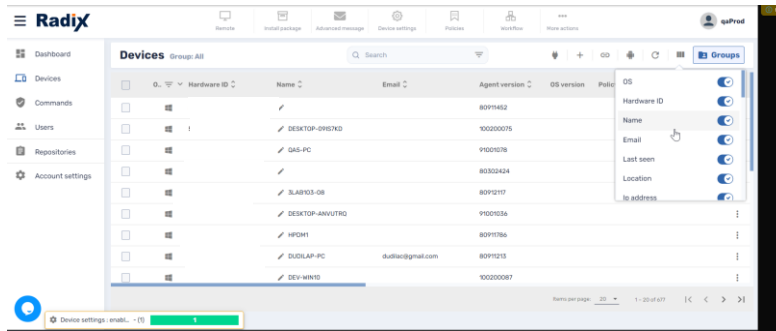



Figure 4-15: Column Display Options

4.2.6.1 Columns Sort Options


There are two options to sort the device information on a particular column. There is an option to sort **alphabetically**, or by means of a **filter**.

4.2.6.1.1 Alphabetical Sort

If the column has an alphabetical list icon , clicking on it will allow sorting the information in either alphabetical ascending or descending order.

If there are more columns than can be displayed at once, the Device Console has a sliding bar which allows you to view other columns.

4.2.6.1.2 Sort by Filter

If the column has a filter icon  next to the column name, clicking on it will allow you to filter the device information by the options in that column. For example, clicking on the filter icon in the Operating System column will allow you to sort devices by their operating system.

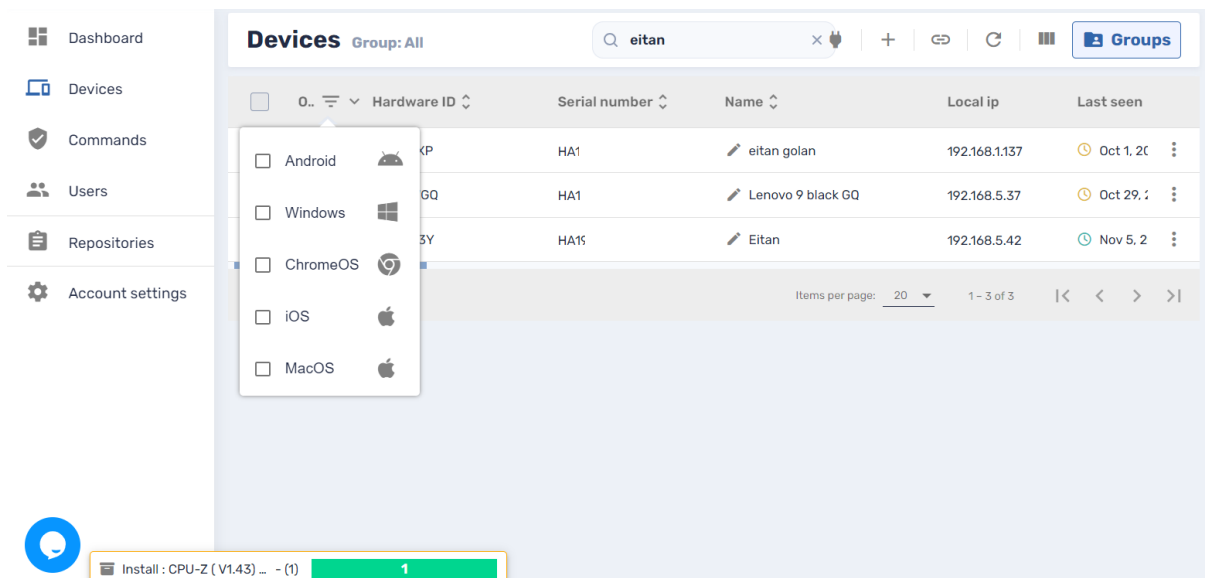


Figure 4-16: Filtering Devices by Operating System

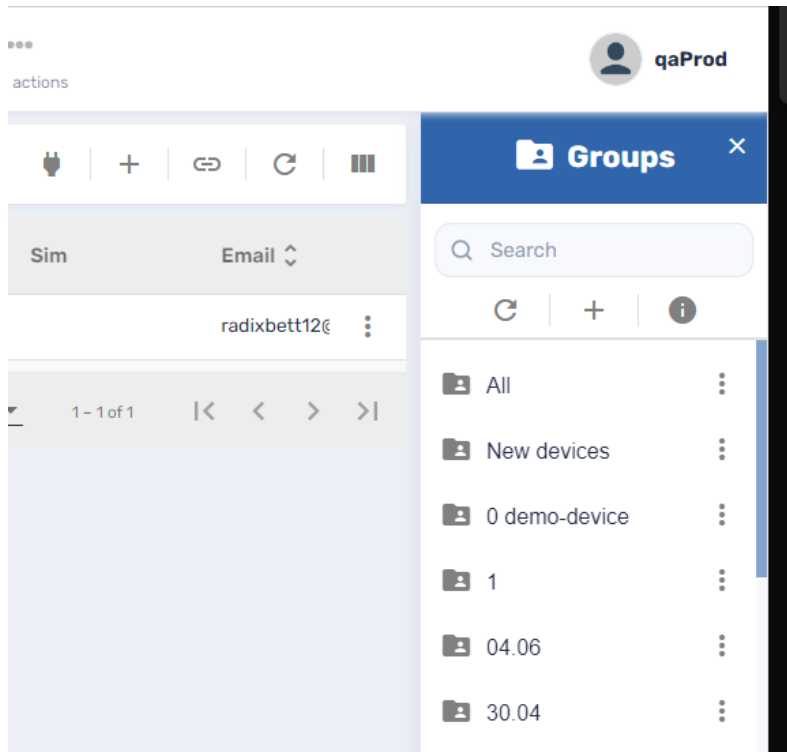
Other columns with the Filter icon include the Agent version, Policy-Kiosk, and Tags columns.

4.2.7 Grouping Devices

You also can group devices together in a folder, using the **Groups** icon. This lets you apply actions to many devices at once. For example, you can send a text message or alert to an entire fleet of devices after placing them together in a group. You can create a group, and filter them by application, by device type, or operating system. You can also apply tags to specific devices in a group and perform actions just on the devices with that tag.

To create a group of devices:





1. Click on the **Groups** icon in the Search Bar. The Groups window opens.



Note the “All” group at the top of the list. Selecting this group will allow you to perform actions on all the devices listed.

The Groups window has the following options:

Table 4-3: Groups Window Options

Icon	Description
	Search group by name
	Refresh the list of groups
	Add a new group
	Information about the Groups option

2. Click on the **Add a new group** **+** icon. The **Create new group** window opens.

Create new group ×

Group name

Group description

CANCEL
SAVE

3. Supply a Group name and Group description.

Create new group ×

Group name

Old Devices


Group description


Devices from 2015


CANCEL
SAVE

4. Click on the **Tags** icon , and add a tag name in the **Add tag** window.

Create new group ×








Add tag, then press enter


old_devices


CANCEL


SAVE










5. Click on the **Packages** icon , and click on **Add Packages**. The **Packages** window opens.
6. Select the software packages that you would like to add to the devices in your group and click **Add**.

Create new group ↻ ×







 Spotify: Music and Podcasts / V.102763654 com.spotify.music	 
 CANAL+, Live and catch-up TV / V.450010386 com.canal.android.canal	 
 GeoGebra Graphing Calculator / V.6320 org.geogebra.android	 

■ Current version
■ Other version
■ Package not installed

ADD PACKAGES

CANCEL

SAVE

Page 31

7. Click **Save**. The new group will now appear in the list of groups.

To add devices to a group:

1. In the Device Console, select devices that you want to add to a group, by clicking on the checkboxes of those devices.

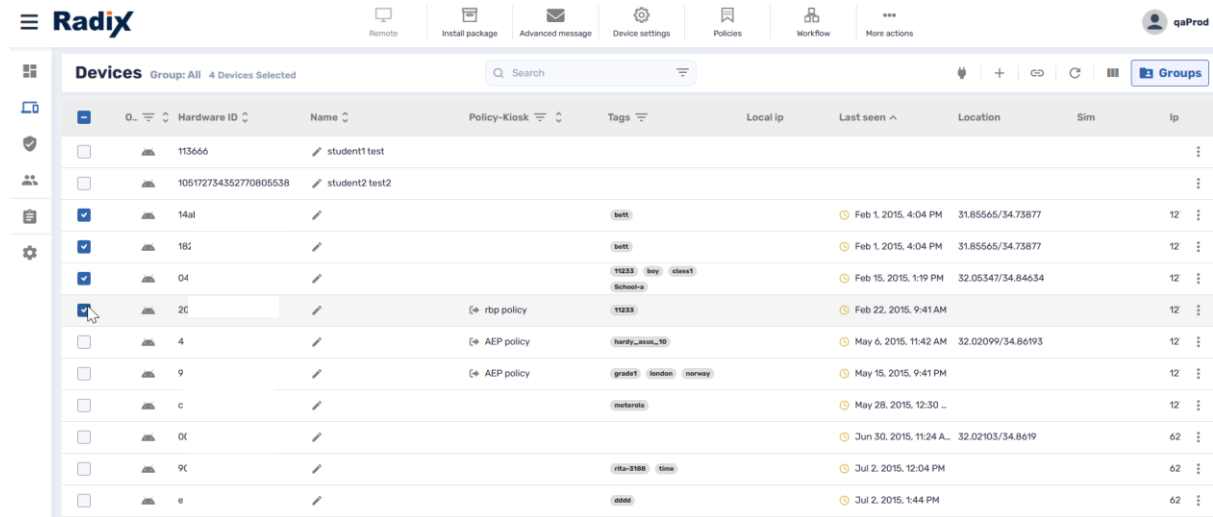


Figure 4-17: Selecting devices to be included in a group

2. Open the Tags option, either from the **More actions** icon in the Device Console Ribbon, or from the devices' kebab menu.

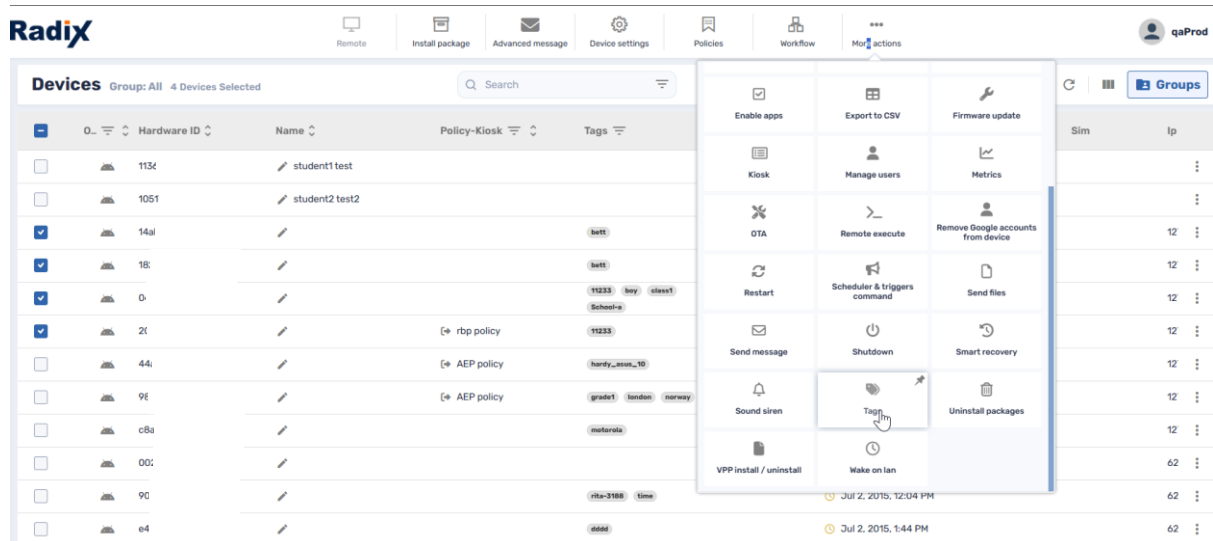


Figure 4-18: Assigning a tag to the selected devices

3. Add the tag that distinguishes the new group to these selected devices and click **Confirm**. (In our example, the tag is **old_devices**.)

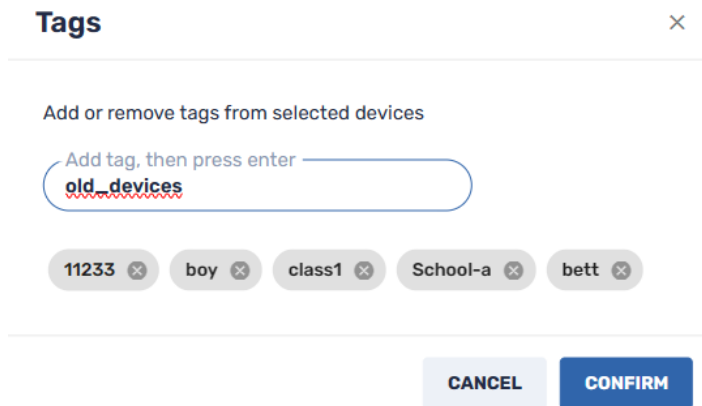


Figure 4-19: Assigning a tag to several devices

- When you look at the group in the Groups window, these devices with the **old_devices** tag will now appear in the group.

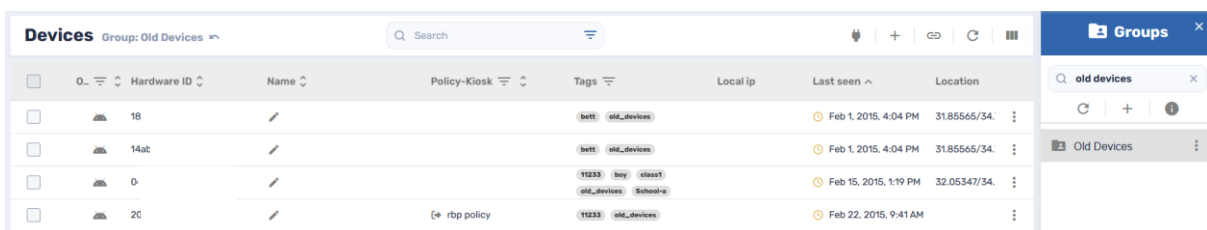


Figure 4-20: Display of devices in the specified group Old Devices

To manage a group:

- Click on the **Actions** kebab menu next to the Group name. The **Commands** window opens.

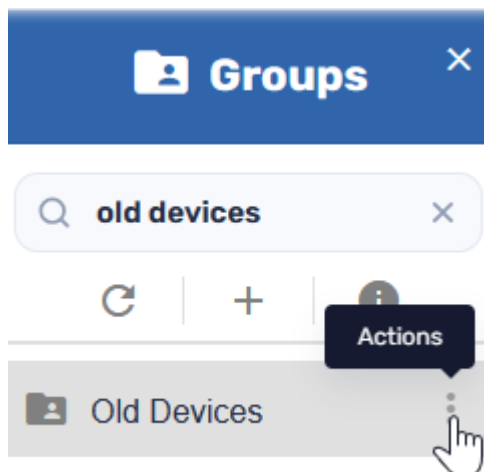


Figure 4-21: Actions menu button

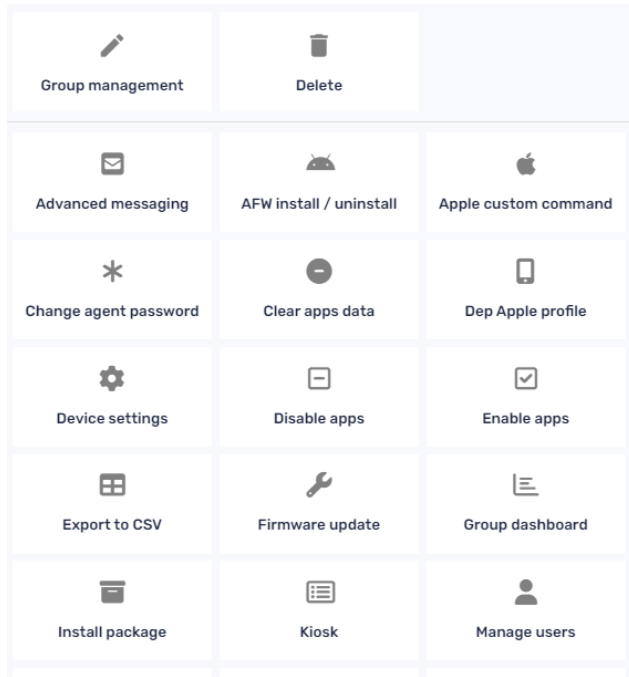


Figure 4-22: Actions menu

2. **To perform modifications to the group**, click on the **Group management** tile. An **Edit Group** window opens, with the same functions as the **Add New Group** window.

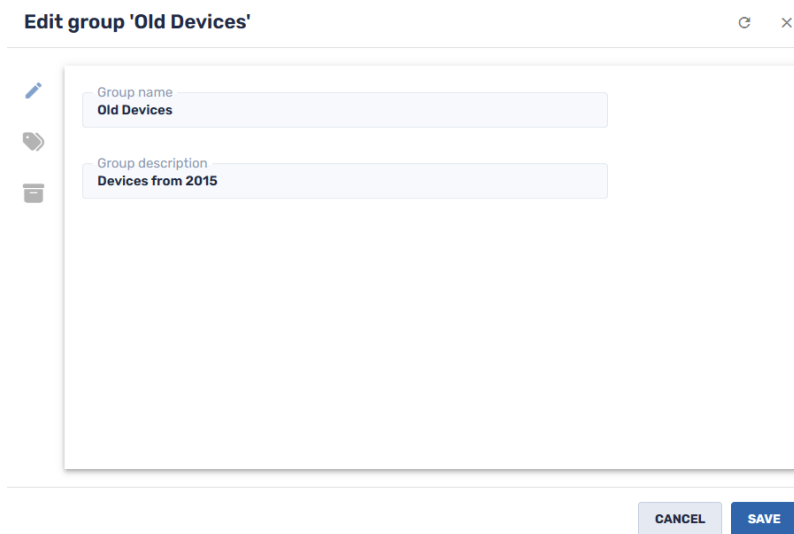
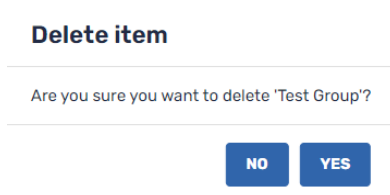


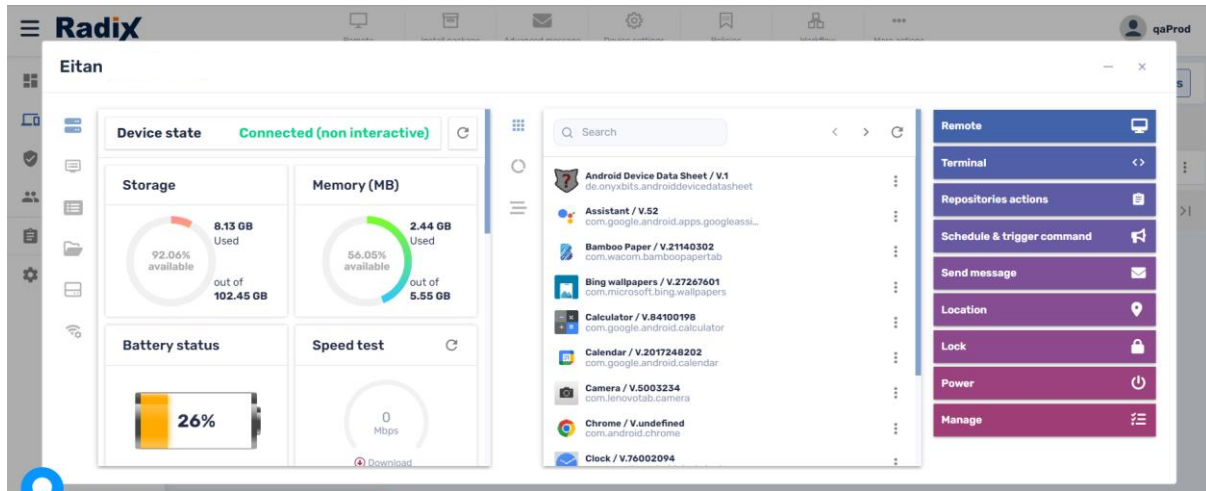
Figure 4-23: "Edit Group" Window

3. **To delete a group**, click on the **Delete** tile in the Commands window. You will be prompted if you are certain that you want to delete the group.



4.3 Device Dashboard

If you would like to manage and view a single device, click on that device in the **Devices Console** list. A window opens which displays the **Device Dashboard** in three panes:



4.3.1 Left Pane Icons-- Device Status Information

This pane gives you information about a device’s status and performance, such as CPU (%)/Temperature, Memory/Swap Memory available, Wi-Fi signal strength, storage space, battery level, etc. You can check the internet speed on the device and diagnose any problems. There’s even an option to view HDMI resolution and frames per second, to diagnose any problems the user is having with the graphics on their device.

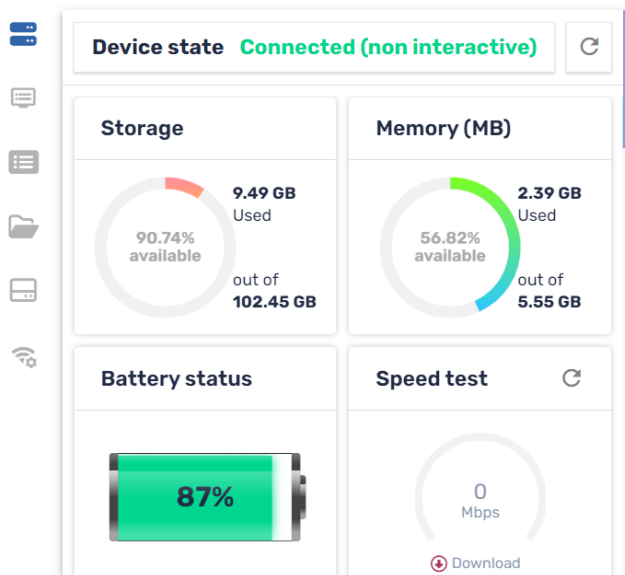


Figure 4-24: Device Status Pane

This table describes the icons on the left of the pane:

Table 4-4: Device Status Icons

Icon	Description
	General Information tab, displaying the device’s storage space, memory usage, battery status, etc.
	Device Information tab, giving information about the device’s connectivity, model, interface language, etc.
	Device Properties tab, telling you the name of the device and its hardware configuration
	Device’s File System tab, displaying the folders and files on the device
	Device Storage Stats tab, displaying how the storage space is distributed on the device
	Device Network System tab, showing whether the device has Internet connectivity, as well as its DHCP information, MAC address, and more. This contains information that is important for IT and support teams.

The last four tabs (Device Properties, Device’s File System, Device Storage Stats, and Device Network System) also have the following icons and functions:

Icon	Description
	Search bar to look for package information
	Export to CSV: Option to export the data displayed into a csv file, to work with the data offline
	Expand icon for further information about an app

4.3.2 Center Pane Icons—App Management

The center pane shows all the applications presently installed on a particular device, as well as statistics such as usage time.

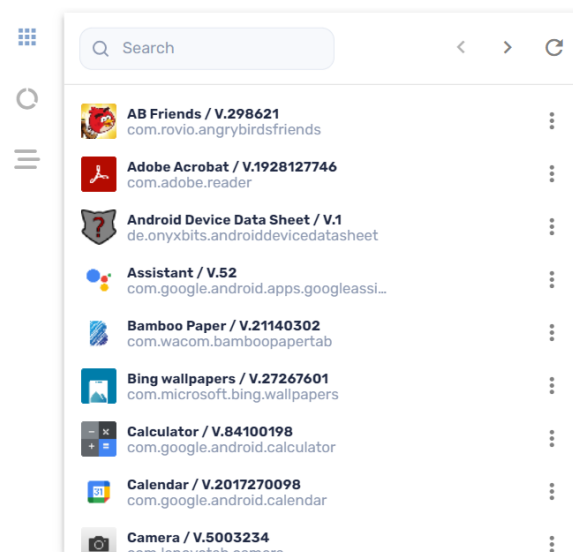





Figure 4-25: App Management Pane

Table 4-5: Apps Management Icons

Icon	Description
	Installed: General list of all apps installed on a device, with menu for each app that allows you start/stop/uninstall/etc. the app remotely
	Usage: Amount of time of usage of each app
	Advanced stats: Allows you to view the app size, app data size, and cache size of an app. Clicking on one of the apps will copy the package name to the clipboard. There are three icons at the tops of the Advanced stats

By clicking on the kebab menu next to an app, you have the options of starting or stopping the app, enabling/disabling the app, or even uninstalling it.

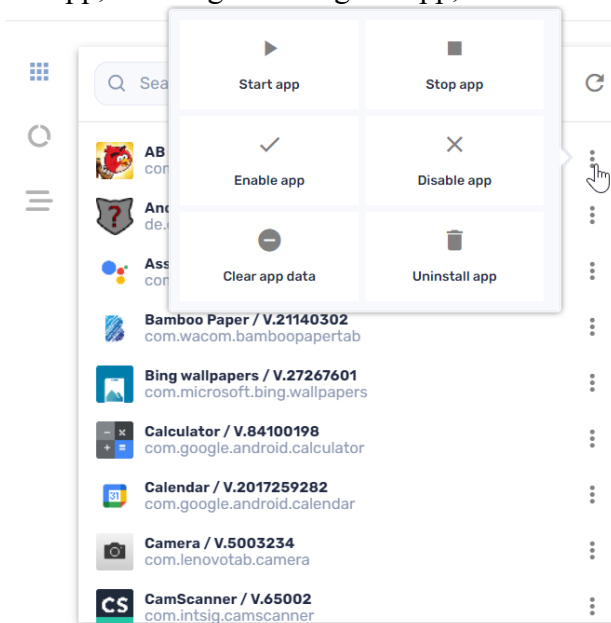






Figure 4-26: Application Management Menu

Take note of the **Clear app data** option. This is a useful feature, where you can assist the user in fixing any issues they may have with an application. It effectively resets and repairs the application by wiping its history. The user can then start the app afresh, without any of the previous baggage that may have caused it to crash.

When you click on the **Advanced Stats** icon  , there are three further options:

Icon	Description
	Search bar: To search through the apps by package name
	Export to CSV: To export the app usage statistics to a CSV file
	Expand: To view the usage statistics in an expanded window.

4.3.3 Right Pane Options—Device Actions

The right pane of the Device Dashboard has a list of actions, which allow you to engage with a customer and work on their device remotely.

Table 4-6: Device Actions Icons

Icon	Description
	Remote
	Terminal
	Repositories actions
	Schedule & trigger command
	Send message
	Location
	Lock
	Power
	Manage

We'll briefly go through the Device Actions options:

4.3.3.1 Remote:

As explained in Section 4.1.1, this allows you to interact with the user's device remotely. This action is discussed at length in Appendix A, Section 10.1.21.

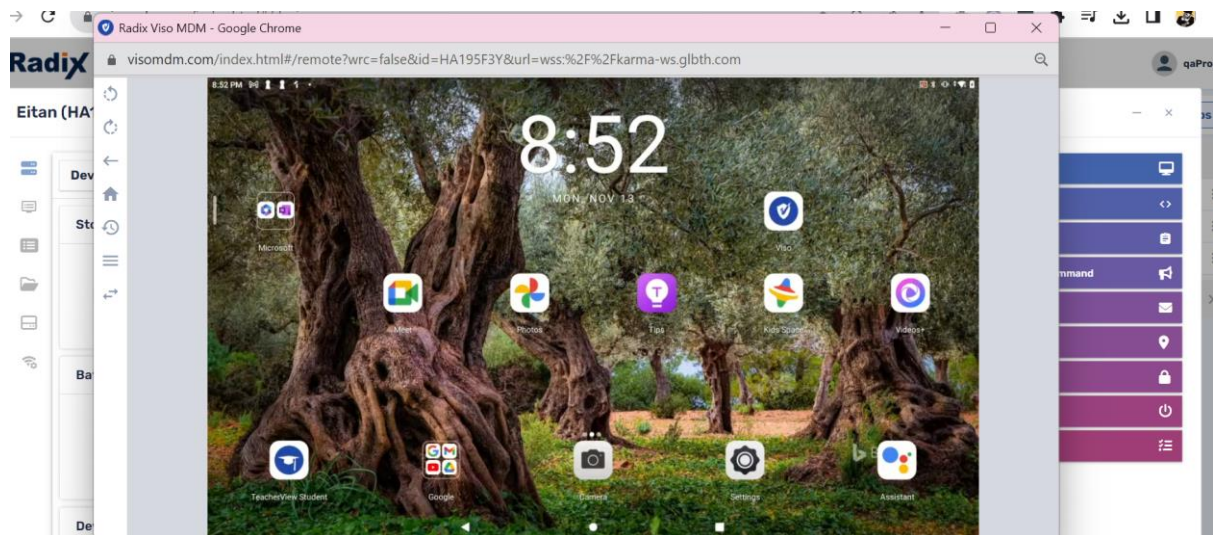
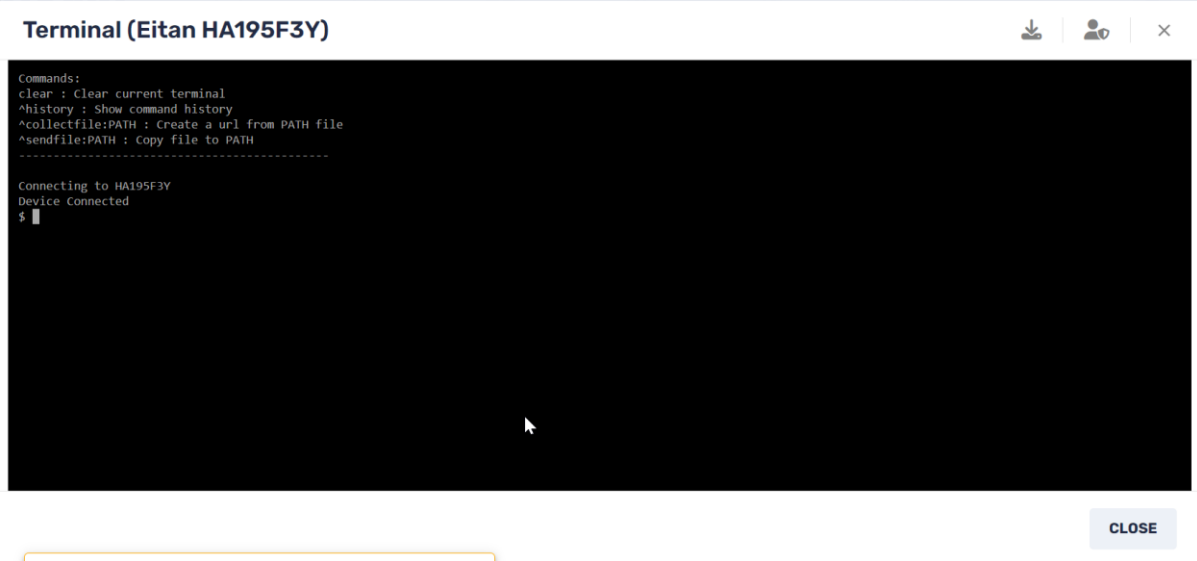


Figure 4-27: Viewing a User's Device Remotely



4.3.3.2 Live Terminal

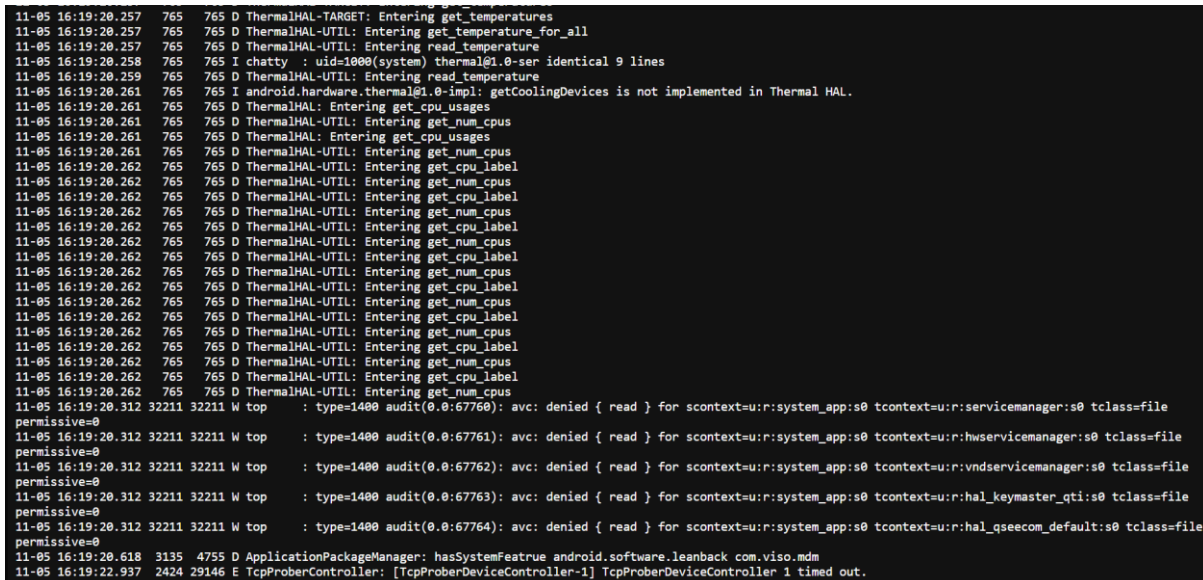
This opens a fully featured, live terminal with an ADB (=Android Debug Bridge) shell connection. This allows you to remotely debug an issue with a device, as well as download a

log of commands to the device and run exec scripts remotely.



There are also two icons in the upper right:

Icon	Description
	Get log —Allows you to download a log of command-line commands to be able to work on the device while offline
	Enable run as system —Allows you to change permissions. When you enable this feature, the icon will turn green. Another click will disable this feature, and the icon will turn gray again.












Note: The **Remote** and **Terminal** can be used only on a single device at a time.

The following actions in the right pane of the Device Dashboard can be performed on several devices at once:

4.3.3.3 Repository actions

These are series of commands that can be prepared in advance and stored on the Viso user interface. You can then apply them to any device in the system. Clicking on the **Repository actions** icon opens a drop-down menu:

Table 4-7: Repository Actions Icons

Icon	Description
	Install Packages: Allows you to create an installation package and install apps remotely, as explained in Appendix A, Section 10.1.15.
	Policies: This allows you to black-list applications that have security issues, or to white-list and allow certain applications that are installed on devices. For more details, see Appendix A, Section 10.1.20.
	Kiosk: This creates a whitelist of specific applications that you want applied to a device. This is good for a store display or hotel room, where you want to only use certain apps. For more details, see Appendix A, Section 10.1.16.
	Advanced Messaging —This allows you to interact with users using an engaging message that can contain text, sound, or images. For more details, see Appendix A, Section 10.1.1.
	Device Settings: This allows you to apply different settings to the device. For more details, see Appendix A, Section 10.1.8.
	Remote Execute: This allows you to execute commands on a device remotely. For more details, see Appendix A, Section 10.1.22.
	Files —This allows you to upload files to a device. For more details, see Appendix A, Section 10.1.26.
	OTA — This enables an Android device to receive and install updates to its operating system or apps. For more details, see Appendix A, Section 10.1.19.
	Workflow: This option allows you to batch commands and trigger them, to automate processes. In Viso 2.0, you can also create a Favorites menu, as well as move commands between different workflow stages during setup. For more details, see Appendix A, Section 10.1.36.

4.3.3.4 Schedule & trigger command

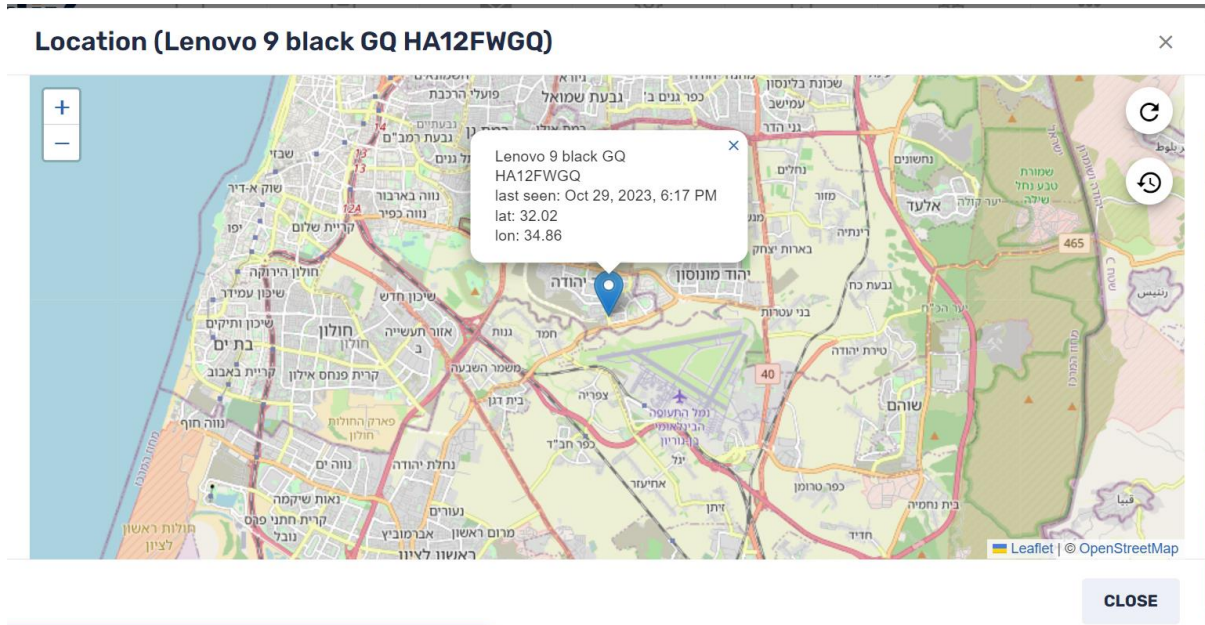
This allows you to trigger any type of command from within the Device Dashboard. You can also create a **Favorites** menu of commands to be executed. For more details, see Appendix A, Section 10.1.25.


4.3.3.5 Send Message

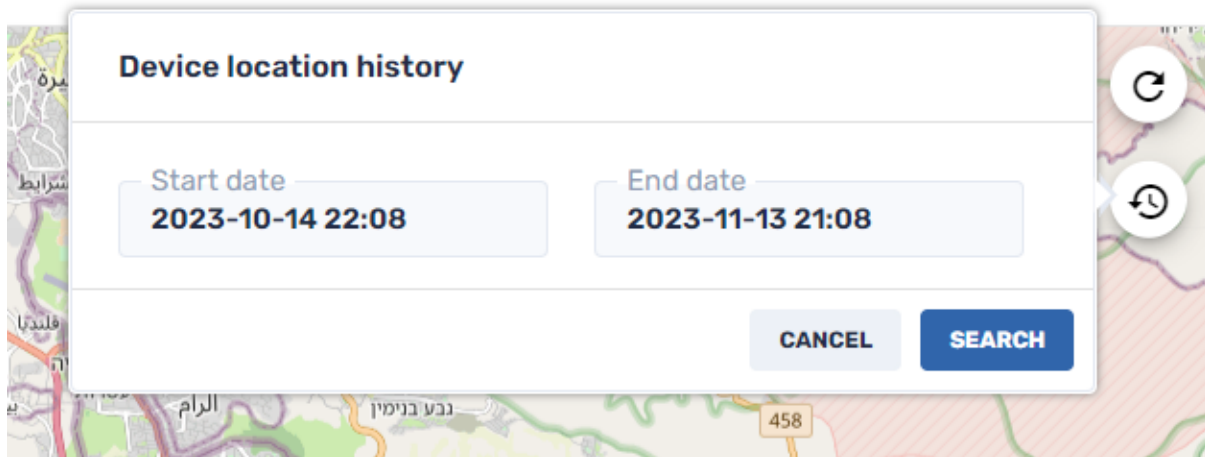
This allows you to send a text message to the user on their device. For more details, see Appendix A, Section 10.1.27.

4.3.3.6 Location

This allows you to see the geographical location of the device, according to Google Information Services.






By clicking on the **Location History** icon , you can see where the device has been over a range of dates:





4.3.3.7 Lock

When you click on the Lock option in the right-hand pane of the Device Dashboard, you'll see the following options to lock/unlock a device, as well as set its password, or even wipe the device to restore it to factory settings.

Table 4-8: Lock/Unlock Device Options




Icon	Description
	Lock: This locks the device so that the user cannot change any of the settings
	Unlock: This unlocks the device, to enable the user to change settings
	Get Password: This allows you to retrieve the device's password, in the event that the user forgot the password.

	Siren: Makes the device sound off an alarm
	Wipe: Restores the device to factory settings

4.3.3.8 Power management

Clicking on the Power icon allows you to restart, shut down, or wake up a device.

Table 4-9: Power Management Options

Icon	Description
	Restart —Allows you to restart a device remotely. See Appendix A, Section 10.1.24 for more information.
	Shutdown —Allows you to shut down a device remotely. See Appendix A, Section 10.1.28 for more information.
	Wake-on-LAN —Allows you to wake up or turn on a device by means of a network trigger. See Appendix A, Section 10.1.35 for more information.

4.3.3.9 Manage

The **Manage** icon allows you to perform actions on user accounts, such as to change a device name, a password, or to change settings.

Table 4-10: Manage Device Options

Icon	Description
	Remove —Allows you to remove a device from the Viso list
	Rename —Allows you to rename your device.
	Tags —Allows you to add or remove tags from a device. Tags make it easier to group similar devices together. See Appendix A, Section 10.1.31 for more details.
	Change Agent Password —Allows you to change the password on the device remotely. See Appendix A, Section 10.1.4 for more details.
	Reset Authentication Token —This resets the authentication token for a device. It may be necessary when you see a warning icon next to a device listed. See Section 4.1.8 for more details.
	Remove Google Accounts —This lets you remove one or all Google accounts from a device. See Appendix A, Section 10.1.23 for more details.
	Manage Users —This allows you to create or remove a Viso user. See Appendix A, Section 10.1.17 for more details.
	Screen Settings —This allows you to adjust the volume and brightness settings on a device.
	Firmware Update —Allows you to update the firmware on the device. See Appendix A, Section 10.1.12 for more details.

5 Commands Console

The **Commands** console allows you to look at the status of all or some of the commands executed on a particular device. Also, you can view the execution of a particular command on a group of devices.

5.1 Command Search Options

You can search for commands either by:

- The description of the command, as displayed in the Description column,
- The Device ID,
- The type of command, (from the list of command options), or
- The trigger name.

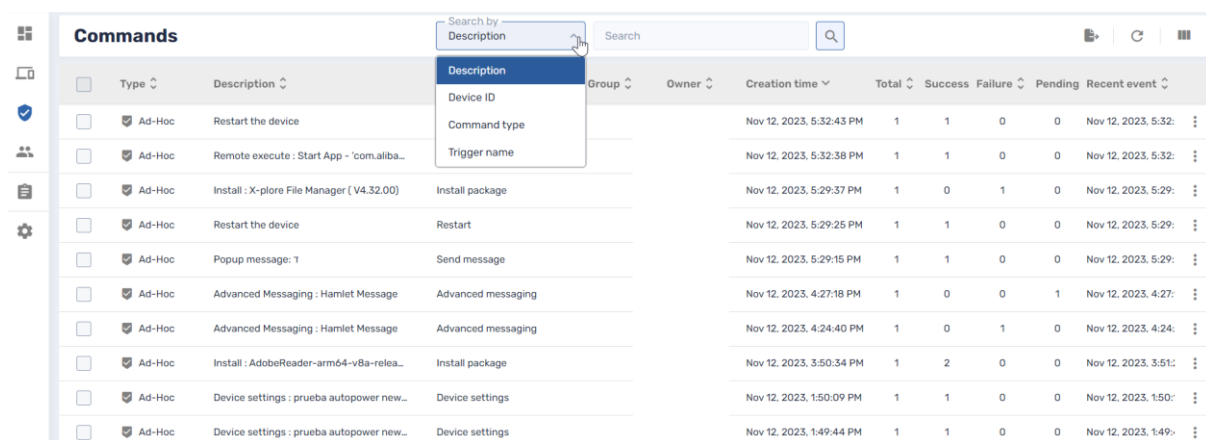


Figure 5-1: Various search criteria for commands

5.2 Viewing the Status of a Particular Command

You can select a particular command by checking the command’s checkbox in the far-left column. By clicking on the selected row, you can then view the command status: whether it was executed successfully, unsuccessfully, or is still pending.

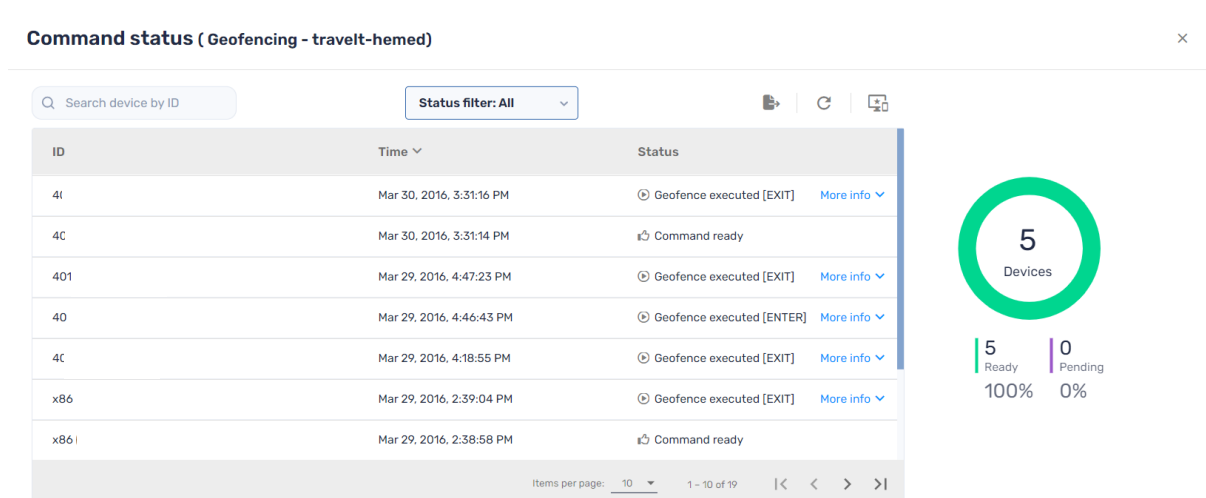


Figure 5-2: Command status of a "Successful" command

If you send a command to an entire fleet of devices, the Command Status Pane will display all the devices which have received the command. If you wish to filter the results, you can filter the results by the Status filter:

- **All:** Displays the status of all commands sent to the device: when they were sent, when they were executed, etc.
- **Sent:** Displays only commands that were sent to the device.
- **Pending:** Displays commands that were sent to a device that was offline and are waiting to be executed.
- **Executed:** Displays only the commands that were executed successfully.
- **Failed:** Displays commands that failed to execute.
- **Step done:** In an instance where a sequence of commands was to be performed in a workflow, displays the steps that were executed successfully.
- **Step failed:** In an instance where a sequence of commands was to be performed in a workflow, displays the steps that failed to execute.
- **Ready:** Lists commands that are ready to be executed.
- **Updated:** Provides an updated list of commands to be executed.

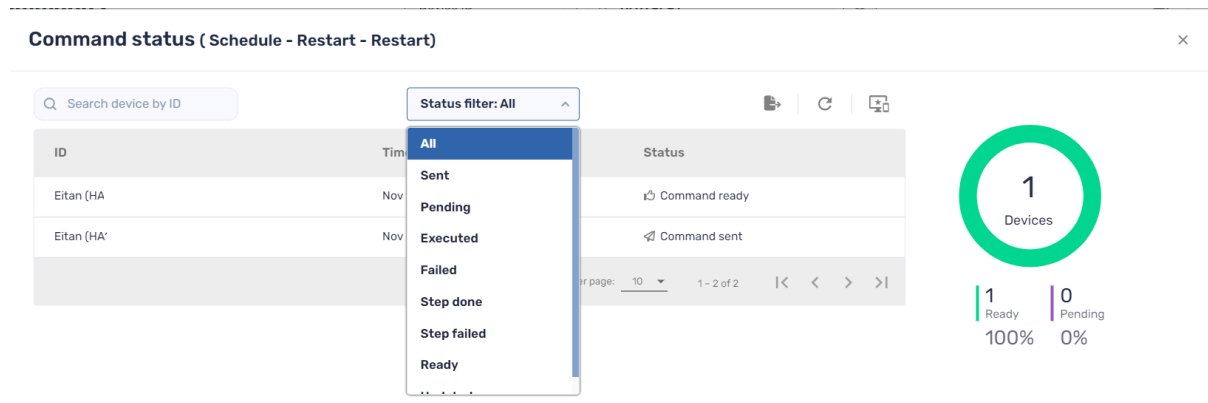


Figure 5-3: Command status window--Status Filter

The **Command Status Window** also allows you to view commands either by the device to which they were sent, or by the time of the command. This is very useful when sending a series of commands to a fleet of devices.

There are three icons to the right of the Status filter bar:

Icon	Description
	Export to CSV: To export the search results in a CSV Excel file
	Refresh: To refresh the list of commands
	List by device/ List by Time: To display the commands by device, or by the time when they were sent.

You can toggle the display between listing the commands by the device to which they were sent, or by the time when the command was sent:

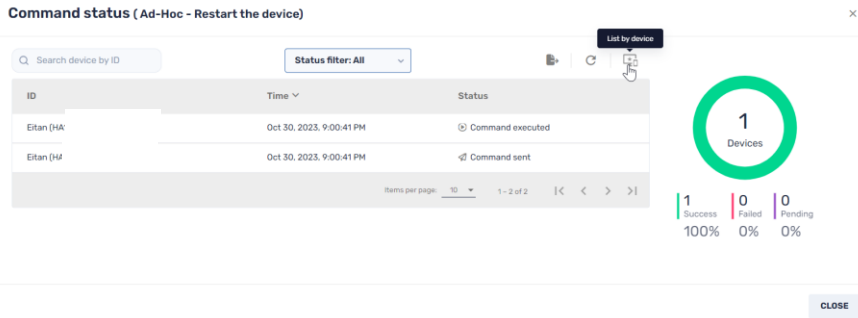


Figure 5-4: Commands listed by device

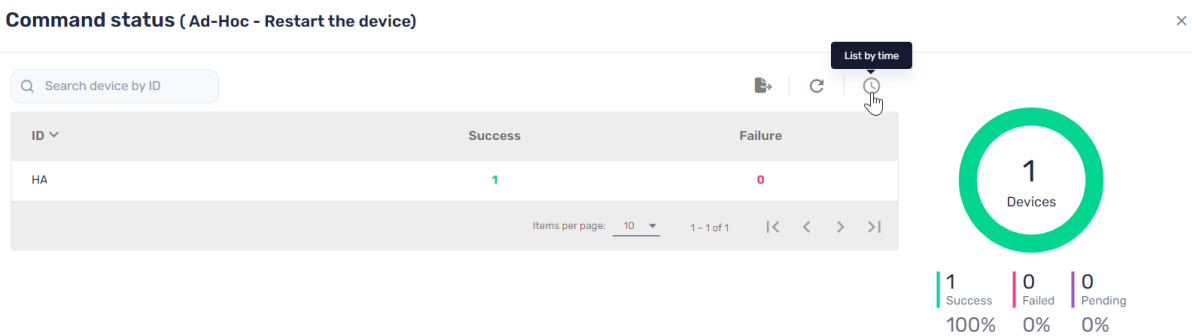


Figure 5-5: Commands listed by time sent

5.3 Executing Commands from the Commands Console

By clicking on the command’s kebab menu in the far-right column of the Commands Console you’ll see options to start, stop, edit, resend, or delete this command.

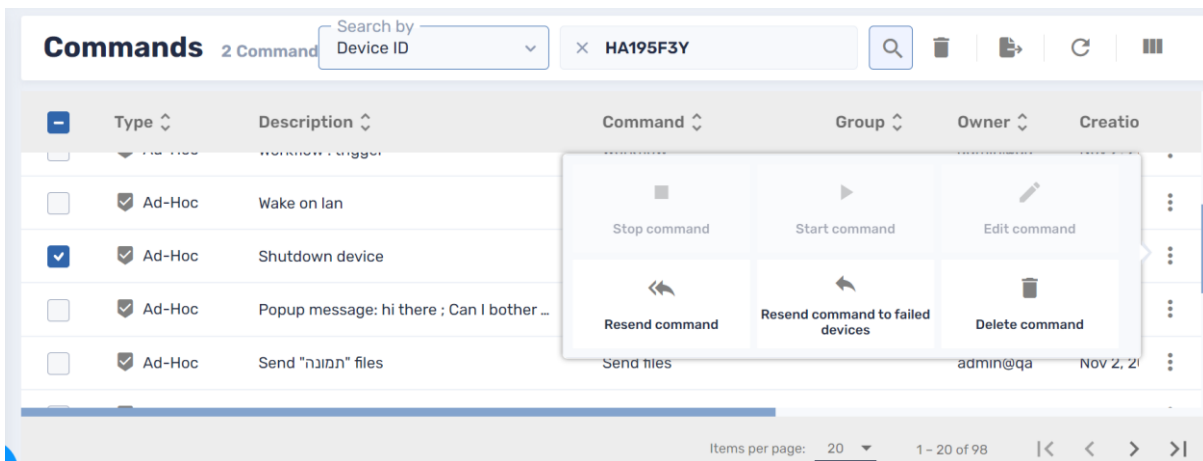


Figure 5-6: Options to start, stop, resend, or delete command

5.4 Use of the Persist Command for Groups

If you are performing commands on a group of devices, you will also have the **Persist** command. **Persistence** means that all the commands that are applied to the devices in a group, will be applied to any devices that will be added to the group in the future.

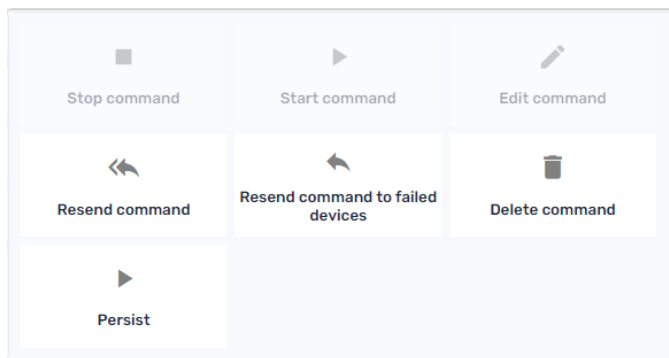
To employ persistence on a group:

1. Find the desired group in the Commands list and click on the group's kebab menu.

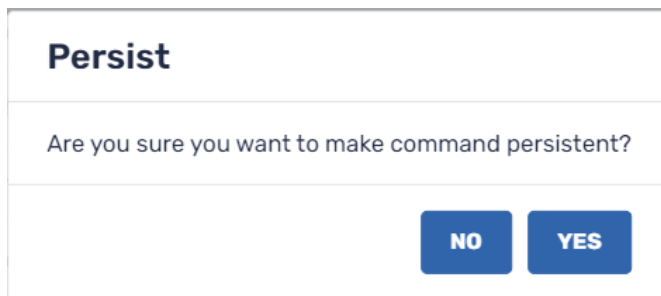
<input type="checkbox"/>	<input checked="" type="checkbox"/> Ad-Hoc	Device settings : Screen configuration S...	Device settings	admin@qa	Nov 2, 2023, 2:43:10 PM	1	0	1	0	Nov 2, 2023, 3:46:4	⋮	
<input type="checkbox"/>	<input checked="" type="checkbox"/> Ad-Hoc	Popup message: Hi	Send message	New devices	admin@qa	Nov 6, 2023, 10:06:52 AM	260	34	0	226	Nov 8, 2023, 4:16:4	⋮
<input type="checkbox"/>	<input checked="" type="checkbox"/> Ad-Hoc	Send "תמונות" files	Send files	admin@qa	Nov 2, 2023, 1:20:04 PM	1	0	1	0	Nov 2, 2023, 1:20:0	⋮	
<input type="checkbox"/>	<input checked="" type="checkbox"/> Ad-Hoc	Device settings : wallpaper 17.05	Device settings	admin@qa	Nov 6, 2023, 11:09:31 AM	1	1	0	0	Nov 6, 2023, 11:09:3	⋮	
<input type="checkbox"/>	<input checked="" type="checkbox"/> Ad-Hoc	Workflow : Eldar_test	Workflow	admin@qa	Nov 2, 2023, 2:57:10 PM	1	0	0	1	Nov 2, 2023, 3:46:4	⋮	

The Commands options grid opens.

2. Select **Persist**.



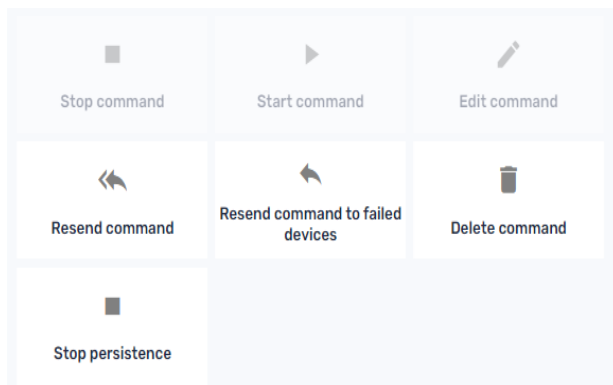
You'll be prompted if you want to employ persistence.



3. After you click **Yes**, the command type will appear in green.

<input type="checkbox"/>	<input checked="" type="checkbox"/> Ad-Hoc	Device settings : Screen configuration S...	Device settings	admin@qa	Nov 2, 2023, 2:43:10 PM	1	0	1	0	Nov 2, 2023, 3:46:4	⋮	
<input type="checkbox"/>	<input checked="" type="checkbox"/> Ad-Hoc	Popup message: Hi	Send message	New devices	admin@qa	Nov 6, 2023, 10:06:52 AM	260	34	0	226	Nov 8, 2023, 4:16:4	⋮

4. If for some reason you wish to disable persistence, select a group with persistence, and select **Stop persistence** from its kebab menu.



6 Users Console (for Users with Administrator Status Only)

Clicking on the **Users** icon will display a list of the current users in the system, as well as their email address, level of authorization (user or admin status), and more.

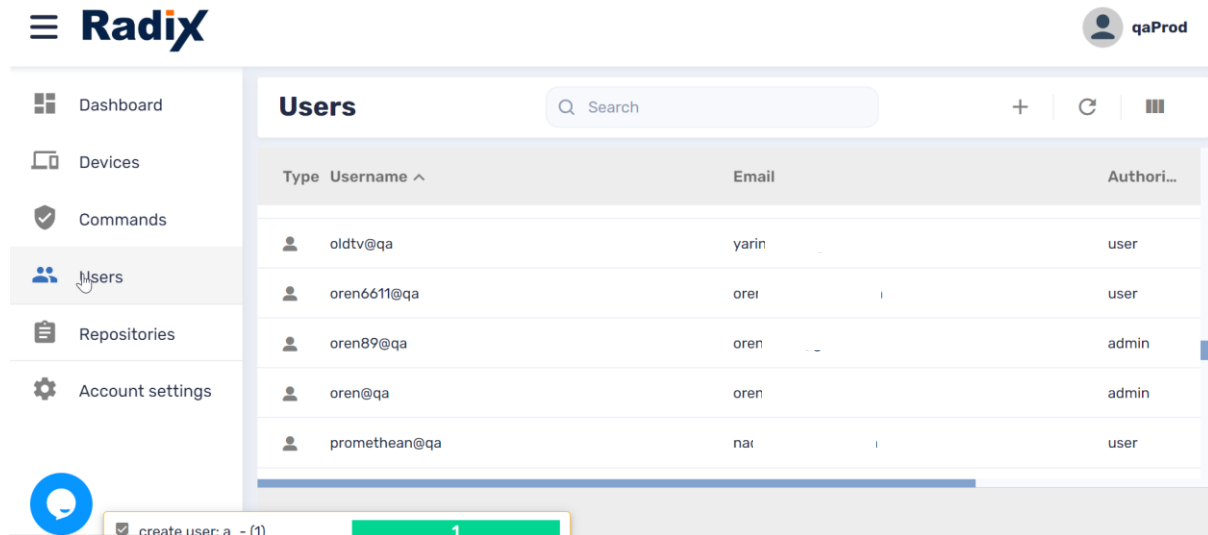
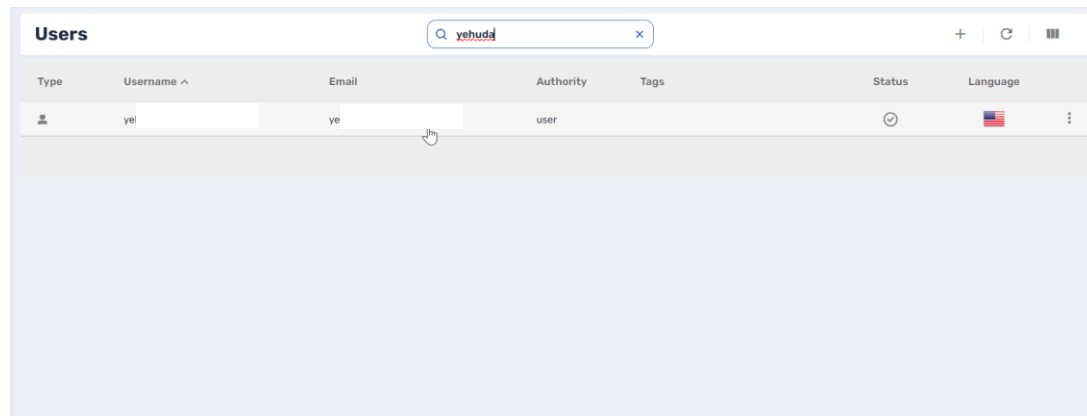


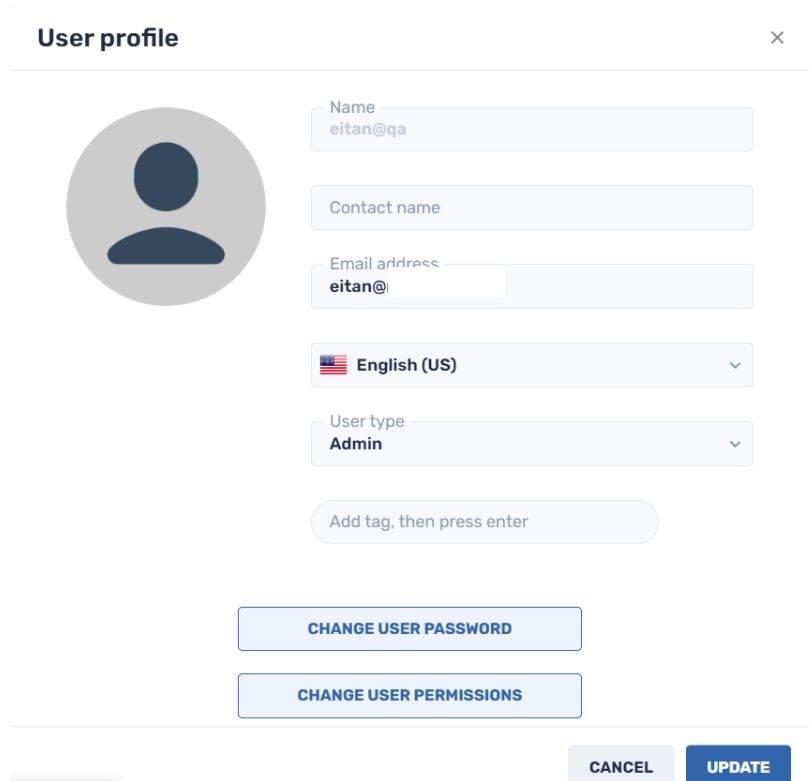
Figure 6-1: List of Users, as displayed in the User Console

There is a search bar that allows you to search for a particular user by name.



6.1 Viewing a User's Profile

Clicking on the row of a particular user will display the following User Profile screen:



The image shows a 'User profile' window with a close button (X) in the top right corner. On the left is a circular placeholder for a user profile picture. To the right are several input fields: 'Name' with the value 'eitan@qa', 'Contact name', 'Email address' with the value 'eitan@', a language dropdown menu showing 'English (US)', and a 'User type' dropdown menu showing 'Admin'. Below these is a text input field with the placeholder 'Add tag, then press enter'. At the bottom of the form are two buttons: 'CHANGE USER PASSWORD' and 'CHANGE USER PERMISSIONS'. At the very bottom of the window are 'CANCEL' and 'UPDATE' buttons.

Figure 6-2: User Profile screen

It will display the following information:

- Username in the Viso system
- User's contact name
- User's email address
- User's interface language
- User type (Administrator or regular user)
- A field to add tags to the user, to assist in grouping devices
- An option to change the user's password
- An option to change the user's permissions.

6.2 Changing the User's Interface Language

You can use the User Profile window to change the user's interface language.

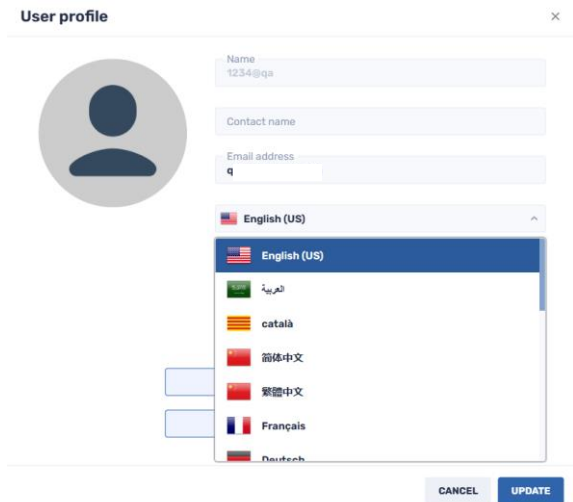
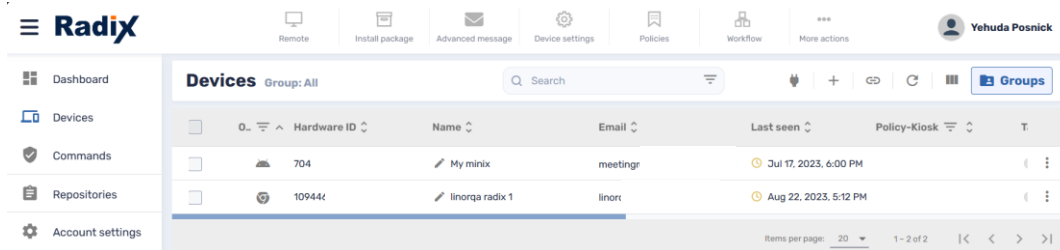


Figure 6-3: Selecting the interface language

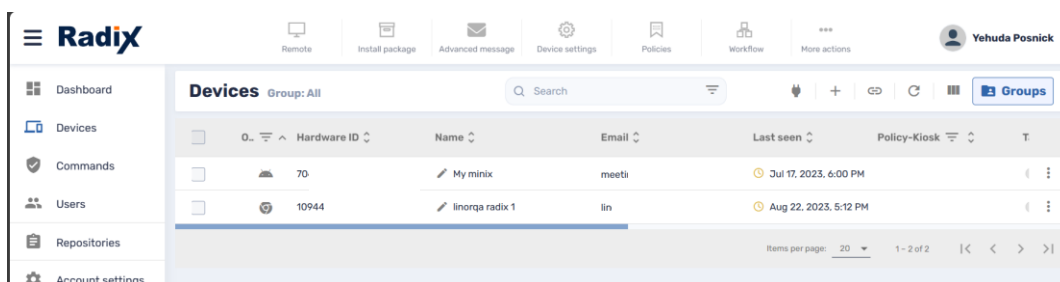
This is convenient for managing many devices, for users who are comfortable in different languages.

6.3 Granting Administrator Privileges to a User

If a person has only User status, the **Users Console** will not appear in their Overview Dashboard:



If the user's status is changed to **Administrator**, the **Users Console** will appear again:



6.4 User Permissions

If you click on Change User Permissions, you'll see a full list of permissions that may be granted:

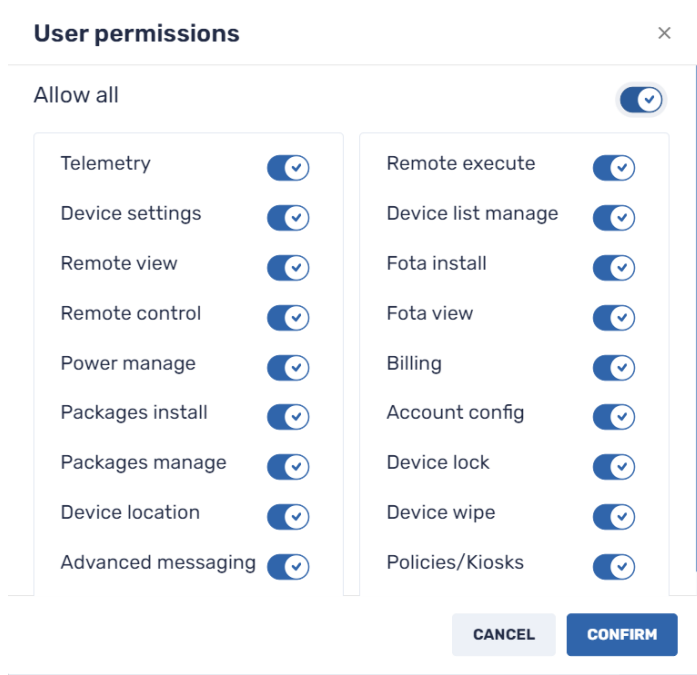


Figure 6-4: List of User permissions that can be granted

6.5 Deleting a User

Clicking on the kebab menu in the far-right column will allow you to delete the user;

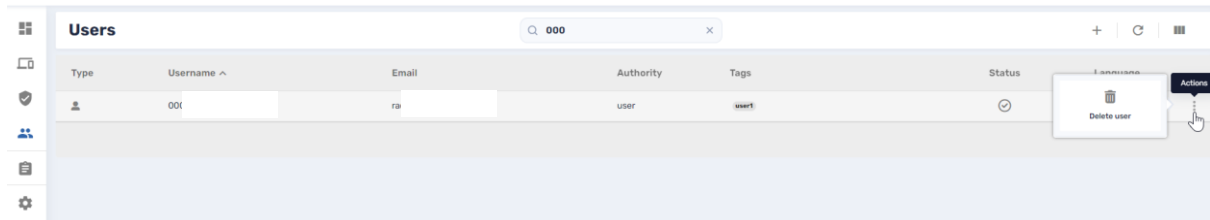


Figure 6-5: Option to delete a user

7 Repositories Console

In the Repositories Console, you can create and/or store software packages, scripts, device settings, workflows of commands, and more. Once these repositories are stored in the Viso system, they can be accessed and applied to selected devices elsewhere in the Viso interface.

When you select the **Repositories** icon in the Viso Dashboard, the grid of Repository options is displayed.

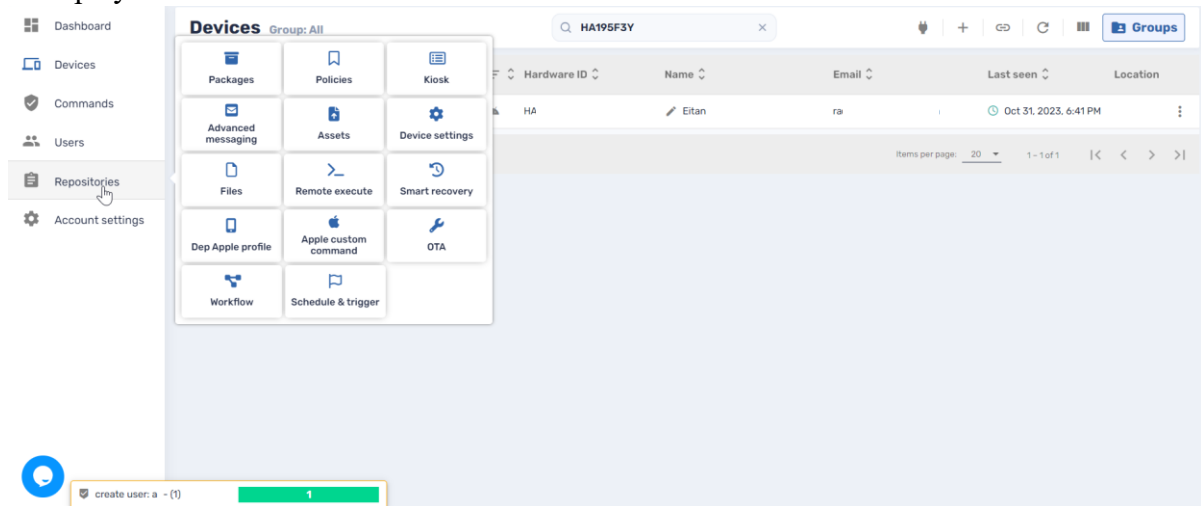
















Figure 7-1: Repositories Options

Here is a brief summary of the Repository options:

Table 7-1: Repository Console Options

 Packages	<p>Allows you to upload software packages into the Viso interface. These packages can be installed using the Install Packages command, that we'll see in Appendix A, Section 10.1.15.</p>
 Policies	<p>Allows you to create a software policy, blocking certain apps that may have security or performance issues. These policies can be applied to devices, using the Policies command. See Appendix A, Section 10.1.20.</p>
 Kiosk	<p>Allows you to create a limited set of apps to be used on a device, so that the device functions only as a display in a kiosk. See also Kiosk in Appendix A, Section 10.1.16, on how to apply a Kiosk option to a device.</p>
 Advanced messaging	<p>Allows you to create a text message with an image, a sound file, a YouTube video, or even an interactive HTML form. See Advanced Messaging in Appendix A, Section 10.1.15.10.1.1, to see how an advanced message can be applied to a device.</p>
 Assets	<p>Allows you to add an asset (= an image or audio file) to the Viso interface, for use in other Viso consoles.</p>
 Device settings	<p>Allows you create a list of settings to be applied to selected devices. See also Device Settings in Appendix A, Section 10.1.8.</p>

 Files	<p>Allows you to create a repository of files to be sent to a device. They are sent with the Send Files command, as in Appendix A, Section 10.1.26.</p>
 Remote execute	<p>Allows you to create particular command line arguments or scripts on a device. See Remote Execute in Appendix A, Section 10.1.22, for information on how this is implemented.</p>
 Smart recovery	<p>Allows you to select settings, to be implemented to restore a device's system configuration and settings to the latest system snapshot, or factory settings. See Smart Recovery in Appendix A, Section 10.1.29.</p>
 Dep Apple profile	<p>Allows you to create a Device Enrollment Program (=DEP) for an Apple device. See also DEP Apple Profile in Appendix A, Section 10.1.6.</p>
 Apple custom command	<p>Allows you to create a plist (=property list) file on a MacOS device. See also Apple Custom Command in Appendix A, Section 10.1.3, on how this plist is executed.</p>
 OTA	<p>Allows you to remotely receive updates to an Android device's operating system or apps. See also OTA in Appendix A, Section 10.1.15/10.1.19, on how these OTA updates are applied.</p>
 Workflow	<p>Allows you to create a series of commands to a device, to be executed sequentially. See also Workflow in Appendix A, Section 10.1.36, on how these Workflows are sent to a device.</p>
 Schedule & trigger	<p>Allows you to create a command, as well as schedule when to execute the command by means of an assigned trigger. See also Scheduler & trigger command in Appendix A, Section 10.1.25.</p>

7.1 Packages

This allows you to upload a software package from a URL, a file on your computer, a package from Google Play Store, or an iOS enterprise application. (The user of the device may have to complete the installation.) See Appendix A, Section 10.1.15, Install Packages.

7.2 Policies

This option allows you to create and apply a software policy to a device, blocking certain apps or software packages that either cause performance problems, or security problems. After selecting the operating system (Android, iOS, MacOS, Windows, and ChromeOS), you then specify which apps to block, and how to activate the policy. See Appendix A, Section 10.1.20.

7.3 Kiosk

This option allows you to set up a device to be used as a display in a kiosk, such as in a storefront or hotel. You select particular apps that you want to be part of the kiosk display, as well as an appropriate background. See Appendix A, Section 10.1.16 on how to apply a Kiosk option to a device.

7.4 Advanced messaging

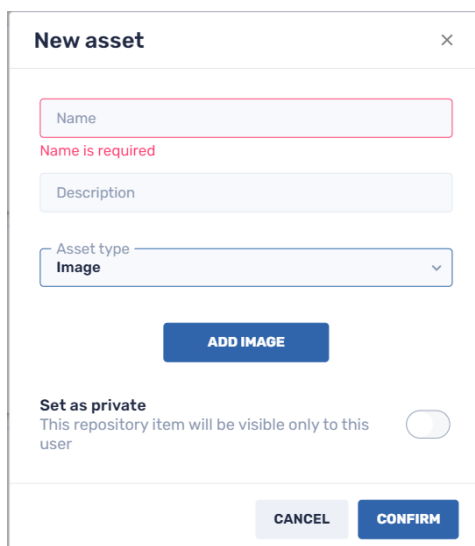
This option sends a text message with an image to a device. The message may be a “Welcome” message, a holiday greeting, or an emergency alert. See **Advanced Messaging** in Appendix A, Section 10.1.1.

7.5 Assets

This option allows you to apply an asset, such as an image or audio file, to a device. You may upload an audio file or record one using the Viso interface. You can then employ these images or audio files in other Viso consoles.

To add a new asset:

1. Click on the **ADD NEW** button at the lower left corner of the “Assets” screen. The “New asset” screen opens.



The screenshot shows a modal window titled "New asset" with a close button (X) in the top right corner. The form contains the following fields and controls:

- Name:** A text input field with a red border and a red error message below it: "Name is required".
- Description:** A text input field.
- Asset type:** A dropdown menu with "Image" selected.
- ADD IMAGE:** A blue button.
- Set as private:** A toggle switch with the text "This repository item will be visible only to this user" below it.
- CANCEL:** A light gray button.
- CONFIRM:** A blue button.


2. Assign a name and description to the new asset.
3. If you choose to add an image, click **Add Image**. You'll be prompted to upload an image from your computer.
4. If you choose to add audio, you have the option of uploading an audio file by clicking **Add Audio File** or recording an audio file.


New asset ×

Name is required

Asset type

Audio ▾

ADD AUDIO FILE Or record 

Set as private
This repository item will be visible only to this user 

CANCEL **CONFIRM**

5. Click **Confirm**. The new Asset will now appear in the Assets Repository.

7.6 Device Settings

This option allows the Viso 2.0 user to create a configuration of device settings that can be saved and applied to a fleet of devices at once. The settings could include selecting a type of keyboard, enabling or disabling a screen saver, configuring a printer, or performing a reset on the device.

7.7 Files

This option allows you to assign specific files to be sent to devices. The files can be from a computer, or from a URL. You'll use the **Send Files** command as detailed in Appendix A, Section 10.1.26 for sending files to devices.

7.8 Remote Execute

This allows you to create a command-line command or script and send it to a device. See Appendix A, Section 10.1.22 for more details.

7.9 Smart Recovery

This allows you to select settings to be implemented to restore a device's system configuration and settings to the latest system snapshot, or factory settings. See **Smart Recovery** in Appendix A, Section 10.1.29.

7.10 DEP Apple profile

This allows you to set up a Device Enrollment Program (=DEP) for an Apple device. See also **DEP Apple Profile** in Appendix A, Section 10.1.6.

7.11 Apple Custom Command

This option allows you to create a plist (=property list) file to be applied to a MacOS device. See also **Apple Custom Command** in Appendix A, Section 10.1.3, on how this plist is executed.

7.12 OTA

This allows you to remotely receive updates to an Android device's operating system or apps. See also **OTA** in Appendix A, Section 10.1.19, on how these OTA updates are applied.

7.13 Workflow

This allows you to create a series of commands to a device, to be executed sequentially. See also **Workflow** in Appendix A, Section 10.1.36, on how these Workflows are sent to a device.









7.14 Schedule & Trigger

This allows you to create a command to be sent to a device, along with a trigger for when to implement the command. The trigger can be by timing, geofencing, a Wi-Fi signal, or upon startup of the device. See also **Scheduler & trigger command** in Appendix A, Section 10.1.25.

8 Account Settings Console


The **Account Settings** console will provide an administrator with options to perform changes to users' accounts. The left-hand side of the Account settings box contains the following options:

Table 8-1: Account Settings Options

Icon	Function
	Remote control
	Pair with organization domain
	DEP Settings
	VPP Settings
	Android for Work
	Device Pairing
	Report Scheduling
	Custom Columns

We'll go through the options in order.

8.1 Remote Control Option

Clicking on the “Remote Control” icon  in the Account Settings Console allows you to control devices remotely. Selecting “**Requires users' permission for remote control**” button means that you will only be able to engage with the user's device after receiving permission.

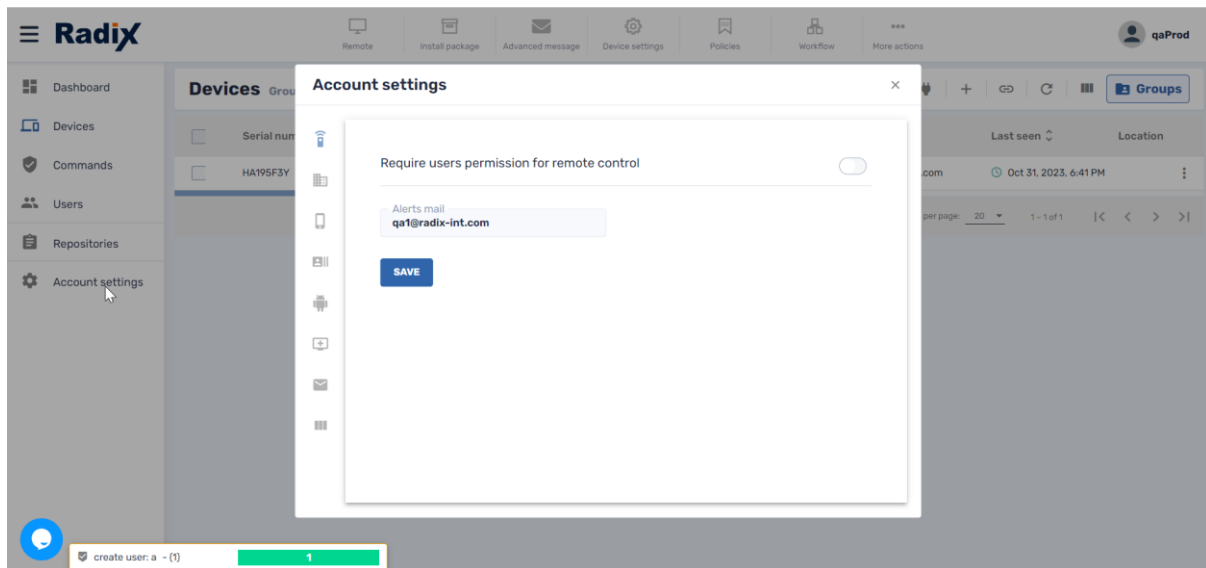


Figure 8-1: Account Settings Console, with remote control option

The user will receive a prompt on their device, asking them if they wish to allow remote control access:

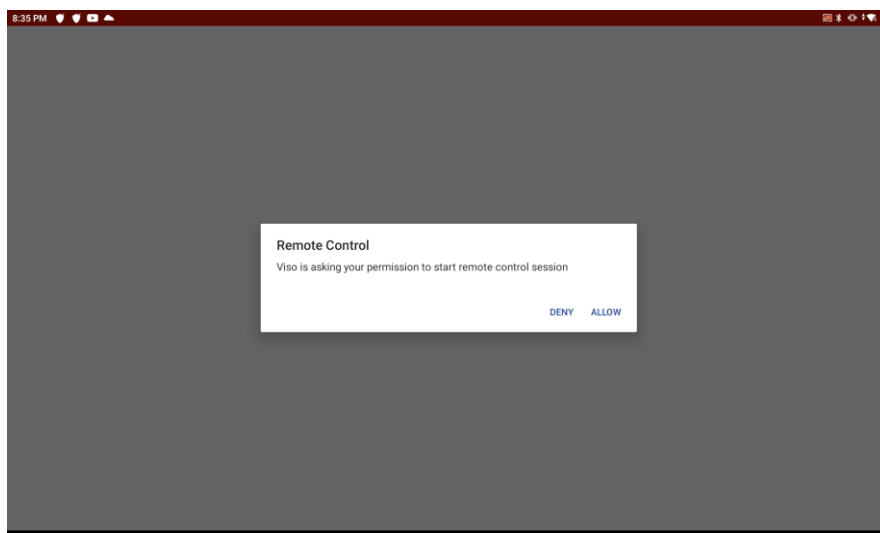


Figure 8-2: Prompt on the user's device, to allow remote control of a device

When you enable or disable requiring user permission, you'll receive a pop-up notification in the lower right corner that the account settings have been changed:

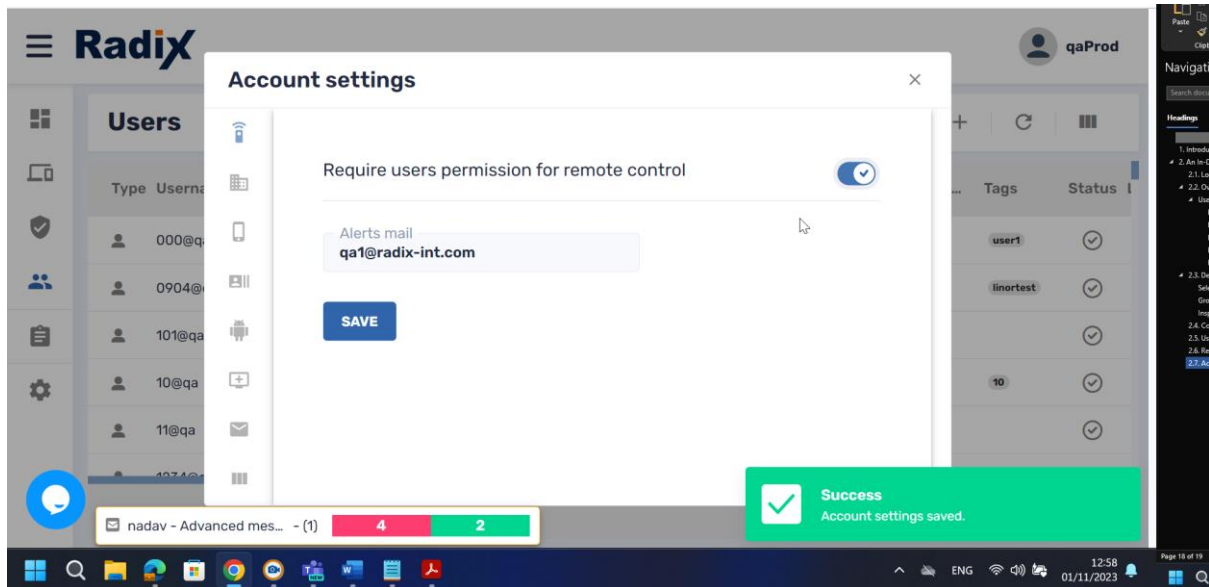


Figure 8-3: Notification of a successful change to the account

Note: This option is only for users with administrator privileges. If a regular user tries to change the account settings, they will receive an error message telling them that the account settings cannot be changed:

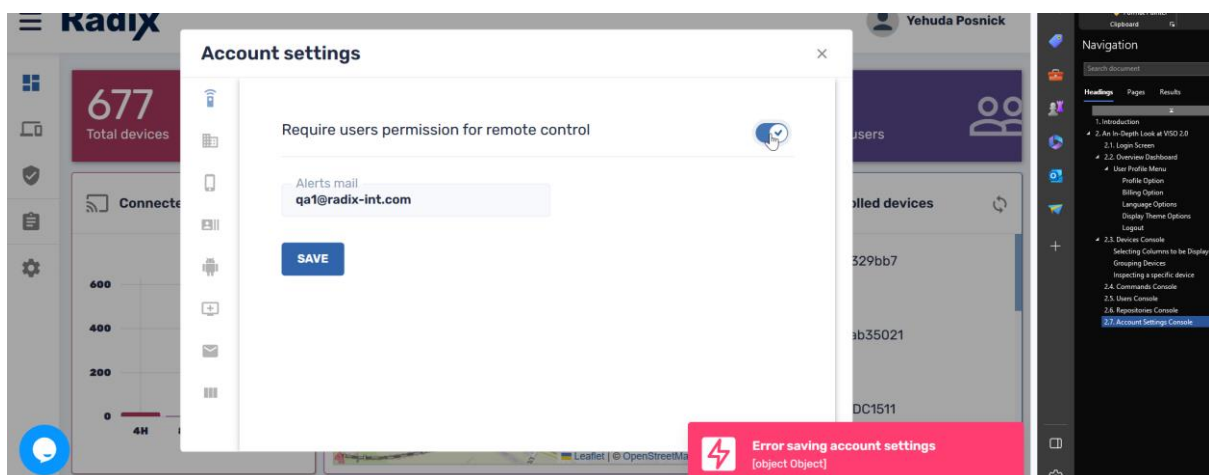


Figure 8-4: Error message for user without Admin privileges

8.2 Pair with Organization Domain Option

Clicking on the **Organization Domain** option tells you the present domain name. It allows you to change the domain name to another valid e-mail address in the organization.

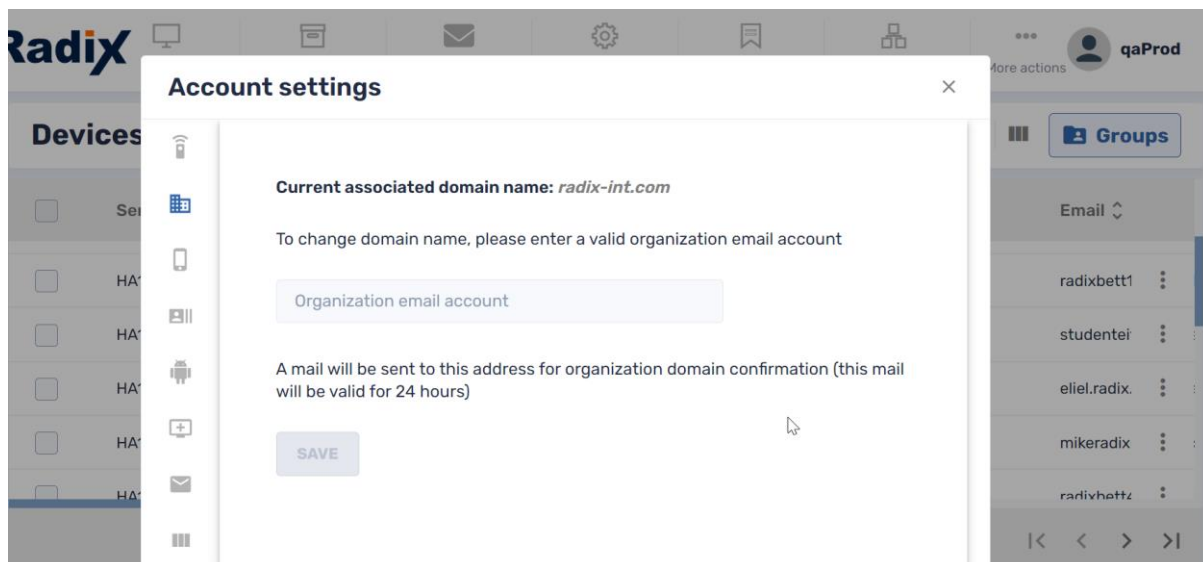
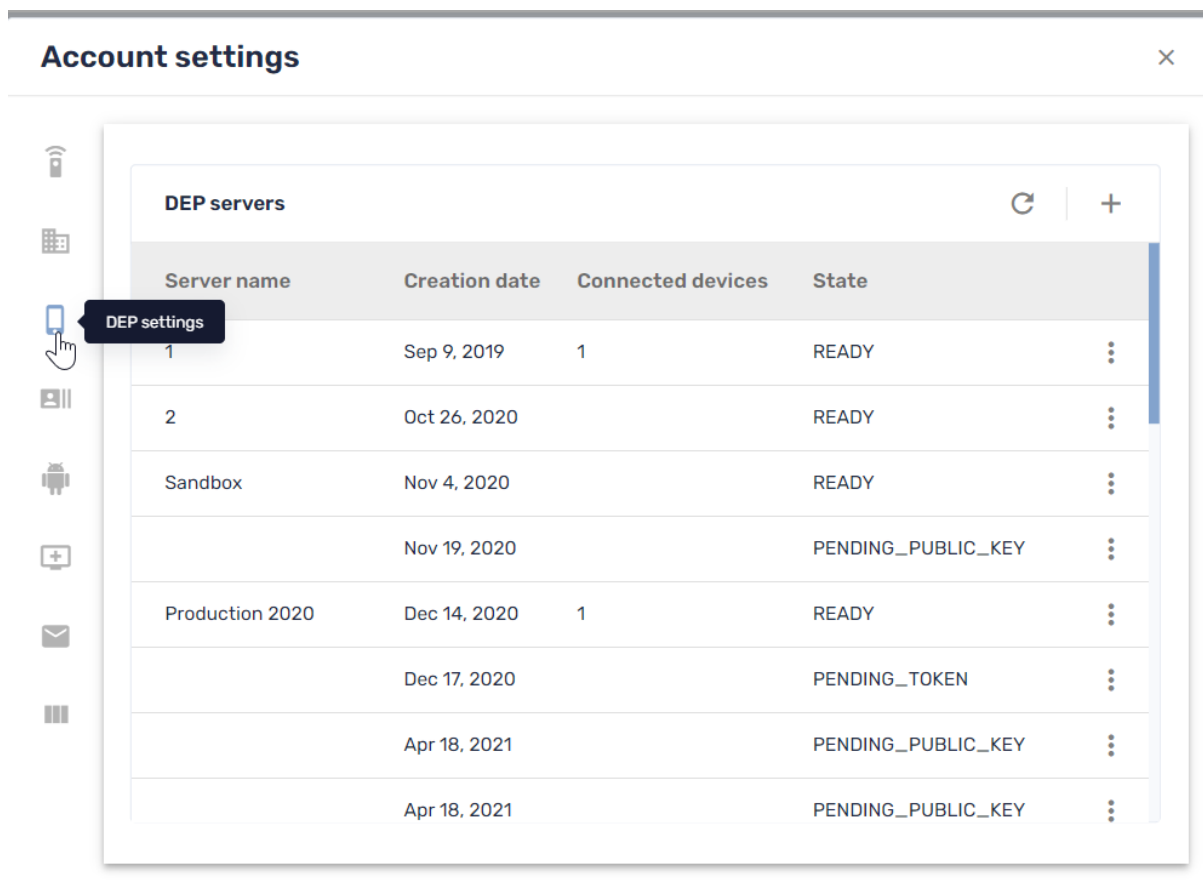


Figure 8-5: Dialog Box to select a domain

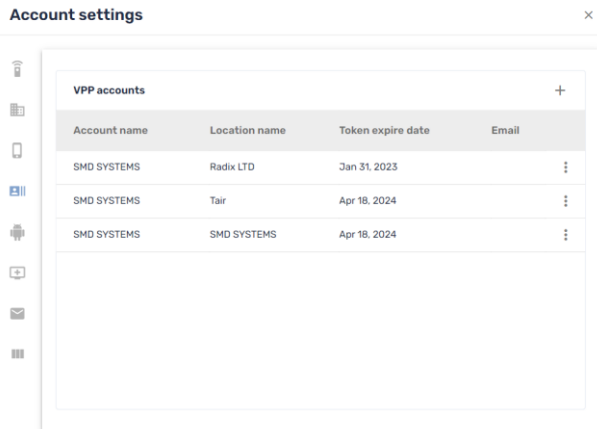
8.3 DEP Settings

There is also an option to use the Device Enrollment Program (=DEP) to connect your device.




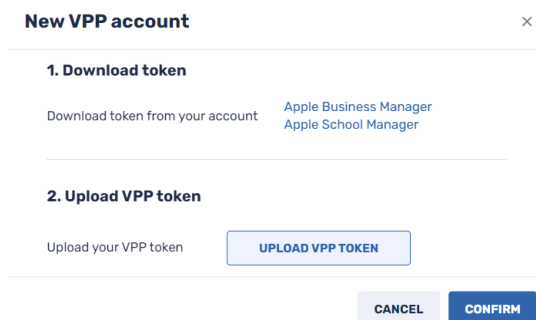
8.4 VPP Settings

This displays existing Apple VPP (=Volume Purchase Program) accounts, allows you to edit them, or add an additional VPP account.



To add a new VPP account:

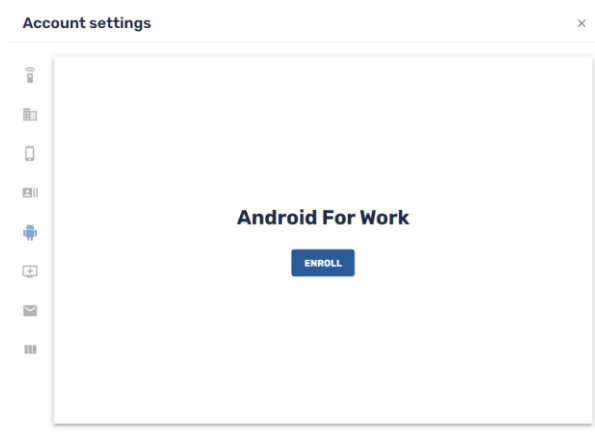
1. Click on the **Add VPP account** icon . The **New VPP account** dialog box opens.



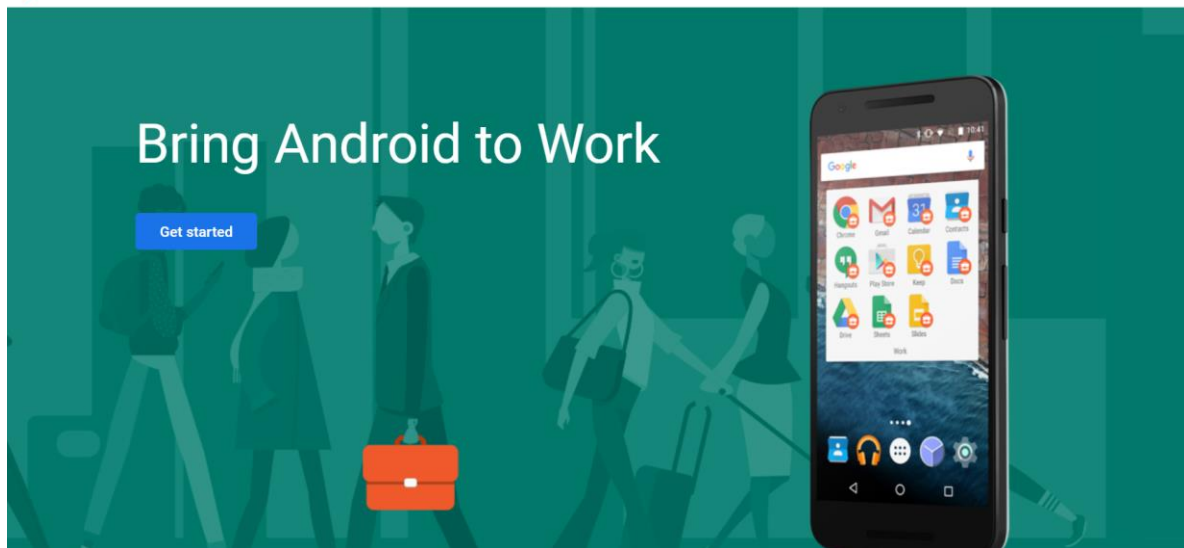
2. Download a VPP token from the Apple website after entering the Apple ID for your device.
3. Upload the VPP token from your computer by clicking on **Upload VPP Token**.
4. Click **Confirm** to apply the VPP token to your device.

8.5 Android for Work

When you click on the **Android for Work** icon, you get a prompt to enroll your Android device. This will enable you to use Mobile Device Manager (=MDM) software on your Android device in a manner that is secure.



After you click on the **Enroll** prompt, the Google Play app opens:



After clicking **Get Started**, you'll be prompted for business details:

Business details

We need some details about your business

Domain name or Business name

Enterprise mobility management (EMM) provider

Radix Viso

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8.6 Device Pairing Option

This option allows you to pair a device to the Viso interface, after supplying the remote user with a pairing code. This feature lets you narrow down the users and devices, excluding anyone who doesn't have the pairing code.

Account settings ×

Use Pairing code

[SAVE](#)

8.7 Report Scheduling Option

This sends a weekly report of activity on particular devices to selected users. You can add several email addresses, as well as select a specific time and day of the week that the report will be sent.

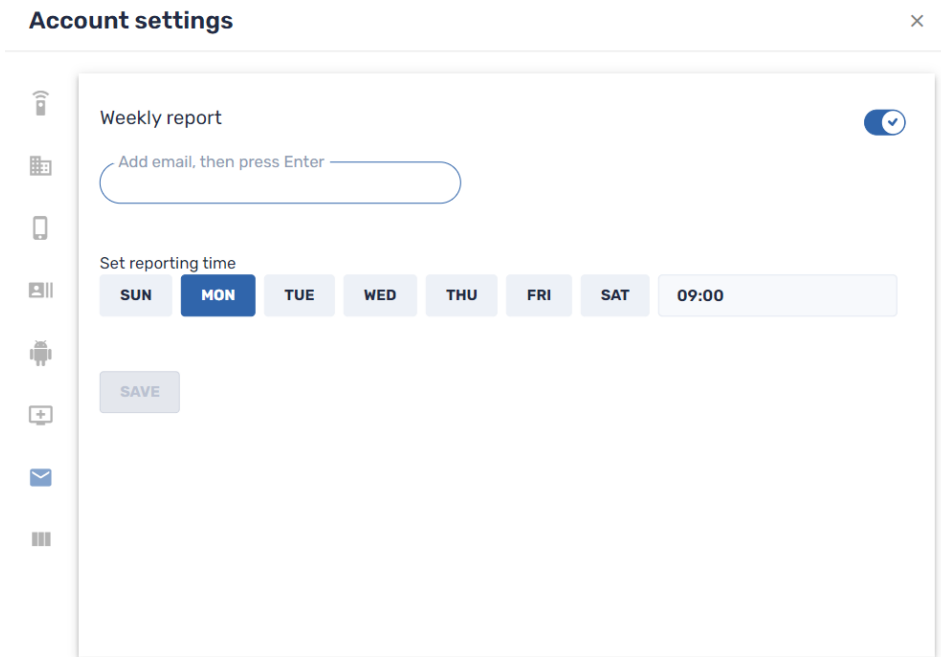
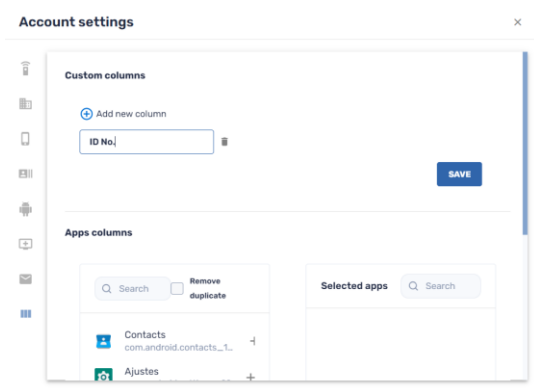


Figure 8-6: Interface to select email addresses, day, and time to send a weekly report

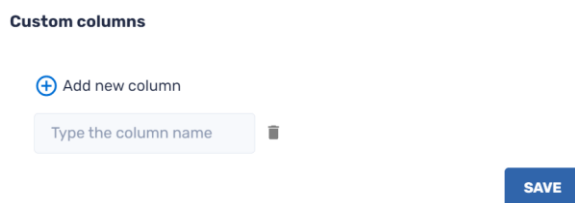
8.8 Custom Columns Option

This option allows you add or delete columns to be displayed in the other consoles. You can create your own custom columns or select a new column heading from a list of apps.



To add a new column heading:


1. Click on **Add new column**. The “Type the column name” textbox appears.

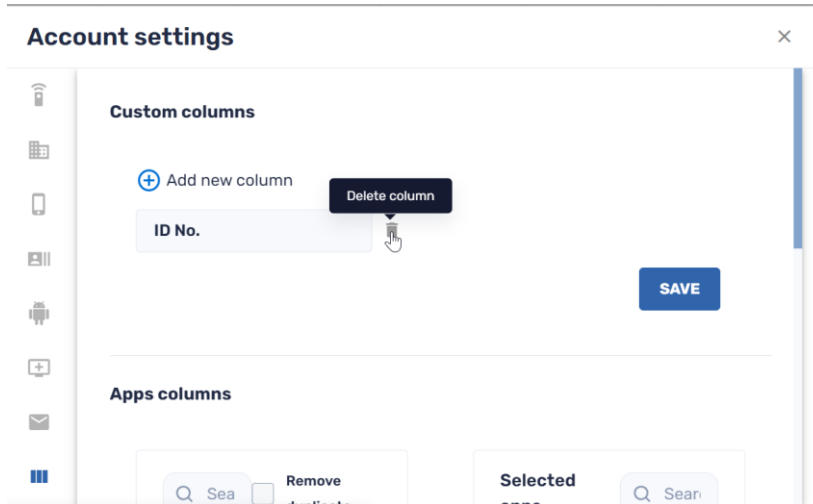


2. Type in the name for a new column heading and click **Save**.

The new column heading will now appear among the display options in the other consoles.

To delete a column that you have added:

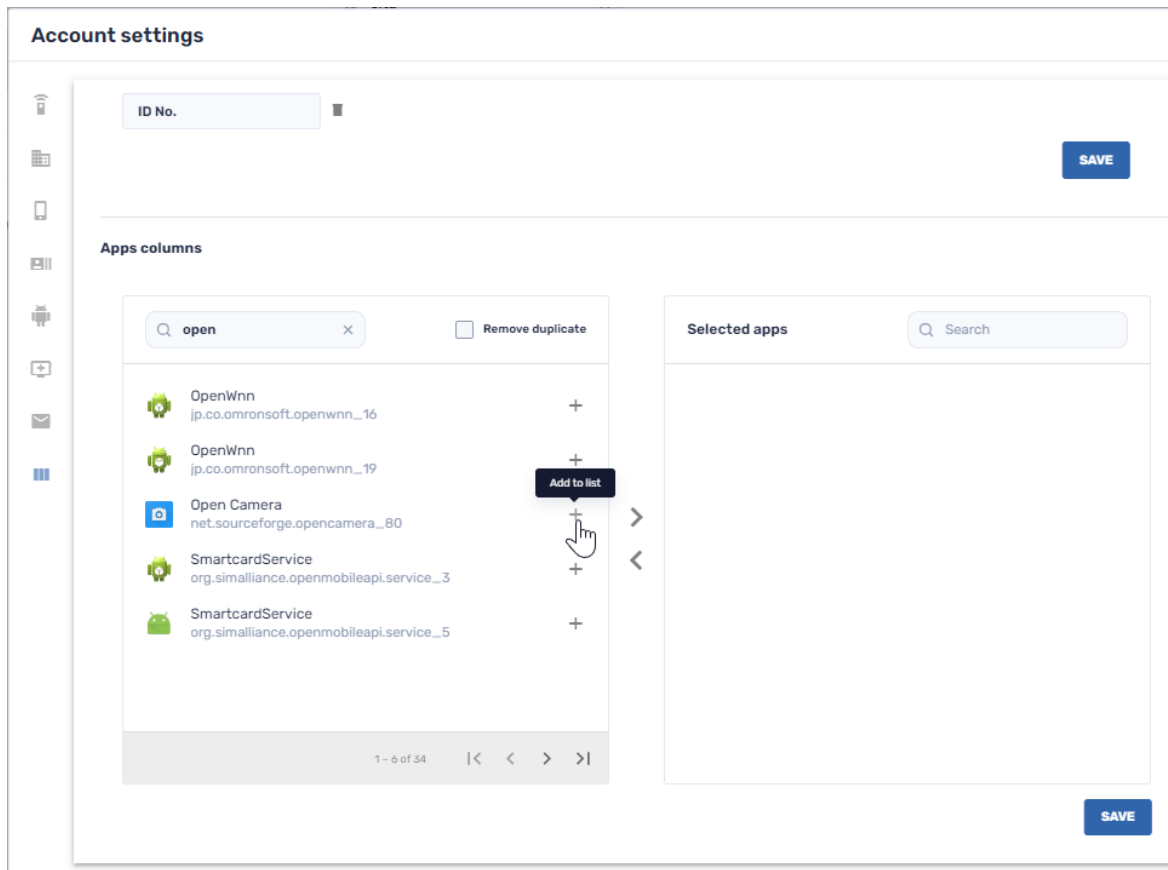
1. Click on **Add new column**. The “Type the column name” textbox appears.
2. Type in the name of the existing column heading that you want to delete and click on the Delete Column icon .



3. At the **Delete column** prompt, click **Yes**. The column name will be removed from the list of column heading options.

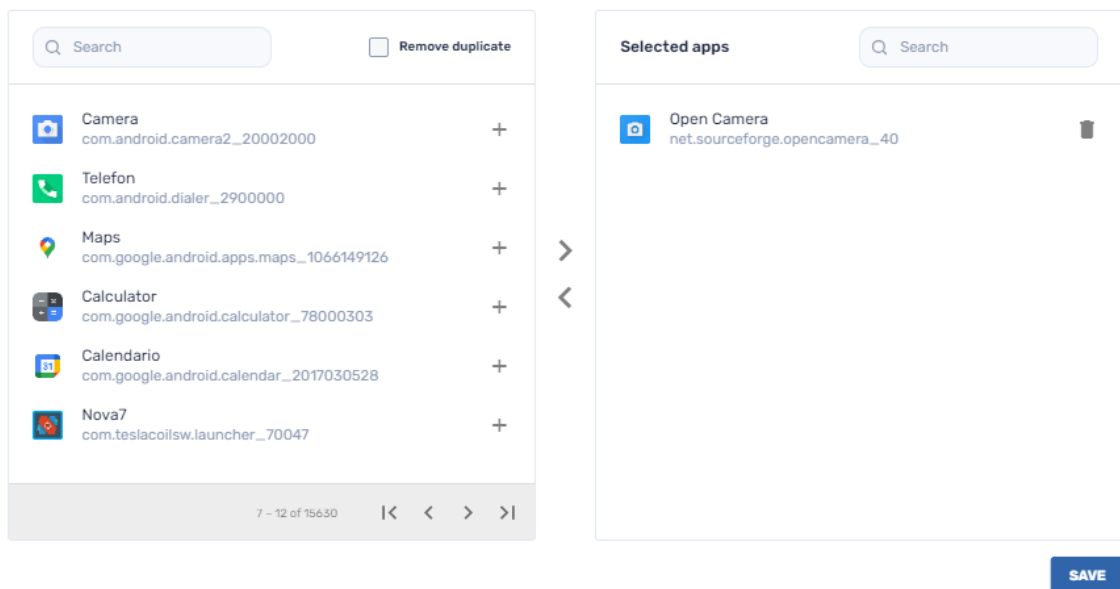
To add a new column from the list of selected apps:

1. Search for the app from the list, either using the Search bar, or by scrolling through the options.

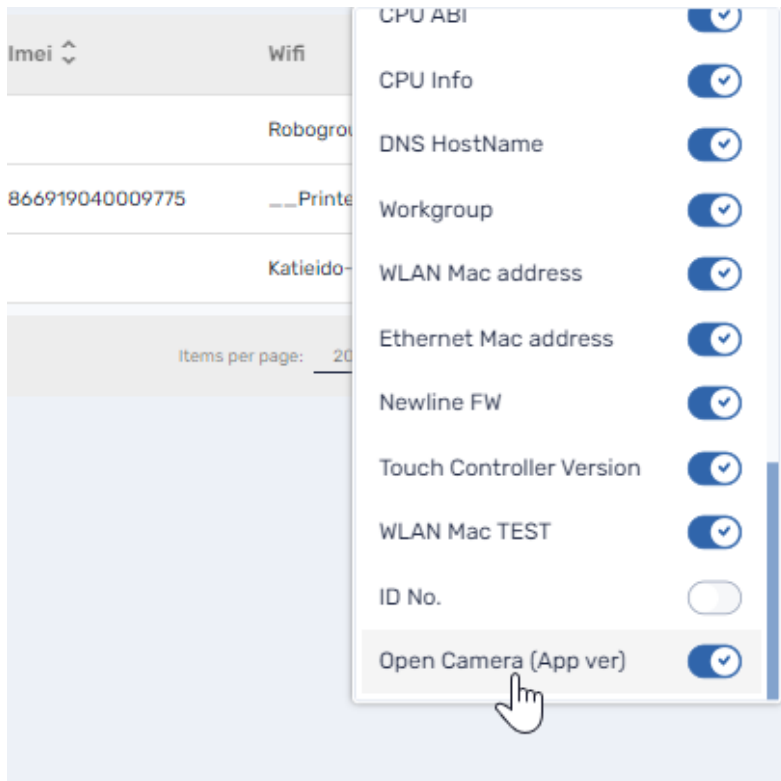


2. Click on the **Add to list** icon. The app will now appear in the **Selected apps** column.

Apps columns



3. Click **Save**. The new column option will appear in the Column list.



9 Further Resources

We have surveyed the main functions of the Viso MDM interface, giving brief examples for most of the commands and options. However, functionality may differ, depending on the user's device, OS version, and permissions.

Throughout the Viso 2.0 MDM interface, you have the option of completing a Customer Request Form by clicking on the dialog bubble in the lower left of the screen. Enter your name, email, and a brief statement of your request, and we'll provide a response via email.

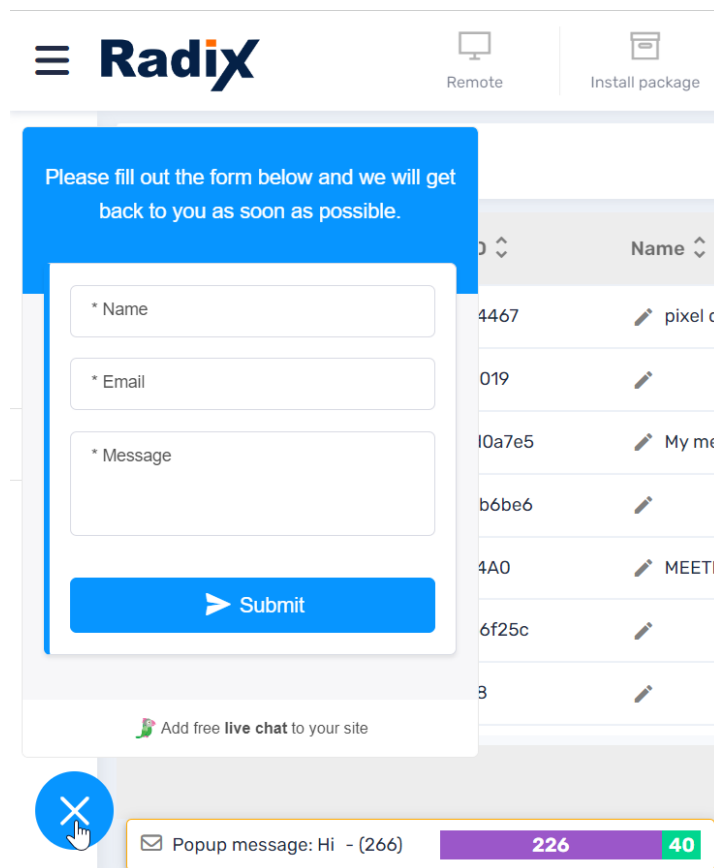


Figure 9-1: Customer Request Form

Besides the option to fill out a Customer Request Form, you can also register [here](#) for the Radix weekly webinar. The webinar is held every Monday and Wednesday at 3:00 AM EST/10:00 AM CET, and 10:00 AM EST/4:00 PM CET. You can also attend a live demo of the Viso 2.0 interface.

The [Radix website](#) also features a Virtual Assistant, so that you can engage in a live chat to step you through the product.


10 Appendices

Appendix A—Commands Grid Reference

When using the Viso 2.0 Device Manager, you'll notice several ways of accessing a grid of commands that can be sent to either a single device, or to a group of devices. The "Commands Grid" contains many command options, arranged alphabetically. But the actual commands that are available will differ, depending on how you access the Commands Grid, or on the operating system of the device you are accessing.

To access the Commands Grid from the Viso 2.0 Dashboard:

Method 1: Via the device's kebab menu:

1. Click on the **Devices** icon  on the left side of the Dashboard.
2. Click on the kebab menu on the far right-hand column of any of the devices listed. The **Command Grid** opens.

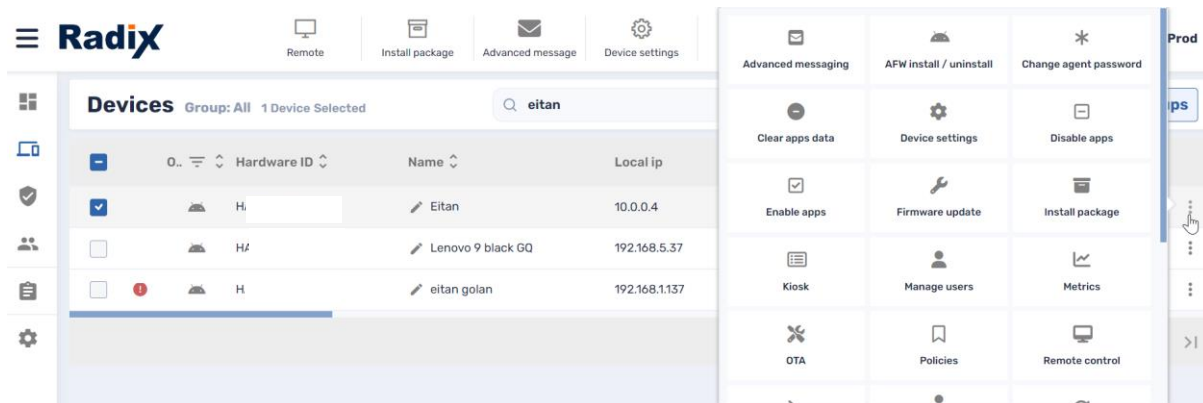

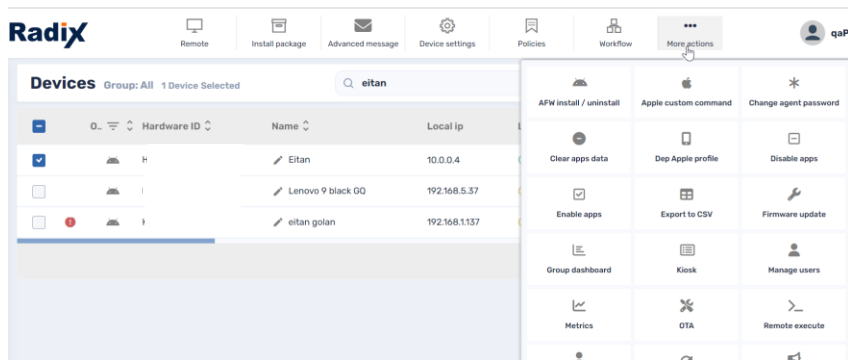


Figure 10-1: Commands Grid as accessed from the device's kebab menu


Method 2: From the Device Console Ribbon:

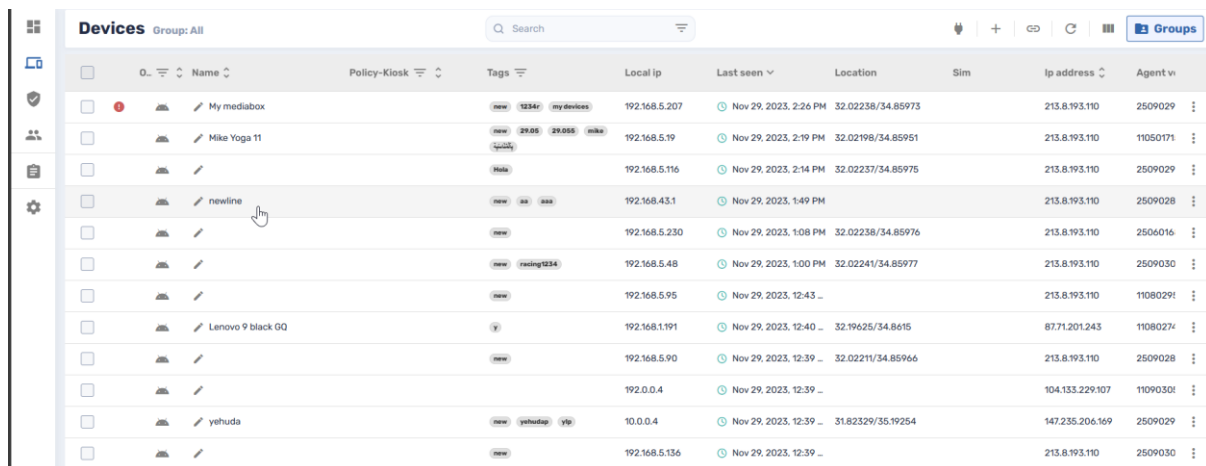
1. Click on the **Devices** icon  on the left side of the Dashboard.
2. In the list of devices, select a particular device by checking its checkbox in the far-left column. The icons for commands in the Device Console Ribbon will become active.
3. The Device Console Ribbon already has icons for:
 - **Remote Control** of a device,
 - **Install Package**, to install a software package or app on a device,
 - **Advanced Messages**, to send a message that can combine audio and visual content,
 - **Device Settings**, to adjust a device's settings,
 - **Policies**, to block or allow particular applications, and
 - **Workflow**, to send a series of commands to be implemented in order.
4. By clicking on the **More actions** icon, you can access all other available command options:



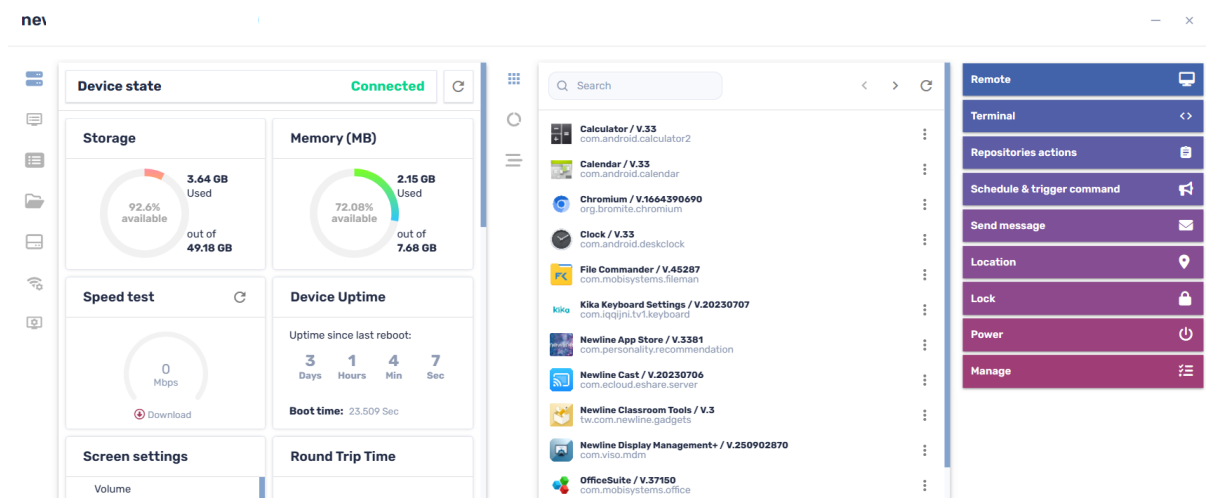
Method 3: From the Device Dashboard:

The Device Dashboard will allow you to access a sizeable number of the available commands. But only the previous two methods allow access to **all** available commands.

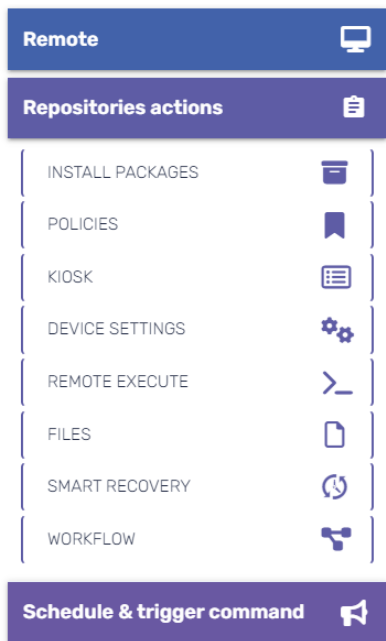
1. Click on the **Devices** icon  on the left side of the Dashboard.
2. Click on the row of any of the devices listed.



3. The **Device Dashboard** pops up.



4. The right-hand pane will allow you access to many of the available commands, especially under the **Repositories actions** tab.



Here are brief instructions for all the commands:

10.1.1 Advanced messaging

This allows you to interact with users using an engaging message that can contain text, sound, or images. There are also options to time out a message and trigger it later by time, geolocation, a network prompt, or via a 3rd party API, such as an emergency system. The Viso 2.0 interface has been expanded to include YouTube videos that can be played in a loop. Another option is to include an interactive, clickable HTML file.

The Advanced Messaging feature can be accessed by:

- The device's kebab menu,
- The Device Console ribbon under the **Advanced message** icon,
- The Device Dashboard, under the **Repositories actions** tab, under **Advanced messaging**.

When you click on Advanced Messaging, a grid of stored advanced messages appears.

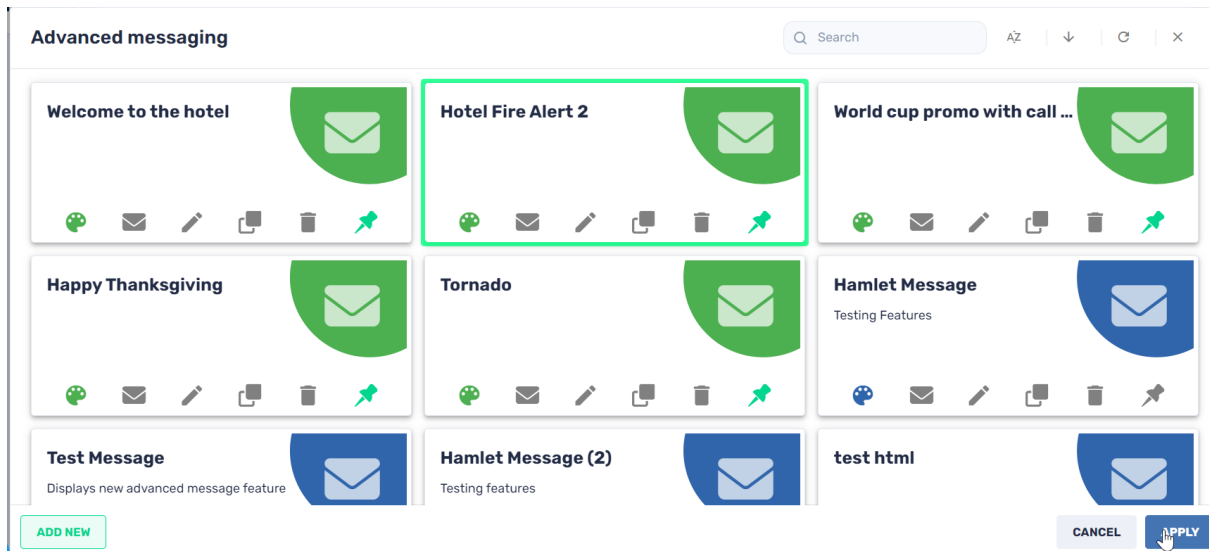
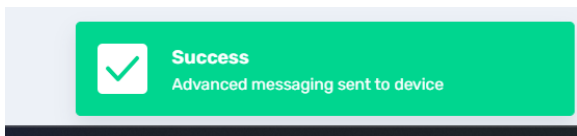


Figure 10-2: Advanced Messaging Grid of Options

To use an existing advanced message:

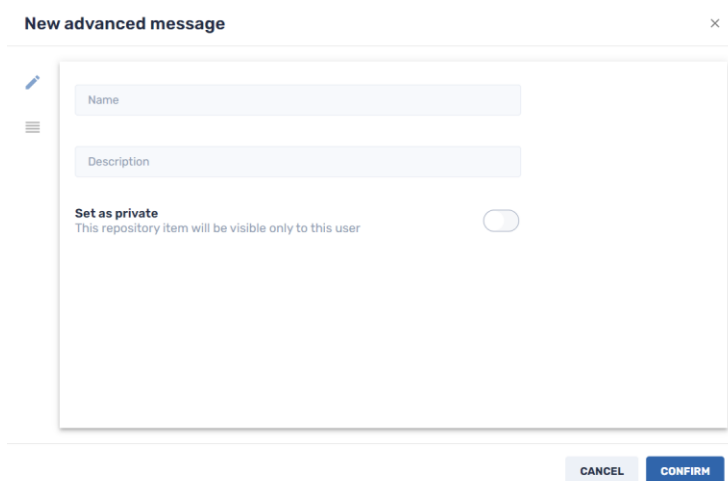
1. Select one of the messages and click Apply.
2. If the message is successfully sent, a “Success” prompt will appear in the lower right corner.



There is also an option to add a new advanced message.

To add a new message:

1. Click on the **ADD NEW** button in the lower left of the Advanced Messaging grid. The “New Advanced Message” screen appears.



2. Assign a name and description to the new message.
3. Click on the **Set as private** button if you only want this new message for one particular user.

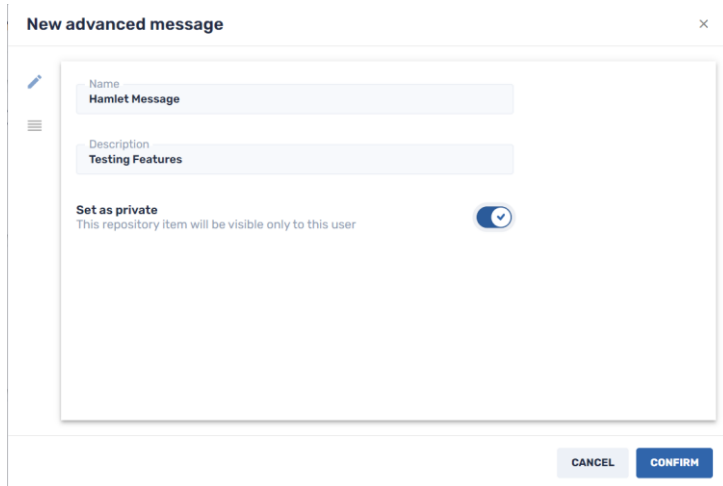

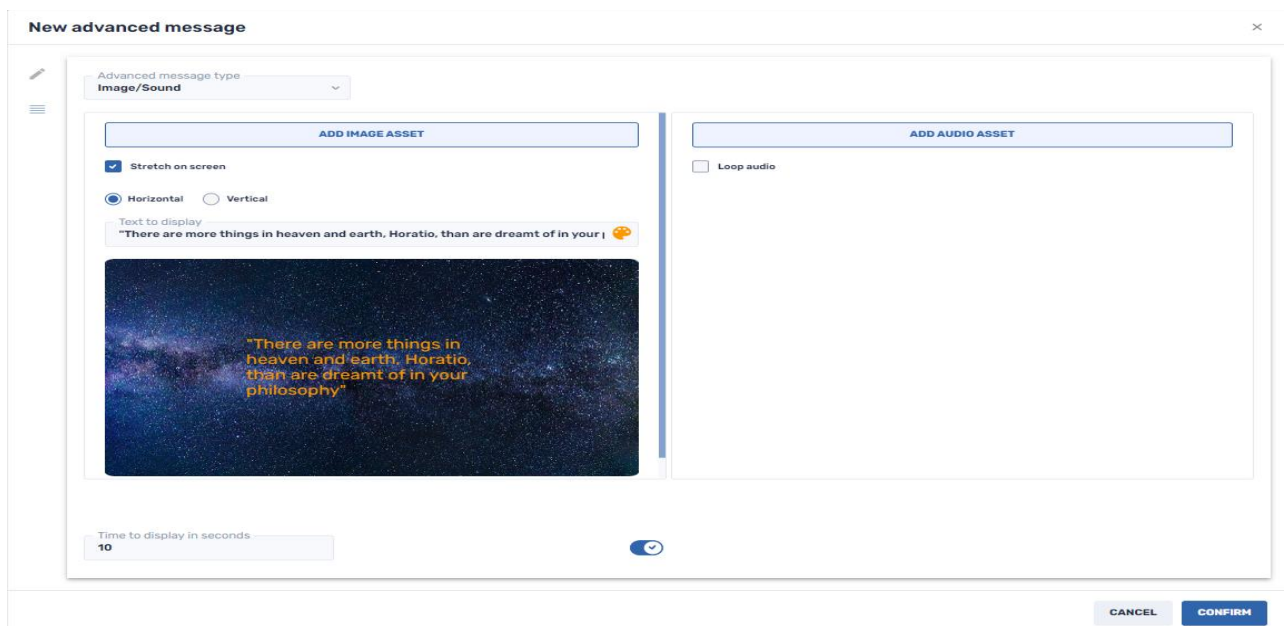
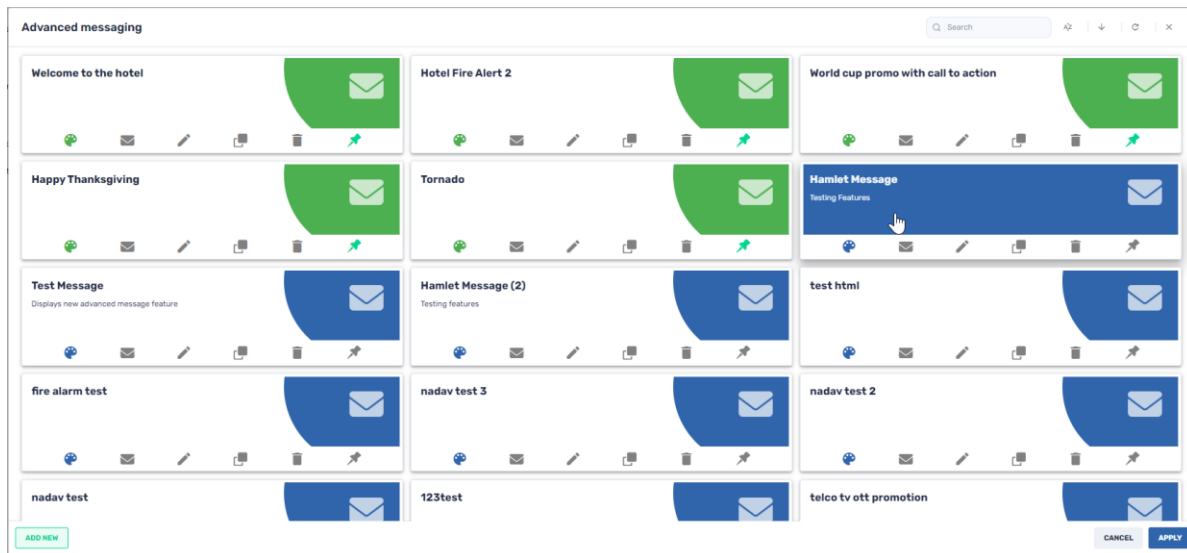


Figure 10-3: New Advanced Message Screen, in Edit mode

4. Click on the **Content** icon  on the left. The **Advanced Message Type** screen opens, allowing you to add media to your advanced message. You have the option of adding:
 - **Image or sound files.** You may provide a text message, set the orientation and color of the text, as well as the time it should be displayed,
 - **A YouTube URL,**
 - **An embedded URL/HTML text.**



5. Click **Confirm** to finalize your message. The Advanced message will appear among the Advanced Messaging options.



6. Select the message and click **Apply**. The message will be displayed on the device.

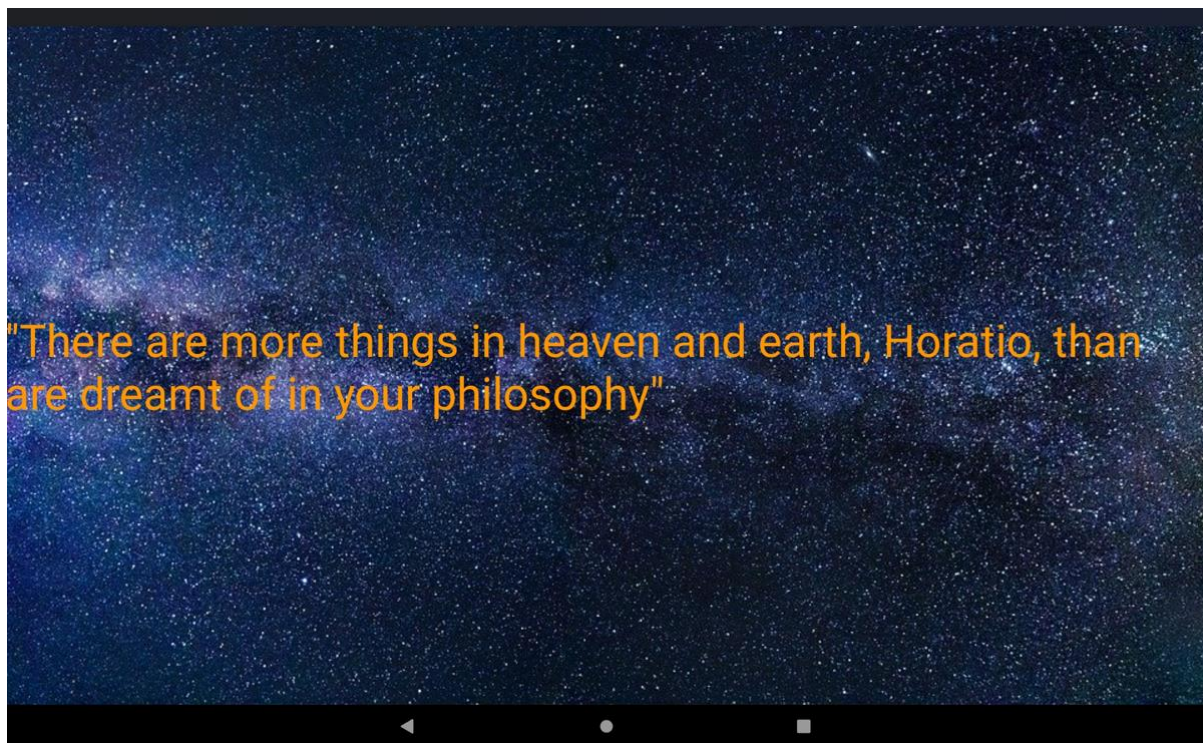


Figure 10-4: Display of an Advanced Message on the remote device

10.1.2 AFW Install/Uninstall

This allows you to install or uninstall the Android for Work option on your device. Android for Work is described in greater detail in Section 8.5.

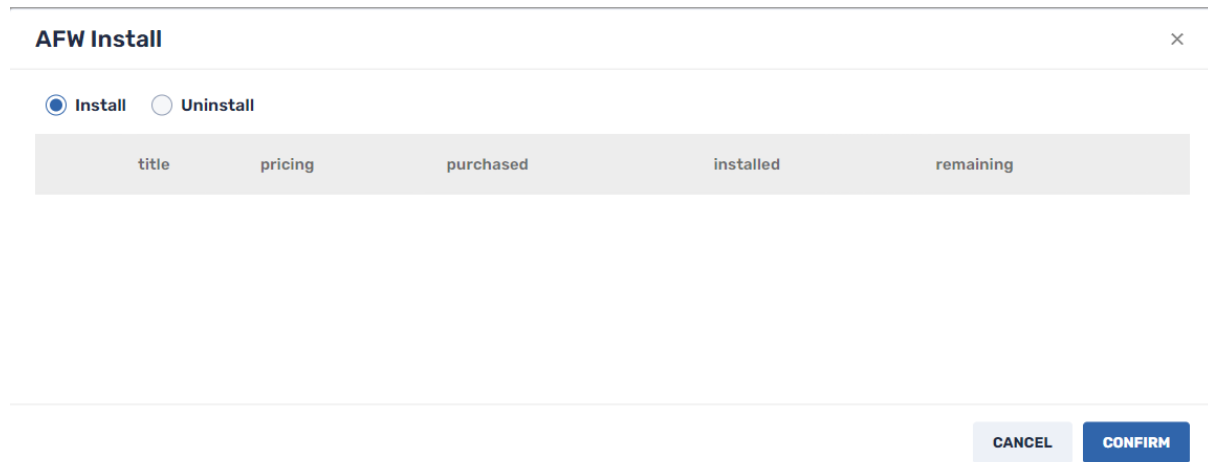


Figure 10-5: Android for Work window

10.1.3 Apple Custom Command

This option allows you to execute a plist (=property list) file on a MacOS device.

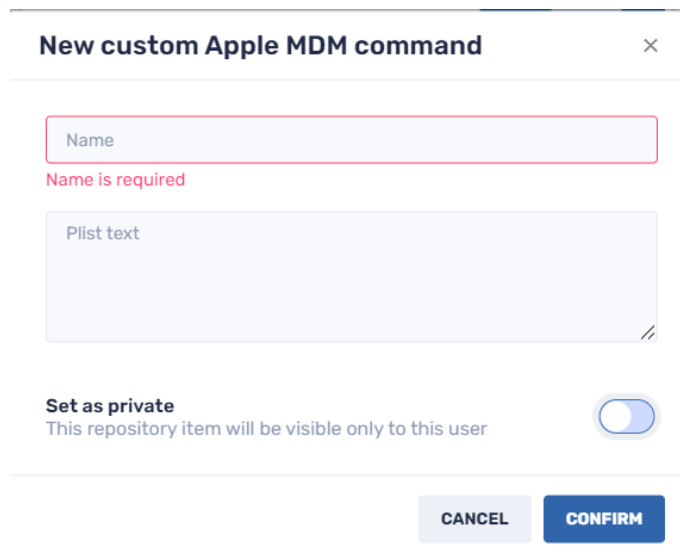


Figure 10-6: Apple Custom Command window

10.1.4 Change agent password

This allows you to change a user's password.

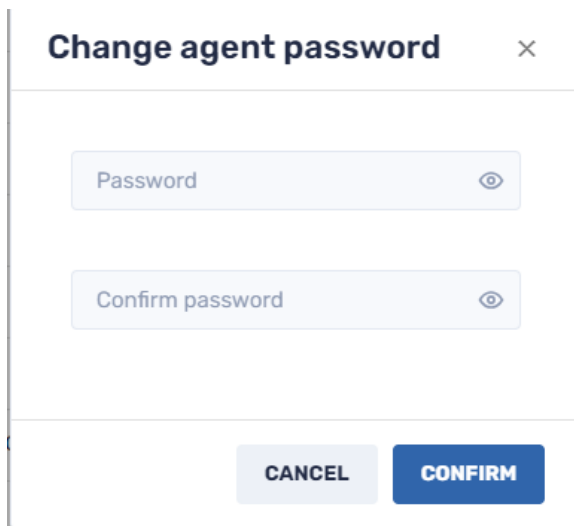


Figure 10-7: Change Agent Password window

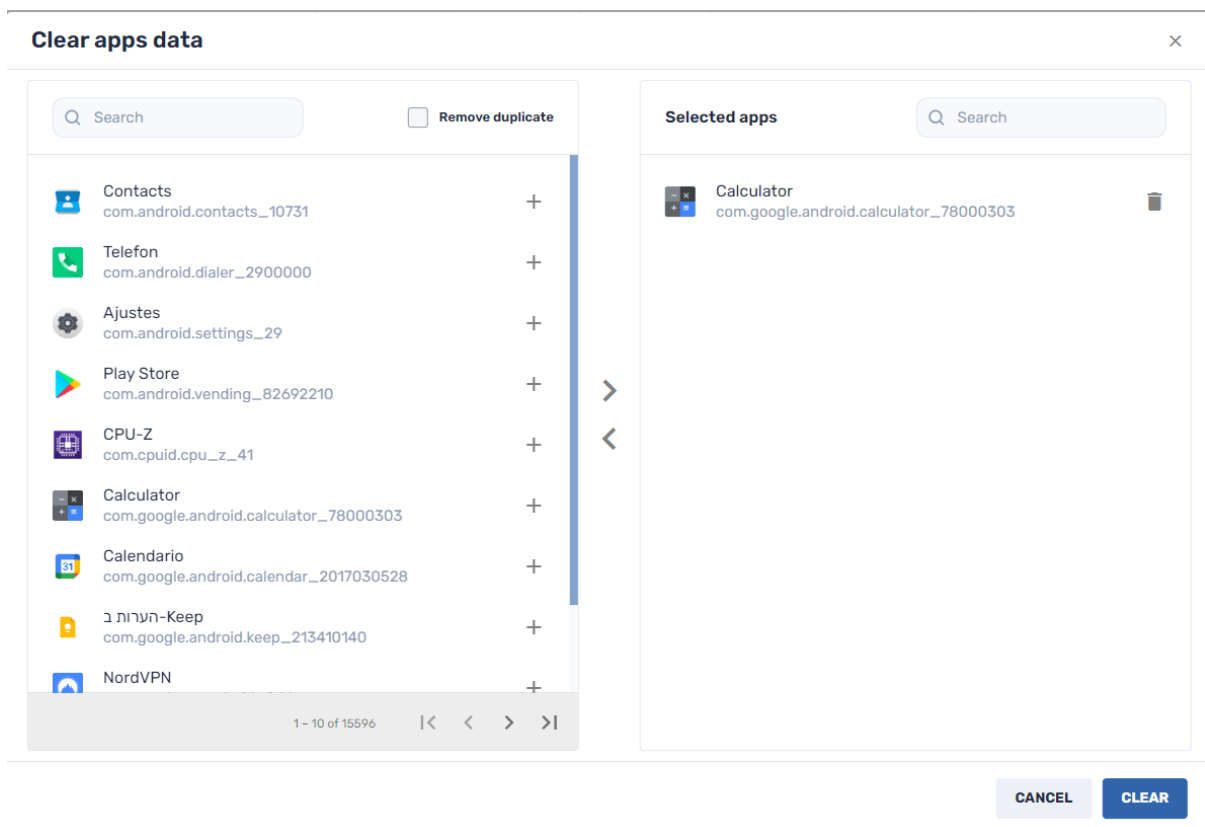
10.1.5 Clear apps data


This is useful in situations where an app is crashing or displaying other issues. **Clear apps data** will clear the user’s history on the device and require them to log in again. This typically will solve most performance issues.

The **Clear apps data** feature can be accessed by:

- The device’s kebab menu
- The Device Console ribbon

When you click on the **Clear apps data** tile, the **Clear apps data** panel opens.



1. Select a particular app by clicking on the **Add** icon . The app will now appear in the right-hand column of Selected apps.
2. After you have selected the desired apps, click **Clear**. This clears any data on the device. For example, if you select the **Calculator** app, it will remotely clear the calculator display on the device, and close the app.

10.1.6 DEP Apple profile

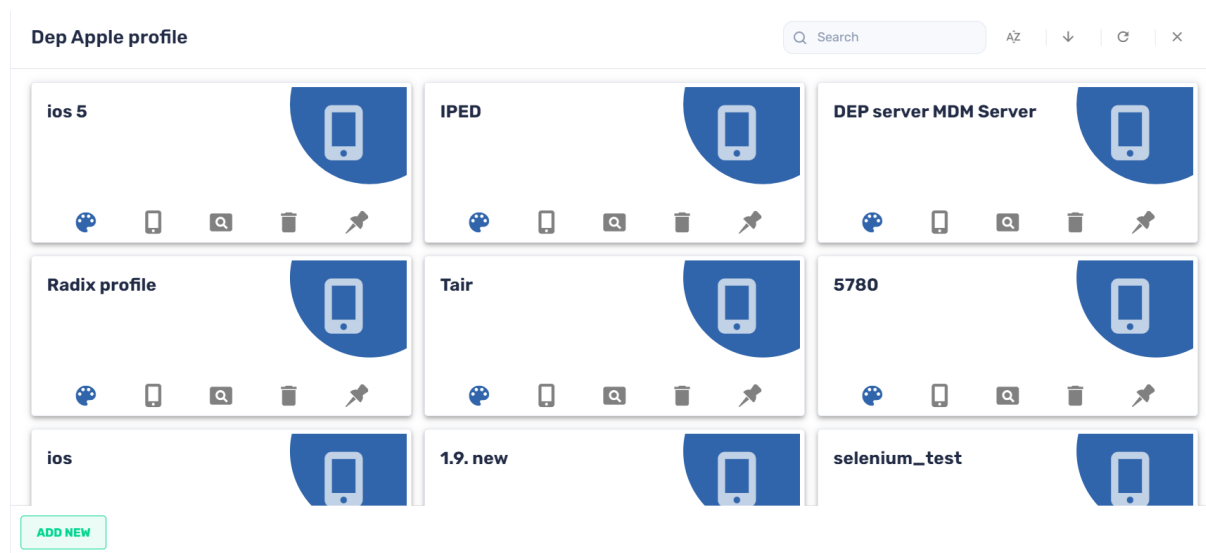
This allows you to set up a Device Enrollment Program (=DEP) for an Apple device.

To apply an existing DEP profile:

1. Click on **More Actions** in the Device Console Ribbon.
2. Select **DEP Apple profile**.
3. Select one of the profiles that appear and click **Apply**.

To create a new DEP Apple profile:

1. Go to the Repositories Console and click on Dep Apple Profile, or
2. Click More Actions in the Device Control Ribbon and click on Dep Apple Profile. The Dep Apple Profile Window opens.



3. Click on **Add New**. The **New DEP Apple Profile** window appears.

New DEP Apple profile [Close]


Name

Description

DEP server account

Set as private
This repository item will be visible only to this user

CANCEL CONFIRM

4. In the **Edit Details** pane, add Name, Description, and DEP Server Account details.
5. Click on the **General** icon  and provide the Apple device details.

New DEP Apple profile [Close]

Supervised

Allow pairing

Mandatory

MDM removable


Wait for device configured

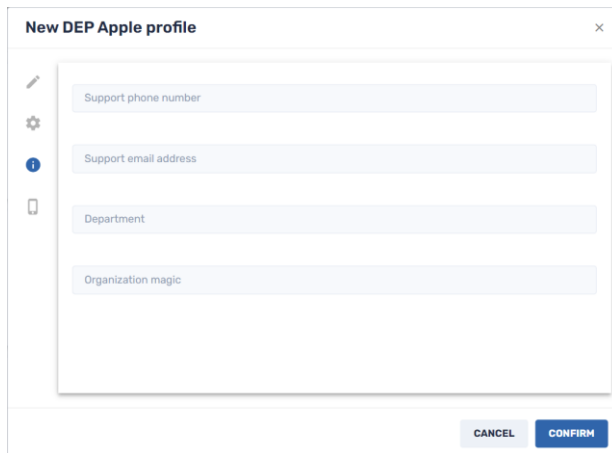
Multi user for shared iPad


Auto advance setup
For tvOS only. If allowed the device will tell tvOS setup assistant to automatically advance through its screens.

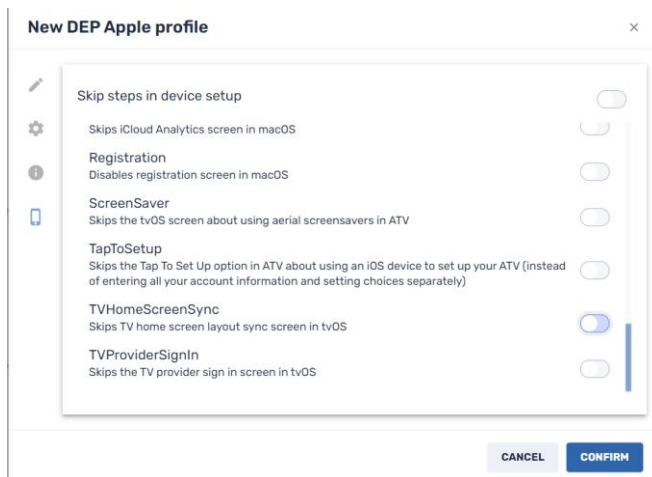
Trusted anchor certificates

CANCEL CONFIRM

6. Click on the **Support info** icon  and provide the requested information, such as a support phone number and email.



7. Click on the **Setup Assistant** icon  and select the Apple services that you would like to enable on your device.



8. Click **Confirm**. The new DEP Apple profile will be saved.

To apply a DEP Apple profile to a device:

1. Select one of the DEP Apple Profile tiles and click **Apply**.
The Viso interface will tell you if the DEP Apple Profile was sent properly to the device or send a warning message if there was a problem.

10.1.7 Device Alert

This sends an alert to a device, or several devices, based on email addresses. This option is one of the commands that you can insert in the **Workflow** command.

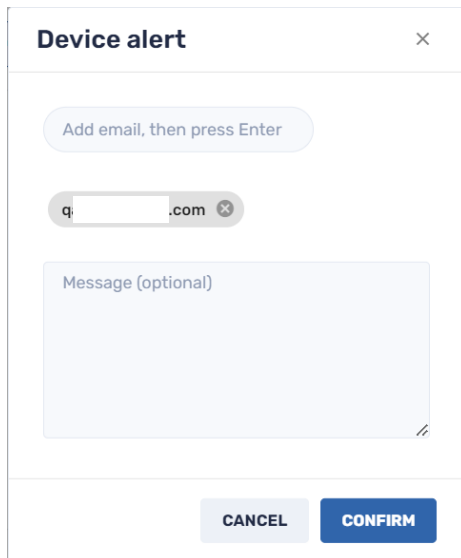


Figure 10-8: Window to send alert to device

10.1.8 Device Settings

This option allows the Viso 2.0 user to remotely adjust a device’s settings. This could include selecting a keyboard language, enabling or disabling a screen saver, or performing a reset on the device.

You can access the Device Settings window by

- The device’s kebab menu
- The Device Console ribbon from the **Device Settings** icon,
- The Device Dashboard, from the **Repositories actions** tab under **Device Settings**.

When you click on the Device Settings icon, the **Device Settings** options opens:

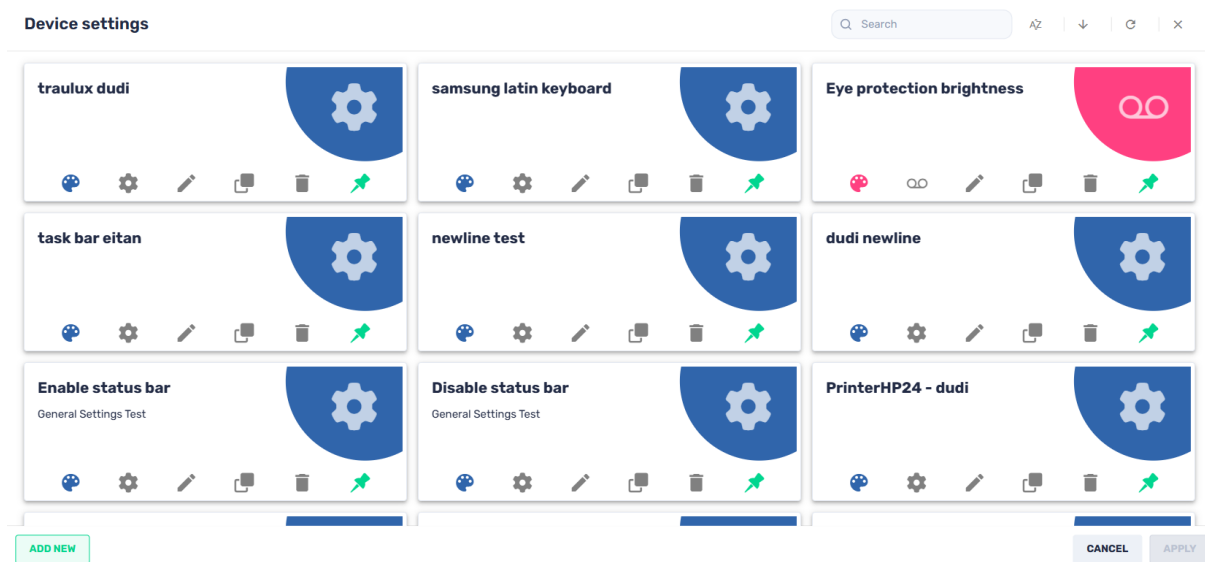


Figure 10-9: Device Settings options

You can add more options as well, with the “Add New” button. In order to add a new device setting, you’ll have to provide the connectivity details of the remote device.

To add a new device setting tile:

1. Click on **Add New** in the Device Settings screen. The “New Setting” screen opens, in **Edit Details** mode.

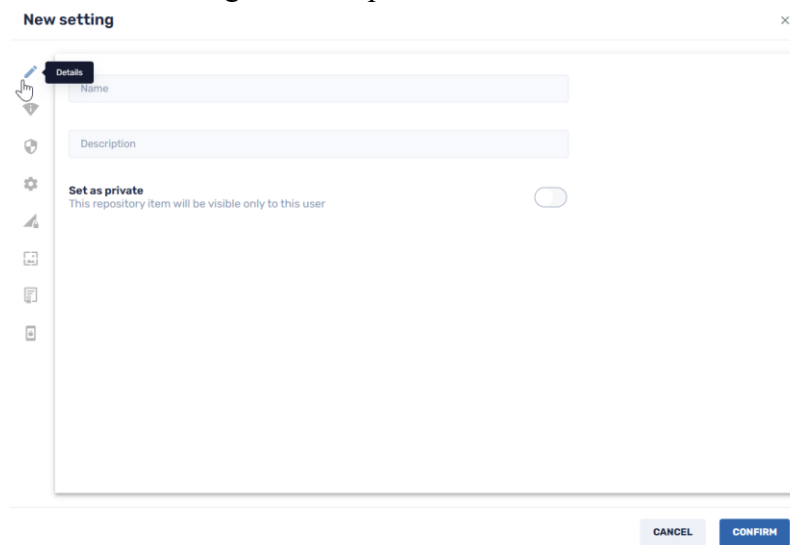


Figure 10-10: New Device Settings screen

The icons on the left-hand side of the screen have the following functions:

Table 10-1: Device Settings Options

Icon	Description
	Edit Details
	Wi-Fi
	Security
	General
	Set APN
	Wallpaper
	Install Certificate
	Panel Settings
	Lock Password

10.1.8.1 Edit Details

This allows you to write down a name and description of the Device Setting, as it will appear in the grid of settings.

The screenshot shows a 'New setting' dialog box with a close button (X) in the top right corner. On the left side, there is a vertical toolbar with icons for edit, Wi-Fi, security, settings, signal strength, and various device types. The main content area contains the following fields:

- Name:** New Device Setting
- Description:** Demo of new device setting
- Set as private:** This repository item will be visible only to this user. The toggle switch is turned on.

At the bottom right of the dialog, there are two buttons: 'CANCEL' and 'CONFIRM'.

10.1.8.2 Wi-Fi

This opens a pane to set the device’s Wi-Fi connectivity details. You can also choose an option to “forget” the Wi-Fi connection:

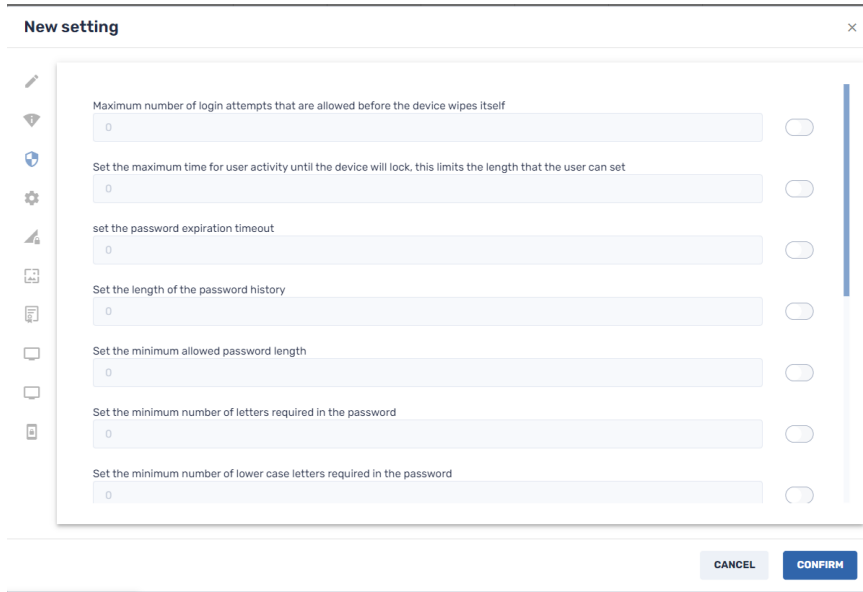
The screenshot shows a 'New setting' dialog box with a close button (X) in the top right corner. On the left side, there is a vertical toolbar with icons for edit, Wi-Fi, security, settings, signal strength, and various device types. The main content area is titled 'Set device wifi' and includes a toggle switch that is turned on. Below the title, there are several configuration options:

- Select type:** Manual
- Service Set Identifier (SSID):** (Empty text field)
- Authentication type:** WPA2
- Password:** (Text field with an eye icon for visibility toggle)
- Encryption type:** AES
- Hidden:** (Toggle switch, currently off)
- Auto Join:** (Toggle switch, currently off)
- Forget wifi:** (Toggle switch, currently off)

At the bottom right of the dialog, there are two buttons: 'CANCEL' and 'CONFIRM'.

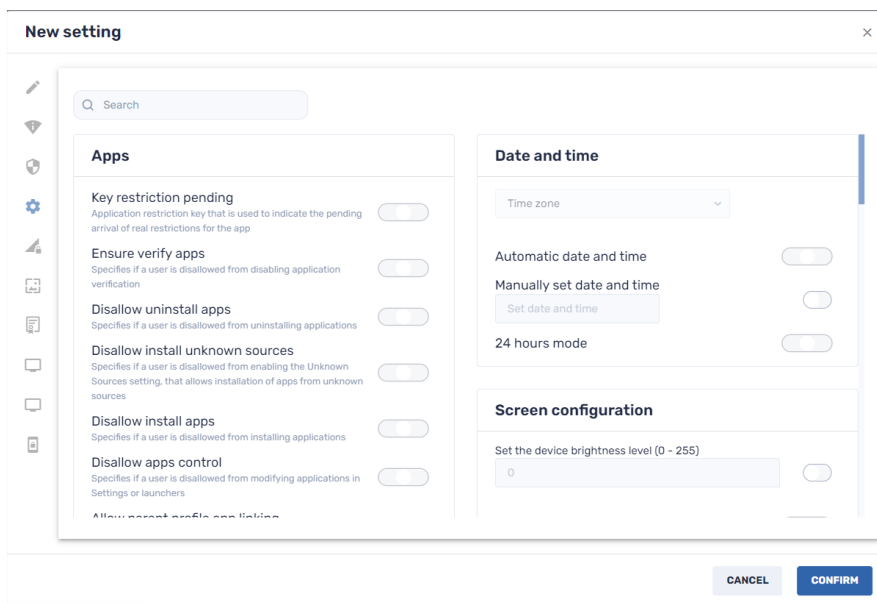
10.1.8.3 Security

This allows you to adjust login settings for the device, such as password length, password history, number of login attempts allowed, and the like.



10.1.8.4 General Settings

This is an interactive table where you can modify the device’s settings regarding apps, users, connectivity, date & time, audio settings, and more.



Note that the buttons in the General Settings window have three modes:

- **Enable** (Blue)
- **Neutral** (Gray, where the device remains on its default setting)
- **Disable** (Red):

Apps

- Key restriction pending**
 Application restriction key that is used to indicate the pending arrival of real restrictions for the app
- Ensure verify apps**
 Specifies if a user is disallowed from disabling application verification
- Disallow uninstall apps**
 Specifies if a user is disallowed from uninstalling applications
- Disallow install unknown sources**
 Specifies if a user is disallowed from enabling the Unknown Sources setting, that allows installation of apps from unknown sources

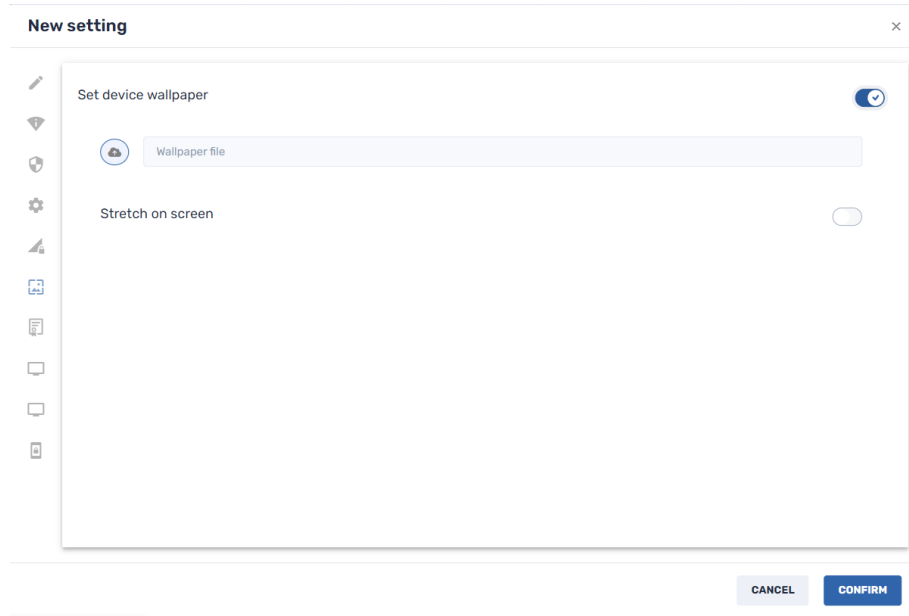
10.1.8.5 Set APN

This screen allows you to set up the details of an Access Point Name (=APN), such as an MNC (= Mobile Network Code), an MCC (= Mobile Country Code), and MMSC (=Multimedia Messaging Service Center).

The screenshot shows a 'New setting' dialog box with a close button (x) in the top right corner. The dialog title is 'Set Apn' and it has a toggle switch in the top right corner that is currently turned on. On the left side, there is a vertical list of icons representing different system settings: Wi-Fi, Security, Settings, Mobile Networks, Location, Notifications, App Restrictions, and System. The main area of the dialog contains six text input fields labeled 'Name', 'Apn', 'MCC', 'MNC', 'MMSC', and 'Type'. At the bottom of the dialog, there are two buttons: 'CANCEL' and 'CONFIRM'.

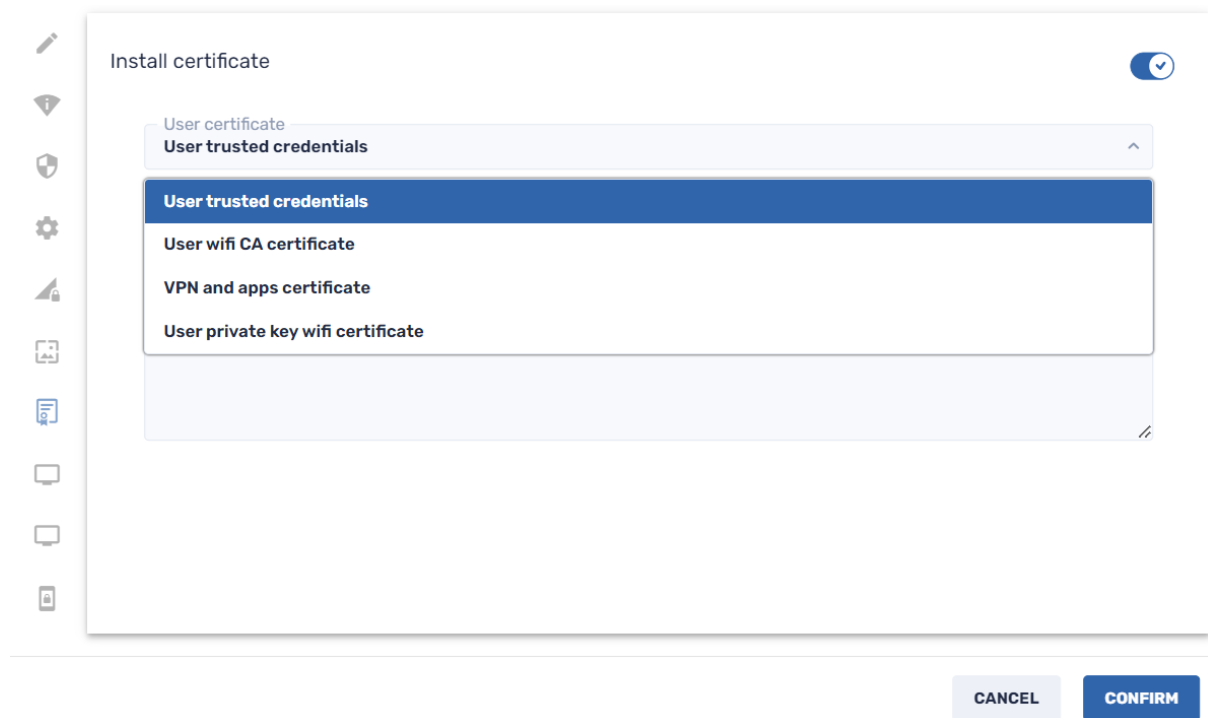
10.1.8.6 Wallpaper

This allows you to change the wallpaper on the device. You select an image from your computer and click **Confirm**.



10.1.8.7 Install Certificate

Certificates are used for web filtering, VPN authentication, and many other uses. These device settings options on the Viso interface allow you to install VPN and app certificates.



The options are as follows:

- User-trusted credentials
- User Wi-Fi CA (=Certificate Authority) certificate
- VPN and apps certificate
- User private key Wi-Fi certificate

To install a certificate:

1. First obtain a VPN or app certificate.
2. Copy the entire text of the certificate.
3. Paste it into the **Certificate body** field and click **Confirm**.

10.1.8.8 Panel Settings---First Panel

The first Panel Settings panel has options to power up or power down your device, and other power management options.

New setting [Close]

Power on Schedule
 Schedule device turn on by hour and days of the week

19:30 [SUN] [MON] [TUE] [WED] [THU] [FRI] [SAT]

Input source: NONE

Power off Schedule
 Schedule device shutdown by hour and days of the week

19:30 [SUN] [MON] [TUE] [WED] [THU] [FRI] [SAT]

Clear all power tasks
 Remove all "Power on" and "Power off" schedule tasks

Power management
 Set timer (seconds): 0 after timeout perform: Sleep

[CANCEL] [CONFIRM]

10.1.8.9 Panel Settings—Second Panel

The second Panel Settings panel has additional device settings options, such as being able to lock the touch lock on the device, allowing or disallowing the Wake-On-LAN option, and more.

New setting [Close]

Power on Schedule
 Schedule device turn on by hour and days of the week

19:30 [SUN] [MON] [TUE] [WED] [THU] [FRI] [SAT]

Power off Schedule
 Schedule device shutdown by hour and days of the week

Power On source: Don't change

No signal shutdown time: Don't change

Auto Backlight/Brightness
 Turn on/Turn off automatic backlight

Turn on/off Touch lock
 Turn on or off the touch lock on the screen in batches

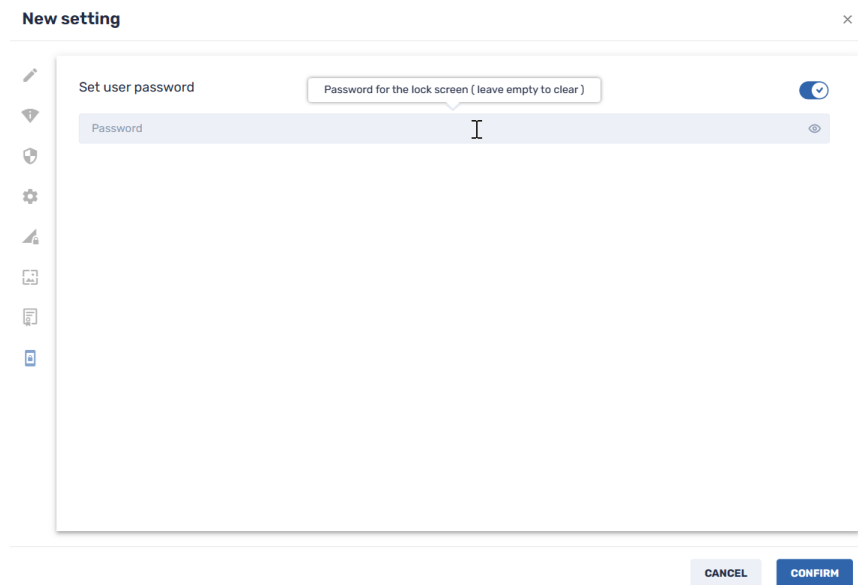
Turn on/off WakeOnLan

Disallow change bluetooth state

[CANCEL] [CONFIRM]

10.1.8.10 Lock Password

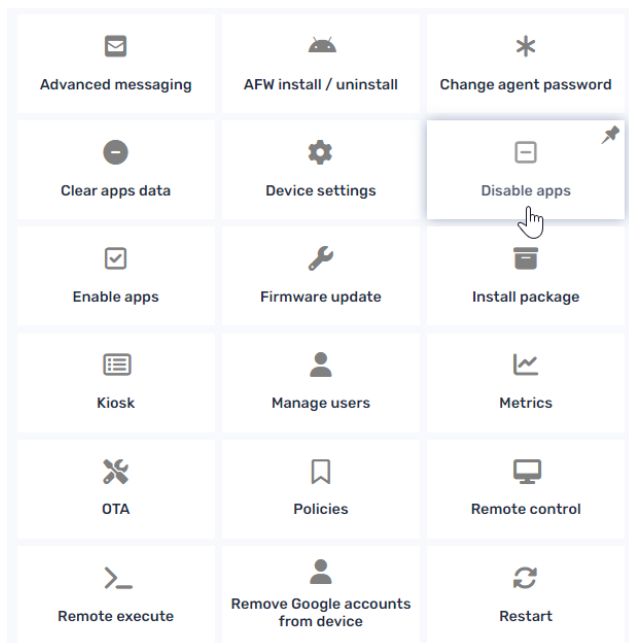
This pane allows you to set a password on the user’s device that locks the screen on the device.



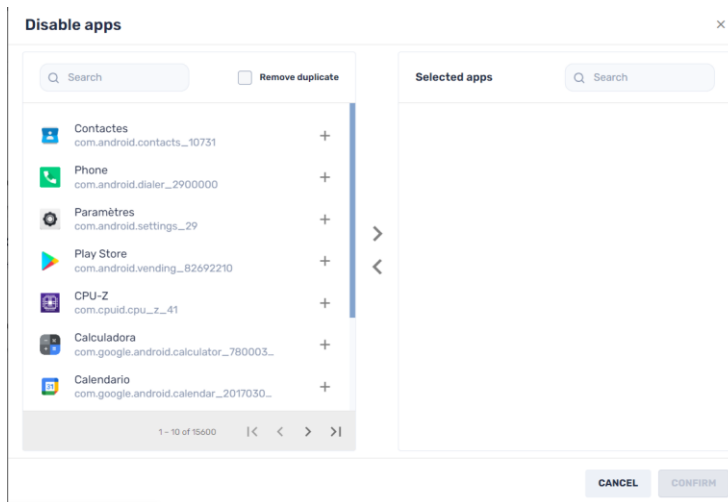
10.1.9 Disable/Enable Apps

This allows you to remove an app from a device or reinstall it.

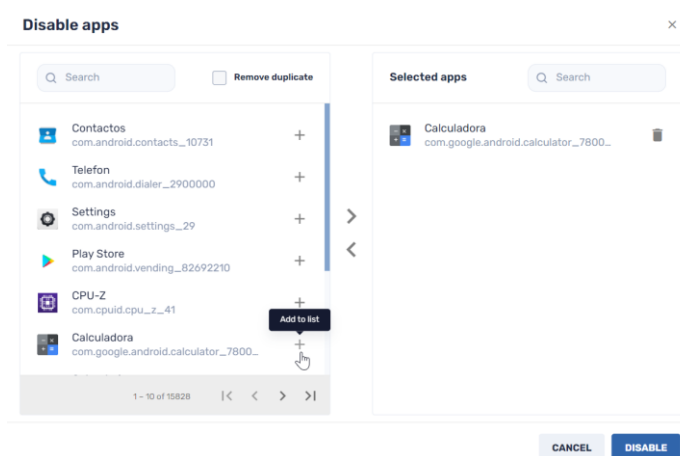
This option is available from the Device Console Ribbon, or from the device’s kebab menu.



1. When you click on the **Disable apps** tile, the **Disable apps** screen opens.



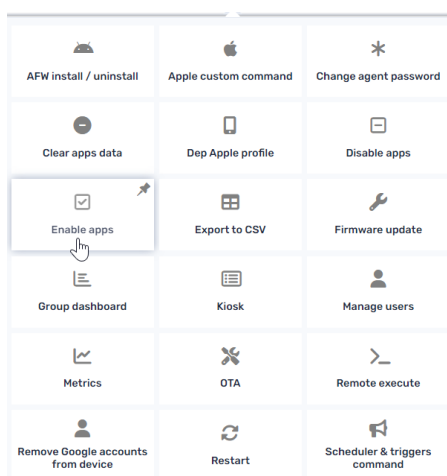
2. Select the apps that you wish to disable by clicking on the **Add to List** icon **+**. The app will now appear in the **Selected apps** column.



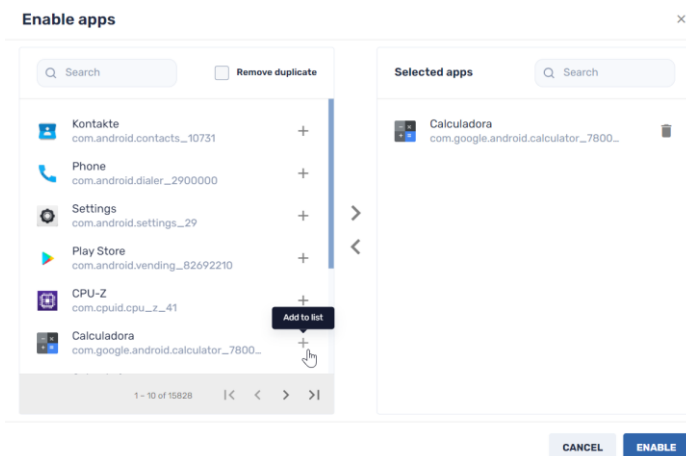
3. Click **Disable**. The apps that you selected will now be disabled on the device.

To reverse the process and enable an app:

1. Click on the **Enable apps** tile.



2. Select the apps that you want to enable, by clicking on the **Add to List** icon.



3. Click **Enable**. The app will now be enabled on the device.

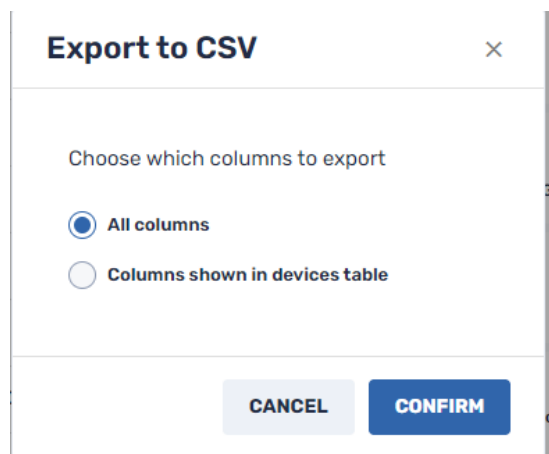
10.1.10 Export Blue Screen Data (Windows Devices Only)

This sends information about a system crash in Windows. The data comes in the form of an Excel spreadsheet, listing the Device ID, details of the blue screen error, and when the blue screen appeared.

10.1.11 Export to CSV

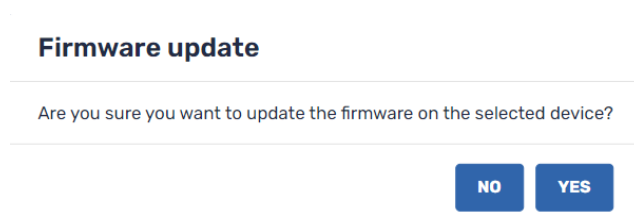
This allows you to export the table of results to an Excel CSV file. You can access this option from the Devices Console Ribbon, or from a device's kebab menu.

You can choose to display all columns available, or only the columns currently shown in the **Devices** table.



10.1.12 Firmware update

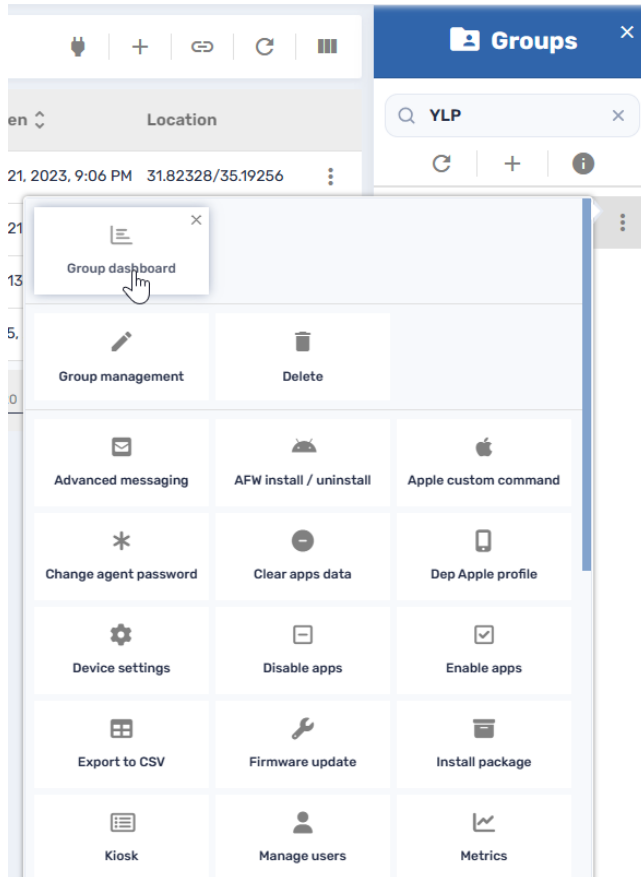
This option allows you to update the device's firmware, for better performance and security.



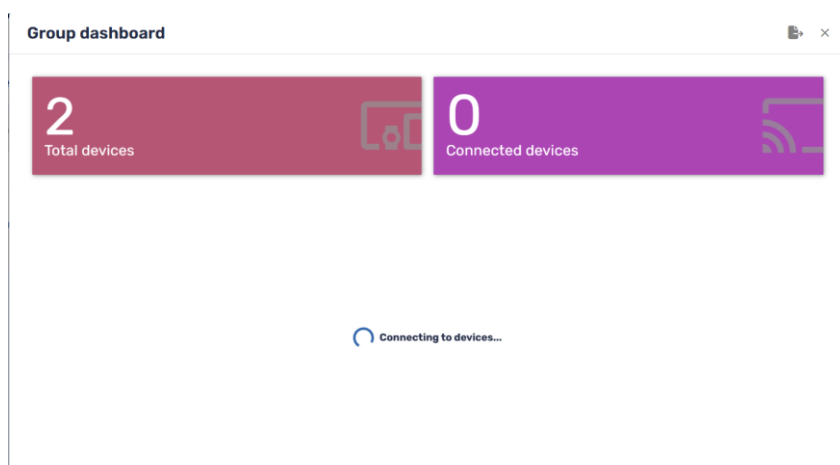
(**Note:** Not all devices allow for remote firmware updates.)

10.1.13 Group Dashboard

This can be accessed from the kebab menu of a group in the Groups window.



The **Group Dashboard** command displays the statistics for the devices in a group.

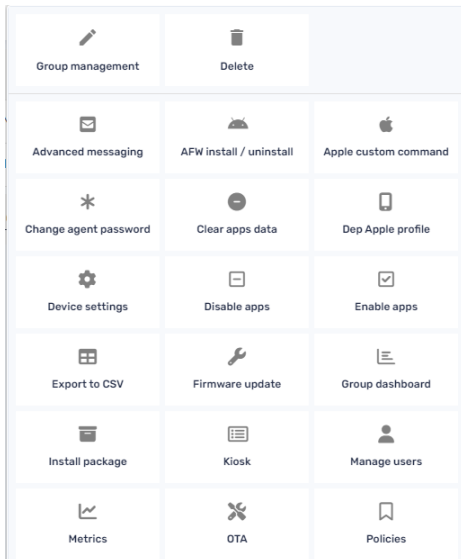


10.1.14 Group Management

If you have created a group, but want to perform modifications, use the **Groups Management** command tile. This is especially useful for installing mandatory applications on many devices simultaneously.


To use the Group Management command:

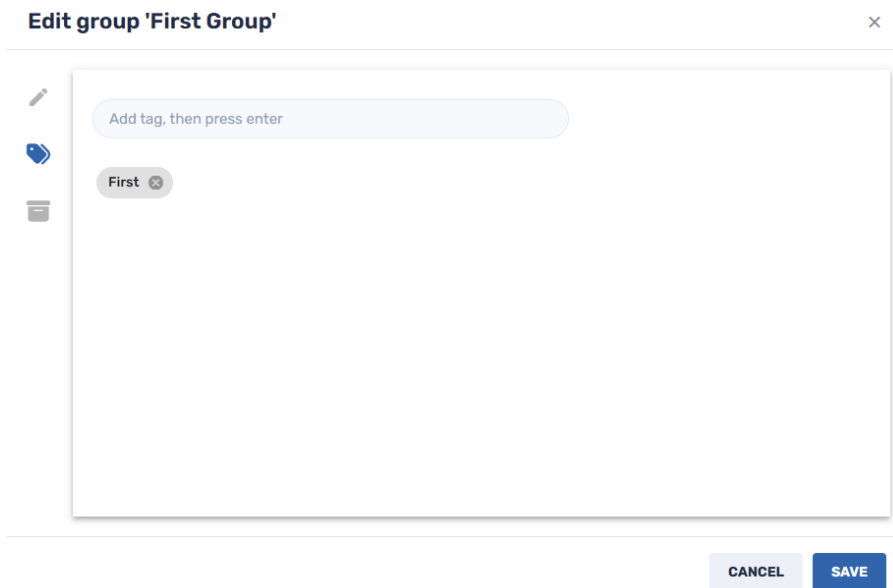
1. Select a group in the **Groups** column and click on its kebab menu. The Group Commands grid opens.




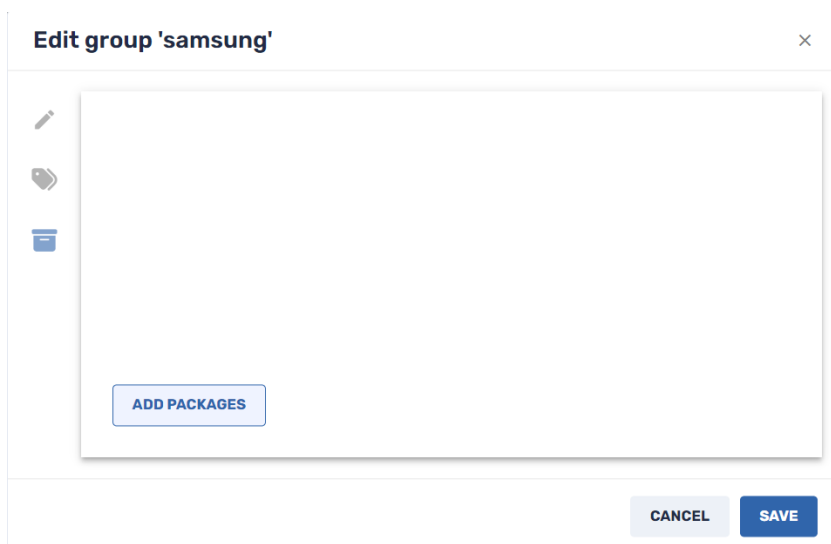
2. Click on **Group Management**. The **Edit Group** window opens.
3. Modify the Group name and description.



4. Click on the **Tags** icon . The Tags window allows you to apply identifying tags to the group.



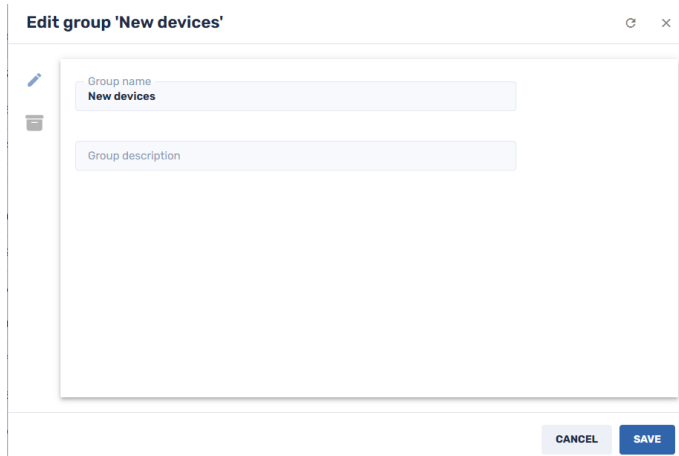
5. Click on the **Add Packages** icon , and add the software packages that you'd like to apply to the members of the group.



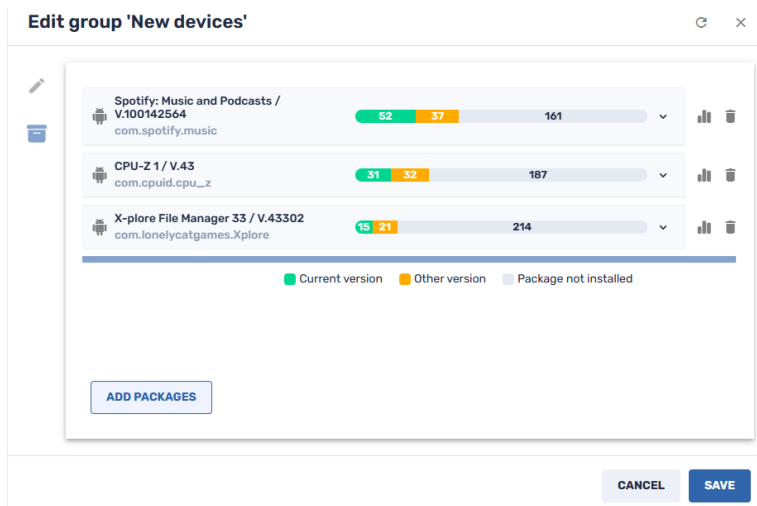
6. Click **Save** to save the results.

For the group **New Devices**, the Group Management command is somewhat different. This will allow you to install mandatory software packages onto any new devices as they are included in the Viso 2.0 system.

1. Click on the **Groups** icon in the Devices Console and find the **New devices** group.
2. Click on the **New devices** kebab menu. The **Commands** grid opens.
3. Click on the **Group Management** tile. The **Edit group 'New Devices'** window opens.

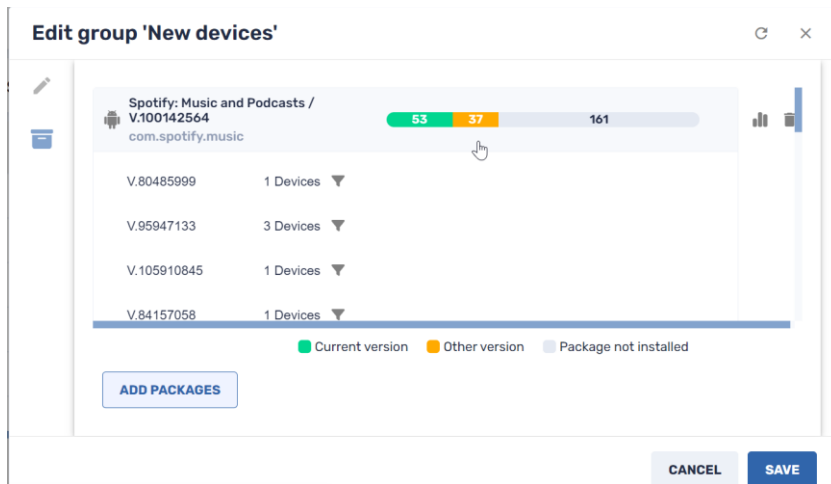


- When you click on the **Packages** icon, you'll notice that there are certain mandatory software applications that already appear.



In this display, from the total number of devices available (= 250 devices), we see that 32 devices have the current version of Spotify, 37 devices have a previous version, and 161 devices do not have Spotify installed presently. (This could be because many of these 161 devices are no longer active.)

- Click on the row of a particular application. You will see a breakdown of which devices have the current version, a previous version, or do not have the application installed presently.



6. Clicking on the **Show Devices** filter icon next to a particular device in the list will allow you to do a filtered search:

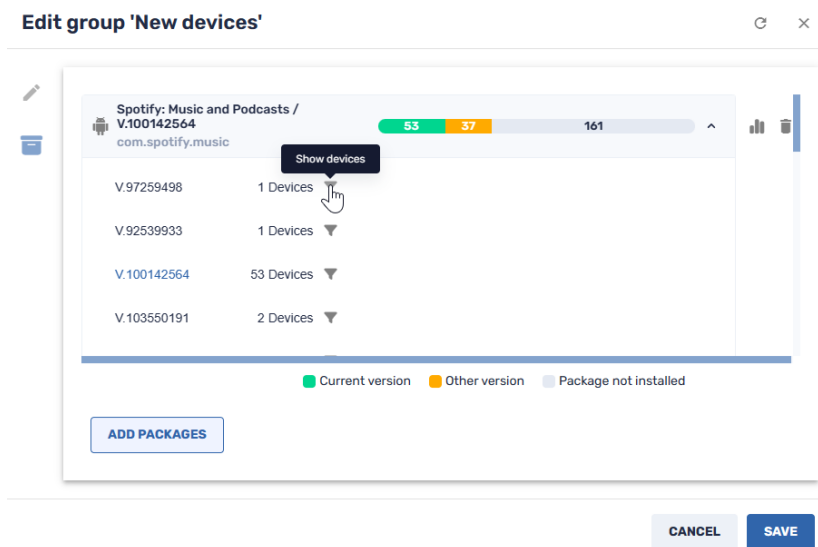


Figure 10-11: Viewing devices with/without the app installed

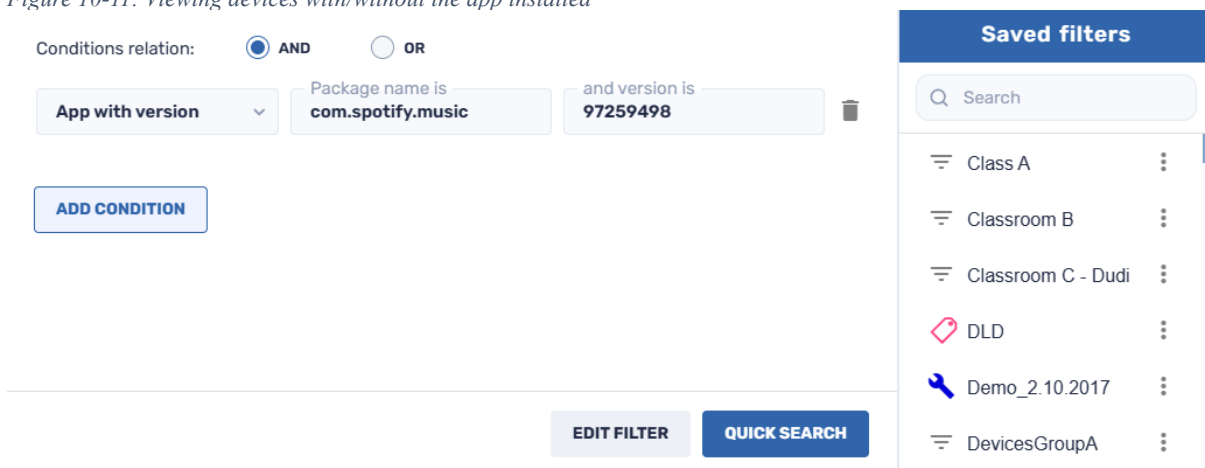
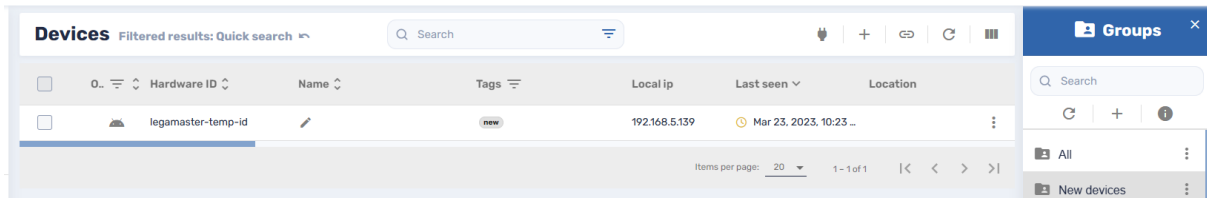

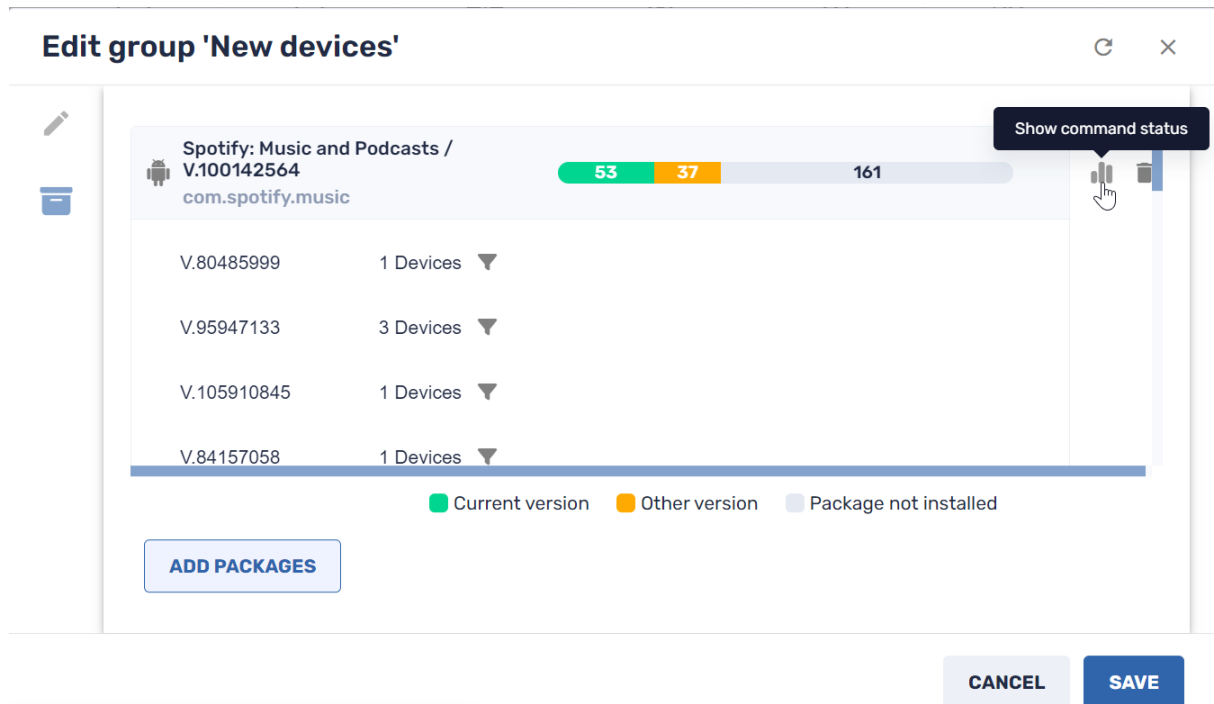


Figure 10-12: Filtering devices by version of app installed

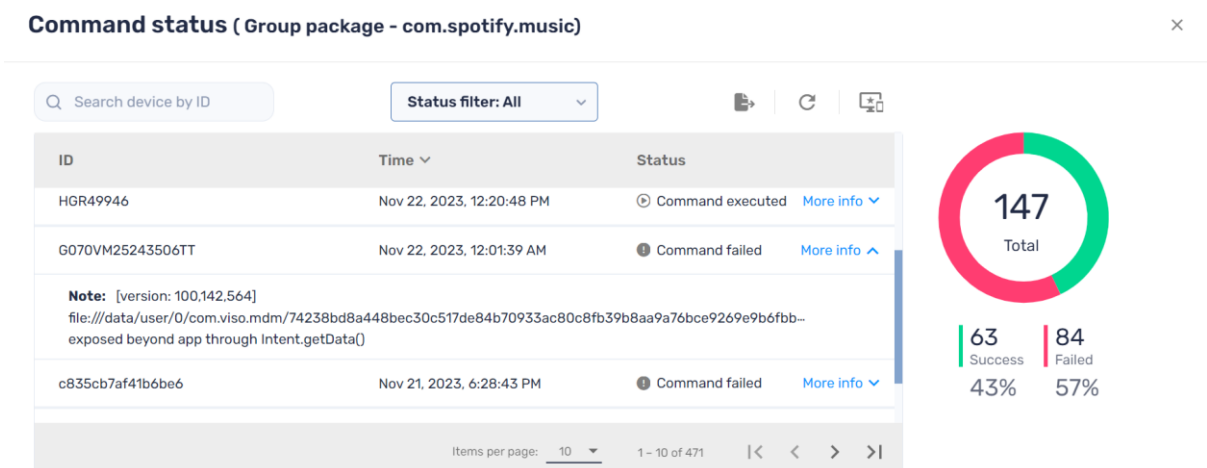
7. Click on **Quick Search**. You will see the details of the specific devices that have or do not have the most recent installation of the application:



8. Another way to view the breakdown of devices that have the app installed is by clicking on the **Show command status** icon  in the **Edit group** window:



It will provide you with a list of all of the devices, whether the app was installed on the device successfully, and any reason why the installation did not succeed:



10.1.15 Install packages

Clicking on this option opens a grid of software packages from which to choose, to install on a device. There is also an option to create a new software package to install.

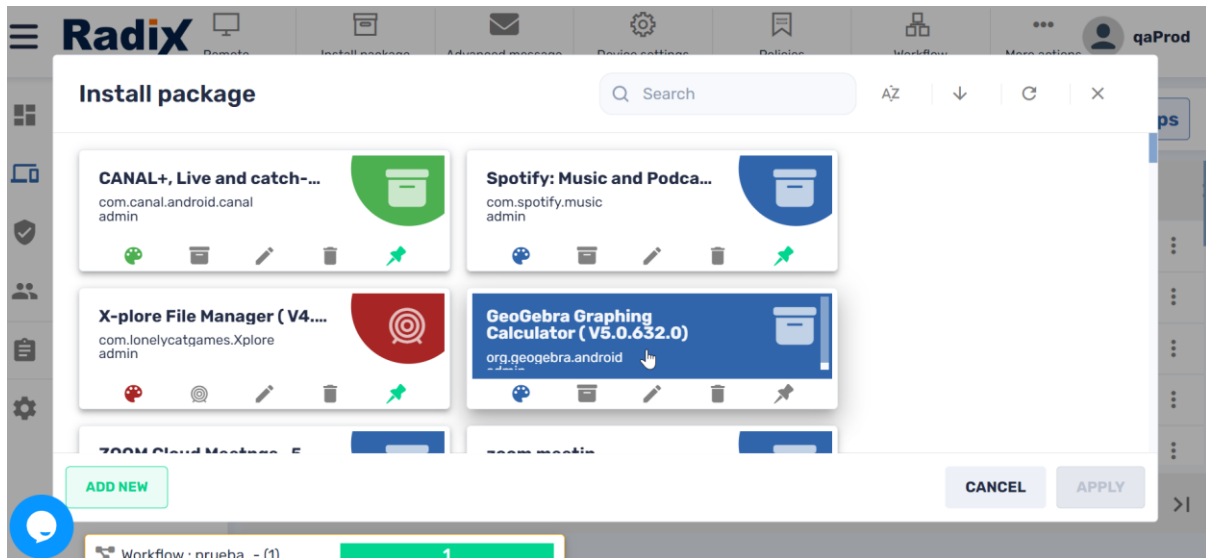
The **Install Packages** feature can be accessed by:

- The device's kebab menu
- The Device Console ribbon, under the **Install package** icon,
- The Device Dashboard, from the **Repositories** tab, under **Install Packages**.

When you click on **Install Packages**, a grid of software packages appears. These are software packages that have already been stored in the Viso system.

10.1.15.1 *Installing a package in the Viso interface:*

In the screenshot below, the user will install the GeoGebra app on the remote device:



To install a package on a device remotely:

1. Click on a selected software package.
2. Click the **Apply** button. A message will be sent to the device, and a notification will appear in the lower left of the Devices Console, indicating that the app was installed successfully on the device. (The Devices Console will also alert you if the installation failed, or in Pending status.)

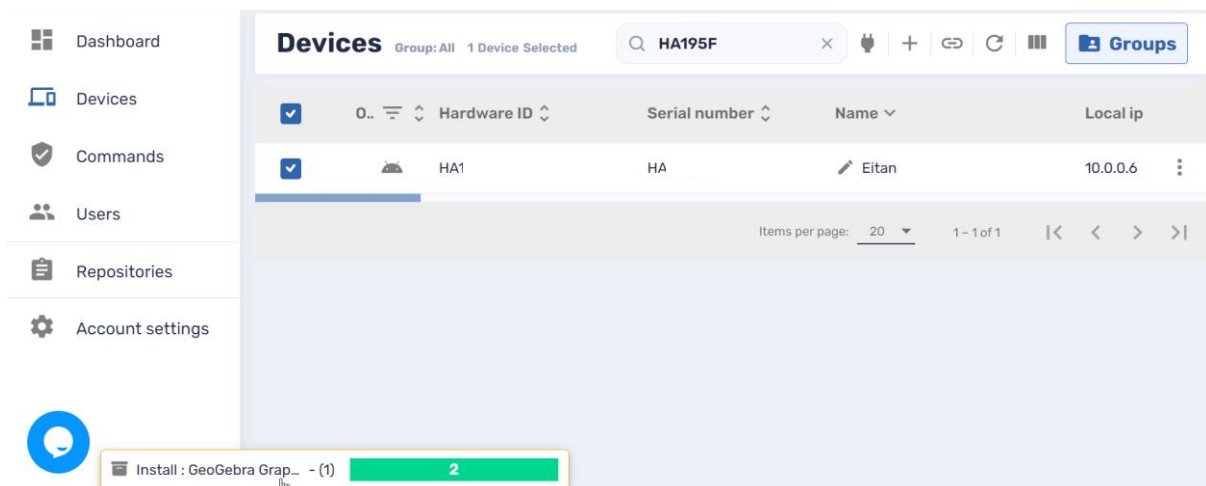


Figure 10-13: Notification that app was installed successfully

3. Clicking on the notification in the lower left corner of the screen will open the **Command status** screen:

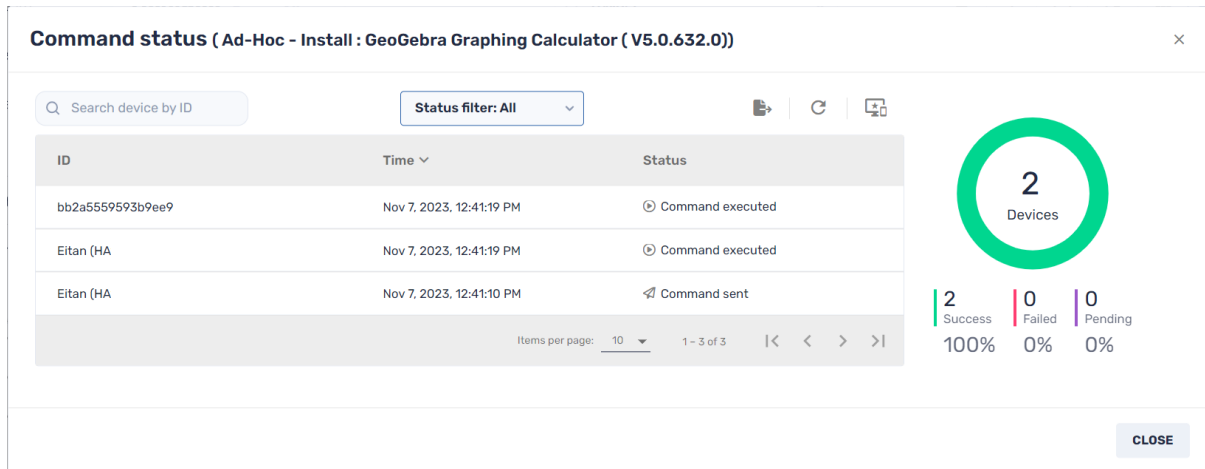


Figure 10-14: Display of status of command sent to a device

The **Command status** screen has several options to display or store results of commands sent to devices:

Table 10-2: Command Status Screen Display Options

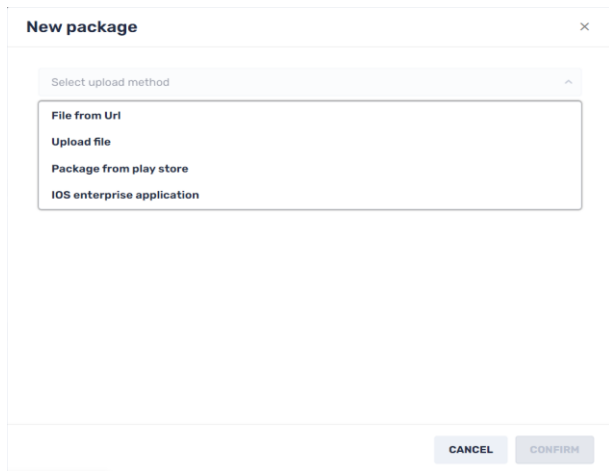
Icon	Description
Status filter: All	Allows you to filter results by commands sent, executed, pending, etc.
Export to CSV icon	Export to CSV: Allows you to export the table of results to an Excel CSV file
Refresh icon	Refresh: Refreshes the results displayed in the table
List by Device icon	List by Device: Allows you to display which devices have had the selected app installed

10.1.15.2 Adding a new package to install

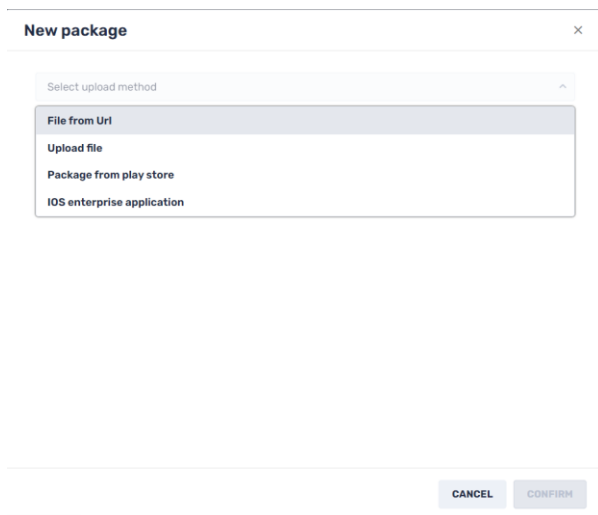
You can also add new software packages and install them on devices. (The user of the device may have to complete the installation.)

To add a new software package to install:

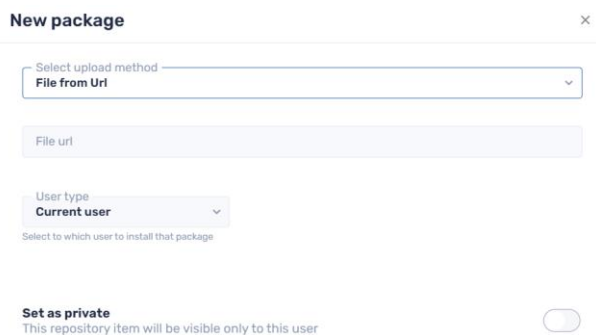
1. Click the “**ADD NEW**” button on the lower left of the **Install Package** screen. The **New Package** screen appears.



2. You have the option of uploading a new software package from a URL, a file from your computer, from the Google play store, or from an iOS enterprise application.



- If you select **File from URL**, you'll be prompted for the file's URL.



- If you select **Upload file**, you can select a file from your computer.

New package ×

Select upload method

ADD FILE

User type

Select to which user to install that package

Set as private
 This repository item will be visible only to this user

- If you select to upload a software package from the Google play store, you'll be prompted for the app URL from the Play store.

New package ×

Select upload method

Copy app URL from Play store

SYNC

User type

Select to which user to install that package

Set as private
 This repository item will be visible only to this user

- If you choose **iOS enterprise application**, you'll be prompted whether to upload the package by its URL, or from your computer.

New package ×

Select upload method

Select upload method

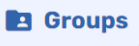
Select to which user to install that package

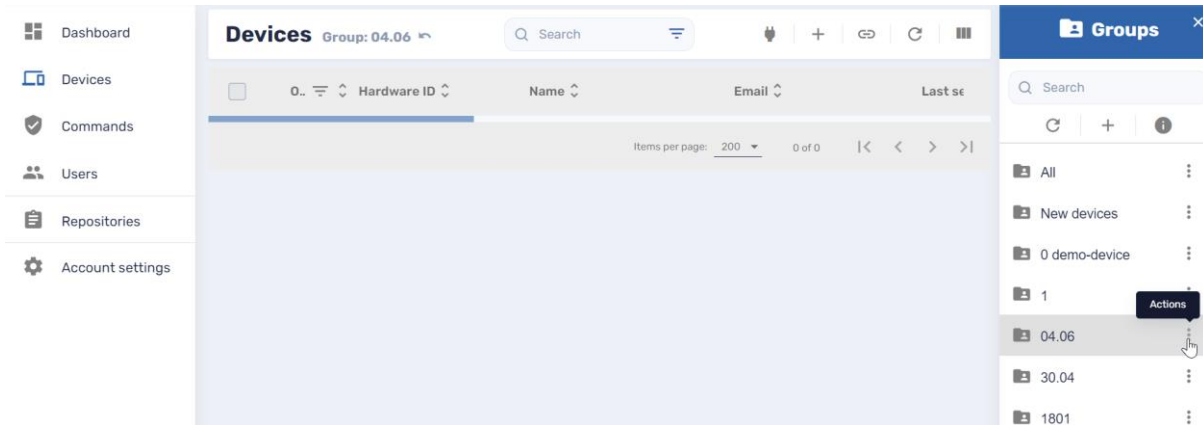
Set as private
 This repository item will be visible only to this user

10.1.15.3 *Installing a Software Package on a Group of Devices*

The Install Packages option can be applied to a group as well. This is a convenient way to install software on an entire fleet of devices at once. You can also track the success of the installation.

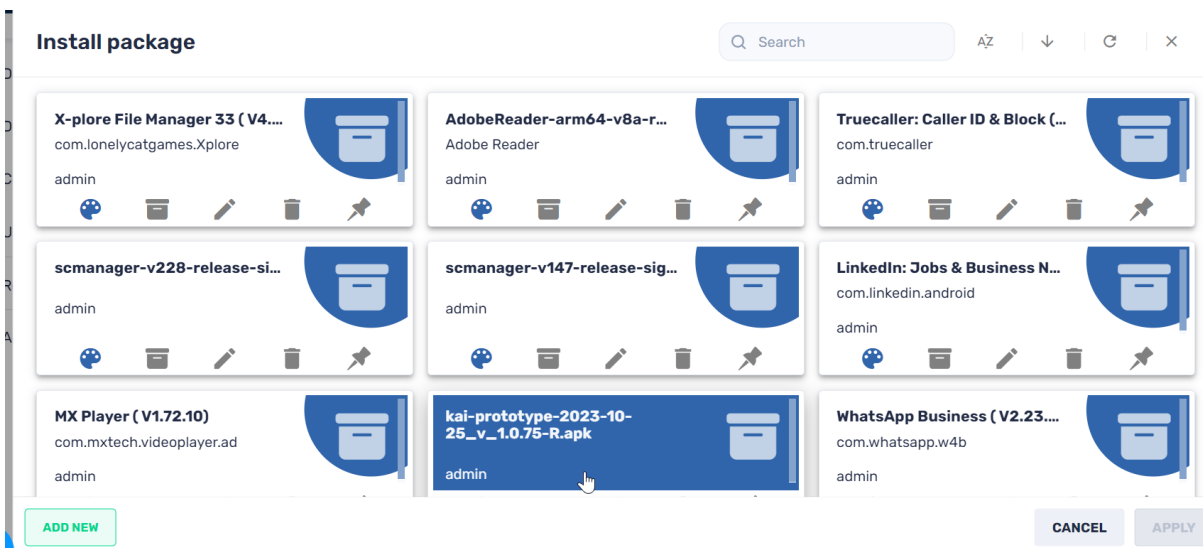
To install a software package on a group of devices:

1. In the Devices Console, click on the Groups icon . The Groups window opens.
2. Find the group to which you wish to install the software packages, and click on its kebab menu:



The Commands panel opens.

3. Select the **Install Package** icon. The Install Package window opens.
4. Select the desired software package and click **Apply**. The software package will be installed on the entire group of devices.



5. You can later check the success of the installation by opening the Commands Status window (Section 5.2).

10.1.15.4 Installing a Software Package on Selected Devices

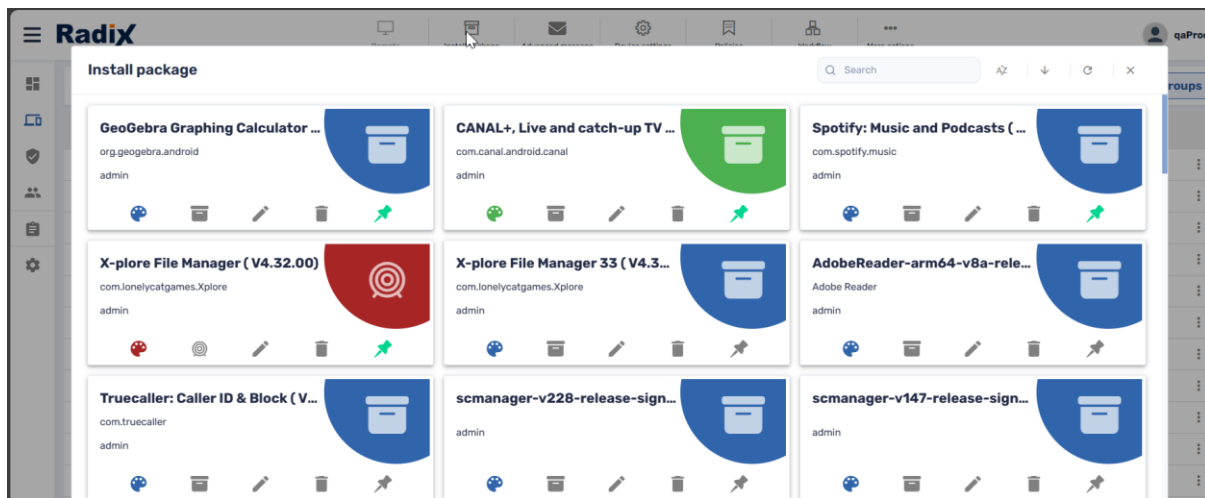
There is also an option to select particular devices manually and install a software package on them.

To select devices manually:

1. Click on the Devices icon, to open the Devices Console.
2. Select particular devices, by clicking their checkbox in the far-left column.

Devices Group: All 4 Devices Selected										
Q Search										
	Name	Policy-Kiosk	Tags	Local ip	Last seen	Location	Sim	Ip address	Agent v	
<input type="checkbox"/>	My mediabox		new 1234/ my devices	192.168.5.207	Nov 29, 2023, 2:26 PM	32.02238/34.85973		213.8.193.110	2509029	
<input type="checkbox"/>	Mike Yoga 11		new 2905 29055 mike	192.168.5.19	Nov 29, 2023, 2:19 PM	32.02198/34.85951		213.8.193.110	11050171	
<input checked="" type="checkbox"/>			new	192.168.5.116	Nov 29, 2023, 2:14 PM	32.02237/34.85975		213.8.193.110	2509029	
<input checked="" type="checkbox"/>	newline		new aa aaa	192.168.43.1	Nov 29, 2023, 1:49 PM			213.8.193.110	2509028	
<input checked="" type="checkbox"/>			new	192.168.5.230	Nov 29, 2023, 1:08 PM	32.02238/34.85976		213.8.193.110	2506016	
<input checked="" type="checkbox"/>			new racing1234	192.168.5.48	Nov 29, 2023, 1:00 PM	32.02241/34.85977		213.8.193.110	2509030	
<input type="checkbox"/>			new	192.168.5.95	Nov 29, 2023, 12:43 ...			213.8.193.110	1108029	
<input type="checkbox"/>	Lenovo 9 black GQ		y	192.168.1.191	Nov 29, 2023, 12:40 ...	32.19625/34.8615		87.71.201.243	1108027	
<input type="checkbox"/>			new	192.168.5.90	Nov 29, 2023, 12:39 ...	32.02211/34.85966		213.8.193.110	2509028	
<input type="checkbox"/>				192.0.0.4	Nov 29, 2023, 12:39 ...			104.133.229.107	1109030	
<input type="checkbox"/>	yehuda		new yehudap yip	10.0.0.4	Nov 29, 2023, 12:39 ...	31.82329/35.19254		147.235.206.169	2509029	
<input type="checkbox"/>			new	192.168.5.136	Nov 29, 2023, 12:39 ...			213.8.193.110	2509030	

3. Click on the **Install Package** icon in the Device Console ribbon. The Install Package window opens.



4. Proceed as above to select and install packages.

10.1.16 Kiosk

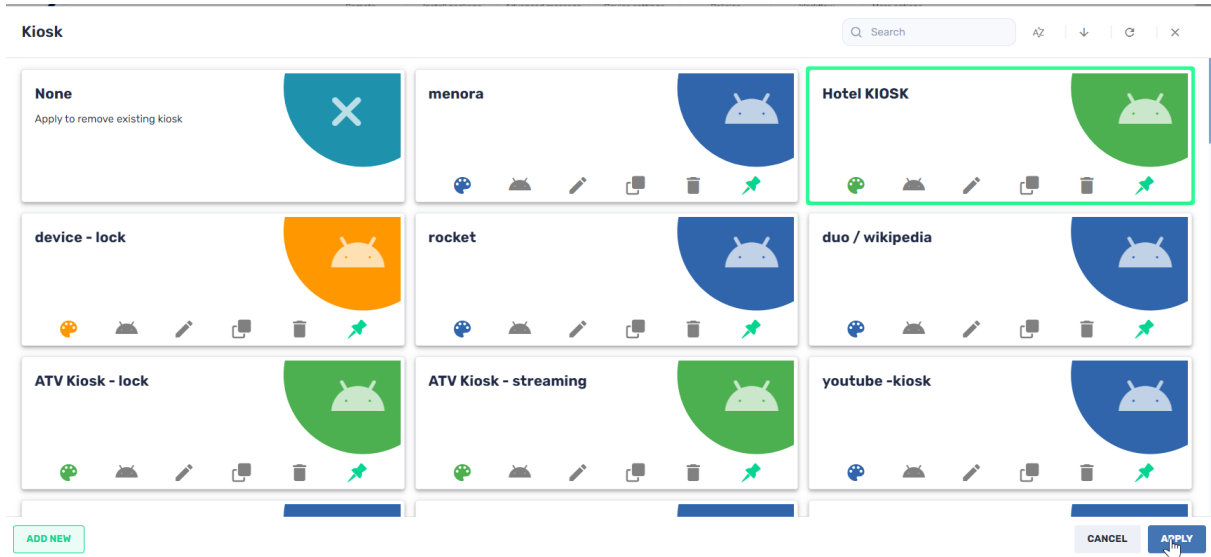
This option allows you to use a device as a display in a kiosk, as in a storefront or hotel.

The **Kiosk** feature can be accessed by:

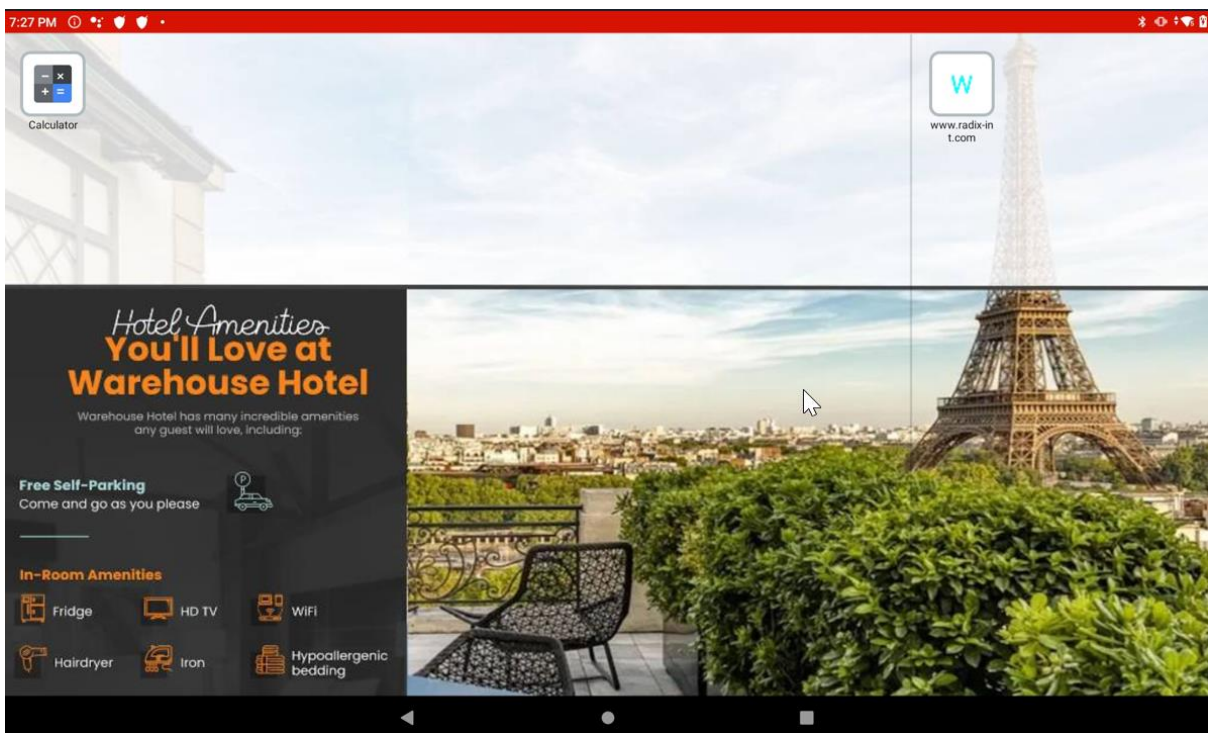
- The device’s kebab menu,
- The Device Console ribbon, under the **More actions** icon,
- The Device Dashboard, from the **Repositories** tab, under **Kiosk**.

10.1.16.1 Applying a Kiosk Option

When you click on the Kiosk tile, the Kiosk options will appear.



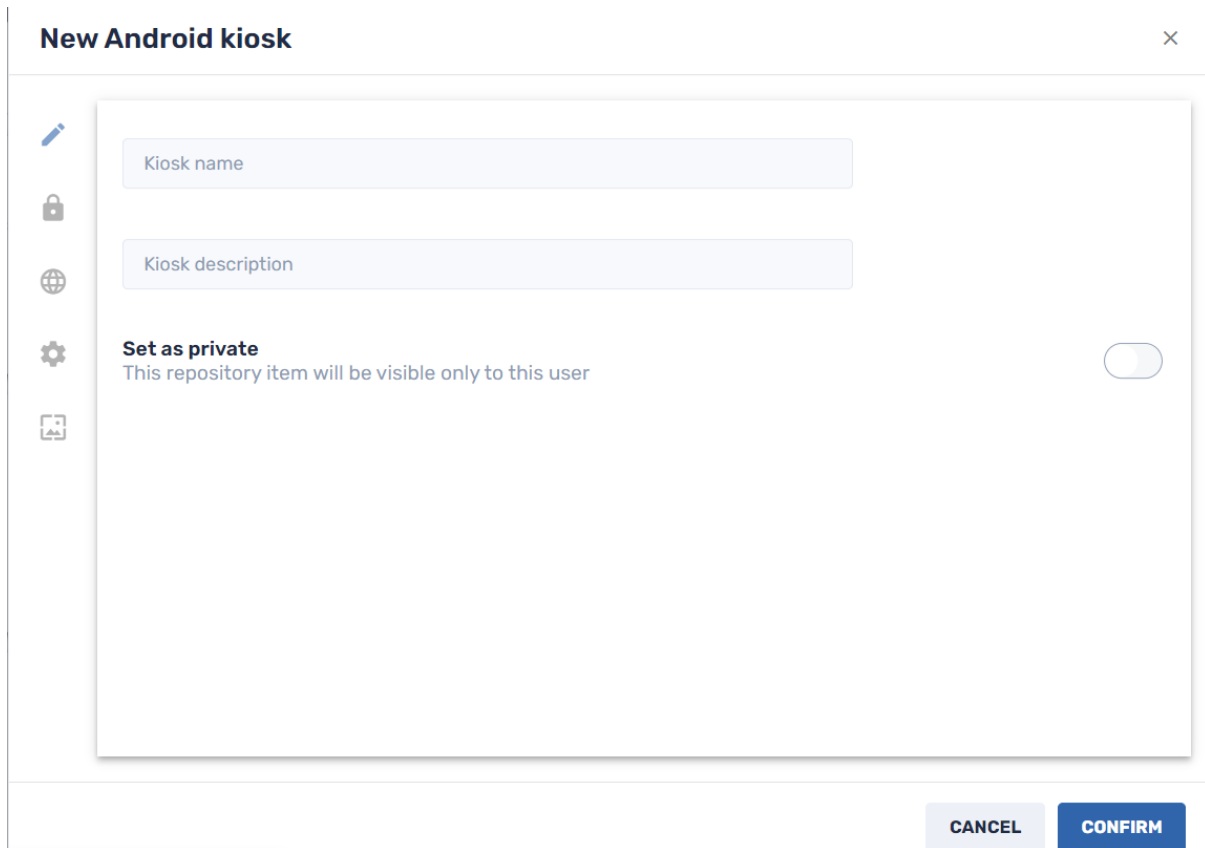
1. Click on one of the kiosk options to select it, and then click **Apply**. In our example, we selected the **Hotel Kiosk** display. The kiosk option that you selected will be displayed on the device automatically.



You can also add a new Kiosk option and customize it according to your preferences.

To create a new Kiosk option:

1. Click on **Add New**. The **New Android Kiosk** screen opens in the **Edit Details** option.

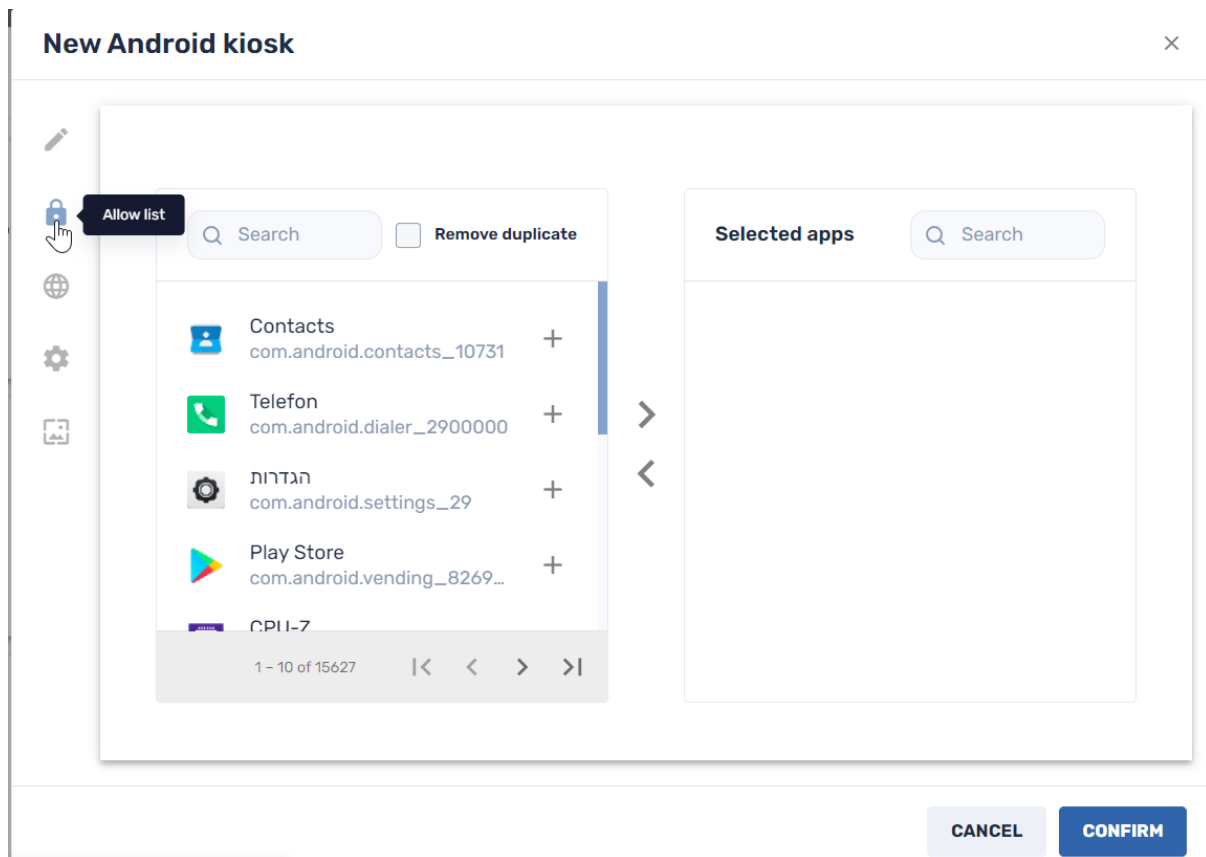


The New Android Kiosk window has the following icons:

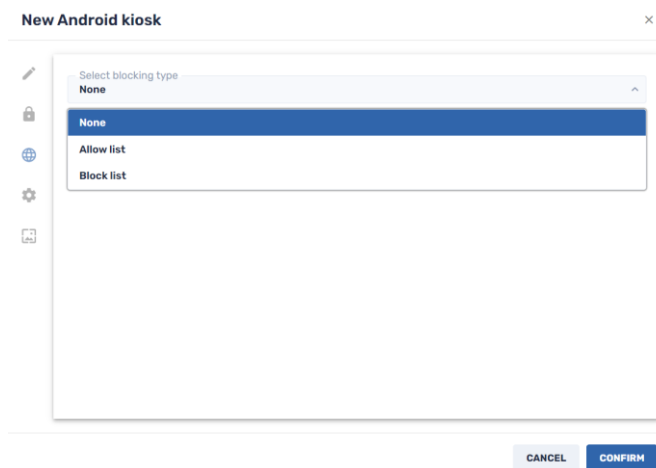
Table 10-3: Kiosk Editing Options

Icon	Description
	Edit Details
	Allow List
	Web
	General
	Wallpaper

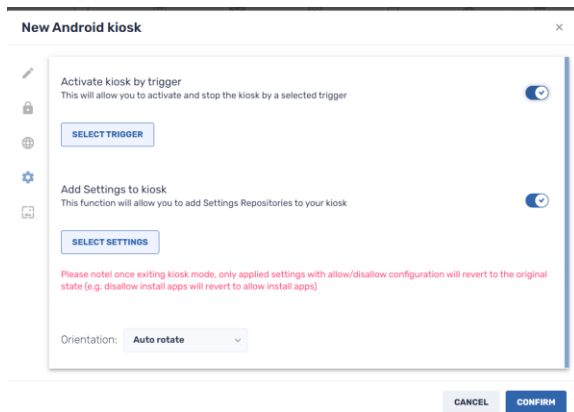
- After assigning a Kiosk name and description, click on the **Allow List** icon. You can select which device apps will be included in the Kiosk option by clicking on the **Add to List** icon **+**.
The apps that you selected will now appear on the right-hand side in the **Selected apps** column.



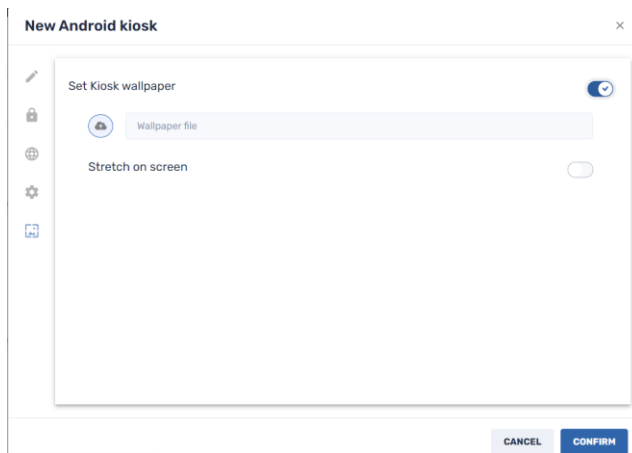
3. Click on the Web icon, to select whether you want an **Allow list** of apps that you want on the Kiosk device, or a **Block list** of apps that you don't want on the Kiosk device.



4. Click on the **General** icon, to choose a method of triggering the Kiosk, adding settings to the Kiosk, and determining the orientation of the Kiosk's wallpaper.



5. Click on the **Wallpaper** icon to select an image to serve as the kiosk’s wallpaper.



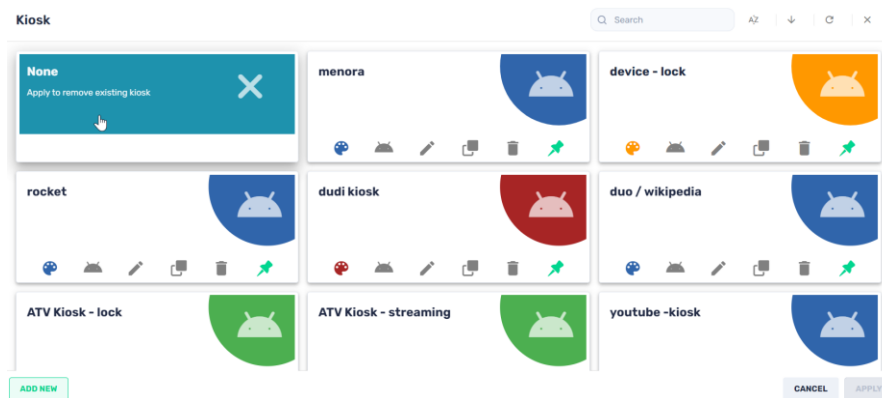
6. Click **Confirm**. The kiosk option that you created will be saved in the Kiosk window.
7. To use a kiosk option, select it from the Kiosk window, and click **Apply**.

10.1.16.2 *Disabling a Kiosk Option*

The remote device will be limited only to the selected apps for the duration of while it is in Kiosk mode. If you want to use the device for other apps, you will have to disable the Kiosk mode.

To disable Kiosk mode:

1. Select the Kiosk tile. The Kiosk window opens.



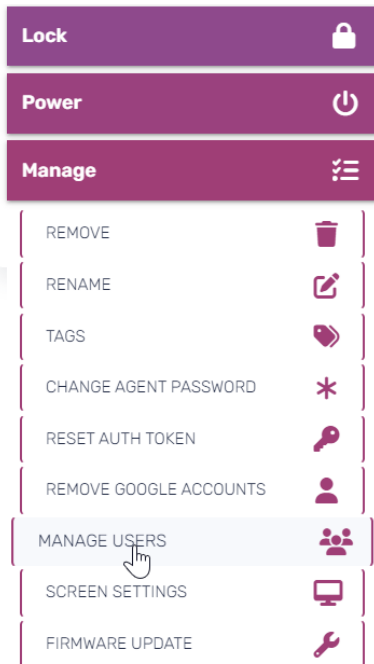
2. Select the **None** option and click **Apply**. The device will now revert to full functionality again.

10.1.17 Manage users

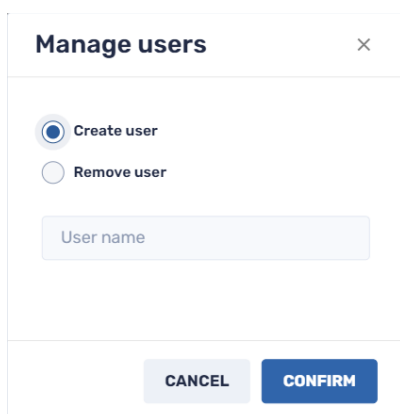
This allows you to create or remove users on a particular device.

The **Manage users** feature can be accessed by:

- The device’s kebab menu
- The Device Console ribbon
- The Device Dashboard, under Manage.



1. When you click on the **Manage users** icon, the **Manage users** dialog box appears.
2. Supply the username, select **Create user** or **Remove user**, and click **Confirm**.



Note: You must have privileges to create and remove users to use this feature.

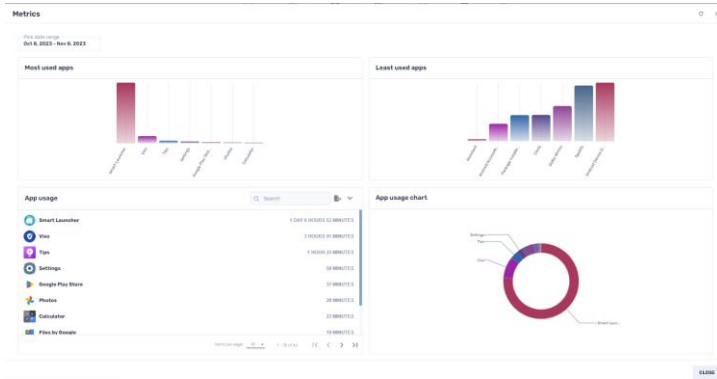
10.1.18 Metrics

This provides graphical displays of app usage on a device, to see which apps are used the most, and which are used the least. This information can help you make fact-based decisions, to optimize the usage of your device and make it into a true business asset.

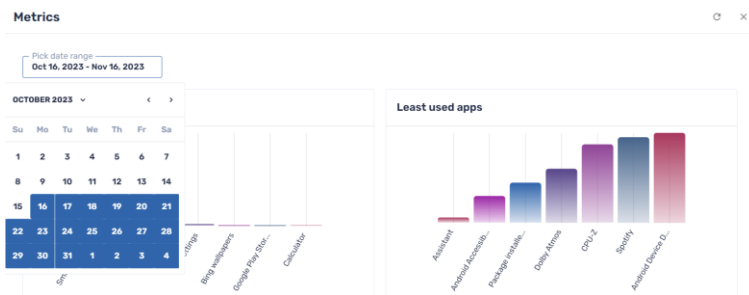
The Metrics feature can be accessed by:

- The device’s kebab menu,
- The Device Console ribbon, under **More actions**,

When you click on the Metrics tile, you’ll see graphs that tell you about app usage.



There is also an option to select a range of dates, search for an app and view its usage stats, and to graph the results for a specified time period.



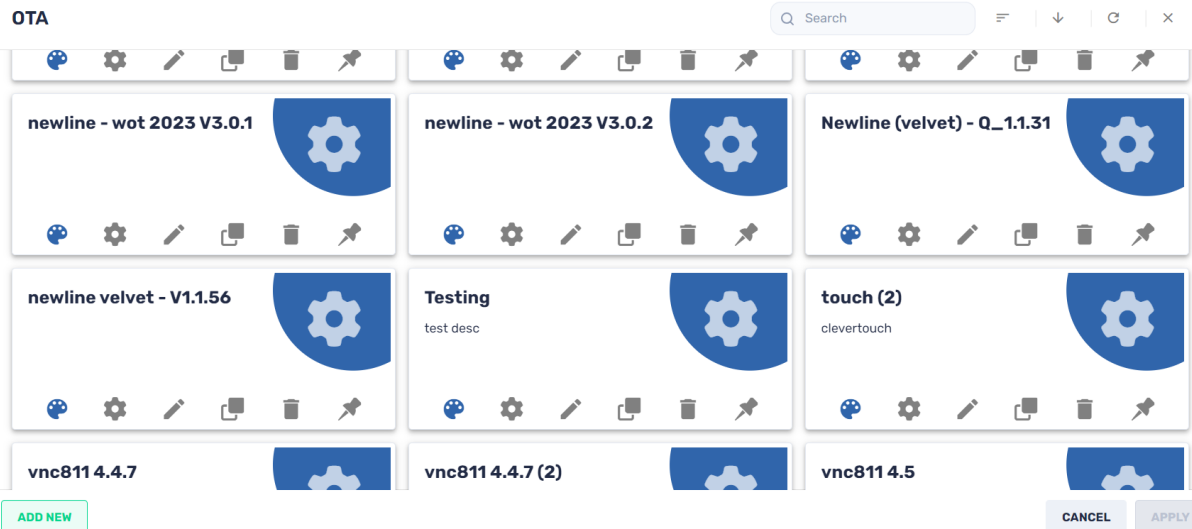
10.1.19 OTA (= Over-the-Air)

This enables an Android device to receive and install updates to its operating system or apps, or to dispatch an image of an operating system to a device.

The feature can be accessed by:

- The device’s kebab menu,
- The Device Console ribbon, under **More actions**,
- The Device Dashboard, from the **Repository actions** tab, under **OTA**.

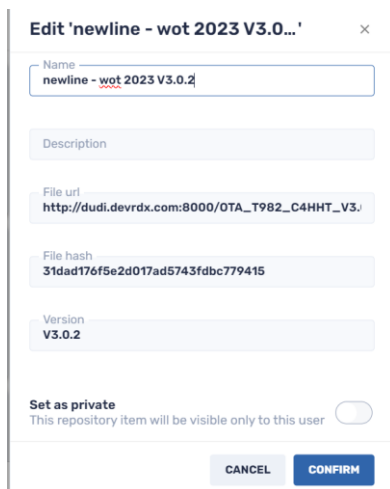
When you click on **OTA**, a grid of stored OTA updates appears.



You can choose to edit an existing OTA setting or add a new one.

To edit an existing OTA setting:

1. Select the tile of the desired OTA setting and click on the tile’s **Edit** icon. The “Edit” window opens.
2. Supply the name, description, URL etc., and click **Confirm**.



To create a new OTA setting:

1. Click on **Add New** in the OTA panel of options. The New OTA window opens.
2. Supply the necessary information and click **Confirm**.
3. To send an OTA option to a device, select the relevant tile, and click **Apply**.

10.1.20 Policies

The Policies option is for blacklisting and blocking apps that have security issues and you would prefer that they not run on certain devices.

The Policies feature can be accessed by:

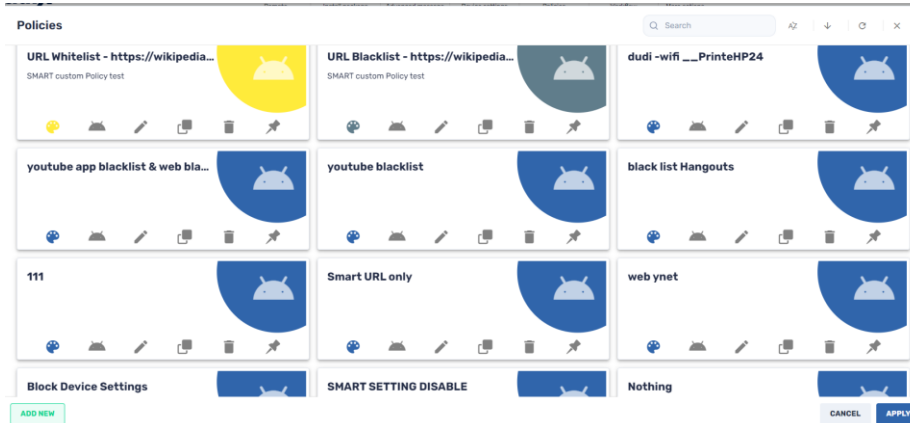
- The device’s kebab menu,
- The Device Console ribbon, under **Policies**,

- The Device Dashboard, under the **Repositories actions** tab, under **Policies**.

When you click on **Policies**, a grid of stored policies appears.

10.1.20.1 Applying a Software Policy

You can select an existing software policy, or add and apply a new one:



To add a new policy:

1. Click on the **Add New** button in the lower left.
The **New Android Policy--Edit Details** screen opens.

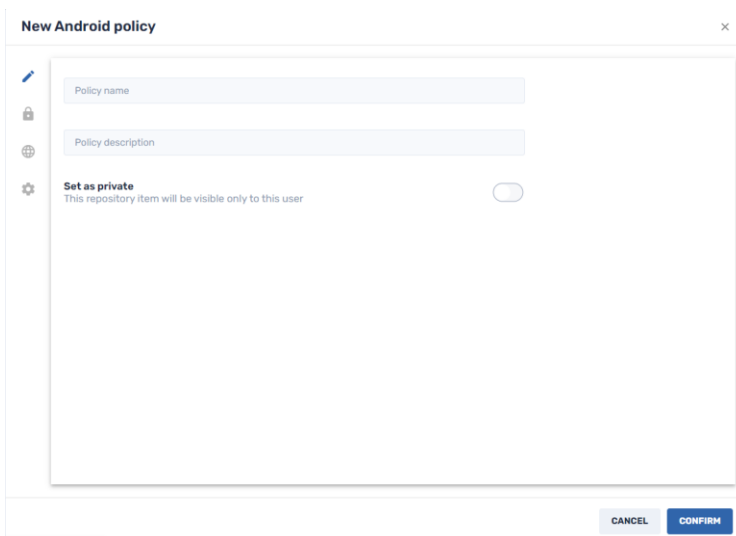
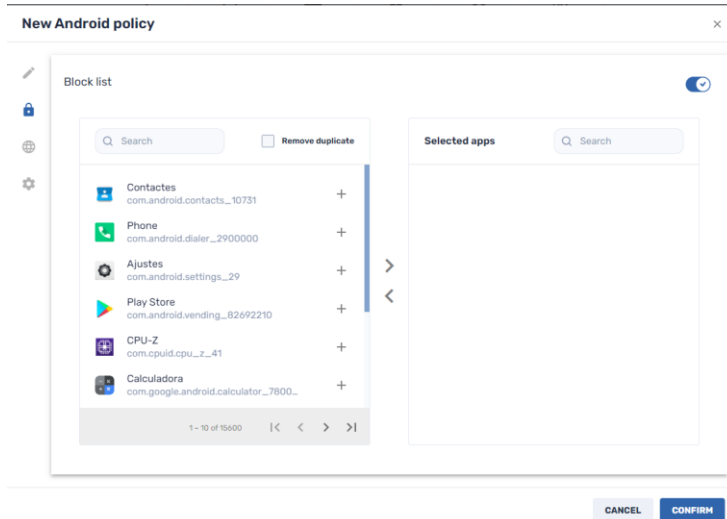


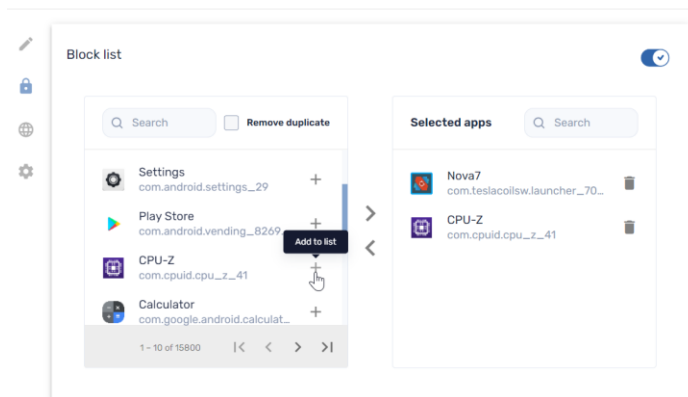
Table 10-4: Policies icons


Icon	Description
	Edit Details
	Block List
	Web
	General

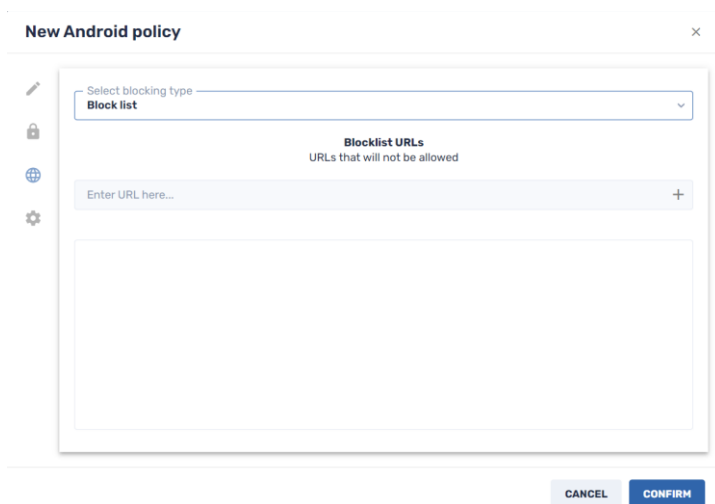
1. In the **Edit Details** window, enter a policy name and description.
2. Click on the **Block List** icon. The **Block List** window opens.




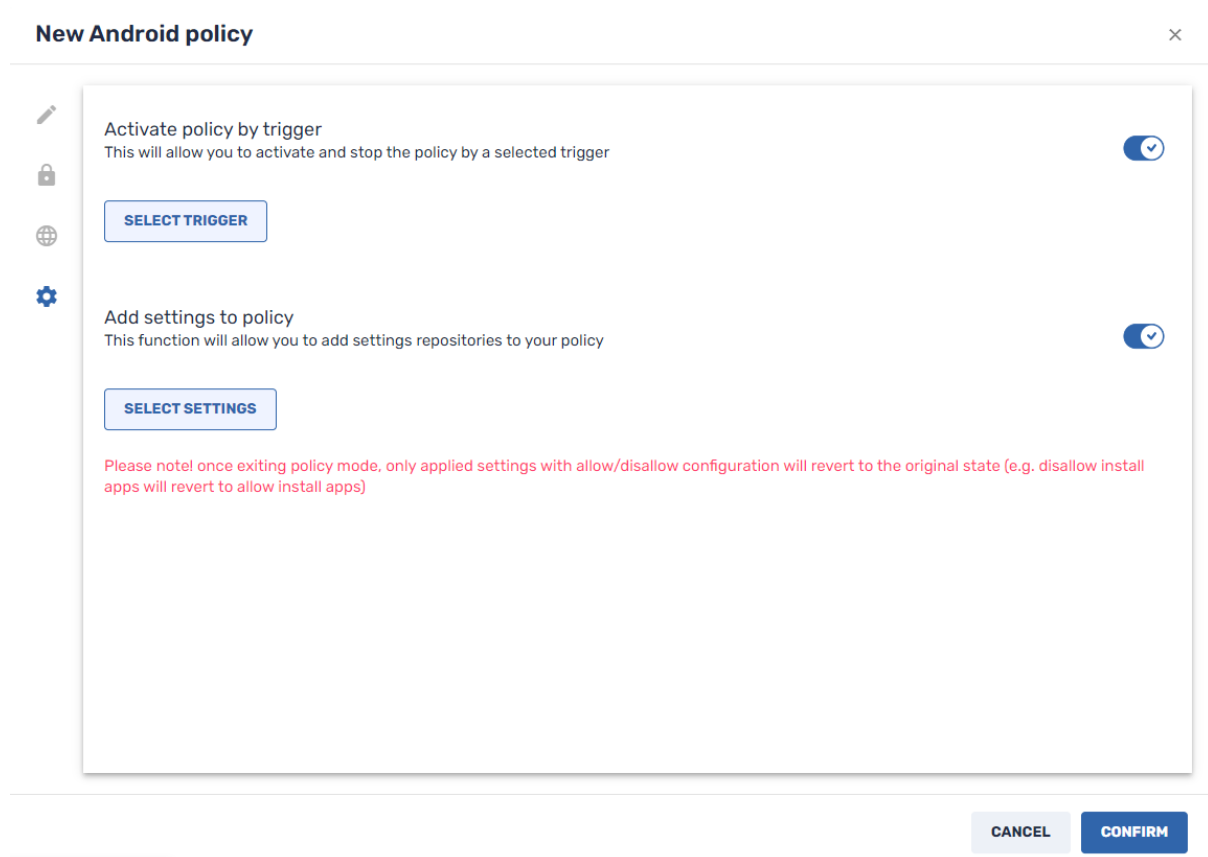
3. Select the apps that you wish to block from the device by clicking on the **Add to list** icon. The selected apps will now appear in the right-hand column of Selected apps.



4. Click on the Web icon  and select the type of list you are applying to this policy: a list of apps to be allowed, or a list of apps to be blocked.
5. Supply the URLs of the apps to be blocked, or to be allowed.



6. Click on the **General** icon . The General window opens. This window allows for setting a trigger to activate or stop a device policy.



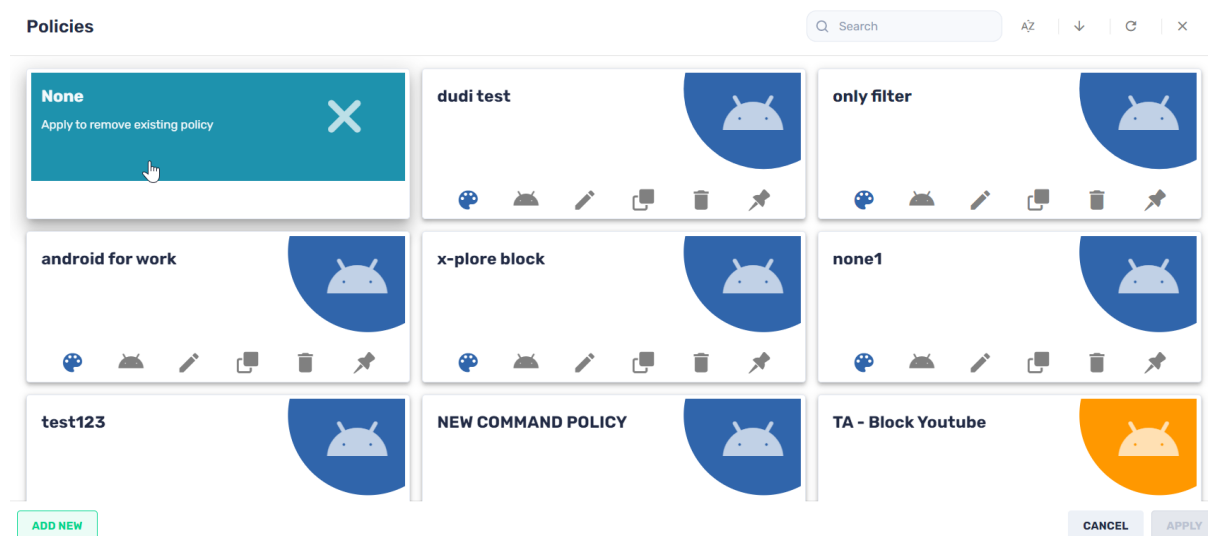
7. Supply the trigger and settings and click **Confirm**. The new policy will appear in the **Policies** window.
8. Apply the policy to a device by selecting the policy and clicking **Apply**.

10.1.20.2 Removing a Software Policy

If you wish to remove the software policy that you applied to a device, there is an option in the Policies screen to erase any policies.

To remove a policy from a device:

1. Open the Policies window.



2. In the Policies window, select the **None** option, and click **Apply**.

You will see a popup informing you if the software policy was removed successfully.

10.1.21 Remote Control

The Remote Control option allows you to access a device's controls remotely. You can use this in an "attended method", when you want to provide a user with a live demo of how to access a feature on their device. Alternatively, it can be used in an "unattended method", when you're trying to manage a device that's just used in Kiosk mode, where it's just used for an unmanned display.

The Remote Control feature can be accessed by:

- The device's kebab menu,
- The Device Console ribbon from the **Remote** icon,
- The Device Dashboard, from the **Remote** tab.

If the device's Account Settings require users' permission for remote control (see Section 8.1, Remote Control Option), when you click on the **Remote** or **Remote Control** icon, a message will appear on the user's device, prompting them to allow a remote-control session:

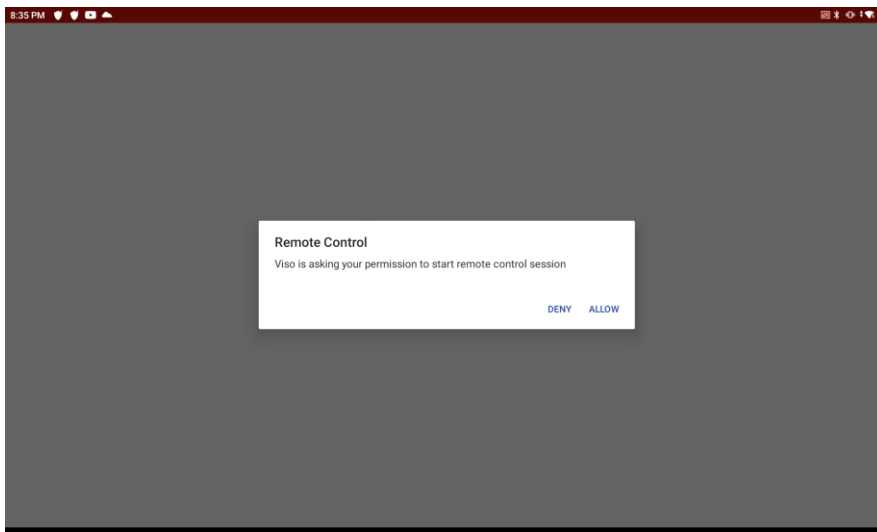


Figure 10-15: Prompt on the user's device, to allow remote control of a device

After the user allows remote access, the device's display will appear in the Radix Device Management interface:

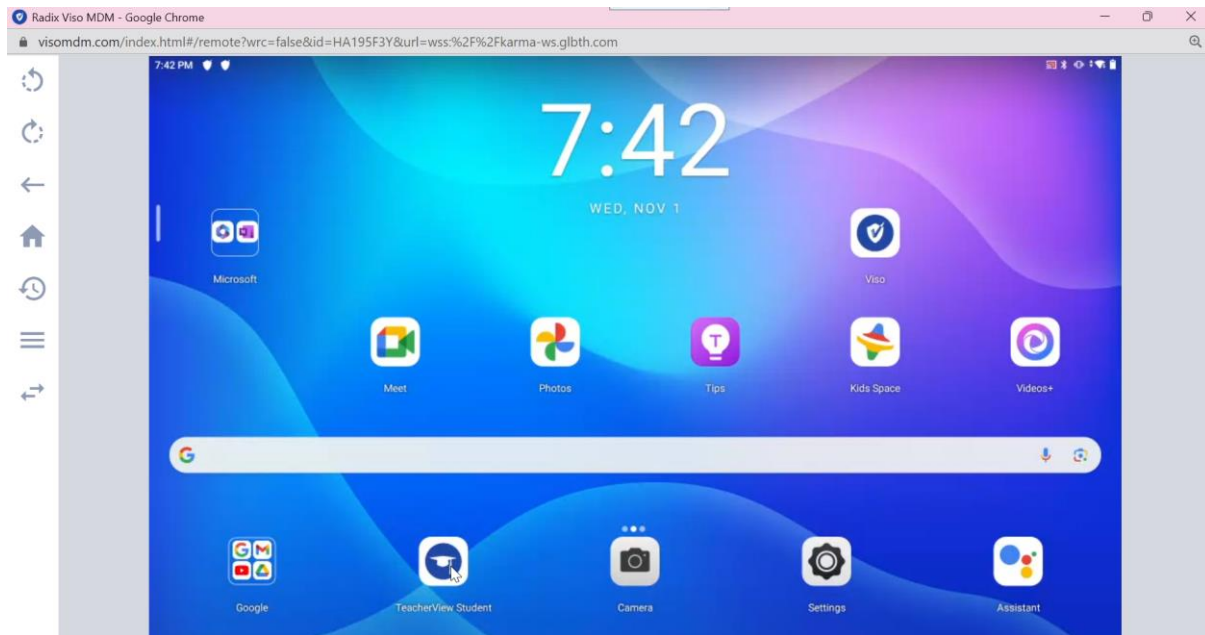


Figure 10-16: Radix Device Management Remote Display of Tablet Computer

In this example, the Viao 2.0 User has full access to all the functions and apps in the user’s tablet computer.

There are a set of icons on the left of the display, enabling the Viao 2.0 user to perform the following actions:

Table 10-5: Remote Access Commands

Icon	Description
	Rotate left —Rotates the device display 90° counterclockwise
	Rotate right —Rotates the device display 90° clockwise
	Back —Goes back to the previous screen
	Home —Goes to the device’s home screen
	App switch —Allows you to switch to one of your recently-used apps
	Menu —Goes to the user menu on an app that is presently in use
	D-pad —Emulates a directional pad as on a gaming console, to move in different directions

Clicking on the icon opens a directional pad, which emulates a game controller:



Figure 10-17: Directional Pad Icons

Here is a brief description of the directional pad commands:

Table 10-6: Directional Pad Options

Icon	Description
	Moves the cursor up/down/right/left. Clicking on the center button “selects” the item where the cursor is positioned.
	Home: Goes to Home screen
	Back: Goes back to the previous screen
	Menu: Goes to the user menu on an app that is presently in use
	Toggle: Allows you to toggle back and forth between the D-pad menu and the Remote menu
	Volume control: Raises and lowers the volume on the device

To stop Remote Control mode, simply close the Remote Control window.

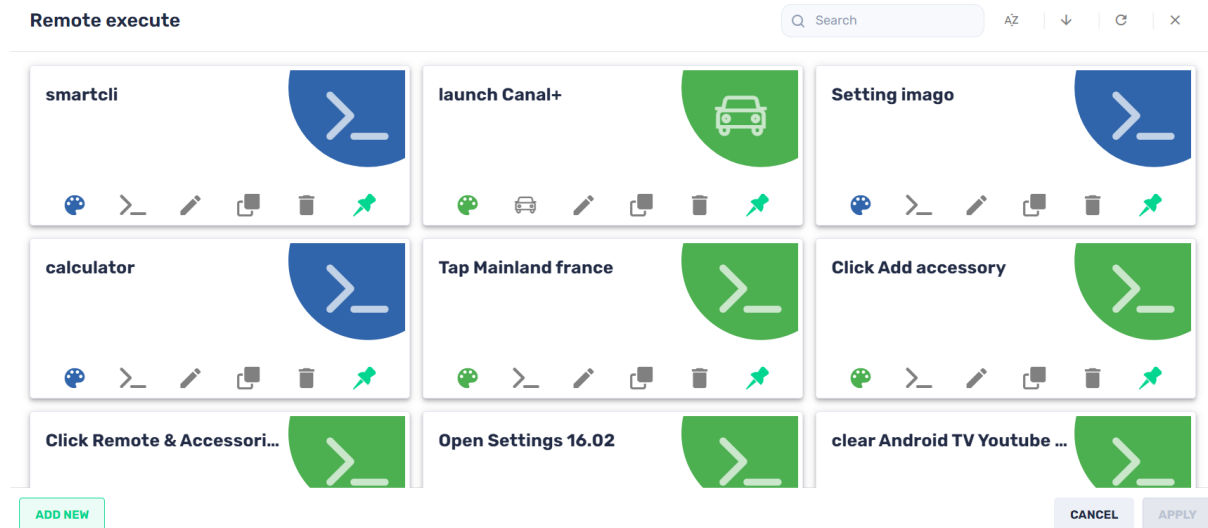
10.1.22 Remote execute

This option allows the Viso 2.0 user to execute a particular command or script on a device.

The **Remote execute** feature can be accessed by:

- The device’s kebab menu,
- The Device Console ribbon, under **More actions**,
- The Device Dashboard, from the **Repositories Actions** tab under **Remote Execute**.

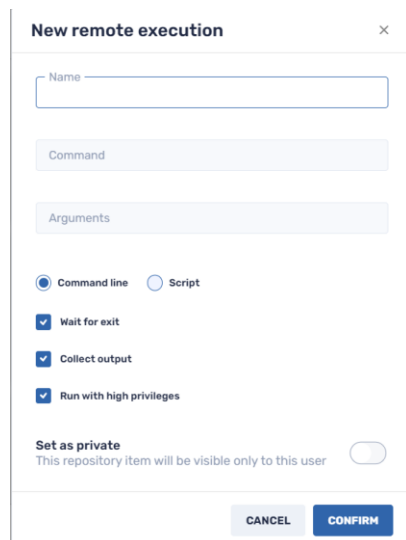
When you click on the Remote execute tile, the Remote Execute window appears.



You can select one of the existing options or create a new script to be executed remotely.

To create a new command to be executed remotely:

1. Click on **Add New** in the **Remote execute** window. The **New Remote Execution** window appears.



2. Supply the command line arguments, or a script, and click **Confirm**. The new command will appear in the Remote Execute window.
3. Select the command and click **Apply**. The command will be sent to the selected device.

10.1.23 Remove Google Accounts from a Device

This allows the Viso 2.0 user to remove all Google accounts from a device, or to retain one.

The **Remove Google Accounts** feature can be accessed by:

- The device’s kebab menu,
- The Device Console ribbon, under **More actions**,
- The Device Dashboard, from the **Manage** tab.

10.1.24 Restart

This allows the Viso 2.0 user to restart a device remotely.

The **Restart** feature can be accessed by:

- The device’s kebab menu,
- The Device Console ribbon, under **More actions**,
- The Device Dashboard, from the **Power** tab, under **Restart**.

When you click on the Restart tile, the Restart window opens:

10.1.25 Scheduler & trigger command

This allows you to create a trigger for a device (by timing, geofencing, Wi-Fi, or upon Startup) from within the Device Dashboard, and lets you program the device’s reaction to the trigger, by selecting a particular Viso command to be executed.

The **Scheduler & trigger command** feature can be accessed by:

- The device’s kebab menu,
- The Device Console ribbon, under **More actions**,
- The Device Dashboard, from the **Schedule & trigger command** tab.

When you click on the Schedule & trigger tile, the **Schedule & trigger command** window opens:

Schedule & trigger command ×

**Scheduler & triggers command' allows you to attach a command to a scheduler/trigger in order the execute the command according to the selected scheduler/trigger's configuration.

SELECT TRIGGER

SELECT COMMAND

CANCEL

CONFIRM

To use the Schedule & trigger command:

1. Assign a name to the command.
2. Click **Select Trigger**. The **Schedule & Trigger** window opens, with saved options.

Schedule & trigger Q Search A-Z ↓ ↺ ×

<div style="border: 1px solid #ccc; padding: 5px;"> <p>YLP Timing <small>Tryout</small></p> <div style="text-align: right;"></div> <div style="display: flex; justify-content: space-between; font-size: 0.8em;"> </div> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <p>temp</p> <div style="text-align: right;"></div> <div style="display: flex; justify-content: space-between; font-size: 0.8em;"> </div> </div>	<div style="border: 1px solid #ccc; padding: 5px; border: 2px solid green;"> <p>test tag geofence</p> <div style="text-align: right;"></div> <div style="display: flex; justify-content: space-between; font-size: 0.8em;"> </div> </div>
<div style="border: 1px solid #ccc; padding: 5px;"> <p>lock my device if leaving ...</p> <div style="text-align: right;"></div> <div style="display: flex; justify-content: space-between; font-size: 0.8em;"> </div> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <p>HP5</p> <div style="text-align: right;"></div> <div style="display: flex; justify-content: space-between; font-size: 0.8em;"> </div> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <p>moto</p> <div style="text-align: right;"></div> <div style="display: flex; justify-content: space-between; font-size: 0.8em;"> </div> </div>
<div style="border: 1px solid #ccc; padding: 5px;"> <p>hoy</p> <div style="text-align: right;"></div> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <p>hila28.5</p> <div style="text-align: right;"></div> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <p>16.05</p> <div style="text-align: right;"></div> </div>

ADD NEW

CANCEL

ADD

If you wish to create a new **Schedule & trigger** command.

1. Click on **Add New**. The **New scheduler and trigger** window opens.


New scheduler and trigger [X]

Name

Description

Set as private
This repository item will be visible only to this user

CANCEL CONFIRM

2. Assign a name and description to the scheduled command and its trigger.
3. Click on the **Add trigger** icon . You have 4 options to select as a trigger:

New scheduler and trigger [X]

Select trigger

Startup

Timing

Geofencing

Wifi

Startup

React to trigger state changed (For Policy and Kiosk items)

On condition equals '0':

Start End Nothing

On condition does not equal '0':

Start End Nothing

CANCEL CONFIRM

- **Timing:** To execute a command at a particular date and time. The timing can be a one-time trigger, a trigger limited to a range of dates, or a perpetual trigger with no definite end date.

New scheduler and trigger

Select trigger
Timing

Timing type
Once

Start date
Nov 17, 2023

Execution time
18:29

Time to live

Apply only if idle
Apply trigger to the device only if it is idle during the time slot

Condition command line (run if exit code = 0 , Optional)

Figure 10-18: Timing option with a one-time trigger

Edit 'moto'

Select trigger
Timing

Timing type
From/To date

Start date
Nov 19, 2023

Execution time
21:35

End date
2023-11-23 00:00:00

Range type
Interval

- Interval**
- Days of week
- Days of month

The action will occur every minutes

Figure 10-19: Timing option with a trigger on defined dates

Edit 'HP5'

Select trigger
Timing

Timing type
Forever

Start date
Nov 19, 2023

Execution time
21:25

Range type
Days of week

Select days of the week

Time to live

Time to live (seconds)
1

Figure 10-20: Trigger option with no end date

- Geofencing:** To execute a command within a certain geographic perimeter. You can draw the perimeter on a map and specify that the command should be executed if the device leaves that perimeter.

New scheduler and trigger

Select trigger
Geofencing

Figure 10-21: Geofencing Option, delimiting a geographical area

- Wi-Fi:** To execute a command upon receiving a Wi-Fi trigger.

New scheduler and trigger ×

Select trigger
Wifi

SSID

SSID is required

Condition command line (run if exit code = 0 , Optional)

On enter:
 Start End Nothing

On exit:
 Start End Nothing

- **Startup:** To execute a command on the device every time it starts up.

New scheduler and trigger ×

Select trigger
Startup

When to execute
Every startup

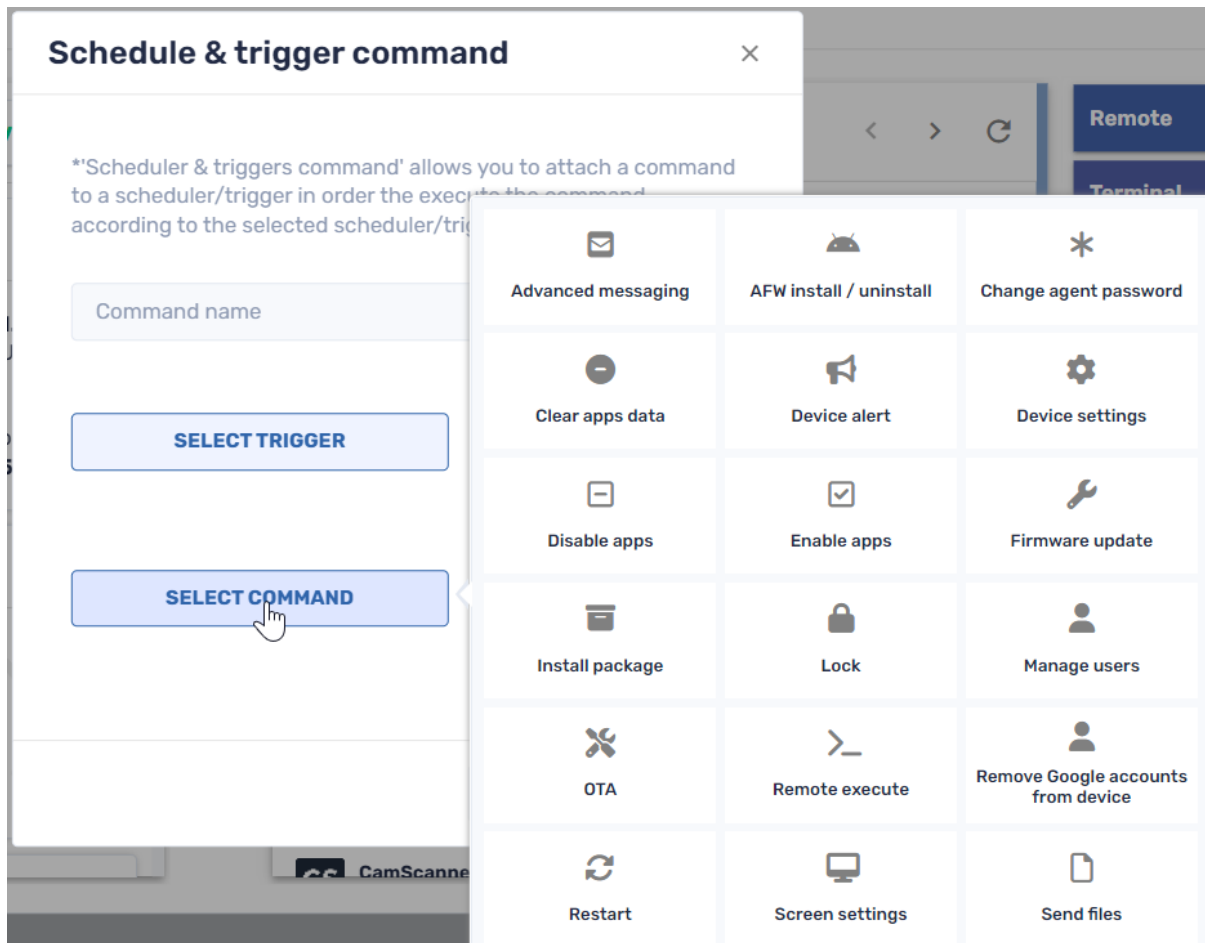
Condition command line (run if exit code = 0 , Optional)

React to trigger state changed (For Policy and Kiosk items)

On condition equals '0':
 Start End Nothing

On condition does not equal '0':
 Start End Nothing

4. After you have selected a trigger, you then click on the **Select Command** button to specify a Viso command to be executed.



5. After you select the command, you link it together with the desired trigger. The result should appear something like this:

Schedule & trigger command ×

**Scheduler & triggers command' allows you to attach a command to a scheduler/trigger in order the execute the command according to the selected scheduler/trigger's configuration.

Command name

YLP Shutdown trigger - Shutdown

SELECT TRIGGER

selected trigger:

YLP Shutdown trigger

SELECT COMMAND

selected command:

Shutdown

CANCEL **CONFIRM**

10.1.26 Send files

This allows you to send specific files to a device.

The **Send Files** feature can be accessed by:

- The device's kebab menu,
- The Device Console ribbon, under **More actions**,
- The Device Dashboard, from the **Repositories action** tab, under **Files**.

When you click on the Send files tile, the Files window opens.

Files

AZ
↓
↺
×

<div style="border: 1px solid #ccc; padding: 5px;"> <p>cc</p> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <p>PICO VR 12 FILES</p> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <p>mdm ultimo</p> </div>
<div style="border: 1px solid #ccc; padding: 5px;"> <p>radix_mdm_25,6,1,737.apk</p> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <p>image eldar</p> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <p>1 pic</p> </div>
<div style="border: 1px solid #ccc; padding: 5px;"> <p>cpu-z</p> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <p>zoom</p> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <p>zoom apk</p> </div>

ADD NEW

CANCEL **APPLY**

To add a file that doesn't appear among the options:

1. Click on **Add New** in the lower left corner. The **New File** window opens.

2. Choose **Upload file** to upload a file from your computer to the Viso interface or select **File from URL** to upload a file from the Internet.
3. Supply the file destination as a path, such as /mnt/sdcard/Documents.
4. Click **Confirm**. The new **Send File** option will appear in the Files window, allowing you to send it to the selected devices.

10.1.27 Send message

This command allows you to send a simple text message, with a message title and body, to a device.

The **Send Message** feature can be accessed by:

- The device's kebab menu.
- The Device Console ribbon, under **More actions**.
- The Device Dashboard, from the **Send Message** tab.

10.1.28 Shutdown

This command shuts the device down remotely.

The **Shutdown** feature can be accessed by:

- The device’s kebab menu,
- The Device Console ribbon, under **More actions**,
- The Device Dashboard, from the **Power** tab, under **Shutdown**.

Shutdown

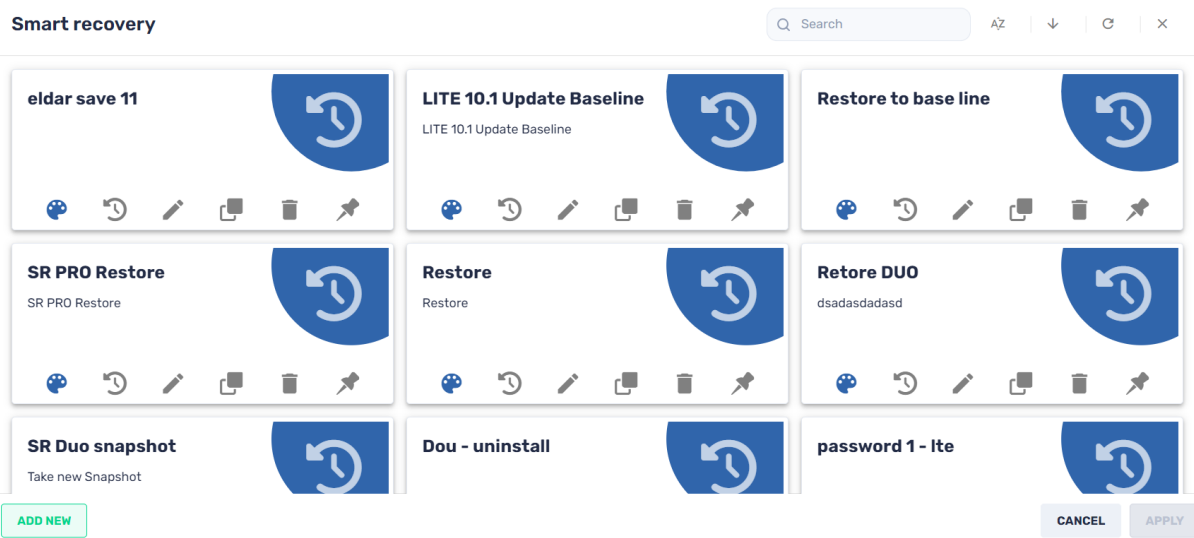
Are you sure you want to shutdown selected device?



10.1.29 Smart recovery

This allows you to implement settings to repair a device that has crashed. Options include restoring a device’s system configuration and settings to the latest system snapshot, or factory settings. You can access this command from the Device Console ribbon, under **More actions**.

When you click on the **Smart Recovery** option, the **Smart Recovery** window opens.



If you wish to create a new Smart recovery option:

1. Click **Add New**. The **New Smart Recovery** window opens.

New smart recovery ×

Name

Description

Select model
LTE ▼

Action ▼

Set as private
This repository item will be visible only to this user

CANCEL CONFIRM

- After you select a name, description, and model of the remote device, choose a restore method from the drop-down menu.

New smart recovery [close]

Name [input] Name is required

Description [input]

Select model
DUO [dropdown]

Action [dropdown]

- Change restore mode
- Restore system
- Save changes
- Change client smart recovery password
- Register
- Uninstall client smart recovery

- Click **Confirm**. The Smart Recovery method will be saved.
- To implement a Smart Recovery method, select it from the list, and click **Apply**.

10.1.30 Sound siren

This option sounds an alarm on the device. This may be handy in an emergency situation.

The **Sound Siren** feature can be accessed by:

- The device’s kebab menu, or
- The Device Console ribbon, under **More actions**.

Siren

Are you sure you want to start a siren on selected device?

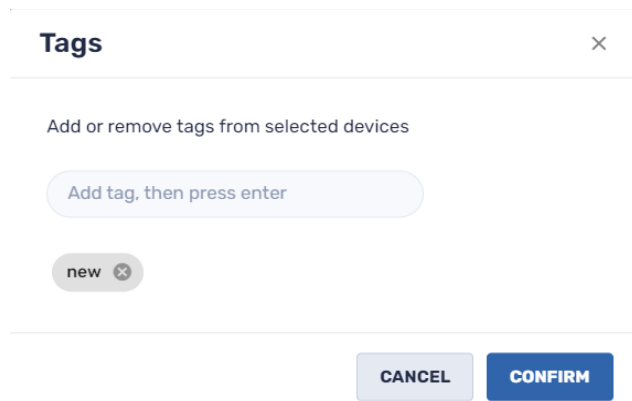
[NO] [YES]

10.1.31 Tags

This option allows you to add to or remove tags from a device or user. These tags can help you in grouping users together, or when searching for devices.

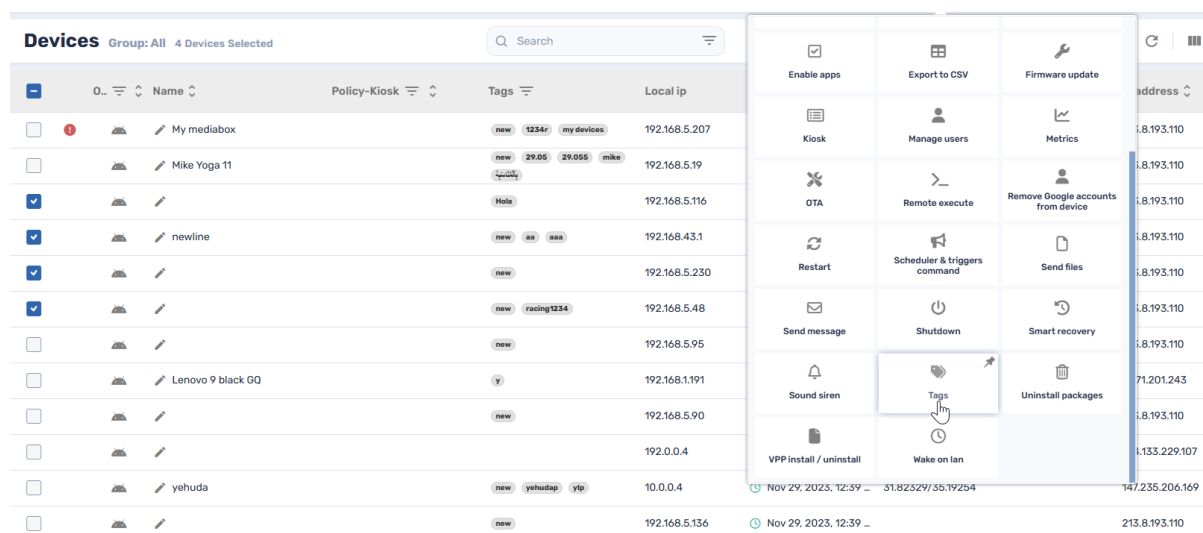
The **Tags** feature can be accessed by:

- The device’s kebab menu,
- The Device Console ribbon, under **More actions**,
- The Device Dashboard, from the **Manage** tab, under **Tags**.



To add a tag:

1. In the Device Console, select a device, or several devices, by checking their checkbox in the far-left column.
2. Click on **More Actions** in the Devices Console Ribbon and select the **Tags** tile.

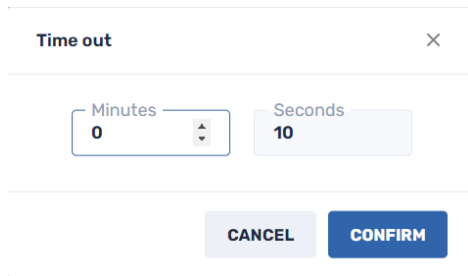


3. Enter the name of the tag that you want to apply to these devices, and press **Confirm**. You can add several tags this way.
4. If you wish to delete a tag, click on the on the tag.

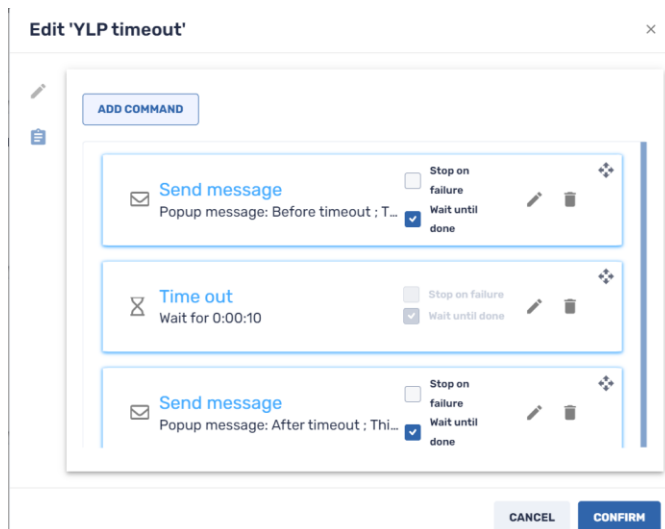
10.1.32 Timeout

You can use this as part of the Workflow command (Appendix A, Section 10.1.36). When you create a workflow of several commands, the Timeout option puts a time delay between the commands.

To access the Timeout command, go to Workflow>Add New Workflow>Add Command>Time out.



In this Workflow example, the device will display a popup message, wait for 10 seconds, and then display a second popup message.



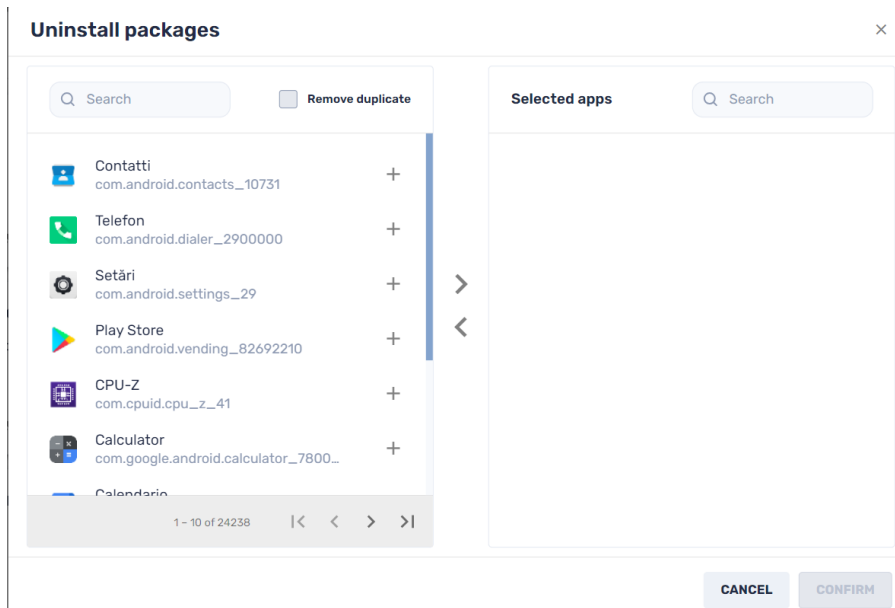
10.1.33 Uninstall packages

This command lets you uninstall software packages or apps on a device.

The **Uninstall packages** feature can be accessed by:

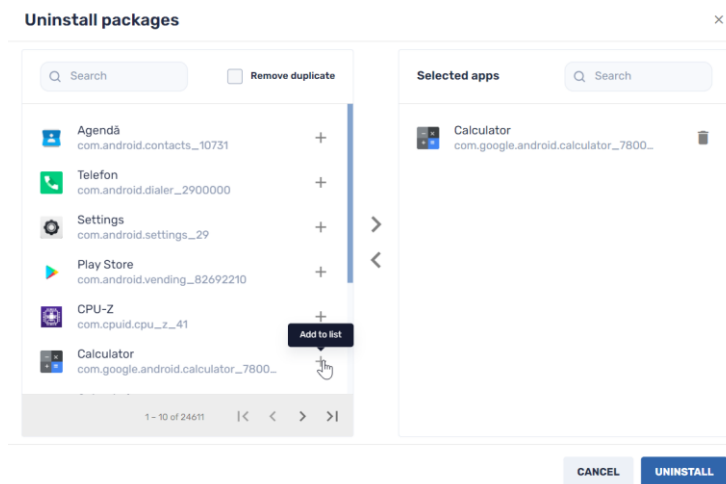
- The device's kebab menu,
- The Device Console ribbon, under **More actions**.

When you click on the **Uninstall packages** tile, the **Uninstall packages** window opens:



To uninstall a software package:

1. Click on the **Add to list** icon next to the software package you wish to uninstall. The package will now appear in the **Selected apps** column.

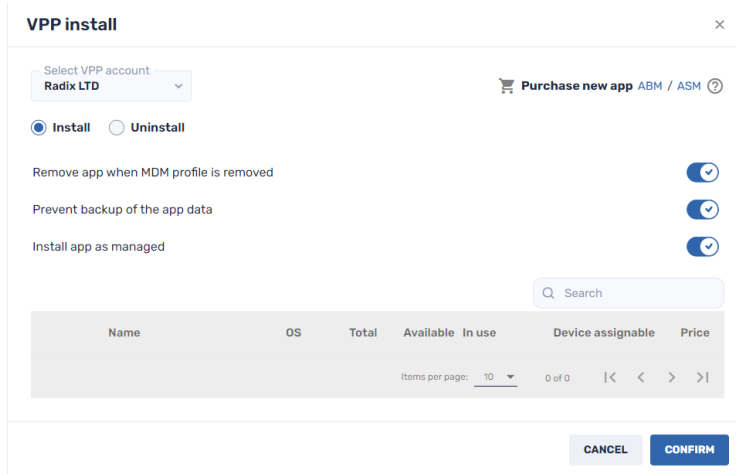


2. Click **Uninstall** to remove the software packages from the device.

10.1.34 VPP Install/Uninstall

This allows you to install or uninstall a program via the Apple Volume Purchase Program (=VPP).

The **VPP Install/Uninstall packages** feature can be accessed by the Device Console ribbon, under **More actions**.



10.1.35 Wake on LAN

This option allows a device (or group of devices) to be turned on or “awakened” by means of a network message or a time trigger. However, this option is only available if:

- The remote device that you are trying to wake up has an Ethernet connection, and
- The remote device was turned off manually (not by means of a Viso Shutdown command).

The **Wake on LAN** feature can be accessed by:

- The device’s kebab menu,
- The Device Console ribbon, under **More actions**,
- The Device Dashboard, from the **Power** tab, under **Wake on LAN**.

When you click on the Wake on LAN tile, the **Wake on LAN** window opens:

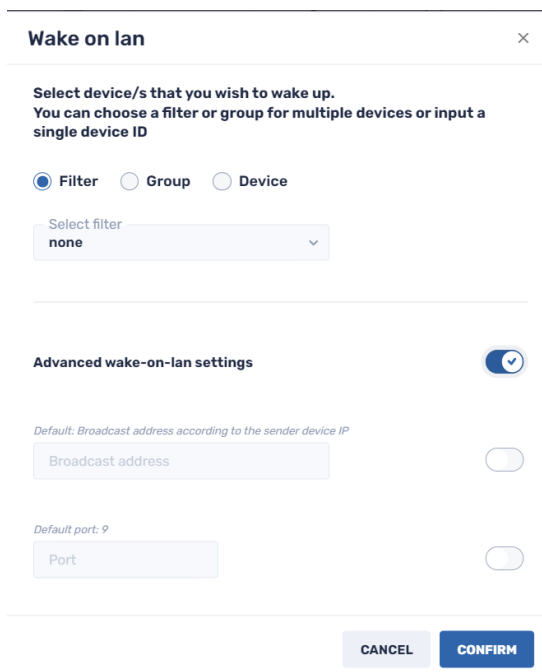


Figure 10-22: Wake-on-LAN window

You have the following options:

- **By Device ID:** Here, you can opt to wake up a single device by supplying its Device ID. You can find the Device ID in the list of devices, in the Device Console:

The screenshot shows a dialog box titled "Wake on lan" with a close button (X) in the top right corner. Below the title bar, there is a heading "Select device/s that you wish to wake up." followed by the instruction "You can choose a filter or group for multiple devices or input a single device ID". There are three radio buttons: "Filter", "Group", and "Device". The "Device" radio button is selected. Below the radio buttons is a text input field labeled "Device ID". At the bottom of the dialog, there is a section for "Advanced wake-on-lan settings" with a toggle switch that is currently turned off. At the very bottom, there are two buttons: "CANCEL" and "CONFIRM".

Figure 10-23: Wake-on-LAN option to turn on a single device

- **By Group Name:** Here, you supply the name of the group in the “Select group” field, either by typing in the name, or selecting it from a drop-down list. This will turn on the group of devices, by sending the Wake-on-LAN signal to the entire group, as long as all of the devices in the group have an Ethernet connection and were turned off manually.

The screenshot shows the same "Wake on lan" dialog box, but with the "Group" radio button selected. The "Select group" dropdown menu is open, showing a list of options: "none", "All", "New devices", "0 demo-device", and "1". The "none" option is currently selected in the dropdown. The "Advanced wake-on-lan settings" toggle switch is still turned off. The "CANCEL" and "CONFIRM" buttons are visible at the bottom.

Figure 10-24: Wake-on-LAN option to turn on a group of devices

- **By using a filter:** With this option, you can turn on a group of devices based on a predetermined filter. You can use existing filter options, or create a new filter, as mentioned in Section 4.2.1.2.

Wake on lan ×

Select device/s that you wish to wake up.
You can choose a filter or group for multiple devices or input a single device ID

Filter
 Group
 Device

Select filter
YLP Filter ▼

Advanced wake-on-lan settings

CANCEL
CONFIRM

10.1.35.1 Advanced Wake-on-LAN

There is also an “Advanced Wake-On-LAN” setting option, in the event that your network has stricter rules and requires the Broadcast Address and Port to execute a command over LAN. This is useful if there is a specific Broadcast Address and IP port for your network of devices.

Wake on lan ×

Select device/s that you wish to wake up.
You can choose a filter or group for multiple devices or input a single device ID

Filter
 Group
 Device

Select filter
none ▼

Advanced wake-on-lan settings

Broadcast address

Port

CANCEL
CONFIRM

Figure 10-25: Advanced Wake-on-LAN fields

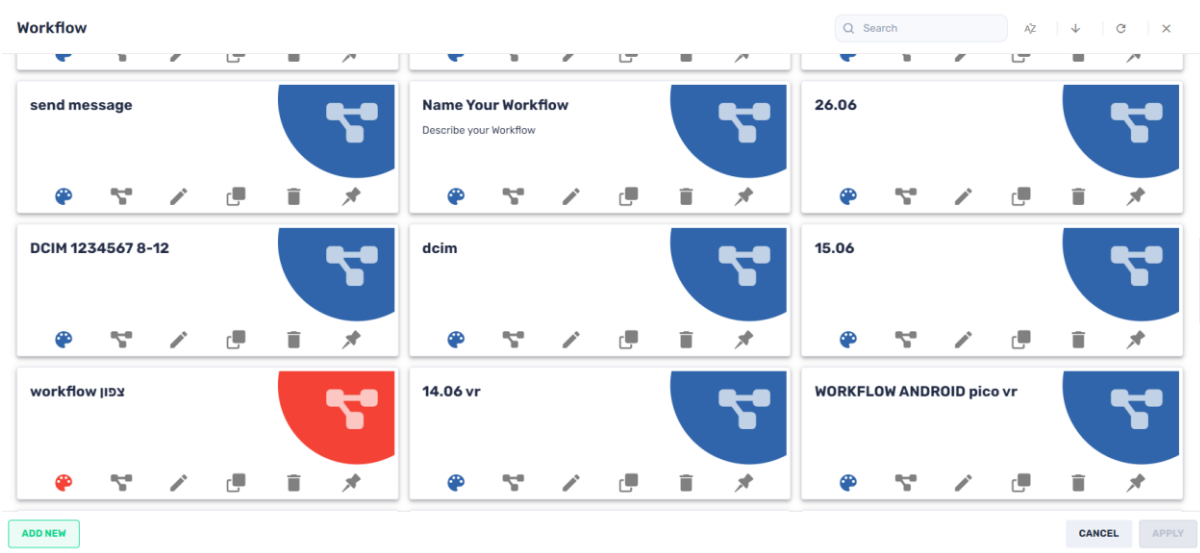
10.1.36 Workflow

The Workflow command allows you to arrange a series of commands in a particular order, save the arrangement, and deploy the workflow to a device or fleet of devices. There are also options to create a Favorites menu or move commands around within workflows.

The **Workflow** feature can be accessed by:

- The device's kebab menu,
- The Device Console ribbon, from the **Workflow** icon,
- The Device Dashboard, from the **Repositories actions** tab, under **Workflow**.

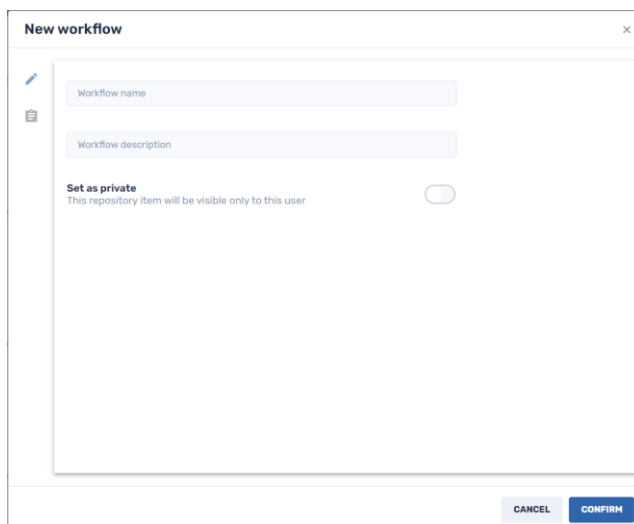
When you click on the Workflow icon, the Workflow window opens:




You select an existing workflow and apply it or add a new workflow tile to the list.

To add a new Workflow:

1. Click on the **Add New** button in the lower left corner of the Workflow window.
The **New Workflow—Edit Details** screen opens.



2. To add commands to the workflow, click on the Commands icon .
3. Click on **Add Command**.
The **Commands Grid** opens.

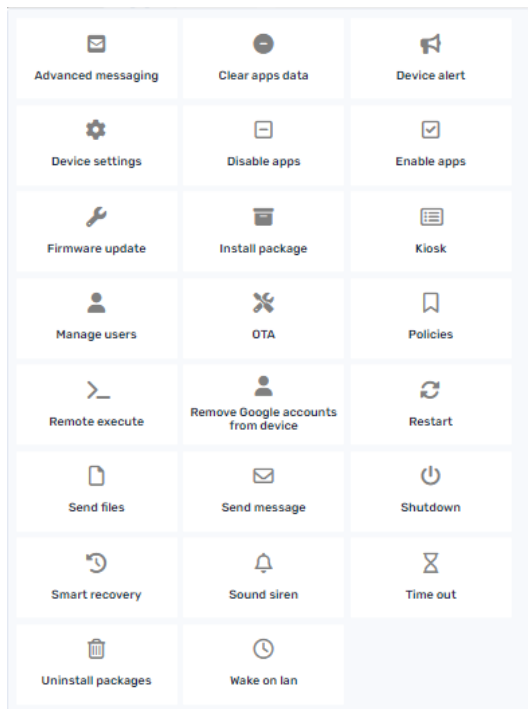
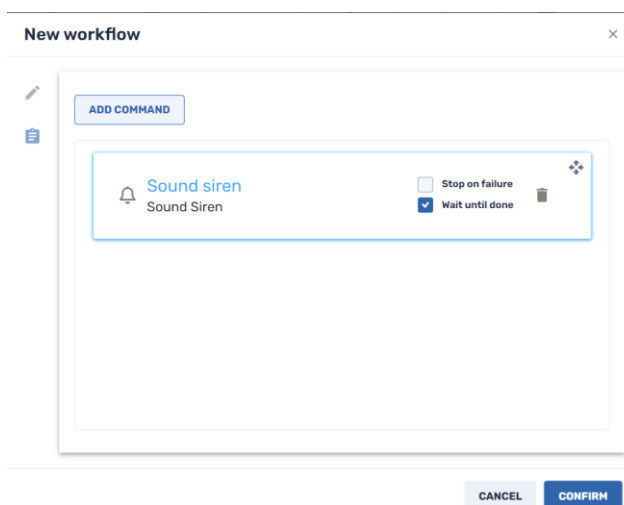
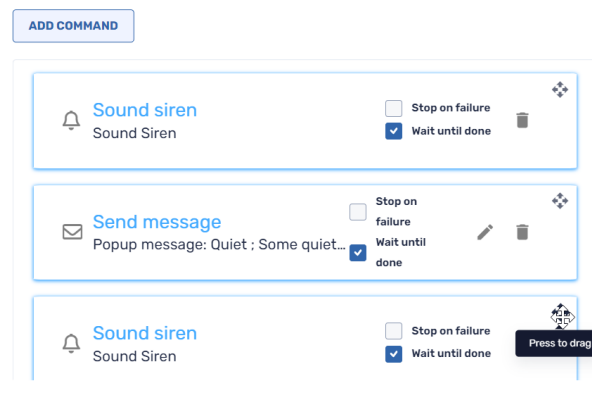


Figure 10-26: Workflow Commands Grid

4. Select a command from the grid. It will appear in the New Workflow window.



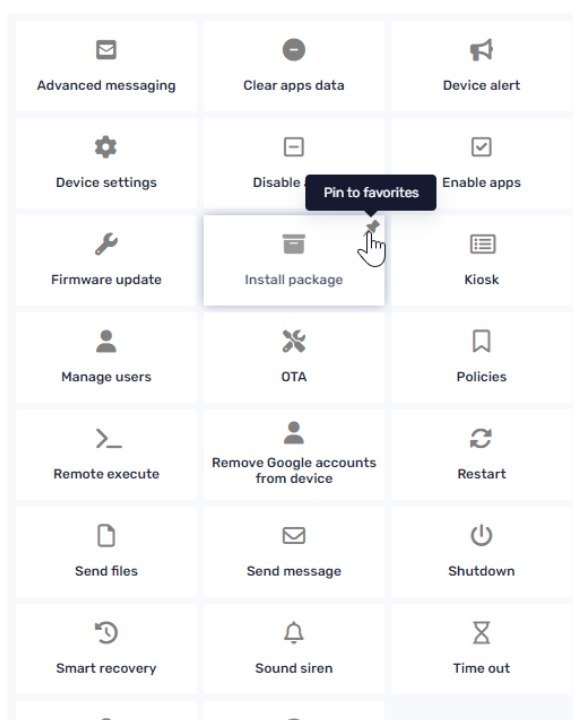
5. Select all the commands for the desired workflow in the same manner, using **Add Command**.
6. If you wish to rearrange the order, click on the **Press to drag** icon and move the commands in the preferred order.



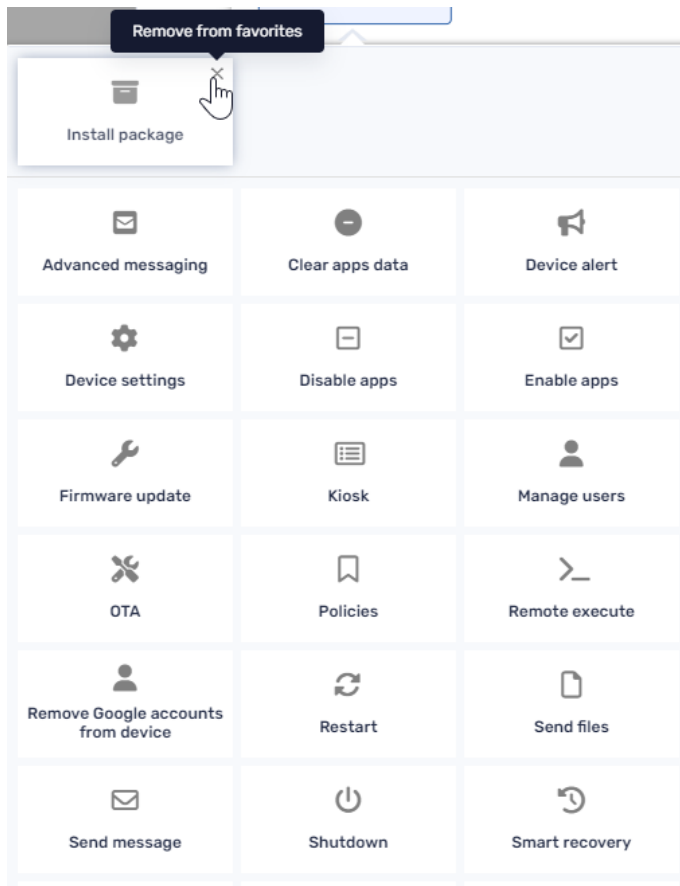
7. Click **Confirm** to save the Workflow.
8. To implement the Workflow, select it in the Workflow window, and click **Apply**.

10.2 Pinning and Unpinning Commands

By clicking on the pin icon in the upper right of one of the tiles, you can pin that tile to the top rows of “favorite” commands.



You can later remove that command from the Favorites row by clicking on **Remove from favorites**. The command tile will revert back to its place in the alphabetical list of commands.



Appendix B: General Device Console Tile options

Many of the Viso 2.0 Consoles will have tiles with editable settings. You can adjust the color of the tile, change the icon displayed, pin it to the top of the screen for easier access, and more.

Depending on the command, the tile will have either five or six options:

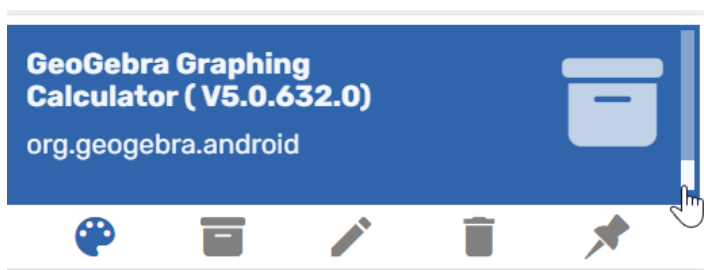


Figure 10-27: Sample Install Package Tile, with five editing options



Figure 10-28: Sample Kiosk Tile, with six editing options

Table 10-7: Tile Editing Options

Icon	Description
	Pick Color
	Pick Icon
	Edit
	Clone
	Delete
	Pin to Top

10.3.1 Pick Color

The **Pick Color** palette icon allows you to set a color for the package to be installed, to distinguish this particular package from the others.




10.3.2 Pick Icon

Clicking on the **Pick Icon** icon allows you to set an icon for a particular command tile, instead of the default “Control Panel” icon.

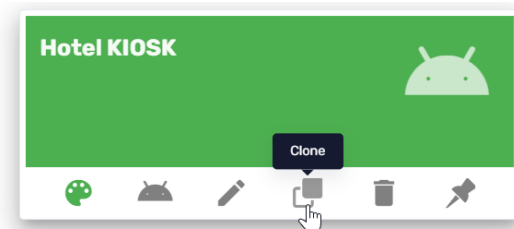


10.3.3 Edit Icon

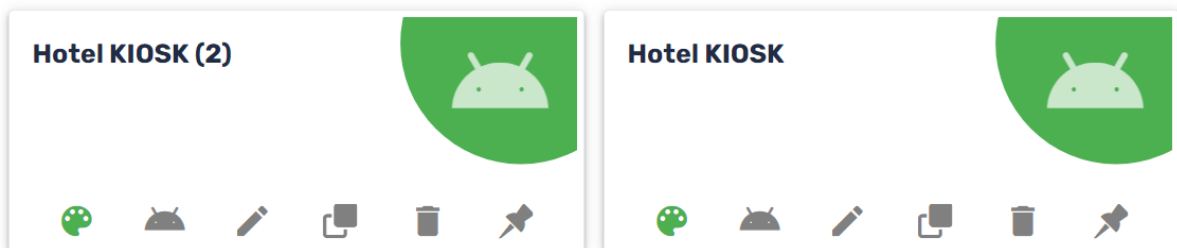
Clicking on the Edit icon  will allow you to edit the data in the particular command.

10.3.4 Clone

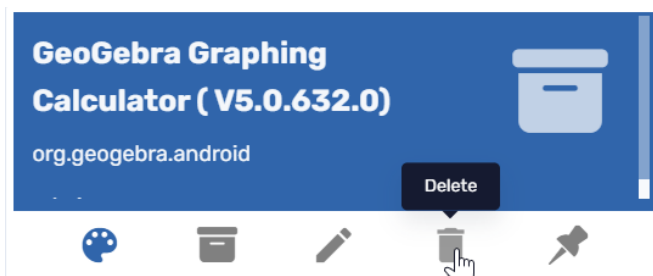
This allows you to create a duplicate of a particular tile.



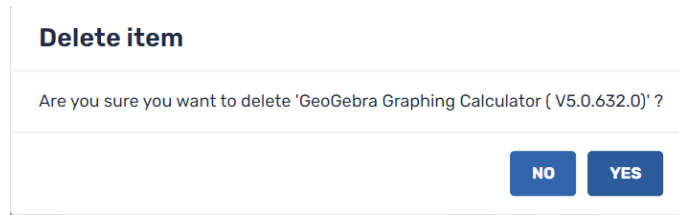
The clone will receive the same name as the original setting, with the addition of the suffix (2):



10.3.5 Delete

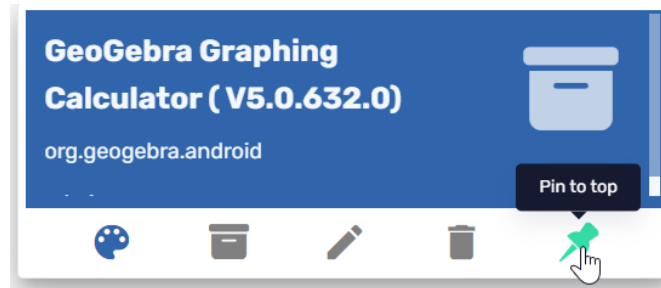


This allows you to delete the **Install package** tile. You will receive a prompt to verify if you are sure about deleting the tile:



10.3.6 Pin to Top

























This option allows you to pin the command to the top of the **Install Package** screen, for easier access. This is handy if you want to install an app on many devices.



Appendix C: Table of Commands

Table 10-8: List of Commands--All Operating Systems

Icon	Description	Device Operating System				
		Android	Chrome	iOS	MacOS	Windows
	Advanced Messaging	Android				
	AFW Install/Uninstall	Android				
	Apple Custom Command			iOS	MacOS	
	Change agent password	Android				Windows
	Clear apps data	Android				
	Dep Apple Profile			iOS	MacOS	
	Device Settings	Android				Windows
	Disable apps	Android				
	Enable apps	Android				
	Export Blue Screen Data					Windows
	Export to CSV	Viso Interface Feature				
	Firmware update	Android				

	Group Dashboard	For managing groups of devices/users				
	Group Management	For managing groups of devices/users				
	Install Packages	Android		iOS	MacOS	Windows
	Kiosk	Android	Chrome	iOS	MacOS	Windows
	Manage Users	Android				
	Metrics	Android	Chrome			Windows
	OTA	Android				
	Policies	Android	Chrome	iOS	MacOS	Windows
	Remote Control	Android				Windows
	Remote Execute	Android				Windows
	Remove Google accounts from device	Android				
	Restart	Android		iOS	MacOS	Windows
	Scheduler & triggers command	Android				Windows
	Send files	Android				Windows
	Send message	Android	Chrome			Windows
	Shutdown	Android		iOS	MacOS	Windows
	Smart recovery					Windows
	Sound Siren	Android				
	Tags	Android	Chrome	iOS	MacOS	Windows
	Timeout	Feature in Workflow Command				
	Uninstall packages	Android				Windows
	VPP install/uninstall			iOS	MacOS	
	Wake on LAN	Android				Windows
	Workflow	Android				Windows