

Radix MDM Support Center Guide

Radix Device Management Platform

The screenshot displays the Radix Support Center interface. On the left is a navigation sidebar with 'Dashboard' selected, and options for 'Customer search', 'Household', and 'Selected device'. The main area is titled 'Support Center' and contains a 'Team leader dashboard' with two summary cards: 'No. of sessions' (4 Today, +0% change) and 'Session AVG time' (66:19 Minutes, +0% change, with a range of 13:12 min to 132:06 max). Below these are two tables: 'Current sessions' and 'Last sessions'. The 'Current sessions' table has one entry for Lior Behar. The 'Last sessions' table lists several sessions from different supporters and customers.

Supporter	Customer	Devices	Date	Duration	
Lior Behar	222	4	Today, 8:32 PM	29:49	View log Open

Supporter	Customer	Date	
nadav@radix-int.com	222	Today, 6:30 PM	View log
Shery Farber	300	Today, 5:37 PM	View log
Shery Farber	300	Today, 3:34 PM	View log
nadav@radix-int.com	222	Apr 10, 2026, 8:22 PM	View log
nadav@radix-int.com	222	Apr 10, 2026, 5:56 PM	View log
Or Adar	222	Mar 12, 2026, 10:08 AM	View log

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1 Introduction

The Radix Device Management Support Center allows you to keep track of support sessions for Radix Device Manager customers and their fleet of devices. By creating a history of device servicing sessions, it can display trends in the number of customer complaints, as well as the average amount of time spent on servicing remote devices.

The Support Center interface will allow you to:

- View statistics regarding the device usage sessions on the devices, and the duration of the service calls,
- Request an active session to service a remote device,
- Search and display the servicing history for customers or specific devices,
- View the entire “household” of a customer’s fleet of devices and their servicing history, and
- Connect to a specific device and analyze the status and performance of its hardware, as well as the apps being used on the devices and any corrective actions that have been made.

2 Support Center Dashboard

The Support Center Dashboard is the first screen that you see when clicking on the Support Center icon in the Radix Device Manager.

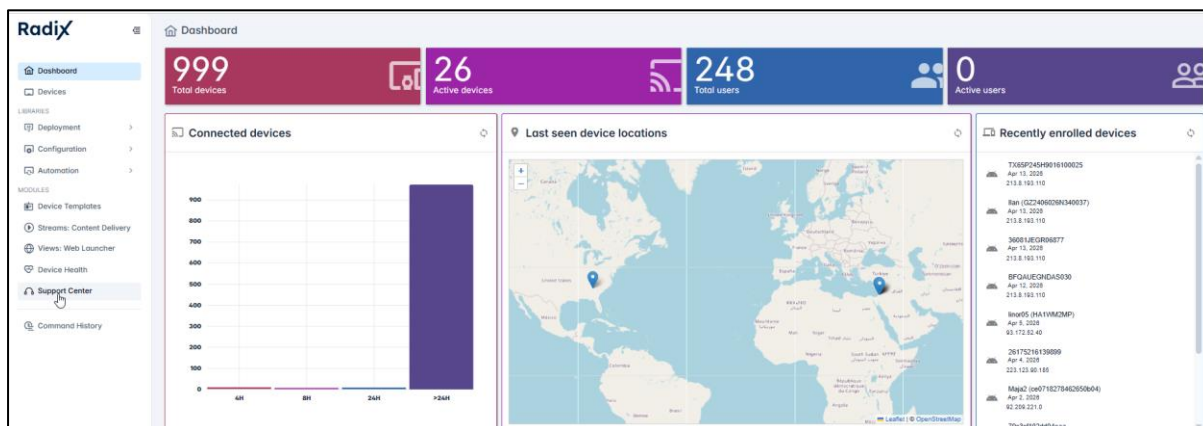


Figure 2-1: Location of Support Center icon in sidebar menu

At first, the Support Center Dashboard screen will show no device servicing sessions. Over time, it will start to display the number of usage sessions, and the average amount of time for each usage session. The data is updated constantly. If you refresh the page on your browser, the session tracking will start over again.

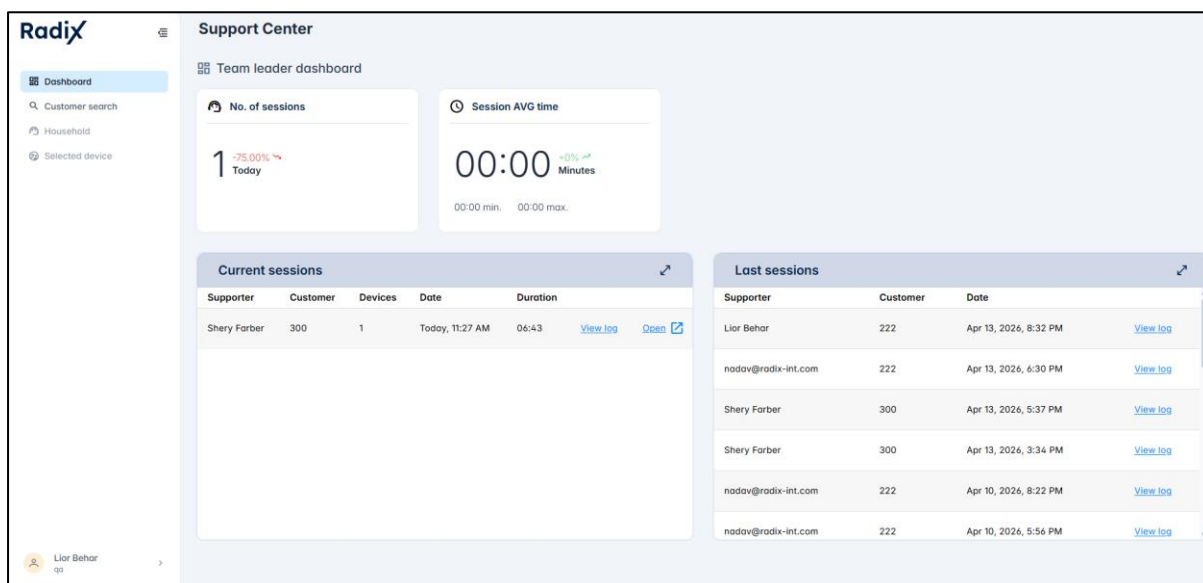
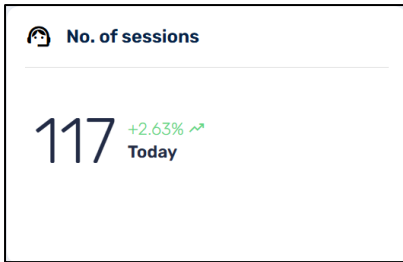


Figure 2-2: Support Center Team Leader Dashboard

The fields are as follows:

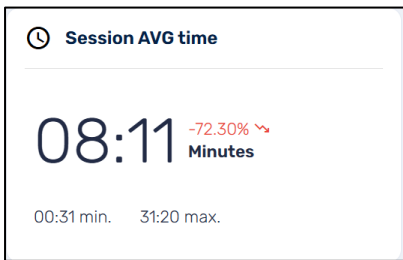
2.1.1 No. of Sessions

This is the number of service sessions held today. It will also show any trends, if there are more or less support sessions compared to yesterday.



2.1.2 Session AVG time

The average duration of each device session. It will also show any trends, if the average duration of support sessions was less or more than yesterday.



2.1.3 Current sessions:

This will show the current support sessions for each client, the number of devices in their fleet, and the duration of the current service sessions. When you initiate an action on a device in the **Household View** or **Selected Devices** screen, the session will then appear in the list of **Current Sessions**.

Current sessions						
Supporter	Customer	Devices	Date	Duration		
Admin	222	3	Today, 12:52 PM	32:16	View log	Open

You have two clickable options in the Current sessions window:

- **View log:** Clicking on **View log** presents you with a history of the service sessions for that customer:

The screenshot shows a 'History log' window for Feb 5, 2025. It displays a table of activities for device OUSA2111011085. The activities include upload and download speed tests, all marked as 'Done' with their respective speeds and times. A session is also shown as 'Closed'.

Device ID	Device name	Action	Status	Time
OUSA2111011085	**Mike - Demo	Upload speed test	Done (125.8Mbps)	13:00:05 Feb 5, 2025
OUSA2111011085	**Mike - Demo	Download speed test	Done (291.5Mbps)	13:00:03 Feb 5, 2025
OUSA2111011085	**Mike - Demo	Upload speed test	Done (113Mbps)	12:59:26 Feb 5, 2025
OUSA2111011085	**Mike - Demo	Download speed test	Done (282.8Mbps)	12:59:24 Feb 5, 2025
		Session	Closed	13:08:44 Feb 5, 2025
				12:56:16

Summary: Today 12:52 PM | Admin | 8 commands | Total: 8

Summary: Today 12:20 PM - 12:52 PM | 31 minutes | Admin | 2 commands | Total: 3

Figure 2-3: History of servicing activities performed on a customer's devices

- **Open:** Clicking on **Open** will open up the **Household View** console for this customer:

The screenshot shows the 'Household view' console in the Radix Support Center. It displays customer details and a list of customer devices.

Device type	ID	Main app	Main app version	FW version	Device name	Network connection	Network speed	Remote
...	OUSA2111011085	Disconnected	...	Reconnect
...	fe3dc9ccdd28911c	Disconnected	...	Reconnect
...	d3d3bcd445bfa635	Disconnected	...	Reconnect
...	6bfb705c3e0415c2	Disconnected	...	Reconnect

Figure 2-4: Household View console shows the customer details and their devices

2.1.4 Last Session:

This window will display the service sessions in chronological order. Each customer being serviced will be assigned a customer ID number.

Last sessions		
Supporter	Customer	Date
Admin	None	Today, 3:35 PM View log
Admin	222	Jan 29, 2025, 8:59 PM View log
Admin	222	Jan 29, 2025, 4:48 PM View log
Admin	100	Jan 26, 2025, 5:51 PM View log
Admin	100	Jan 26, 2025, 3:41 PM View log
Admin	100	Jan 26, 2025, 3:40 PM View log

If you click on **View log** for a specific customer, the following window opens:

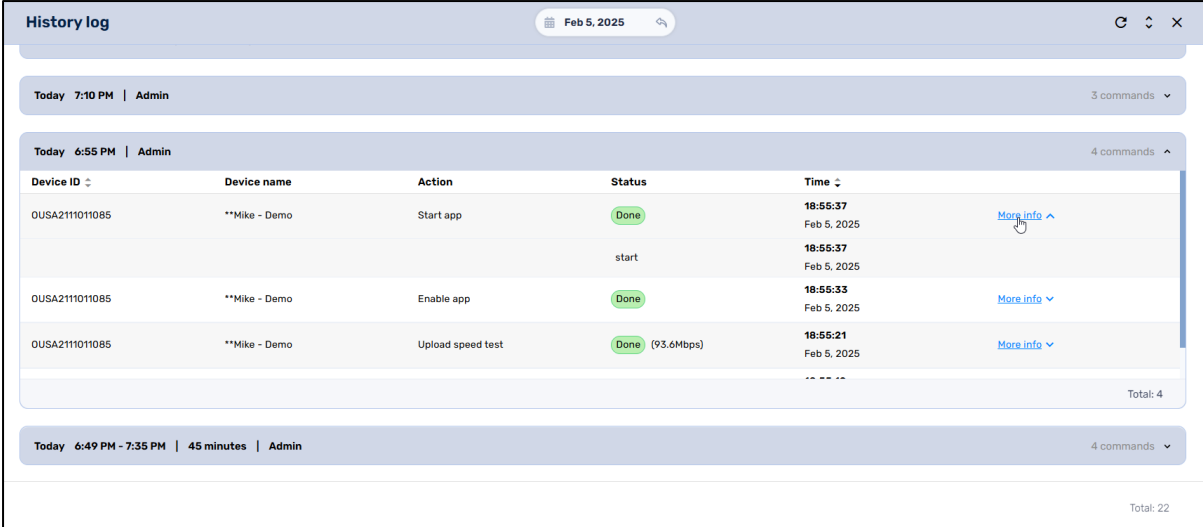
History log				
Jan 29, 2025				
Jan 29, 2025 8:59 PM - 9:24 PM 24 minutes Admin 5 commands ^				
Device ID	Device name	Action	Status	Time
		Session	Approved	21:00:48 Jan 29, 2025 More info
d3d3bcd445bfa635	My device	Upload speed test	Done (140.6Mbps)	20:59:34 Jan 29, 2025 More info
d3d3bcd445bfa635	My device	Download speed test	Done (187.1Mbps)	20:59:33 Jan 29, 2025 More info
		start		20:59:29 Jan 29, 2025
OUSA211011085	**Mike - Demo	Upload speed test	Done (115.9Mbps)	20:59:28 Jan 29, 2025 More info
				Total: 5
Jan 29, 2025 4:48 PM - 7:14 PM 2 hours 26 minutes Admin 5 commands ^				
Device ID	Device name	Action	Status	Time
				17:24:25
				Total: 2

It displays:

- The date and time of the service call
- The duration of the service call
- Who provided the servicing

Clicking on **More info** in the **History log** will display:

Support Center Dashboard



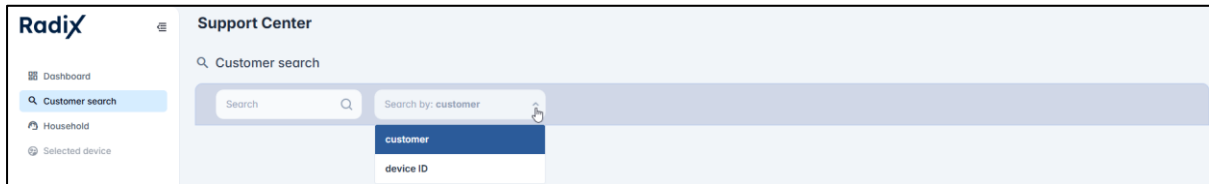
The screenshot displays a 'History log' window for the date Feb 5, 2025. It features a table with columns for Device ID, Device name, Action, Status, and Time. The table lists three actions performed on device OUSA211011085: 'Start app' (status: Done), 'Enable app' (status: Done), and 'Upload speed test' (status: Done, 93.6Mbps). Each row includes a 'More info' link. The interface also shows time-based filters and command counts.

Device ID	Device name	Action	Status	Time
OUSA211011085	**Mike - Demo	Start app	Done	18:55:37 Feb 5, 2025
OUSA211011085	**Mike - Demo	Enable app	Done	18:55:33 Feb 5, 2025
OUSA211011085	**Mike - Demo	Upload speed test	Done (93.6Mbps)	18:55:21 Feb 5, 2025

- The device's ID and the device name
- The action performed
- The status of the action
- The time and date of the action.

3 Customer Search Screen

When we click on the Customer Search icon in the sidebar menu, this opens the Customer Search console. It allows you to search for customer support history either by Customer ID (to view support offered to the customer’s fleet) or Device ID (to view support offered to a particular device).



For example, we will enter the customer ID “222” in the Search Bar. This displays the following information.



Figure 3-1: Search by Customer ID

It shows that Customer 222 owns four devices.

If we choose to search by Device ID , the display appears as follows:

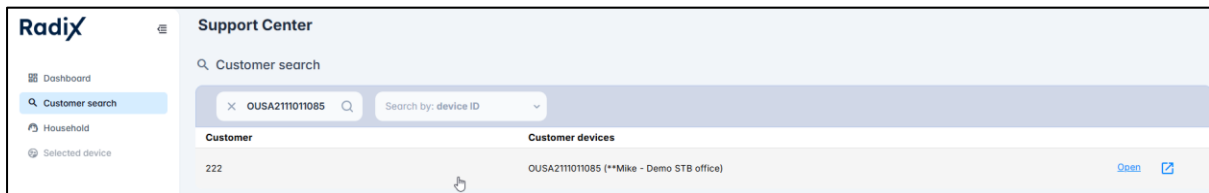


Figure 3-2: Search by Device ID

Clicking on **Open** on the right displays the **Household View Console**, which we examine in the next chapter.

4 Household View Console

When you open a customer log from the Customer Search window, the following screen opens:

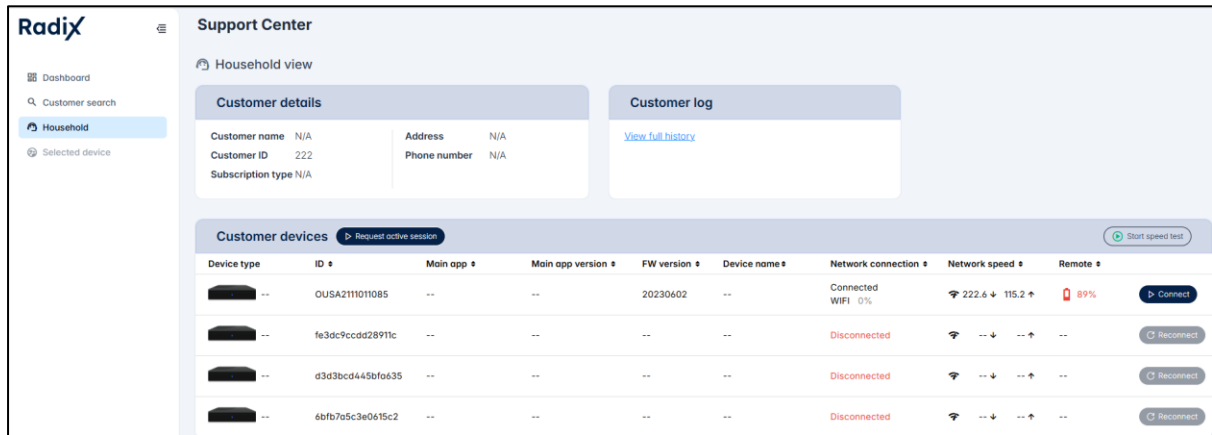
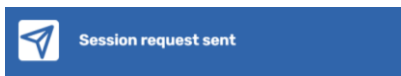


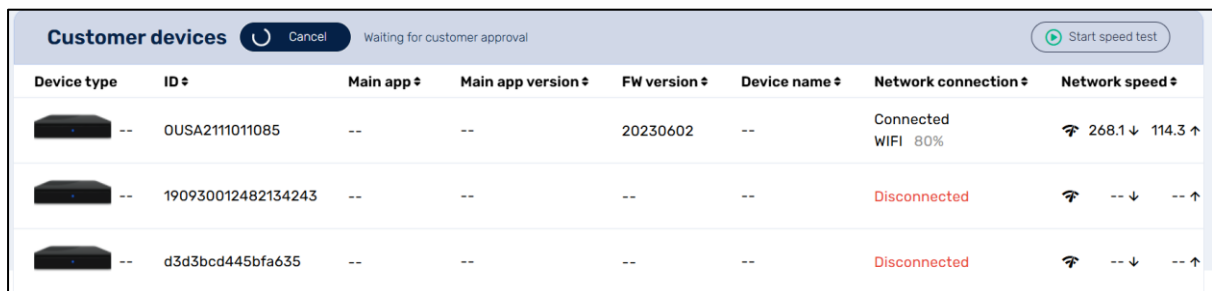
Figure 4-1: Household View Console

We see that only one of Customer 222’s three devices are presently connected to a Wi-Fi network: the device with Device ID **OUSA2111011085**.

If we click on **Request active session**, we will receive a notification in the lower right corner that a session request has been sent.



The customer will receive a notification on their remote device, and the system will wait for the customer’s approval to initiate a service session.



Upon clicking on **Start speed test** on the right, the upload and download speeds for the active devices will be checked.

If we click **Connect**, the **Selected Devices** console opens, which we will examine in the next chapter.

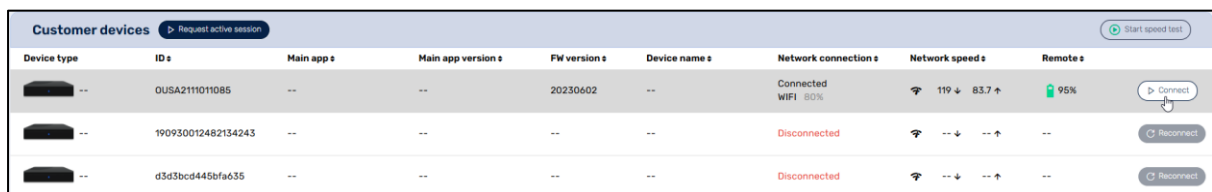
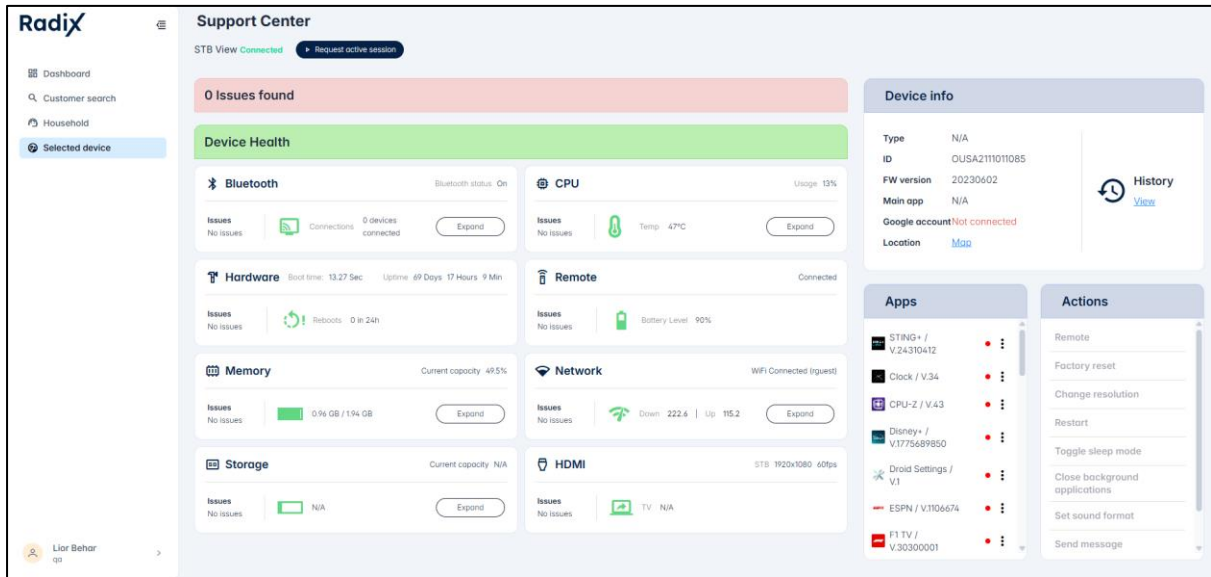


Figure 4-2: Location of Connect button in the Household View console

5 Selected Devices Screen

The Selected Devices console will display the following information about the device:

- **Device health:** Information about the device’s Bluetooth and network connectivity, CPU temperature, the number of reboots performed in the last 24 hours, available memory on the device, and more. The screen also displays any outstanding performance issues.
- **Device info:** Information regarding the device’s physical location, ID No., and history of previous service sessions.



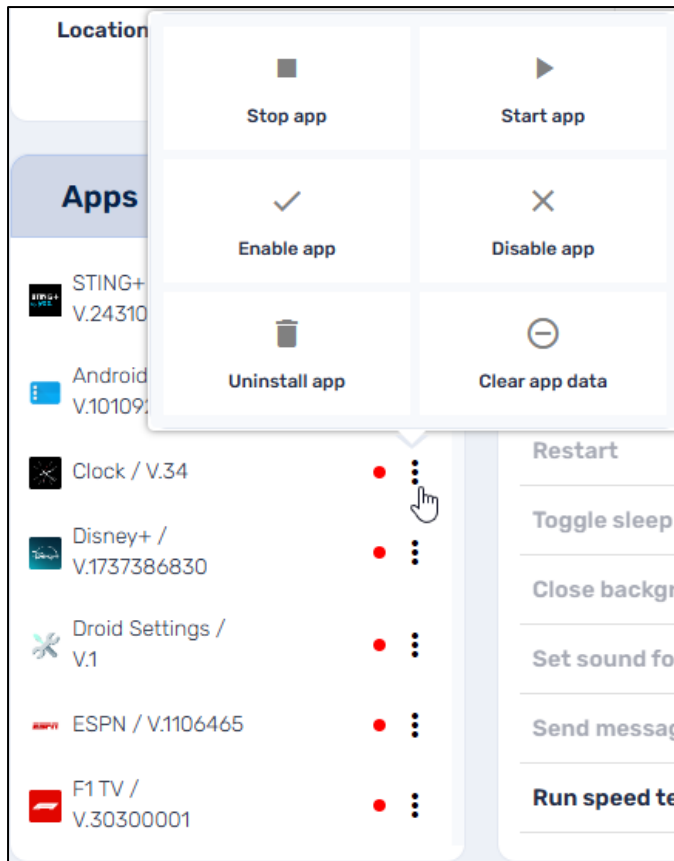
If we click on **View** in the **Device info** pane, the **History Log** of the device opens:



Figure 5-1: Device servicing history log

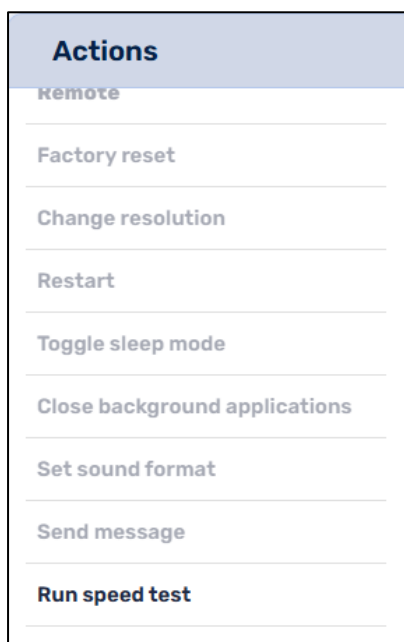
- **Apps:** This displays the apps installed on the device. A green dot indicates an app that is currently running, while a red dot indicates an app that is presently inoperative. Clicking on the three-dot menu next to an app will open the following grid of commands:

Selected Devices Screen



The person servicing the device can start, stop, enable/disable an app, or clear the app data, if the customer has any issues with the functioning of the app.

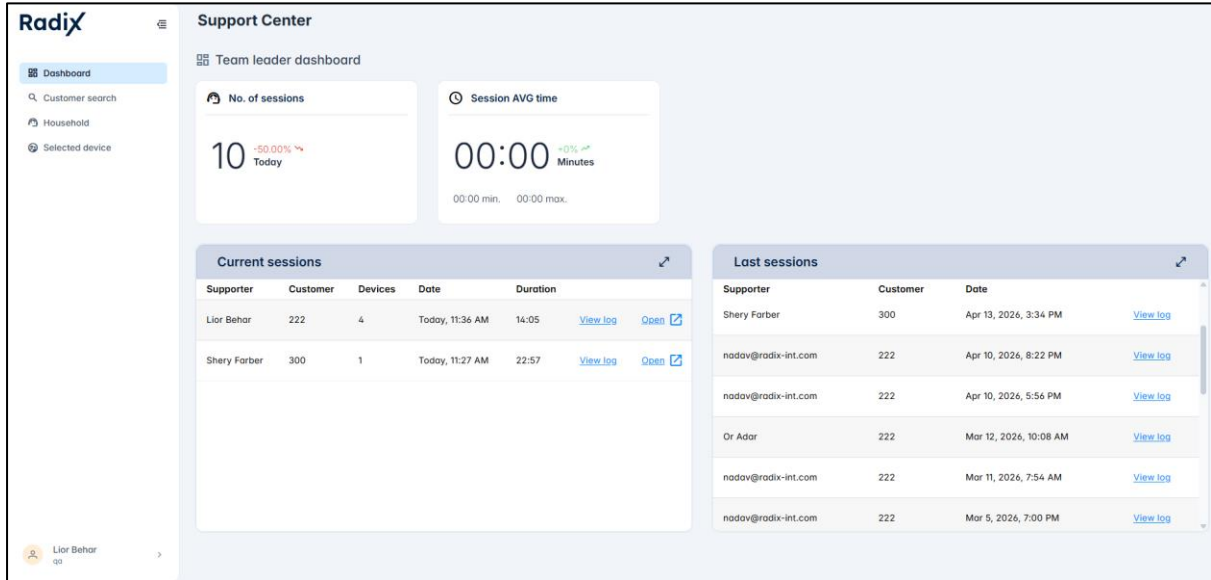
- **Actions:** The servicing actions that have been performed on the device. The tests that are currently being performed on the device will be displayed in bold print. In the example below, we see that “Run Speed Test” is being performed presently.



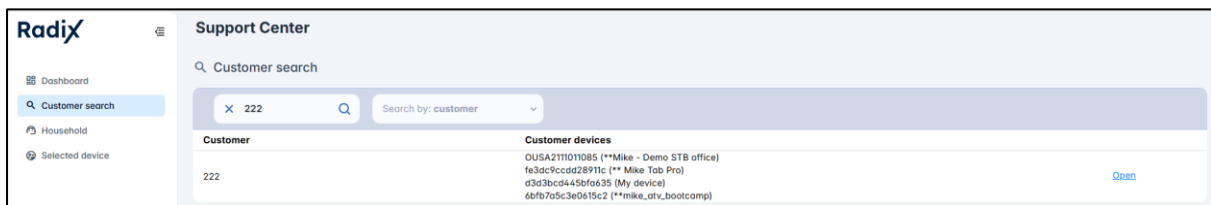
6 Example of Support Center Features

To illustrate the way in which the Radix Support Center tracks devices, we will start a session that tracks the upload and download speeds and runs apps on a device.

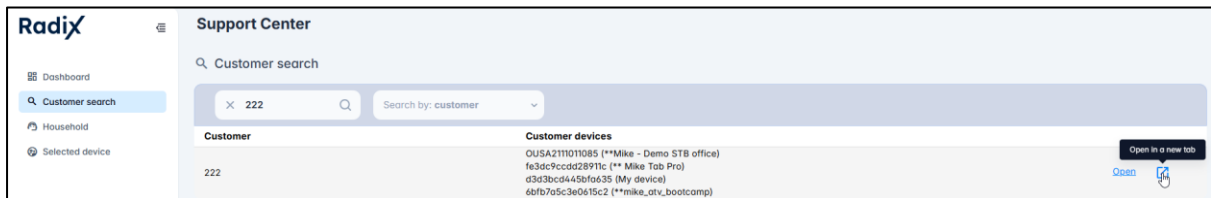
1. Open the Support Center Dashboard. Initially, we see the following display:



2. We will click on the **Customer Search** icon in the sidebar menu, to open the Customer Search Screen. We enter Customer ID “222”, to view the devices enrolled under this customer:



3. Click on the row of the customer or click “Open”. (You can also click on the “open in a New Tab” icon.)



This opens the **Household View** console. It shows that Customer 222 has three Set Top Box devices in their fleet, and that one of the set-top boxes presently has an active Wi-Fi connection.

Example of Support Center Features

The screenshot shows the Radix Support Center interface. On the left is a navigation menu with 'Household' selected. The main area is titled 'Support Center' and 'Household view'. It contains two panels: 'Customer details' and 'Customer log'. Below these is a 'Customer devices' section with a 'Request active session' button and a 'Start speed test' button. A table lists four devices with their respective connection statuses and network speeds.

Device type	ID	Main app	Main app version	FW version	Device name	Network connection	Network speed	Remote
Router	OUSA21101085	--	--	20230602	--	Connected WiFi 0%	216.3 ↓ 88.9 ↑ 90%	Connect
Router	fe3dc9ccdd28911c	--	--	--	--	Disconnected	-- ↓ -- ↑	Reconnect
Router	d3d3bcd445bf6635	--	--	--	--	Disconnected	-- ↓ -- ↑	Reconnect
Router	6bf7a5c3e0615c2	--	--	--	--	Disconnected	-- ↓ -- ↑	Reconnect

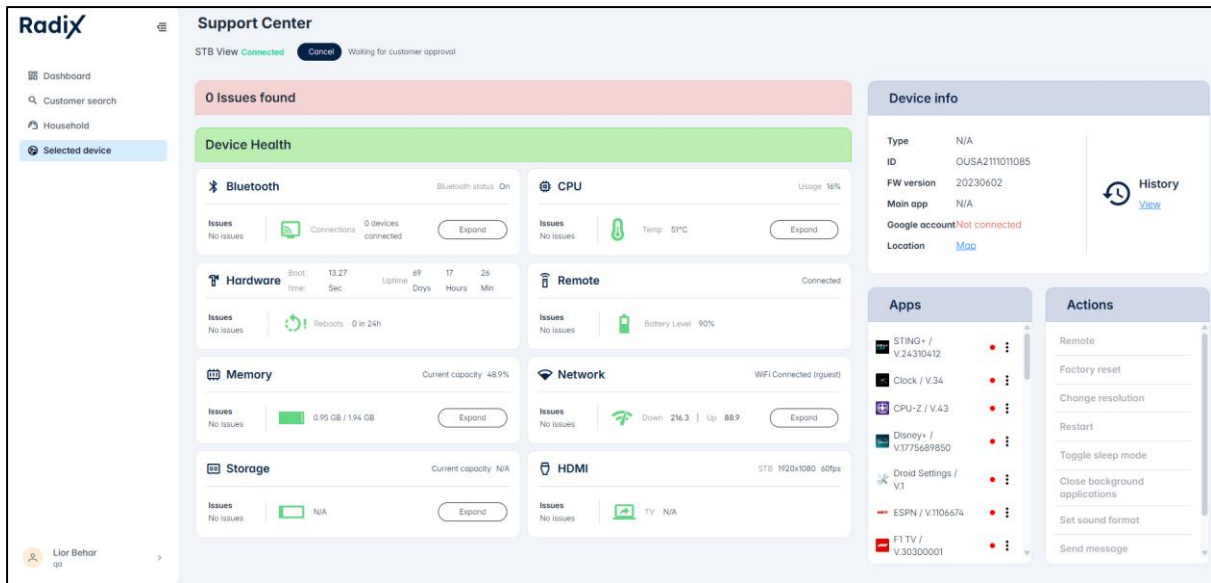
4. We will click on **Request Active Session**, to initiate a new session with the devices. We receive a notification in the lower right corner that the session request was sent to the remote user.

This screenshot shows the 'Customer devices' table from the previous image. A blue notification banner at the bottom right reads 'Session request sent'. The 'Request active session' button is now disabled and labeled 'Cancel', and the status above the table is 'Waiting for customer approval'.

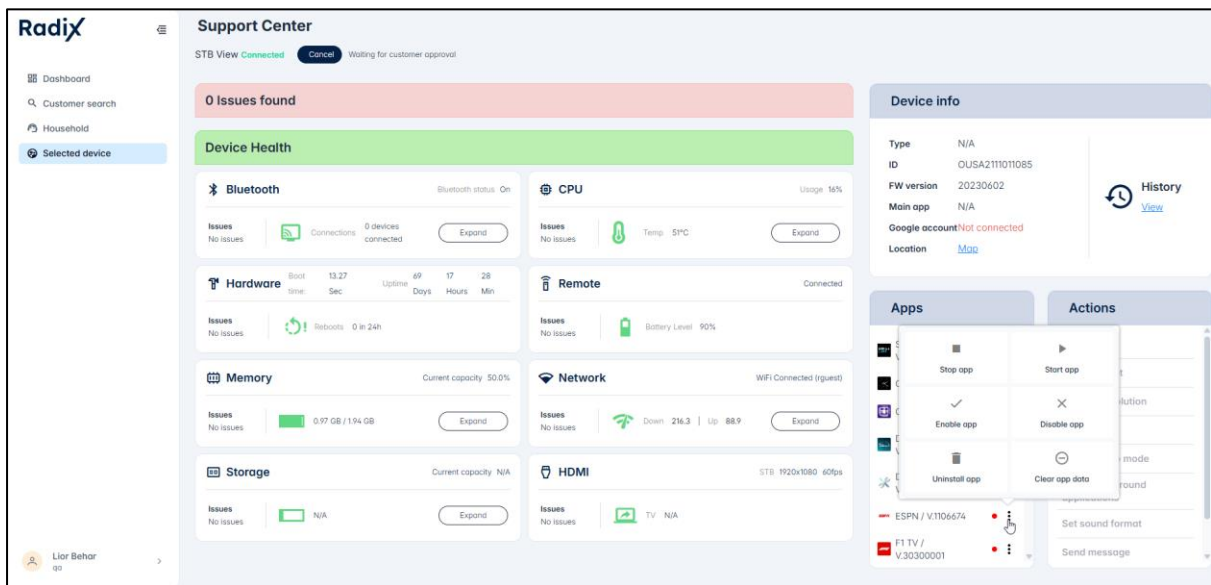
5. We will click on **Start speed test**. It will initiate a test of upload and download speeds on all devices in the list.

This screenshot shows the 'Customer devices' table with a 'Start speed test' button highlighted by a mouse cursor. A dark notification banner at the top right says 'Start speed test for all devices'. The 'Request active session' button remains disabled.

6. We will now click **Connect** on the row of the connected device, to open the **Selected Devices** screen.

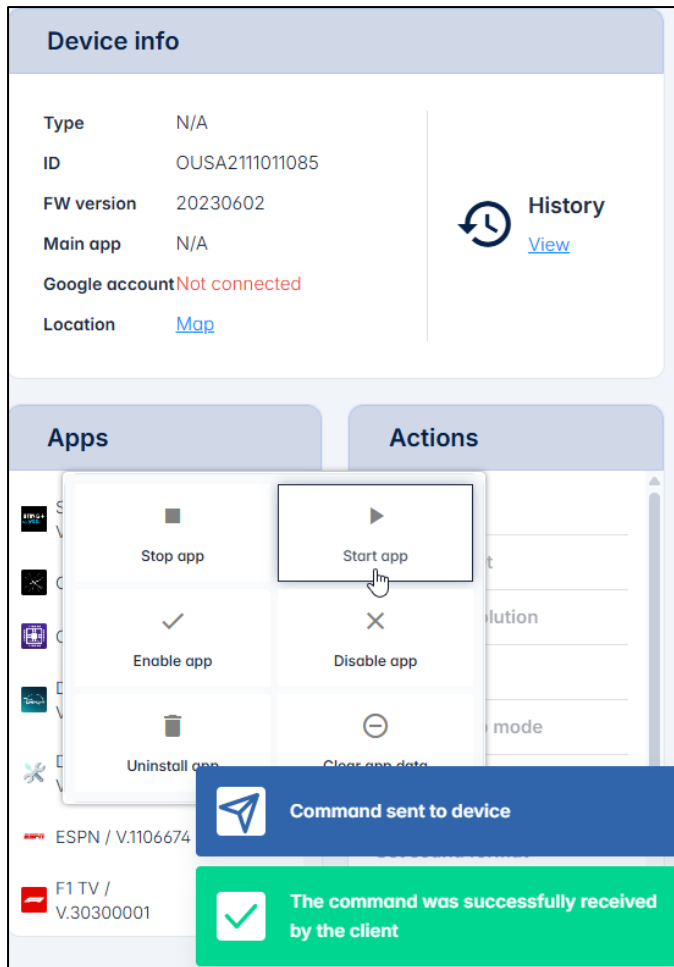


7. We can click on the three-dot menu of one of the apps in the list. Let us select ESPN, and click on **Start app**.

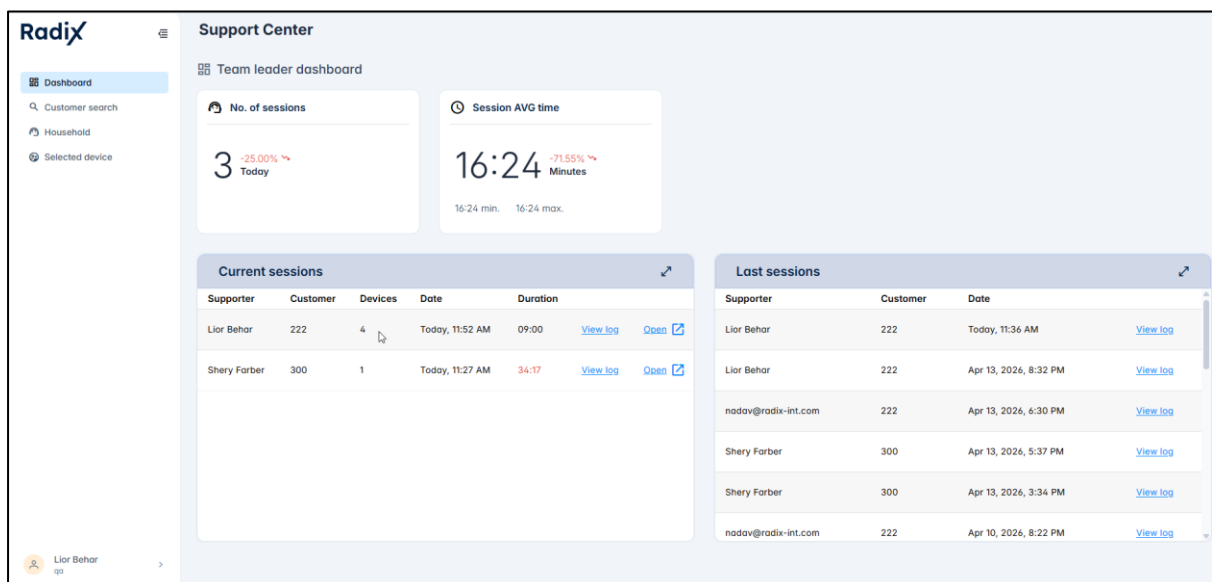


We receive notification that the command was sent to the remote device:

Example of Support Center Features



Let's go back to the Support Center Dashboard. Our most recent session will be displayed in the Current Sessions window:



As the most recent session, it appears in black, while the previous sessions appear in red.

- If we click on **View log**, we can view the history of the session. We see the history of the request that we sent, the check of the download and upload speed, and how we started the ESPN app.

The screenshot shows a 'History log' window for the date 'Apr 14, 2026'. It contains two sections of logs. The first section, titled 'Today 11:52 AM | Lior Behar', shows 6 commands. The second section, titled 'Today 11:36 AM - 11:52 AM | 16 minutes | Lior Behar', shows 3 commands.

Device ID	Device name	Action	Status	Time	
OUSA211011085	**Mike - Demo STB office	Start app	Done	12:00:26 Apr 14, 2026	More info
OUSA211011085	**Mike - Demo STB office	Start app	Done	12:00:18 Apr 14, 2026	More info
OUSA211011085	**Mike - Demo STB office	Start app	Done	11:58:52 Apr 14, 2026	More info
		Session	Request sent	11:54:15 Apr 14, 2026	
OUSA211011085	**Mike - Demo STB office	Upload speed test	Done (88.9Mbps)	11:53:02 Apr 14, 2026	More info

Total: 6

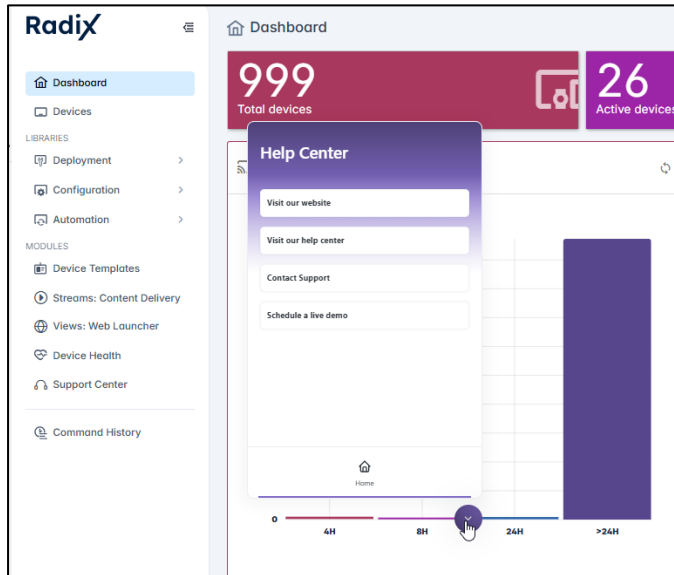
Device ID	Device name	Action	Status	Time	

Total: 2

7 Further Resources

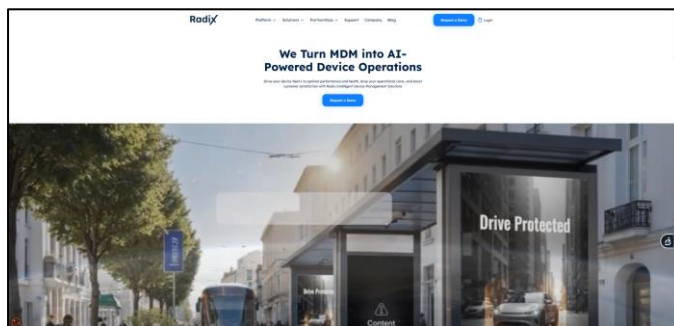
We have surveyed the main functions of the Radix Support Center interface, explaining the information displayed on each of the consoles.

In addition, the Radix Device Management platform has a Help Center icon.

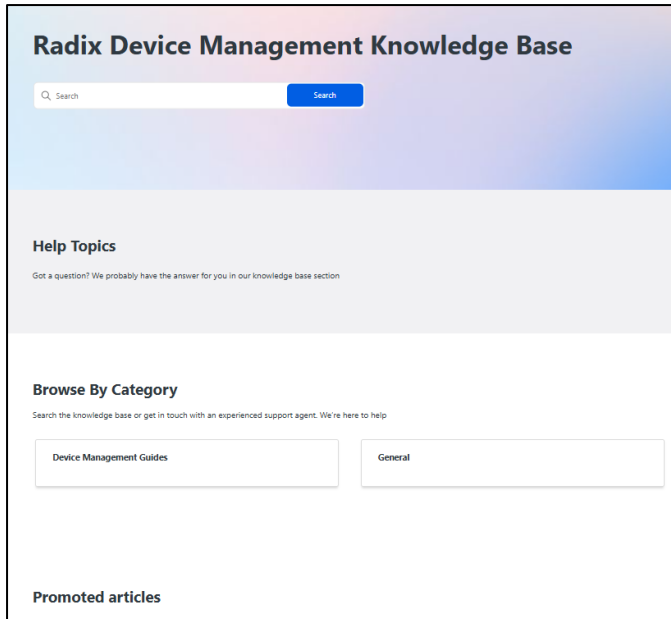


When you click on the Help Center icon, you have the option of:

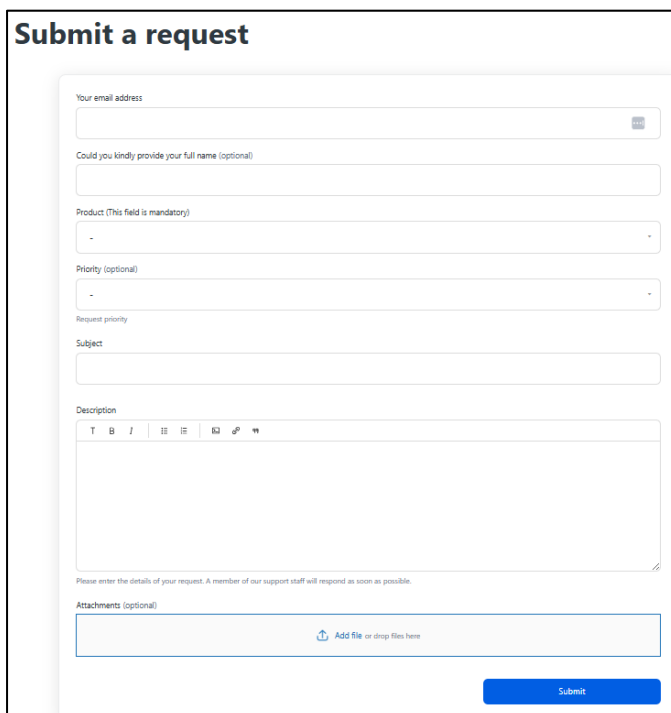
- **Visiting the Radix website:** This directs you to the home page of the Radix website.



- **Visiting the Radix Help Center:** This accesses a knowledge base of articles that can help you utilize the features of the Radix Device Management platform.



- **Contacting user support:** This opens a form where you can specify any difficulty you may encounter and submit a request for assistance.



- **Scheduling a live demo:** This allows you to send a message and request a personal demo of the Radix platform. Enter your name, email, and a brief statement of your request, and we will provide a response via email.

Further Resources

[Request a demo!](#)

Experience Radix in action!

Ready to see how Radix can revolutionize your device management? Request a personalized demo now and watch our powerful platform tackle your unique challenges. Our experts will guide you through the features that matter most to your business. Don't just imagine the possibilities - see them firsthand!

Fill in the form to request a personal demo.

First name*

Last name*

Business email*

Phone number*

Country*

Industry

Device type

Specific request or questions

2,450 Total Devices | 1,800 Active Devices | 20,008 Total Users | 208 Total Sites

Connected Devices | Last Seen Device Location

OS Distribution: 2,450 Total
1,156 Windows | 1,294 iOS | 1,820 Android | 1,160 ChromeOS

Figure 7-1: 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.