

Feature Description Document

Deleting Devices from IXM WEB



Purpose

This document outlines the process of deleting any registered device(s) from IXM WEB.

Applies to

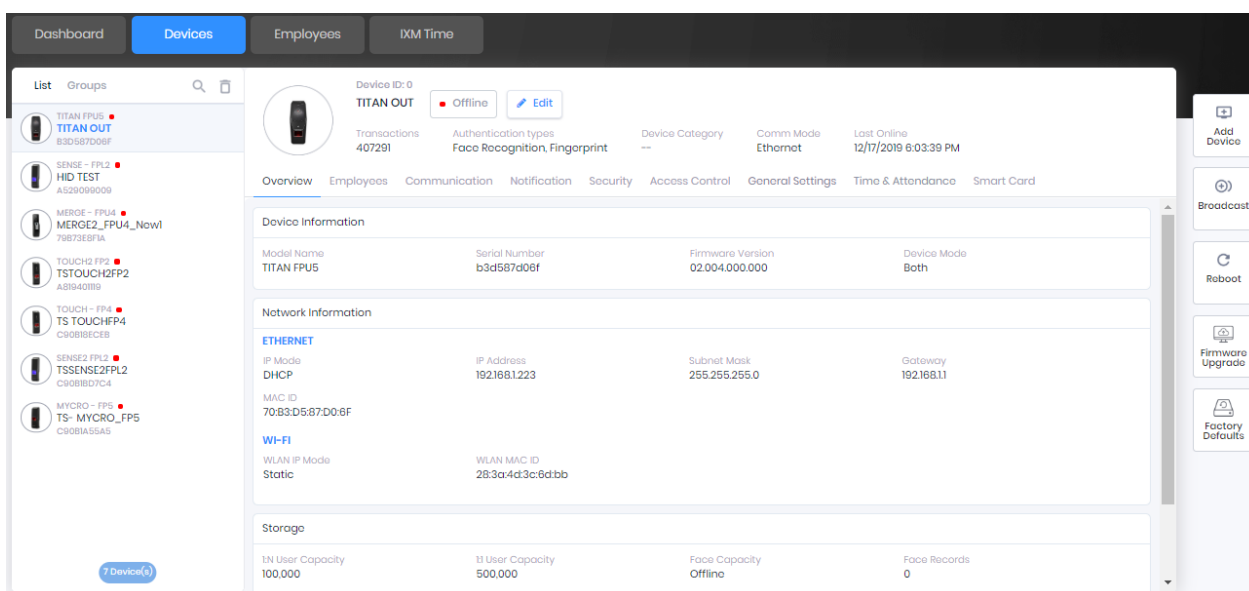
TITAN	TFACE	TOUCH 2	SENSE 2	MERGE 2	MYCRO
All Devices	All Devices	All Devices	All Devices	All Devices	All Devices

Description

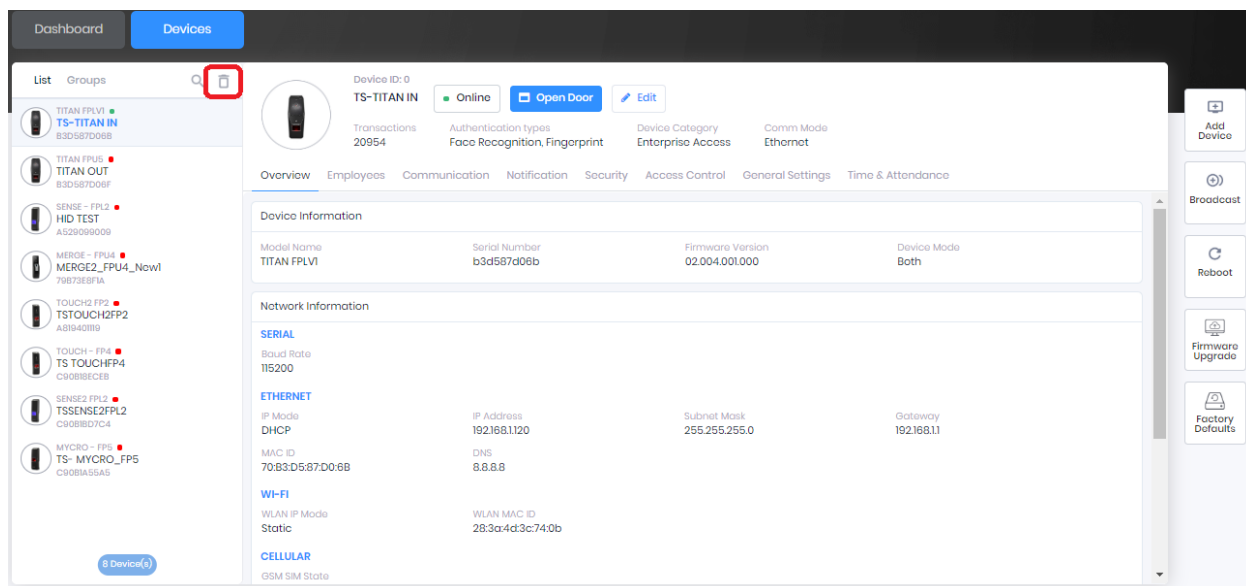
Device delete functionality is used to delete registered device(s) from IXM WEB. Users can delete devices from the Devices list window.

Deleting Device from IXM WEB

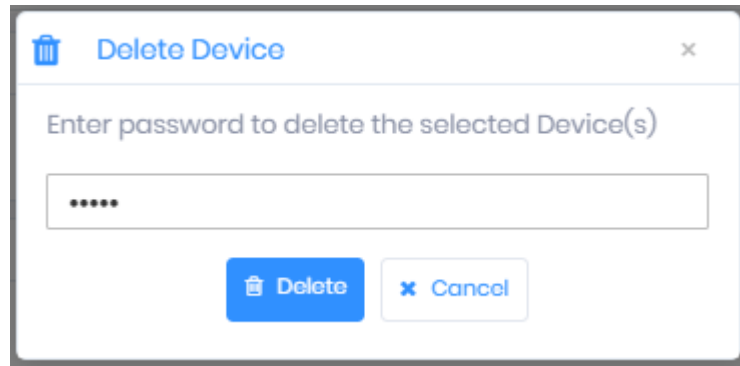
1. From **Home** >> Click on the **Devices Tab** on the top >> This will show the list of devices on the left and the details of the selected device on the main screen.



2. Select the **Device(s)** which needs to be deleted and click on the **Delete icon** above the device list on the right. Hold **CTRL** to select multiple devices, then click on the **Delete Icon** to delete them all at once.



3. Enter a valid password to confirm the action and click **Delete** again.



A dialog box titled "Delete Device" with a trash icon and a close button. The text inside says "Enter password to delete the selected Device(s)". Below this is a password input field with six dots. At the bottom are two buttons: "Delete" (with a trash icon) and "Cancel" (with an 'x' icon).

FAQ

1. Who can delete devices from IXM WEB?

All IXM WEB users who have access to the DEVICES tab can delete devices from IXM WEB.

2. Can I delete the device from IXM WEB when the device is offline?

Yes, even if a device is offline you can delete the device from the IXM WEB database.

3. Will all the user record(s) which are synced between the device and IXM WEB get deleted if I delete the Device from IXM WEB?

No, this process is only to delete device entry from the IXM WEB database, not users who were enrolled for that device.

4. If I delete the Device from IXM WEB, are all user records saved on the device also deleted?

No, none of the user records which are saved on the device will be deleted.

5. If I delete the Device from IXM WEB, are all config settings stored on the device also deleted?

No, the Config settings will remain intact in the device, they are not affected as this process just removes device entry from the IXM WEB database.

6. I have created one user on Device A and then transferred it to Device B and C from IXM WEB. If I delete Device A from IXM WEB, will that user also get deleted from Device B and C?

No, if the end-user transfers one user record on multiple devices and even if one of those devices is deleted, it will not affect the user record.



Support

For more information relating to this Feature Description document, please contact us at support@invixium.com

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