

Digi Remote Manager

Configure, deploy and manage remote assets securely

Digi Remote Manager® (Digi RM) is the technology platform that brings networks to the next level, allowing networks — and the people who manage them — to work smarter. DRM transforms a multitude of dispersed IoT devices into a dynamic, intelligent and secure network.

Now you can easily configure, deploy, monitor and manage hundreds or even thousands of mission-critical devices from a single point of command.

Edit configurations, update firmware, schedule and automate tasks — all from your desktop, tablet or phone.

Extend your network at scale with bidirectional, open integration and add intelligence to the edge with custom code, APIs, MQTT, Python scripts and Digi MCP Server.

Throughout the process, software-defined security continuously safeguards your Digi ecosystem.

SOC 2® Type 2 compliant

Digi Remote Manager and Digi Genesis are SOC 2 Type 2 compliant, validating Digi's independently audited controls for security, availability and confidentiality.

This attestation reinforces Digi's commitment to protecting customer data, ensuring operational integrity and delivering trusted cloud infrastructure for compliance-driven industries and enterprise-scale IoT deployments.



Do more with less effort.

Auto-assimilate, update and deploy hundreds of devices with ease by putting Digi's exclusive drag-and-drop grouping technology to work for you. Automations allow you to use DRM to schedule and automate common management tasks on a single device or on a group of devices. Schedules can be run once or configured to recur.

Gain valuable insight about the inner workings of your network.

The flexible DRM dashboard allows you to put your crucial information where you want it. A selection of pre-built reports with critical device health metrics can be customized to include the data you need most. Configure alerts for specified conditions, or trigger business processes based on events. Enable AI to monitor, query and assist with troubleshooting.

Build and maintain an always-on, always-secure network.

Software-defined protection continuously verifies configuration integrity and alerts administrators if devices drift out of compliance. DRM automatically scans and corrects misaligned device settings across the deployment — strengthening resilience and ensuring security standards are continuously enforced.

Connect any device to any cloud platform.

Pre-configured APIs make it quicker and easier for users to access, connect and analyze data collected from devices — with no development required. Cloud connectors integrate device data with industry-leading, third-party analytics and visualization dashboard applications. Connecting is simple. For custom integrations, utilize the rich web service API. Make your network AI-ready instantly and securely with Digi MCP Server.



DIGI REMOTE MANAGER

Key Features and Subscriptions

The command center of your intelligent network



- ✓ Industry-leading cloud and edge tools for rapid device deployment and easier asset management
- ✓ Integrate device data through open APIs to gain deeper insights and control with third-party applications
- ✓ Access operational and performance data from edge devices previously out of reach
- ✓ Monitor network, IoT devices and asset performance and security with bi-directional communications
- ✓ Automate mass firmware and software updates to enhance functionality, maintain compliance and scale your deployment
- ✓ Receive real-time alerts and detailed reports on network health and device conditions
- ✓ SOC 2 Type 2 compliant cloud services for security, availability and confidentiality
- ✓ Digi MCP Server for standardized AI integration

Part Numbers	Digi Remote Manager®
DIGI-RM-PRM-1YR	Digi Remote Manager Premier — 1-year subscription
DIGI-RM-PRM-3YR	Digi Remote Manager Premier — 3-year subscription
DIGI-RM-PRM-5YR	Digi Remote Manager Premier — 5-year subscription

Digi Remote Manager Mobile App

Now it's even easier for users to register their devices via a QR code with the DRM mobile app. Once a device is registered in your customer account, you can set a custom configuration to automatically be applied using the Configuration Manager feature. View the overall health of your network as well as individual device status using the DRM mobile app.



DIGI REMOTE MANAGER

Digi MCP Server

AI-ready infrastructure for Digi Remote Manager



The Digi MCP Server is a hosted Model Context Protocol (MCP) endpoint that securely exposes Digi Remote Manager (DRM) capabilities as standardized AI-accessible tools.

It enables MCP-compatible AI systems to monitor, query, and manage Digi-connected infrastructure and wireless WAN (WWAN) deployments at scale — without custom REST integration or additional infrastructure.

By bridging enterprise AI platforms with Digi's secure device management environment, organizations can accelerate operational workflows, reduce complexity and gain intelligent, context-aware interaction with distributed edge deployments.

What Digi MCP Server enables

Customers building AI-driven operational workflows today must write custom REST integrations, maintain API wrappers, map schemas for AI frameworks, and handle error states and version changes. This slows time-to-market and increases long-term maintenance burden.

The Digi MCP Server eliminates this friction by providing a standardized AI interface designed specifically for AI agent interoperability. This solution supports:

- Natural language fleet queries
- AI-assisted troubleshooting
- Fleet-wide firmware and configuration analysis
- Telemetry aggregation and summarization
- Alert and automation insights
- WWAN performance visibility at scale

Digi MCP Server AI Integration options

Traditional AI integrations rely on REST APIs wrapped in custom code. This approach introduces integration complexity, schema translation work and ongoing maintenance overhead. The Digi MCP Server provides a standardized Model Context Protocol interface purpose-built for AI connectivity.

Security and governance

The Digi MCP Server enforces authentication, authorization and policy controls before any data is shared or actions executed. AI interactions respect existing user roles and permissions in Digi Remote Manager, preserving audit visibility, governance and device integrity. The service operates within Digi's secure infrastructure environment aligned with SOC 2 Type 2 standards.

Make your Digi infrastructure AI-ready — instantly and securely, without added integration complexity.

Key features, benefits and applications

Secure AI access:

- API key authentication
- Role-based authorization enforcement
- Governance validation before execution
- Audit visibility of AI-driven activity
- Centralized rate limiting

Standardized AI connectivity:

- MCP-compliant tool discovery
- Structured request/response model
- Framework-agnostic compatibility
- Zero infrastructure deployment

Comprehensive tool coverage (70+ tools):

- Device inventory and filtering
- Telemetry and historical stream access
- Live device state and configuration queries
- Alerts and automation workflows
- Firmware management and compliance
- Fleet summarization and analytics
- Audit and account insights

How it works

1. Generate an API key in Digi Remote Manager
2. Configure your AI agent or MCP client to connect to the Digi MCP endpoint
3. Authenticate via API key
4. Tools are automatically discoverable
5. AI executes only permitted operations

Architecture

Protocol: Model Context Protocol (MCP) over HTTPS

Authentication: API Key

Deployment model: Digi-hosted

Endpoint: remotemanager.digi.com/mcp

More importantly, IT/OT teams have:

- No servers to deploy
- No middleware to maintain
- No integration code required

DIGI REMOTE MANAGER

Detailed Features and Descriptions



Feature	Description	Digi RM Premier
VIEW AND GROUP DEVICE INVENTORY	Add devices to a group to logically organize and manage them.	✓
UPDATE INDIVIDUAL DEVICE SETTINGS	Configure an individual device by using the built-in configuration interface or loading configuration files.	✓
UPDATE DEVICE SETTINGS IN BULK	Multi-select devices in the list and load configuration files onto them. This is a basic configuration method, not as powerful as automations or Configuration Manager.	✓
CUSTOM CONFIGURATION AND INSTALLATION SUPPORT	Automatically load configuration and firmware onto a device when it first connects to Digi Remote Manager® (DRM).	✓
CONFIGURATION MANAGER	A very powerful feature that can create a snapshot of a unit's configuration, firmware and file system contents, then propagate it to other units for the purpose of rolling out a configuration or firmware change and managing security compliance.	✓
UPDATE INDIVIDUAL DEVICE FIRMWARE	Click on a device in a list and upgrade the firmware.	✓
UPDATE DEVICE FIRMWARE IN BULK	Multi-select devices in the list and load firmware onto them.	✓
DEVICE HEALTH METRICS	Devices can push their "health metrics" to DRM which can then be used to trigger alarms and show status on a global dashboard, and can be viewed in detail on a device's dashboard to aid troubleshooting.	✓
ALARMS	Configure alarms to trigger based on health metrics, connection status, data usage, configuration status and other factors.	✓
MAPPING	See the location of your devices in real time in the Devices page in DRM.	✓
FILE SYSTEM ACCESS	Use the File Management page in DRM to access and load files onto your devices.	✓
NOTIFICATION CENTER	Get notified of all new firmware updates and any relevant information to your account.	✓
SMS REMOTE COMMANDS/OUT-OF-BAND MANAGEMENT	Supports sending and receiving SMS messages between DRM and a DRM-registered device.	✓
AUTOMATICALLY MANAGE DEVICE SECURITY COMPLIANCE	Use the Configuration Manager feature to ensure that the configuration, firmware and files loaded onto a device remain compliant with the "gold standard." Configuration Manager can be configured to create an alarm and/or correct noncompliance if a device is found not to be compliant. This important security feature prevents outside tampering.	✓
SM/UDP	The SM/UDP (Short Message/User Datagram Protocol) feature allows devices to leverage the very small data footprint of DRM SM protocol over UDP.	✓
CARRIER INTEGRATION	Utilize information from cellular carriers to facilitate SIM provisioning, SIM activation/deactivation, data usage reporting and alerting (from carrier rather than device perspective).	✓
ON-DEMAND REPORTS	Create PDF reports containing health metrics and other data.	✓
AUTOMATIONS	A very powerful mechanism to schedule and automate complex tasks to be carried out on devices or groups of devices — immediately, at a specific time and date, or on a recurring basis.	✓
SUB-ACCOUNTS	Create sub-accounts that can be managed from the parent account. Sub-accounts allow the parent account owner to restrict which device sub-accounts users can access.	✓
WEB SERVICE APIS	Link programmatically to Digi RM using RESTful web service APIs. This facilitates the ability to send data from DRM (or devices connected to DRM) to third-party systems such as AWS or Azure, and connect DRM to a customer's own CRM or management platforms.	✓
DATA STREAMS	Allows you to store time-series data in DRM that can be retrieved later by an external application using web services.	✓

*Digi Remote Manager subscriptions are available and licensed per device. Sign up for a free 90-day trial at shop.digi.com.

DIGI REMOTE MANAGER

Value-Added Services

Software-enabled Value-Added Services



Explore advanced IoT services designed to enhance the capabilities of your solution and meet your mission-critical requirements. From **Digi Containers**, offering streamlined custom application deployment via lightweight Linux containers, to **Digi WAN Bonding** for resilient, high-performance network connections and **Digi Mobile VPN** for persistent connectivity with resilient security on the go, Digi has you covered.

Digi Containers



Digi Remote Manager enables deployment of custom applications via containers

Digi Containers simplify and centralize the process of building, deploying and running custom applications on devices managed with **Digi Remote Manager** as the central portal. Containers with custom programs or Python applications can be loaded via Digi RM on any device running the **Digi Accelerated Linux** operating system (DAL OS).

As an add-on service to Digi Remote Manager, Digi Containers are a powerful capability implemented via Lightweight Linux Containers (LXC). LXC tools enable developers to package up a custom application, with its dependencies and configuration, into a lightweight, portable bundle that shares only the running kernel with the host device.

Digi WAN Bonding



Resilient connectivity and maximum performance across multiple connections

Digi WAN Bonding combines multiple connections into a seamless and resilient connectivity solution that ensures optimal performance and maximum uptime anywhere around the world.

Digi devices provide a range of connectivity options including cellular failover with features such as **Digi SureLink**[®], policy-based routing and interface bonding. These features are excellent at preventing any external network failures from causing downtime.

Digi Mobile VPN

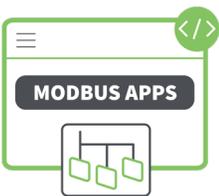


Secure VPN service with persistent connectivity for critical communications

Digi Mobile VPN enables users to create a secure connection between their data centers and the Digi router, including connected (wired or wireless) edge devices. Digi Mobile VPN offers persistent, secure connectivity, utilizing **Digi Remote Manager** as the central portal for orchestrating the mobile VPN setup and deployment.

This functionality is particularly important for public sector, emergency response and mass transit applications that require secure and reliable connections in first responder vehicles, buses, trains and paratransit vans.

Digi Modbus Applications



Supporting edge processing and optimized use of connected Digi devices

Digi Modbus Applications enable our customers to expand the capabilities of the Modbus functions of Digi solutions.

Shaped from our renowned experience and knowledge, the Modbus applications from Digi Professional Services are designed to enhance the capabilities of your Digi solution. They support additional data processing for formats such as Sparkplug, historical tracking of Modbus data, and connectivity of your Modbus data into **Digi Remote Manager**.

*Digi Containers, Digi WAN Bonding, Digi Mobile VPN and Digi Modbus Applications are available as value-added services with Digi Remote Manager and compatible devices.

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Part Numbers

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DIGI-RM-PRM-1YR	Digi Remote Manager Premier — 1-year subscription
DIGI-RM-PRM-3YR	Digi Remote Manager Premier — 3-year subscription
DIGI-RM-PRM-5YR	Digi Remote Manager Premier — 5-year subscription

Part Numbers	Value-Added Services*
DIGI CONTAINERS VALUE-ADDED SERVICES AND SUBSCRIPTIONS	
DIGI-RM-PRM-CS	Digi Containers subscription — 1-year subscription
DIGI WAN BONDING VALUE-ADDED SERVICES AND SUBSCRIPTIONS	
DIGI-SRV-WB-TIER1-1YR	Digi WAN Bonding subscription with 100 Mbps max throughput — 1-year subscription
DIGI-SRV-WB-TIER2-1YR	Digi WAN Bonding subscription with 200 Mbps max throughput — 1-year subscription
DIGI-SRV-WB-TIER3-1YR	Digi WAN Bonding subscription with 1 Gbps max throughput — 1-year subscription
DIGI MOBILE VPN VALUE-ADDED SERVICES AND SUBSCRIPTIONS	
DIGI-SRV-MVPN-TIER1-INSTALL	Digi Mobile VPN installation, less than 500 routers (one-time fee, installation for subscriptions up to 500 routers)
DIGI-SRV-MVPN-PR-TIER1-1YR	Digi Mobile VPN subscription (Primary Responder), less than 500 routers — 1-year subscription
DIGI-SRV-MVPN-TIER1-1YR	Digi Mobile VPN subscription, less than 500 routers — 1-year subscription
DIGI MODBUS APPLICATIONS VALUE-ADDED SERVICES AND SUBSCRIPTIONS	
DG-PSPY-MBRM	Digi Modbus Applications subscription license for Modbus to Digi RM Python application
DG-PSPY-MBIO	Digi Modbus Applications subscription license for Modbus I/O Python application
DG-PSPY-MBSP	Digi Modbus Applications subscription license for Modbus to MQTT/Sparkplug B application

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For more information about Digi Remote Manager, visit www.digi.com/digi-remote-manager.

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