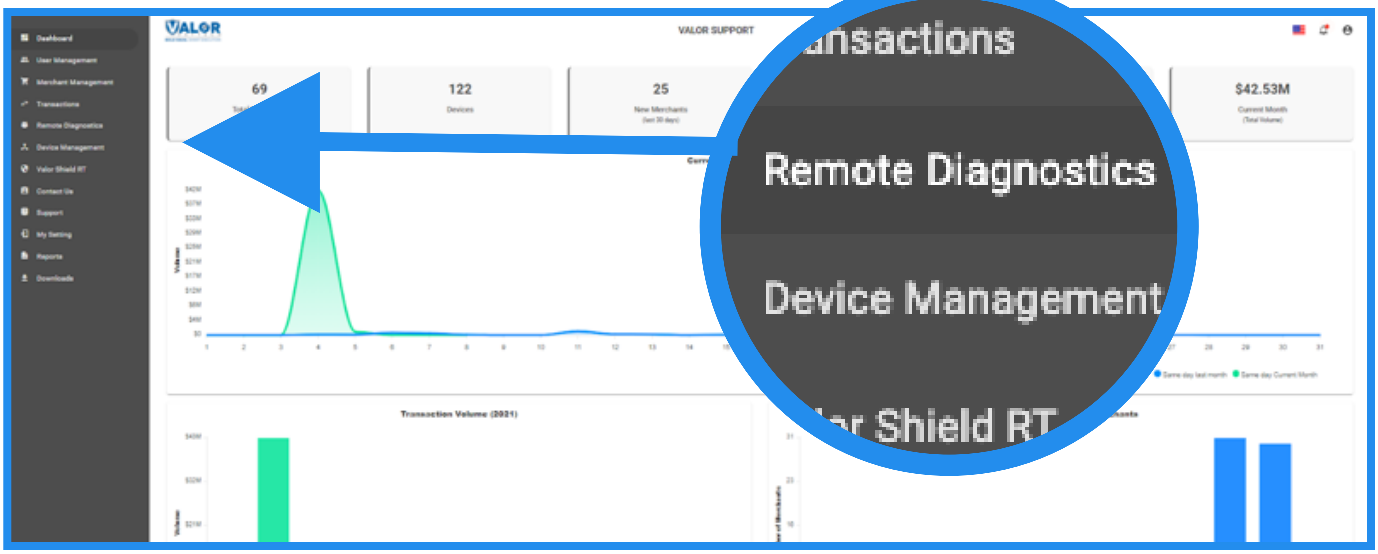
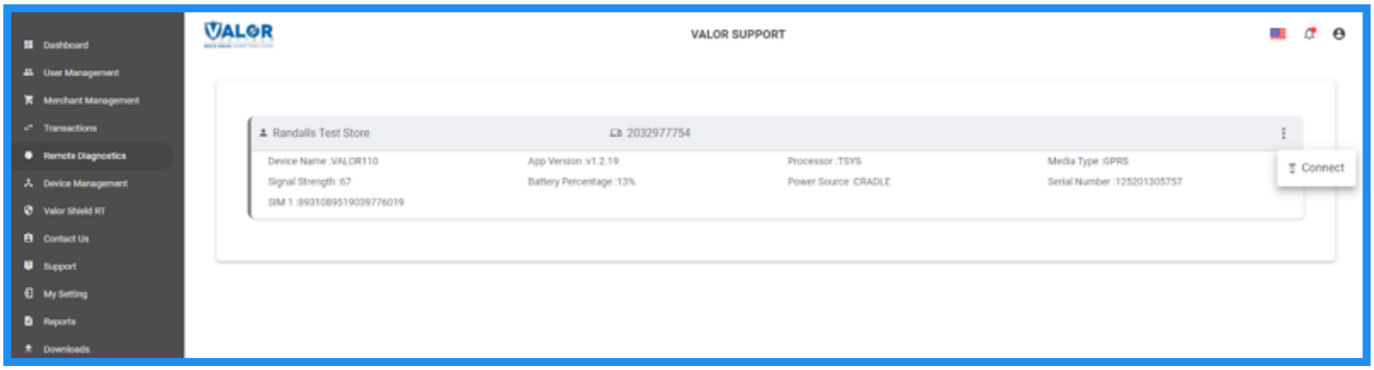
Connect to Remote Diagnostics

Step 1



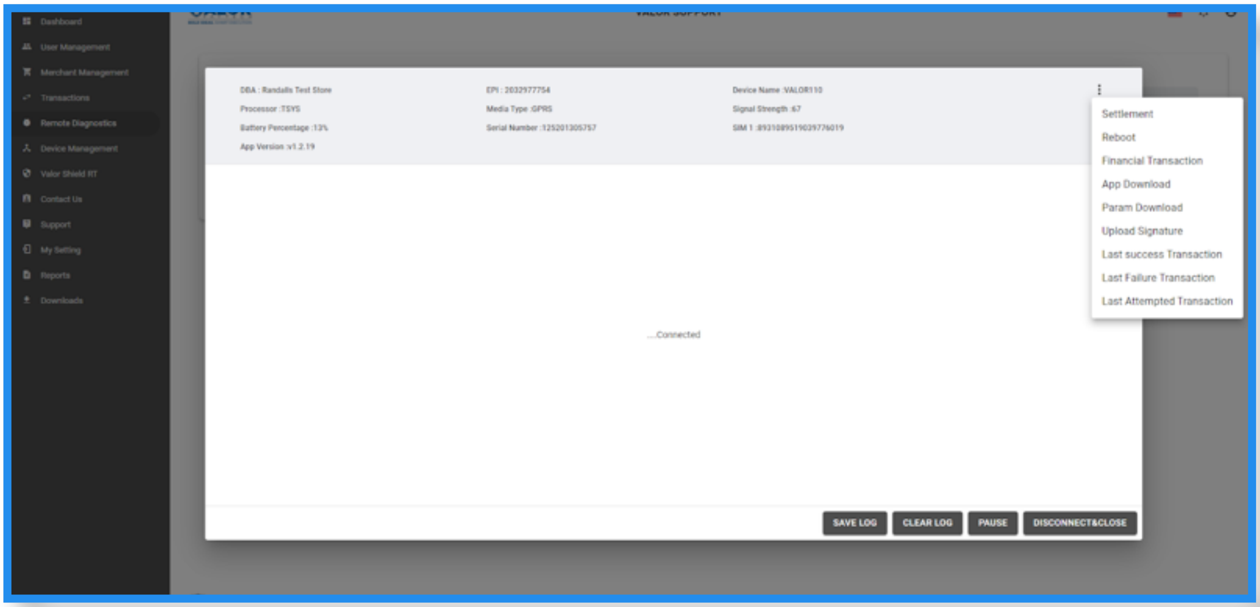
Select **Remote Diagnostics** on the sidebar menu.

Step 2



Once the merchant has connected their device to Remote Diagnostics, you will see their device snapshot in the **Remote Diagnostics** section of the portal. From here, you will be able to see their application version, their processor, internet connection type, signal strength, battery percentage, power source, and serial number. elect the **ellipsis (⋮)** and click on **Connect**.

Remote Diagnostics



Settlement: Allows you to perform a settlement on the current open batch.
Reboot: Allows you to reboot the device.
Financial Transaction: Allows you to initiate a transaction. This is the only point during the remote diagnostic session where the merchant will have control over the device. As the merchant performs the transaction, you will see live updates pertaining to the transaction.
App & Parameter Download: Allows you to start an application and/or parameter download on the device. For this to work, the tech will have to pause the remote diagnostic session, go into **Device Management**, assign the new version they want downloaded or modify the parameters, resume the remote diagnostic session, then start the app and/or parameter download.
Last Successful Transaction: Allows you to see a log of the last transaction that was successfully performed.
Last Failed Transaction: Allows you to see a log of the last transaction that failed.
Last Attempted Transaction: Allows you to see a log of the last transaction that was performed.