Connect to Remote Diagnostics

Step 1

From the home screen, press the triple lines in the middle of the screen to open the Main Menu.

Step 2

Once the Main Menu open, press the Down arrow to view the second page of the Main Menu.

Step 3

From the second page of the Main Menu, press the 4th option, **#4 Remote Diagnostics** and when prompted, enter the password for the device.

NOTE: PASSWORD IS THE LAST DIGITS OF THE EPI.









Step 4

Once password is successfully entered, the screen will show that the connection has been established with the RD Server that it is waiting for the Agent (tech) to connect.



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	56A. Randalla Ned Down	875-2032977754	Device Name AALOBITE	A CONTRACTOR OF A CONTRACTOR O
· International	Photocol T272	Media Type: GPH1	Signal Strength 47	Settlement.
	Battery Percentage 125	Seru Nember 133201306767	UM (JHIIIDERIYGIN7%GTS	Reboot
	App Write C.L.P.			Financial Transaction
				App Download
				Param Download
				Coload Signature
				Last success Transaction
				Last Failure Transaction
				Last Attempted Transaction
		- 8	SAVE LOS CLEAN LOS	NUME DISCONNECTICUOSE
	TALOB			Destant

Settlement: Allows the tech to perform a settlement on the current open batch. **Reboot:** Allows the tech to reboot the device.

Financial Transaction: Allows the tech to initiate a transaction. This is the only point during the remote diagnostic session where the merchant will have control over the device.

App & Parameter Download: Allows the tech to start an application 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 and installed onto the device, resume the remote diagnostic session, then start the App or Parameter download. Last Successful Transaction: Allows the tech to see a log of the last transaction that was successfully performed.

Last Failed Transaction: Allows the tech to see a log of the last transaction that was failed. Last Attempted Transaction: Allows the tech to see a log of the last transaction that was performed.



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