

# 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

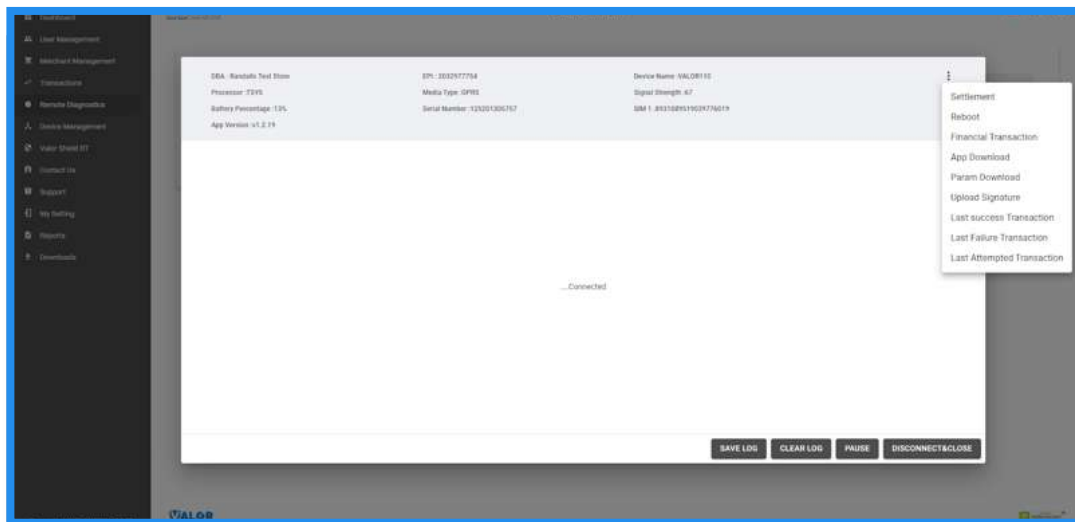
From the second page of the Main Menu, press the 4th option, **#4 Remote Diagnostics** and when prompted, enter the password for the device.



*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.



**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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