

# VHQ DIAGNOSTICS

## OPTIMIZED REMOTE TROUBLESHOOTING



Verifone HQ's Diagnostics Module keeps payment devices reliably operating through centralized monitoring and diagnostics across a customer's estate. Timely alerts simplify troubleshooting, resulting in faster response and resolution – without wasted service calls. Reduce risk of fraud by continually monitoring devices for signs of tampering.

### TIMELY AWARENESS FOR QUICK ACTION

- Provides 24x7, estate-wide monitoring from a single location
- Lets supervisors and support personnel designate which alerts they wish to receive according to assigned severity levels
- Saves valuable time and reduces costs while minimizing downtime by providing better information to make service calls more cost effective
- Allows alerts to be broadcast via email or through the module's own dashboard for easy access anywhere, anytime
- Significantly reduces risk of fraud by alerting personnel to deactivate one or more devices if tampering is detected or a device goes missing

### IN-DEPTH ANALYSIS FOR BETTER INSIGHT

- Performs essential tests on devices in question – collecting data from operating logs and promptly reporting back
- Offers easy access to valuable tools – such as screen snapshots and detailed operating system data logs – that help retailers perform sophisticated root-cause analysis, leading to more accurate diagnoses and more efficient resolution of issues

#### STANDARD FEATURES

Payment Devices Supported	MX 800 Series   MX 900 Series   VX Evolution Series
Device Connectivity Supported	Varies by device   MX – Standalone – IP connectivity (Ethernet or Wi-Fi) is required   VX Evolution – IP, Dial (requires PPP) and Cellular
Browser	IE 7.0 or higher