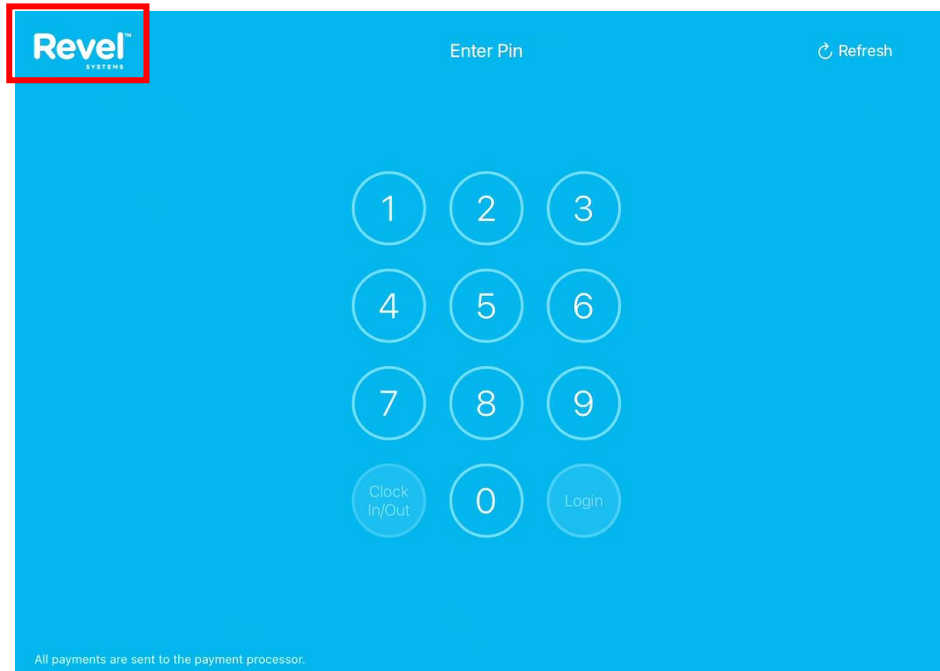
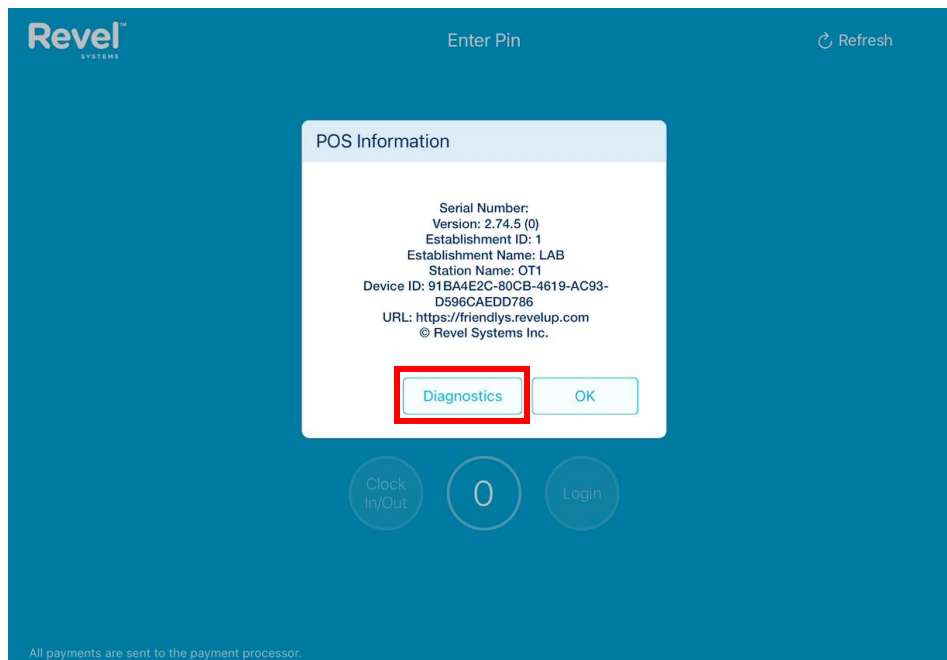


1. TO ACCESS THE POS INFORMATION PANEL DOUBLE-TAP THE REVEL LOGO.



2. THE POS INFORMATION WILL APPEAR, SHOWING VERSION, ESTABLISHMENT ID, STATION NAME, DEVICE ID, AND YOUR URL.

3. AT THE BOTTOM OF THE BOX, TAP THE DIAGNOSTICS BUTTON. THIS WILL OPEN THE DIAGNOSTIC TOOL WHERE YOU CAN CHECK FOR SYNC ISSUES.



**4. AT THE TOP OF THE SCREEN, THERE ARE A SERIES OF BUTTONS THAT WILL SHOW YOU THE CURRENT NETWORK STATUS OF YOUR DEVICES AND STATIONS.**

- **DEVICES: HERE YOU CAN SEE ALL DEVICES CONNECTED AND THEIR CONNECTION STATUS:**

- **DEVICE NAME: THIS COLUMN LISTS THE NAME OF EACH DEVICE THAT IS CONNECTED TO THE NETWORK.**
- **IP ADDRESS: THE IP ADDRESS OF THE DEVICE.**
- **CONNECTED: THE CONNECTION STATUS FOR THE DEVICE TO THE NETWORK.**
- **AVG. (AVERAGE) PING TIME: THIS IS THE AMOUNT OF TIME THAT IT TAKES THE DEVICE TO PING THE NETWORK.**
- **LATENCY INFORMATION: INDICATES ANY KIND OF DELAY THAT HAPPENS IN COMMUNICATION OVER THE NETWORK.**
- **INTERNET STATUS: AT THE BOTTOM OF THE SCREEN, YOU'LL SEE THE INTERNET STATUS FOR YOUR DEVICES AND ANY WARNINGS). YOU WILL ALSO SEE THE NETWORK NAME (SSID), AND IP ADDRESS OF THE NETWORK YOU'RE ON**

The screenshot shows the 'Diagnostic Tool' interface. At the top, there are buttons for 'Devices (6)', 'POS Stations (7)', and 'Connections (1)'. The 'Devices (6)' button is highlighted with a red box. Below these buttons are 'Ping All Hosts', 'Packet Test', and 'Support' buttons. The main area contains a table with columns: Name, IP Address, Connected, Avg. Ping Time, and Latency Information. The table is divided into sections for 'Printers' and 'Kitchen Displays'. At the bottom, there is an 'Internet Status' section showing 'Bad DNS' and 'Cable Problem! - Please check your Printer Cables', and a 'Network SSID' section showing 'Revel-POS' and 'IP Address: 192.168.22.24'. There are 'Refresh' and 'Done' buttons at the bottom right.

Name	IP Address	Connected	Avg. Ping Time	Latency Information
<b>Printers</b>				
KITCHEN1-Online Expo	192.168.22.204	No	N/A	Sent: 11 Received: 0 Errors: None Timeouts: 11
KITCHEN2-Fountain Expo	192.168.22.203	No	N/A	Sent: 35 Received: 34 Errors: None Timeouts: 1
KITCHEN3	192.168.22.205	No	N/A	Sent: 11 Received: 0 Errors: None Timeouts: 11
<b>Kitchen Displays</b>				
KDS1-Grill	192.168.22.131 (Ver. 2.73.6(794))	Yes	N/A	Sent: 35 Received: 35 Errors: None Timeouts: 0
KDS2-Fry	192.168.22.132 (Ver. 2.73.5(793))	Yes	N/A	Sent: 35 Received: 35 Errors: None Timeouts: 0

**Internet Status:** Bad DNS  
Cable Problem! - Please check your Printer Cables

**Network SSID:** Revel-POS  
**IP Address:** 192.168.22.24

○ All payments are sent to the payment processor.

- **POS STATIONS: THIS WILL SHOW ALL POS STATIONS CONNECTED AND THEIR CONNECTION STATUS:**

The screenshot shows the 'Diagnostic Tool' interface with the 'POS Stations (7)' tab highlighted in a red box. The interface includes buttons for 'Devices (6)', 'Connections (1)', 'Ping All Hosts', 'Packet Test', and 'Support'. Below the tabs is a table with the following data:

Name	IP Address	Connected	Avg. Ping Time	Latency Information
Derek Training (Wifi)	192.168.22.228 (Ver. -)	No	N/A	Sent: 36 Received: 36 Errors: None Timeouts: 0
Joe Revel (Wifi)	192.168.22.113 (Ver. -)	Local Sync Off	N/A	Sent: 11 Received: 0 Errors: None Timeouts: 11
KIOSK - LAB (Wifi)	192.168.1.4 (Ver. -)	Local Sync Off	N/A	Sent: 35 Received: 0 Errors: None Timeouts: 34
Neal Station (Ethernet)	169.254.104.22 (Ver. -)	Local Sync Off	N/A	Sent: 6 Received: 0 Errors: None Timeouts: 6
Neal Station (Wifi)	192.168.22.55 (Ver. -)	Local Sync Off	N/A	Sent: 11 Received: 0 Errors: None Timeouts: 11
POS1 Main (Ethernet)	192.168.22.71 (Ver. 2.74.5-0)	Yes (0 Syncing Orders)	N/A	Sent: 35 Received: 35 Errors: None Timeouts: 0
POS2 (Ethernet)	192.168.22.72	No	N/A	Sent: 36 Received: 0 Errors: None Timeouts: 0

Below the table, the 'Internet Status' is 'Bad DNS' with a warning: 'Cable Problem! - Please check your Printer Cables'. The 'Network SSID' is 'Revel-POS' and the 'IP Address' is '192.168.22.24'. There are 'Refresh' and 'Done' buttons at the bottom.

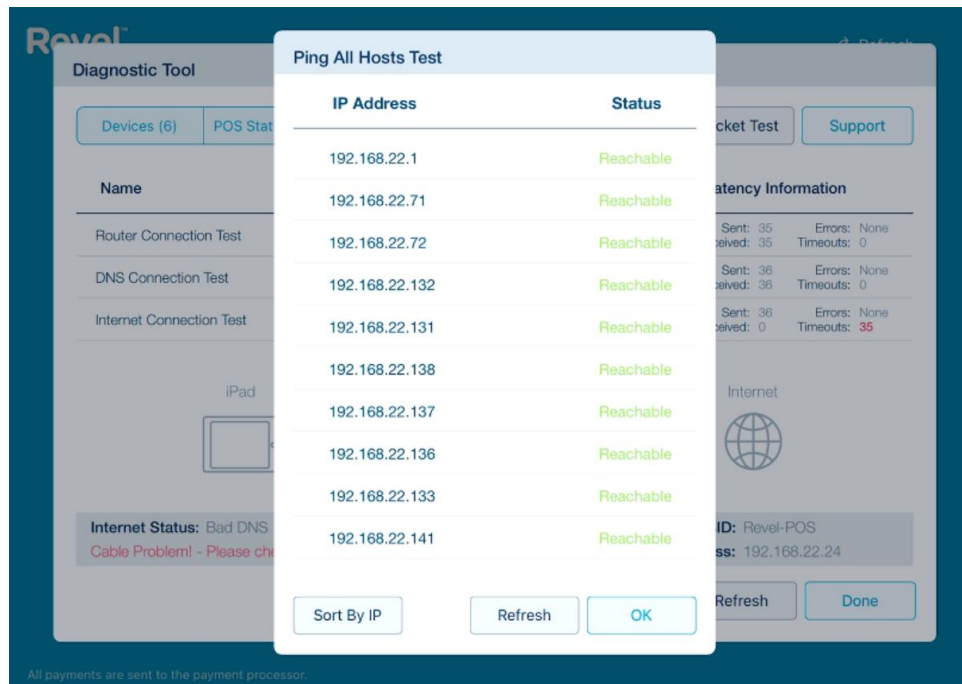
- **CONNECTIONS: IN THIS TAB, YOU CAN SEE YOUR ROUTER, DNS, AND INTERNET CONNECTION:**

The screenshot shows the 'Diagnostic Tool' interface with the 'Connections (1)' tab highlighted in a red box. The interface includes buttons for 'Devices (6)', 'POS Stations (7)', 'Connections (1)', 'Ping All Hosts', 'Packet Test', and 'Support'. Below the tabs is a table with the following data:

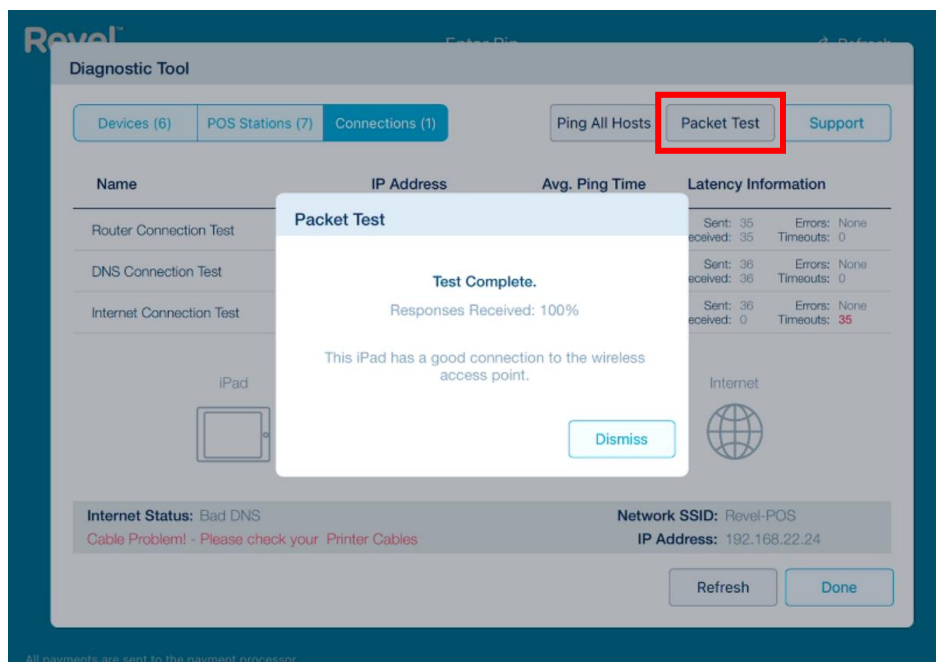
Name	IP Address	Avg. Ping Time	Latency Information
Router Connection Test	192.168.22.1	N/A	Sent: 35 Received: 35 Errors: None Timeouts: 0
DNS Connection Test	8.8.8.8	N/A	Sent: 36 Received: 36 Errors: None Timeouts: 0
Internet Connection Test	friendlys.revelup.com	N/A	Sent: 36 Received: 0 Errors: None Timeouts: 35

Below the table is a network diagram showing 'iPad' connected to 'Router (Unknown)', which is connected to 'Internet'. Both connections are marked with a blue checkmark. Below the diagram, the 'Internet Status' is 'Bad DNS' with a warning: 'Cable Problem! - Please check your Printer Cables'. The 'Network SSID' is 'Revel-POS' and the 'IP Address' is '192.168.22.24'. There are 'Refresh' and 'Done' buttons at the bottom.

- **PING ALL HOSTS: A HOST (ALSO KNOWN AS NETWORK HOST) IS A COMPUTER OR OTHER DEVICE THAT IS CONNECTED TO A COMPUTER NETWORK. WITH THIS TOOL, YOU CAN PING YOUR NETWORK HOST TO CHECK FOR LATENCY:**



- **PACKET TEST: A PACKET IS THE UNIT OF DATA THAT IS ROUTED BETWEEN AN ORIGIN AND A DESTINATION ON THE INTERNET NETWORK. THIS TAB WILL TEST ALL PACKETS MOVING ACROSS YOUR NETWORK**



- SUPPORT: IF YOU RUN ALL THE DIAGNOSTIC TOOLS AND STILL HAVING ISSUES, TAP THE SUPPORT BUTTON VIEW SUPPORT CONTACT INFORMATION. FOR MORE SUPPORT, VISIT OUR [POS TRAINING WEBSITE](#).**

The screenshot shows the Revel Diagnostic Tool interface. At the top, there are tabs for 'Devices (6)', 'POS Stations (7)', and 'Connections (1)'. To the right are buttons for 'Ping All Hosts', 'Packet Test', and 'Support' (highlighted with a red box). Below these is a table with columns: Name, IP Address, Avg. Ping Time, and Latency Information. The table lists three tests: Router Connection Test, DNS Connection Test, and Internet Connection Test. A 'Contact Support' dialog box is overlaid on the table, displaying the following information:

**Contact Support**

Support Website: [support.revelsystems.com](http://support.revelsystems.com)  
 24 / 7 Support Line: 415.744.1433

A 'Cancel' button is located at the bottom of the dialog box. Below the table, there are icons for 'iPad' and 'Internet'. At the bottom of the interface, there is a status bar with the following information:

Internet Status: Bad DNS  
 Cable Problem! - Please check your Printer Cables  
 Network SSID: Revel-POS  
 IP Address: 192.168.22.24

Buttons for 'Refresh' and 'Done' are located at the bottom right of the interface.

All payments are sent to the payment processor.