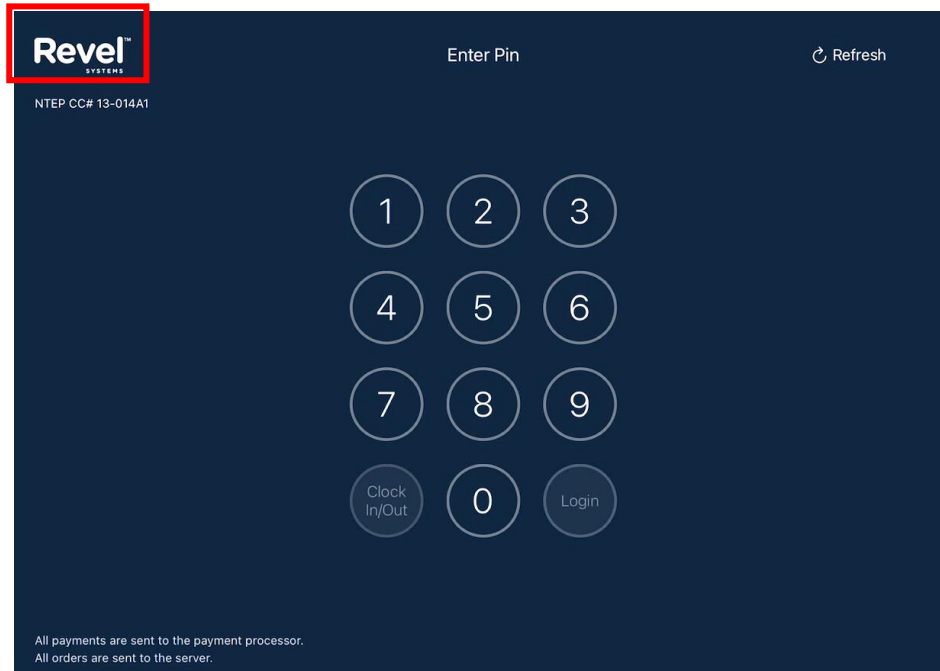
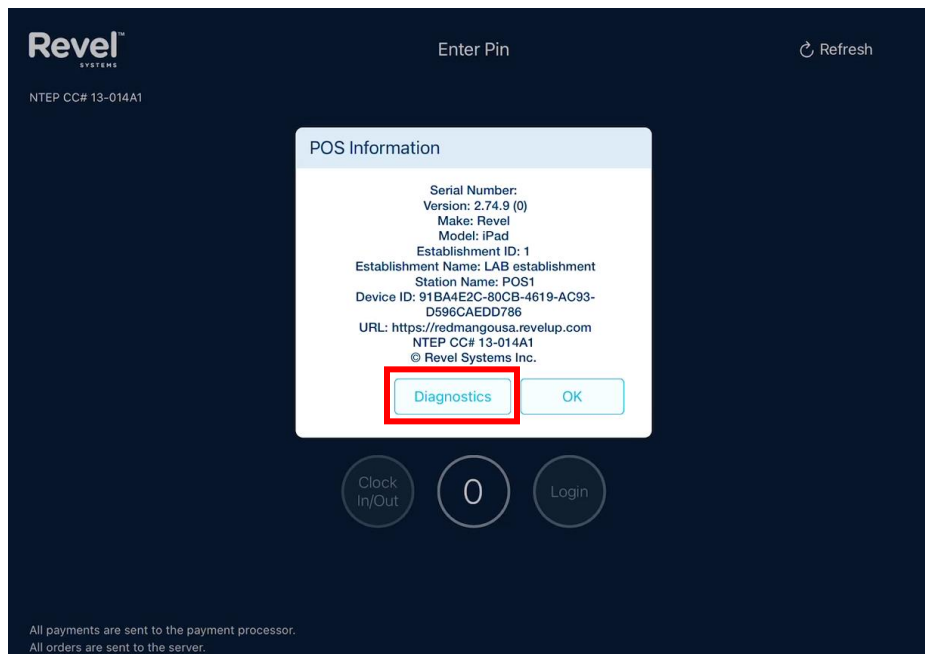


1. TO ACCESS THE POS INFORMATION PANEL DOUBLE-TAP THE REVEL LOGO.



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

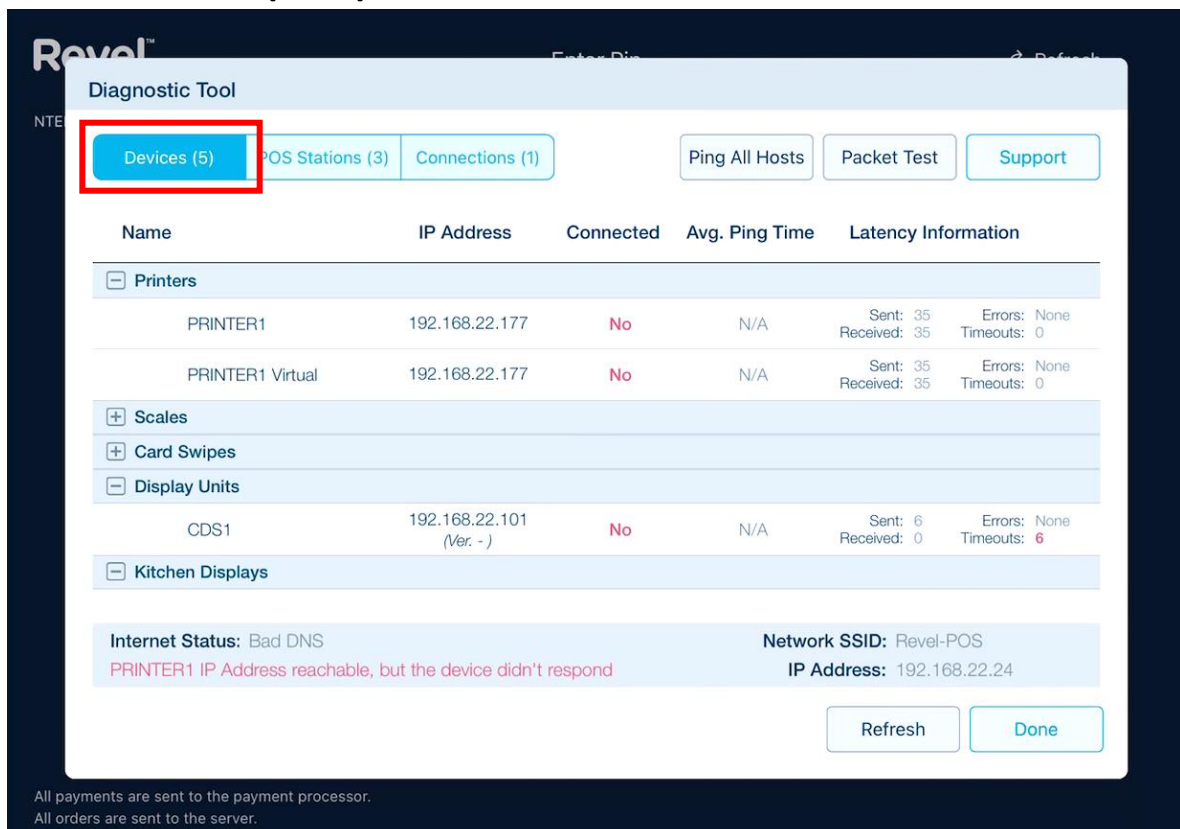
3. AT THE BOTTOM OF THE BOX, TAP THE DIAGNOSTICS BUTTON. THIS WILL OPEN THE DIAGNOSTIC TOOL WHERE YOU CAN CHECK FOR SYNC ISSUES.



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**



Diagnostic Tool

Devices (5) POS Stations (3) Connections (1) Ping All Hosts Packet Test Support

| Name | IP Address | Connected | Avg. Ping Time | Latency Information |
|-------------------------|----------------------------|-----------|----------------|---|
| Printers | | | | |
| PRINTER1 | 192.168.22.177 | No | N/A | Sent: 35 Received: 35 Errors: None Timeouts: 0 |
| PRINTER1 Virtual | 192.168.22.177 | No | N/A | Sent: 35 Received: 35 Errors: None Timeouts: 0 |
| Scales | | | | |
| Card Swipes | | | | |
| Display Units | | | | |
| CDS1 | 192.168.22.101 (Ver. -) | No | N/A | Sent: 6 Received: 0 Errors: None Timeouts: 6 |
| Kitchen Displays | | | | |

Internet Status: Bad DNS
PRINTER1 IP Address reachable, but the device didn't respond

Network SSID: Revel-POS
IP Address: 192.168.22.24

Refresh Done

All payments are sent to the payment processor.
All orders are sent to the server.

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

Diagnostic Tool

Devices (5) **POS Stations (3)** Connections (1) Ping All Hosts Packet Test Support

| Name | IP Address | Connected | Avg. Ping Time | Latency Information |
|---------------------------|--|----------------|----------------|---|
| Derek Test Station (Wifi) | 192.168.22.24 <small>(Ver. -)</small> | No | N/A | Sent: 35 Received: 34 Errors: None Timeouts: 1 |
| KIOSK1 (Ethernet) | 192.168.22.62 <small>(Ver. -)</small> | Local Sync Off | N/A | Sent: 35 Received: 35 Errors: None Timeouts: 0 |
| Neal Test Station (Wifi) | 192.168.0.233 <small>(Ver. -)</small> | Local Sync Off | N/A | Sent: 36 Received: 0 Errors: None Timeouts: 35 |
| REVEL TEST (Wifi) | 192.168.91.69 <small>(Ver. -)</small> | Local Sync Off | N/A | Sent: 36 Received: 0 Errors: None Timeouts: 35 |

Internet Status: Bad DNS
PRINTER1 IP Address reachable, but the device didn't respond

Network SSID: Revel-POS
 IP Address: 192.168.22.24

Refresh Done

All payments are sent to the payment processor.
All orders are sent to the server.

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

Diagnostic Tool

Devices (5) POS Stations (3) **Connections (1)** Ping All Hosts Packet Test Support

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

iPad Router (Unknown) Internet

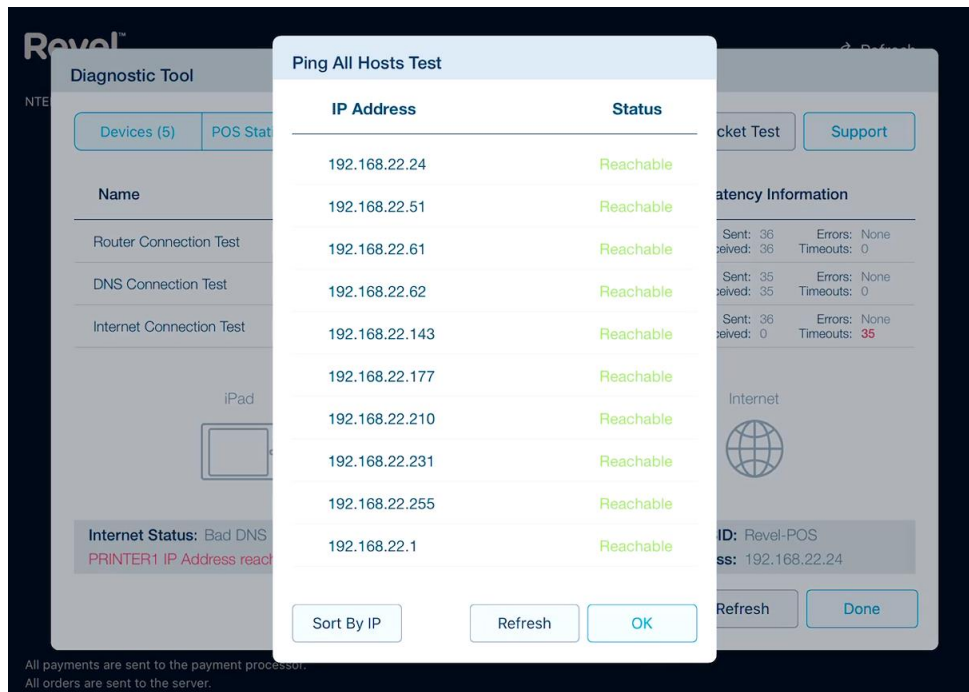
Internet Status: Bad DNS
PRINTER1 IP Address reachable, but the device didn't respond

Network SSID: Revel-POS
 IP Address: 192.168.22.24

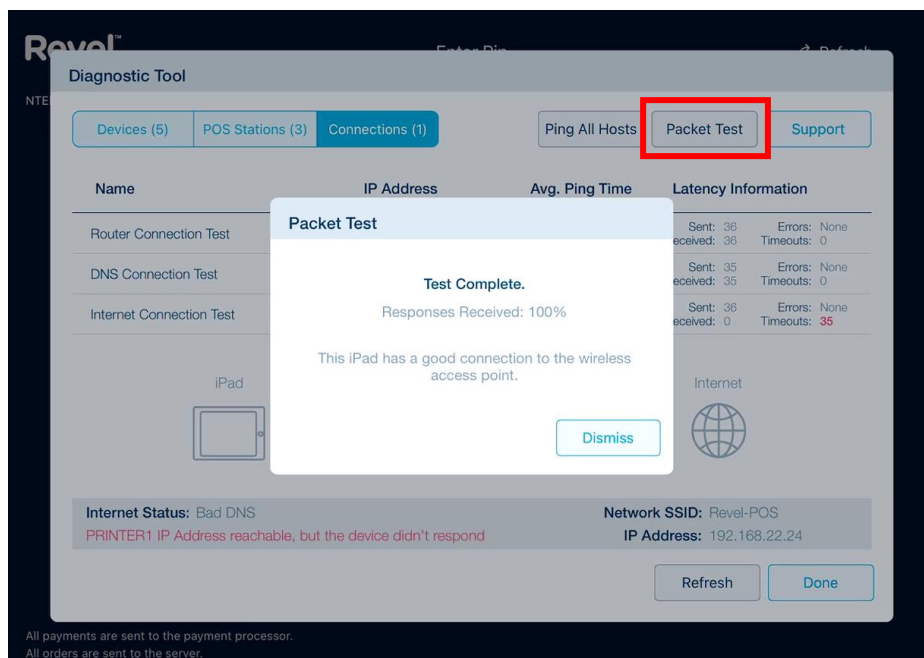
Refresh Done

All payments are sent to the payment processor.
All orders are sent to the server.

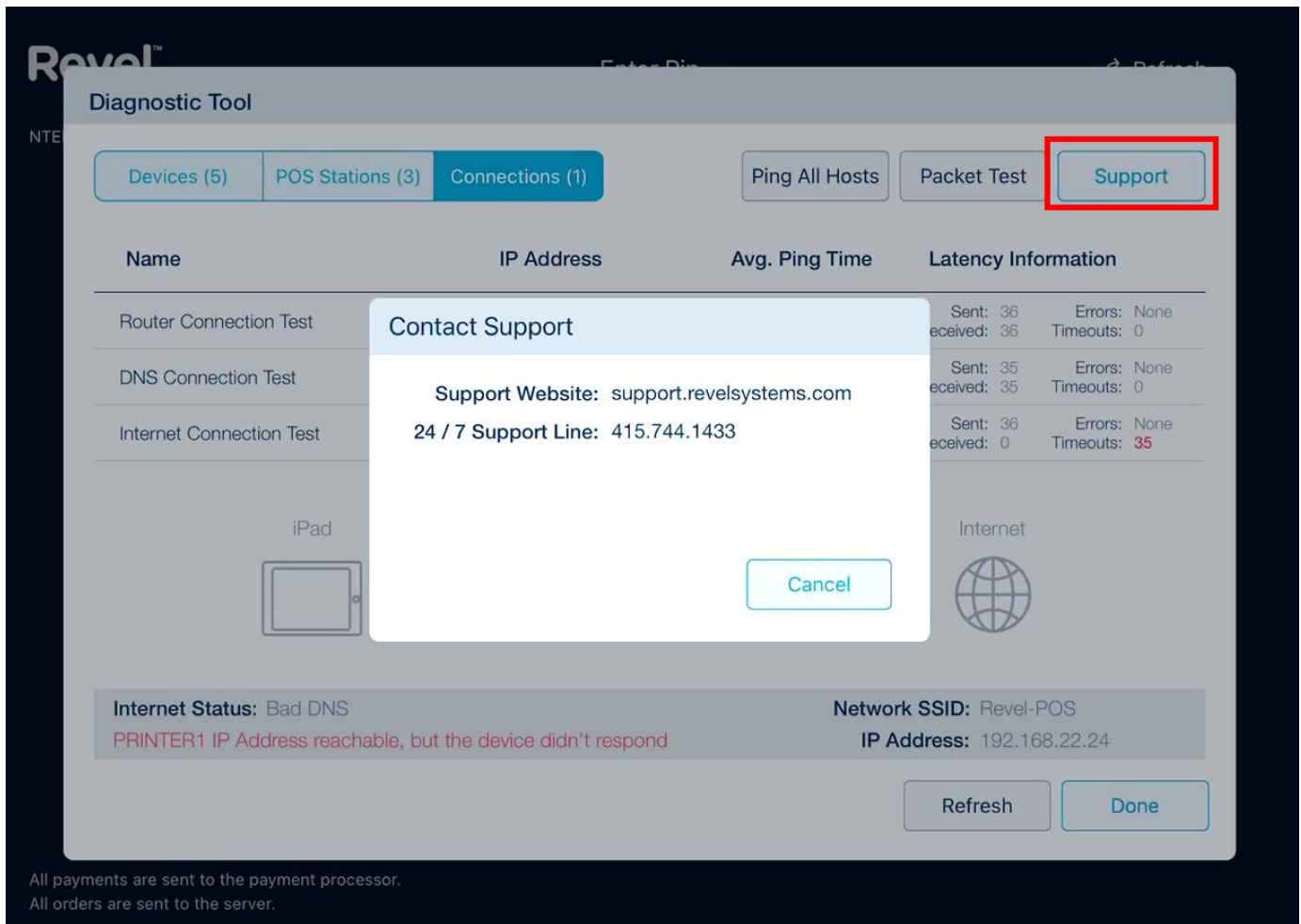
- **PING ALL HOSTS: A HOST (ALSO KNOWN AS NETWORK HOST) IS A COMPUTER OR OTHER DEVICE THAT IS CONNECTED TO A COMPUTER NETWORK. WITH THIS TOOL, YOU CAN PING YOUR NETWORK HOST TO CHECK FOR LATENCY:**



- **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 three tabs: 'Devices (5)', 'POS Stations (3)', and 'Connections (1)'. To the right of these tabs are three buttons: 'Ping All Hosts', 'Packet Test', and 'Support'. The 'Support' button is highlighted with a red border. Below the tabs is a table with columns: 'Name', 'IP Address', 'Avg. Ping Time', and 'Latency Information'. The table contains three rows: 'Router Connection Test', 'DNS Connection Test', and 'Internet Connection Test'. A dialog box titled 'Contact Support' is overlaid on the table, displaying the following information: 'Support Website: support.revelsystems.com' and '24 / 7 Support Line: 415.744.1433'. Below the dialog box is a 'Cancel' button. At the bottom of the interface, there is a status bar with the following information: 'Internet Status: Bad DNS', 'Network SSID: Revel-POS', and 'IP Address: 192.168.22.24'. There are also 'Refresh' and 'Done' buttons at the bottom right. At the very bottom of the screen, there is a note: 'All payments are sent to the payment processor. All orders are sent to the server.'