••• verifone

https://verifone.cloud/docs/device-management/device-management-user-guide/devices/view-devices/Updated: 06-Mar-2023

View Devices

The **View Devices** screen is displayed when you log on to **Verifone Central - Device Management**. **View Devices** lists managed devices under the estate, etc. **Actions** dropdown has the option to delete a device, move a device from one hierarchy to another, create a Rollout for the devices under the current estate, and configure hierarchies and groups.

View Devices feature allows you to perform the following user tasks:

- Search a particular device.
- Clone the device details.
- Delete a device.
- Initiate Export request to export the details to XML or CSV format
- Initiate Export request to export the Device Metadata
- Initiate Export request to export VRK Certificate
- Move the devices under one entity to another
- Assign to Group
- Move to the estate owner's pool
- Enable Automation
- Disable Automation
- Change the status of the device to Active or Inactive

To View devices.

- 1. Once you sign in to **<Verifone Central -> Device Management>**.
- 2. Go to **Device Management** -> **Devices** -> **View Devices**.

 Verifone	Device Management 🗸	Reports 🗸
	< Back	(\square)
	View Devices	
	Add Devices	

View Devices screen is displayed.

:::: Verifone	Device Management V Repo	rts 🏏 Administration 🌱	Help & Support		
	Dashboard Devices				
	Actions A 1 - 1	0 of 43734			
	Serial # 🛇	Device ID 🛇	Model 🛇	Last Heartbeat* 🛇	Device Status 🛇
	Serial #	Device ID	•	Last Heartbeat	~
		Test_Audit_03	CM5	Ø	Pending Registration
		Test_Audit_04	CM5	Ø	Pending Registration
		4343435	CM5P	0	Pending Registration
		616-155-030	CM5P	Ô	Pending Registration
		<u>615-165-521</u>	CM5P	0	Pending Registration

Actions

Select the device and Click Actions.

III Verifone Device Management V Reports V Au	dministration 🗸 🔋 Help & Support					
	Dashboard Devices					PRE-SIT 1
	Actions A 1 - 10 d	(84				* Device Time Zone
	Clone	Device ID 0	Model 0	Last Heartbeat* 0	Device Stature 0	Herarchy 0
	Delete	Device (D	-	Last Heartbeat	•	Hearty Q
	Export	cm14Nov23	MK915		Pending Registration	AutomationRootHierard
	Export Device Metadata	cm14Nox24	CMS		Pending Registration	AutomationRootHierard
	Export VIDI Contificate	cm14Nov22	CMS		Pending Registration	AutomationRootHierard
	Move	end-Mend0	MK 915		Pending Registration	AutomationRootHierand
	Assign to Group	Amr290	MK 915		Ative	AutomationRootHierand
	Move To Estate Owner Pool	8	MK915		Athe	AutomationRootHierard
		D13Aug01	CMS		Pending Registration	AutomationRootHierard
	Enable Automation	EeroprockTest	4285-36		Pending Registration	AutomationRootHierard
	Disable Automation	AMEDO	CMS		Inatle	AutomationRootHierand
	Status	00000	MK 915		Pending Registration	AutomationRootHerand
	Results per page 10 🔺				Go to page	Page 1 of 9 <

Actions - > Clone

Clone Device feature under **Actions** is an accelerated two-step process of onboarding the device on Verifone Central – Device Management. First, the device profile of the existing device is cloned as a template using the **Clone Device** option. The download management, key management, and software management details are also cloned. The second step is to enter the **Serial Number** and **Device ID**. The device information of the newly added device can be viewed on the respective **Device Profile** screen.

Follow the option sequence below to clone a device.

Device Management -> View Devices -> Actions -> Clone Device

 Verifone	Device Mana	igement 🗸	Report	s 🗸 🛛 Adm	inistration \checkmark	Help & Su	oport	
	Dashbo	ard D	evices					
	Clo	ne from	Serial #:	Device Id	: Test_Audit_	03 Model	: CM5	Hierarc
		New Seria	l #	Device ID			~	
		New Devic	ce Id	Test Aud	<u>t. 04</u>	CM5		
				616-1557	140	CMSP		
				615-165-3	2 <u>1</u>	CM5P		
				616-150 (135	CM5P		

Enter the **New Serial Number** and **New Device ID and** clone the device details from the existing device. So that a new device is created with the cloned details along with the entered serial number and device ID.

Note: the following option sequence is also used to clone a device **Device Management** -> **View Devices** -> **Device Details** -> **Actions**.

Actions -> Delete

Select the device checkbox.

Select **Delete** option to delete the device. A confirmation popup screen is displayed. Upon confirmation, a **Success** message is displayed to confirm that the device is deleted.

Note: Once the device is deleted, the server will not accept any messages from the deleted device and **Deleted device contacting** alert is generated when the deleted device tries to send a message to the server. Refer to the

Device Details section for more details on the steps to use the **Delete** option.

Das	hboard Devices					
	Actions ~ 1 - 10 0	f 43734				
	Serial # 🗘	Device ID 🛇	Model 🗘	Last Heartbeat* 🛇	Device State	us 🗘
	Serial #		~	Last Heartbeat		×
		Test Audit 03	Delete Device	(s) Confirmation	×	anding Registration
		Test Audit 04	Too are about to o	Cancel	Delete	inding Registration
						inding Registration

Actions -> Export

Export feature enables exporting the device details into CSV and XML formats and exporting the VRK Certificates into a zip file. Exporting the data is a two-step process, initiating the export request and then downloading the export-data file.

Follow the option sequence below to **Export** the device details.

Verifone Central -> Device Management -> View Devices -> Devices -> Actions -> Export

Dashboard Devices				
Actions ^ 1 - 10	of 43698			
	Device ID 🛇	Model 🛇	Last Heartbeat* 🛇	Device Status 🛇
Delete	Device ID	~	Last Heartbeat	~
Export	1234	CM5	Ô	Pending Registration
Export Device Metadata	7570	CM5	Ô	Pending Registration
Export VRK Certificate	T2345	CM5	Ô	Pending Registration
Move	DJ9Aug01	CM5	0	Pending Registration
Assign to Group	SS	CM5	0	Pending Registration
New To Estate Owner Deal	Test_Audit_03	CM5	0	Pending Registration
wove to Estate Owner Pool			10.00	

Select the devices that you want to export and select the **Export** option from **Actions** Dropbox.

Model Q		
CMS	Request to Export the data has been	
CM5	submitted. You can download the exported files from Notifications.	
CM5	ОК	Pending Registration

A confirmation popup message is displayed saying that the Request to export the data has been submitted.

Follow the option sequence below to download the export-initiated file.

Verifone Central -> Device Management -> View Devices

Click the Notification icon to view all the requests.



Download the export-initiated file.

Actions -> Export Device Metadata

Follow the option sequence below to **Export the Device Metadata**.

Verifone Central -> Device Management -> View Devices -> Devices -> Actions -> Export Device Metadata

Dashboard Devices				
Actions ^ 1 - 10 0	of 43698			
	Device ID 🛇	Model 🛇	Last Heartbeat* 🛇	Device Status 🛇
Delete	Device ID	· ·	Last Heartbeat	· ·
Export	1234	CM5	Ô	Pending Registration
Export Device Metadata	7570	CM5	Ô	Pending Registration
Export VRK Certificate	T2345	CM5	0	Pending Registration
Move	DJ9Aug01	CM5	0	Pending Registration
Assign to Group	SS	CM5	Ô	Pending Registration
	Test_Audit_03	CM5	Ô	Pending Registration
more to Estate Owner Poor			1976	

Select the devices that you want to export and select the **Export Device Metadata** option from **Actions** Dropbox. **Export Options** screen will be displayed.

Export Options



Enter the preference of data to be included in the export file and click **Export** to continue.



A confirmation popup message is displayed saying that the Request to export the data has been submitted.

Follow the option sequence below to download the export-initiated file.

Verifone Central -> Device Management -> View Devices

Click the Notification icon to view all the requests.



Download the export-initiated file.

Actions -> Export the VRK Certificate

Follow the option sequence below to Export the VRK Certificate.

Verifone Central -> Device Management -> View Devices -> Devices -> Actions -> Export VRK Certificate

Dashboard Devices									
Actions ^ 1 - 10	of 43698								
Clone	Device ID 🛇	Model 🛇	Last Heartbeat* 🛇	Device Status 🛇					
Delete	Device ID	· ·	Last Heartbeat	~					
Export	1234	CM5	Ô	Pending Registration					
Export Device Metadata	7570	CM5	Ô	Pending Registration					
Export VRK Certificate	T2345	CM5	0	Pending Registration					
Move	DJ9Aug01	CM5	0	Pending Registration					
Assign to Group	SS	CM5	0	Pending Registration					
Muus To Fritato Queen Davi	Test_Audit_03	CM5	0	Pending Registration					
Move to Estate Owner Pool			100						

Select the devices that you want to export and select the **Export VRK Certificates** option from **Actions** Dropbox. **Export VRK Certificate Options** screen will be displayed.



Enter the file name and click **Save** to continue.

Follow the option sequence below to download the export-initiated file.

Verifone Central -> Device Management -> View Devices

Click the Notification icon to view all the requests.



Download the export-initiated file.



A confirmation popup message is displayed saying that the File is successfully downloaded.

Actions -> Move

Select the device checkbox.

Select **Move** option to move the device from one hierarchy to another under the estate. A popup screen is displayed.



Select the hierarchy to which the selected device to be moved.

Select Move to continue.

Actions -> Assign to Group

Group is another way of categorizing devices other than Hierarchies. The devices belonging to a group can also be assigned to a Hierarchy. **Groups** icon is used to perform operations on a specific group of devices.

:::: Verifone	Device Man	agement 🗸	Reports 🗸	Administration V	Help & Support		
	Groups	;					
		Actions 🗸	1 - 10 0	f 3828			
		Assign S	elected De	evices to:	Created By	Created On O	Modified By
		● An Ex	isting Gro	up		O A New Group	samesha't (liver fone com preenkassrappstall-enform
					saneshs1@verifone.com	21/Apr/2022 11:36 AM	saneshs1@venfone.com

Assign Selected Devices to screen is displayed.

To assign the selected device to the existing group.

Select An Existing Group radio button. Existing group list box is displayed.

::: Verifone	Device Management 🗸	Reports 🗸	Administration 🗸	Help & Support		
	Assign	Selected De	evices to:	Created By	Created On: 0	Modified By M
		,bitV	EMS group	sameshist @verifione.com	29/Aug/2022 12:58 PM	saneshs1@verifone.com
	O An E	kisting Gro	up		A New Group	IP
	0001XES	anesh001	× 👻			
	econ_betz	Group	Desc.			
	0001Autor					
	0001AregTe					
	0005AregTe					

Select the existing group and click **OK**.

To assign the selected device to a new group.

Select A New Group radio button. Create a New Group screen is displayed

 Verifone	Device Management 🗸	Reports 🗸	Administration 🗸	Help & Support
	Create	a New Gro	upices to:	
	Name			
	🔍 An I	Existing Gro	aud	
	Enter De	scription		

Enter the details to create a new group and click **Add**.

Actions -> Move to Estate Owner Pool

Select the device checkbox.

Select **Move to Estate Owner Pool** option to move the device to the root level hierarchy. A confirmation popup screen is displayed.

::: Verifone	Device Management 🏏 🤅 Repo	rts 🗸 Administration 🗸	Help & Support
	Serial #		Last Heartbeat
		Test Audit 03	см5
		Test_Audit_04	СМ5
		<u>4343435</u>	СМ5Р
		<u>616-155-030</u>	Move Device(s) Confirmat
		<u>615-165-521</u>	You are about to Move the device(s)
		<u>616-150-835</u>	
			(A)

Click Move to confirm.

Actions -> Enable for Download Automation

The **Device Management** has the ability to efficiently download software packages and provides users with a powerful and customized way to manage changes to the devices in their estate automatically.

::: Verifone	Device Management 🌱 🤅 Repor				
	Serial # 🛇	Device ID 🛇	Model 🛇	Last Heartbeat* 🛇	Devic
	Serial #		· ·		
		Test Audit 03	CM5		
		Test Audit 04	CM5		
		4343435	CONFIRM	TION	
		<u>616-155-030</u>	Are you sure you the selected devi	want to enable Download Aut ce(s) ?	omation fo
		615-165-521		No	Yes
		<u>616-150-835</u>	СМ5Р		

A confirmation popup message is displayed. Click Yes to proceed.





A confirmation popup message is displayed to confirm to disable the device for download automation. Click **Yes** to proceed.

Actions -> Status

Device Status Change feature displays option to change the device state to Active or Inactive. A validation messages is displayed when the device status is changed:

- When the device status is changed from Active state to Active state, "Selected Device is already an Active device" error message is displayed.
- When the device status of two devices is changed to Active state, one device from an Active state and another device from Inactive state to an Active state, "Devices with Pending Registration Status will not be affected, are you sure you want to continue" message followed by the "Device status successfully changed" message is displayed.

When the device status is changed for multiple devices to Active state, a device in Active state, a device in an Inactive state, and a device in Pending Registration state changed to Active state, the "**Device status successfully changed**" message is displayed.

The **Device status** feature also displays the device status along with the sub-status.

I VHQ ✔ dimebox ✔ EN	IEA						
Verifone PRE-	SIT						
Dashboard	Device P	rofile					
Care Dashboard	Model : MX 915	Serial Numi	ber: 169-000-699	Inactive - Not We	Schedule-	Software & Keys	
C Device Search	Dashb	poard	Details	History	OJobs	G Support	
Device Profile Device Management Content Management Reports Administration	> > Device Mi VeriShiek	odel: MX 915 d Encryption: Off	Model Status Device Health Software Status Payment Dev Flash Availab Ram Availab	S S fice: le 200		Hierarchy Timezone Reference Set Name Automation Enabled Device ID Serial Number Device Profile Updated Diagnostic Profile Updated Heartbeat Received* Device Status	AutomationRootHierarchy > (UTC+05:30) Chennal, Kolika N/A Y N/A 169-000-699 25/Sep/2022 05:21:20 PM 25/Sep/2022 05:25:01 PM 25/Sep/2022 07:52:28 PM
	Attribute				Value		
	Agent Ve	rsion			3.2.12-6	03	
	Built-in Ba	attery			Yes		
	Ruilt-in R	atterv Level			30%		

Device Search

The device search feature allows you to search for a particular device quickly. The search is based on the criteria provided.

Model Select the model(s) from the **Model** list box as a criterion for device search and click **Go**.

Verifone Device Management ∨ Reports ∨ Administration V Help & Support **Devices** Dashboard 1 - 10 of 43734 Actions ¥ Serial # 🔘 Device ID 🗘 Model O Last Heartbeat* 🔿 Devi Serial # Device ID Last Heartbeat ~ Test Audit 03 CM5 Device Status Test Audit 04 CM5 4343435 CM5P CM5P 616-155-030

Select the device status as a search criterion and click Go.

- Active
- Inactive
- Pending Hierarchy Assignment
- Pending Registration

See Device Status section for more details.

NOTE: See Device Status section for more details on types of device status.

Last Select the date and time of the last heartbeat received from the device to the server as a criterion for device se Heartbeat See Heartbeat section for more details.

Hierarchy Select hierarchy as a criterion for device search.

Device ID Enter the device ID as a criterion for device search.

Serial Enter the serial number as a criterion for device search.

Number NOTE: The devices with the charging base will have the same serial number.