

## Device Life Cycle

The status of the device changes during the Device Life Cycle, and in particular when the device is deleted.

A device in **Verifone Central - Device Management** can have the following state.

1. **Active** – Indicates that the devices are added to the customer's estate and boarded in the correct node, and the status is **active**.
2. **Pending Registration** – Indicates that the devices are boarded on **Verifone Central - Device Management** but not yet registered with the server, such devices are placed in "**Pending Registration**" state.
3. **Pending Hierarchy Assignment** – Indicates that the devices are added in the customer's estate, but hierarchy assignment is pending. The hierarchy can be assigned either through manual hierarchy assignment or automatic assignment through IP address range mapping. By default, these devices are assigned to the root hierarchy level.
4. **Inactive** – Indicates that the devices are added to the customer's estate but the devices are inactive. This is when a device is out for repair or in the spare pool but is expected to be online in the future, and has been marked as "**Inactive**" from **Verifone Central - Device Management**. When such devices communicate with the server in the future, the device status will automatically change to either "**Active**" or "**Pending Hierarchy Assignment**". And the device will be automatically moved to the correct node in the hierarchy if the "**automatic device movement**" feature is enabled in **Verifone Central - Device Management**.

There are two specific cases where the device status is displayed as inactive:

- when the device is swapped, the status of the swapped device is marked as Inactive and the sub status as "Device Swapped".

- when a device fails to contact the server for a specific period of time, the status of the device is marked as Inactive and the sub status as "Device Missing".

5. **Delete** - Indicates that the devices are removed from the estate. A record of this device is retained for audit purpose. The device details can be viewed from the "**Deleted Devices**" feature in the UI. Any heartbeat from such devices will be ignored, and the server will generate the "**Deleted Device Contacting**" alert. The device is not expected either to be online or to connect to the server in the future. The device application parameters are retained, if the device is accidentally deleted, then it is possible to undelete it from the "**Deleted Devices**" list in the UI.

There are two specific cases where the system automatically marks the device inactive and assigns a sub status:

- When a device is swapped, the status of the swapped device is marked as inactive and assigned with a sub status as “Device Swapped”.
- When a device fails to contact the server for a specific period, the device status is marked as inactive and assigned with a sub status as “Device Missing”.

**Devices** option is bundled with many features including:

- Onboarding the devices on Device Management through Add Devices option.
- Configure hierarchy through Hierarchy option.
- Move the device to the estate owner pool through **Move to Estate Owner Pool** option.
- Configure group through Group option.
- Initiate a download through Rollout option.
- View the health of the devices through device health indicators.
- Search for a particular device through the input criteria.
- Delete a device entry from the Device Management through Delete option.
- Move the device from one hierarchy to another through Move option.
- Move the device from one group to another group through Group option.
- Clone the device details to board new devices through the Clone Device option.