

Engage Technical Screen Guide

Instructions on how to access and utilize the technical screen feature on your device.

1. Accessing the technical screen.

To access the tech screen, press the Cantaloupe symbol in the upper left part of the screen four times in a row. **Then, enter 6521.**

2. Navigating the service screen.

The service screen will show the serial number of the device, the fill DEX button, and signal information.

RSSI shows the current signal strength. RSRP and RSRQ indicate signal strength and quality over time.

An RSSI reading of 35, and above are considered good.

RSRP has a typical range of -44 (good) to -140 (bad).

RSRQ has a typical range of -3 (good) to -19.5 (bad).

It'll also indicate whether the cellular connection is connected.

Press "More" to view the IMEI and SIM card numbers. Additionally, view which carrier you're connected through, and the date and time of your last DEX transmission and transaction.

3. Navigating the device screen.

The device screen will allow you to do a DEX audit which creates a DEX file without a fill marker. Additionally, you can check for device updates, upload a log, save information to a USB, adjust brightness, or reboot the device.

4. Test transaction

Before leaving the device, do a test swipe or tap to make sure it is ready for a transaction.

