Swap Device
How to handle a replacement device

BEFORE your new replacement device is powered on, log in to your Greenlite web app and click **Setup > Devices > Swap Device.** You should see this screen:

1) Enter the old device serial number (device currently in the machine). While keying in the serial number, a list will drop down with device numbers. Select the appropriate device from the drop down list by either arrowing down or clicking on the entire description. i.e. **201361 Solo LTE**.
2) Enter the new replacement device number (device going into machine). As you are entering, a list will drop with device serial numbers. Select the appropriate device from drop down list. Make sure that "Solo" follows the serial number.
3) Click "OK"
4) Power down machine, physically swap old device for new replacement device and Power ON machine.
5) Force a DEX Audit Report by pressing the small black config button (the one with the wrench next to it) for 5 seconds and then release.
6) Visually confirm that the **Status**, **Network**, **Telemetry**, and **DEX** LEDs are Solid Green before leaving site.
7) Return old device ASAP to Vendnet to avoid any further charges.