

PINpad Health

Your PINpad health can be identified by the following icons in your CT400 Quest Cloud portal:



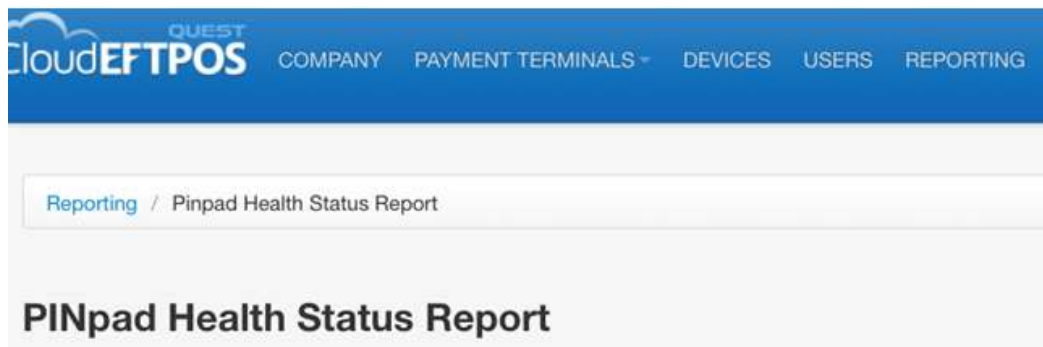
The green heart indicates a healthy status whereas the orange heart with a cross indicates the device has not connected to the Quest server.

You may have noticed the following:

Lane	Health	Last Tx performed
Auto 1		6/29/2018 7:01:26 AM
Bay 2		7/4/2018 6:33:28 PM
Bay 3		7/3/2018 12:36:40 PM
Bay 1		7/3/2018 11:26:17 AM
Bay 4		7/3/2018 12:52:46 PM

Here's a guide for when checking your Quest Portal.

1. Reboot your device and recheck health status in the portal, see Step 2.
2. In your Quest Cloud Eftpos platform go to Reporting > PINpad Health Status Report



3. The default setting on the *Check health within* status of **Past 30 min** does not allow the device enough time to communicate with the server and this can report back an unhealthy device.
4. We recommend you change the *Check health within* to **Past 3 hrs**. To do this, select the new status and click **Update** to save changes. The devices will now check back into the server up to every 3 hours.











PINpad Health Status Report

Check health within

Store Lane/ Payment Terminal

Do not include these serial numbers in report

5. All devices should now appear green (as per below) when checking PINpad Health Status.

Lane	Health	Last Tx performed
Dogwash 2		7/3/2018 4:42:57 PM
Bay 2		7/4/2018 11:11:04 PM
Vac 2		7/4/2018 2:34:07 PM
Dogwash 1		7/5/2018 12:24:11 PM
Vac 3		7/5/2018 11:29:48 AM
Auto 1		7/5/2018 12:31:53 PM
Vac 5		7/4/2018 10:44:12 AM
Auto 2		7/5/2018 11:41:52 AM
Vac 1		7/2/2018 2:36:51 PM
Bay 1		7/5/2018 12:50:46 PM

NB: If a device/s is still showing as 'unhealthy' please perform the following:

- a. Check Optus Network coverage.
<https://www.optus.com.au/shop/mobile/network/coverage>



Select the  Tab

- b. Power cycle the unit (turn off for 30 seconds then wait 60 seconds before attempting transaction).
- c. Complete step b twice, if this fails proceed to step d below.
- d. Call Quest support team on **1800 008 595, with any errors presented. (Error text or photographs)**