



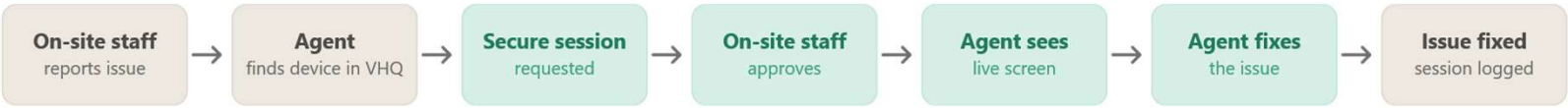
Remote Device Control

Resolve terminal issues faster with secure remote access that reduces costs and maximizes uptime.



When a terminal goes down, every minute counts. Remote Device Control gives your helpdesk team a live view of any terminal in your estate, the ability to access secure settings remotely, and the tools to resolve most issues on the first call, without dispatching a technician or shipping a device back for repair.

Remote Device Control is built natively into VHQ Next Gen, combining live screen sharing and interactive terminal control to help support teams resolve issues faster, reduce field dispatch costs, and keep merchants transacting.



Key Features

Live Screen Viewing

See exactly what the on-site staff sees on the terminal, live

Interactive remote control

Navigate menus, change settings, and take actions directly on the device

Secure settings access

Reach admin-only areas that on-site staff cannot access

Consent based sessions

- Every session requires on-site consent before any connection is established

Why It Matters

- Without visibility into the device, agents reconstruct problems through conversation. A straightforward issue can consume 45 minutes before it is even diagnosed.
- Every field dispatch or device return adds cost and delay that scales with your estate.
- Built for payment environment Remote Device Control is consent-based, role-restricted screen share feature

Benefits

- Resolve more issues on the first call without escalation
- Reduce field dispatches and device return cycles
- Access secure settings that merchant cannot access
- Full session audit trail for compliance and accountability
- Train on-site staff remotely, walking them through workflows

Get Started

Talk to your Verifone representative to learn how Remote Device Management can simplify your terminal operations as part of your VHQ Next Gen subscription.