
Device diagnostics

Diagnostics page

The Diagnostics page is where you troubleshoot device connectivity issues and find solutions quickly.

Continue →

Device diagnostics

Viewing device diagnostics

Click the desired link.

Continue →

The screenshot displays the Verizon ThingSpace Manage interface for device diagnostics. The top navigation bar includes 'Manage Account' and 'Support'. The main navigation bar has 'Diagnosics' highlighted. Below this, the 'Device diagnostics' section shows a summary of device status: All devices (131), Active (106), Active Connected (8), Active Not connected (98), Deactivated (22), and Suspended (1). A search bar is present with a search icon and an 'Advanced +' button. Below the search bar, there are '131 Devices' and '0 Selected' indicators, along with 'Actions +' and download icons. A table lists device details with columns for Device identifier, Activation date, Make, Model, MSISDN, and ICCID.

Device identifier	Activation date	Make	Model	MSISDN	ICCID
357812090011625	12/03/2019 04:06:23 AM			18623253837	891480000X
990000696107012	12/03/2019 04:06:13 AM			18623253813	891480000X
A000003088DEF8	12/03/2019 04:05:53 AM				
359692051248293	12/03/2019 04:05:53 AM			18623253062	891480000X
99000020902198	12/03/2019 04:05:43 AM				
A000003088DEFA	12/03/2019 04:05:12 AM				
357812090011849	12/02/2019 04:06:01 AM			15886813482	891480000X
A100001574B991	12/02/2019 04:05:51 AM				

Device diagnostics

Viewing device diagnostics

Click *Advanced* for an advanced search.

Continue →

Enter up to 250 comma-separated device IDs

Advanced search

Roaming

Country of roaming

All countries

Status

All

Roaming

Not roaming

Connection status

All

Connected

Not connected

Primary place of use

Cost center

Enter Cost center code

User names

Select type

Device groups

All

NiveditaDG

Test

WilliamDevGrp

text notification test

Custom fields

TestField1

testfield2

CustomLabel3

Service plans

All

Test (Verizon)

Test1 (Verizon)

Chintan_Dynamic (Verizon)

Tablet5GB (Verizon)

Provisioning status

All

Active

Suspend

Pre-Active

Deactive

<input type="checkbox"/>	357812090011625	12/03/2019 04:06:23 AM	18623253837	891480000
<input type="checkbox"/>	990000696107012	12/03/2019 04:06:13 AM	18623253813	891480000
<input type="checkbox"/>	A0000030880E78	12/03/2019 04:05:53 AM		

Device diagnostics

Viewing device diagnostics

Shows up to 500 devices at once

Continue →

The screenshot displays the Verizon Device Diagnostics interface. At the top, there are six summary cards: All devices (131), Active (106 All), Active (8 Connected), Active (98 Not connected), Deactivated (22), and Suspended (1). Below these is a search bar with a magnifying glass icon and an 'Advanced +' button. The main content area shows '131 Devices' and '0 Selected' with a 'Show selected' link. To the right are 'Actions +' and download icons. A table lists device details with columns: Device identifier, Activation date, Make, Model, MSISDN, and ICCID. A 'Show per page' dropdown menu is open, showing options 20, 50, 100, 250, 500, and 10 (selected). The table shows the first few rows of data. At the bottom right, there is a pagination indicator '1 2 ... 14 Next >'. The footer contains copyright information: © 2019 Verizon, About Verizon, Privacy policy, Terms and conditions, Help.

Device identifier	Activation date	Make	Model	MSISDN	ICCID
357812090011625	12/03/2019 04:06:23 AM			18623253837	8914800000
990000696107012	12/03/2019 04:06:13 AM			18623253813	8914800000
A000003088DEF8	12/03/2019 04:05:53 AM				
359692051248293	12/03/2019 04:05:53 AM			18623253062	8914800000
99000020902198	12/03/2019 04:05:43 AM				
A000003088DEFA	12/03/2019 04:05:12 AM				
357812090011840	12/02/2019 04:06:01 AM			15886813482	8914800000
A10000157	12/02/2019 04:05:51 AM				
352753090	12/02/2019 04:05:49 AM			18482304081	8914800000
A10000217	12/02/2019 04:05:49 AM				

Device diagnostics

Viewing device diagnostics

Click the *Device Identifier* to view the Diagnostic details.

Continue →

<input type="checkbox"/>	Device identifier	Activation date	Make	Model	MSISDN	ICCID
<input type="checkbox"/>	352753090036441	10/22/2019 09:07:29 AM			13329993274	891480000

verizon^v Manage Account Support

ThingSpace Manage [Devices](#) [Location](#) [Software](#) [Security](#) [Diagnostics](#) [Transactions](#) [Reports](#) [Alerts](#) [Downloads](#) [Admin](#) New

Diagnostic details 352753090036441 Connection status: (+) ⊞

Identity

MDN 3329993274
IMEI/MEID/ESN 352753090036441
Make ODI
Model 4G001TestDevice_JMS-less
Radio firmware version C_05.05.58.05_00_VZW_005.032_001
Verizon SKU VZW08000000027
ICCID 8914800003637519856
Modem generation 4G

Usage

Current billing cycle

Rated

Data 0B
SMS 0
Last update date 11/30/2019

Unrated

Data --
Last update date --

Billing

Cycle status

20 Days left

Account# 0242078689-00001
Cycle start 11/24/2019
Cycle end 12/23/2019

Service plan

Service plan code M2M250MB
Service plan description MACHINE TO MACHINE 250MB
Service plan type Private Static
Feature codes (SFO) 81186, 81143, 81158, 73733, 76193, 73584
Network Public feature code --
Network Private feature code 76193

Status

VZ provisioning status Active
4G device detection date 11/04/2019 10:23:24 AM
Suspend date 11/14/2019

Attributes

Cost center code --
Device group --

Location

Turn on service to view device location

User

First name PRASUNA
Middle name --
Last name THATHA
Address line 1 --

Device diagnostics

Downloading device diagnostic reports

1 Click one or more devices.

2 Click the *Download* icon.

Continue →

The screenshot displays the Verizon ThingSpace Manage interface for device diagnostics. At the top, there are navigation links for 'Manage Account' and 'Support'. Below that, the 'ThingSpace Manage' header includes a home icon and tabs for 'Devices', 'Location', 'Software', 'Security', 'Diagnostics' (highlighted), 'Transactions', 'Reports', 'Alerts', 'Downloads', and 'Admin'. The main section is titled 'Device diagnostics' with a dropdown menu showing '0242078689-00001'. To the right, there are icons for 'Device groups' and 'Add devices or attributes'. A summary row shows six categories: 'All devices 131', 'Active 106 All', 'Active 8 Connected', 'Active 98 Not connected', 'Deactivated 22', and 'Suspended 1'. Below this is a search bar with the text 'Enter up to 250 comma-separated device IDs' and an 'Advanced +' button. The table below shows '8 Devices' and '8 Selected' with a 'Show selected' link. The table has columns for 'Device identifier', 'Activation date', 'Make', 'Model', 'MSISDN', and 'ICCID'. The first row is highlighted, and a 'Download' icon is visible in the top right of the table area.

<input checked="" type="checkbox"/>	Device identifier	Activation date	Make	Model	MSISDN	ICCID
<input checked="" type="checkbox"/>	352753090036441	10/22/2019 09:07:29 AM			13329993274	891480000X
<input checked="" type="checkbox"/>	865284040066692	09/09/2019 03:25:29 PM			15237270620	891480000X
<input checked="" type="checkbox"/>	359416090527826	08/15/2019 02:58:26 PM			15236131308	891480000X
<input checked="" type="checkbox"/>	352653090122334	07/18/2019 01:31:32 PM			15236130618	891480000X
<input checked="" type="checkbox"/>	990004800340907	11/28/2018 06:25:20 PM			16193599588	891480000X
<input checked="" type="checkbox"/>	352753090061795	09/06/2018 08:02:12 AM			13329994539	891480000X
<input checked="" type="checkbox"/>	09613596555	06/29/2017 05:11:12 PM				
<input checked="" type="checkbox"/>	A10000048E2E16	10/07/2015 03:47:11 PM				

Device diagnostics

Performing device diagnostic actions

1 Click one or more devices.

2 Click the *Actions* button.

Continue →

The screenshot displays the Verizon ThingSpace Manage interface for device diagnostics. At the top, the Verizon logo and navigation links for 'Manage Account' and 'Support' are visible. Below this, the 'ThingSpace Manage' header includes a breadcrumb trail: 'Devices > Location > Software > Security > Diagnostics > Transactions > Reports > Alerts > Downloads > Admin'. The main section is titled 'Device diagnostics' and shows a search bar with the ID '0242078689-00001'. Below the search bar are six circular status indicators: 'All devices 131', 'Active 106 All', 'Active 7 Connected', 'Active 99 Not connected', 'Deactivated 22', and 'Suspended 1'. A search bar below these indicators contains the text 'Enter up to 250 comma-separated device IDs' and a search icon. To the right of the search bar are buttons for 'Advanced' and '+'. Below the search bar, a table lists 7 selected devices. The table has columns for 'Device identifier' and 'Activation date'. The 'Actions' button is highlighted, and a dropdown menu is open, showing three categories of actions: 'Transactions', 'Run report', and 'Other actions'. The 'Transactions' category includes 'Activate new service', 'Deactivate service', 'Change service plan', 'Suspend service', 'Resume service', 'Change wireless number', and 'Swap device'. The 'Run report' category includes 'Daily usage', 'Aggregated device usage', 'Connection history', 'Connected session history', and 'Data usage trending'. The 'Other actions' category includes 'Assign custom fields', 'Assign to device group', and 'Send SMS'.

Device identifier	Activation date
352753090036441	10/22/2019 09:07:29 AM
865284040066692	09/09/2019 03:25:29 PM
359416090527826	08/15/2019 02:58:26 PM
352653090122334	07/18/2019 01:31:32 PM
352753090061795	09/06/2018 08:02:12 AM
09613596555	06/29/2017 05:11:12 PM
A10000048E2E16	10/07/2015 03:47:11 PM

Device diagnostics

Create table views

Click the *Settings* icon to create a new table view.

Continue →

