

Vendor guide to Reveal Hardware Installer

The **Reveal Hardware Installer app** guides your technicians through the installation of Verizon Connect devices and peripherals and ensures that everything is installed correctly and quality checked.

Benefits of using Reveal Hardware Installer



Technicians can quickly check in devices through the app and don't have to call Verizon Connect.



Technicians can quickly access installation documentation for Verizon Connect devices and peripherals.



Technicians can complete device swaps for replacement devices.



Technicians can perform quality assurance checks for completed installations and swaps.



You can monitor open work tickets through the Vendor Admin portal. [US EMEA](#)



Technicians can finalize the installation and check the device in without having to call Support.

Getting started with Reveal Hardware Installer



Get login credentials from your POC in Verizon Connect.



Create login credentials for your technicians in the Vendor Admin portal.



Get your technicians to download the Reveal Hardware Installer (RHI) app from the [App Store](#) or [Google Play](#).



For installation guides, videos and further information about the Reveal Hardware Installer, share the link to the Installation and Device help center with your technicians. go.verizonconnect.com/install



If you have any issues with Reveal Hardware Installer, contact your POC. Make sure to include as much information (including screenshots) so Verizon Connect can resolve the issues.