



Diagnostics Computer

Delivering fast, accurate hardware diagnostics and automated grading for computers and servers.

Blackbelt360's Diagnostics Computer software delivers fast, accurate hardware testing and automated grading for computers, laptops, desktops and servers. Designed for ITAD operations, enterprise IT departments and computer refurbishers processing high volumes of mixed hardware, it conducts a comprehensive suite of diagnostic tests — covering keyboard, CPU, screen, RAM, storage, battery and more — to grade and certify the condition of every device. By combining automated testing with intelligent grading logic, it reduces mis-grading, improves resale yields and accelerates speed to market.



Comprehensive Diagnostics

Conducts a full suite of tests on the computer to ensure keyboard, CPU, screen, RAM and components are functional.



Automated Grading Logic

Intelligent auto-grading improves accuracy, reduces mis-grading and accelerates device throughput in high-volume environments.



Broad Hardware Compatibility

Supports a full range of Intel-based and Apple Silicon-based computers, including Chromebooks and servers.



Seamless Systems Integration

Uses industry-standard APIs and Webhooks for easy incorporation into your current ERP/WMS/Asset management system.



Smart Routing

Following manual and automated diagnostics, technicians receive a clear processing recommendation for each device - whether to sell as-is, repair (with the specific component identified), or discard.



Device Check

Our proprietary reporting system connects with global databases to check MacBooks for MDM locks and FMI (Find My Mac) activation locks before processing.

Comprehensive Testing and Auto Grading Logic

The diagnostics component conducts extensive tests on computers and Mac devices, offering auto grading capabilities that improve accuracy and streamline processes. This feature is crucial for high-volume environments, ensuring devices meet all operational standards before resale or redistribution.

Blackbelt360 Diagnostics Computer conducts rigorous hardware tests to ensure comprehensive device evaluation, including:



Keyboard Test - Confirms each key's functionality and responsiveness



Memory Test - Evaluates the RAM's capacity and performance



Trackpad Assessment - Evaluates sensitivity & accuracy of trackpads



Storage Test - Checks read/write speeds and health of internal drives



Display Check - Analyses screen quality, resolution, & color accuracy



Microphone & Speaker - Tests audio input / output for clarity & volume



Webcam Verification - Tests webcam clarity and operational status



WiFi Connectivity - Verifies stability & strength of Wi-Fi connections



Ports Functionality - Ensures all USB, HDMI, & other ports are working



Bluetooth Pairing - Checks the functionality of Bluetooth connections



CPU Performance - Assesses the processor's speed and efficiency



Battery Status - Tests battery recharge and recycle counts



Centralised Online Dashboard

Operators can manage the entire process from a central online dashboard, creating a streamlined workflow for wiping and diagnostics. This system allows for user management, license distribution, and a central repository of all reports and certificates.



Efficient API/ Webhooks Integration

Compatibility with industry-standard APIs and Webhooks ensures that the software can seamlessly connect with existing IT infrastructures, enhancing operational efficiency and reducing setup times.



Diagnostics Computer Certifications

Each successful diagnostic test generates a Diagnostics Computer Certificate with detailed device information and asset capture, providing additional proof for compliance and quality assurance.



Customisable Reporting for Compliance and Audit

Generates customisable erasure and diagnostic reports in formats such as PDF, CSV, XML, and JSON, which are essential for compliance audits and maintaining a transparent operational trail.



Extensive Device Information Collection

Collects and verifies vital device information, including make, model, serial number, and OS information. Uses external APIs for enhanced data capture, such as iCloud status and MDM details.