••• verifone

https://verifone.cloud/docs/device-management/device-management-user-guide/devices/dashboard Updated: 06-Mar-2023

Dashboard

The **Dashboard** is the home screen displayed when you log on to **Verifone Central - Device Management** for KPIs and a graphical representation of some of the KPIs. This screen represents the key information in the form of KPIs and charts. It is classified into KPIs and devices under **Dashboard** and **Devices** tabs respectively. The **Dashboard** tab contains the KPIs and charts, and the **Devices** tab lists the devices under an estate.



Dashboard Devices	
	Alerts (50) & Notifications (0)
Total Davisos Uish Alasta	▲ Alerts ♣ Notifications
43508 III 32503	A 10/18/22, 10:41 AM Model : V240M 3G Plus, SN: Multiple Device Reboots
~	✓ ▲ 10/18/22, 10:41 AM Model : V240M 3G Plus, SN: Multiple Device Reboots
	△ 10/18/22, 10:41 AM Model : V240M 3G Plus, SN: Multiple Device Reboots
Open Alerts	▲ 10/18/22, 10:41 AM Model : V240M 3G Plus, SN: Multiple Device Reboots
35000 High Alert Medium Alert Low Alert	▲ 10/18/22, 10:41 AM Model : V240M 3G Plus, SN: Multiple Device Reboots
30000	▲ 10/18/22, 10:41 AM Model : V240M 3G Plus, SN: Multiple Device Reboots
¥ 20000 b 15000	▲ 10/18/22, 10:41 AM Model : V240M 3G Plus, SN: Multiple Device Reboots
0000	▲ 10/18/22, 10:41 AM Model : V240M 3G Plus, SN:
5000	Multiple Device Reboots

Click the bell icon to view the Alerts and Notification list. Refer to Alerts and Notifications section for more details.

:::: Verifone	Device Management 🗸 🤉 Re	ports 🗸 🛛 Admini	stration 🏏 🛛 Help & Supp	port				
	Dashboard Device	S						
	Total Devices 43508	Lo ~	High Alerts 32503	Å	Active Rollouts 1	≢ ~	Low M	

Click the three dots to Switch Customer.

Dashboard Devi	ces					
Total Devices		High Alerts		Active Rollouts	₽ ~	Low Mem O
		Se	elect Customer			
				× 👻		
	Open	Alerts		Cancel Submit	Roll	outs
35000	High Alert M	edium Alert			In Progress	Failed

Select the **Customer** from the list box and click **Submit**.

Key Performance Indicators

Total Devices 43509		High Alerts 32488		Active Rollouts	₽	Low Memory Devic	··· 🔅
Active	41271	Medium Alerts	3	In Progress	0	E Low Flash	0
X Inactive	2238	Low Alerts	107	 Successful 	0	Low RAM	0
Pending Registration	188			X Failed	2		
Low Battery Devices	Î,	SW Out of Sync Devi. 201	≓≓	Card Reader Failures			
Low Built-In	0			SCR Insertion	0		
Low Rechargeable	0			MSR Read	0		
				Contactless Read	0		

The **Total Devices** is the number of Ac **Management** in the respective estate of

NOTE: To view/hide the details for the details on each KPI, click on the numb

Follow the option sequence below to v

Verifone Central -> Device Manager

Model O	Last Heartheat*
	and the second s
· · · ·	Last Heartbeat
e235-4G-1	
V240M 2G	
CMS	Aug 11 2022 05:29 PM
M400 WIFUST	Feb 25 2022 12:59 AM
M400 WIFUST	Feb 18 2022 05:21 AM
MV 675	
	 v35-45-1 v34545-25 CMS MADD WARKET MADD WARKET

Click **Device ID** and **Serial number**.

Total Devices



Follow the option sequence below to v

High Alerts 32488 Medium Alerts 3 Low Alerts 107

Verifone Central -> Device Manager

1 - 3 of 3							
Serial # 0	Device ID 0	Model O					
Serial #	Device 1D	•					
401-782-366		CMS					
401-984-145	test	CM5P					
450-729-092	test012345	M440					

Active Rollouts is the total number of

Follow the option sequence below to v

Verifone Central -> Device Manager

Serial # 🗘	Device ID 🗘	Model O	
Serial #	Device ID	•	
	1234	CMS	
	434343	CM5P	
898-954-126		CM5	

Active Rollouts



Low Memory Devices



Low Battery Devices



SW Out of Sync Devices



Low Memory Devices is the total num

Follow the option sequence below to v with pending registration status and de

Verifone Central -> Device Manager

Low Battery Devices is the total numb

Follow the option sequence below to v

Verifone Central -> Device Manager

SW Out of Sync Devices is the total n application.

Follow the option sequence below to v the application.

Verifone Central -> Device Manager

Card Reader Failures



Card Reader Failures is the number of

Follow the option sequence below to v

Verifone Central -> Device Manager

Graphical Representation





is the capability of a monitoring system to detect and notify operators about meaningful events.

Alerting

Open Alerts

is the computation of the total number of high, medium, and low alerts captured for the last 7 days.

Note: To

view a particular alert, strike all the legend alerts except the one that you want to view.

Rollouts



Rollouts is the computation of the total number of Success, In Progress, Failed, and Not Started Rollouts captured for the last 7 days.

Note: To

view a particular status type of Rollout, strike all the legend Rollouts except the one that you want to view.

Swapped Devices



Swapped Devices is the total number of devices that are swapped in the last 7 days. This includes Success Swap and Rejected Swap.