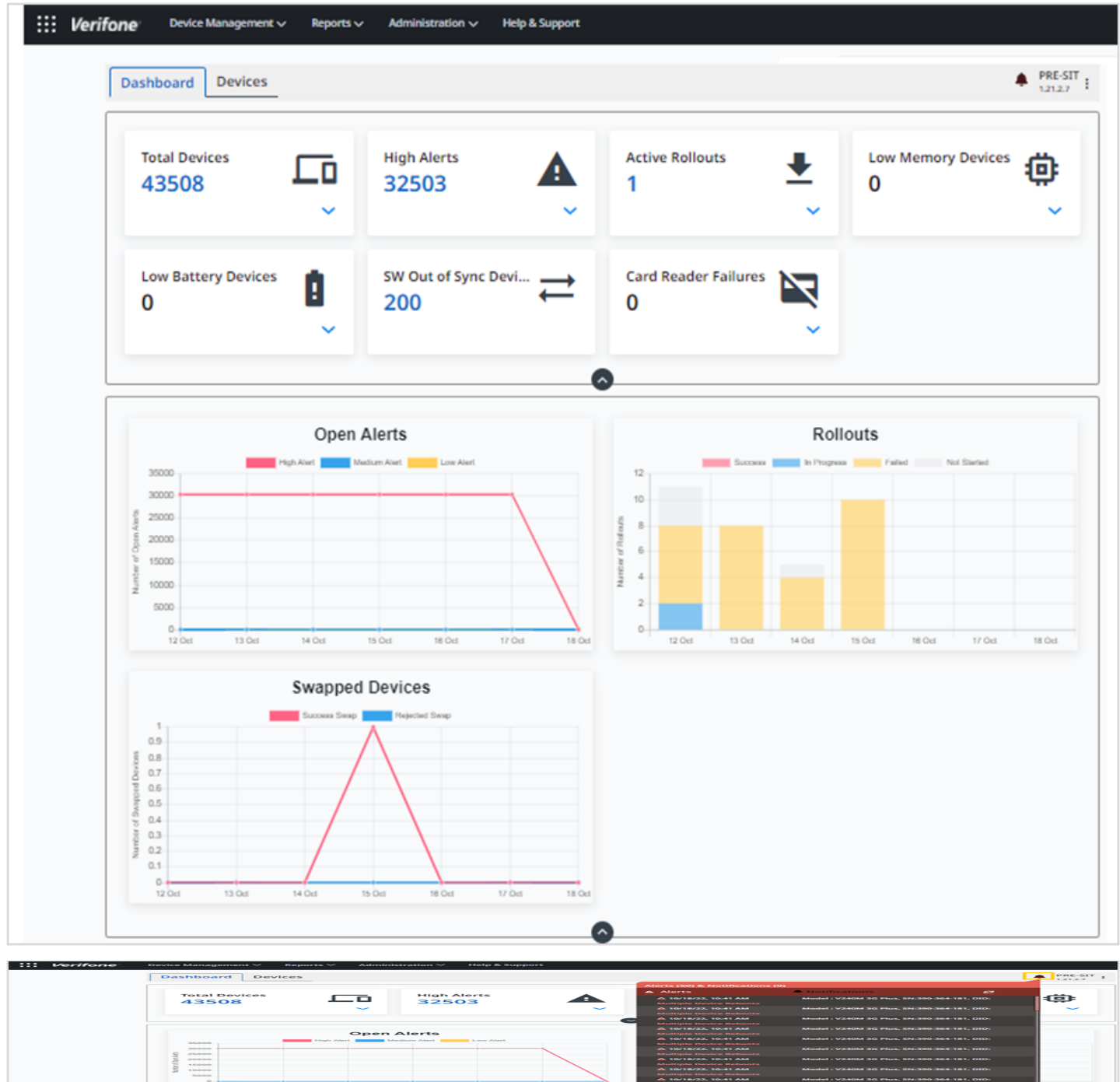


## Dashboard

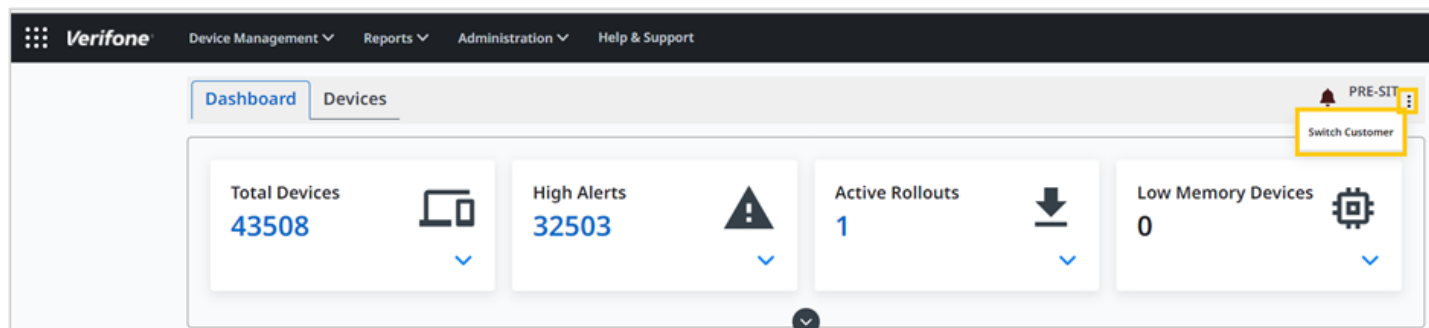
The **Dashboard** is the home screen displayed when you log on to **Verifone Central - Device Management** for KPIs and a graphical representation of some of the KPIs. This screen represents the key information in the form of KPIs and charts. It is classified into KPIs and devices under **Dashboard**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



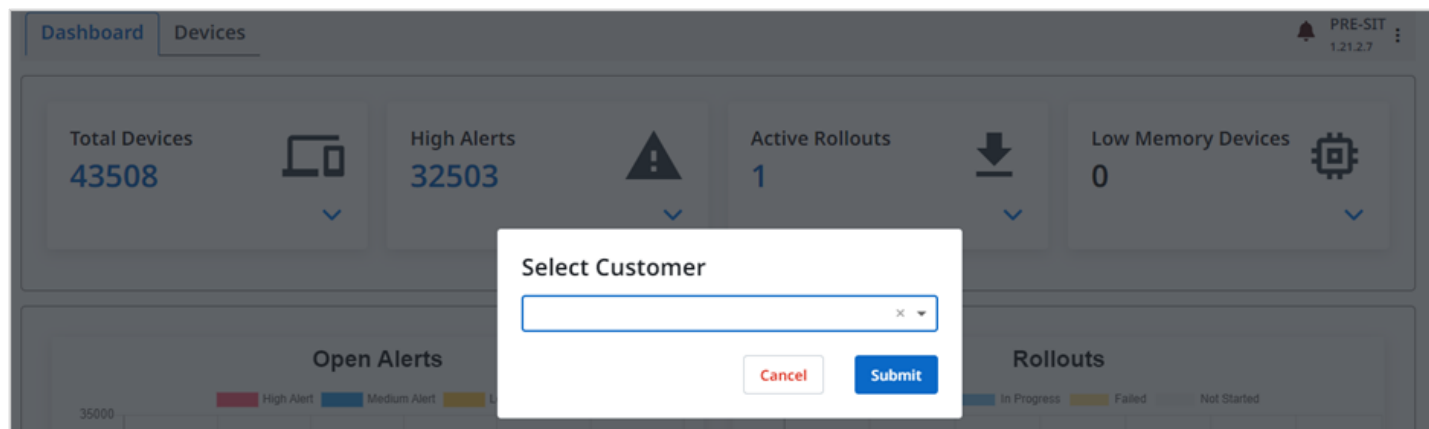
<https://verifone.cloud/docs/device-management/device-management-user-guide/devices/dashboard>

Updated: 06-Mar-2023

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

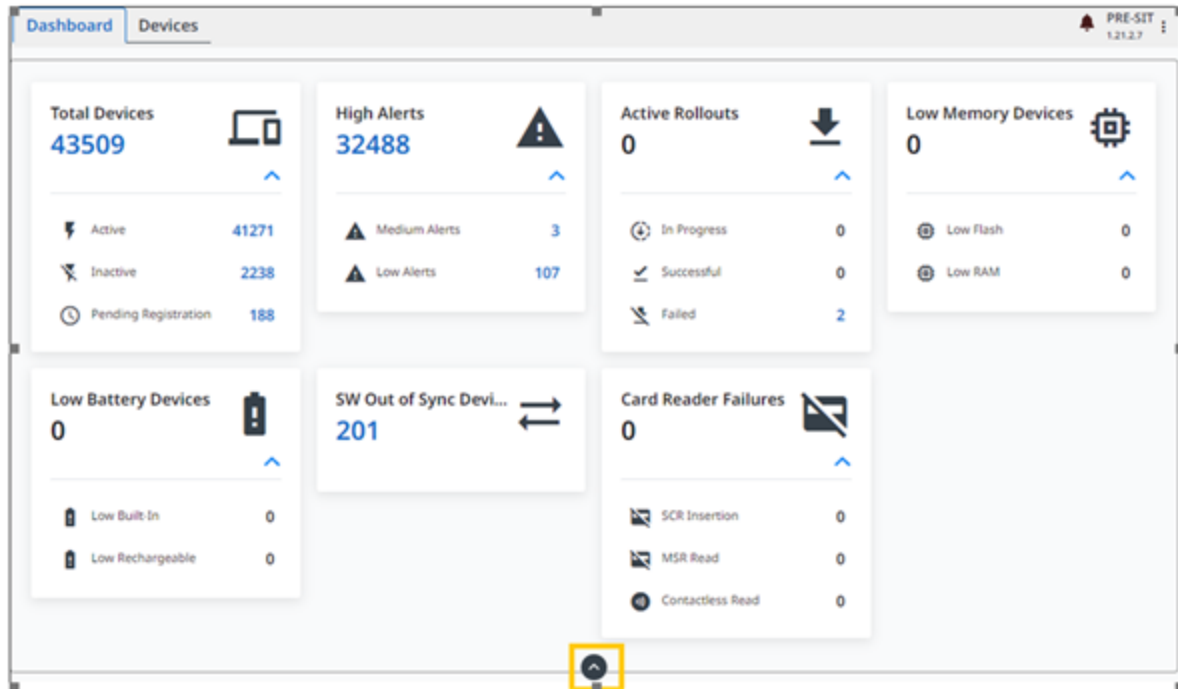


Click the three dots to Switch Customer.

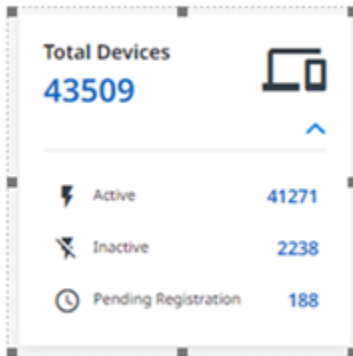


Select the **Customer** from the list box and click **Submit**.

## Key Performance Indicators



## Total Devices




The **Total Devices** is the number of Active and Inactive devices boarded on **Device Management** in the respective estate excluding Pending registration and deleted devices.

**NOTE:** To view/hide the details for the current item, click Expand/Collapse button. For more details on each KPI, click on the number.

Follow the option sequence below to view the list of Total Devices along with the details.

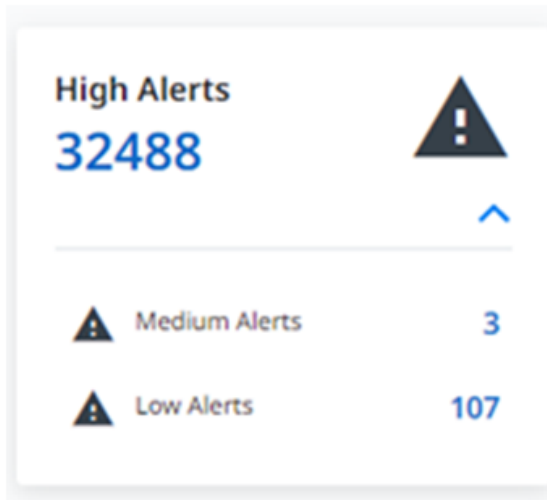
**Verifone Central -> Device Management -> Dashboard -> Total Devices**



Serial #	Device ID	Model	Last Heartbeat	Device Status	Inventory
000-000-001	000-000-001	4295-45-1	Oct 03 2022 04:04 PM	Active	Demo 1
000-000-002	000-000-002	V04M 3G		Inactive	
000-000-003	000-000-003	CMS	Aug 11 2022 05:29 PM	Inactive	CBA-3.21.7
000-000-004	000-000-004	MA60 WPU67	Feb 25 2022 12:59 AM	Inactive	iPhone
000-000-005	000-000-005	MA60 WPU67	Feb 18 2022 05:21 AM	Inactive	iPhone
000-000-006	000-000-006	MA 925	Apr 29 2021 12:17 AM	Inactive	iPhone

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

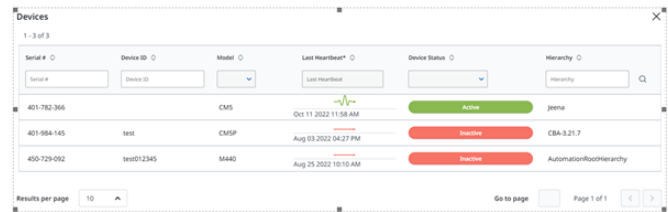
## High Alerts



**High Alerts** is the total number of high alerts generated for the devices.

Follow the option sequence below to view the list of devices that have high-alert notifications.

**Verifone Central -> Device Management -> Dashboard -> High Alerts**

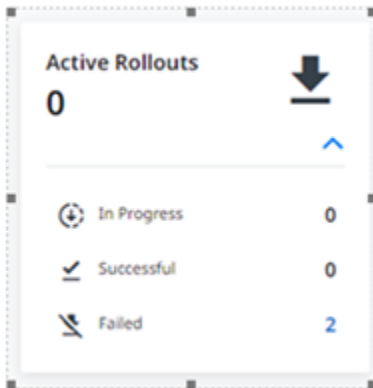


The screenshot shows the 'Devices' dashboard in Verifone Central. It includes a search bar and filters for Serial #, Device ID, Model, Last Heartbeat, Device Status, and Hierarchy. Below the filters is a table with the following data:

Serial #	Device ID	Model	Last Heartbeat	Device Status	Hierarchy
401-782-366		CMS	Oct 11 2022 11:58 AM	Active	Jenna
401-984-145	test	CMS	Aug 03 2022 04:27 PM	Inactive	CBA-3.21.7
450-729-002	test012345	MM40	Aug 25 2022 10:10 AM	Inactive	AutomationRoostHierarchy

At the bottom, there are pagination controls showing 'Results per page' set to 10, a 'Go to page' field, and 'Page 1 of 1'.

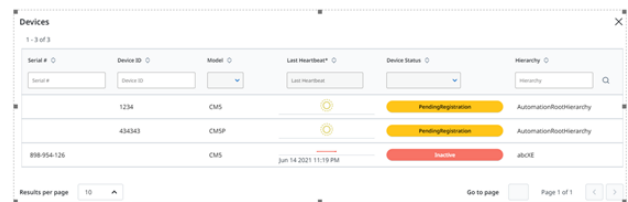
## Active Rollouts



**Active Rollouts** is the total number of active rollouts for the listed devices.

Follow the option sequence below to view the list of devices that are scheduled for Rollouts.

**Verifone Central -> Device Management -> Dashboard -> Active Rollouts**



The screenshot shows the 'Devices' dashboard in Verifone Central. It includes a search bar and filters for Serial #, Device ID, Model, Last Heartbeat, Device Status, and Hierarchy. Below the filters is a table with the following data:

Serial #	Device ID	Model	Last Heartbeat	Device Status	Hierarchy
1234		CMS		PendingDeployment	AutomationRoostHierarchy
434343		CMS		PendingDeployment	AutomationRoostHierarchy
898-954-126		CMS	Jun 14 2021 11:19 PM	Inactive	abcDE

At the bottom, there are pagination controls showing 'Results per page' set to 10, a 'Go to page' field, and 'Page 1 of 1'.

### Low Memory Devices

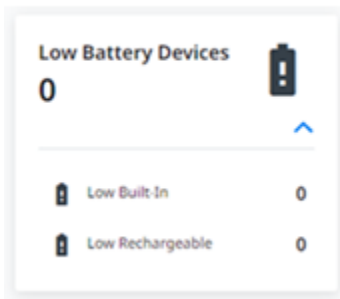


**Low Memory Devices** is the total number of devices that are having low memory.

Follow the option sequence below to view the list of devices that have low memory. The devices with pending registration status and deleted devices are not considered.

**Verifone Central -> Device Management -> Dashboard -> Low Memory Devices**

### Low Battery Devices

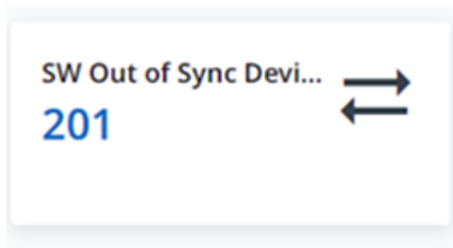


**Low Battery Devices** is the total number of devices that are having low battery.

Follow the option sequence below to view the list of devices that have a low battery charge.

**Verifone Central -> Device Management -> Dashboard -> Low Battery Devices**

### SW Out of Sync Devices

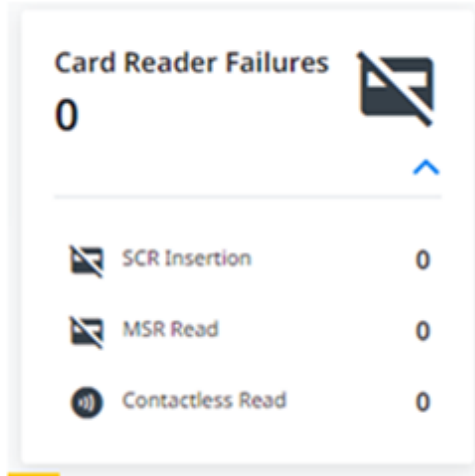


**SW Out of Sync Devices** is the total number of devices not having the latest version of the application.

Follow the option sequence below to view the list of devices that do not have the latest version of the application.

**Verifone Central -> Device Management -> Dashboard -> SW Out of Sync Devices**

## Card Reader Failures



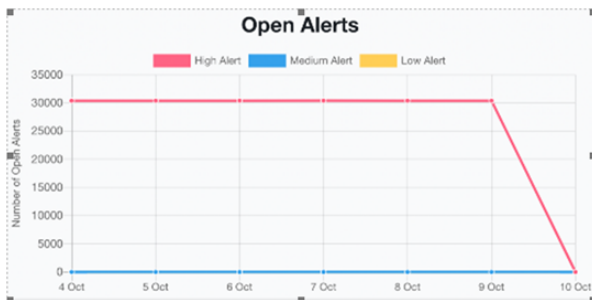
**Card Reader Failures** is the number of times the device has failed to read the card.

Follow the option sequence below to view the list of devices that failed to read the card.

**Verifone Central -> Device Management -> Dashboard -> Card Reader Failures**

## Graphical Representation

### Open Alerts

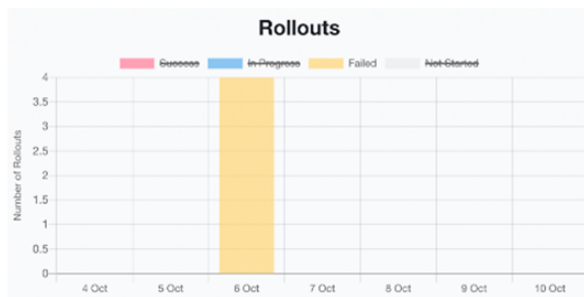


Alerting is the capability of a monitoring system to detect and notify operators about meaningful events.

**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.

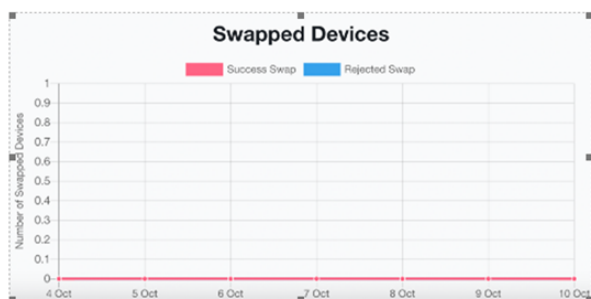
## Rollouts



**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.