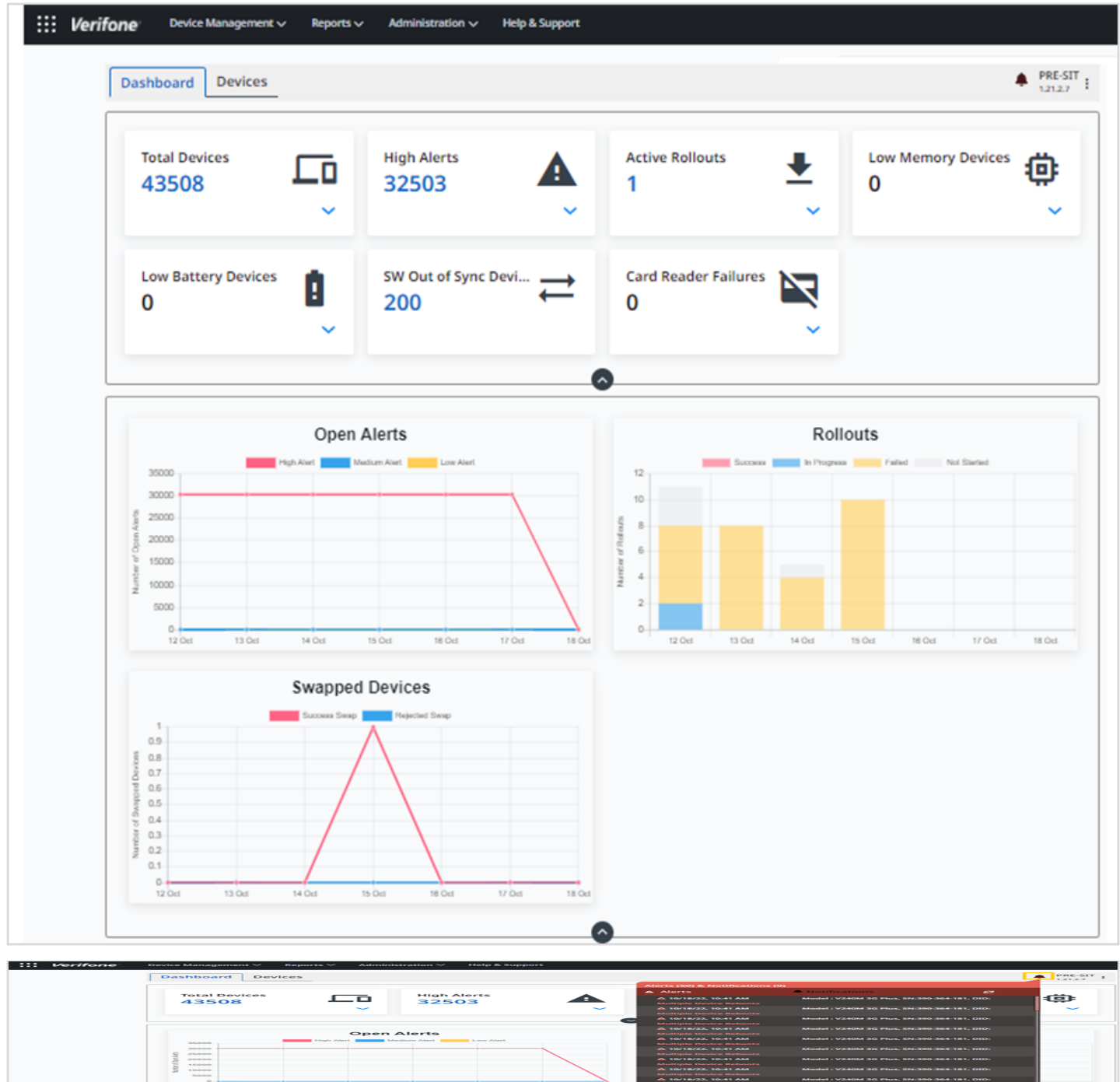


Dashboard

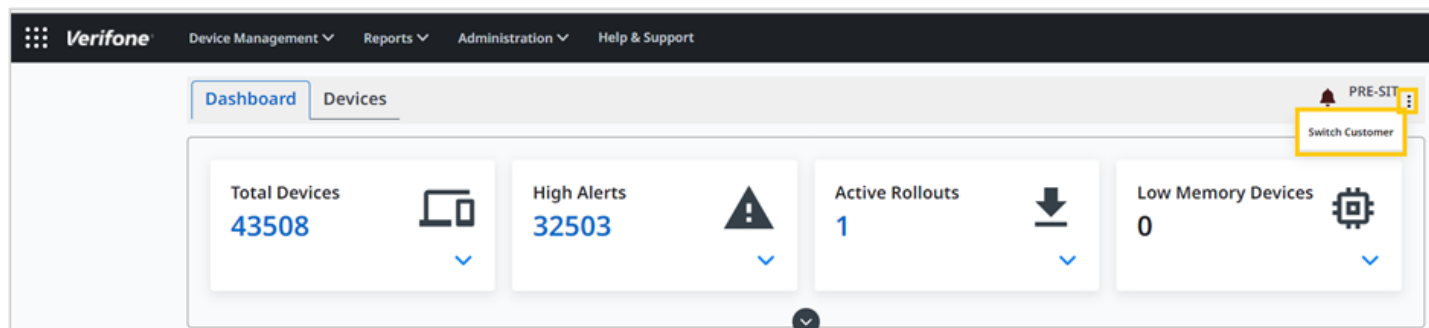
The **Dashboard** is the home screen displayed when you log on to **Verifone Central - Device Management** for KPIs and a graphical representation of some of the KPIs. This screen represents the key information in the form of KPIs and charts. It is classified into KPIs and devices under **Dashboard**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



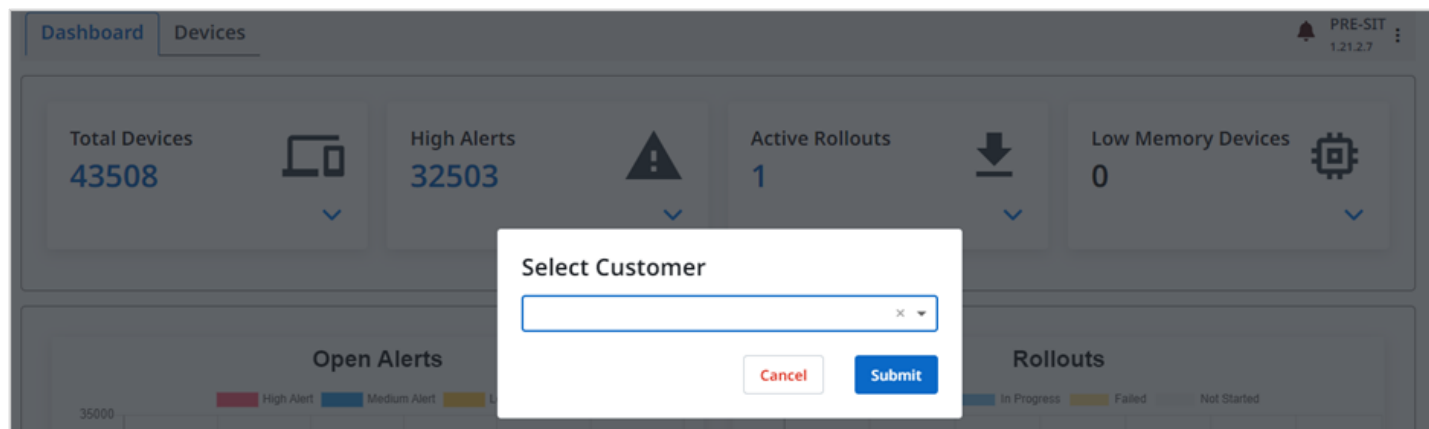
<https://verifone.cloud/docs/device-management/device-management-user-guide/devices/dashboard>

Updated: 06-Mar-2023

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

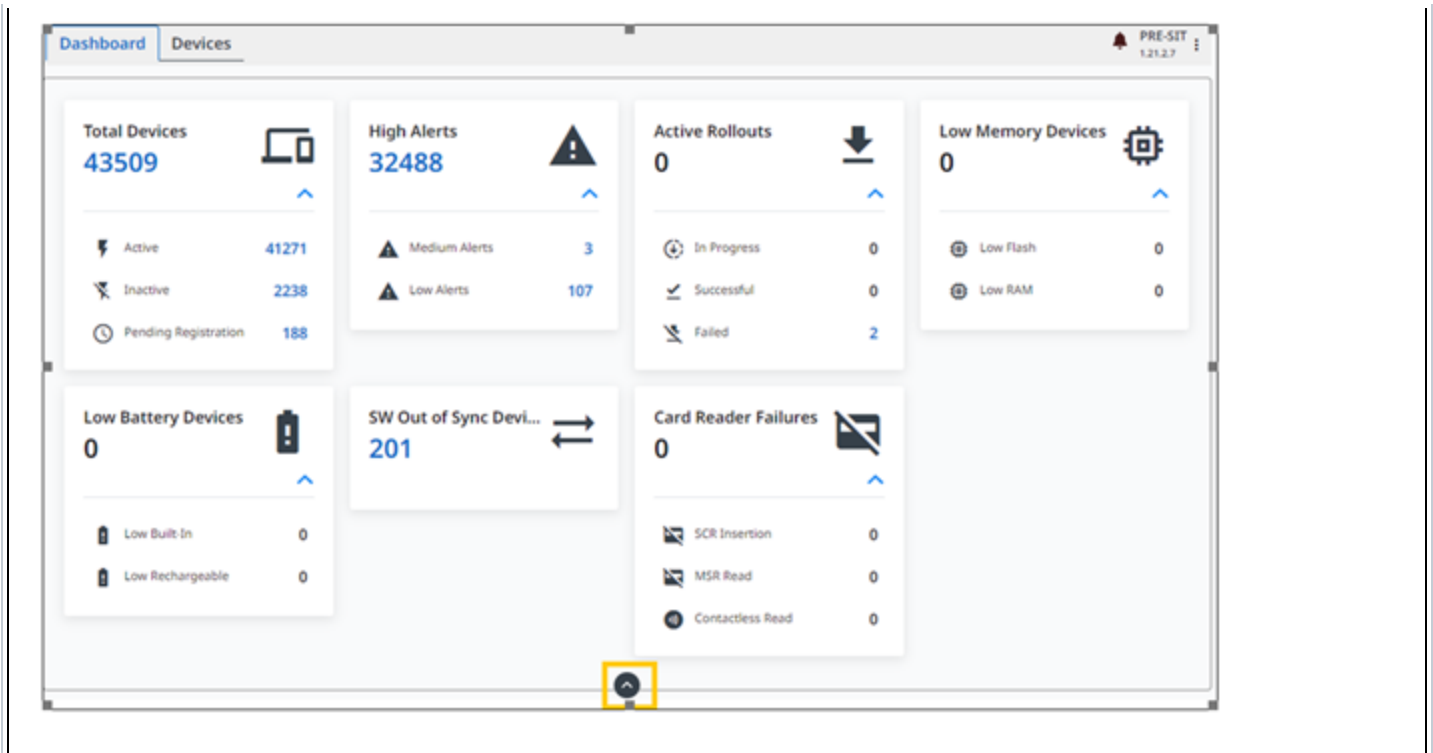


Click the three dots to Switch Customer.

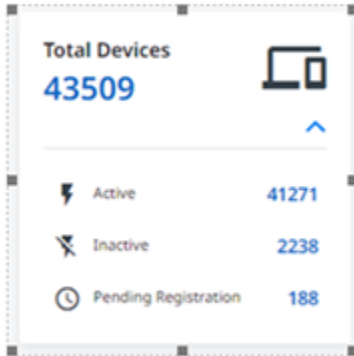


Select the **Customer** from the list box and click **Submit**.

Key Performance Indicators



Total Devices

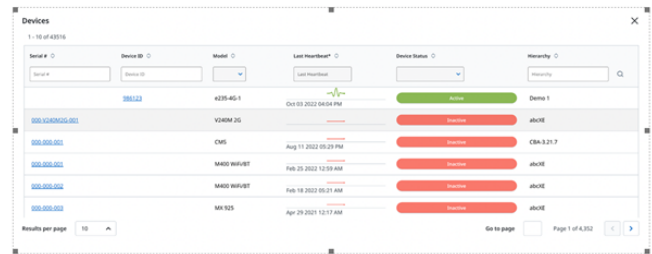


The **Total Devices** is the number of Active and Inactive devices boarded on **Device Management** in the respective estate excluding Pending registration and deleted devices.

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.

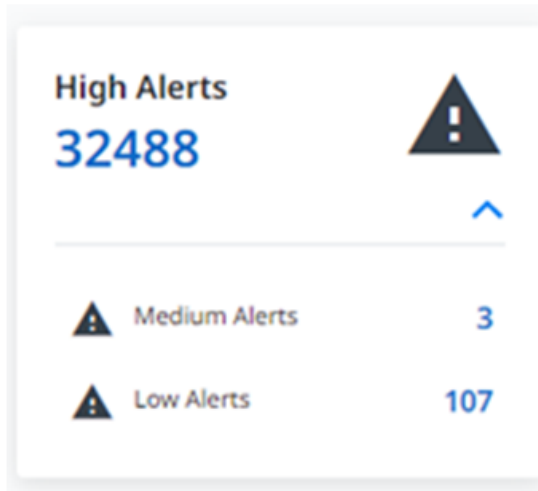
Verifone Central -> Device Management -> Dashboard -> Total Devices



Serial #	Device ID	Model	Last Heartbeat	Device Status	Hierarchy
000-000-001	4235-45-1	Verifone 2G	Oct 01 2022 04:04 PM	Active	Device 1
000-000-001	CM5	Verifone 2G	Aug 11 2022 09:29 PM	Inactive	CSA-3.21.7
000-000-001	M450-100-001	M450-100-001	Feb 25 2022 12:08 AM	Inactive	abcDE
000-000-001	M450-100-001	M450-100-001	Feb 18 2022 09:21 AM	Inactive	abcDE
000-000-001	M450-100-001	M450-100-001	Apr 29 2021 12:17 AM	Inactive	abcDE

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

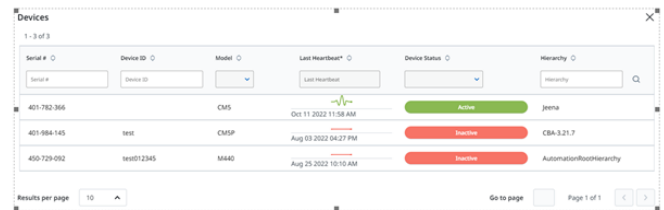
High Alerts



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

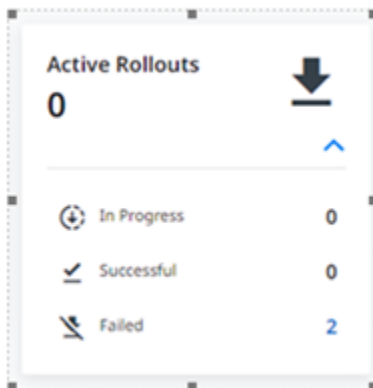
Follow the option sequence below to view the list of devices that have high-alert notifications.

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



Serial #	Device ID	Model	Last Heartbeat	Device Status	Hierarchy
401-762-366		CMS	Oct 11 2022 11:58 AM	Active	Jenna
401-984-145	1811	CMSP	Aug 03 2022 04:27 PM	Inactive	CSA-3.21.7
450-729-092	181012345	MA40	Aug 25 2022 10:10 AM	Inactive	AutomationRootHierarchy

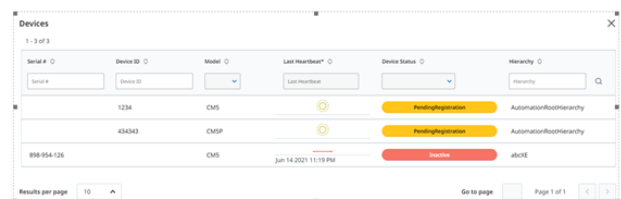
Active Rollouts



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

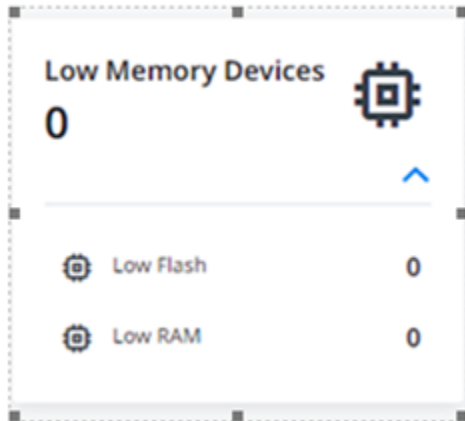
Follow the option sequence below to view the list of devices that are scheduled for Rollouts.

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



Serial #	Device ID	Model	Last Heartbeat	Device Status	Hierarchy
1234		CMS		PendingRegistration	AutomationRootHierarchy
434343		CMSP		PendingRegistration	AutomationRootHierarchy
898-954-126		CMS	Jun 14 2021 11:19 PM	Inactive	ibvCE

Low Memory Devices

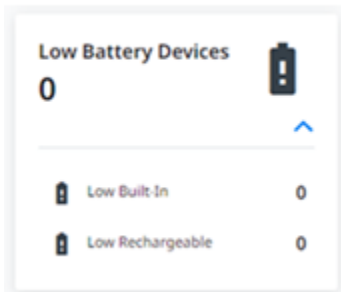


Low Memory Devices is the total number of devices that are having low memory.

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

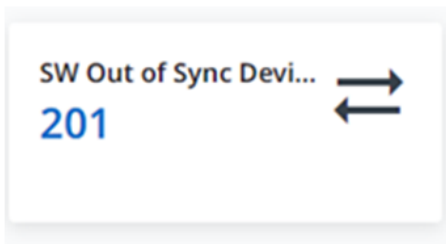


Low Battery Devices is the total number of devices that are having low battery.

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

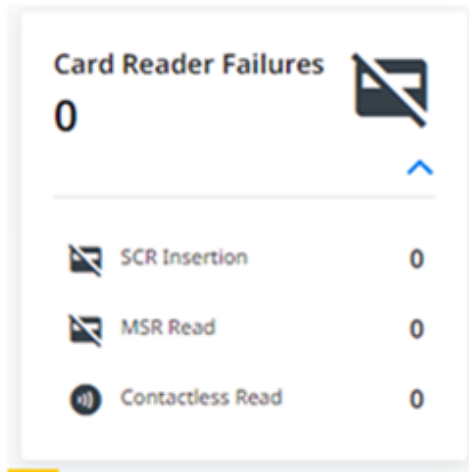


SW Out of Sync Devices is the total number of devices not having the latest version of the application.

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



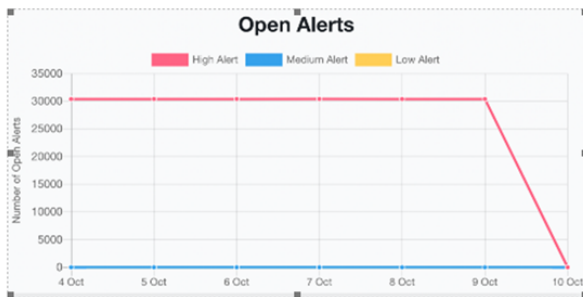
Card Reader Failures is the number of times the device has failed to read the card.

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

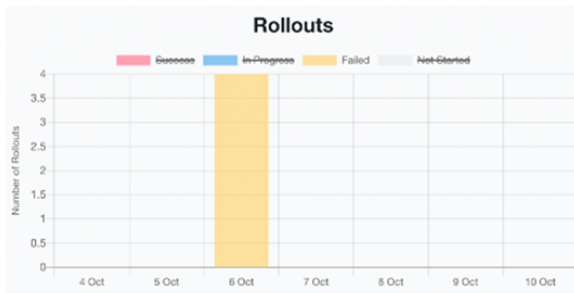


Alerting is the capability of a monitoring system to detect and notify operators about meaningful events.

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.

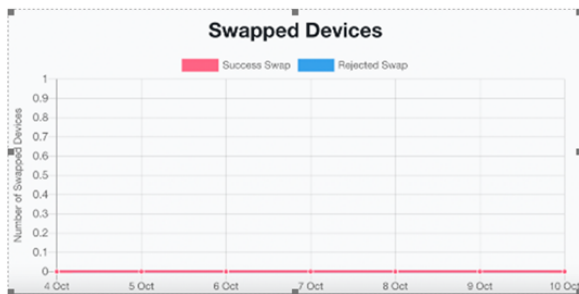
Rollouts



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.