

# MACHINE INFORMATION - SUMMARY

## What are the Machine Information pages?

The Machine Information page includes several sections, each providing relevant details specific to the machine being viewed.

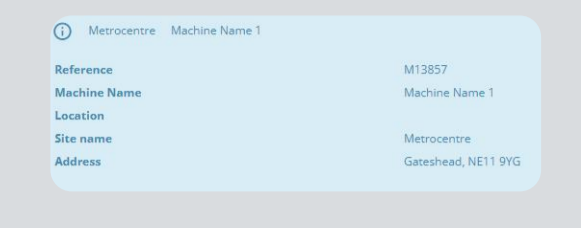
## Restricted Access

This area does not require a license for access. However, some tabs are controlled by specific licenses and will only be accessible if the relevant license is assigned.

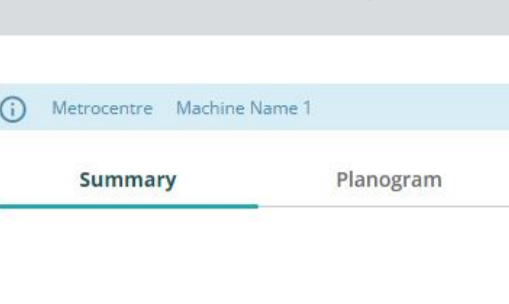
Users can view reference data, while **Super Users, Owners, and Internal Users** can maintain and update it.

### Blue Banner Details

You can view a quick snapshot of information about the machine by clicking the **blue banner**.



Once opened, you can view the **Machine Reference, Machine Name, and Onsite Location**. Additionally, you can see the **Site Name** and the **Address** associated with the machine.

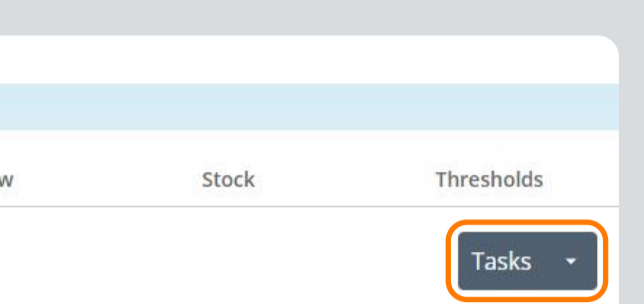


### Dashboard Icons

When a machine threshold is breached, the corresponding machine icon will turn red to indicate that an issue has occurred.

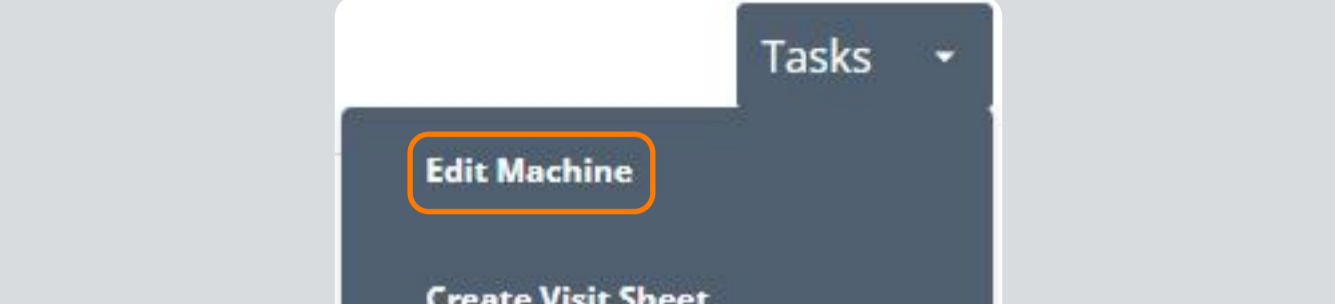


For any icon displayed on the machine's summary page, you can hover over it to view a tooltip. This tooltip will provide the name of the issue and, if applicable, how long the issue has been present.



## Tasks Menu

Underneath the header tabs, you will find the **Tasks** dropdown.



### Machine Details

By selecting the Tasks dropdown, you will see three options:

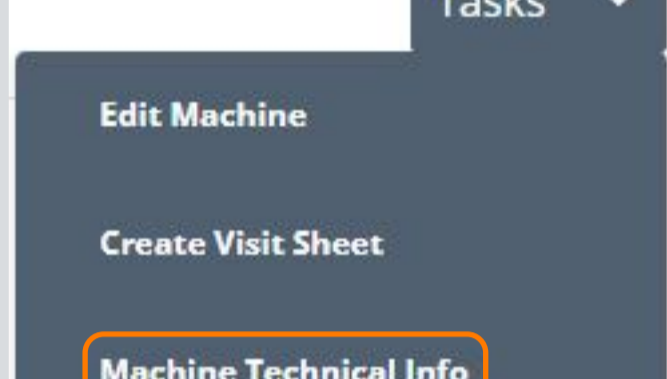
- **Edit Machine:** Allows you to edit the information associated with the machine.

**Note:** This option will not appear for Users.



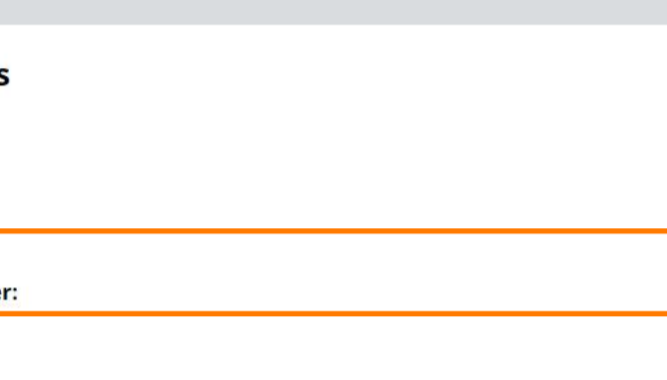
- **Create Visit Sheet:** Allows you to create a visit sheet for the machine.

**Note:** This option is available only for users with a Planning license.



- **Machine Technical Info:** Allows you to view information regarding the telemetry assigned to the machine.

**Note:** If the machine is non-telemetry, this option will be available but will not provide any technical information.



## Machine Details

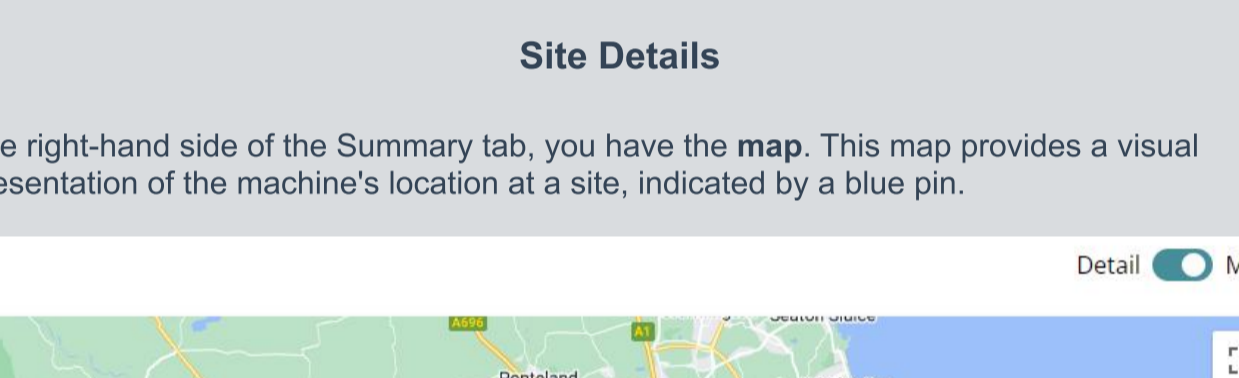
Within the Summary tab, you can view the **Machine Details** section, which captures information about the machine.



When a telemetry device sends audits, the **Reported Serial Number** will be populated. This allows you to identify any discrepancies between the serial number you have configured and the serial number reported by the machine in the audit.

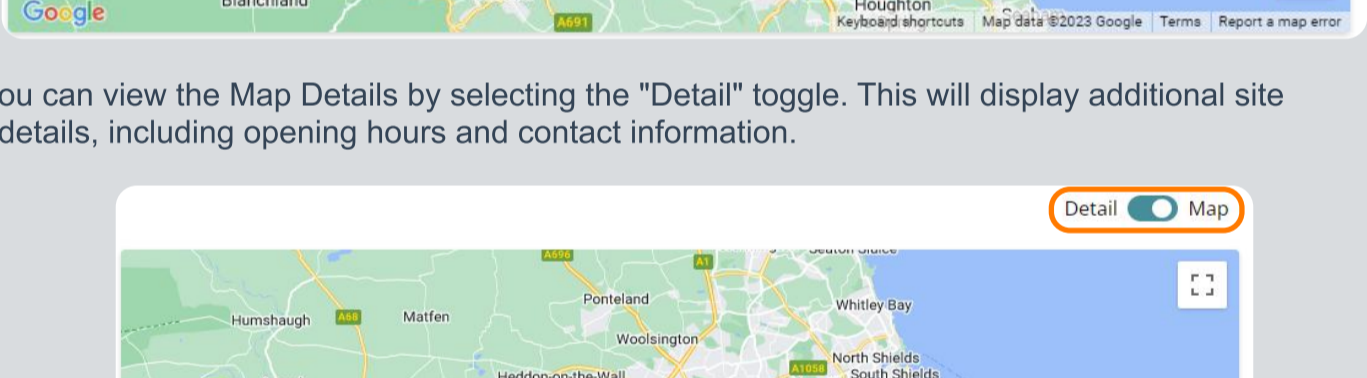


If a machine uses a specific key for access, you can record this information against the machine. This key detail can then be viewed within the app.

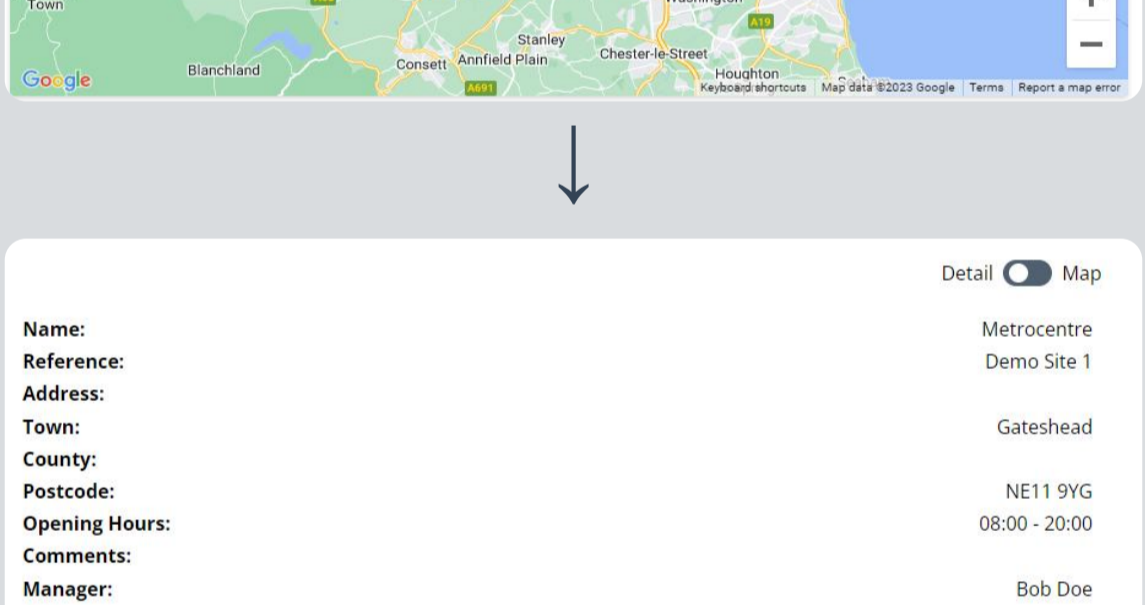


## Site Details

At the right-hand side of the Summary tab, you have the **map**. This map provides a visual representation of the machine's location at a site, indicated by a blue pin.



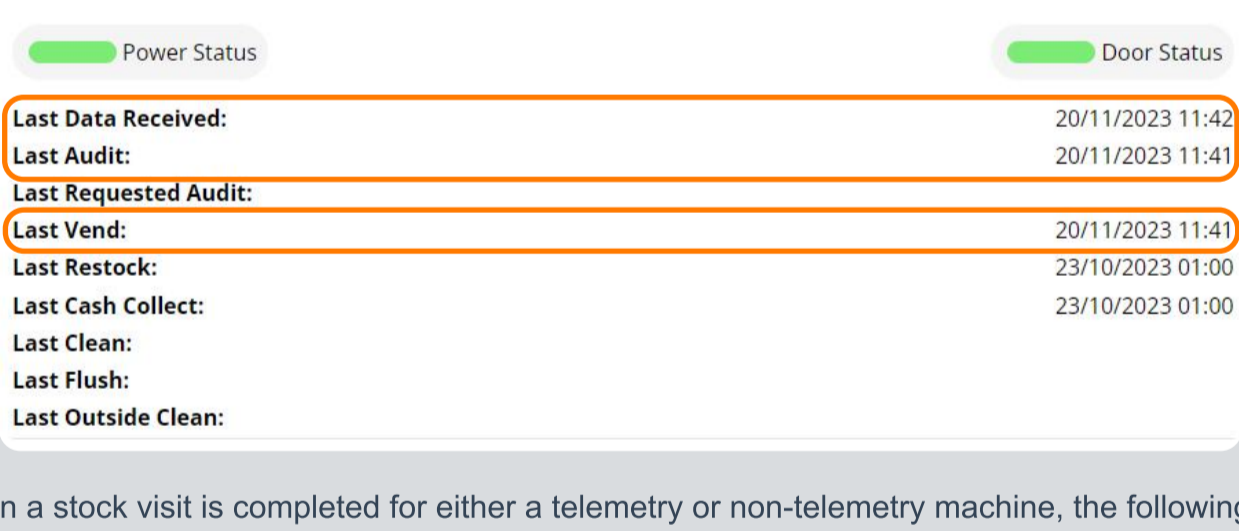
You can view the Map Details by selecting the "Detail" toggle. This will display additional site details, including opening hours and contact information.



## Machine Status

The **Machine Status** section updates based on received audits or completed stock visits.

- **Last Data Received** is updated by either audit or event data.
- **Last Audit** and **Last Vend** are updated specifically when audits are received.



When a stock visit is completed for either a telemetry or non-telemetry machine, the following fields are updated:

- **Last Restock**
- **Last Cash Collect**

## Training Note

If a machine has stopped recording trade or its status timestamps are not updating:

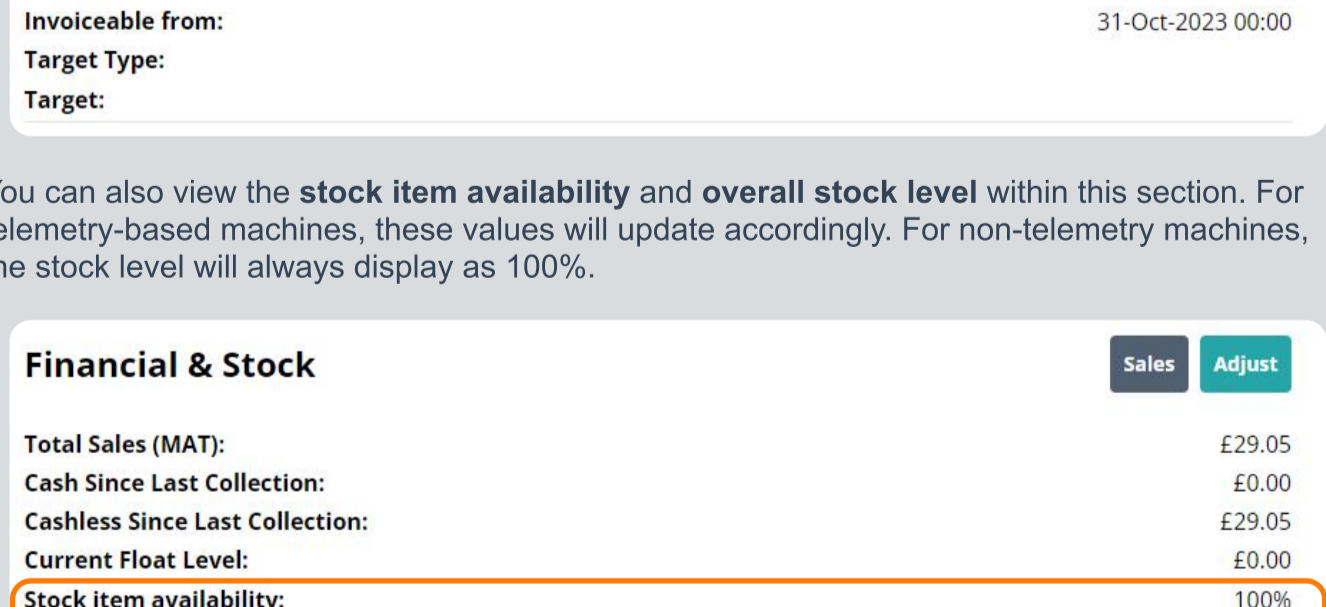
1. **Check for Open Tickets:**
  - Verify if there are any unresolved tickets for the machine through the Tickets tab.
2. **Inspect for Hardware Changes:**
  - Confirm if there have been any hardware changes to the machine.
  - Ensure the correct telemetry device is assigned to the machine.
3. **On-Site Inspection:**
  - The machine may need an on-site check to identify and resolve any issues preventing data from being received.



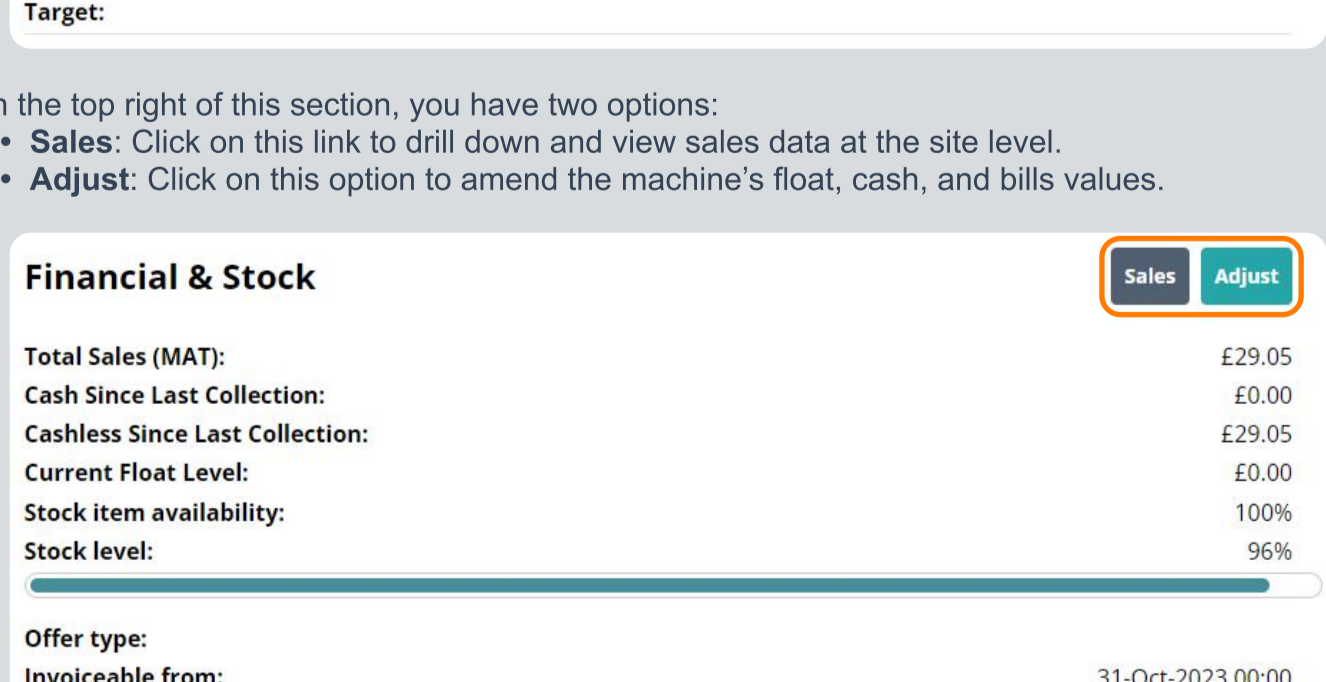
## Financial & Stock

The **Financial & Stock** section provides details on the machine's cash and cashless information based on the last collection date:

- **Cash Since Last Collection**
- **Cashless Since Last Collection**

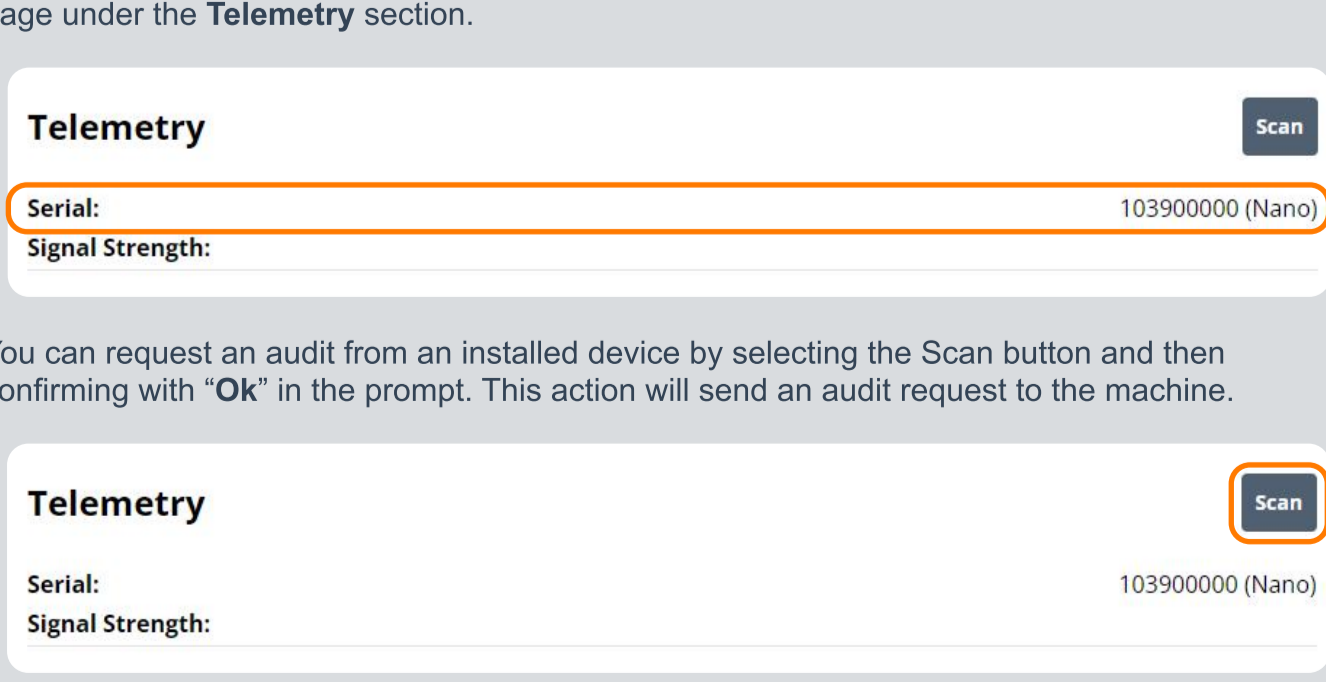


You can also view the **stock item availability** and **overall stock level** within this section. For telemetry-based machines, these values will update accordingly. For non-telemetry machines, the stock level will always display as 100%.



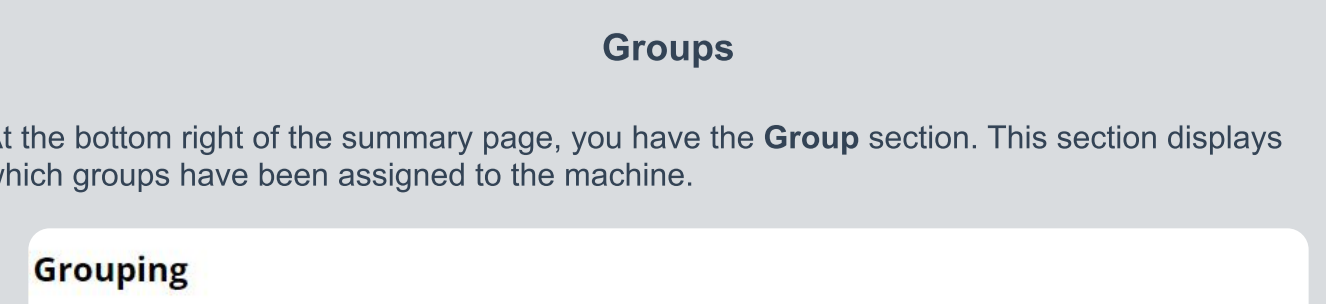
In the top right of this section, you have two options:

- **Sales:** Click on this link to drill down and view sales data at the site level.
- **Adjust:** Click on this option to amend the machine's float, cash, and bills values.



## Telemetry

If a machine has a telemetry device assigned, you can view this information on the summary page under the **Telemetry** section.



You can request an audit from an installed device by selecting the Scan button and then confirming with "Ok" in the prompt. This action will send an audit request to the machine.



## Training Note

If an audit request has been sent recently or an audit has been received within the last 30 minutes, you will be unable to scan the telemetry.



## Groups

At the bottom right of the summary page, you have the **Group** section. This section displays which groups have been assigned to the machine.

