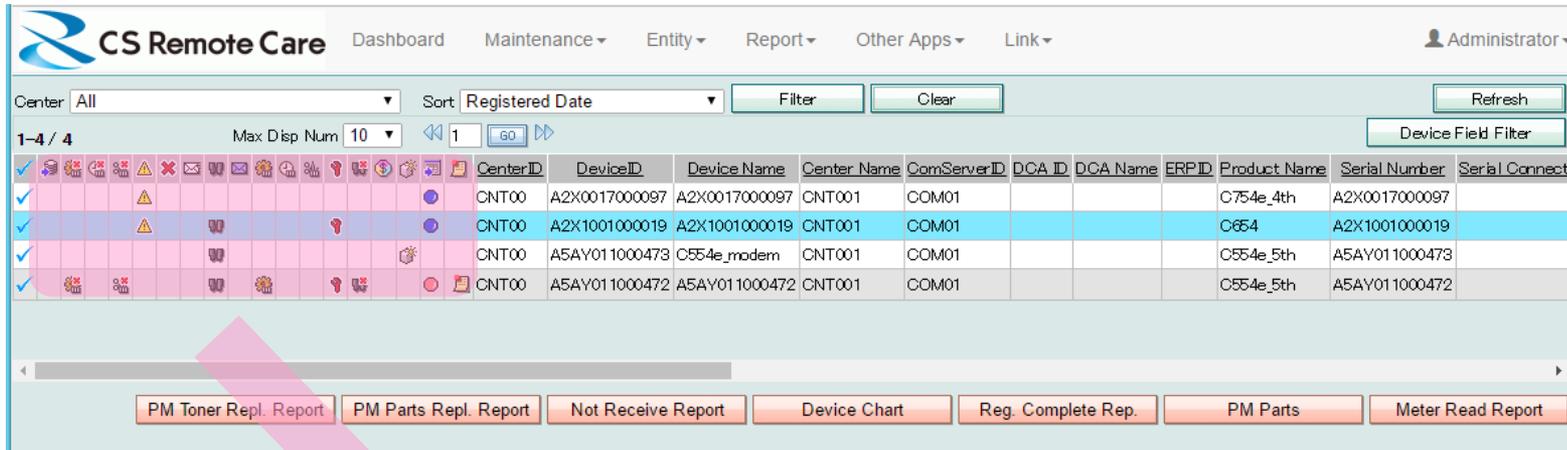


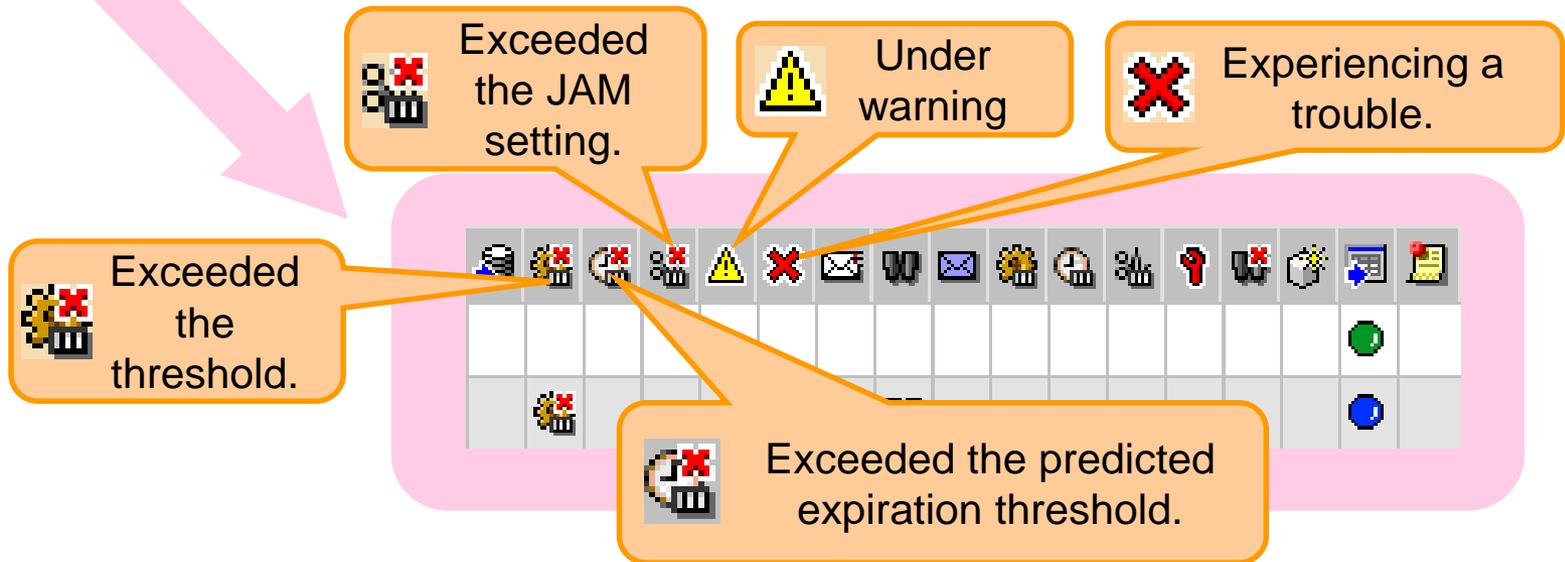
2.7 Viewing Device Troubles (1/3)

The Maintenance page of the Web application allows you to view the current trouble status of connected devices.



The screenshot shows the CS Remote Care Maintenance page. At the top, there are navigation tabs: Dashboard, Maintenance (selected), Entity, Report, Other Apps, and Link. The user is logged in as Administrator. Below the navigation, there are filters for Center (All), Sort (Registered Date), and buttons for Filter, Clear, and Refresh. A table displays device trouble information with columns: CenterID, DeviceID, Device Name, Center Name, ComServerID, DCA ID, DCA Name, ERPID, Product Name, Serial Number, and Serial Connect. Below the table are several report buttons: PM Toner Repl. Report, PM Parts Repl. Report, Not Receive Report, Device Chart, Reg. Complete Rep., PM Parts, and Meter Read Report.

CenterID	DeviceID	Device Name	Center Name	ComServerID	DCA ID	DCA Name	ERPID	Product Name	Serial Number	Serial Connect
CNT00	A2X0017000097	A2X0017000097	CNT001	COM01				C754e_4th	A2X0017000097	
CNT00	A2X1001000019	A2X1001000019	CNT001	COM01				C654	A2X1001000019	
CNT00	A5AY011000473	C554e_modem	CNT001	COM01				C554e_5th	A5AY011000473	
CNT00	A5AY011000472	A5AY011000472	CNT001	COM01				C554e_5th	A5AY011000472	



A diagram illustrating the meaning of various trouble status icons. A pink arrow points from the table in the screenshot to a magnified view of the icons. Callout boxes explain the following icons:

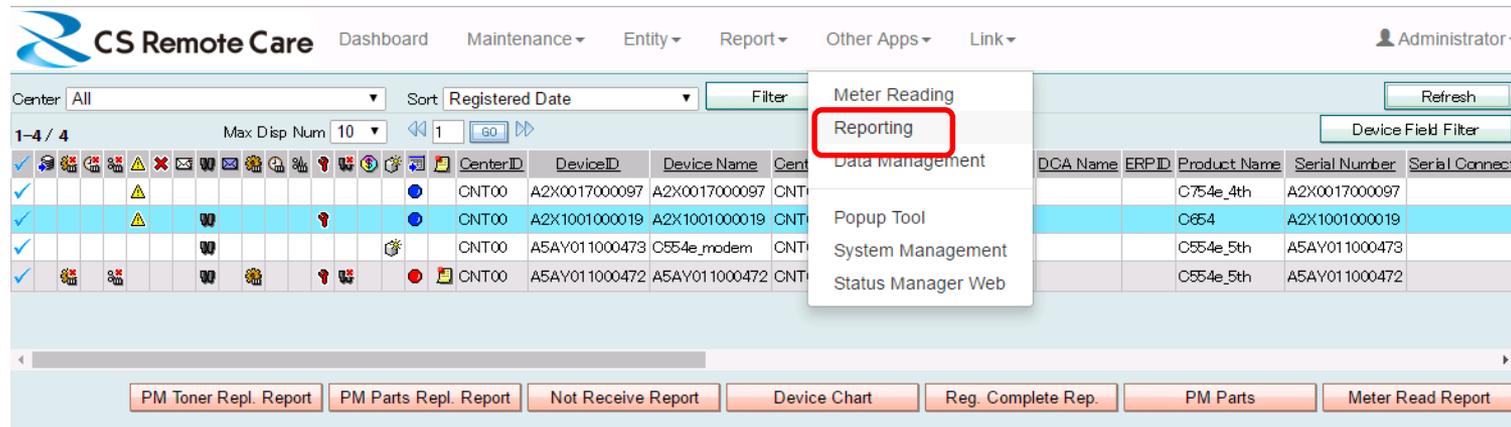
- Exceeded the JAM setting.
- Under warning.
- Experiencing a trouble.
- Exceeded the threshold.
- Exceeded the predicted expiration threshold.

Viewing Device Troubles (2/3)

● Trouble reporting

The Reporting page of the Web application allows you to create a "device chart" for the history of troubles that have occurred in any device, and report it to the responsible SE by E-mail.

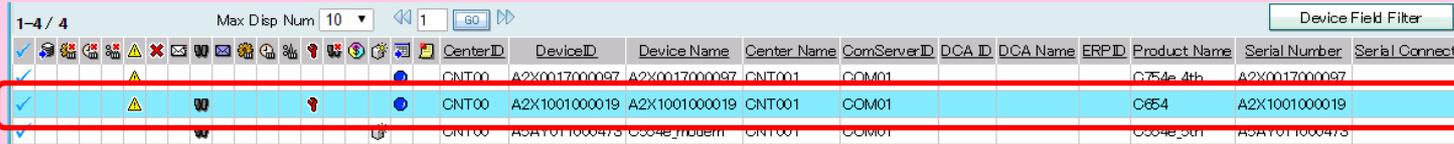
1. Click [Reporting] on the Portal page.



The screenshot shows the CS Remote Care web application interface. The top navigation bar includes "Dashboard", "Maintenance", "Entity", "Report", "Other Apps", and "Link". The user is logged in as "Administrator". The main content area displays a table of devices with columns for CenterID, DeviceID, Device Name, and Center Name. A context menu is open over the first row, with the "Reporting" option highlighted in a red box. Below the table, there are several buttons for reports: "PM Toner Repl. Report", "PM Parts Repl. Report", "Not Receive Report", "Device Chart", "Reg. Complete Rep.", "PM Parts", and "Meter Read Report".

CenterID	DeviceID	Device Name	Center Name	DCA Name	ERPID	Product Name	Serial Number	Serial Connect
CNT00	A2X0017000097	A2X0017000097	CNT00			C754e_4th	A2X0017000097	
CNT00	A2X1001000019	A2X1001000019	CNT00			C654	A2X1001000019	
CNT00	A5AY011000473	C554e_modern	CNT00			C554e_5th	A5AY011000473	
CNT00	A5AY011000472	A5AY011000472	CNT00			C554e_5th	A5AY011000472	

2. Select a device that is in trouble from the list.



The screenshot shows a close-up of the device list table. The second row is highlighted in red, indicating it has been selected. The row contains the following data: CenterID: CNT00, DeviceID: A2X1001000019, Device Name: A2X1001000019, Center Name: CNT00, DCA ID: COM01, DCA Name: COM01, ERPID: C654, Product Name: A2X1001000019, Serial Number: A2X1001000019, and Serial Connect: A2X1001000019.

CenterID	DeviceID	Device Name	Center Name	ComServerID	DCA ID	DCA Name	ERPID	Product Name	Serial Number	Serial Connect
CNT00	A2X0017000097	A2X0017000097	CNT00	COM01				C754e_4th	A2X0017000097	
CNT00	A2X1001000019	A2X1001000019	CNT00	COM01			C654	A2X1001000019	A2X1001000019	
CNT00	A5AY011000473	C554e_modern	CNT00	COM01			C554e_5th	A5AY011000473	A5AY011000473	

Viewing Device Troubles (3/3)

3. Click [Device Chart].

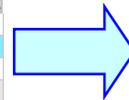
CS Remote Care Dashboard Maintenance Entity Report Other Apps Link

Center: All Sort: Registered Date Filter Clear

1-4 / 4 Max Disp Num: 10

Center ID	Device ID	Device Name	Center Name	ComServer ID	DCA ID	DCA Name
CNT00	A2X0017000097	A2X0017000097	CNT001	COM01		
CNT00	A2X1001000019	A2X1001000019	CNT001	COM01		
CNT00	A5AY011000473	C554e_modem	CNT001	COM01		
CNT00	A5AY011000472	A5AY011000472	CNT001	COM01		

PM Toner Repl. Report PM Parts Repl. Report Not Receive Report **Device Chart** Reg. Complete Rep.



Device Chart

Device ID: A2X1001000019 S/N: A2X1001000019
TC: 238758 Product: C654

Name	TEL	FAX
Customer	DEFAULT	
Department	-	-
Service Office		
SE		
Sales Office		

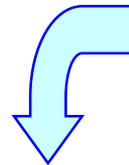
<<Trouble Occurrence History(Including currently occurring trouble)>>

G Code	Name	Occurrence Date	Recovered Date	Parts Name	Problem Unit Isolation Occurred Date	Problem Unit Isolation Recovered Date	Isolation time

<<Warning Occurrence History(Including currently occurring warning)>>

Warning Kind	Occurrence Date	Recovered Date
Partsl.fz(DC_X) 2nd Call	10/11/2016 1:26 PM	-
Partsl.fz(DC_X) 2nd Call	10/11/2016 1:41 PM	-

CSRC DCA **Send Mail...** Print... Close



4. Click [Send Mail].

5. Specify the E-mail address, and click [OK].



The device chart is saved as an HTML file, and sent by E-mail as an attachment.

Send Mail

To:

From:

Body:

OK Cancel