

# JetAdvice Manager User Guide

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Title JetAdvice Manager User Guide  
Version 1.01

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## Introduction

JetAdvice Manager makes advanced Managed Print Services (MPS) easy with its cloud-based and efficient printer fleet management; which includes supply automation, integration, and detailed device data you can count on.

Currently, there are more than 11 million devices on contract at customer locations all around the world. It is simple and intelligent printer fleet management easily available for everyone.

### **JetAdvice Manager Features**

- Full MPS solution
- 100% Vendor independent
- Reports for Billing to allow contract management
- Supply fulfillment system
- Pay as you go - No startup fees

### **What should you expect from this guide?**

This document explains how to install the JetAdvice Data Collector client, the features of each main section of the JetAdvice Manager portal and some basic HowTo's. There will be tips and video resources in each section for supplemental information.

## Data Collector Agent

### 1. Installing the Data Collector Agent

Installing the JetAdvice Data Collector (DCA) is a main requirement for JetAdvice customers that is used to collect data from devices to perform the MPS functions in JetAdvice Manager.

#### 1.1 Installation Requirements

Basic installation information for the DCA on a server or PC.

##### Operating Requirements

- .NET 4.72 (TLS 1.2) or higher for DCA v2.3  
A server reboot may be required after .NET update
- Access to the Internet or HTTP proxy server
  - HTTP port 80
  - HTTPS port 443
- SNMP-enabled IPv4 network

##### The supported operating system:

- Windows Vista SP2 (x86 and x64)
- Windows 7 SP1 (x86 and x64)
- Windows 8 (x86 and x64)
- Windows 10 (x86 and x64)
- Windows Server 2008 R2 SP1 (x64)
- Windows Server 2012 (x64)
- Windows Server 2012 R2 SP1 (x64)
- Windows Server 2016 (x64)
- Windows Server 2019 (x64)

##### Hardware minimum requirements

- 1 GHZ or faster processor
- 512 MB of RAM
- 10 MB of available hard disk space

Whitepaper: [Security \[PDF\]](#)

## 1.2 Installing the DCA

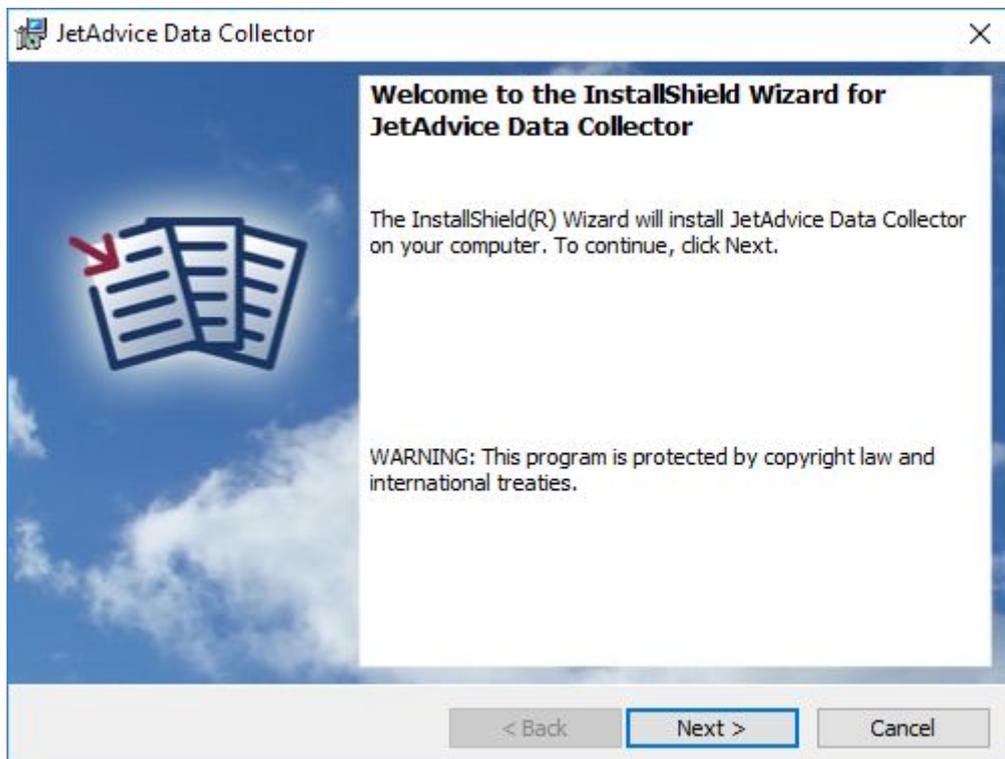
1. Download [JetAdvice Data Collector](#)
2. Unzip all files
3. Run the JADC\_Setup.exe file

Name	Size	Packed	Type
..			Local Disk
JADC setup_2.2.6375.30837_Web.exe	7,867,551	6,970,749	Application
JetAdviceDC.pdf	1,065,737	998,700	PDF File

4. Choose your preferred language



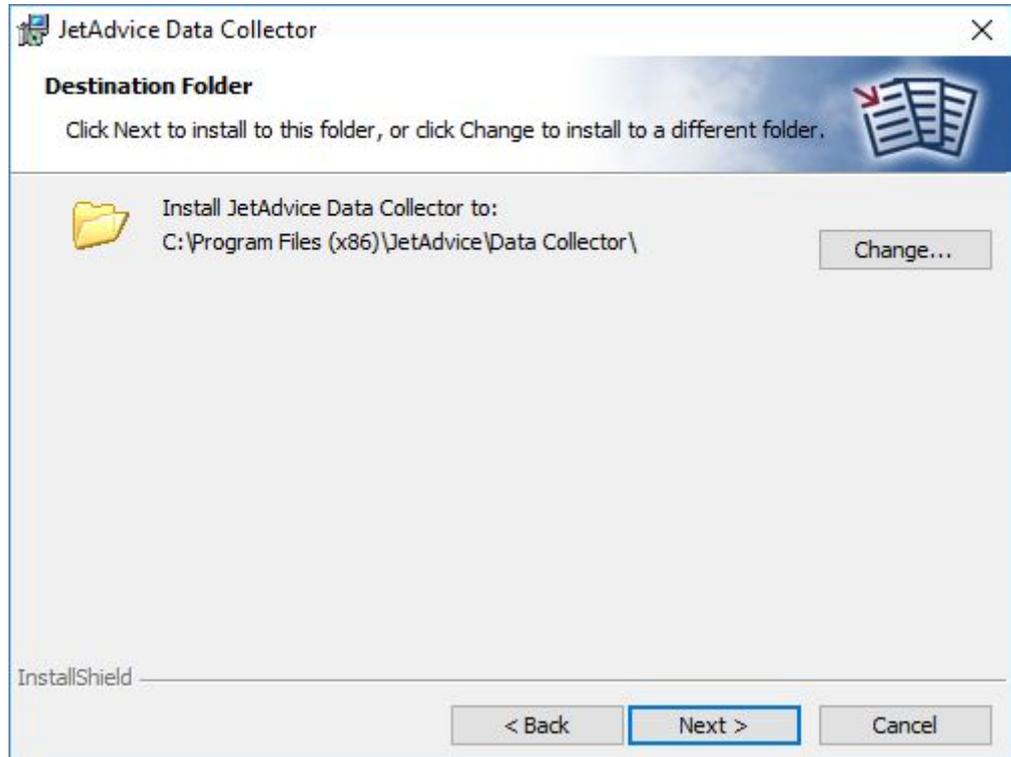
5. Select Next to the installation Start screen



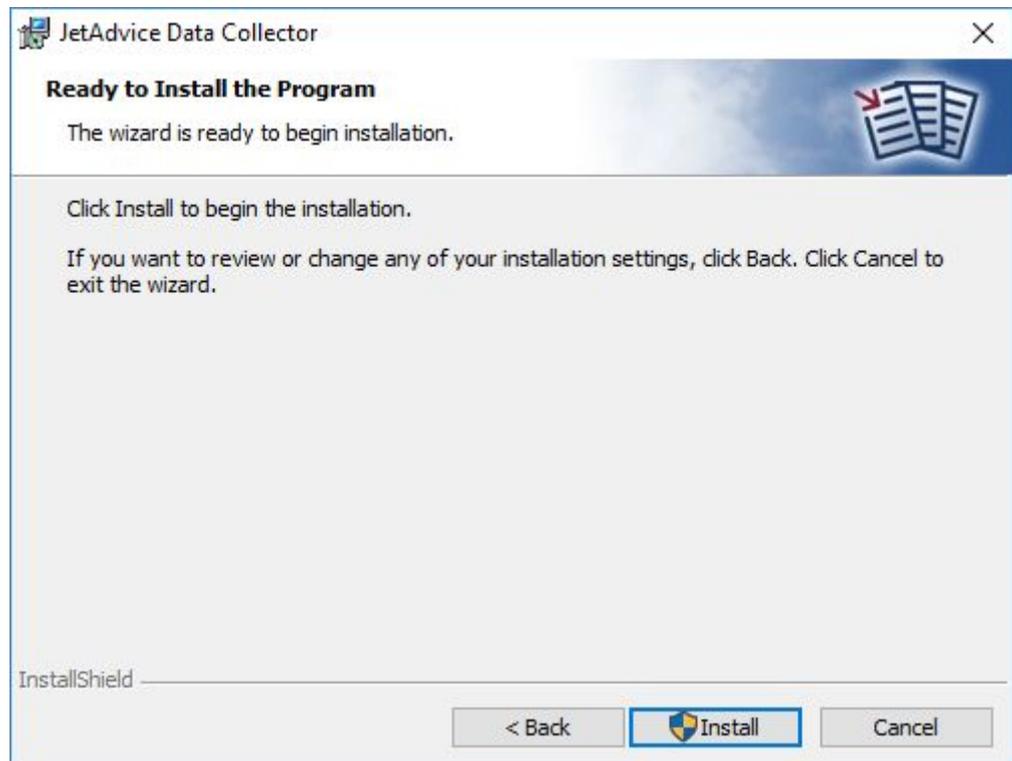
6. Agree to the End User License Agreement



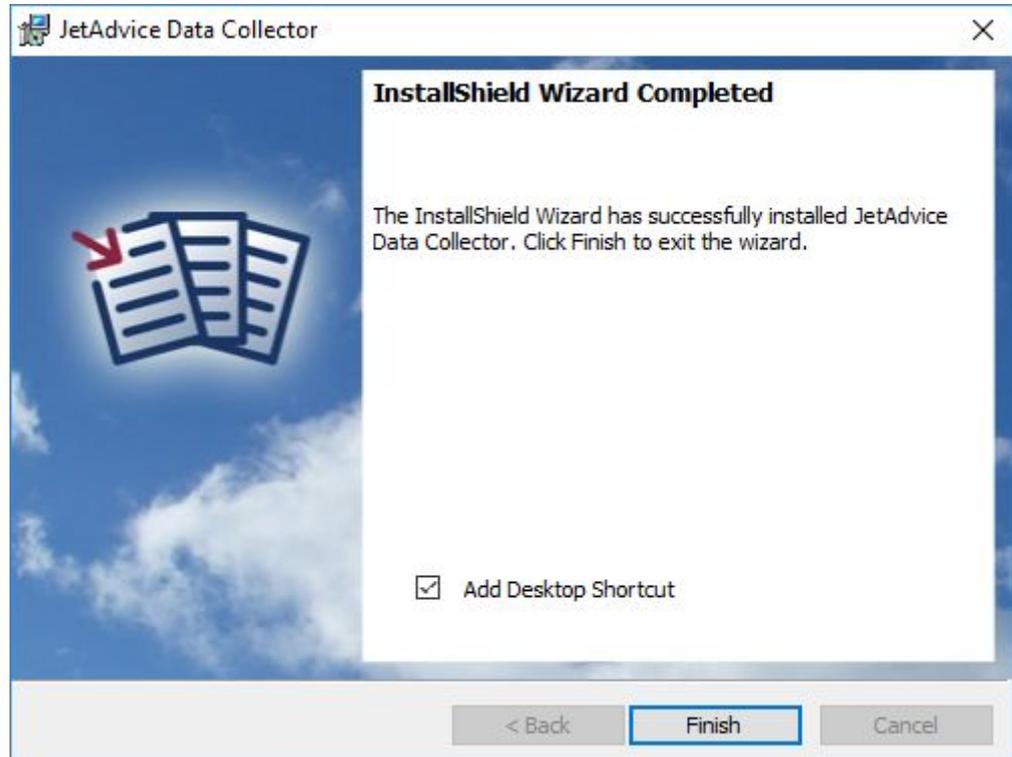
7. Choose the destination folder for the installation



8. Press Install to begin the installation



9. Press Finish when Install is complete



**Tip:** Adding the Desktop Shortcut allows quick access to the application

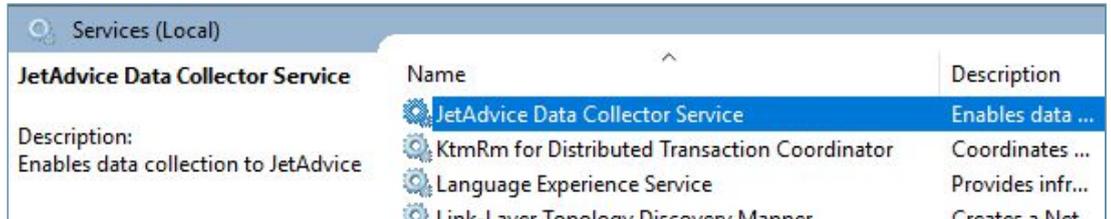
10. Install is complete.

Verification of install can be seen in 2 places:

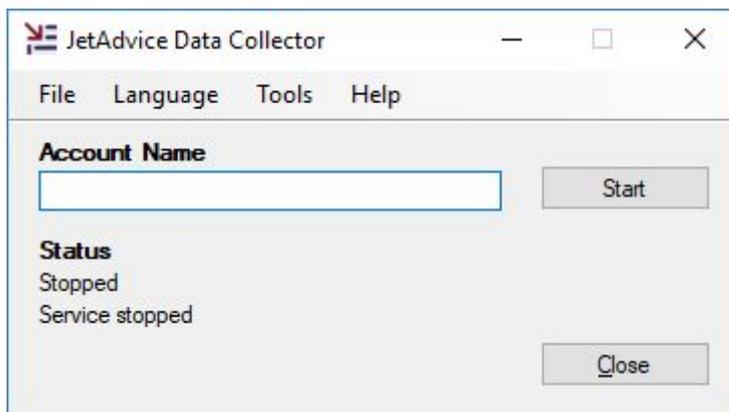
i) System Tray



ii) Windows Services console; 1 new service will be present and running.

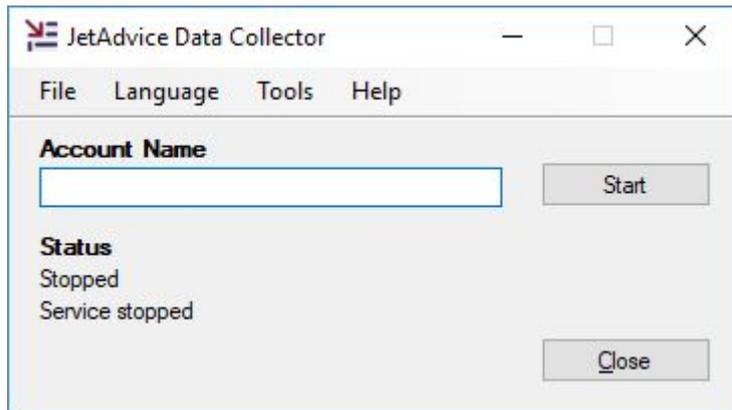


11. Adding the Account Name and pressing Start will register and activate the account.



## 2. DCA Menus and functions

The DCA is a simple tool used to capture and communicate data from end-customer imaging devices to the JetAdvice Servers which becomes available in the JetAdvice Manager portal.



**Note:** Once the DCA is installed and running, there is very little that needs to be interacted with on a regular or even long-term basis.

### File

Allows you to Exit the application. The application may be closed from view but the service will still be running in the background.

### Language

Choose from the 18 different languages to instantly switch to on the fly, no matter what language you initially installed the application in.

### Tools

Provides options to configure the DCA and see the history of the service as well of devices seen. Majority of these details options can be managed in the JetAdvice Manager portal online.

### Ranges

Add and manage ranges for the DCA to look for devices across your networks. You may copy and paste ranges into the tool to import many at a time.

- When adding ranges to look for devices, each company subnet range will need to be added individually.
- Ranges can include IP's ending in 1-254 (0 and 255 are not supported IP's)

### Proxy

Configure and test your proxy settings. By default, 'Automatically detect

Proxy' is enabled which allows most users to use the service without further settings.

#### **Events**

Provides upto the last 500 events and conditions of the DCA from the Windows Event Viewer.

#### **Devices**

List of devices discovered and seen on the account.

#### **Help**

Further information and troubleshooting to help provide assistance with the installation.

#### **Troubleshooting**

When selected, Troubleshooting starts a check process to make sure all required components are working and have access to required ports.

#### **About**

Shows version of installed DCA

### 3. DCA Troubleshooting

Tips and FAQ information for DCA installations to ensure the best bi-directional communication between the customer's DCA and JetAdvice servers.

FAQ: [Data Collector Troubleshooting](#)

A comprehensive FAQ that helps address 99% of scenarios

## JetAdvice Manager Portal Menus

The left side of the Menu structure starts with a grouping of options, each menu option will have sub options to select in the black area. Deeper menu options will appear in the blue bar in the top center area.

Important details to know that are available on every page:

1. Breadcrumb area: letting you know where you are at anytime.
2. Dealer Information: Access and Manage Dealer information
3. Help: link to the Help>FAQ information
4. Sign Out
5. Current Account name: Access and Manager Account information
6. Period setting: allows access to change the time period in which data is displayed

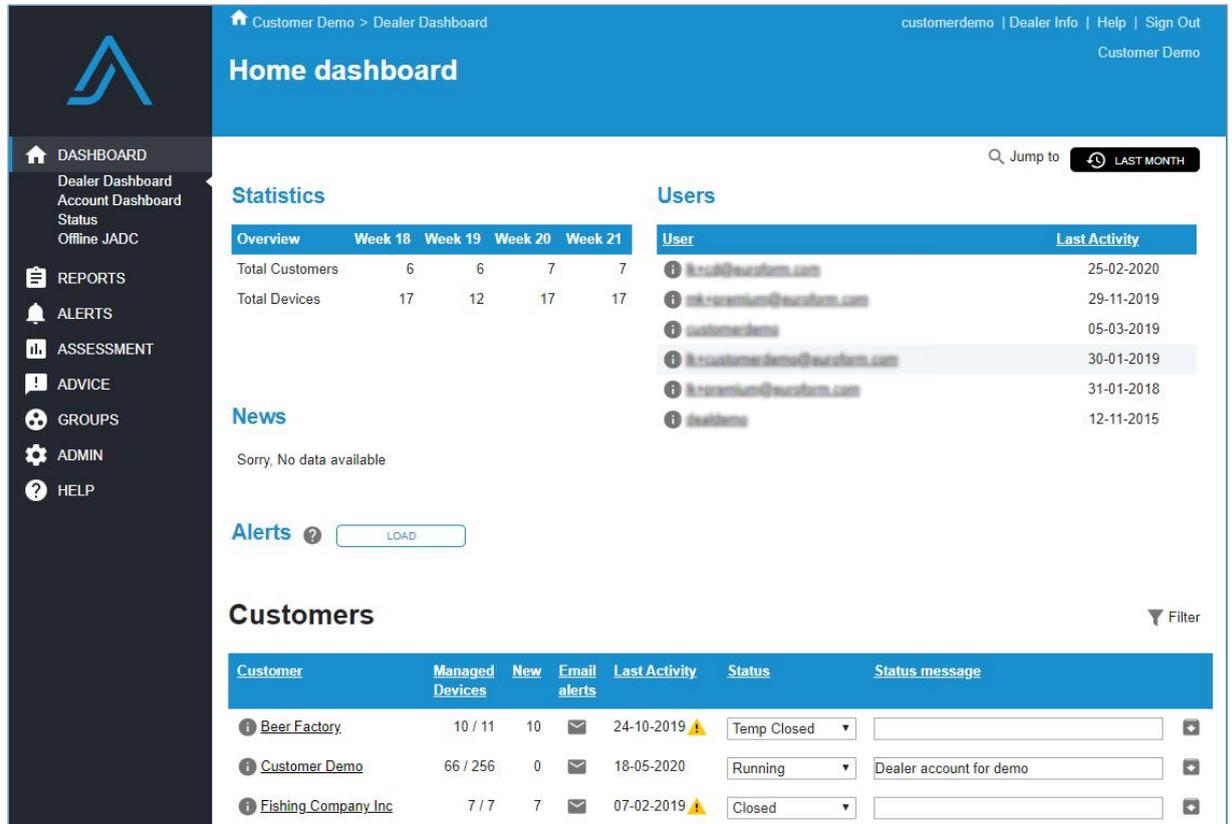


## 1. DASHBOARD

Landing pages and high-level access to understanding account status and customer status if a Dealer user.

### 1.1 Dealer Dashboard

The default landing page for JetAdvice Dealer users, giving quick access to customers and their devices. Providing a high-level view of the accounts and devices installed below the Dealer level.



Customer Demo > Dealer Dashboard

customerdemo | Dealer Info | Help | Sign Out

Customer Demo

### Home dashboard

Jump to LAST MONTH

#### Statistics

Overview	Week 18	Week 19	Week 20	Week 21
Total Customers	6	6	7	7
Total Devices	17	12	17	17

#### Users

User	Last Activity
ikub@euroform.com	25-02-2020
ikpremium@euroform.com	29-11-2019
customerdemo	05-03-2019
ikcustomerdemo@euroform.com	30-01-2019
ikpremium@euroform.com	31-01-2018
ikaditens	12-11-2015

#### News

Sorry, No data available

#### Alerts

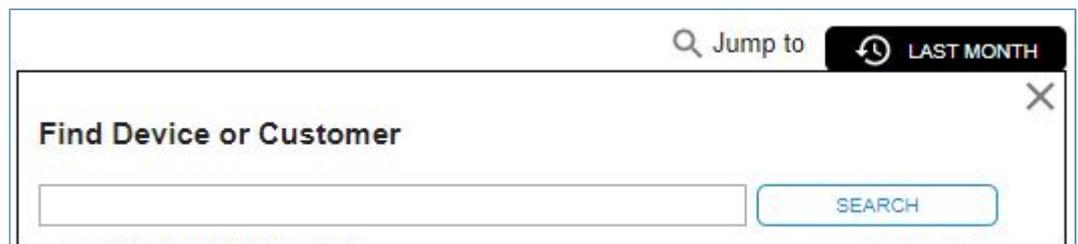
LOAD

#### Customers

Customer	Managed Devices	New	Email alerts	Last Activity	Status	Status message
Beer Factory	10 / 11	10	✉	24-10-2019 ⚠	Temp Closed	
Customer Demo	66 / 256	0	✉	18-05-2020	Running	Dealer account for demo
Fishing Company Inc	7 / 7	7	✉	07-02-2019 ⚠	Closed	

### Jump to

Next to the period selection you will find a **Jump to** option that allows searching for a device or account. When pressing the magnifying glass icon a text field will open along with a search button.



Jump to LAST MONTH

Find Device or Customer

SEARCH

FAQ: [How to search in JetAdvice Manager?](#)

### Statistics

Shows the most recent 4 week intervals of information of how many active customers and devices. Each Week provides a snapshot of the last 30 days upto that week.

### Users

A list of users who have access to this dealer level account and includes the last time they were active.

**Tip:** Users no longer with the company anymore should be removed from the JetAdvice portal. (Users are managed from the Admin>Users menu)

### News

Placeholder for important information or updates..

### Alerts

There are 3 different types of Alerts that can be present on the Dashboard: Account, Device and Supply alerts. Alerts are presented as soon as they are identified - when resolved, Alerts will disappear from this view.

**Video resources:**

[Dashboard Alerts - Overview](#)

[Dashboard Alerts - Subscribing to Alert Notifications](#)

[Dashboard Alerts - HowTo See Low Supplies](#)

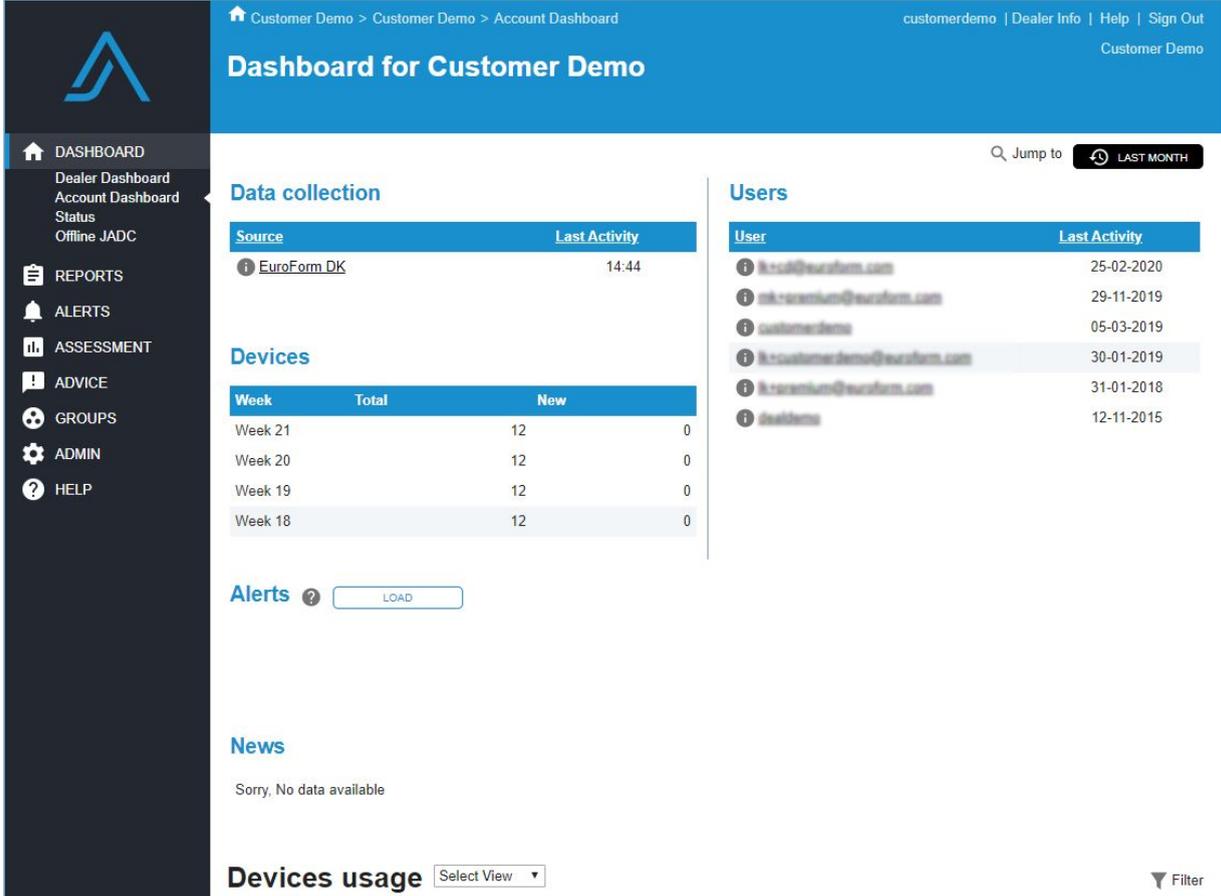
### Customers

Access to all of the Dealer's customers is available with various amounts of information, including DCA last collect and user defined comments. See the FAQ for more detailed information.

**FAQ:** [Understanding the Customer section of the Dealer Dashboard](#)

## 1.2 Account Dashboard

The default landing page for JetAdvice Customer account users, giving quick access to devices and the data collector(s). Providing a high-level view of the accounts and devices



Customer Demo > Customer Demo > Account Dashboard

customerdemo | Dealer Info | Help | Sign Out

Customer Demo

### Dashboard for Customer Demo

Jump to LAST MONTH

#### Data collection

Source	Last Activity
EuroForm DK	14:44

#### Devices

Week	Total	New
Week 21	12	0
Week 20	12	0
Week 19	12	0
Week 18	12	0

Alerts

#### News

Sorry, No data available

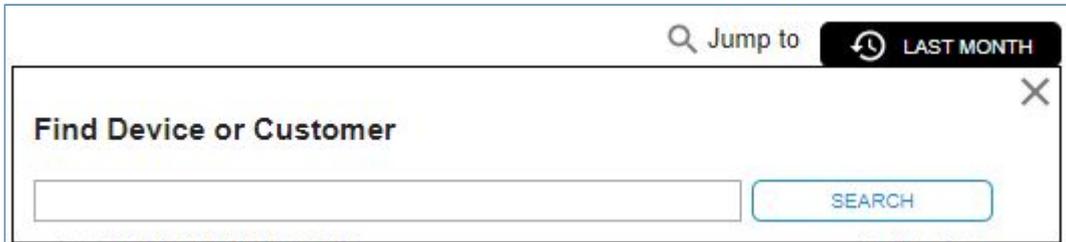
#### Users

User	Last Activity
k.sal@euroform.com	25-02-2020
k.sal@euroform.com	29-11-2019
customerdemo	05-03-2019
k.customerdemo@euroform.com	30-01-2019
k.sal@euroform.com	31-01-2018
k.sal@euroform.com	12-11-2015

Devices usage  Filter

### Jump to

Next to the period selection you will find a **Jump to** option that allows searching for a device or account. When pressing the magnifying glass icon a test field will open along with a search button.



Jump to LAST MONTH

**Find Device or Customer** X

[FAQ: How to search in JetAdvice Manager?](#)

### Data Collection

Provides status information for the installed DCAs at the customer.

### Users

A list of users who have access to this account level account and includes the last time they were active.

**Tip:** Users no longer with the company anymore should be removed from the JetAdvice portal. (Users are managed from the Admin>Users menu)

## Alerts

There are 3 different types of Alerts that can be present on the Dashboard: Account, Device and Supply alerts. Alerts are presented as soon as they are identified - when resolved, Alerts will disappear from this view.

### Video resources:

[Dashboard Alerts - Overview](#)

[Dashboard Alerts - Subscribing to Alert Notifications](#)

[Dashboard Alerts - HowTo See Low Supplies](#)

## News

Placeholder for important information or updates.

## Device usage

A high-level view of devices on the account with 2 viewing options. The Filter can be applied to search for printer names, IP addresses, Serial numbers and Hostnames if needing to locate a particular device.

## 1.3 Status

This page provides access to all of the devices on the account with information about the current SNMP Display panel status details; including the last boot date.

Filter Export LAST MONTH

Device name	IPv4	Serial #	Hostname	Date	Manufacturer	Model Number	MAC Address	Display	Boot date
Konica Minolta Bizhub C308	128.252.13.111	A7PY011001613	SC321	22/04/2019	Konica Minolta		00:20:6B:A1:FB:FF		04/04/2019 21:15:00
HP LaserJet Pro P1606dn	128.252.199.122	VND3C86057	NP10E7C0D	18/04/2019	HP	CE749A	38:EA:A7:0E:7C:0D		19/03/2019 00:45:00
Xerox WorkCentre 7845	128.252.58.85	MX4507608	XRX9C934E941BFA	22/04/2019	XEROX		9C:93:4E:94:1B:FA		05/04/2019 18:15:00
HP PageWide Managed Color MFP E77650dn	128.252.78.227	MXBCL5K2BZ	NPIDD5182	22/04/2019	HP	2GP04A	48:BA:4E:DD:51:82	Sleep mode on	17/04/2019 18:45:00
Kyocera TASKalfa 4501i	128.252.78.56	L7N6111610	KM266E11	22/04/2019	Kyocera		00:17:C8:26:6E:11		11/03/2019 15:45:00
Ricoh Aficio MP 5002AD	128.59.144.14	W532L900222	RNP0026734B77DC	22/04/2019	Ricoh		00:26:73:4B:77:DC	Replace Fusing Unit	01/04/2019 20:15:00
Xerox Phaser 7760DN	128.59.144.196	A1JA340402	APAM 7760 phaser	22/04/2019	XEROX		00:00:AA:AB:7A:CE		21/04/2019 09:30:00
Ricoh MP 2555SP	128.59.144.201	C297R220453	RNP002673D48529	22/04/2019	Ricoh		00:26:73:D4:85:29	No Paper: Tray 2	12/03/2019 14:15:00
HP LaserJet P2055dn	128.59.144.215	CNB9L26595	PRCLASSF	20/04/2019	HP	CE459A	00:23:7D:6E:C1:1C	Setup Menu	17/04/2019 17:30:00
HP Color LaserJet Enterprise M750dn	128.59.144.26	CNDCKBB02V	NPIF4C272	06/04/2019	HP	D3L09A	F4:30:B9:F4:C2:72	Sleep mode on	05/04/2019 18:00:00
HP LaserJet Enterprise P3015dn	128.59.144.36	VNBCB4N1MC	NPI4B0BDB	19/04/2019	HP	CE528A	F4:CE:46:4B:0B:DB	MANUALLY FEED	18/04/2019 16:30:00
Canon MF5950DW	128.59.144.62	HPY16633	MF5950dw	21/04/2019	Canon		88:87:17:0B:26:A1		21/04/2019 02:15:00
HP Color LaserJet CP4525dn	192.168.100.100	JP1T98BGB	NP180F3F4	12/04/2019	HP	CC494V	00:23:7D:80:F3:F4	Sleep mode on	11/04/2019 10:45:00
HP LaserJet Enterprise P3015dn	192.168.100.117	VNBV968GJF	NP170AC0D	17/04/2019	HP	CE528A	00:23:7D:70:AC:0D	LOAD TRAY 2	20/02/2019 09:15:00
HP Color LaserJet CM4540F MFP	192.168.100.167	JP2VB96HHR	NP16D768	28/03/2019	HP	CC420V	1C:C1:DE:16:D7:68	Sleep mode on	28/03/2019 12:45:00
HP PageWide Pro 577dw MFP	192.168.100.168	CN642DY02N	HPF2D525	22/04/2019	HP	D3Q21A	58:20:B1:F2:D5:25	Sleep Mode	12/04/2019 12:30:00

### 1.3.1 Filter & Export

The Filter allows users to filter their results to find the device(s) they are looking for.

Filter					Filter	Export	LAST MONTH
Device name	IPV4	Serial #	Hostname	Date	Manufacturer		
<i>i</i> Konica Minolta Bizhub C308				22-04-2019	Konica Minolta		
<i>i</i> HP LaserJet Pro P1606dn				18-04-2019	HP		
<i>i</i> Xerox WorkCentre 7845	128.252.58.85	MX4507608	XR9C934E941BFA	22-04-2019	XEROX		
<i>i</i> HP PageWide Managed Color MFP E77650dn	128.252.78.227	MXBCL5K2BZ	NPIDD5182	22-04-2019	HP		

Get the data as a one time download in the desired format. XML, XLS, PDF or CSV

Export					Filter	Export	LAST MONTH
Device name	IPV4	Serial #	Hostname	Date	Manufacturer		
<i>i</i> Konica Minolta Bizhub C308				2-04-2019	Konica Minolta		
<i>i</i> HP LaserJet Pro P1606dn				8-04-2019	HP		
<i>i</i> Xerox WorkCentre 7845	128.252.58.85	MX4507608	XR9C934E941BFA	22-04-2019	XEROX		
<i>i</i> HP PageWide Managed Color MFP E77650dn	128.252.78.227	MXBCL5K2BZ	NPIDD5182	22-04-2019	HP		

### 1.3.2 Device Overview

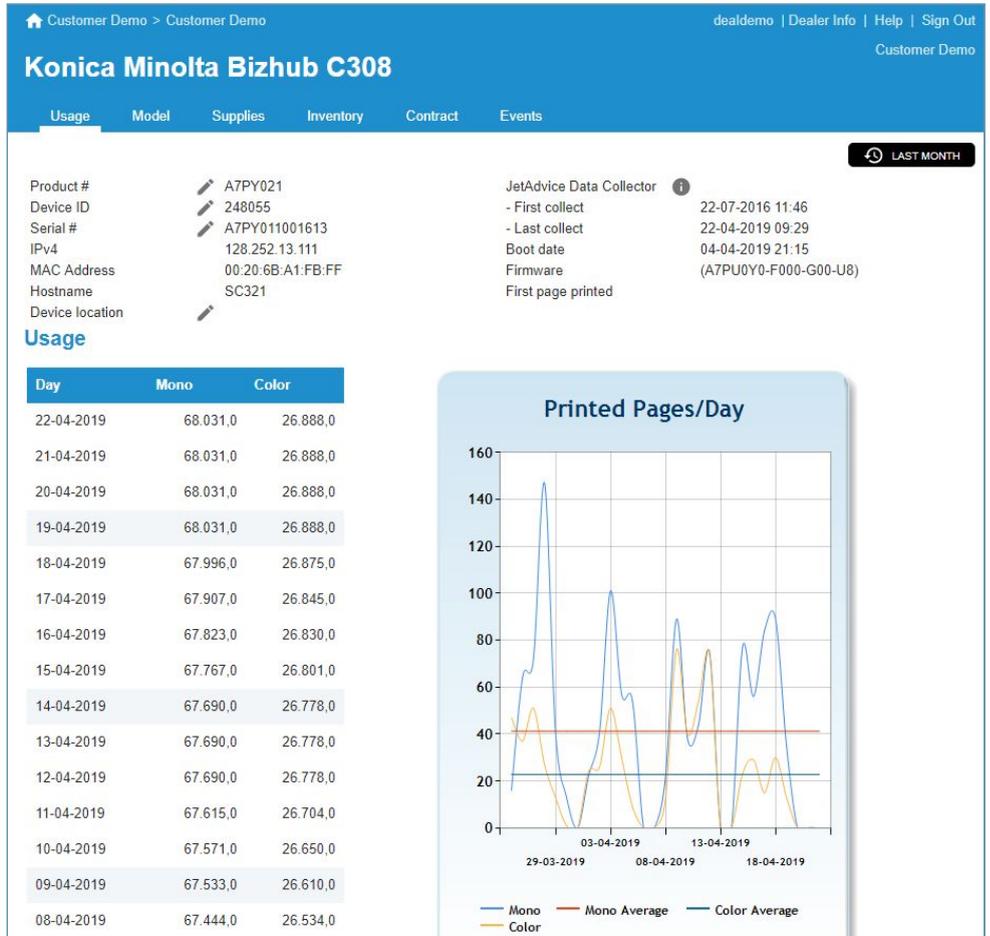
Anytime a “i” icon is available, it provides quick access to the information about the printer on the Device Overview page.

Device name	IPV4	Serial #	Hostname	Date	Manufacturer
<i>i</i> Konica Minolta Bizhub C308	128.252.13.111	A7PY011001613	SC321	22-04-2019	Konica Minolta

The Device Overview page includes a number of sub-pages for the different categories of information read from the printer.

#### Usage

Within the period, the basic usage is available from Mono and Color counters including a graph of the usage over the time of the period.



### Model

Specifications from the manufacturer are provided for the device. Knowledge of about print speed, energy consumption and size can be used in user reports for device and usage comparison.

Customer Demo > Customer Demo
dealdemo | Dealer Info | Help | Sign Out

## Konica Minolta Bizhub C308

Usage | Model | Supplies | Inventory | Contract | Events

LAST MONTH

<p>Product # <span style="font-size: 12px;">✎</span> A7PY021</p> <p>Device ID <span style="font-size: 12px;">✎</span> 248055</p> <p>Serial # <span style="font-size: 12px;">✎</span> A7PY011001613</p> <p>IPv4 <span style="font-size: 12px;">✎</span> 128.252.13.111</p> <p>MAC Address <span style="font-size: 12px;">✎</span> 00:20:6B:A1:FB:FF</p> <p>Hostname <span style="font-size: 12px;">✎</span> SC321</p> <p>Device location <span style="font-size: 12px;">✎</span></p>	<p>JetAdvice Data Collector <span style="font-size: 12px;">i</span></p> <p>- First collect 22-07-2016 11:46</p> <p>- Last collect 22-04-2019 09:29</p> <p>Boot date 04-04-2019 21:15</p> <p>Firmware (A7PU0Y0-F000-G00-U8)</p> <p>First page printed</p>	
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### Model Information

Type	Laser	
Market Introduction	01-06-2015 00:00	
<b>Firmware</b>	Current	Preferred
Date		
Version	A7PU0Y0-F000-G00-U8	



Physical Dimensions	Metric	Imperial
Width	61,5 cm	24,2 in
Depth	68,5 cm	27,0 in
Height	77,9 cm	30,7 in
Weight Min	85 kg	187 lbs
Weight Max		

Trays	Standard	Max
Trays	3 trays	6 trays
Input Capacity	1.150 pages	6.650 pages
Output Capacity		

Environment	Noise	Heat

### Capabilities

Print	Mono and Color	
Duplex	Yes	
Copy	Yes	
Fax	No	
Resolution	1.200 DPI	
Print Sizes	A5, A4/Letter, A3/Tabloid	
Print Job Languages	PCL6, PostScript	
Scan Capabilities	Scan2Folder, Scan2Email	

### Recommended Monthly Page Volume

Recommended Min		
-----------------	--	--

## Supplies

Page provides knowledge of the currently installed supplies.

Customer Demo > Customer Demo dealdemo | Dealer Info | Help | Sign Out

### Konica Minolta Bizhub C308

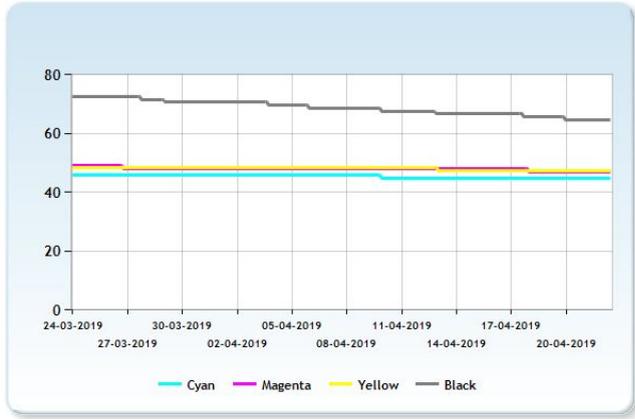
Customer Demo

Usage   Model   **Supplies**   Inventory   Contract   Events

[LAST MONTH](#)

Product #	A7PY021	JetAdvice Data Collector	
Device ID	248055	- First collect	22-07-2016 11:46
Serial #	A7PY011001613	- Last collect	22-04-2019 09:29
IPv4	128.252.13.111	Boot date	04-04-2019 21:15
MAC Address	00:20:6B:A1:FB:FF	Firmware	(A7PU0Y0-F000-G00-U8)
Hostname	SC321	First page printed	
Device location			

**Supplies** Toner



### Current Supplies

Status	Serial #	Product #	Type	Name	Details
<div style="width: 64%;"></div> 64%		A8DA130	Black Toner	<a href="#">Toner (Black)</a>	<a href="#">Show History</a>
<div style="width: 45%;"></div> 45%		A8DA430	Cyan Toner	<a href="#">Toner (Cyan)</a>	<a href="#">Show History</a>
<div style="width: 47%;"></div> 47%		A8DA350	Magenta Toner	<a href="#">Toner (Magenta)</a>	<a href="#">Show History</a>
<div style="width: 47%;"></div> 47%		A8DA250	Yellow Toner	<a href="#">Toner (Yellow)</a>	<a href="#">Show History</a>
<div style="width: 0%;"></div> 0%		DR512K	Black Drum	<a href="#">Drum Cartridge (Black)</a>	<a href="#">Show History</a>
<div style="width: 58%;"></div> 58%		A7U40TD	Color Drum (CMY)	<a href="#">Drum Cartridge (Cyan)</a>	<a href="#">Show History</a>
<div style="width: 58%;"></div> 58%		A7U40TD	Color Drum (CMY)	<a href="#">Drum Cartridge (Magenta)</a>	<a href="#">Show History</a>
<div style="width: 58%;"></div> 58%		A7U40TD	Color Drum (CMY)	<a href="#">Drum Cartridge (Yellow)</a>	<a href="#">Show History</a>
<div style="width: 83%;"></div> 83%		A7PUR70400	Fuser	<a href="#">Fusing Unit</a>	<a href="#">Show History</a>
<div style="width: 83%;"></div> 83%		A7U403D	Black Developer	<a href="#">Developer Cartridge (Black)</a>	<a href="#">Show History</a>
<div style="width: 95%;"></div> 95%		A7U40KD	Cyan Developer	<a href="#">Developer Cartridge (Cyan)</a>	<a href="#">Show History</a>
<div style="width: 95%;"></div> 95%		A7U40ED	Magenta Developer	<a href="#">Developer Cartridge (Magenta)</a>	<a href="#">Show History</a>
<div style="width: 95%;"></div> 95%		A7U408D	Yellow Developer	<a href="#">Developer Cartridge (Yellow)</a>	<a href="#">Show History</a>

[Video: Troubleshooting - Detailed supply information](#)

## Inventory

Information read from the printer as well as options for users to apply contact and device related information to a device.

Customer Demo > Customer Demo
dealdemo | Dealer Info | Help | Sign Out

### Konica Minolta Bizhub C308

Usage Model Supplies Inventory Contract Events

🔄 LAST MONTH

Product # <span style="font-size: small;">✎</span> A7PY021 Device ID <span style="font-size: small;">✎</span> 248055 Serial # <span style="font-size: small;">✎</span> A7PY011001613 IPv4 <span style="font-size: small;">✎</span> 128.252.13.111 MAC Address <span style="font-size: small;">✎</span> 00:20:6B:A1:FB:FF Hostname <span style="font-size: small;">✎</span> SC321 Device location <span style="font-size: small;">✎</span>	JetAdvice Data Collector <span style="font-size: small;">i</span> - First collect 22-07-2016 11:46 - Last collect 22-04-2019 09:29 Boot date 04-04-2019 21:15 Firmware (A7PU0Y0-F000-G00-U8) First page printed	
---	--	--

#### Inventory

<div style="margin-bottom: 10px;"> <b>Information from device</b> </div> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 30%;">Device type</td><td>KONICA MINOLTA bizhub C308</td></tr> <tr><td>Device location</td><td>WU University Registrar</td></tr> <tr><td>Device asset number</td><td></td></tr> <tr><td>Device contact</td><td></td></tr> <tr><td>Model Name</td><td></td></tr> <tr><td>Model Number</td><td></td></tr> <tr><td>Serial #</td><td>A7PY011001613</td></tr> </table> <div style="margin-bottom: 10px;"> <b>Information from user</b> </div> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 30%;">Contact name</td><td><input type="text"/></td></tr> <tr><td>Description</td><td><input type="text"/></td></tr> <tr><td>Department</td><td><input type="text"/></td></tr> <tr><td>Location Name</td><td><input type="text"/></td></tr> <tr><td>Location Building</td><td><input type="text"/></td></tr> <tr><td>Location Floor</td><td><input type="text"/></td></tr> <tr><td>Location Zone</td><td><input type="text"/></td></tr> <tr><td>Ref. Number</td><td><input type="text"/></td></tr> <tr><td>Miscellaneous</td><td><input type="text"/></td></tr> <tr><td>Location Latitude</td><td><input type="text"/></td></tr> <tr><td>Location Longitude</td><td><input type="text"/></td></tr> </table> <div style="text-align: right; margin-top: 5px;"> <input type="button" value="SAVE"/> </div>	Device type	KONICA MINOLTA bizhub C308	Device location	WU University Registrar	Device asset number		Device contact		Model Name		Model Number		Serial #	A7PY011001613	Contact name	<input type="text"/>	Description	<input type="text"/>	Department	<input type="text"/>	Location Name	<input type="text"/>	Location Building	<input type="text"/>	Location Floor	<input type="text"/>	Location Zone	<input type="text"/>	Ref. Number	<input type="text"/>	Miscellaneous	<input type="text"/>	Location Latitude	<input type="text"/>	Location Longitude	<input type="text"/>	<div style="margin-bottom: 10px;"> <b>Contacts</b> <span style="font-size: small;">Edit</span> </div> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 30%;">Contact</td><td><input type="text" value="None"/></td></tr> <tr><td>Location</td><td><input type="text" value="FC HQ"/></td></tr> <tr><td>Leasing</td><td><input type="text" value="None"/></td></tr> <tr><td>Supplier</td><td><input type="text" value="None"/></td></tr> <tr><td>Service</td><td><input type="text" value="None"/></td></tr> </table> <div style="text-align: right; margin-top: 5px;"> <input type="button" value="SAVE"/> </div>	Contact	<input type="text" value="None"/>	Location	<input type="text" value="FC HQ"/>	Leasing	<input type="text" value="None"/>	Supplier	<input type="text" value="None"/>	Service	<input type="text" value="None"/>
Device type	KONICA MINOLTA bizhub C308																																														
Device location	WU University Registrar																																														
Device asset number																																															
Device contact																																															
Model Name																																															
Model Number																																															
Serial #	A7PY011001613																																														
Contact name	<input type="text"/>																																														
Description	<input type="text"/>																																														
Department	<input type="text"/>																																														
Location Name	<input type="text"/>																																														
Location Building	<input type="text"/>																																														
Location Floor	<input type="text"/>																																														
Location Zone	<input type="text"/>																																														
Ref. Number	<input type="text"/>																																														
Miscellaneous	<input type="text"/>																																														
Location Latitude	<input type="text"/>																																														
Location Longitude	<input type="text"/>																																														
Contact	<input type="text" value="None"/>																																														
Location	<input type="text" value="FC HQ"/>																																														
Leasing	<input type="text" value="None"/>																																														
Supplier	<input type="text" value="None"/>																																														
Service	<input type="text" value="None"/>																																														

## Contract

Add and apply contract information that can be used for reference details.

Customer Demo > Customer Demo
dealdemo | Dealer Info | Help | Sign Out

### Konica Minolta Bizhub C308

Customer Demo

Usage
Model
Supplies
Inventory
Contract
Events

LAST MONTH

Product # Device ID Serial # IPv4 MAC Address Hostname Device location	A7PY021 248055 A7PY011001613 128.252.13.111 00:20:6B:A1:FB:FF SC321	JetAdvice Data Collector ⓘ - First collect - Last collect Boot date Firmware First page printed	22-07-2016 11:46 22-04-2019 09:29 04-04-2019 21:15 (A7PU0Y0-F000-G00-U8)
--	--	--	---

#### General

Name \*

Provider

Running From

Running Period  Years

Comment

#### Costs

Currency

Payment Interval

Residual Value

Fixed Cost

Mono Page Cost

Color Page Cost

SAVE ALL CONTRACT INFO  
REMOVE FROM CONTRACT

#### Thresholds

Min. Mono Click  Click/Year

Min. Color Click  Click /Year

Max Mono Coverage  %

Max Color Coverage  %

#### Attach device to existing Contract

Search Contract

Contract

SEARCH  
ATTACH

## Events

A log of events of the various device conditions and durations will be present for the defied Period.



The screenshot shows the 'Events' page for a Konica Minolta Bizhub C308. The top navigation bar includes 'Usage', 'Model', 'Supplies', 'Inventory', 'Contract', and 'Events'. The main content area is divided into several sections:

- Product Information:** Product # A7PY021, Device ID 248055, Serial # A7PY011001613, IPv4 128.252.13.111, MAC Address 00:20:6B:A1:FB:FF, Hostname SC321, Device location.
- JetAdvice Data Collector:** - First collect: 22-07-2016 11:46, - Last collect: 22-04-2019 09:29, Boot date: 04-04-2019 21:15, Firmware: (A7PU0Y0-F000-G00-U8), First page printed.
- Events In Period:** A large empty box for displaying event logs, with a legend for Info (blue), Warning (yellow), Error (orange), and Critical (red).
- Event Log:** A search bar and a 'LOG' button.
- Default Log Texts:** Buttons for 'I WILL ADDRESS ALERT', 'I WILL CONTACT ..', '... COULDN'T FIX', 'DONT ADDRESS ALERT', '... ON THE WAY', and 'NEED HELP'.
- Details:** Fields for Description, Suggested Action, and Is hidden.
- Timestamps:** A field for Created.

## 1.4 Offline JADC

Quick access to the DCA's of the customer account and current status. If a DCA is offline, information is provided if one is not installed or how long it has been offline. More contact information is available to allow easy access to help manage getting the DCA(s) back online.

Filter Export LAST MONTH

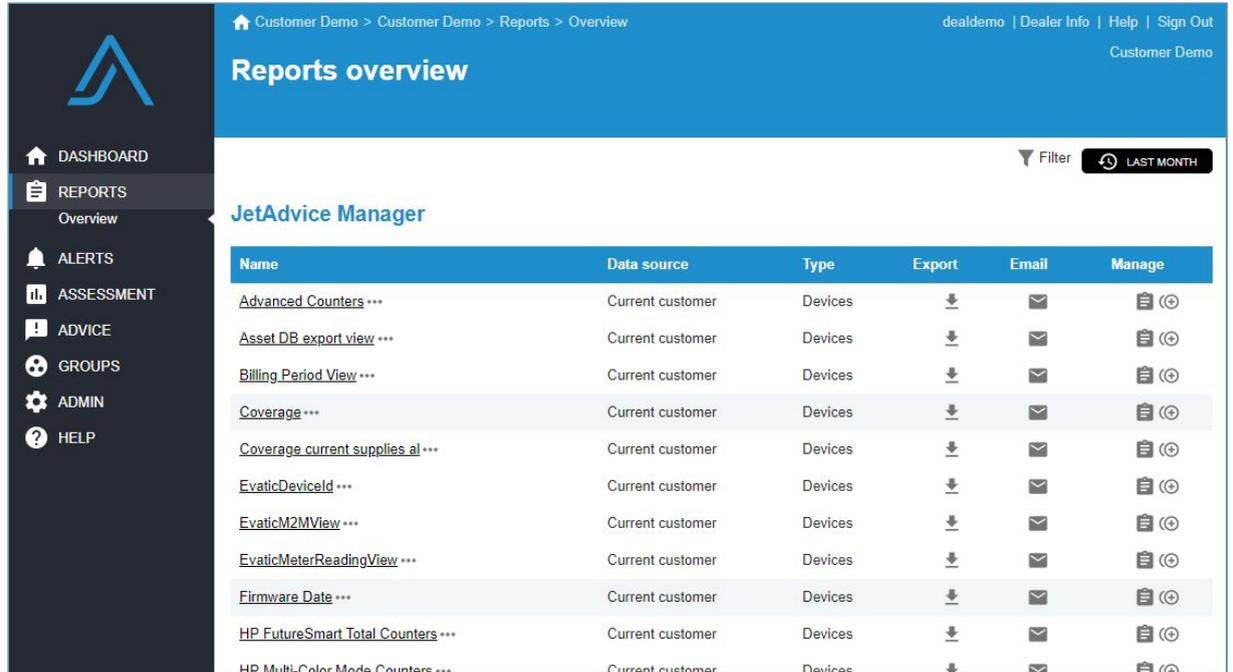
Level	Customer	Account ID	Version	Free Slots	Offline	Max Offline	Last collect	Account created	Account status	Account status msg	Account user	Account mail	DC name	DC IPv4
Customer Demo	Best Customer Inc	74388		1	Not Installed			30-01-2019	IsClosed		dealdemo	support@euroform.com	BestCustomerInc_0599	192.168.14.126
Customer Demo	Fishing Company Inc	74148	2.2.6534.27142		73 days 21 hrs	2 days 18 hrs	07-02-2019		Customer_TemporaryClosed		dealdemo	support@euroform.com	FishingCompanyInc_9973	192.168.14.126
Customer Demo	Customer Demo	16787	2.2.6375.30037						IsRunning	Dealer account for demo	customerdemo	support@euroform.com	CustomerDemo	192.168.14.7
Customer Demo	Beer Factory	74480	2.2.6534.26047						Created		lk	lk@euroform.com	BeerFactory_8528	192.168.14.80

## 2. REPORTS

Flexible and customizable formats allow you to get customer data, when you want it and in the desired formats with the broadest range of choices.

### 2.1 Overview

The Overview are shows all of the reports created on the account. The top section shows all of the standard JetAdvice Manager reports where the lower section, as you go down the page, displays the Dealer level reports and Customer level reports.



Customer Demo > Customer Demo > Reports > Overview dealdemo | Dealer Info | Help | Sign Out  
Customer Demo

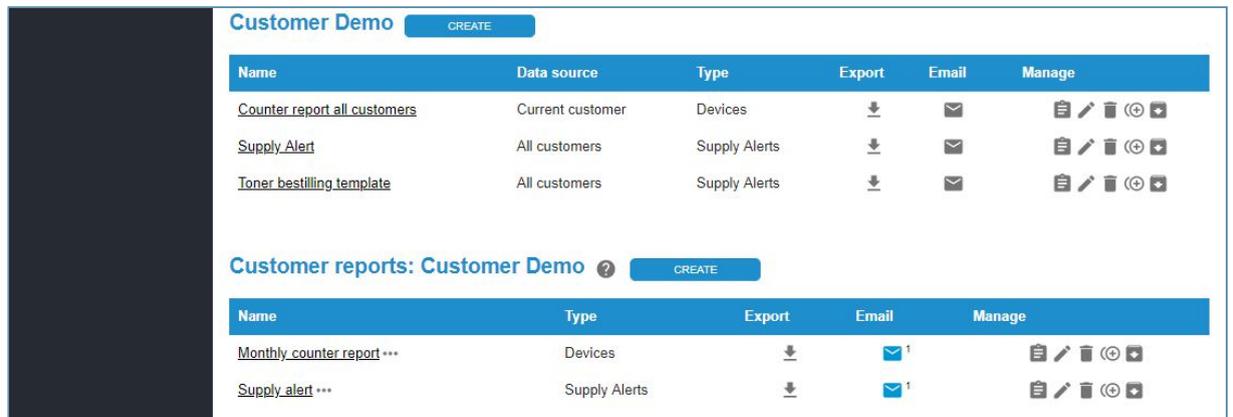
### Reports overview

Filter LAST MONTH

#### JetAdvice Manager

Name	Data source	Type	Export	Email	Manage
<a href="#">Advanced Counters</a> ***	Current customer	Devices	↓	✉	📄 ⚙️
<a href="#">Asset DB export view</a> ***	Current customer	Devices	↓	✉	📄 ⚙️
<a href="#">Billing Period View</a> ***	Current customer	Devices	↓	✉	📄 ⚙️
<a href="#">Coverage</a> ***	Current customer	Devices	↓	✉	📄 ⚙️
<a href="#">Coverage current supplies al</a> ***	Current customer	Devices	↓	✉	📄 ⚙️
<a href="#">EvaticDeviceId</a> ***	Current customer	Devices	↓	✉	📄 ⚙️
<a href="#">EvaticM2MView</a> ***	Current customer	Devices	↓	✉	📄 ⚙️
<a href="#">EvaticMeterReadingView</a> ***	Current customer	Devices	↓	✉	📄 ⚙️
<a href="#">Firmware Date</a> ***	Current customer	Devices	↓	✉	📄 ⚙️
<a href="#">HP FutureSmart Total Counters</a> ***	Current customer	Devices	↓	✉	📄 ⚙️
<a href="#">HP Multi-Color Mode Counters</a> ***	Current customer	Devices	↓	✉	📄 ⚙️

Lower section of the Overview page - showing Dealer and Customer sections.



#### Customer Demo CREATE

Name	Data source	Type	Export	Email	Manage
<a href="#">Counter report all customers</a>	Current customer	Devices	↓	✉	📄 ✎ 🗑️ ⚙️
<a href="#">Supply Alert</a>	All customers	Supply Alerts	↓	✉	📄 ✎ 🗑️ ⚙️
<a href="#">Toner bestilling template</a>	All customers	Supply Alerts	↓	✉	📄 ✎ 🗑️ ⚙️

#### Customer reports: Customer Demo ? CREATE

Name	Type	Export	Email	Manage
<a href="#">Monthly counter report</a> ***	Devices	↓	✉ <sup>1</sup>	📄 ✎ 🗑️ ⚙️
<a href="#">Supply alert</a> ***	Supply Alerts	↓	✉ <sup>1</sup>	📄 ✎ 🗑️ ⚙️

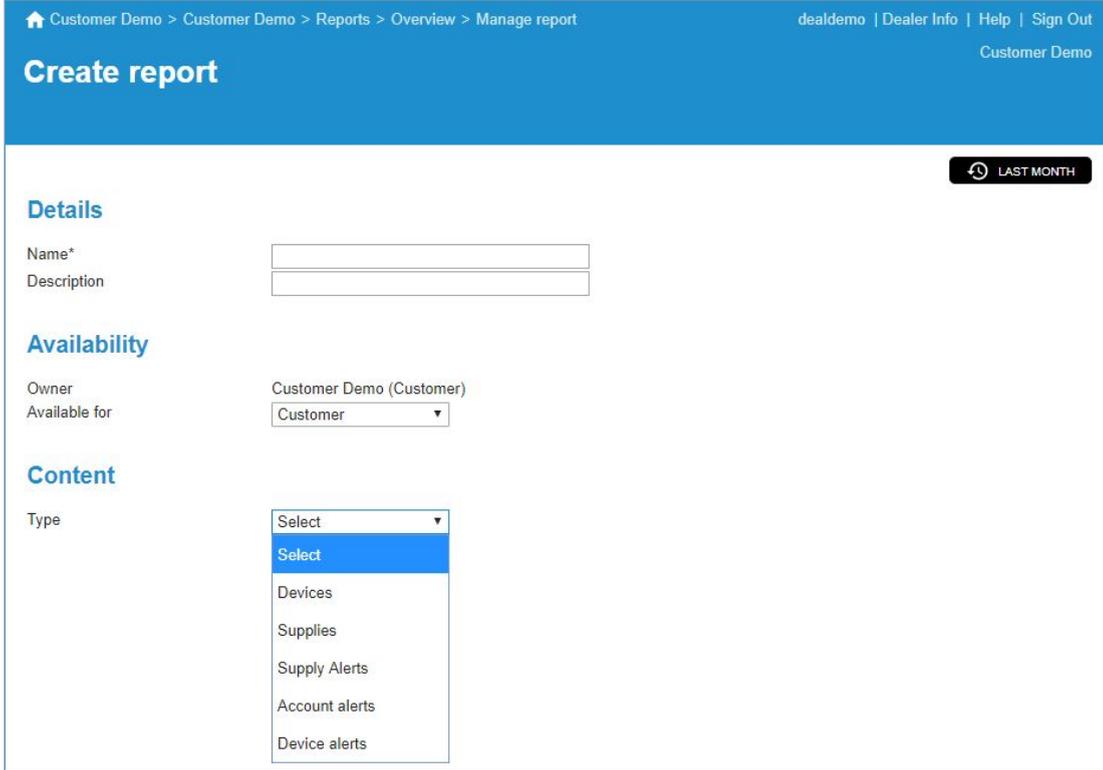
#### 2.1.1 Difference between Customer and Dealer Reports

**Customer reports**, at the very bottom of the page, will only ever be able to show device/supply/account information for this particular customer and will only exist on this account.

**Dealer reports**, one level above the Customer reports, will be available on any customer that is under the Dealer. It is a consistent way to ensure important Dealer created reports can be available across all accounts.

### 2.1.2 Creating Reports

Pressing CREATE at either the Dealer or Customer reports section, will open a new window allow you to Name the report, choose the report availability and choose the report type to create.



Customer Demo > Customer Demo > Reports > Overview > Manage report

dealdemo | Dealer Info | Help | Sign Out

Customer Demo

## Create report

LAST MONTH

### Details

Name\*

Description

### Availability

Owner Customer Demo (Customer)

Available for

### Content

Type

- Select
- Devices
- Supplies
- Supply Alerts
- Account alerts
- Device alerts

A report shows you the information for which you have requested. There are 5 types of reports that can be created. And a

- Devices:
- Supplies
- Supply Alerts
- Account Alerts
- Device Alerts

Once the type is chosen a basic set of fields will be present (right) by default in the report. More fields can be added (left) by using the drop down or search filter and pressing the "+" sign.

### Content

Type:

#### Available Columns

- Basic Counters

A3 Color Total Count	+
A3 Mono Total Count	+
A3 Total Count	+
Color Count	+
Color Count/day	+
Color Count/month	+
Color Count/quarter	+
Color Count/year	+
Counter date	+
Mono Count	+
Mono Count/day	+
Mono Count/month	+
Mono Count/quarter	+
Mono Count/year	+
Total* count	+

1

#### Selected Columns

Details link		White	X
Notice Message		White	X
Device name		White	X
IPv4		White	X
Serial #		White	X
Hostname		White	X

Finish the report by filling out the Filter, Period and Customers (for Dealer reports) and press Create the report.

### Filter

(Click for more info)

#### Period

Reporting period:   Include today ?

Example: 23-03-2019 - 22-04-2019

#### Customers

Data sources:

#### Video resources: [JetAdvice Reports Playlist](#)

- [HowTo Create a Report \(Extended\)](#)
- [HowTo Create a Dealer Report \(Advanced\)](#)
- [HowTo Create a Supply Alert Report](#)

### 2.1.3 Scheduling Reports for Email

Getting the reports to come to your email inbox or backend systems requires a specific report to be scheduled for email.

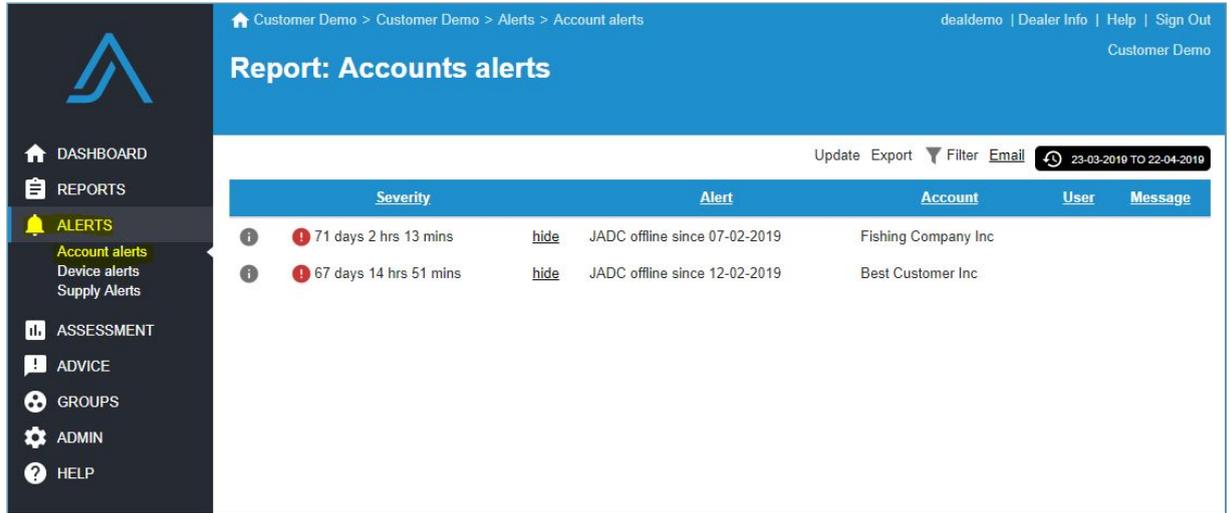
Video: [HowTo Schedule a Report for Email](#)

### 3. ALERTS

Alerts are notifications when there is a conditions or concerns out of the normal running status.

#### 3.1 Account alerts

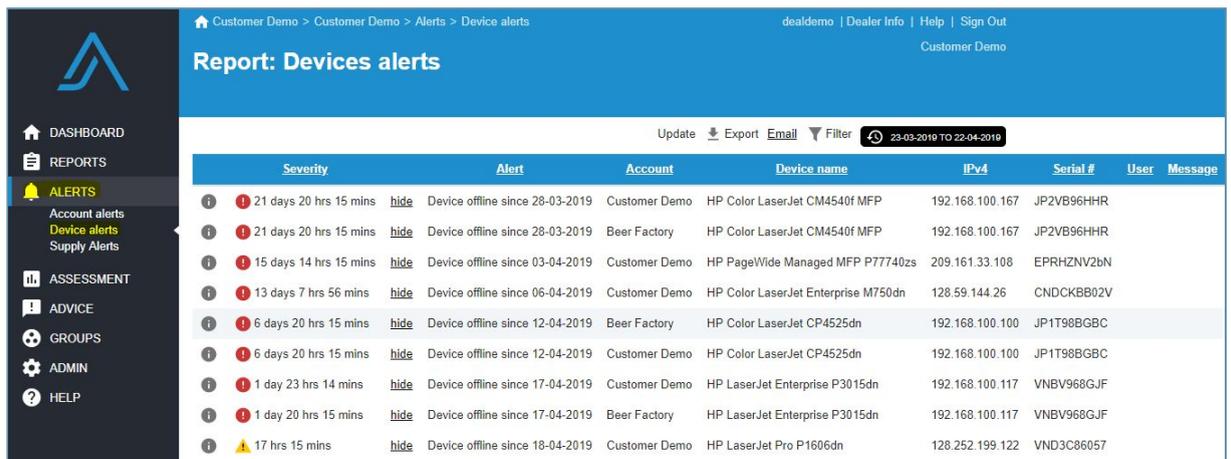
Account alerts provide account level conditions, mainly when DCA's are offline and not collecting data.



Severity	Alert	Account	User	Message
<span style="color: red;">!</span> 71 days 2 hrs 13 mins	<a href="#">hide</a> JADC offline since 07-02-2019	Fishing Company Inc		
<span style="color: red;">!</span> 67 days 14 hrs 51 mins	<a href="#">hide</a> JADC offline since 12-02-2019	Best Customer Inc		

#### 3.2 Device alerts

Devices alerts provide device level notifications. When a device has not been seen, having gone offline for various reasons, or if TRAPs are enabled at the device, error conditions can be communicated as well.



Severity	Alert	Account	Device name	IPv4	Serial #	User	Message
<span style="color: red;">!</span> 21 days 20 hrs 15 mins	<a href="#">hide</a> Device offline since 28-03-2019	Customer Demo	HP Color LaserJet CM4540f MFP	192.168.100.167	JP2VB96HHR		
<span style="color: red;">!</span> 21 days 20 hrs 15 mins	<a href="#">hide</a> Device offline since 28-03-2019	Beer Factory	HP Color LaserJet CM4540f MFP	192.168.100.167	JP2VB96HHR		
<span style="color: red;">!</span> 15 days 14 hrs 15 mins	<a href="#">hide</a> Device offline since 03-04-2019	Customer Demo	HP PageWide Managed MFP P77740zs	209.161.33.108	EPRHZNV2bN		
<span style="color: red;">!</span> 13 days 7 hrs 56 mins	<a href="#">hide</a> Device offline since 06-04-2019	Customer Demo	HP Color LaserJet Enterprise M750dn	128.59.144.26	CNDCKB80ZV		
<span style="color: red;">!</span> 6 days 20 hrs 15 mins	<a href="#">hide</a> Device offline since 12-04-2019	Beer Factory	HP Color LaserJet CP4525dn	192.168.100.100	JP1T98BGBC		
<span style="color: red;">!</span> 6 days 20 hrs 15 mins	<a href="#">hide</a> Device offline since 12-04-2019	Customer Demo	HP Color LaserJet CP4525dn	192.168.100.100	JP1T98BGBC		
<span style="color: red;">!</span> 1 day 23 hrs 14 mins	<a href="#">hide</a> Device offline since 17-04-2019	Customer Demo	HP LaserJet Enterprise P3015dn	192.168.100.117	VNBV968GJF		
<span style="color: red;">!</span> 1 day 20 hrs 15 mins	<a href="#">hide</a> Device offline since 17-04-2019	Beer Factory	HP LaserJet Enterprise P3015dn	192.168.100.117	VNBV968GJF		
<span style="color: yellow;">!</span> 17 hrs 15 mins	<a href="#">hide</a> Device offline since 18-04-2019	Customer Demo	HP LaserJet Pro P1606dn	128.252.199.122	VND3C86057		

### 3.1 Supply alerts

When a Supply Alert report is active and scheduled, any supply that met the trigger and bulk thresholds will be identified in this area. This page shows the supplies that have been flagged.

Customer Demo > Customer Demo > Alerts > Supply Alerts dealdemo | Dealer Info | Help | Sign Out  
Customer Demo

Filter Export 23-03-2019 TO 22-04-2019

View Supply Alerts from

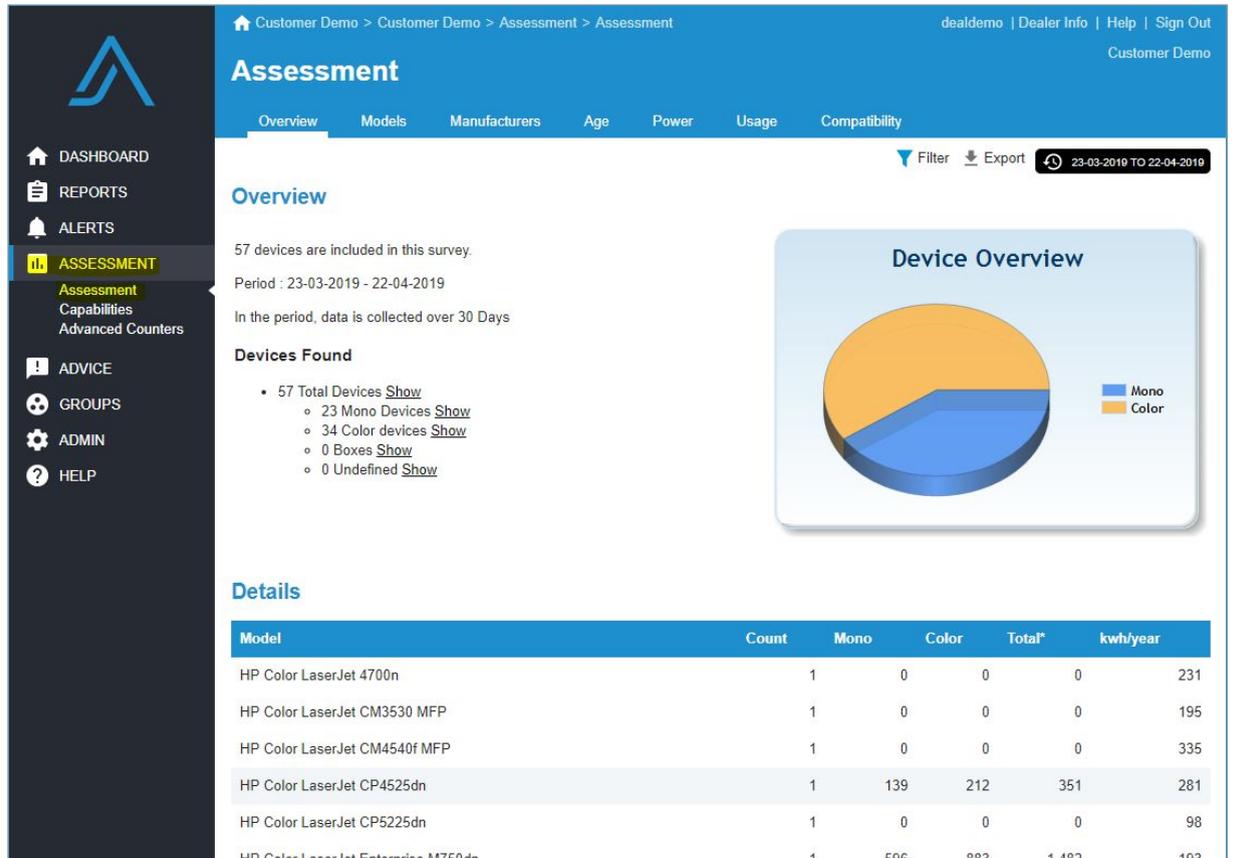
	Device name	IPv4	Serial #	Date	Supply	Level	Mono	Color	Total*
⚠	HP PageWide Managed Color MFP E77650dn	128.252.78.227	MXBCL5K2BZ	12-04-2019 09:07:06	Yellow Cartridge 990XC CONTRACT HP M0K24XC	10.0 %	10.253	14.402	26.827
⚠	HP PageWide Managed Color MFP E77650dn	128.252.78.227	MXBCL5K2BZ	14-03-2019 09:06:58	Black Cartridge 990XC CONTRACT HP M0K28XC	10.0 %	9.117	12.943	24.558
⚠	Xerox Phaser 7760DN	128.59.144.196	AUA340402	14-03-2019 09:06:58	Yellow Imaging Unit, Phaser 7760, PN 108R00713	13.0 %	61.429	110.002	174.917
⚠	HP LaserJet Enterprise P3015dn	192.168.100.117	VNBV968GJF	22-02-2019 09:06:44	Black Cartridge HP CE255A	10.0 %	1.343		1.503
⚠	Xerox WorkCentre 7845	128.252.58.85	MX4507608	12-02-2019 09:06:25	Waste Toner Container, PN 008R13061;SUnknown	5.0 %	90.592	7.639	98.231
⚠	HP Color LaserJet Enterprise M750dn	128.59.144.26	CNDCKB802V	09-02-2019 09:04:59	Magenta Cartridge 650A HP CE273A	10.0 %	11.727	30.623	42.578
⚠	HP Color LaserJet CP4525dn	192.168.100.100	JP1T98BGBC	06-02-2019 09:08:42	Toner Collection Unit HP CE265A	5.0 %	12.146	34.631	46.781
⚠	HP Color LaserJet CP4525dn	192.168.100.100	JP1T98BGBC	06-02-2019 09:08:42	Yellow Cartridge HP CE262A	13.0 %	12.146	34.631	46.781
⚠	HP LaserJet P2055dn	128.59.144.215	CNB9L26595	30-01-2019 09:17:38	Black Cartridge HP CE505A	0.0 %	194.107		194.107
⚠	Konica Minolta Bizhub C308	128.252.13.111	A7PY011001613	30-01-2019 09:17:38	Drum Cartridge (Black)	0.0 %	64.687	25.306	97.111
⚠	Ricoh Aficio MP 5002AD	128.59.144.14	W532L900222	30-01-2019 09:17:38	Waste Toner	0.0 %	328.256		328.256
⚠	Ricoh MP 2555SP	128.59.144.201	C297R220453	30-01-2019 09:17:38	Waste Toner	0.0 %	83.851		83.851

## 4. ASSESSMENT

The ASSESSMENT section provides an overview of the devices and the data seen from the devices on the account, including the special counters from each different manufacturer.

### 4.1 Assessment

The Assessment page provides 7 different tabs of information for the account, giving a high level assessment from the data captured from the devices on the account.



Customer Demo > Customer Demo > Assessment > Assessment dealdemo | Dealer Info | Help | Sign Out  
Customer Demo

**Assessment**

Overview Models Manufacturers Age Power Usage Compatibility

Filter Export 23-03-2019 TO 22-04-2019

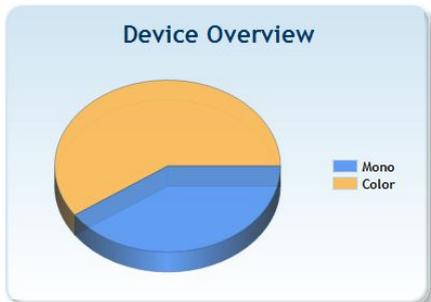
### Overview

57 devices are included in this survey.  
Period : 23-03-2019 - 22-04-2019  
In the period, data is collected over 30 Days

#### Devices Found

- 57 Total Devices [Show](#)
  - 23 Mono Devices [Show](#)
  - 34 Color devices [Show](#)
  - 0 Boxes [Show](#)
  - 0 Undefined [Show](#)

#### Device Overview

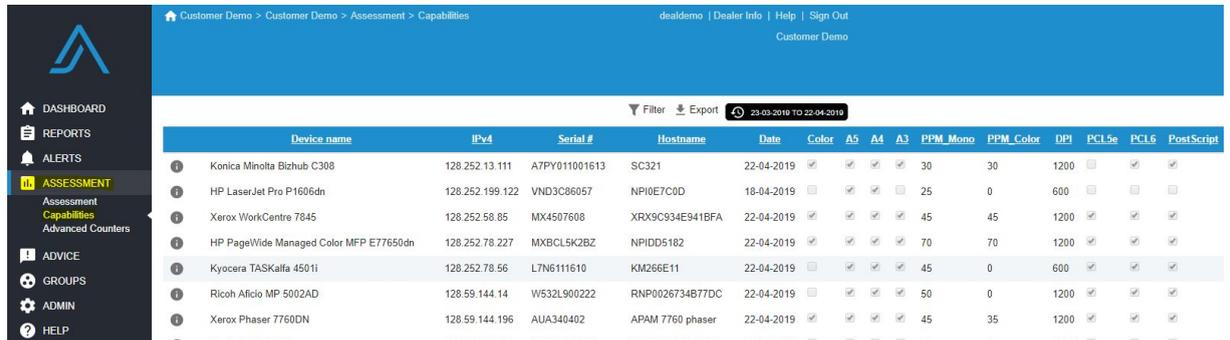


Model	Count	Mono	Color	Total*	kwh/year
HP Color LaserJet 4700n	1	0	0	0	231
HP Color LaserJet CM3530 MFP	1	0	0	0	195
HP Color LaserJet CM4540f MFP	1	0	0	0	335
HP Color LaserJet CP4525dn	1	139	212	351	281
HP Color LaserJet CP5225dn	1	0	0	0	98
HP Color LaserJet Enterprise M750dn	1	596	883	1,482	193

**Tip:** The Assessment can be exported in a PDF to provide the details in a digital or print form for customers.

## 4.2 Capabilities

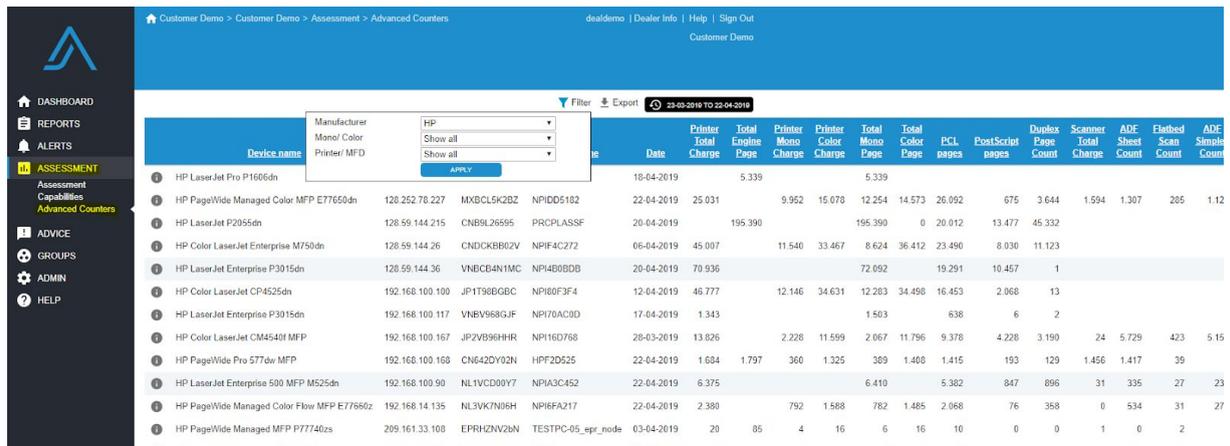
A breakdown of the devices is provided, giving basic capability information for each to best understand the fleet.



Device name	IPv4	Serial #	Hostname	Date	Color	A5	A4	A3	PPM_Mono	PPM_Color	DPI	PCL5e	PCL6	PostScript
Konica Minolta Bizhub C308	128.252.13.111	A7PY011001613	SC321	22-04-2019	✓	✓	✓	✓	30	30	1200	✓	✓	✓
HP LaserJet Pro P1606dn	128.252.199.122	VND3C86057	NP10E7C0D	18-04-2019	✓	✓	✓	✓	25	0	600	✓	✓	✓
Xerox WorkCentre 7845	128.252.58.85	MX4507608	XR9C934E941BFA	22-04-2019	✓	✓	✓	✓	45	45	1200	✓	✓	✓
HP PageWide Managed Color MFP E77650dn	128.252.78.227	MXBCL5K2BZ	NPIDD5182	22-04-2019	✓	✓	✓	✓	70	70	1200	✓	✓	✓
Kyocera TASKalfa 4501i	128.252.78.56	L7N6111610	KM266E11	22-04-2019	✓	✓	✓	✓	45	0	600	✓	✓	✓
Ricoh Aficio MP 5002AD	128.59.144.14	W532L900222	RNP0026734B77DC	22-04-2019	✓	✓	✓	✓	50	0	1200	✓	✓	✓
Xerox Phaser 7760DN	128.59.144.196	AUA340402	APAM 7760 phaser	22-04-2019	✓	✓	✓	✓	45	35	1200	✓	✓	✓

## 4.3 Advance Counters

Each manufacturer has different methods of describing and communicating different counters that may be available in their devices, based on device abilities. This page provides a Filter to display manufacturer options for mono/color and single/multifunction options to know what counters are available.



Device name	Manufacturer	Mono/ Color	Printer/ MFD	Date	Printer Total Charge	Total Engine Page	Printer Mono Charge	Printer Color Charge	Total Mono Page	Total Color Page	PCL pages	PostScript pages	Duplex Page Count	Scanner Total Charge	ADE Sheet Count	Flatbed Scan Count	ADE Simul Count
HP LaserJet Pro P1606dn	HP	Show all	Show all	18-04-2019	5.339	5.339											
HP PageWide Managed Color MFP E77650dn	HP	Show all	Show all	22-04-2019	25.031	9.952	15.078	12.254	14.573	26.092			675	3.644	1.594	1.307	285
HP LaserJet P2055dn	HP	Show all	Show all	20-04-2019	195.390	195.390							13.477	45.332			
HP Color LaserJet Enterprise M750dn	HP	Show all	Show all	06-04-2019	45.007	11.540	33.467	8.624	36.412	23.490			8.030	11.123			
HP LaserJet Enterprise P3015dn	HP	Show all	Show all	20-04-2019	70.936												
HP Color LaserJet CP4525dn	HP	Show all	Show all	12-04-2019	46.777	12.146	34.631	12.283	34.498	16.453			2.068	13			
HP LaserJet Enterprise P3015dn	HP	Show all	Show all	17-04-2019	1.343												
HP Color LaserJet CM4540i MFP	HP	Show all	Show all	28-03-2019	13.826	2.228	11.599	2.067	11.796	9.378			4.228	3.190	24	5.729	423
HP PageWide Pro 577dw MFP	HP	Show all	Show all	22-04-2019	1.684	1.797	360	1.325	309	1.408	1.415		193	129	1.456	1.417	39
HP LaserJet Enterprise 500 MFP M525dn	HP	Show all	Show all	22-04-2019	6.375												
HP PageWide Managed Color Flow MFP E77660z	HP	Show all	Show all	22-04-2019	2.380		752	1.588	782	1.485	2.068		76	358	0	534	31
HP PageWide Managed MFP P77740zs	HP	Show all	Show all	03-04-2019	20	85	4	16	6	16	10		0	0	1	0	2

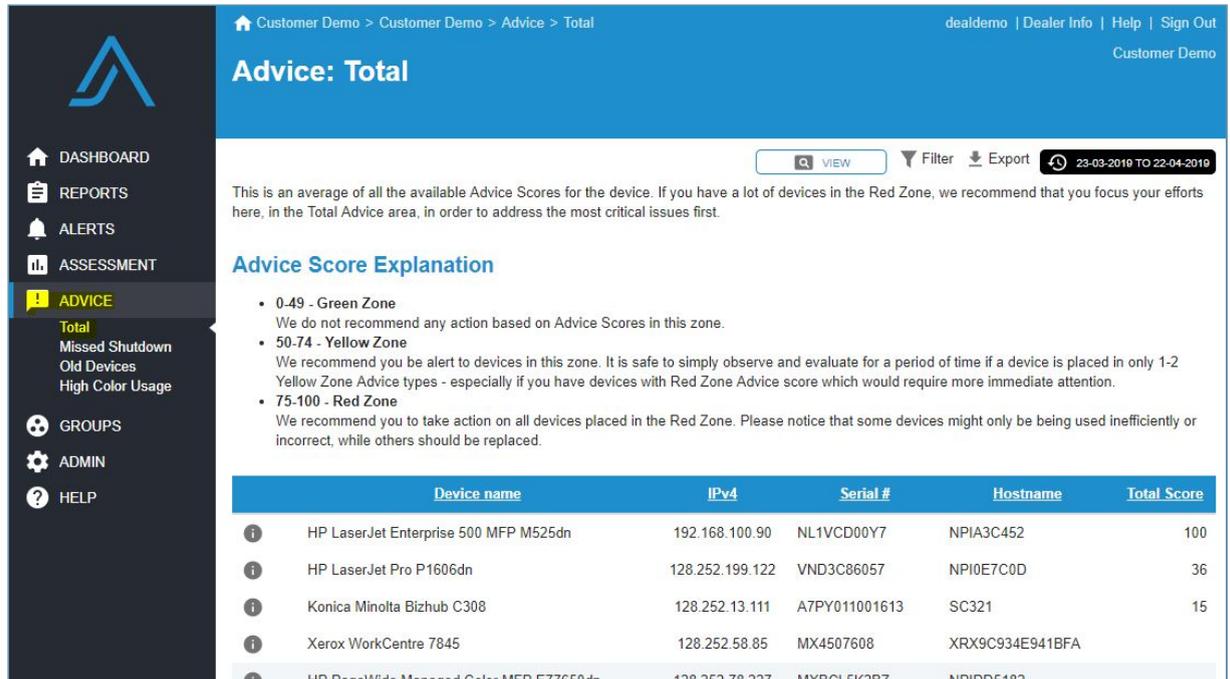
[Video: Getting Started - Advanced Counters](#)

## 5. ADVICE

JetAdvice Manager's ADVICE section is just that, providing advice based on device data and combining the results to scores to determine which devices may be OK (Green), Questionable (Yellow) and Requires action (Red).

### 5.1 Total

This is an average of all the available Advice Scores for the device. It is recommended to focus efforts here in order to address the most critical issues first.



Customer Demo > Customer Demo > Advice > Total dealdemo | Dealer Info | Help | Sign Out  
Customer Demo

### Advice: Total

VIEW Filter Export 23-03-2019 TO 22-04-2019

This is an average of all the available Advice Scores for the device. If you have a lot of devices in the Red Zone, we recommend that you focus your efforts here, in the Total Advice area, in order to address the most critical issues first.

#### Advice Score Explanation

- 0-49 - Green Zone**  
We do not recommend any action based on Advice Scores in this zone.
- 50-74 - Yellow Zone**  
We recommend you be alert to devices in this zone. It is safe to simply observe and evaluate for a period of time if a device is placed in only 1-2 Yellow Zone Advice types - especially if you have devices with Red Zone Advice score which would require more immediate attention.
- 75-100 - Red Zone**  
We recommend you to take action on all devices placed in the Red Zone. Please notice that some devices might only be being used inefficiently or incorrect, while others should be replaced.

	Device name	IPv4	Serial #	Hostname	Total Score
i	HP LaserJet Enterprise 500 MFP M525dn	192.168.100.90	NL1VCD00Y7	NPIA3C452	100
i	HP LaserJet Pro P1606dn	128.252.199.122	VND3C86057	NPI0E7C0D	36
i	Konica Minolta Bizhub C308	128.252.13.111	A7PY011001613	SC321	15
i	Xerox WorkCentre 7845	128.252.58.85	MX4507608	XR9C934E941BFA	
i	HP PageWide Managed Color MFP E77650dn	128.252.78.227	MXBCI5K2BZ	NPIDD5182	

## 5.2 Missed Shutdown

Devices in the red zone have not been shut down for too long and often reflects devices which do not have a person or a group of persons responsible for turning off the device.

dealdemo | Dealer Info | Help | Sign Out
Customer Demo

Customer Demo > Customer Demo > Advice > Missed Shutdown

### Advice: Missed Shutdown

Filter
Export
23-03-2019 TO 22-04-2019

Our Advice to you would be to turn off your devices on a regular basis. You can save up to 30 % of your power consumption by turning off the Devices at the end of your working day.

Devices in the red zone have not been shut down for too long and often reflects devices which do not have a person or a group persons responsible for turning off the device.

Remember you can see the power consumption for many of your devices (by clicking the info/"I" icon).

#### Advice Score Explanation

- 0-49 - Green Zone**  
We do not recommend any action based on Advice Scores in this zone.
- 50-74 - Yellow Zone**  
We recommend you be alert to devices in this zone. It is safe to simply observe and evaluate for a period of time if a device is placed in only 1-2 Yellow Zone Advice types - especially if you have devices with Red Zone Advice score which would require more immediate attention.
- 75-100 - Red Zone**  
We recommend you to take action on all devices placed in the Red Zone. Please notice that some devices might only be being used inefficiently or incorrect, while others should be replaced.

	Device name	IPv4	Serial #	Hostname	Missing Shutdown Score
i	HP LaserJet Enterprise 500 MFP M525dn	192.168.100.90	NL1VCD00Y7	NPIA3C452	100
i	Konica Minolta Bizhub C308	128.252.13.111	A7PY011001613	SC321	19
i	HP LaserJet Pro P1606dn	128.252.199.122	VND3C86057	NPI0E7C0D	4
i	Xerox WorkCentre 7845	128.252.58.85	MX4507608	XRX9C934E941BFA	
i	HP PageWide Managed Color MFP E77650dn	128.252.78.227	MXRCL5K2B7	NPIDD5182	

**Tip:** Turn off devices on a regular basis allows savings up to 30 % on power consumption.

## 5.3 Old Devices

Broken down to Mono and Color types of devices, devices are rated by their age. Older models can cost more on supplies and services as well as not being as efficient.

dealdemo | Dealer Info | Help | Sign Out
Customer Demo

Customer Demo > Customer Demo > Advice > Old Devices

### Advice: Old Devices

VIEW Filter Export 23-03-2019 TO 22-04-2019

#### Mono Devices

Your mono printing devices should be replaced by new models regularly. Old models cost more in service, supplies and power consumption.

#### Color devices

Your color printing devices should be replaced by new models regularly. The development of color printers is faster than mono and should be replaced more often than mono devices.

Old models cost more in service, supplies and power consumption. Sometimes the investment in a new device has a ROI in only 1 year.

#### Advice Score Explanation

- **0-49 - Green Zone**  
We do not recommend any action based on Advice Scores in this zone.
- **50-74 - Yellow Zone**  
We recommend you be alert to devices in this zone. It is safe to simply observe and evaluate for a period of time if a device is placed in only 1-2 Yellow Zone Advice types - especially if you have devices with Red Zone Advice score which would require more immediate attention.
- **75-100 - Red Zone**  
We recommend you to take action on all devices placed in the Red Zone. Please notice that some devices might only be being used inefficiently or incorrect, while others should be replaced.

	Device name	IPv4	Serial #	Hostname	Introduction date	Old Mono Devices Score	Old Color Devices Score
i	Konica Minolta Bizhub C308	128.252.13.111	A7PY011001613	SC321	01-06-2015		12
i	HP LaserJet Pro P1606dn	128.252.199.122	VND3C86057	NPI0E7C0D	01-03-2010	69	
i	Xerox WorkCentre 7845	128.252.58.85	MX4507608	XR9C934E941BFA	01-02-2013		
i	HP PageWide Managed Color MFP E77650dn	128.252.78.227	MXBC15K2BZ	NBDD6182	01-09-2017		

## 5.4 High Color Usage

Due to the nature of higher costs of color prints in Cost Per Page (CPP) contracts it can be good to know which devices have high usages of color.

Customer Demo > Customer Demo > Advice > High Color Usage
dealdemo | Dealer Info | Help | Sign Out

**Advice: High color Usage**
Customer Demo

VIEW

Filter

Export

23-03-2019 TO 22-04-2019

Your color printing devices should in many cases not be printing a high percentage of color pages.

Often color pages has a much higher cost price and using this advice can help you reduce your cost by identifying the printers with high color usage.

### Advice Score Explanation

- 0-49 - Green Zone**  
We do not recommend any action based on Advice Scores in this zone.
- 50-74 - Yellow Zone**  
We recommend you be alert to devices in this zone. It is safe to simply observe and evaluate for a period of time if a device is placed in only 1-2 Yellow Zone Advice types - especially if you have devices with Red Zone Advice score which would require more immediate attention.
- 75-100 - Red Zone**  
We recommend you to take action on all devices placed in the Red Zone. Please notice that some devices might only be being used inefficiently or incorrect, while others should be replaced.

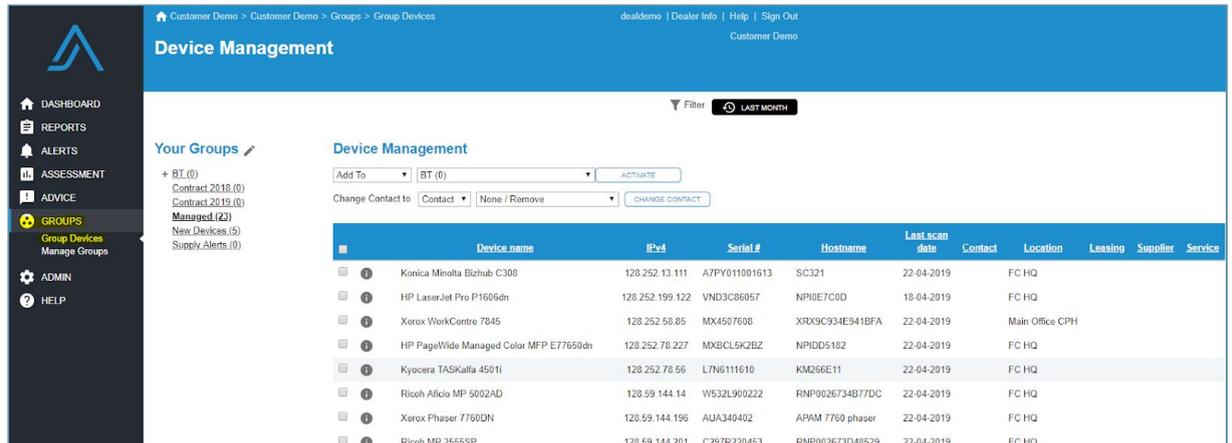
Device name	IPv4	Serial #	Hostname	Date Start	Date End	Date Diff	Mono	Color	High Color Usage
Konica Minolta Bizhub C308	128.252.13.111	A7PY011001613	SC321	23-03-2019	22-04-2019	30	1.237	683	
HP LaserJet Pro P1606dn	128.252.199.122	VND3C86057	NP10E7C0D	20-03-2019	18-04-2019	28	7		
Xerox WorkCentre 7845	128.252.58.85	MX4507608	XR9C934E941BFA	23-03-2019	22-04-2019	30	4.166	281	
HP PageWide Managed Color MFP E77650dn	128.252.78.227	MXBCL5K2BZ	NPIDD5182	23-03-2019	22-04-2019	30	477	1.144	
Kyocera TASKalfa 4501i	128.252.78.56	L7N6111610	KM266E11	23-03-2019	22-04-2019	30	1.961		
Ricoh Aficio MP 5002AD	128.59.144.14	W532L900222	RNP0026734B77DC	22-03-2019	22-04-2019	30	1.728		
Xerox Phaser 7760DN	128.59.144.196	AUA340402	APAM 7760 phaser	23-03-2019	22-04-2019	30	68	726	
Ricoh MP 2555SP	128.59.144.201	C297B220453	RNP002673D48529	23-03-2019	22-04-2019	30	6.213		

## 6. GROUPS

GROUPS allows the ability to create and manage levels with groups to help categorize devices based on contract, location or whatever a users needs are. Groups are what users can apply to reports and views to get exactly the information needed.

### 6.1 Group Devices

Choose and select devices to manage and move them in/out of desired groupings and/or specific contacts easily.



	Device name	IPx4	Serial#	Hostname	Last scan date	Contact	Location	Leasing	Supplier	Service
<input type="checkbox"/>	Konica Minolta Bizhub C308	128.252.13.111	A7PY011001613	SC321	22-04-2019		FC HQ			
<input type="checkbox"/>	HP LaserJet Pro P1606dn	128.252.199.122	VND3C86957	NP0E7C0D	18-04-2019		FC HQ			
<input type="checkbox"/>	Xerox WorkCentre 7845	128.252.58.85	MX4507608	XR9X9C934E941BFA	22-04-2019		Main Office CPH			
<input type="checkbox"/>	HP PageWide Managed Color MFP E77650dn	128.252.78.227	MX8CL5K2BZ	NPIDD5182	22-04-2019		FC HQ			
<input type="checkbox"/>	Kyocera TASKalfa 4501i	128.252.78.56	L7N6111610	KM266E11	22-04-2019		FC HQ			
<input type="checkbox"/>	Ricoh Aficio MP 5002AD	128.59.144.14	W532L900222	RNP0026734B77DC	22-04-2019		FC HQ			
<input type="checkbox"/>	Xerox Phaser 7760DN	128.59.144.196	AUA340402	APAM 7760 phaser	22-04-2019		FC HQ			
<input type="checkbox"/>	Ricoh MP 2555SP	128.59.144.201	C297R220453	RNP002673D40529	22-04-2019		FC HQ			

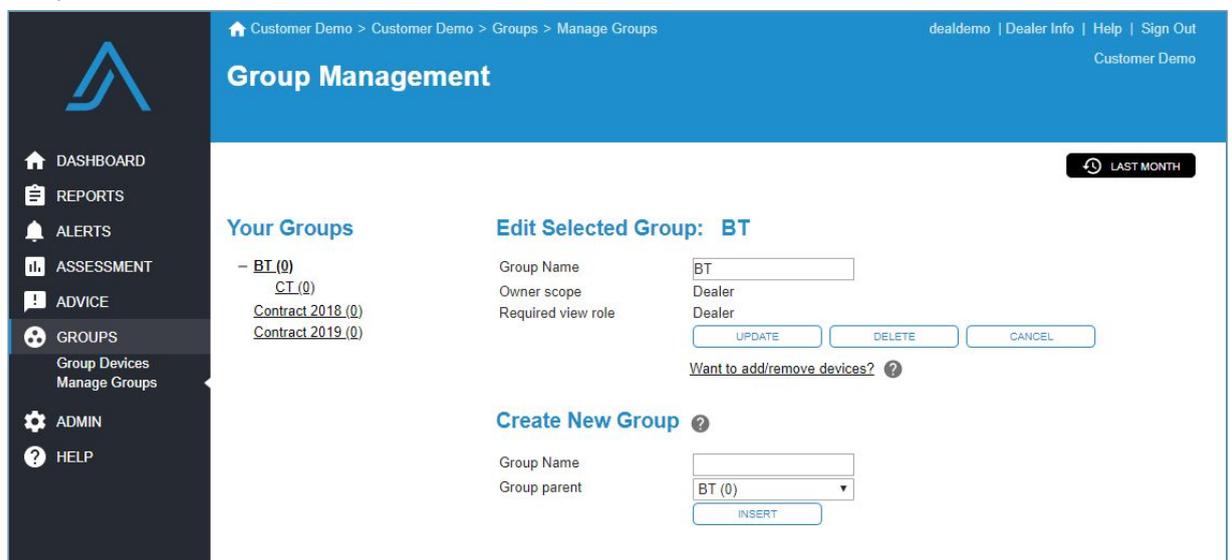
#### Video resources:

[Getting Started: - HowTo add devices in groups](#)

[Getting Started - Assigning a contact to multiple devices](#)

### 6.2 Manage Groups

Creating and Managing groups allows account users to categorize their devices, giving the power and control to determine which devices should be in what views.



Groups can be created to be an area where devices go when they should not be a part of the reports and views. When in a report/View users can apply a filter to exclude a Group, not allowing specific devices to contribute their data.

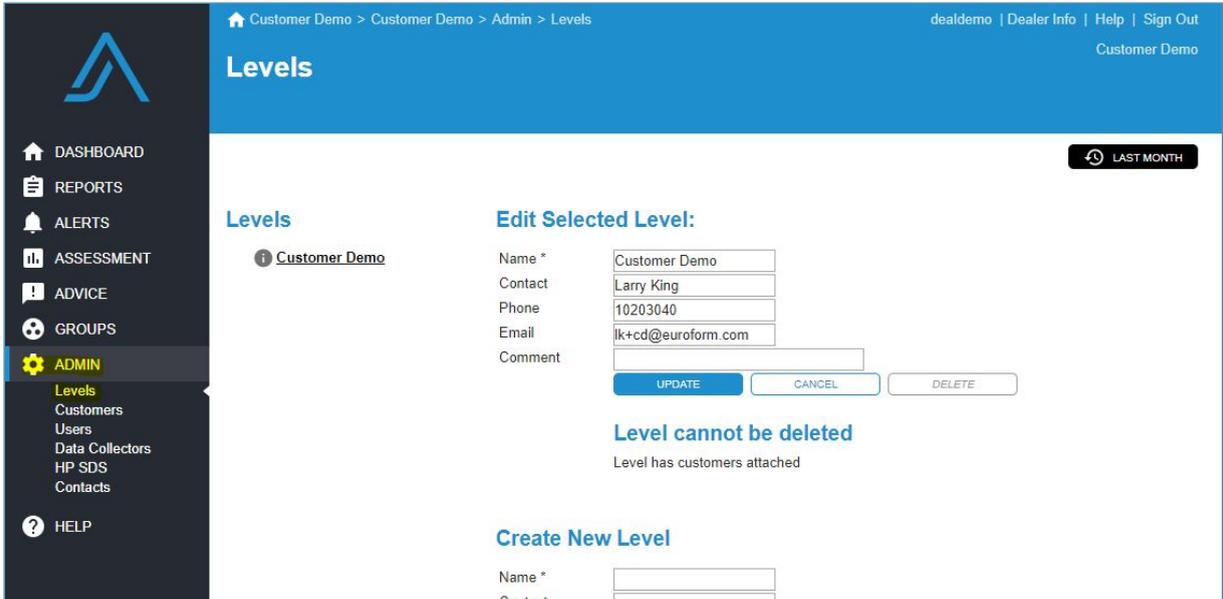
**Video:** [Getting Started - HowTo create a group](#)

## 7. ADMIN

The ADMIN section provides the ability to add and manage various functions and abilities for your own account and those that you manage. Not all sub-menu options are available to all users, the options listed below with an asterisk require special roles.

### 7.1 Levels\*

Levels is a Top-level Reseller option only. It allows add and manage Dealer levels below their own top-level account to be unique and separate, seen as bold in the text-example below.



Example Reseller>Dealer structure (incl. Dealer invited customers)

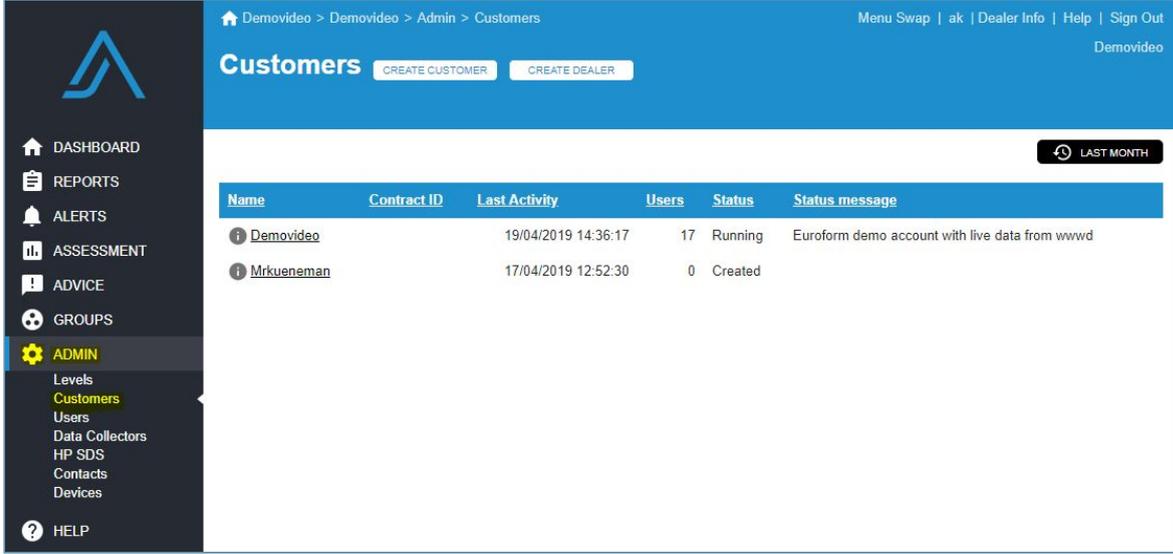
#### Reseller

- **Dealer 1**
  - Customer 1
  - Customer 2
- **Dealer 2**
  - Customer 1
  - Customer 2

**Note:** Dealers can only see their own account level and the customers directly below them, not anything else.

## 7.2 Customers

Add and manage Customer accounts, if you have the reseller role you will also be able to add a Dealer creating another level for the new dealer and their accounts.



The screenshot shows the 'Customers' management page. The breadcrumb trail is 'Demovideo > Demovideo > Admin > Customers'. The page title is 'Customers' with buttons for 'CREATE CUSTOMER' and 'CREATE DEALER'. A 'LAST MONTH' refresh button is in the top right. A table lists customer accounts:

Name	Contract ID	Last Activity	Users	Status	Status message
<a href="#">Demovideo</a>		19/04/2019 14:36:17	17	Running	Euroform demo account with live data from wwwd
<a href="#">Mrkuenaman</a>		17/04/2019 12:52:30	0	Created	

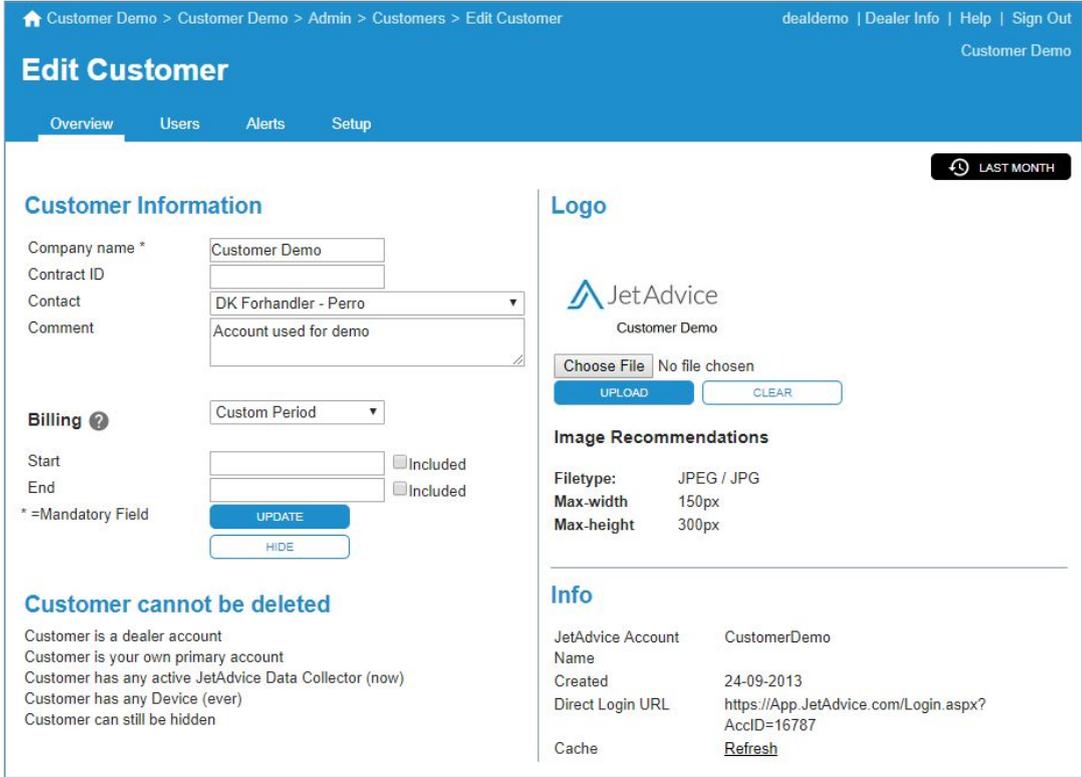
The left sidebar shows the 'ADMIN' menu with sub-items: Levels, Customers, Users, Data Collectors, HP SDS, Contacts, and Devices.

### 7.2.1 Edit Customer

Pressing a customer **Name** takes you to the Overview of the customer account.

#### Overview

The Overview page allows you to edit the Customer Information and logo (used for reports).



The screenshot shows the 'Edit Customer' page. The breadcrumb trail is 'Customer Demo > Customer Demo > Admin > Customers > Edit Customer'. The page title is 'Edit Customer' with tabs for 'Overview', 'Users', 'Alerts', and 'Setup'. A 'LAST MONTH' refresh button is in the top right. The page is divided into two main sections:

**Customer Information**

- Company name \*: Customer Demo
- Contract ID: [Empty field]
- Contact: DK Forhandler - Perro
- Comment: Account used for demo
- Billing: Custom Period
- Start: [Empty field]  Included
- End: [Empty field]  Included
- \* =Mandatory Field
- Buttons: UPDATE, HIDE

**Logo**

- JetAdvice logo and name
- Choose File | No file chosen
- Buttons: UPLOAD, CLEAR

**Image Recommendations**

- Filetype: JPEG / JPG
- Max-width: 150px
- Max-height: 300px

**Info**

- JetAdvice Account Name: CustomerDemo
- Created: 24-09-2013
- Direct Login URL: https://App.JetAdvice.com/Login.aspx?AccID=16787
- Cache: Refresh

**Customer cannot be deleted**

- Customer is a dealer account
- Customer is your own primary account
- Customer has any active JetAdvice Data Collector (now)
- Customer has any Device (ever)
- Customer can still be hidden

## Users

See and create users for the account

Customer Demo > Customer Demo > Admin > Customers > Edit Customer dealdemo | Dealer Info | Help | Sign Out

Customer Demo

### Edit Customer

Overview **Users** Alerts Setup

 LAST MONTH

**Account Users** [CREATE NEW USER](#)

Username	Full name	Email	Phone	Mobile
JAFree02	Customer Demo	support@euroform.com		
lk+customerdemo@euroform.com	John Doe	lk+customerdemo@euroform.com		
lk+premium@euroform.com	John Smith	lk+premium@euroform.com		
lk+cd@euroform.com	Lars Krog	lk+cd@euroform.com		
customerdemo	Support	support@euroform.com		
dealdemo	Support	support@euroform.com		kt

## Alerts

Manage and subscribe to the type of alerts visible on the Account Dashboard.

Customer Demo > Customer Demo > Admin > Customers > Edit Customer dealdemo | Dealer Info | Help | Sign Out

Customer Demo

### Edit Customer

Overview Users **Alerts** Setup

 LAST MONTH

**Email alerts** ?

**Account notifications**

Subscribe

To:

CC:

BCC:

Severity:  CRITICAL  ERROR  WARNING

**Device notifications**

Subscribe

To:

CC:

BCC:

Severity:  CRITICAL  ERROR  WARNING

**Supply notifications**

Subscribe

To:

**Account supply alert thresholds**

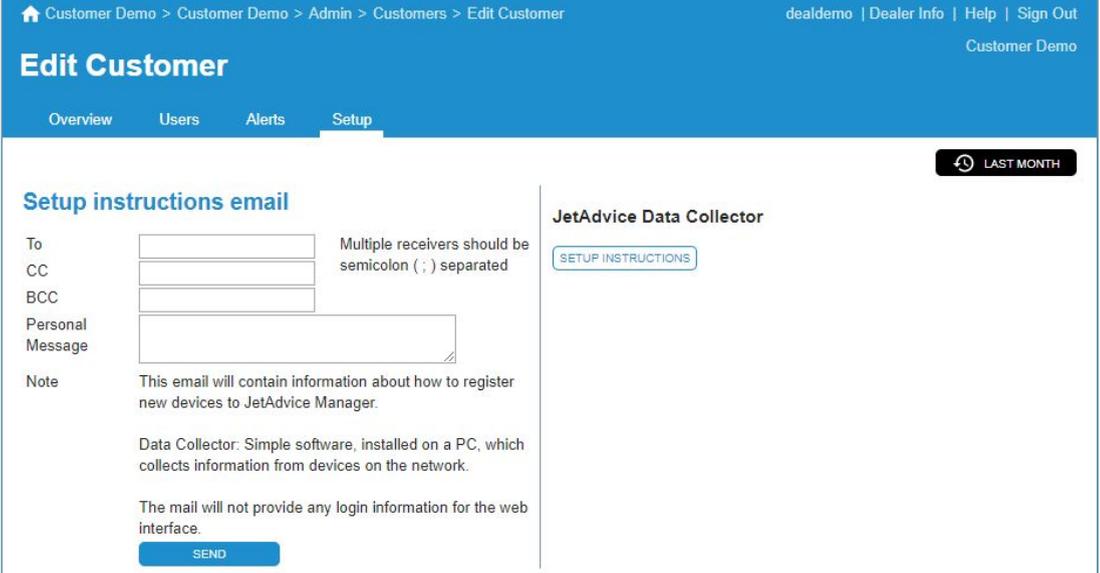
Show on dashboard ?

**Thresholds**

	Trigger
+ Toner *	10% <input type="text" value="Del"/>
+ Ink	10% - Del <input type="text" value="Del"/>
+ Drum	10% - Del <input type="text" value="Del"/>
+ Maintenance	10% - Del <input type="text" value="Del"/>
+ Fuser	10% - Del <input type="text" value="Del"/>
+ Developer	10% - Del <input type="text" value="Del"/>
+ Transfer	10% - Del <input type="text" value="Del"/>
+ Waste	10% - Del <input type="text" value="Del"/>
+ Printhead	10% - Del <input type="text" value="Del"/>
+ Generic	10% - Del <input type="text" value="Del"/>
+ Other	10% - Del <input type="text" value="Del"/>

## Setup

How to send the installation instructions for the DCA,. An email which includes a link to download the DCA and the specific account name to use at the time of installation.



The screenshot shows the 'Edit Customer' page in the JetAdvice Manager interface. The breadcrumb trail is 'Customer Demo > Customer Demo > Admin > Customers > Edit Customer'. The page title is 'Edit Customer' and the user is logged in as 'dealdemo'. The 'Setup' tab is selected in the navigation menu. A 'LAST MONTH' button is visible in the top right corner. The 'Setup instructions email' section contains the following fields and text:

- To:** Input field
- CC:** Input field
- BCC:** Input field
- Personal Message:** Text area
- Note:** This email will contain information about how to register new devices to JetAdvice Manager.
- Data Collector:** Simple software, installed on a PC, which collects information from devices on the network.
- Warning:** The mail will not provide any login information for the web interface.
- SEND** button

Additional text: Multiple receivers should be semicolon (;) separated

**JetAdvice Data Collector**

[SETUP INSTRUCTIONS](#)

## 7.2.2 Create Customer

The **Create Customer** button from the Admin>Customers page, when pressed, starts the process inviting a customer to join JetAdvice Manager. The invitation process creates the customer, sends user invitations and resources to download and install the DCA.

**Create customer**
Customer Demo

🔄 LAST MONTH

### Customer Company Information

Company name \*

Contract ID

Contact

Comment

**Billing** ?

Start   Included

End   Included

### Install JetAdvice Data Collector information mail

Send JetAdvice Data Collector installation information via mail

[Click to customize](#)

---

### User

Create user

Email \*

First name

Last name

Phone

Mobile

Language

Country \*

### Invitation email

Subject

Use default subject

\* =Mandatory Field

SUBMIT

**Video resources:**  
[Getting Started - HowTo Create a New Customer](#)  
[Getting Started - New user sign-up experience](#)

## 7.2.2 Create Dealer

The **Create Dealer** button from the Admin>Customers page, when pressed, starts the process of creating a separate Dealer account and level where customers can be invited specifically under the new Dealer.

Customer Demo > Customer Demo > Admin > Customers > Create dealer
dealdemo | Dealer Info | Help | Sign Out

Customer Demo

Create dealer

🕒 LAST MONTH

### Dealer Company Information

Company name \*

Contract ID

Email

Phone

Dealer Contact

Comment

### Install JetAdvice Data Collector information mail

Send JetAdvice Data Collector installation information via mail

[Click to customize](#)

---

### User Login Information

Email \*

First name

Last name

Phone

Mobile

Language

Country \*

### Invitation email

Subject

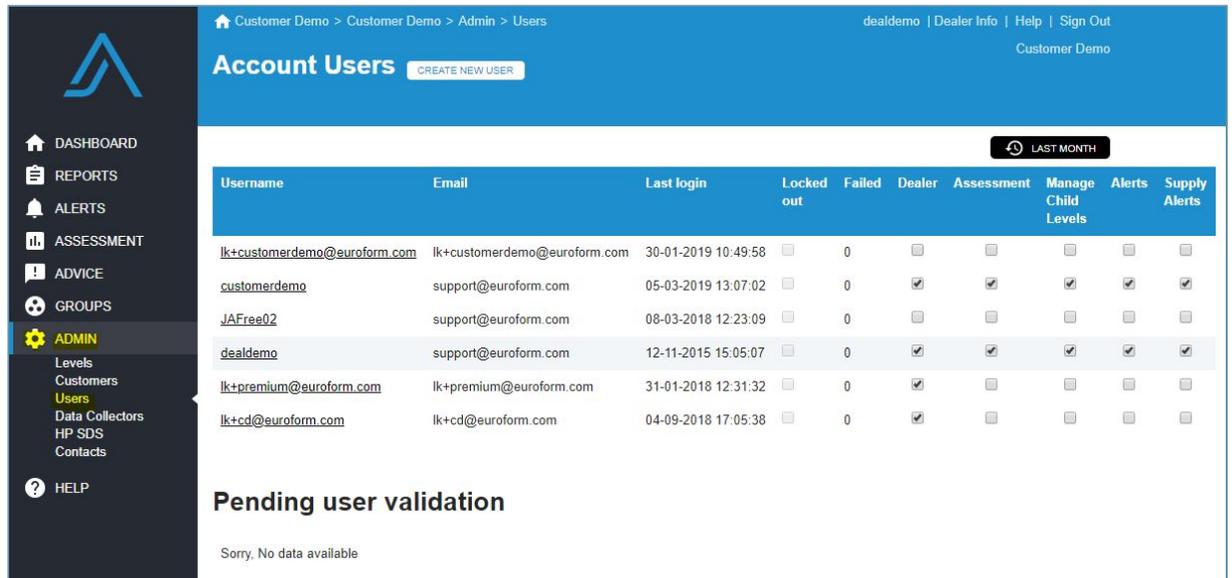
Use default subject

\* =Mandatory Field

SUBMIT

## 7.3 Users

List of Users who have access to the current account. Roles can be added or removed if necessary.



Customer Demo > Customer Demo > Admin > Users

dealdemo | Dealer Info | Help | Sign Out

Account Users [CREATE NEW USER](#)

Customer Demo

LAST MONTH

Username	Email	Last login	Locked out	Failed	Dealer	Assessment	Manage Child Levels	Alerts	Supply Alerts
<a href="#">lk+customerdemo@euroform.com</a>	lk+customerdemo@euroform.com	30-01-2019 10:49:58	<input type="checkbox"/>	0	<input type="checkbox"/>				
<a href="#">customerdemo</a>	support@euroform.com	05-03-2019 13:07:02	<input type="checkbox"/>	0	<input checked="" type="checkbox"/>				
<a href="#">JAFree02</a>	support@euroform.com	08-03-2018 12:23:09	<input type="checkbox"/>	0	<input type="checkbox"/>				
<a href="#">dealdemo</a>	support@euroform.com	12-11-2015 15:05:07	<input type="checkbox"/>	0	<input checked="" type="checkbox"/>				
<a href="#">lk+premium@euroform.com</a>	lk+premium@euroform.com	31-01-2018 12:31:32	<input type="checkbox"/>	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<a href="#">lk+cd@euroform.com</a>	lk+cd@euroform.com	04-09-2018 17:05:38	<input type="checkbox"/>	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Pending user validation**

Sorry, No data available

Users can be edited and managed easily by clicking their Username, or new users can be created by pressing the Create New User button.

### 7.3.1 Edit User

Direct access to a user and their contact details is available by clicking the Username. User contact details can be managed here as well as updating password information.

Customer Demo > Customer Demo > Admin > Users > Edit User
dealdemo | Dealer Info | Help | Sign Out

Customer Demo

## Edit User

🔄 LAST MONTH

### User Information

Email *	<input type="text" value="support@euroform.com"/>
Username	dealdemo
First name *	<input type="text" value="Support"/>
Last name *	<input type="text"/>
Phone	<input type="text"/>
Mobile	<input type="text" value="kt"/>
Language	<input type="text" value="English"/>
Culture	<input type="text" value="Danish (Denmark)"/>
Timezone	<input type="text" value="(UTC+01:00) Brussels, Copenhagen, Madrid, Pi"/>

Date/number formatting for your culture (save to update)  
 Today => 19-04-2019 18:22:00  
 1234000.55555 => 1.234.000,56  
 Metric units: meter, gram, litre

\* =Mandatory Field

### Change Password

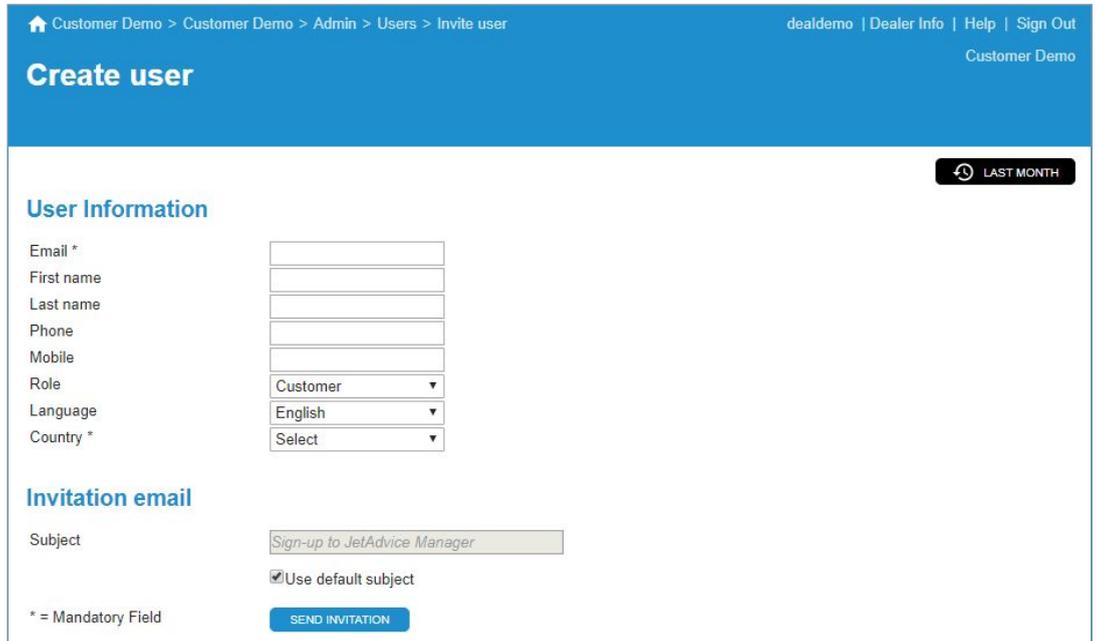
#### Change Password

Old Password *	<input type="text"/>	<input type="checkbox"/> Auto
New Password *	<input type="text"/>	
Confirm Password *	<input type="text"/>	

\* =Mandatory Field

### 7.3.2 Create User

Pressing the Create New User button starts the invitation process for the user to agree to the terms and conditions and manage their login credentials.



The screenshot shows the 'Create user' form in the JetAdvice Manager interface. The breadcrumb trail is 'Customer Demo > Customer Demo > Admin > Users > Invite user'. The page title is 'Create user' and the user is logged in as 'dealdemo | Dealer Info | Help | Sign Out'. The form is divided into two main sections: 'User Information' and 'Invitation email'. The 'User Information' section includes fields for Email (mandatory), First name, Last name, Phone, Mobile, Role (dropdown menu with 'Customer' selected), Language (dropdown menu with 'English' selected), and Country (mandatory dropdown menu with 'Select' selected). The 'Invitation email' section includes a Subject field with the default value 'Sign-up to JetAdvice Manager' and a checkbox for 'Use default subject' which is checked. A 'SEND INVITATION' button is located at the bottom right of the form. A 'LAST MONTH' button is also visible in the top right corner of the form area. A note at the bottom left of the form states '\* = Mandatory Field'.

Videos: [Getting Started - HowTo Create a User](#)

## 7.4 Data Collectors

This menu option provides access to downloading and managing DCA's for the current account.

### Video resources:

[Data Collector - Where to download the Data Collector](#)

[Data Collector - HowTo install](#)

### 7.4.1 Overview

This sub menu option shows the installed DCA's and their status.

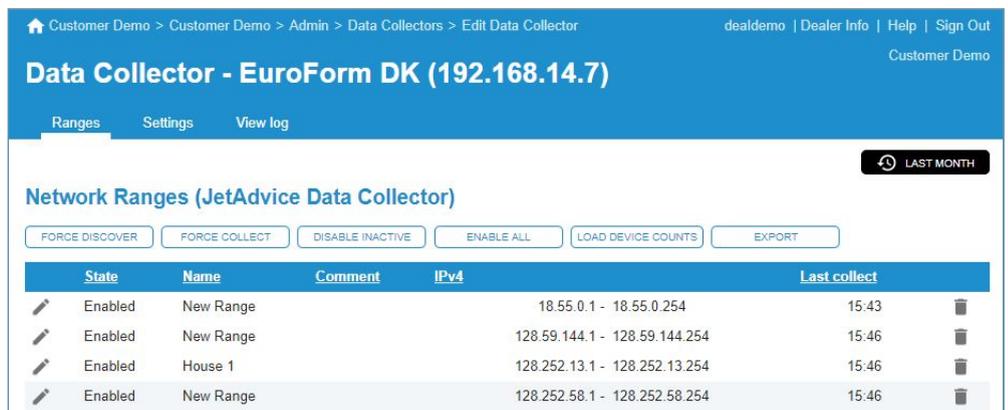


The screenshot shows the 'Data Collectors' overview page. The left sidebar contains navigation options: DASHBOARD, REPORTS, ALERTS, ASSESSMENT, ADVICE, GROUPS, and ADMIN (with sub-items: Levels, Customers, Users, Data Collectors, HP SDS, Contacts). The main content area is titled 'Data Collectors' and includes tabs for 'Overview', 'Download', and 'Changelog'. Below the tabs, there's a 'JetAdvice Data Collector' section with buttons for 'ADD EXTRA JADC', 'FORCE DISCOVER', and 'FORCE COLLECT'. A table lists the installed data collectors:

Name	Account	Created	Last Activity	IPv4	Version	State	Ranges
<a href="#">EuroForm DK</a>	CustomerDemo	24-09-2013	16:32	192.168.14.7	2.2 ...	Online	25

Clicking the DCA Name from the Overview menu option will take you to the DCA details page and further options.

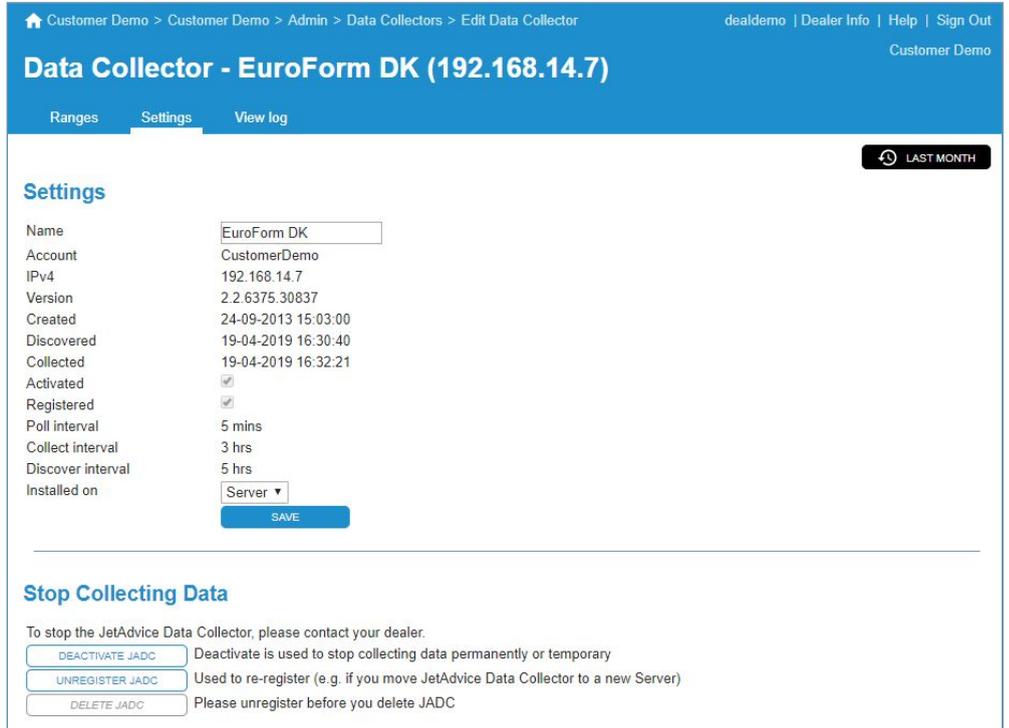
**Ranges:** Provides the ability to remotely add and manage IP ranges for the specific DCA to Discover and Collect from.



The screenshot shows the 'Data Collector - EuroForm DK (192.168.14.7)' Ranges page. The page title is 'Data Collector - EuroForm DK (192.168.14.7)'. Below the title, there are tabs for 'Ranges', 'Settings', and 'View log'. The main content area is titled 'Network Ranges (JetAdvice Data Collector)' and includes buttons for 'FORCE DISCOVER', 'FORCE COLLECT', 'DISABLE INACTIVE', 'ENABLE ALL', 'LOAD DEVICE COUNTS', and 'EXPORT'. A table lists the network ranges:

State	Name	Comment	IPv4	Last collect
Enabled	New Range		18.55.0.1 - 18.55.0.254	15:43
Enabled	New Range		128.59.144.1 - 128.59.144.254	15:46
Enabled	House 1		128.252.13.1 - 128.252.13.254	15:46
Enabled	New Range		128.252.58.1 - 128.252.58.254	15:46

**Settings:** Information about the DCA, where it is installed and its complete status. The bottom area provides abilities to manage activation, Registration and Installation.



Customer Demo > Customer Demo > Admin > Data Collectors > Edit Data Collector dealdemo | Dealer Info | Help | Sign Out

## Data Collector - EuroForm DK (192.168.14.7)

Customer Demo

Ranges **Settings** View log LAST MONTH

### Settings

Name: EuroForm DK  
 Account: CustomerDemo  
 IPv4: 192.168.14.7  
 Version: 2.2.6375.30837  
 Created: 24-09-2013 15:03:00  
 Discovered: 19-04-2019 16:30:40  
 Collected: 19-04-2019 16:32:21  
 Activated:   
 Registered:   
 Poll interval: 5 mins  
 Collect interval: 3 hrs  
 Discover interval: 5 hrs  
 Installed on: Server

[SAVE](#)

---

### Stop Collecting Data

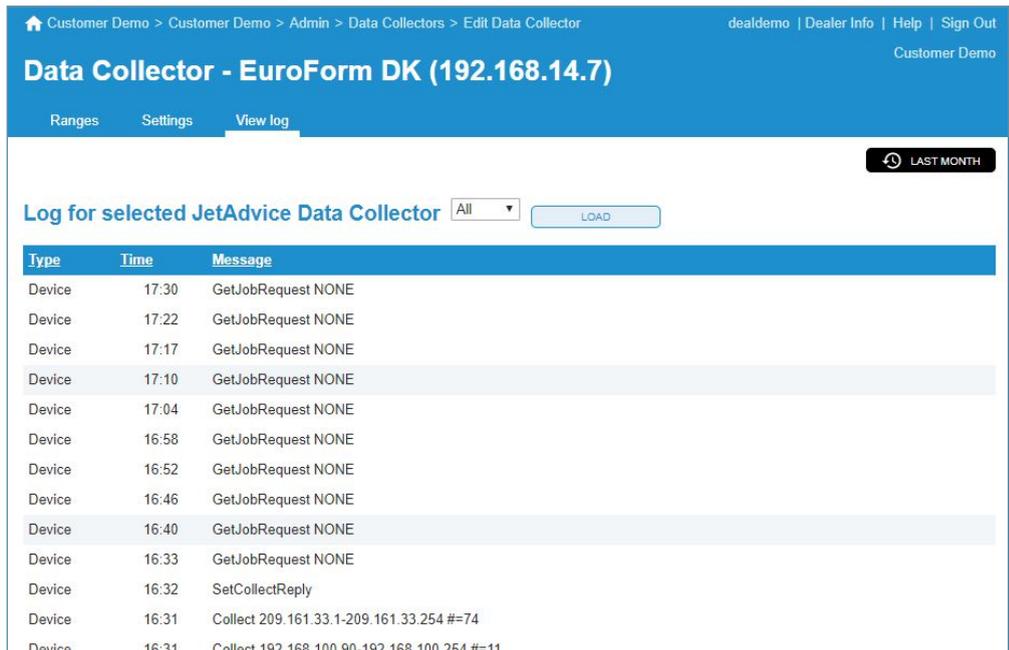
To stop the JetAdvice Data Collector, please contact your dealer.

[DEACTIVATE JADC](#) Deactivate is used to stop collecting data permanently or temporary

[UNREGISTER JADC](#) Used to re-register (e.g. if you move JetAdvice Data Collector to a new Server)

[DELETE JADC](#) Please unregister before you delete JADC

**View Log:** Detailed history of the DCA history of activities; including information from server requests, device collection/discoveries, Errors and Debug details. Choose an option and press Load



Customer Demo > Customer Demo > Admin > Data Collectors > Edit Data Collector dealdemo | Dealer Info | Help | Sign Out

## Data Collector - EuroForm DK (192.168.14.7)

Customer Demo

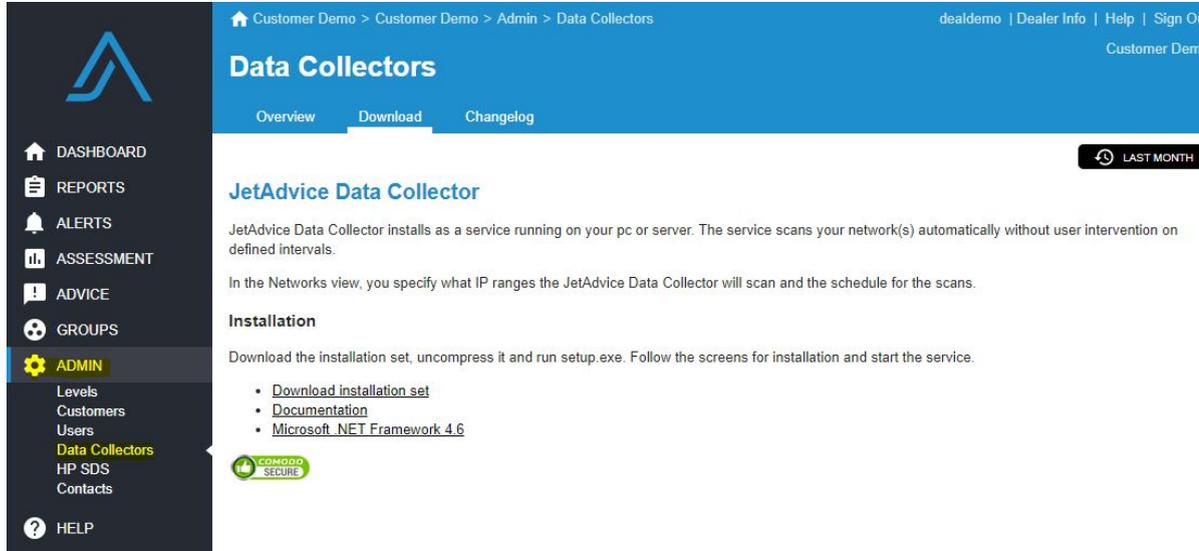
Ranges Settings **View log** LAST MONTH

Log for selected JetAdvice Data Collector All [LOAD](#)

Type	Time	Message
Device	17:30	GetJobRequest NONE
Device	17:22	GetJobRequest NONE
Device	17:17	GetJobRequest NONE
Device	17:10	GetJobRequest NONE
Device	17:04	GetJobRequest NONE
Device	16:58	GetJobRequest NONE
Device	16:52	GetJobRequest NONE
Device	16:46	GetJobRequest NONE
Device	16:40	GetJobRequest NONE
Device	16:33	GetJobRequest NONE
Device	16:32	SetCollectReply
Device	16:31	Collect 209.161.33.1-209.161.33.254 #=74
Device	16:31	Collect 192.168.100.90-192.168.100.254 #=11

## 7.4.2 Download

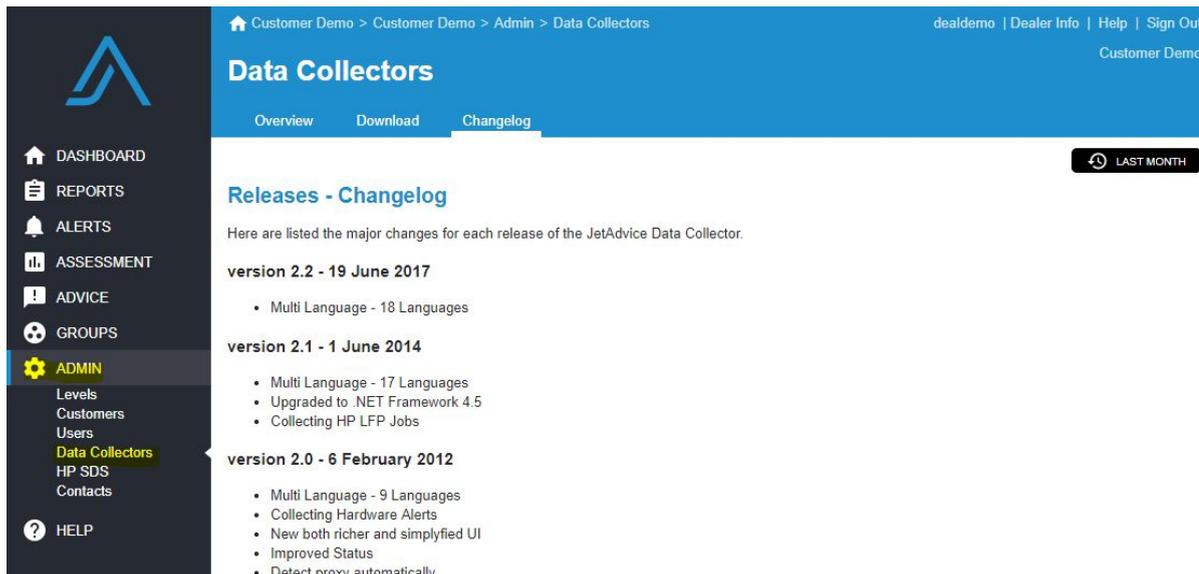
Page where the DCA and similar resources can be accessed and downloaded.



The screenshot shows the 'Data Collectors' page with the 'Download' tab selected. The page title is 'Data Collectors' and the breadcrumb is 'Customer Demo > Customer Demo > Admin > Data Collectors'. The left sidebar shows the 'ADMIN' menu with 'Data Collectors' highlighted. The main content area is titled 'JetAdvice Data Collector' and includes a description, installation instructions, and a list of download links: 'Download installation set', 'Documentation', and 'Microsoft .NET Framework 4.6'. A 'COMODO SECURE' badge is visible at the bottom of the download links.

## 7.4.3 Changelog

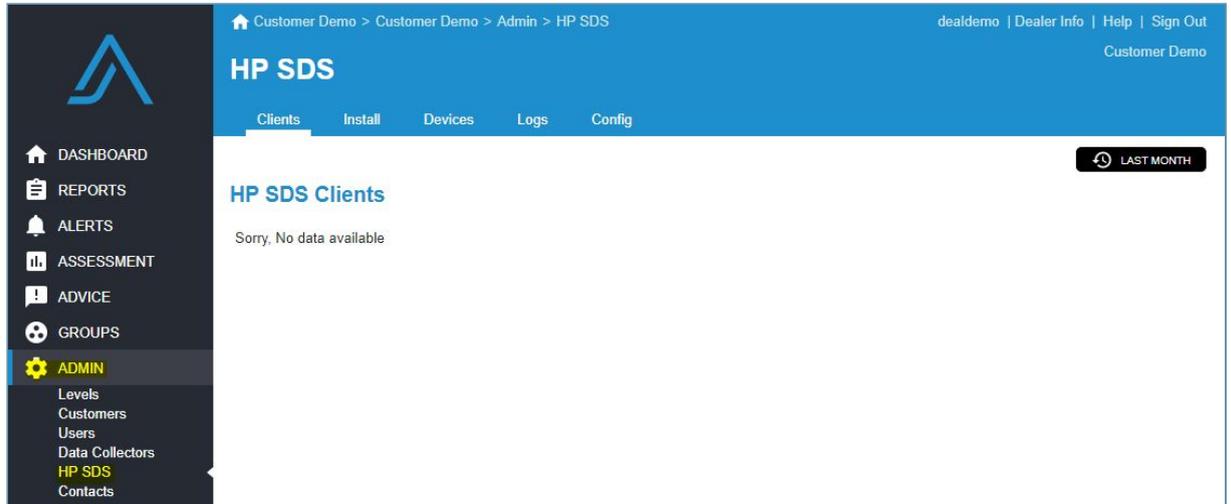
List of major changes from release to release.



The screenshot shows the 'Data Collectors' page with the 'Changelog' tab selected. The page title is 'Data Collectors' and the breadcrumb is 'Customer Demo > Customer Demo > Admin > Data Collectors'. The left sidebar shows the 'ADMIN' menu with 'Data Collectors' highlighted. The main content area is titled 'Releases - Changelog' and lists major changes for three versions: 'version 2.2 - 19 June 2017' (Multi Language - 18 Languages), 'version 2.1 - 1 June 2014' (Multi Language - 17 Languages, Upgraded to .NET Framework 4.5, Collecting HP LFP Jobs), and 'version 2.0 - 6 February 2012' (Multi Language - 9 Languages, Collecting Hardware Alerts, New both richer and simplified UI, Improved Status, Detect proxy automatically).

## 7.5 HP SDS\*

Users with the Remote Management role will have access to this menu which includes opportunities to use HP's Smart Device Services (HP SDS) features.

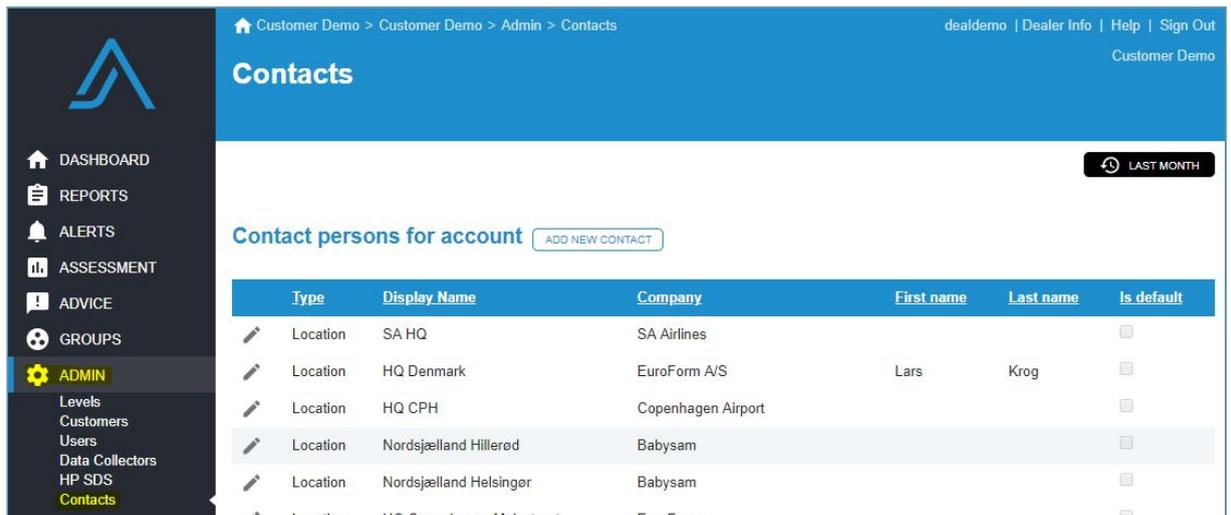


PDF: [JetAdvice Manager with HP SDS User Guide v.1.0](#)

See user guide for more information

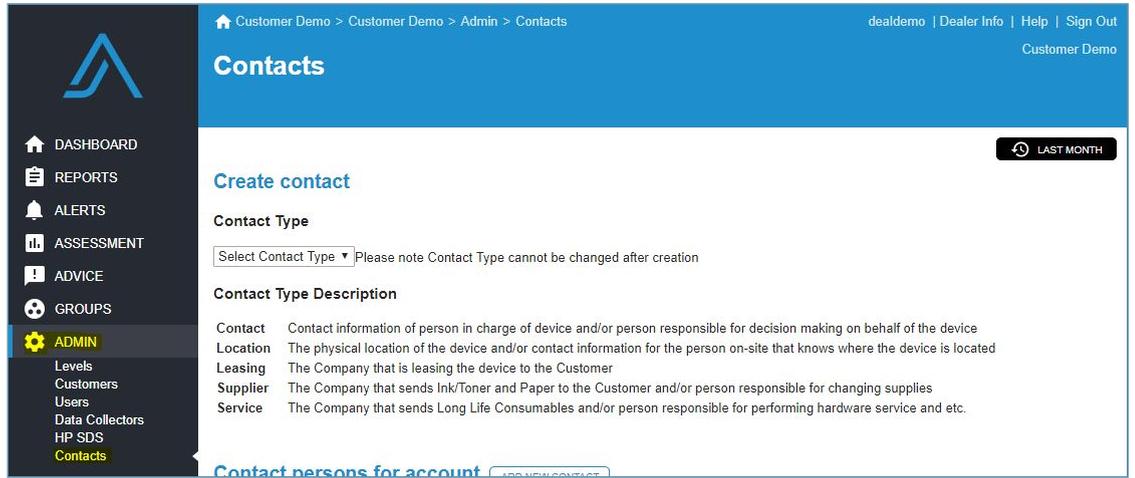
## 7.6 Contacts

Create and manage the various contacts for the account's specific needs. All fields filled in for each contact created can be populated in created reports when the particular contact is assigned to a device.



Type	Display Name	Company	First name	Last name	Is default
Location	SA HQ	SA Airlines			<input type="checkbox"/>
Location	HQ Denmark	EuroForm A/S	Lars	Krog	<input type="checkbox"/>
Location	HQ CPH	Copenhagen Airport			<input type="checkbox"/>
Location	Nordsjælland Hillerød	Babysam			<input type="checkbox"/>
Location	Nordsjælland Helsingør	Babysam			<input type="checkbox"/>

Pressing **Add New Contact** allows users to add contacts. Once a type is chosen and saved, the contact type can not be modified.



Customer Demo > Customer Demo > Admin > Contacts

dealdemo | Dealer Info | Help | Sign Out

Customer Demo

**Contacts**

LAST MONTH

**Create contact**

**Contact Type**

Select Contact Type Please note Contact Type cannot be changed after creation

**Contact Type Description**

<b>Contact</b>	Contact information of person in charge of device and/or person responsible for decision making on behalf of the device
<b>Location</b>	The physical location of the device and/or contact information for the person on-site that knows where the device is located
<b>Leasing</b>	The Company that is leasing the device to the Customer
<b>Supplier</b>	The Company that sends Ink/Toner and Paper to the Customer and/or person responsible for changing supplies
<b>Service</b>	The Company that sends Long Life Consumables and/or person responsible for performing hardware service and etc.

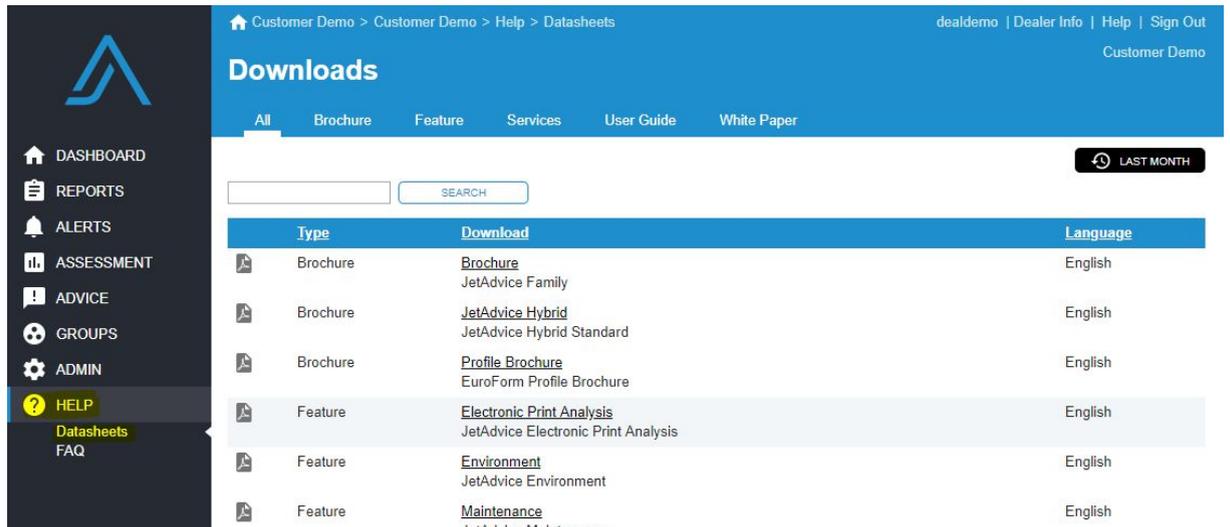
Contact persons for account

## 8. HELP

The HELP menu offers quick access to general product information as well as detailed FAQs to answer questions within the application.

### 8.1 Datasheets

Direct downloads to resources for White papers, User guides and marketing materials.



Customer Demo > Customer Demo > Help > Datasheets

dealdemo | Dealer Info | Help | Sign Out

Customer Demo

### Downloads

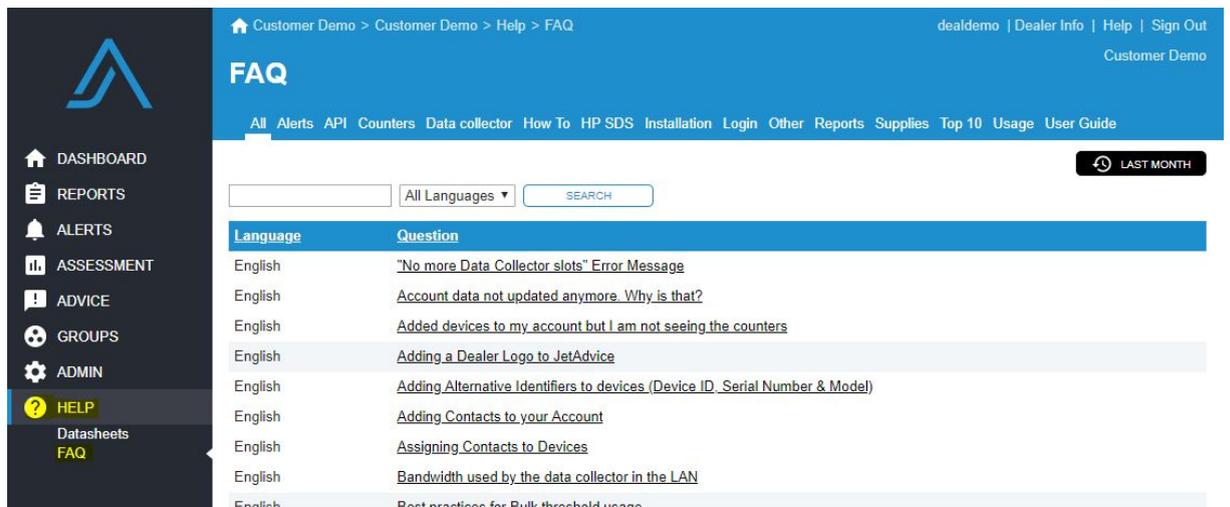
All Brochure Feature Services User Guide White Paper

SEARCH

Type	Download	Language
Brochure	<a href="#">Brochure</a> JetAdvice Family	English
Brochure	<a href="#">JetAdvice Hybrid</a> JetAdvice Hybrid Standard	English
Brochure	<a href="#">Profile Brochure</a> EuroForm Profile Brochure	English
Feature	<a href="#">Electronic Print Analysis</a> JetAdvice Electronic Print Analysis	English
Feature	<a href="#">Environment</a> JetAdvice Environment	English
Feature	<a href="#">Maintenance</a> JetAdvice Maintenance	English

### 8.2 FAQ

A resource section under the HELP menu for answers to Frequently Asked Questions (FAQs). Use the top menu to narrow your search criteria.



Customer Demo > Customer Demo > Help > FAQ

dealdemo | Dealer Info | Help | Sign Out

Customer Demo

### FAQ

All Alerts API Counters Data collector How To HP SDS Installation Login Other Reports Supplies Top 10 Usage User Guide

SEARCH

Language	Question
English	<a href="#">"No more Data Collector slots" Error Message</a>
English	<a href="#">Account data not updated anymore. Why is that?</a>
English	<a href="#">Added devices to my account but I am not seeing the counters</a>
English	<a href="#">Adding a Dealer Logo to JetAdvice</a>
English	<a href="#">Adding Alternative Identifiers to devices (Device ID, Serial Number &amp; Model)</a>
English	<a href="#">Adding Contacts to your Account</a>
English	<a href="#">Assigning Contacts to Devices</a>
English	<a href="#">Bandwidth used by the data collector in the LAN</a>
English	<a href="#">Best practices for Bulk threshold usage</a>

**Tip:** Contact your jetAdvice reseller for further information if you are not finding the answers to your questions.

## Index

### i. Supported devices

JetAdvice Manager does not keep a running list of supported devices. As new devices are released and seen in JetAdvice, they will be added into our database and will support what is possible from the devices.

**FAQ:** [Is there a list of supported printers?](#)

### ii. Video resources:

Many videos have been created for usage of JetAdvice Manager available on [YouTube](#). Please take a look for assistance to learn about the different help available. Below are links to the different playlists we have created for the different office/user needs.

- [Getting Started](#) (8)
- [Backoffice](#) (28)
- [Technician](#) (11)
- [Troubleshooting](#) (4)
- [Reports](#) (9)
- [Data Collector](#) (9)
- [Alerts](#) (3)