

JetAdvice Manager User Guide

Title	JetAdvice Manager User Guide
Version	1.01

Prepared by	Alex Kueneman
Date prepared	April 18 th , 2019

Reviewed by	EuroForm Support
Date reviewed	May 18 th , 2020

EuroForm A/S

Riskær 15 - 2765 Smørum
Phone +45 4466 8338
Email info@euroform.com
CVR DK 18663597

Table of contents

Table of contents	3
Introduction	5
What should you expect from this guide?	5
Data Collector Agent	6
1. Installing the Data Collector Agent	6
1.1 Installation Requirements	6
1.2 Installing the DCA	7
2. DCA Menus and functions	11
3. DCA Troubleshooting	12
JetAdvice Manager Portal Menus	13
1. DASHBOARD	14
1.1 Dealer Dashboard	14
1.2 Account Dashboard	15
1.3 Status	17
1.3.1 Filter & Export	17
1.3.2 Device Overview	18
1.4 Offline JADC	23
2. REPORTS	24
2.1 Overview	24
2.1.1 Difference between Customer and Dealer Reports	24
2.1.2 Creating Reports	25
2.1.3 Scheduling Reports for Email	26
3. ALERTS	27
3.1 Account alerts	27
3.2 Device alerts	27
3.1 Supply alerts	28
4. ASSESSMENT	29
4.1 Assessment	29
4.2 Capabilities	30
4.3 Advance Counters	30
5. ADVICE	31
5.1 Total	31
5.2 Missed Shutdown	32
5.3 Old Devices	33

5.4 High Color Usage	34
6. GROUPS	35
6.1 Group Devices	35
6.2 Manage Groups	35
7. ADMIN	37
7.1 Levels*	37
7.2 Customers	38
7.2.1 Edit Customer	38
7.2.2 Create Customer	41
7.2.2 Create Dealer	42
7.3 Users	43
7.4 Data Collectors	46
7.4.1 Overview	46
7.4.2 Download	48
7.4.3 Changelog	48
7.5 HP SDS*	49
7.6 Contacts	49
8. HELP	51
8.1 Datasheets	51
8.2 FAQ	51
Index	52
i. Supported devices	52
ii. Video resources:	52

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

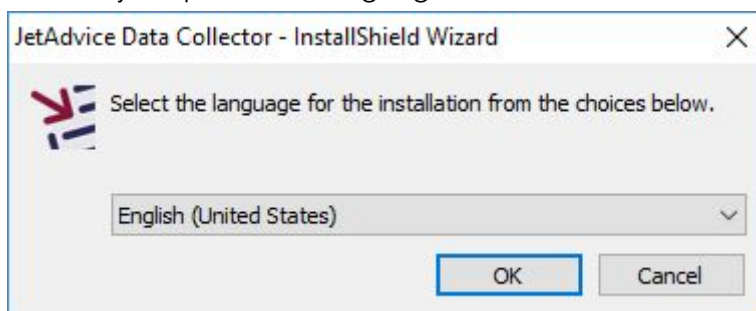
Whitepaper: [Security \[PDF\]](#)

1.2 Installing the DCA

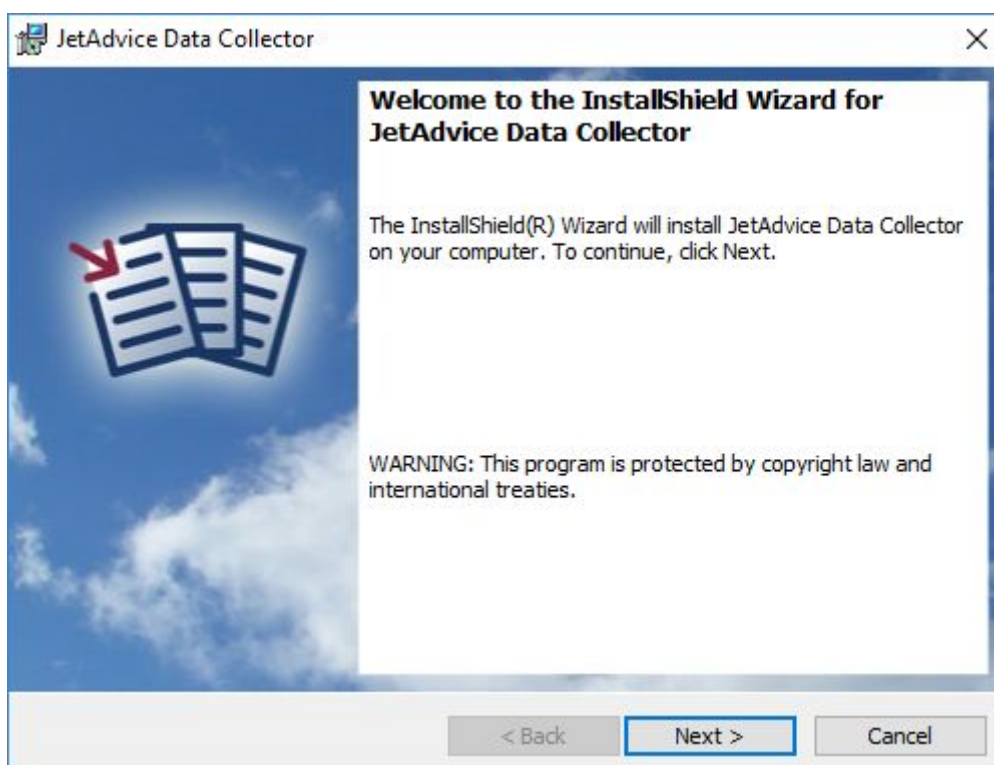
1. Download [JetAdvice Data Collector](#)
2. Unzip all files
3. Run the JADC_Setup exe file

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

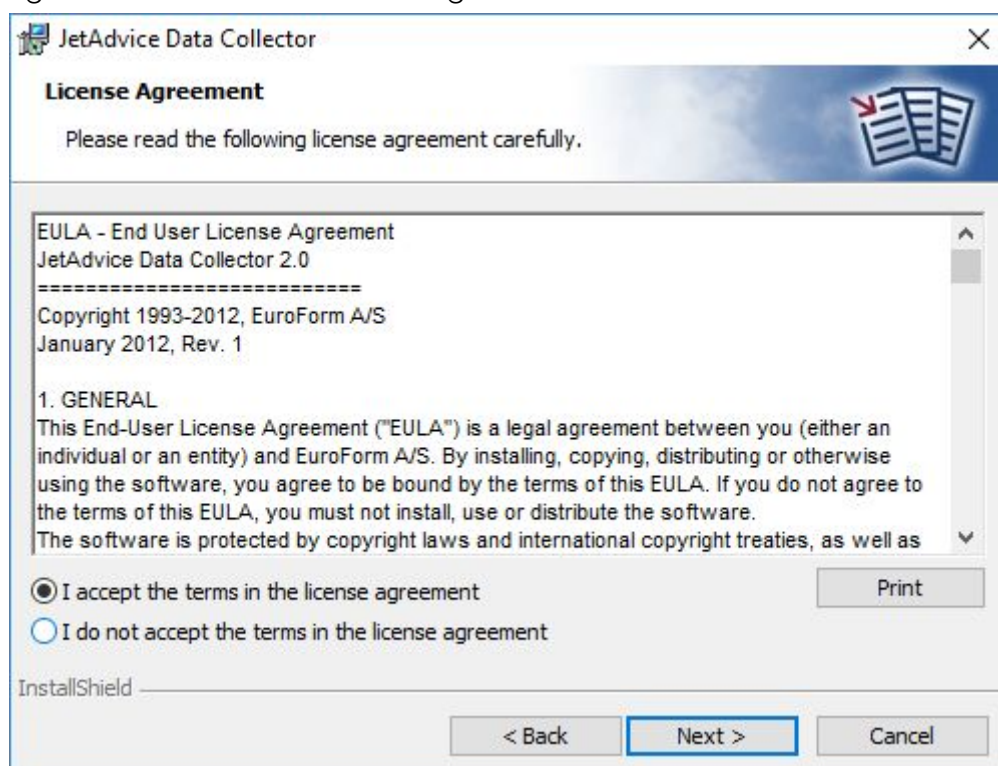
4. Choose your preferred language



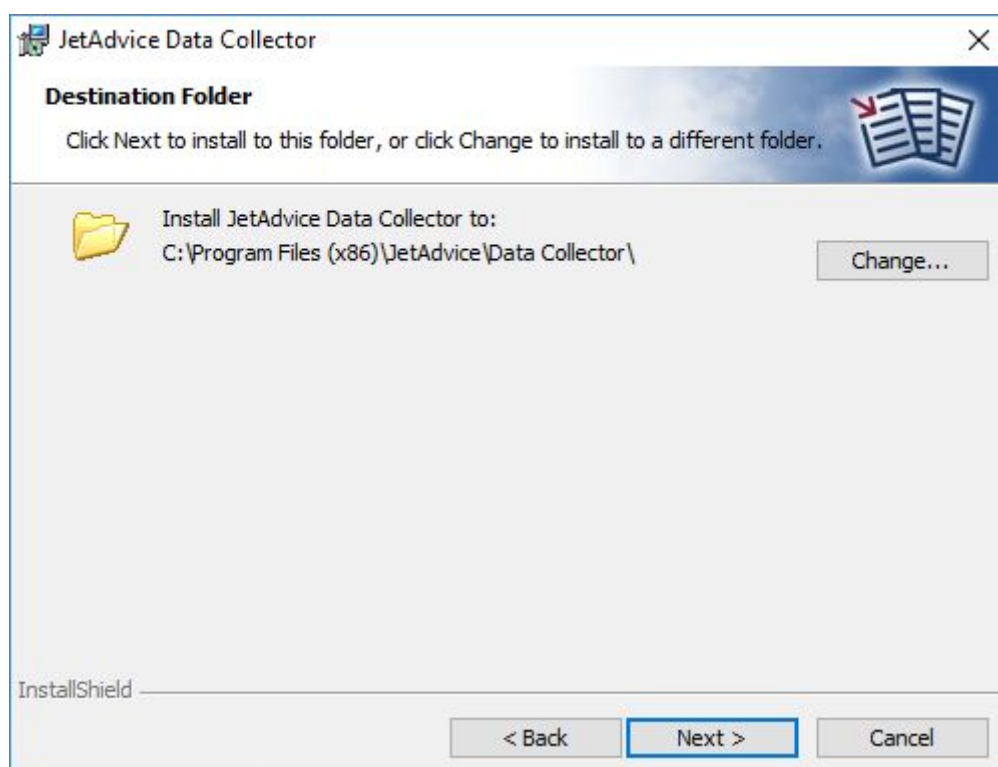
5. Select Next to the installation Start screen



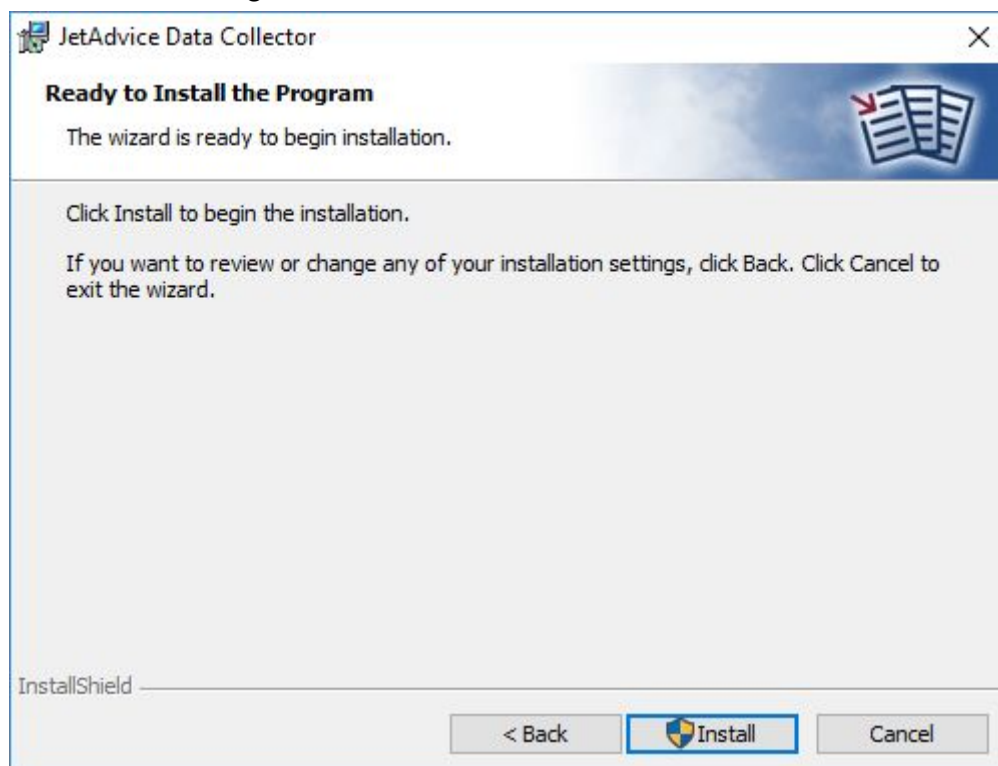
6. Agree to the End User License Agreement



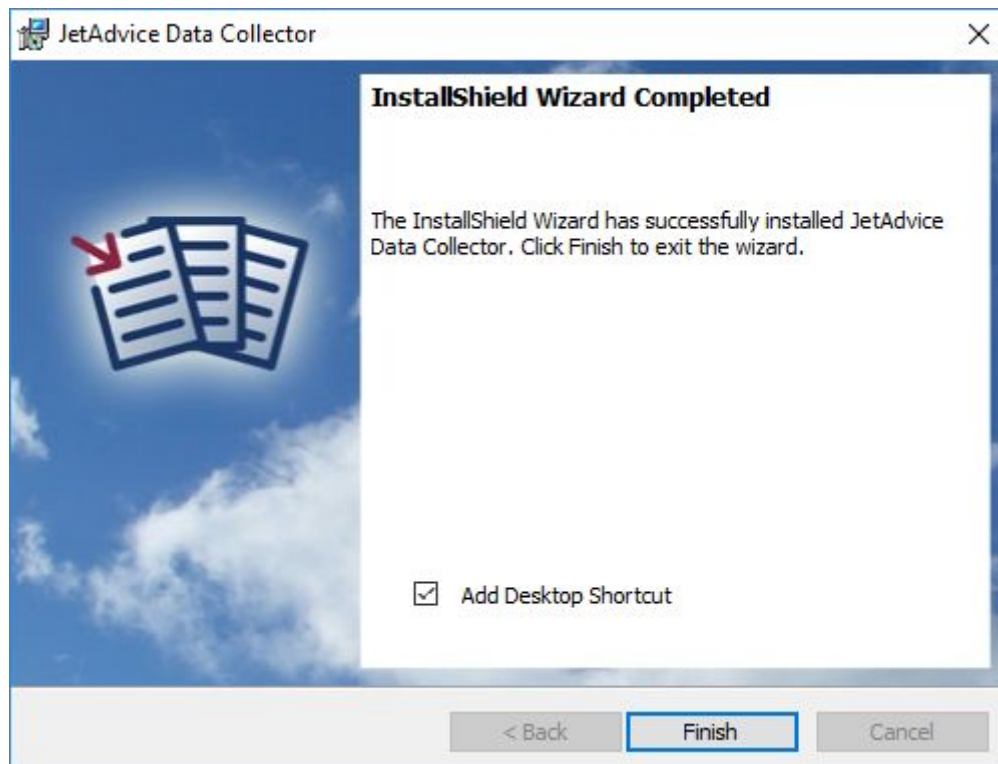
7. Choose the destination folder for the installation



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

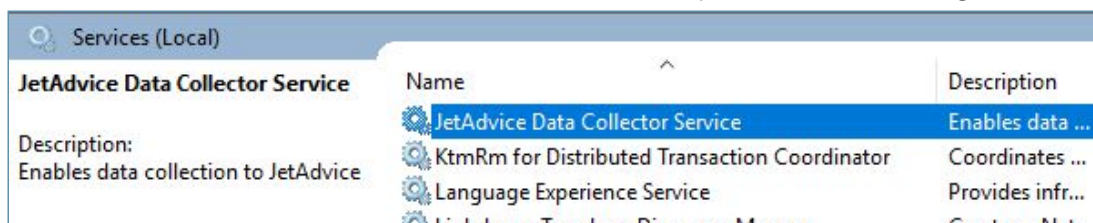
10. Install is complete.

Verification of install can be seen in 2 places:

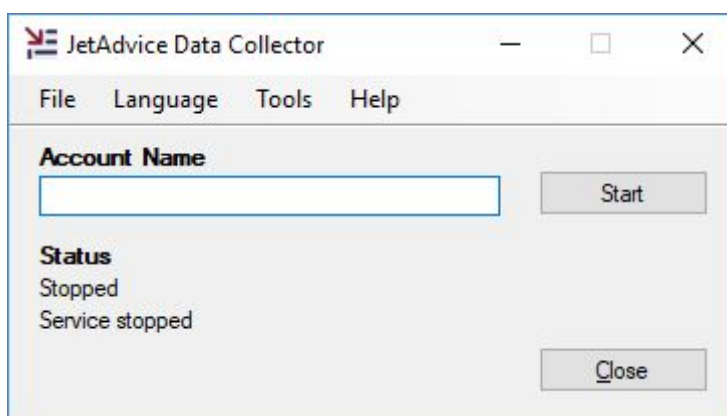
i) System Tray



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

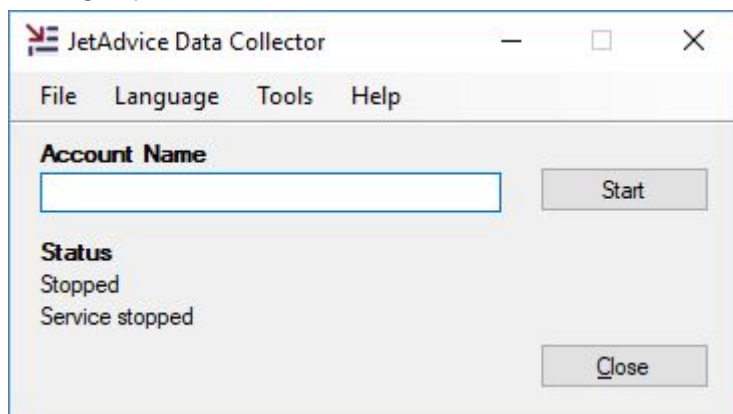


11. Adding the Account Name and pressing Start will register and activate the account.



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

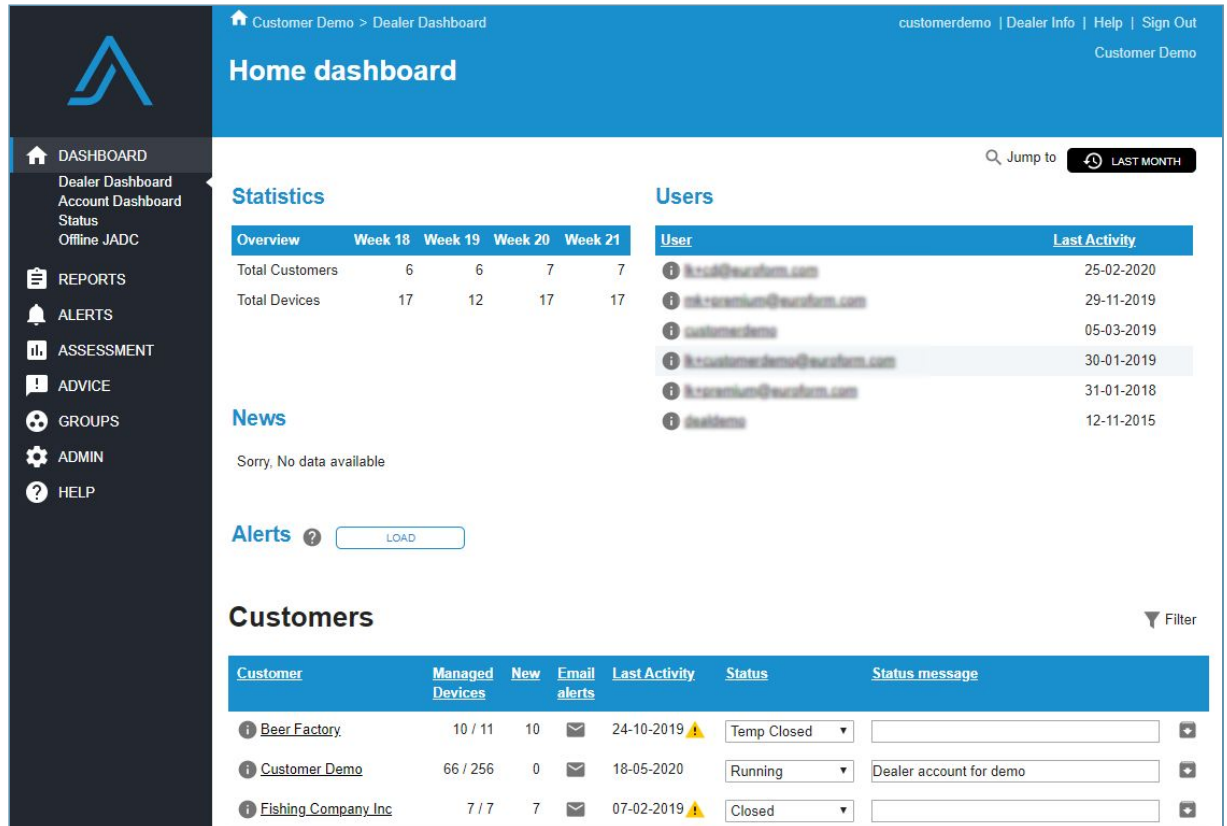


1. DASHBOARD

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.



The screenshot shows the JetAdvice Dealer Dashboard. The top navigation bar includes 'Customer Demo > Dealer Dashboard', 'customerdemo | Dealer Info | Help | Sign Out', and 'Customer Demo'. The main header is 'Home dashboard'. On the left is a sidebar with navigation links: DASHBOARD, Dealer Dashboard, Account Dashboard, Status, Offline JADC, REPORTS, ALERTS, ASSESSMENT, ADVICE, GROUPS, ADMIN, and HELP. The main content area is divided into several sections:

- Statistics:** A table showing data for Week 18, Week 19, Week 20, and Week 21.

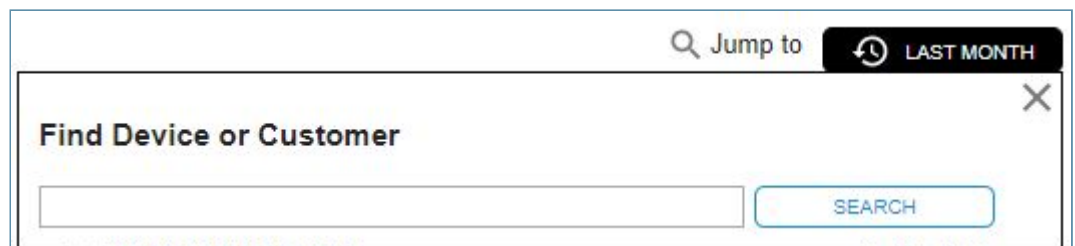
Overview	Week 18	Week 19	Week 20	Week 21
Total Customers	6	6	7	7
Total Devices	17	12	17	17
- Users:** A table listing users and their last activity.

User	Last Activity
ikr@euroform.com	25-02-2020
nik.premium@euroform.com	29-11-2019
customerdemo	05-03-2019
ikr.customerdemo@euroform.com	30-01-2019
ikr.premium@euroform.com	31-01-2018
devdemo	12-11-2015
- News:** A message stating 'Sorry, No data available'.
- Alerts:** A section with a 'LOAD' button.
- Customers:** A table listing customers with columns for Customer, Managed Devices, New, Email alerts, Last Activity, Status, and Status message.

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.



The screenshot shows a search modal titled 'Find Device or Customer'. It features a search bar with a magnifying glass icon, a 'SEARCH' button, and a 'X' icon to close the modal. The modal is overlaid on the dashboard's 'Jump to' section, which also includes a 'LAST MONTH' button.

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](#)

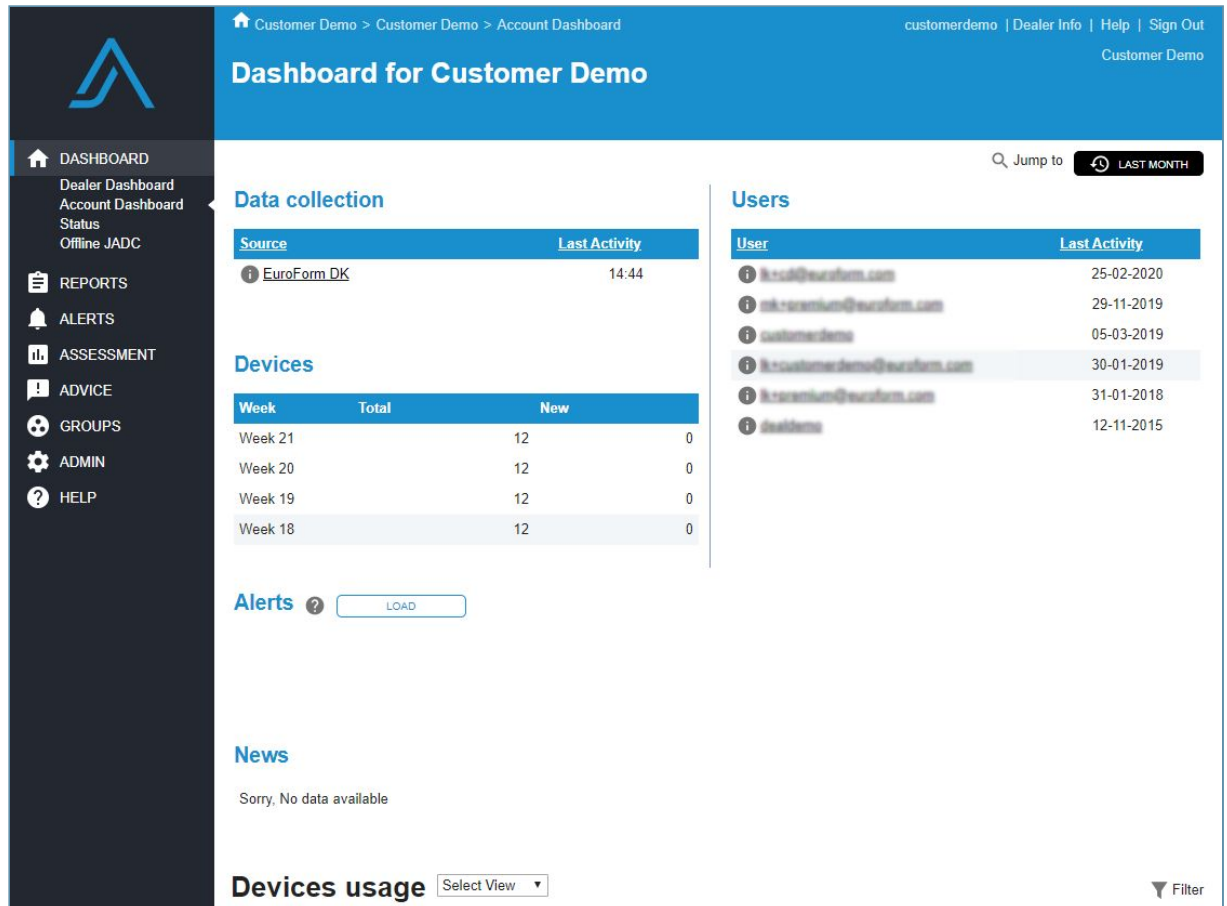
Customers

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



The screenshot shows the 'Dashboard for Customer Demo' interface. It features a left sidebar with navigation links: DASHBOARD, Dealer Dashboard, Account Dashboard, Status, Offline JADC, REPORTS, ALERTS, ASSESSMENT, ADVICE, GROUPS, ADMIN, and HELP. The main content area is divided into several sections:

- Data collection:** A table with columns 'Source' and 'Last Activity'. It shows one entry: 'EuroForm DK' with a last activity of '14:44'.
- Devices:** A table with columns 'Week', 'Total', and 'New'. It shows data for Weeks 18, 19, 20, and 21, with a total of 12 devices per week and 0 new devices.
- Alerts:** A section with a 'LOAD' button and a help icon.
- News:** A section stating 'Sorry, No data available'.
- Users:** A table with columns 'User' and 'Last Activity'. It lists several users, including 'k.sad@euroform.com' (25-02-2020), 'nik.sad@euroform.com' (29-11-2019), 'customerdemo' (05-03-2019), 'k.sad@euroform.com' (30-01-2019), 'k.sad@euroform.com' (31-01-2018), and 'k.sad@euroform.com' (12-11-2015).
- Devices usage:** A section with a 'Select View' dropdown and a 'Filter' button.

At the top right, there is a 'Jump to' search bar and a 'LAST MONTH' button.

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.



The screenshot shows a search modal titled 'Find Device or Customer'. It has a search bar with a magnifying glass icon and a 'SEARCH' button. The modal is open, and the search bar is active.

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	IP v4	Serial #	Hostname	Date	Manufacturer	Model Number	MAC Address	Display	Boot date
1	Konica Minolta Bizhub C308	128.252.13.111	ATPY011001613	SC321	22/04/2019	Konica Minolta		00:20:6B:A1:FB:FF		04/04/2019 21:15:00
1	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
1	Xerox WorkCentre 7845	128.252.58.85	MX4507608	XR9C934E941BFA	22/04/2019	XEROX		9C:93:4E:94:1B:FA		05/04/2019 18:15:00
1	HP PageWide Managed Color MFP E77650dn	128.252.78.227	MXBCL5K2BZ	NPIDD5182	22/04/2019	HP	ZGP04A	48:BA:4E:DD:51:82	Sleep mode on	17/04/2019 18:45:00
1	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
1	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
1	Xerox Phaser 7760DN	128.59.144.196	AUA340402	APAM 7760 phaser	22/04/2019	XEROX		00:00:AA:A8:7A:CE		21/04/2019 09:30:00
1	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
1	HP LaserJet P2055dn	128.59.144.215	CNB9L26595	PRCPLASSF	20/04/2019	HP	CE459A	00:23:7D:6E:C1:1C	Setup Menu	17/04/2019 17:30:00
1	HP Color LaserJet Enterprise M750dn	128.59.144.26	CNDCKBB02V	NP1F4C272	06/04/2019	HP	D3L09A	F4:30:B9:F4:C2:72	Sleep mode on	05/04/2019 18:00:00
1	HP LaserJet Enterprise P3015dn	128.59.144.36	VNBB4N1MC	NP14B0BDB	19/04/2019	HP	CE528A	F4:CE:46:4B:0B:DB	MANUALLY FEED	18/04/2019 16:30:00
1	Canon MF5950DW	128.59.144.62	HPY16633	MF5950dw	21/04/2019	Canon		88:87:17:0B:26:A1		21/04/2019 02:15:00
1	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
1	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
1	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
1	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					
Active ?	In period				
In group	None Selected				
Not in group	None Selected				
CLEAR		APPLY			

Device name				Date	Manufacturer
 Konica Minolta Bizhub C308				22-04-2019	Konica Minolta
 HP LaserJet Pro P1606dn				18-04-2019	HP
 Xerox WorkCentre 7845	128.252.58.85	MX4507608	XR9C934E941BFA	22-04-2019	XEROX
 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					
File format	No				
- Summary sheet					
EXPORT					

Device name				Date	Manufacturer
 Konica Minolta Bizhub C308				2-04-2019	Konica Minolta
 HP LaserJet Pro P1606dn				8-04-2019	HP
 Xerox WorkCentre 7845	128.252.58.85	MX4507608	XR9C934E941BFA	22-04-2019	XEROX
 HP PageWide Managed Color MFP E77650dn	128.252.78.227	MXBCL5K2BZ	NPIDD5182	22-04-2019	HP

1.3.2 Device Overview

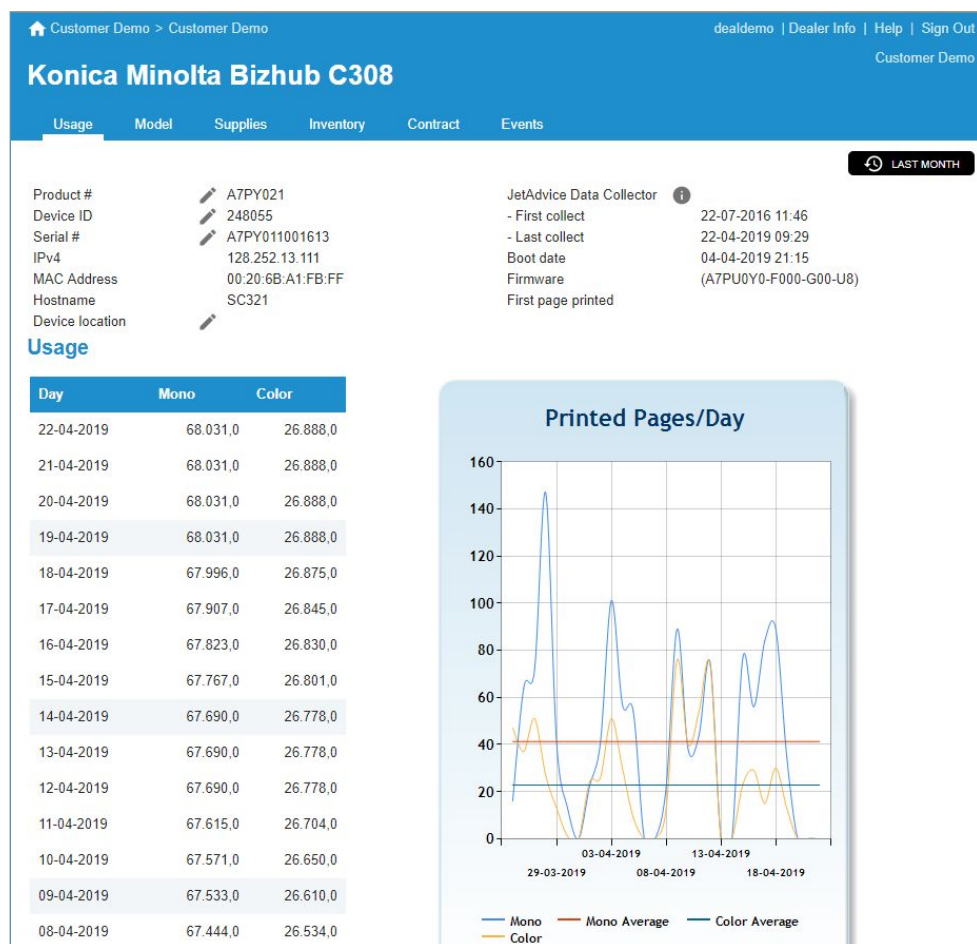
Anytime a “i” icon is available, it provides quick access to the information about the printer on the Device Overview page.

Device name	IPv4	Serial #	Hostname	Date	Manufacturer
 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
Customer Demo

Konica Minolta Bizhub C308

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)

Model Information

Type
Market Introduction

Laser
01-06-2015 00:00

Firmware

Current
Preferred

Date
Version

A7PU0Y0-F000-G00-U8


Capabilities

Print
Duplex
Copy
Fax
Resolution
Print Sizes
Print Job Languages
Scan Capabilities

Mono and Color
Yes
Yes
No
1.200 DPI
A5, A4/Letter, A3/Tabloid
PCL6, PostScript
Scan2Folder, Scan2Email

Recommended Monthly Page Volume

Recommended Min



Physical Dimensions

Metric
Imperial

Width
Depth
Height
Weight Min
Weight Max

61,5 cm
68,5 cm
77,9 cm
85 kg

24,2 in
27,0 in
30,7 in
187 lbs

Trays

Standard
Max

Trays
Input Capacity
Output Capacity

3 trays
1.150 pages

6 trays
6.650 pages

Environment

Noise
Heat

Supplies

Page provides knowledge of the currently installed supplies.



Current Supplies

Status	Serial #	Product #	Type	Name	Details
64%		A8DA130	Black Toner	Toner (Black)	Show History
45%		A8DA430	Cyan Toner	Toner (Cyan)	Show History
47%		A8DA350	Magenta Toner	Toner (Magenta)	Show History
47%		A8DA250	Yellow Toner	Toner (Yellow)	Show History
0%		DR512K	Black Drum	Drum Cartridge (Black)	Show History
58%		A7U40TD	Color Drum (CMY)	Drum Cartridge (Cyan)	Show History
58%		A7U40TD	Color Drum (CMY)	Drum Cartridge (Magenta)	Show History
58%		A7U40TD	Color Drum (CMY)	Drum Cartridge (Yellow)	Show History
83%		A7PUR70400	Fuser	Fusing Unit	Show History
83%		A7U403D	Black Developer	Developer Cartridge (Black)	Show History
95%		A7U40KD	Cyan Developer	Developer Cartridge (Cyan)	Show History
95%		A7U40ED	Magenta Developer	Developer Cartridge (Magenta)	Show History
95%		A7U408D	Yellow Developer	Developer Cartridge (Yellow)	Show History

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
Customer Demo

Konica Minolta Bizhub C308

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			

Inventory

Information from device

Device type	KONICA MINOLTA bizhub C308
Device location	WU University Registrar
Device asset number	
Device contact	
Model Name	
Model Number	
Serial #	A7PY011001613

Information from user

Contact name	
Description	
Department	
Location Name	
Location Building	
Location Floor	
Location Zone	
Ref. Number	
Miscellaneous	
Location Latitude	
Location Longitude	

SAVE

Contacts Edit

Contact	None
Location	FC HQ
Leasing	None
Supplier	None
Service	None

SAVE

Contract

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

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

Konica Minolta Bizhub C308

Usage
Model
Supplies
Inventory
Contract
Events

LAST MONTH

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

General

Name *
Test 2000-1000
Provider
Running From
Running Period
0 Years
Comment

Costs

Currency
EUR - Euro
Payment Interval
Years
Residual Value
EUR
Fixed Cost
EUR/Year
Mono Page Cost
EUR
Color Page Cost
EUR

Thresholds

Min. Mono Click
2.000 Click/Year
Min. Color Click
1.000 Click /Year
Max Mono Coverage
%
Max Color Coverage
%

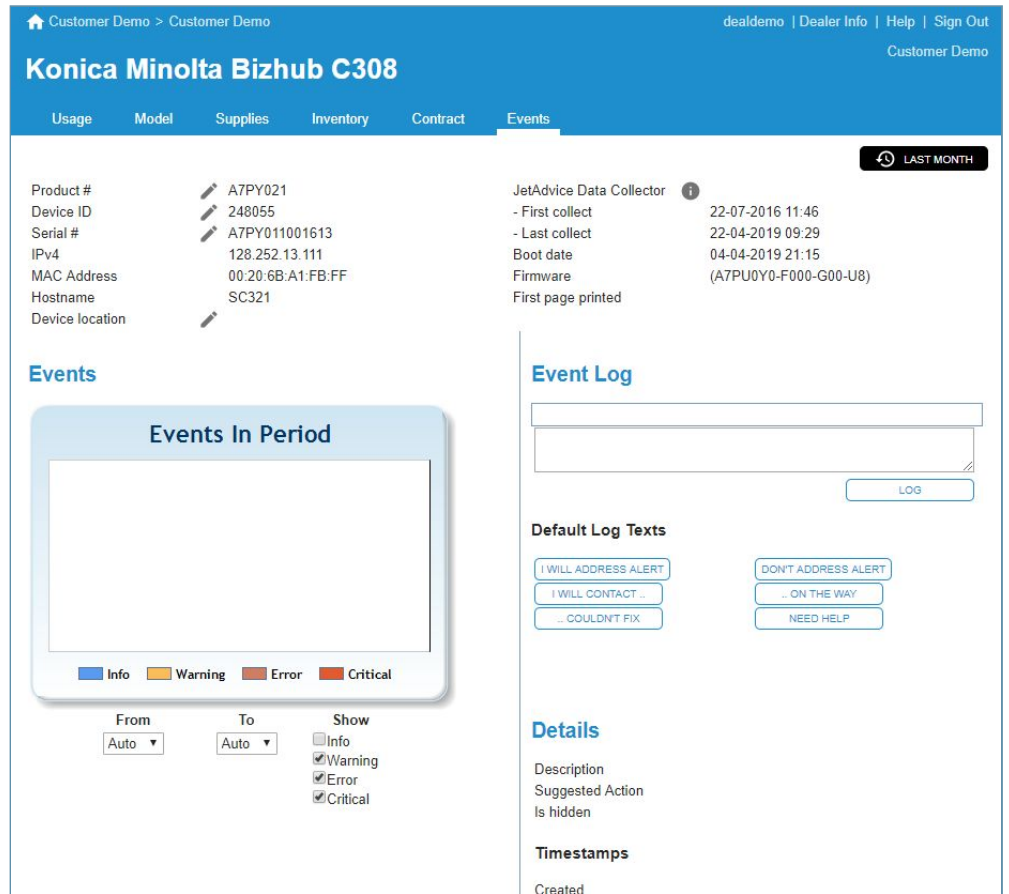
SAVE ALL CONTRACT INFO
REMOVE FROM CONTRACT

Attach device to existing Contract

Search Contract
Contract
Test 2000-1000
ATTACH

Events

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



Konica Minolta Bizhub C308

Usage Model Supplies Inventory Contract **Events**

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

Events In Period

From Auto To Auto Show
☐ Info ☒ Warning ☒ Error ☒ Critical

Event Log

Default Log Texts

I WILL ADDRESS ALERT
 I WILL CONTACT ..
 ... COULDN'T FIX

DONT ADDRESS ALERT
 .. ON THE WAY
 NEED HELP

Details

Description
 Suggested Action
 Is hidden

Timestamps

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

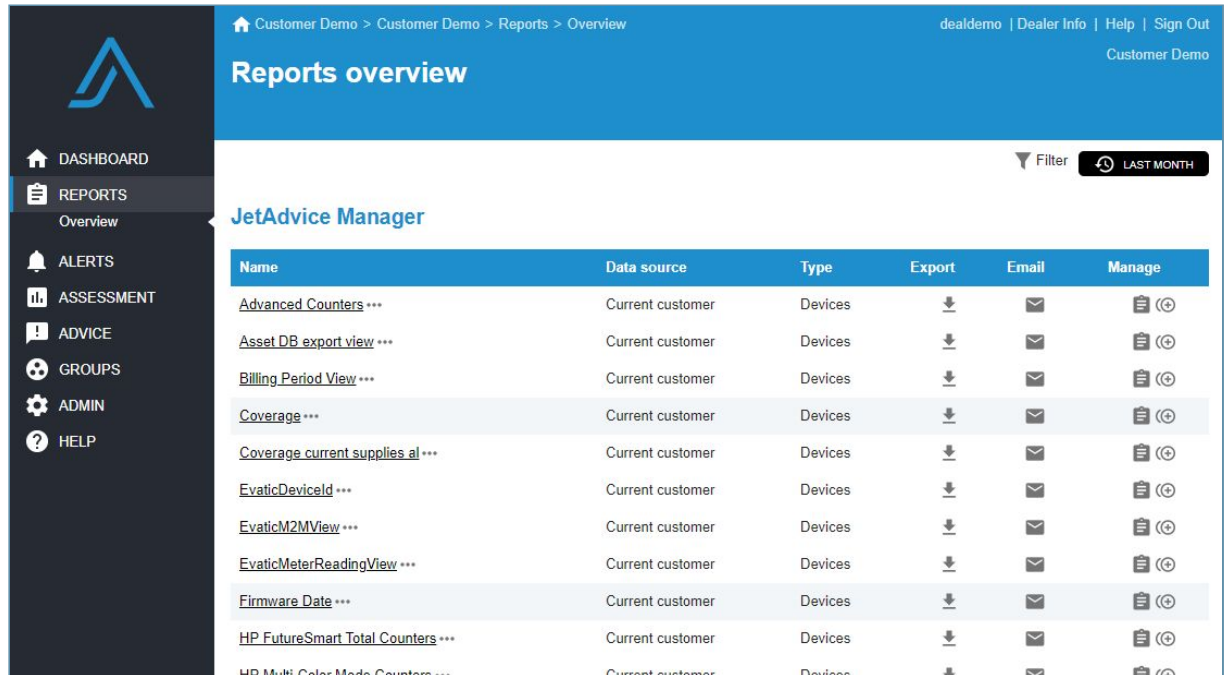
Level	Customer	Account ID	Version	Free State	Offline	Max Offline	Last collect	Account created	Account status	Account status msg	Account user	Account mail	DC name	DC IPv4
Customer Demo	Best Customer Inc	74388	2.2.6534.27142	1	Not Installed		30-01-2019	IsClosed			dealdemo	support@euroform.com	BestCustomerInc_0599	192.168.14.126
Customer Demo	Fishing Company Inc	74148	2.2.6375.30837		73 days 21 hrs	2 days 18 hrs	07-02-2019	Customer_TemporaryClosed			dealdemo	support@euroform.com	FishingCompanyInc_9973	192.168.14.127
Customer Demo	Customer Demo	16787	2.2.6534.26847					IsRunning	Dealer account for demo		customerdemo	support@euroform.com	CustomerDemo	192.168.14.7
Customer Demo	Beer Factory	74480	2.2.6534.26847					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

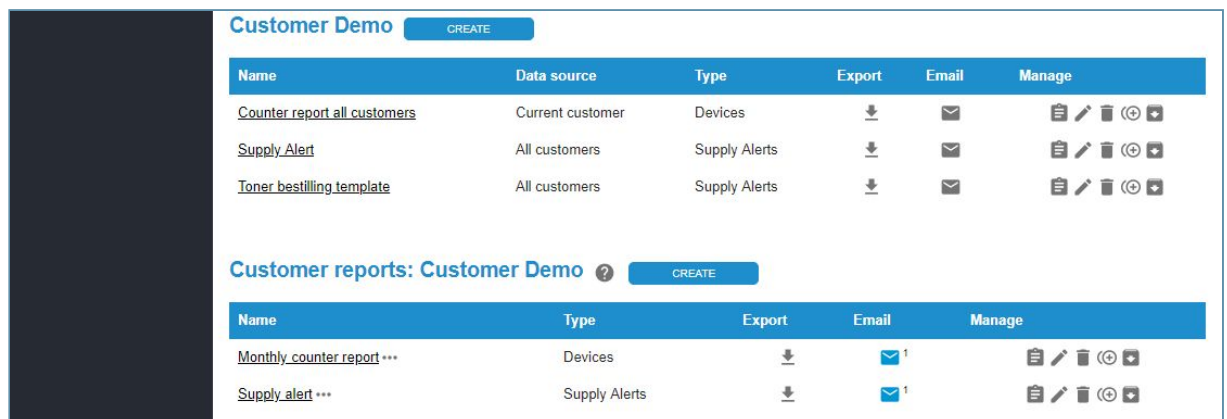
Reports overview

Filter LAST MONTH

JetAdvice Manager

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

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



Customer Demo

CREATE

Name	Data source	Type	Export	Email	Manage
Counter report all customers	Current customer	Devices	↓	✉	📄 ✎️ 🗑️ ⚙️
Supply Alert	All customers	Supply Alerts	↓	✉	📄 ✎️ 🗑️ ⚙️
Toner bestilling template	All customers	Supply Alerts	↓	✉	📄 ✎️ 🗑️ ⚙️

Customer reports: Customer Demo

CREATE

Name	Type	Export	Email	Manage
Monthly counter report ***	Devices	↓	✉ ¹	📄 ✎️ 🗑️ ⚙️
Supply alert ***	Supply Alerts	↓	✉ ¹	📄 ✎️ 🗑️ ⚙️

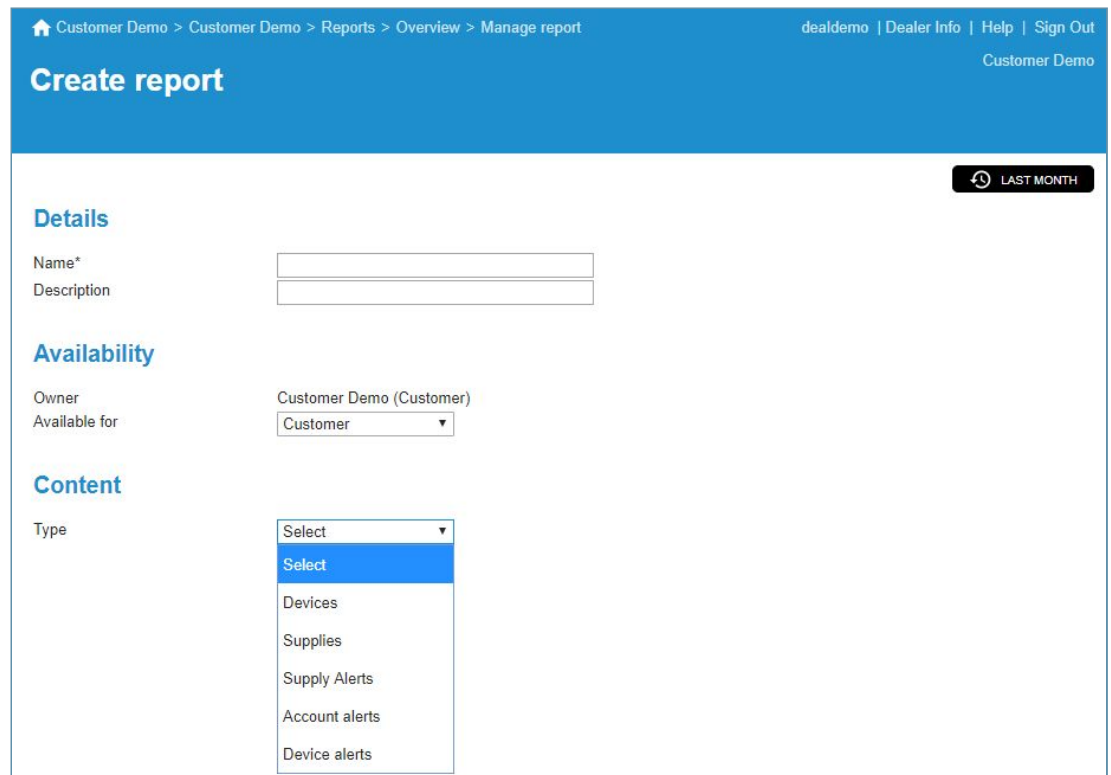
2.1.1 Difference between Customer and Dealer Reports

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.



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 Devices

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	+

Selected Columns

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

1

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 Last month
☒ Include today ?

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

Customers

Data sources Current customer

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.

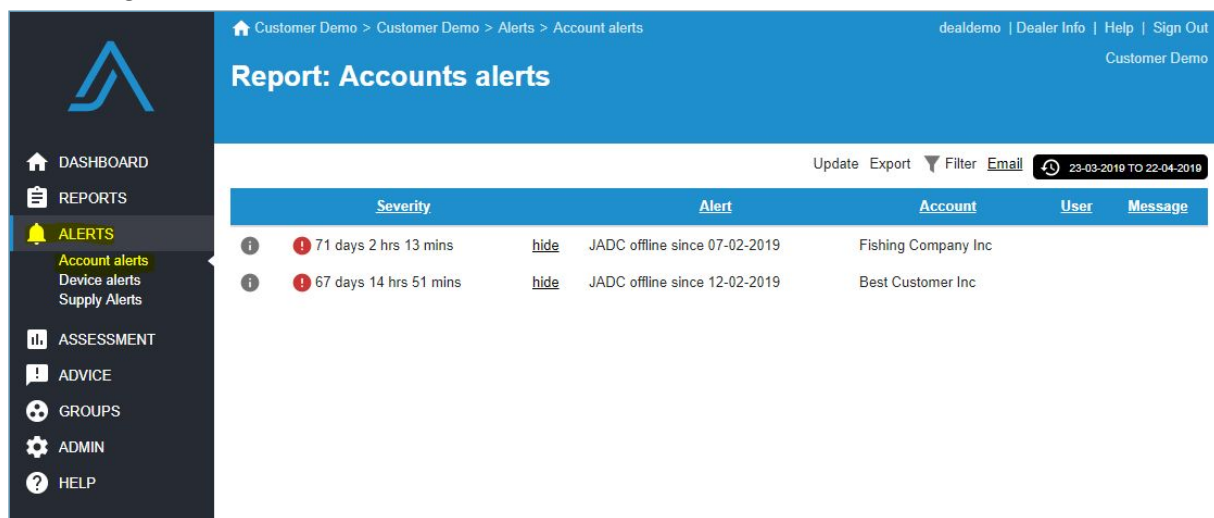
Video: [HowTo Schedule a Report for Email](#)

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.



Customer Demo > Customer Demo > Alerts > Account alerts

dealdemo | Dealer Info | Help | Sign Out

Customer Demo

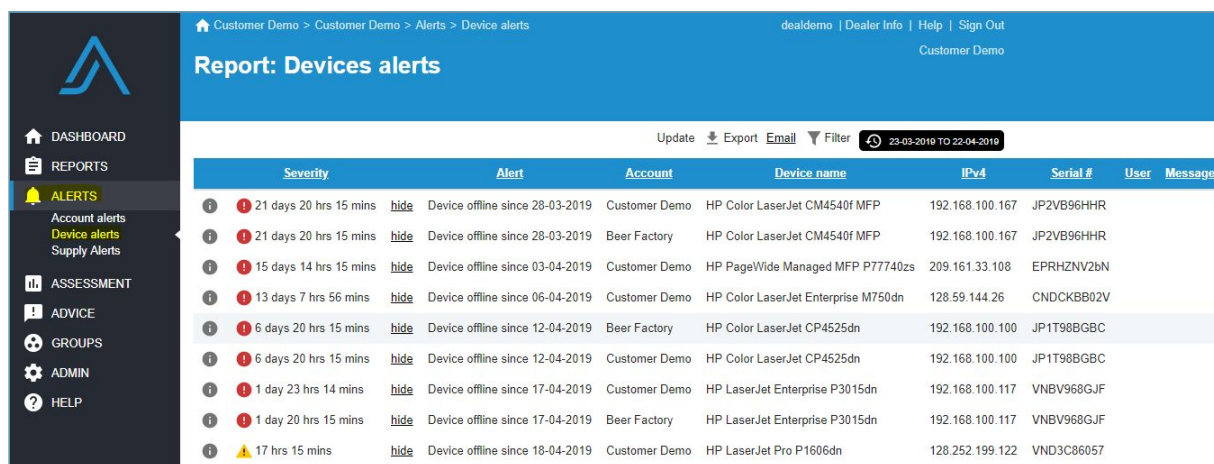
Report: Accounts alerts

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

Severity	Alert	Account	User	Message
71 days 2 hrs 13 mins	JADC offline since 07-02-2019	Fishing Company Inc		
67 days 14 hrs 51 mins	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.



Customer Demo > Customer Demo > Alerts > Device alerts

dealdemo | Dealer Info | Help | Sign Out

Customer Demo


Report: Devices alerts

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

Severity	Alert	Account	Device name	IPv4	Serial #	User	Message
21 days 20 hrs 15 mins	Device offline since 28-03-2019	Customer Demo	HP Color LaserJet CM4540f MFP	192.168.100.167	JP2VB96HHR		
21 days 20 hrs 15 mins	Device offline since 28-03-2019	Beer Factory	HP Color LaserJet CM4540f MFP	192.168.100.167	JP2VB96HHR		
15 days 14 hrs 15 mins	Device offline since 03-04-2019	Customer Demo	HP PageWide Managed MFP P77740zs	209.161.33.108	EPRHZN2bN		
13 days 7 hrs 56 mins	Device offline since 06-04-2019	Customer Demo	HP Color LaserJet Enterprise M750dn	128.59.144.26	CNDCKB80ZV		
6 days 20 hrs 15 mins	Device offline since 12-04-2019	Beer Factory	HP Color LaserJet CP4525dn	192.168.100.100	JP1T98BGBC		
6 days 20 hrs 15 mins	Device offline since 12-04-2019	Customer Demo	HP Color LaserJet CP4525dn	192.168.100.100	JP1T98BGBC		
1 day 23 hrs 14 mins	Device offline since 17-04-2019	Customer Demo	HP LaserJet Enterprise P3015dn	192.168.100.117	VNBV968GJF		
1 day 20 hrs 15 mins	Device offline since 17-04-2019	Beer Factory	HP LaserJet Enterprise P3015dn	192.168.100.117	VNBV968GJF		
17 hrs 15 mins	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.



- DASHBOARD
- REPORTS
- ALERTS**
 - Account alerts
 - Device alerts
 - Supply Alerts
- ASSESSMENT
- ADVICE
- GROUPS
- ADMIN
- HELP

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 Supply alert

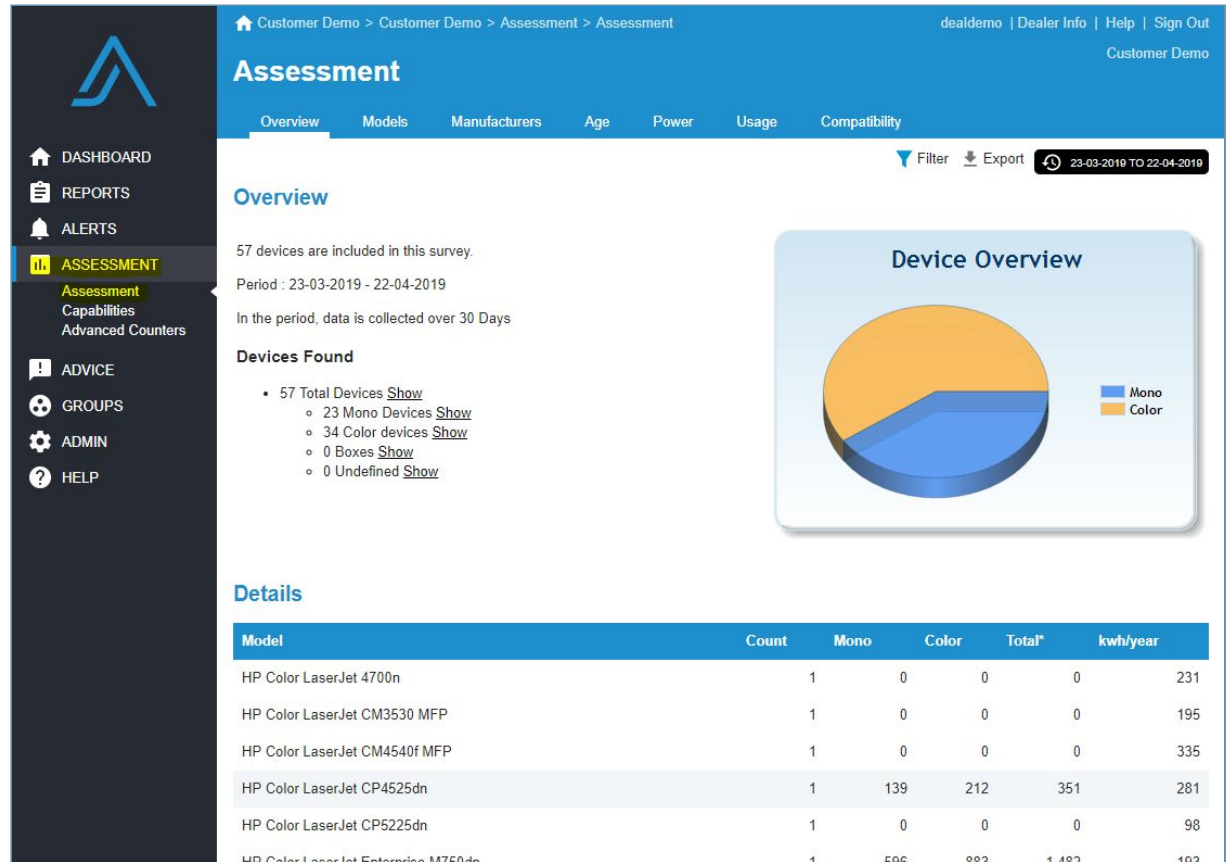
	Device name	IPv4	Serial #	Date	Supply	Level	Mono	Color	Total
⚠	HP PageWide Managed Color MFP E77650dn	128.252.78.227	MXBCL5K2BZ	12-04-2019 09:07:06	Yellow Cartridge 990XC CONTRACT HP M0K24XC	10,0 %	10.253	14.402	26.827
⚠	HP PageWide Managed Color MFP E77650dn	128.252.78.227	MXBCL5K2BZ	14-03-2019 09:06:58	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;SNunknown	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.



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](#)

Details

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.

Customer Demo > Customer Demo > Assessment > Capabilities																
dealdemo Dealer Info Help Sign Out																
Customer Demo																
Filter Export 23-03-2019 TO 22-04-2019																
	Device name	IPv4	Serial #	Hostname	Date	Color	A5	A4	A3	PPM_Mono	PPM_Color	DPI	PCL5e	PCL6	PostScript	
1	Konica Minolta Bizhub C308	128.252.13.111	A7PY011001613	SC321	22-04-2019	✓	✓	✓	✓	30	30	1200	✓	✓	✓	
1	HP LaserJet Pro P1606dn	128.252.199.122	VND3C86057	NP10E7C0D	18-04-2019	✓	✓	✓	✓	25	0	600	✓	✓	✓	
1	Xerox WorkCentre 7845	128.252.58.85	MX4507608	XR9C934E941BFA	22-04-2019	✓	✓	✓	✓	45	45	1200	✓	✓	✓	
1	HP PageWide Managed Color MFP E77650dn	128.252.78.227	MXBCL5K2BZ	NP1DD5182	22-04-2019	✓	✓	✓	✓	70	70	1200	✓	✓	✓	
1	Kyocera TASKalfa 4501i	128.252.78.56	L7N6111610	KM266E11	22-04-2019	✓	✓	✓	✓	45	0	600	✓	✓	✓	
1	Ricoh Aficio MP 5002AD	128.59.144.14	W532L900222	RNP0026734B77DC	22-04-2019	✓	✓	✓	✓	50	0	1200	✓	✓	✓	
1	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.

DASHBOARD

REPORTS

ALERTS

ASSESSMENT

Assessment Capabilities Advanced Counters

ADVICE

GROUPS

ADMIN

HELP

Customer Demo > Customer Demo > Assessment > Advanced Counters

dealdemo | Dealer Info | Help | Sign Out

Customer Demo

Filter

Export

23-03-2019 TO 22-04-2019

	Device name	Manufacturer	Model/ 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	Elapsed Scan Count	ADE Simile Count
1	HP LaserJet Pro P1606dn	HP	Show all		18-04-2019	5.339	5.339											
1	HP PageWide Managed Color MFP E77650dn	128.252.78.227	MXBCL5K2BZ	NP1DD5182	22-04-2019	25.031	9.952	15.078	12.254	14.573	26.092	675	3.644	1.594	1.307	285	1.12	
1	HP LaserJet P2055dn	128.59.144.215	CNB9L26595	PRCPCLASSF	20-04-2019	195.390			195.390	0	20.012	13.477	45.332					
1	HP Color LaserJet Enterprise M750dn	128.59.144.26	CNDCKBB02V	NP1F4C272	06-04-2019	45.007	11.540	33.467	8.624	36.412	23.490	8.030	11.123					
1	HP LaserJet Enterprise P3015dn	128.59.144.36	VNDCB4N1MC	NP14B0B0D	20-04-2019	70.936			72.092		19.291	10.457	1					
1	HP Color LaserJet CP4525dn	192.168.100.100	JP1T98B0BC	NP160F3F4	12-04-2019	46.777	12.146	34.631	12.283	34.498	16.453	2.068	13					
1	HP LaserJet Enterprise P3015dn	192.168.100.117	VNBV968GJF	NP170AC0D	17-04-2019	1.343			1.503		638	6	2					
1	HP Color LaserJet CM4540i MFP	192.168.100.167	JP2V96HHR	NP160F768	28-03-2019	13.826	2.228	11.599	2.067	11.796	9.378	4.228	3.190	24	5.729	423	5.15	
1	HP PageWide Pro 577dw MFP	192.168.100.160	CN642D02N	HPF2D025	22-04-2019	1.684	1.797	360	1.325	309	1.408	1.415	193	129	1.456	1.417	39	
1	HP LaserJet Enterprise 500 MFP M525dn	192.168.100.90	NL1VCD00Y7	NP1A3C452	22-04-2019	6.375			6.410		5.382	847	896	31	335	27	23	
1	HP PageWide Managed Color Flow MFP E77660z	192.168.14.135	NL3VK7N06H	NP16FA217	22-04-2019	2.380	792	1.588	782	1.485	2.068	76	358	0	534	31	27	
1	HP PageWide Managed MFP P77740zs	209.161.33.108	EPRH2NV2bN	TESTPC-05_epr_node	03-04-2019	20	85	4	16	6	16	10	0	0	1	0	2	

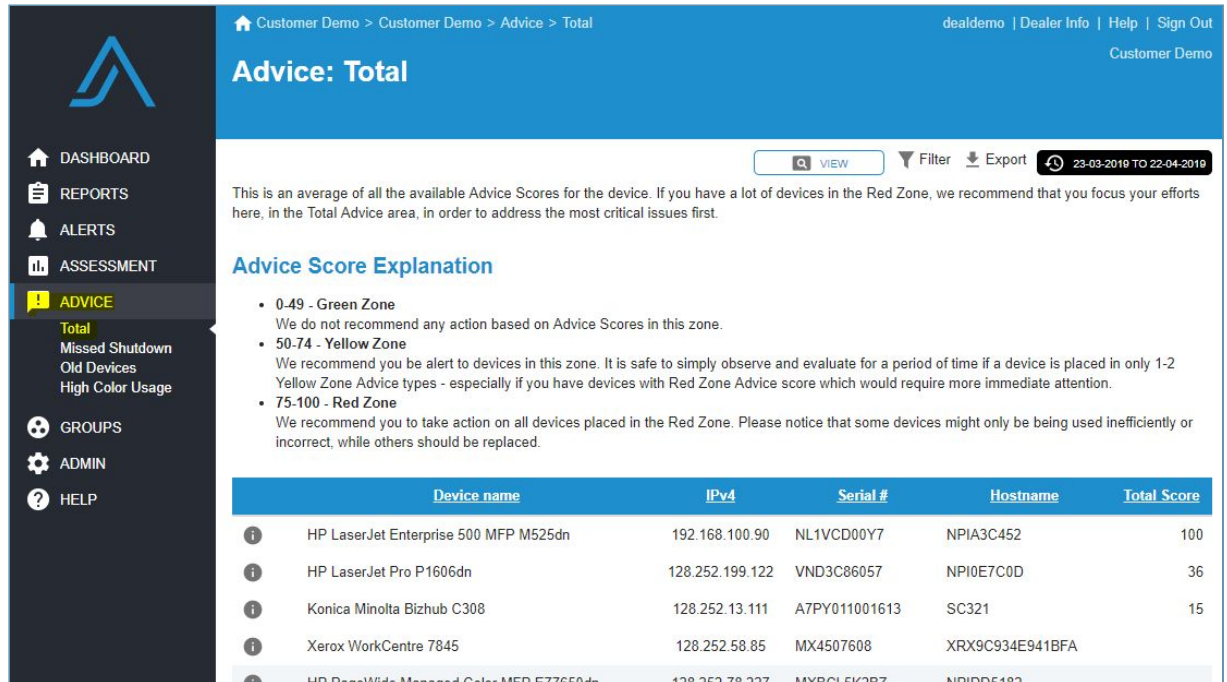
Video: [Getting Started - Advanced Counters](#)

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	MXBCI 5K2BZ	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.



- DASHBOARD
- REPORTS
- ALERTS
- ASSESSMENT
- ADVICE**
 - Total
 - Missed Shutdown
 - Old Devices
 - High Color Usage
- GROUPS
- ADMIN
- HELP

Customer Demo > Customer Demo > Advice > Missed Shutdown

dealdemo | Dealer Info | Help | Sign Out

Customer Demo

Advice: Missed Shutdown

VIEW

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	XR9C934E941BFA	
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.



- DASHBOARD
- REPORTS
- ALERTS
- ASSESSMENT
- ADVICE**
 - Total
 - Missed Shutdown
 - Old Devices**
 - High Color Usage
- GROUPS
- ADMIN
- HELP

Customer Demo > Customer Demo > Advice > Old Devices

dealdemo | Dealer Info | Help | Sign Out

Customer Demo

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 MEP E77650dn	128.252.78.227	MXBC15K2BZ	NBID05182	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.



- DASHBOARD
- REPORTS
- ALERTS
- ASSESSMENT
- ADVICE
 - Total
 - Missed Shutdown
 - Old Devices
 - High Color Usage
- GROUPS
- ADMIN
- HELP

Customer Demo > Customer Demo > Advice > High Color Usage

dealdemo | Dealer Info | Help | Sign Out

Customer Demo

Advice: High color Usage

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.

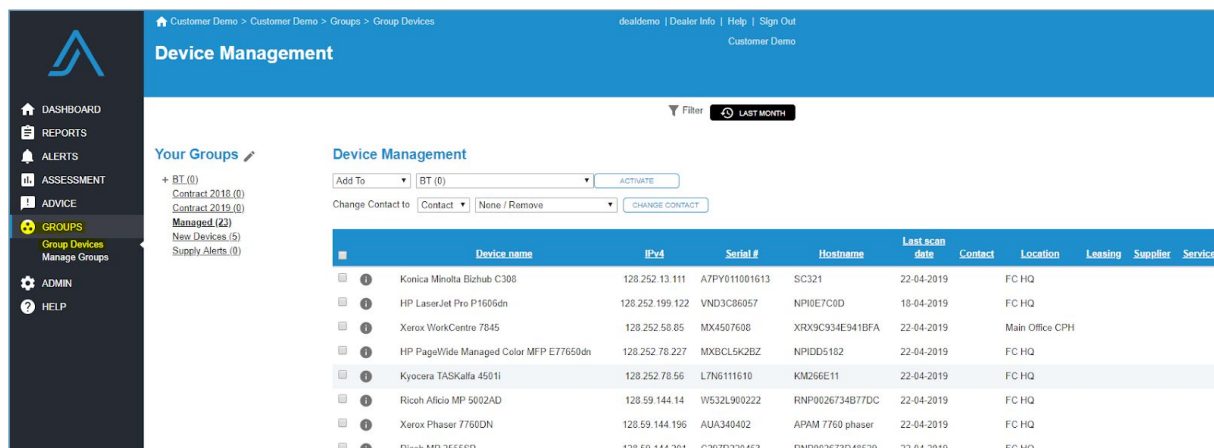
	Device name	IPv4	Serial #	Hostname	Date Start	Date End	Date Diff	Mono	Color	High Color Usage
1	Konica Minolta Bizhub C308	128.252.13.111	A7PY011001613	SC321	23-03-2019	22-04-2019	30	1.237	683	
1	HP LaserJet Pro P1606dn	128.252.199.122	VND3C86057	NP10E7C0D	20-03-2019	18-04-2019	28	7		
1	Xerox WorkCentre 7845	128.252.58.85	MX4507608	XR9C934E941BFA	23-03-2019	22-04-2019	30	4.166	281	
1	HP PageWide Managed Color MFP E77650dn	128.252.78.227	MXBCL5K2BZ	NPIDD5182	23-03-2019	22-04-2019	30	477	1.144	
1	Kyocera TASKalfa 4501i	128.252.78.56	L7N6111610	KM266E11	23-03-2019	22-04-2019	30	1.961		
1	Ricoh Aficio MP 5002AD	128.59.144.14	W532L900222	RNP0026734B77DC	22-03-2019	22-04-2019	30	1.728		
1	Xerox Phaser 7760DN	128.59.144.196	AUA340402	APAM 7760 phaser	23-03-2019	22-04-2019	30	68	726	
1	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	IP	Serial #	Hostname	Last scan date	Contact	Location	Leasing	Supplier	Service
1	Konica Minolta Bizhub C308	128.252.13.111	A7PY011001613	SC321	22-04-2019	FC HQ				
2	HP LaserJet Pro P1606dn	128.252.199.122	VND3C86957	NP10E7C0D	18-04-2019	FC HQ				
3	Xerox WorkCentre 7845	128.252.58.85	MX4507608	XRX9C934E941BFA	22-04-2019	Main Office CPH				
4	HP PageWide Managed Color MFP E7765dn	128.252.78.227	MXBCL5K2BZ	NP1DD5182	22-04-2019	FC HQ				
5	Kyocera TASKalfa 4501i	128.252.78.56	L7N6111610	KM266E11	22-04-2019	FC HQ				
6	Ricoh Aficio MP 5002AD	128.59.144.14	V532L900222	RNP0626734B77DC	22-04-2019	FC HQ				
7	Xerox Phaser 7760DN	128.59.144.196	AUA340402	APAM 7760 phaser	22-04-2019	FC HQ				
8	Ricoh MP 2555SP	128.59.144.201	C297F220453	RNP062673D40529	22-04-2019	FC HQ				

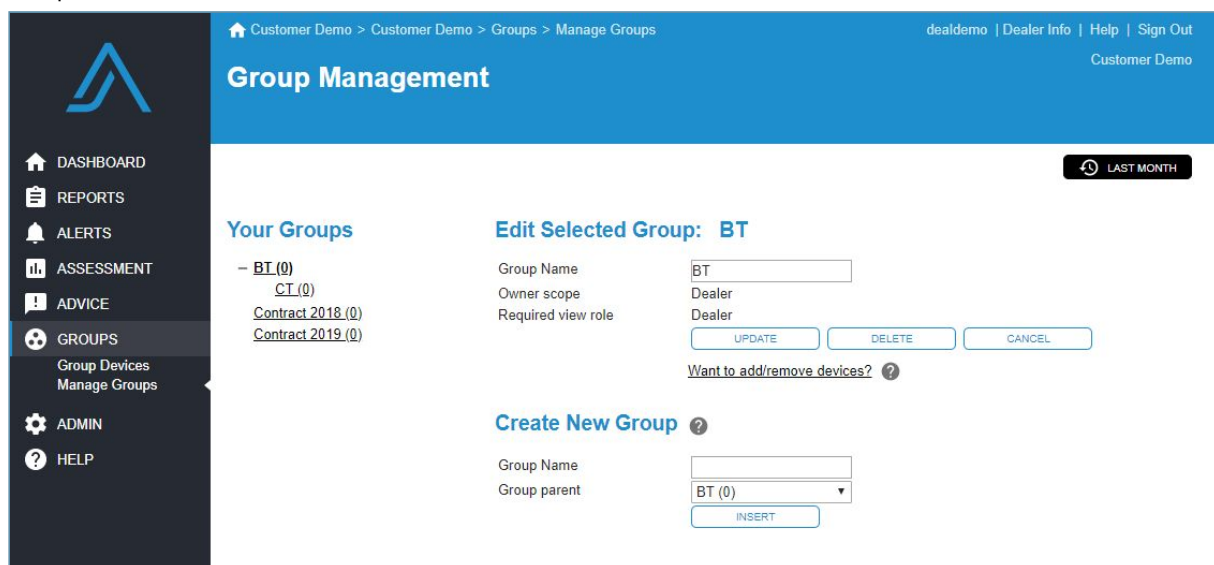
Video resources:

[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.

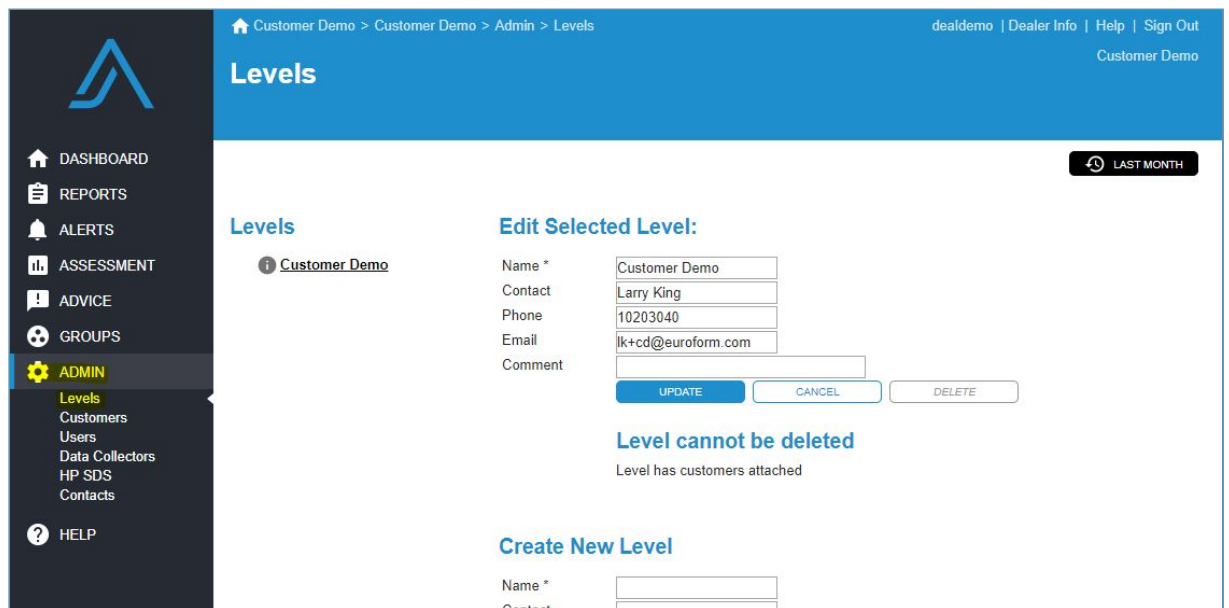
Video: [Getting Started - HowTo create a group](#)

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)

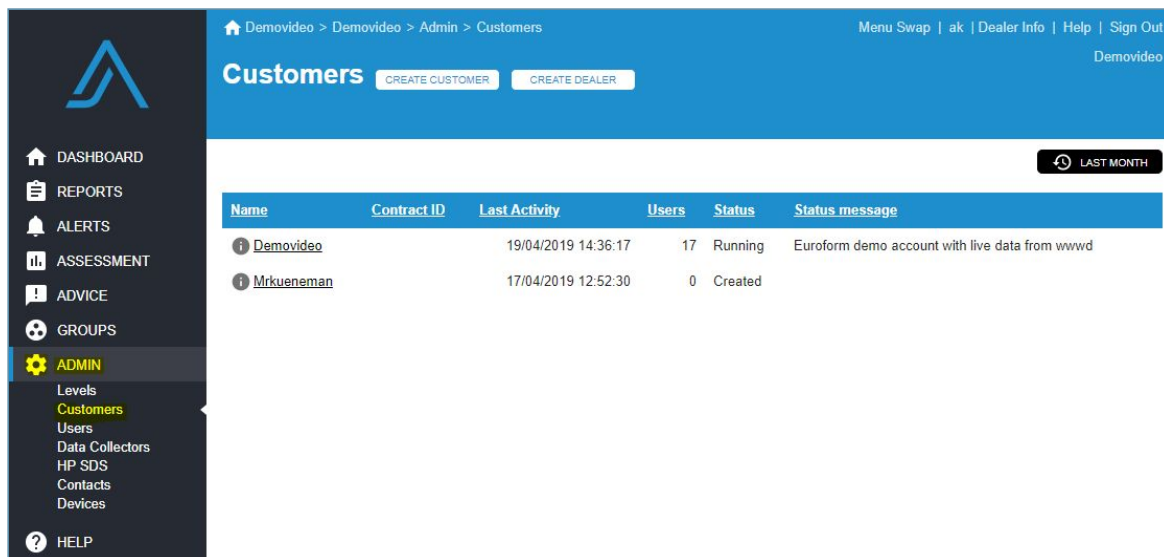
Reseller

- **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.



Demovideo > Demovideo > Admin > Customers

Menu Swap | ak | Dealer Info | Help | Sign Out

Demovideo

Customers

CREATE CUSTOMER CREATE DEALER

LAST MONTH

Name	Contract ID	Last Activity	Users	Status	Status message
Demovideo		19/04/2019 14:36:17	17	Running	Euroform demo account with live data from wwwd
Mrkueneman		17/04/2019 12:52:30	0	Created	

ADMIN

- Levels
- Customers
- Users
- Data Collectors
- HP SDS
- Contacts
- Devices

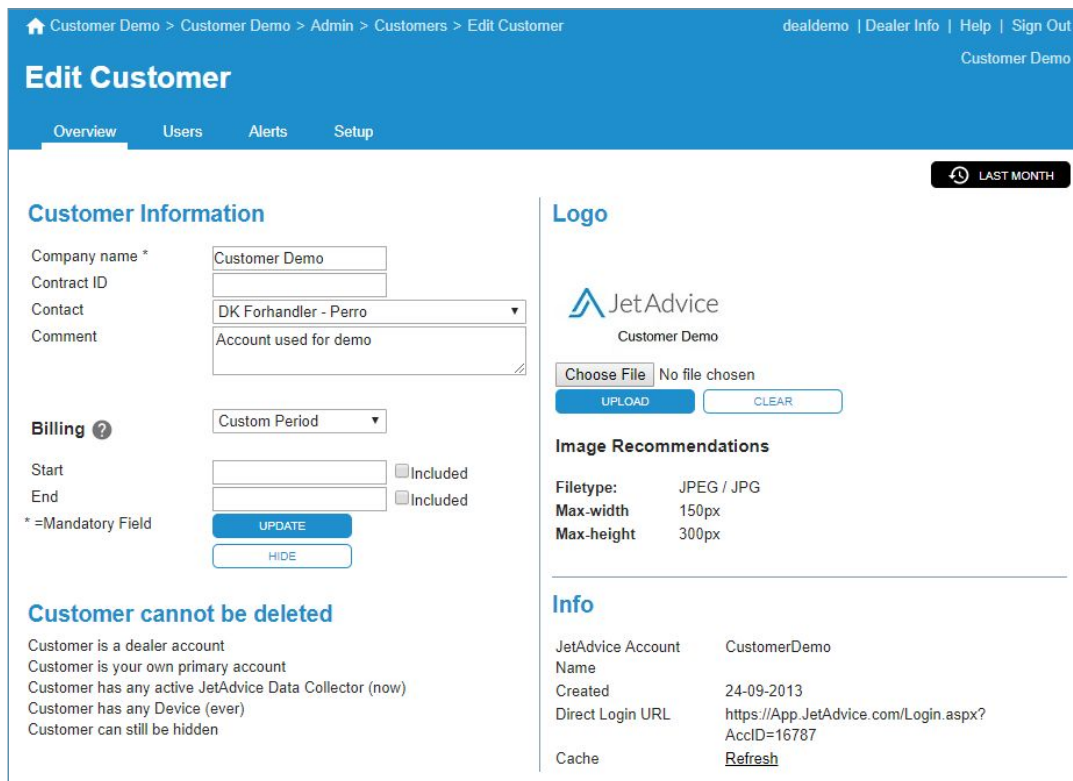
HELP

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).



Customer Demo > Customer Demo > Admin > Customers > Edit Customer

dealdemo | Dealer Info | Help | Sign Out

Customer Demo

Edit Customer

Overview Users Alerts Setup

LAST MONTH

Customer Information

Company name * Customer Demo

Contract ID

Contact DK Forhandler - Perro

Comment Account used for demo

Billing ?

Custom Period

Start

End

* =Mandatory Field

UPDATE

HIDE

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

Logo

JetAdvice

Customer Demo

Choose File No file chosen

UPLOAD CLEAR

Image Recommendations

Filetype: JPEG / JPG

Max-width 150px

Max-height 300px

Info

JetAdvice Account CustomerDemo

Name

Created 24-09-2013

Direct Login URL https://App.JetAdvice.com/Login.aspx?

AccID=16787

Cache Refresh

Users

See and create users for the account

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

Edit Customer Customer Demo

Overview **Users** Alerts Setup

Account Users [CREATE NEW USER](#) LAST MONTH

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

Edit Customer Customer Demo

Overview **Users** **Alerts** Setup

Email alerts ? LAST MONTH

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% - Del ▼
+ Ink	10% - Del ▼
+ Drum	10% - Del ▼
+ Maintenance	10% - Del ▼
+ Fuser	10% - Del ▼
+ Developer	10% - Del ▼
+ Transfer	10% - Del ▼
+ Waste	10% - Del ▼
+ Printhead	10% - Del ▼
+ Generic	10% - Del ▼
+ Other	10% - 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.

Customer Demo > Customer Demo > Admin > Customers > Edit Customer

dealdemo | Dealer Info | Help | Sign Out

Customer Demo

Edit Customer

Overview

Users

Alerts

Setup

LAST MONTH

Setup instructions email

To

CC

BCC

Personal Message

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.

The mail will not provide any login information for the web interface.

SEND

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 ?

Custom Period

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

Dealer Company Information

Company name *

Contract ID

Email

Phone

Dealer Contact

Comment

Customer Demo - dealdemo (Default)

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.



- DASHBOARD
- REPORTS
- ALERTS
- ASSESSMENT
- ADVICE
- GROUPS
- ADMIN**
 - Levels
 - Customers
 - Users**
 - Data Collectors
 - HP SDS
 - Contacts
- HELP

Customer Demo > Customer Demo > Admin > Users

dealdemo | Dealer Info | Help | Sign Out

Customer Demo

Account Users [CREATE NEW USER](#)

LAST MONTH

Username	Email	Last login	Locked out	Failed	Dealer	Assessment	Manage Child Levels	Alerts	Supply Alerts
lk+customerdemo@euroform.com	lk+customerdemo@euroform.com	30-01-2019 10:49:58	<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
customerdemo	support@euroform.com	05-03-2019 13:07:02	<input type="checkbox"/>	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
JAFree02	support@euroform.com	08-03-2018 12:23:09	<input type="checkbox"/>	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
dealdemo	support@euroform.com	12-11-2015 15:05:07	<input type="checkbox"/>	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
lk+premium@euroform.com	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"/>
lk+cd@euroform.com	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 *	support@euroform.com
Username	dealdemo
First name *	Support
Last name *	
Phone	
Mobile	kt
Language	English
Culture	Danish (Denmark)
Timezone	(UTC+01:00) Brussels, Copenhagen, Madrid, P...

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

SUBMIT

Change Password

Change Password

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

* =Mandatory Field

SUBMIT

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.

Customer Demo > Customer Demo > Admin > Users > Invite user

dealdemo | Dealer Info | Help | Sign Out

Customer Demo

Create user

LAST MONTH

User Information

Email *

First name

Last name

Phone

Mobile

Role

Language

Country *

Customer ▼

English ▼

Select ▼

Invitation email

Subject

Sign-up to JetAdvice Manager

☒ Use default subject

* = Mandatory Field

SEND INVITATION

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.

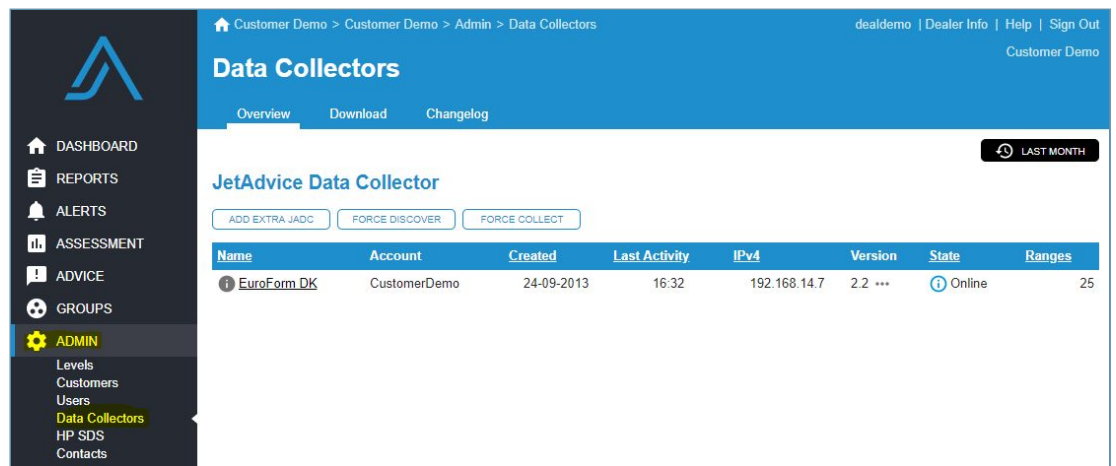
Video resources:

[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.

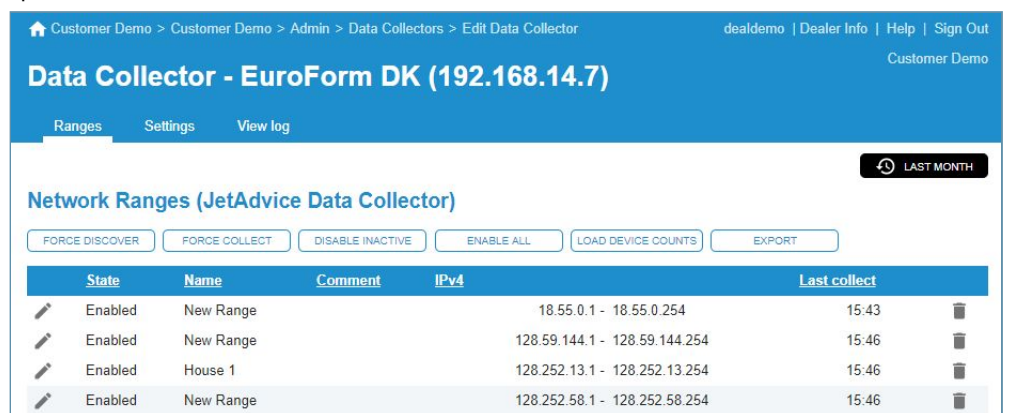


The screenshot shows the 'Data Collectors' overview page. The left sidebar contains navigation links: DASHBOARD, REPORTS, ALERTS, ASSESSMENT, ADVICE, GROUPS, and ADMIN (highlighted). The ADMIN section includes sub-links: Levels, Customers, Users, Data Collectors (highlighted), HP SDS, and Contacts. The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

Name	Account	Created	Last Activity	IPv4	Version	State	Ranges
EuroForm DK	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 left sidebar is the same as the previous screenshot. The main content area is titled 'Data Collector - EuroForm DK (192.168.14.7)' and has tabs for Ranges, Settings, and View log. Below the tabs, there's a 'Network Ranges (JetAdvice Data Collector)' section with 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	<input checked="" type="checkbox"/>
Registered	<input checked="" type="checkbox"/>
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

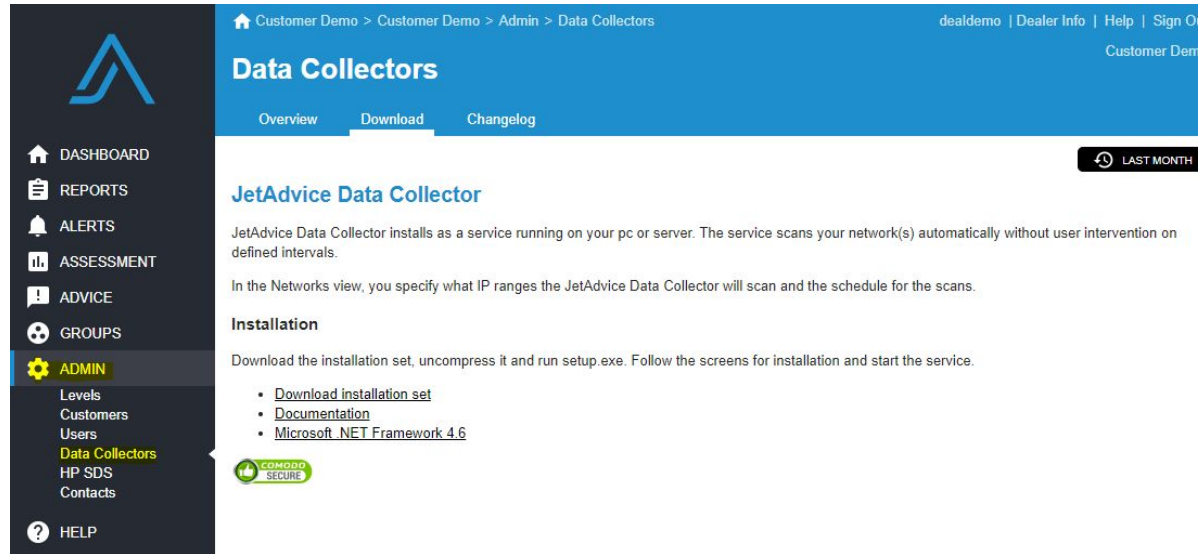
Ranges Settings **View log** LAST MONTH

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

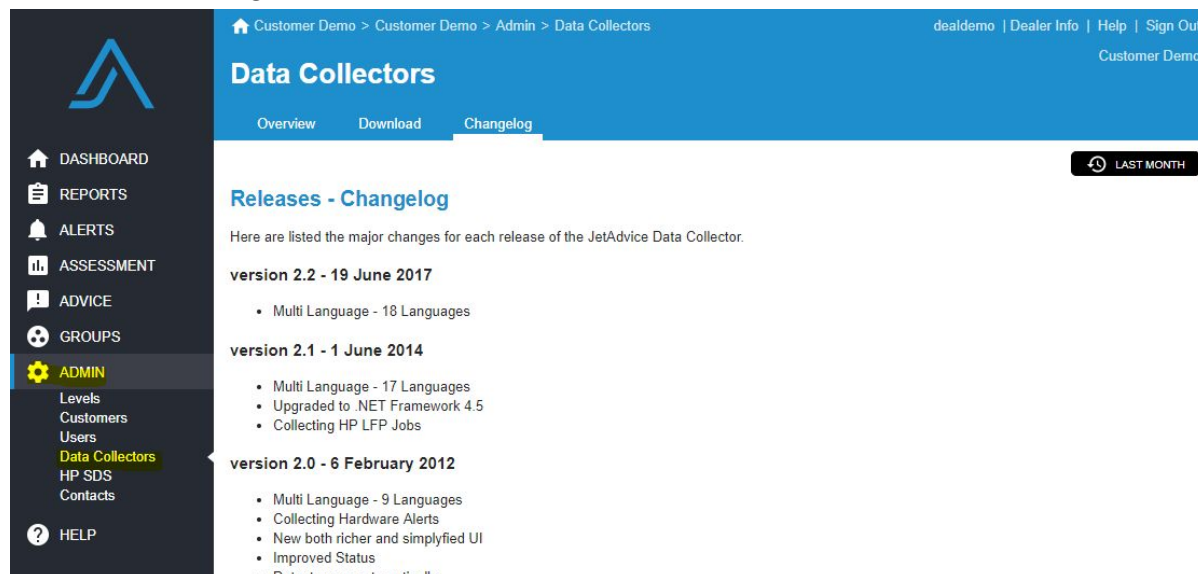
Page where the DCA and similar resources can be accessed and downloaded.



The screenshot shows the 'Data Collectors' page with the 'Download' tab selected. The left sidebar contains navigation links: DASHBOARD, REPORTS, ALERTS, ASSESSMENT, ADVICE, GROUPS, ADMIN (highlighted), Levels, Customers, Users, Data Collectors (highlighted), HP SDS, Contacts, and HELP. The main content area is titled 'Data Collectors' and includes tabs for Overview, Download, and Changelog. The 'Download' tab is active, showing the 'JetAdvice Data Collector' section. It describes the collector as a service that scans networks automatically. Below this, it provides instructions for installation and lists three download links: 'Download installation set', 'Documentation', and 'Microsoft .NET Framework 4.6'. A 'COMODO SECURE' badge is also visible.

7.4.3 Changelog

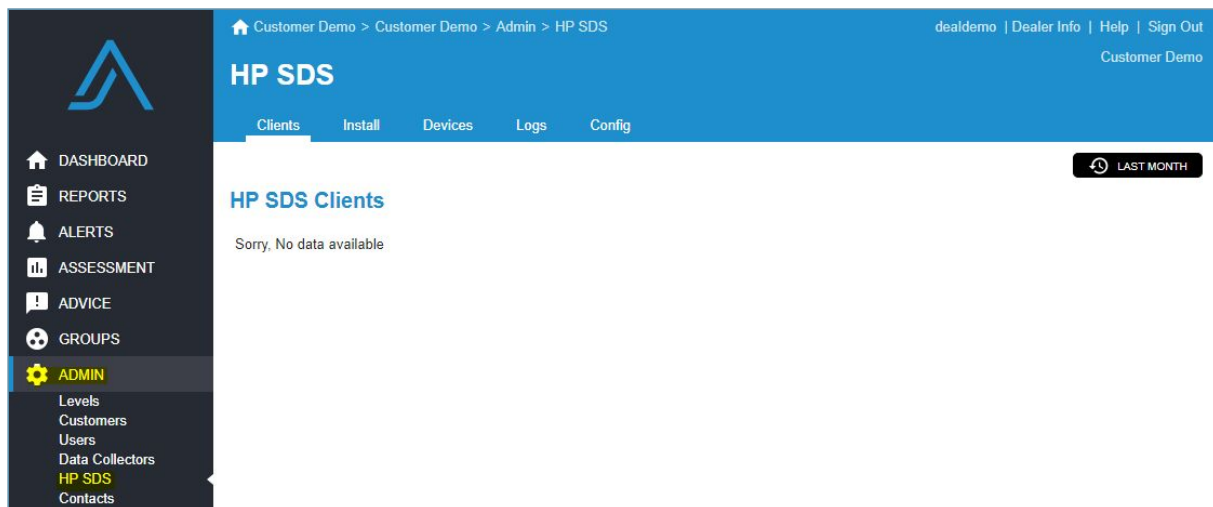
List of major changes from release to release.



The screenshot shows the 'Data Collectors' page with the 'Changelog' tab selected. The left sidebar is identical to the previous screenshot, with 'ADMIN' and 'Data Collectors' highlighted. The main content area is titled 'Data Collectors' and includes tabs for Overview, Download, and Changelog. The 'Changelog' tab is active, showing the 'Releases - Changelog' section. It states that the page lists major changes for each release of the JetAdvice Data Collector. The changelog is organized by version: '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.



Customer Demo > Customer Demo > Admin > HP SDS

dealdemo | Dealer Info | Help | Sign Out

Customer Demo

HP SDS

Clients Install Devices Logs Config

HP SDS Clients

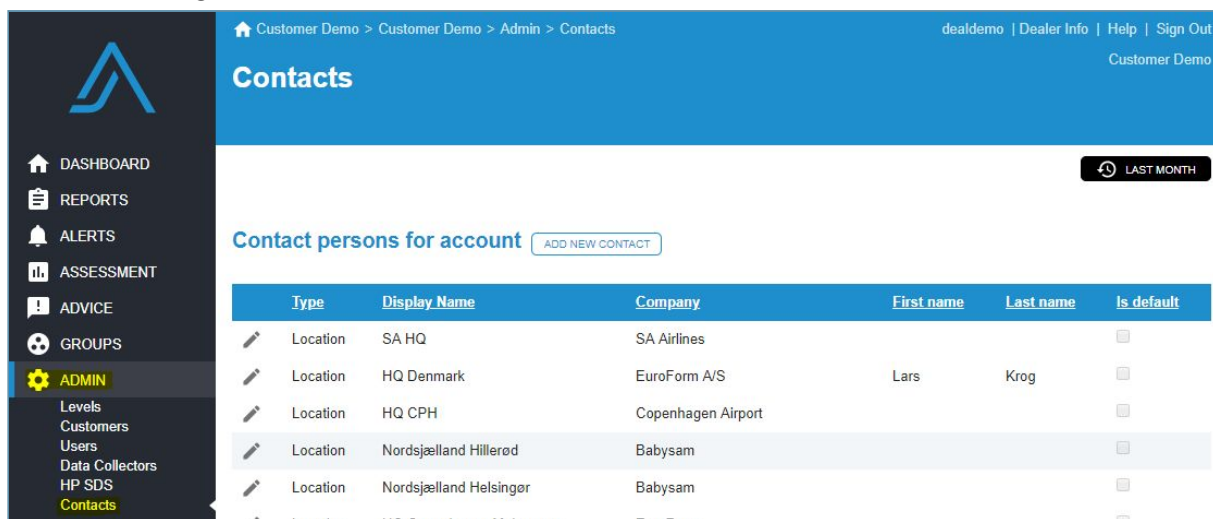
Sorry, No data available

LAST MONTH

[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.



Customer Demo > Customer Demo > Admin > Contacts

dealdemo | Dealer Info | Help | Sign Out

Customer Demo

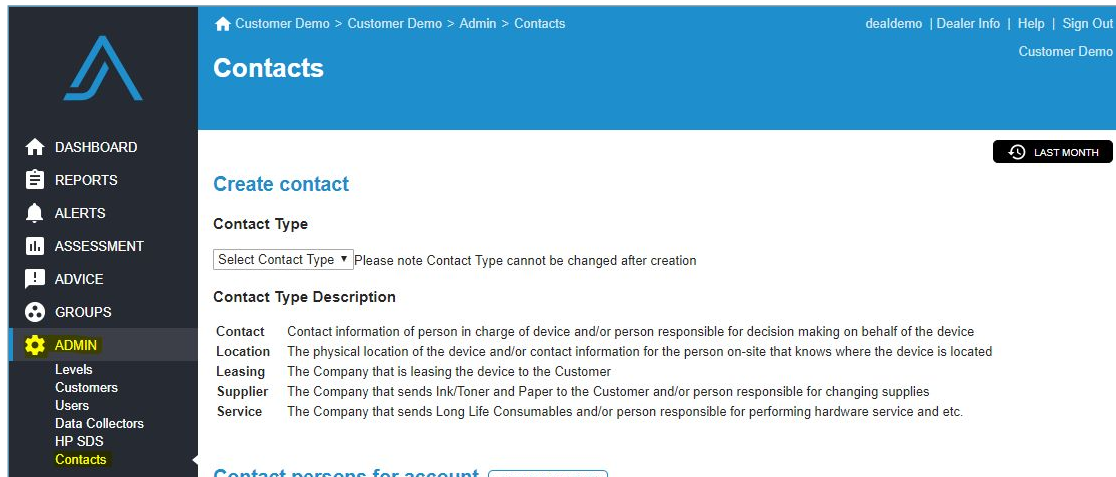
Contacts

LAST MONTH

Contact persons for account [ADD NEW CONTACT](#)

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"/>
Location	HQ Copenhagen Malmø	EuroForm			<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

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

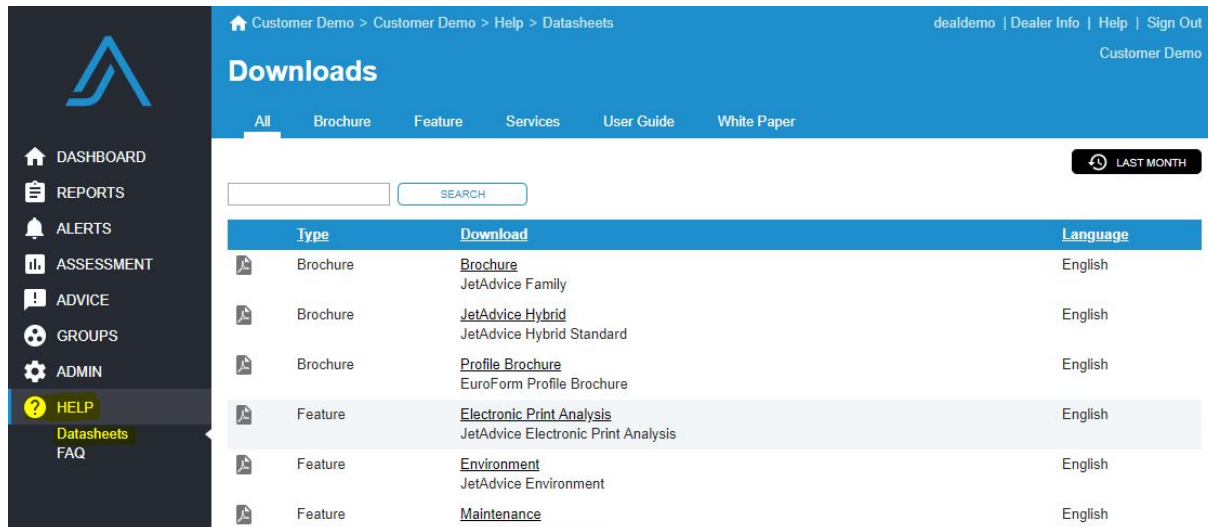
[Contact persons for account](#) [ADD NEW CONTACT](#)

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.

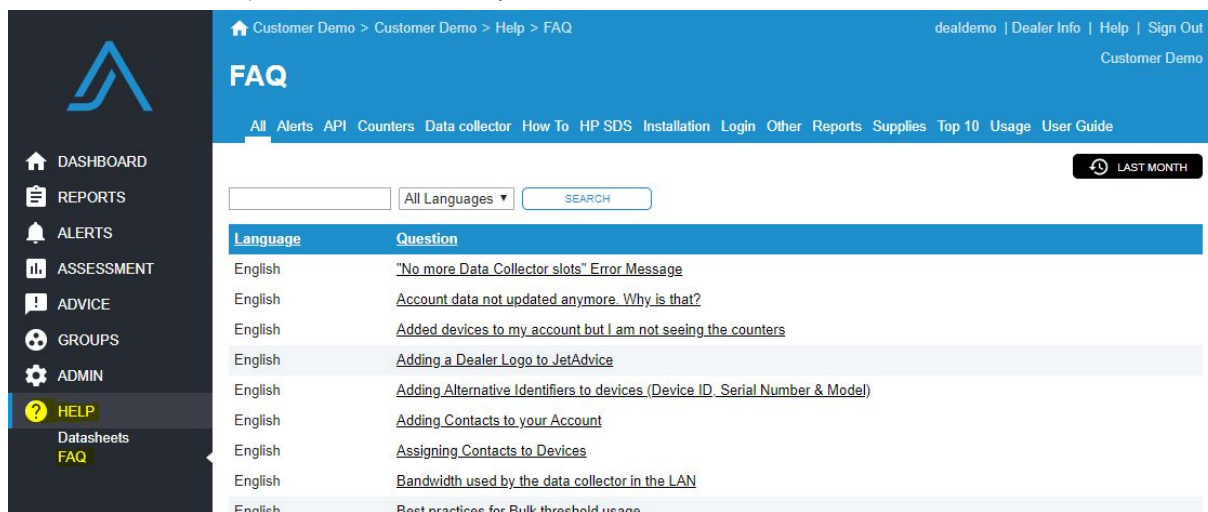


The screenshot shows the 'Downloads' page in the EuroForm application. The left sidebar contains a navigation menu with options: DASHBOARD, REPORTS, ALERTS, ASSESSMENT, ADVICE, GROUPS, ADMIN, and HELP. The 'HELP' menu is expanded, showing 'Datasheets' and 'FAQ'. The main content area has a blue header with the breadcrumb 'Customer Demo > Customer Demo > Help > Datasheets' and links for 'dealdemo', 'Dealer Info', 'Help', and 'Sign Out'. Below the header is a sub-header 'Downloads' with tabs for 'All', 'Brochure', 'Feature', 'Services', 'User Guide', and 'White Paper'. A search bar is present. The main table lists available downloads:

Type	Download	Language
Brochure	Brochure JetAdvice Family	English
Brochure	JetAdvice Hybrid JetAdvice Hybrid Standard	English
Brochure	Profile Brochure EuroForm Profile Brochure	English
Feature	Electronic Print Analysis JetAdvice Electronic Print Analysis	English
Feature	Environment JetAdvice Environment	English
Feature	Maintenance 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.



The screenshot shows the 'FAQ' page in the EuroForm application. The left sidebar is the same as in the previous screenshot. The main content area has a blue header with the breadcrumb 'Customer Demo > Customer Demo > Help > FAQ' and links for 'dealdemo', 'Dealer Info', 'Help', and 'Sign Out'. Below the header is a sub-header 'FAQ' with tabs for 'All', 'Alerts', 'API', 'Counters', 'Data collector', 'How To', 'HP SDS', 'Installation', 'Login', 'Other', 'Reports', 'Supplies', 'Top 10', 'Usage', and 'User Guide'. A search bar and a language dropdown set to 'All Languages' are present. The main table lists frequently asked questions:

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

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)