

# MAINTENANCE LAUNCH

## UNIFY TRAINING GUIDE

Customer Use

ANOVA



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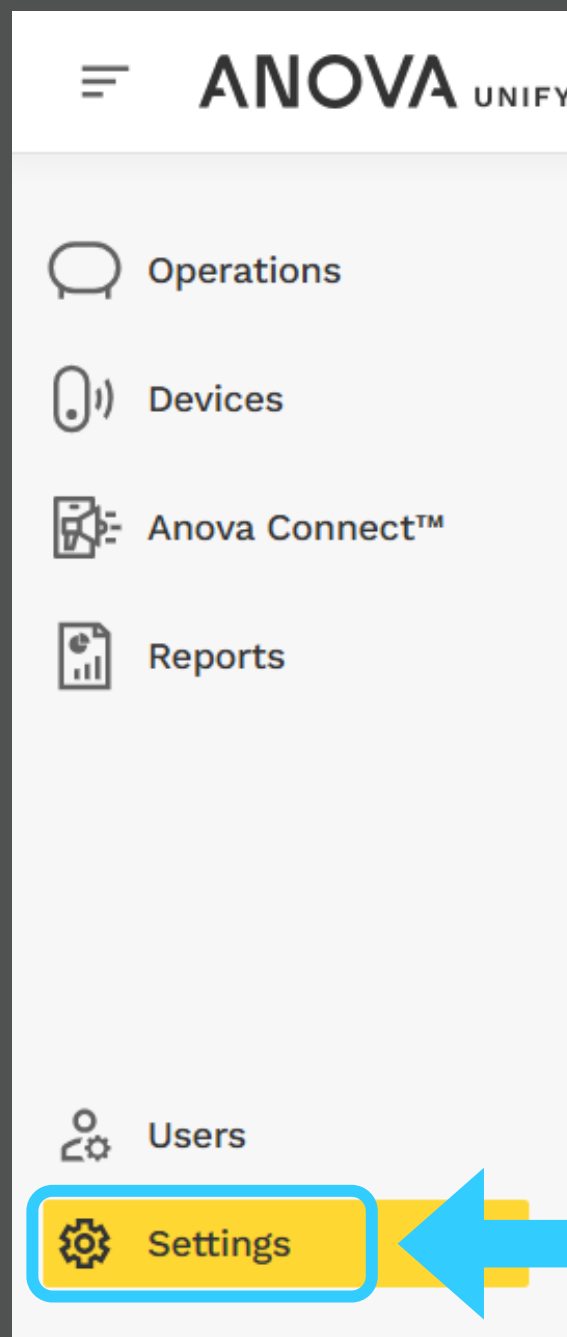
3.5.1 Case Types Column

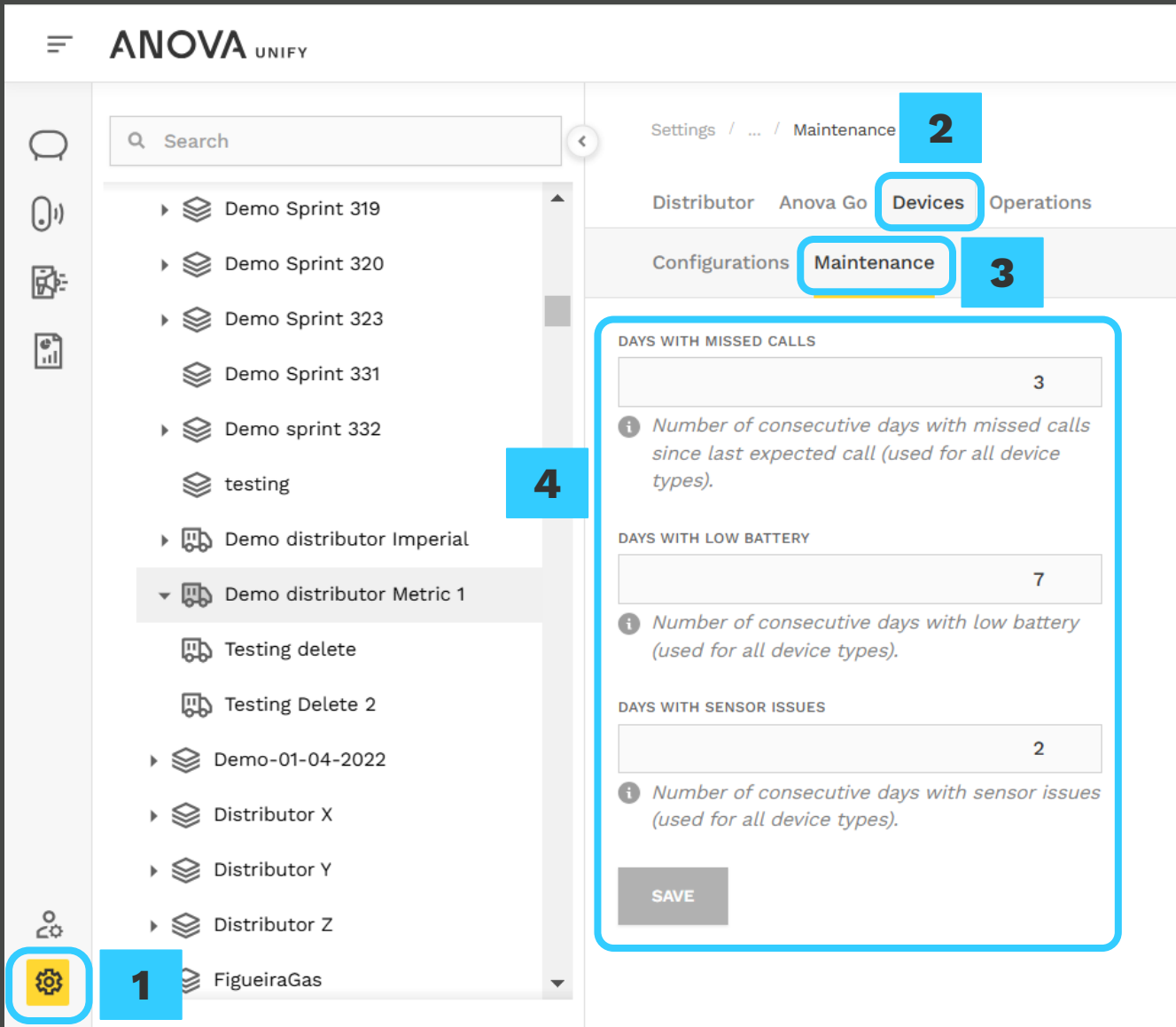
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# SETTINGS MENU

MAINTENANCE FEATURE  
LAUNCH





- On the **SETTINGS MENU**, on the **DEVICES TAB**, there's a new page: the **MAINTENANCE PAGE**.
- In the **MAINTENANCE PAGE** you can configure the number of days it takes to open each case type.

# MAINTENANCE PAGE: CASE TYPES

The screenshot shows the ANOVA UNIFY interface. On the left is a navigation menu with a search bar and a list of distributors. The main content area is titled 'Settings / ... / Maintenance' and has tabs for 'Distributor', 'Anova Go', 'Devices', and 'Operations'. Under the 'Devices' tab, there are sub-tabs for 'Configurations' and 'Maintenance'. The 'Maintenance' sub-tab is active, showing three configuration items:

- 5 DAYS WITH MISSED CALLS**: A value of 3 is entered. Description: *Number of consecutive days with missed calls since last expected call (used for all device types).*
- 6 DAYS WITH LOW BATTERY**: A value of 7 is entered. Description: *Number of consecutive days with low battery (used for all device types).*
- 7 DAYS WITH SENSOR ISSUES**: A value of 2 is entered. Description: *Number of consecutive days with sensor issues (used for all device types).*

A 'SAVE' button is located at the bottom of the configuration area.

- There's currently 3 case types:
  - MISSED CALLS case;
  - LOW BATTERY case;
  - SENSOR ISSUES case:
    - open circuit sensor issue
    - short circuit sensor issue

# MAINTENANCE PAGE: CASE TYPES

The screenshot shows the ANOVA UNIFY interface. On the left is a sidebar with a search bar and a list of distributors and demo sprints. The main content area is titled 'Settings / ... / Maintenance' and shows configuration options for 'Distributor Anova Go' and 'Operations'. Under the 'Configurations Maintenance' section, there are three settings:

- DAYS WITH MISSED CALLS:** A text input field contains the value '3'. An information tooltip (8) explains: "Number of consecutive days with missed calls since last expected call (used for all device types)." A blue box with the number '8' is next to the tooltip.
- DAYS WITH LOW BATTERY:** A text input field contains the value '7'. An information tooltip (9) explains: "Number of consecutive days with low battery (used for all device types)." A blue box with the number '9' is next to the tooltip.
- DAYS WITH SENSOR ISSUES:** A text input field contains the value '2'. An information tooltip (10) explains: "Number of consecutive days with sensor issues (used for all device types)." A blue box with the number '10' is next to the tooltip.

A 'SAVE' button is located at the bottom of the configuration area.

- Each case type is explained below it:

# CASE TYPES: DAYS WITH MISSED CALLS

The screenshot shows the ANOVA UNIFY interface. On the left is a settings menu with a search bar and a list of distributors including 'Demo Sprint 319' through 'FigueiraGas'. The 'Demo distributor Metric 1' is selected. The main panel shows the 'Maintenance' configuration for 'DAYS WITH MISSED CALLS' with a value of 3. A blue callout box highlights the description: 'Number of consecutive days with missed calls since last expected call (used for all device types)'. A blue box with the number '11' is positioned to the right of this callout.

11

## DAYS WITH MISSED CALLS

Number of consecutive days with missed call since last expected call (used for all devices types)

# CASE TYPES: DAYS WITH MISSED CALLS

The screenshot shows the ANOVA UNIFY interface. On the left is a sidebar with a search bar and a list of distributors including 'Demo Sprint 319' through 'FigueiraGas'. The main content area is titled 'Settings / ... / Maintenance' and has tabs for 'Distributor', 'Anova Go', 'Devices', and 'Operations'. Under the 'Maintenance' tab, there are three configuration sections: 'DAYS WITH MISSED CALLS' with a value of 7 (circled in blue) and a blue box containing '12', 'DAYS WITH LOW BATTERY' with a value of 7, and 'DAYS WITH SENSOR ISSUES' with a value of 2. Each section includes an information icon and a descriptive note. A 'SAVE' button is located at the bottom of the configuration area.

The DEFAULT value is 7 days for a MISSED CALL CASE to be created.

# CASE TYPES: DAYS WITH MISSED CALLS

The screenshot shows the ANOVA UNIFY interface. On the left is a settings menu with a search bar and a list of items including 'Demo Sprint 319' through 'FigueiraGas'. The 'Demo distributor Metric 1' item is selected. The main panel shows the 'Maintenance' settings for 'Demo distributor Metric 1'. Under the 'Maintenance' tab, the 'DAYS WITH MISSED CALLS' setting is highlighted with a red box. The current value is '2', and a blue tooltip box displays '13' with the text 'Please insert a number between 3 and 14.' Below this are settings for 'DAYS WITH LOW BATTERY' (value 7) and 'DAYS WITH SENSOR ISSUES' (value 2). A 'SAVE' button is at the bottom.

The allowed range is between 3 and 14 days.

ATTENTION: The lower the number of days required to open a case, the higher number of cases will be created (and higher the occurrence of false positives).

# CASE TYPES: DAYS WITH LOW BATTERY

The screenshot shows the ANOVA UNIFY interface. On the left is a sidebar with a search bar and a list of distributors. The main content area is titled 'Settings / ... / Maintenance' and has tabs for 'Distributor', 'Anova Go', 'Devices', and 'Operations'. Under 'Devices', there are sub-tabs for 'Configurations' and 'Maintenance'. The 'Maintenance' section contains three settings: 'DAYS WITH MISSED CALLS' (value 3), 'DAYS WITH LOW BATTERY' (value 14), and 'DAYS WITH SENSOR ISSUES' (value 2). The 'DAYS WITH LOW BATTERY' setting is highlighted with a blue box, and a blue callout bubble with the number '14' points to it. A 'SAVE' button is at the bottom of the settings area.

Setting	Value
DAYS WITH MISSED CALLS	3
DAYS WITH LOW BATTERY	14
DAYS WITH SENSOR ISSUES	2

**DAYS WITH LOW BATTERY** Number of consecutive days with low battery (used for all device types)

# CASE TYPES: DAYS WITH SENSOR ISSUES

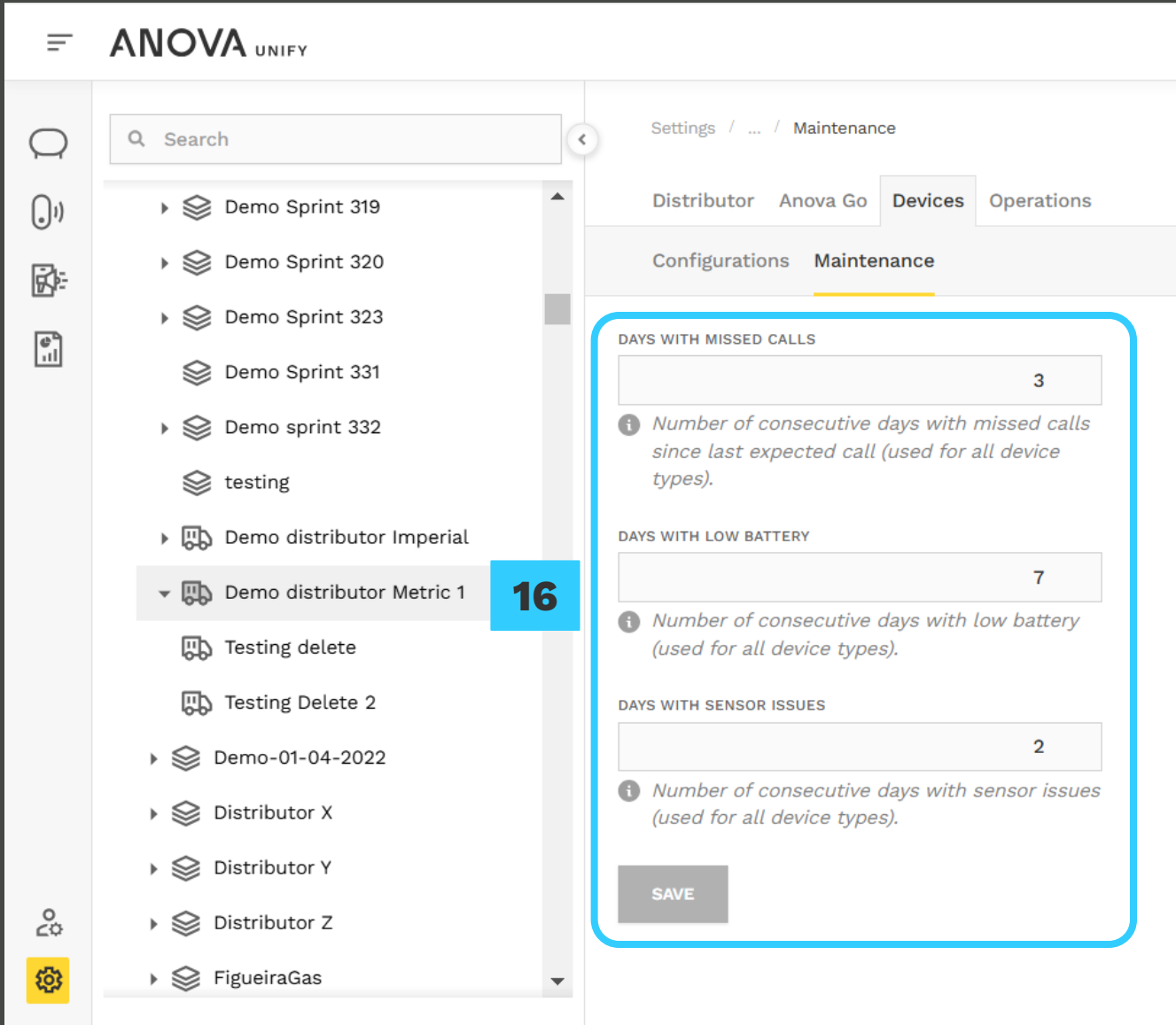
The screenshot shows the ANOVA UNIFY interface. On the left is a navigation menu with various device and distributor options. The main content area is titled 'Settings / ... / Maintenance' and contains tabs for 'Distributor', 'Anova Go', 'Devices', and 'Operations'. Under the 'Devices' tab, there are sub-tabs for 'Configurations' and 'Maintenance'. The 'Maintenance' sub-tab is active, showing three configuration fields: 'DAYS WITH MISSED CALLS' (value 3), 'DAYS WITH LOW BATTERY' (value 7), and 'DAYS WITH SENSOR ISSUES' (value 2). The 'DAYS WITH SENSOR ISSUES' field is highlighted with a blue border, and a blue callout box with the number '15' is positioned to its right. Below the fields is a 'SAVE' button.

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**DAYS WITH SENSOR ISSUES** Number of consecutive days with sensor issues: Open circuit or short circuit (used for all devices types)

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# CASE TYPES: DEVICE TYPES SUPPORTED

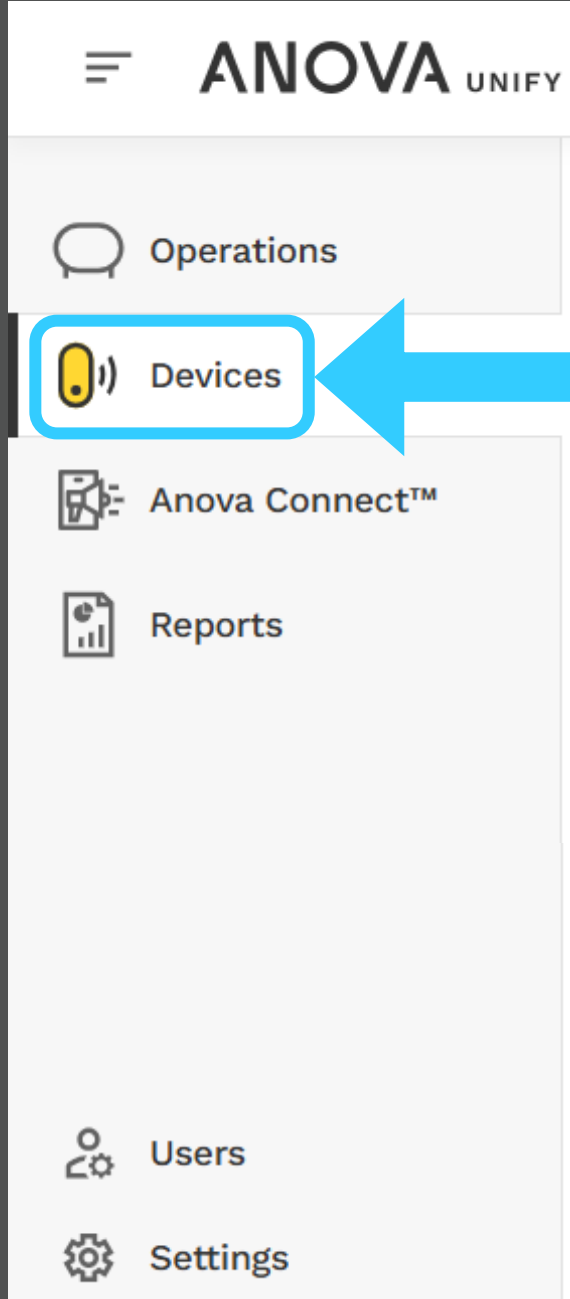


These 3 settings are supported for the following device types:

- UTM
- CTM
- FTM
- RTM
- STM
- 471 (for missed calls case only)

# DEVICES MENU

MAINTENANCE FEATURE  
LAUNCH

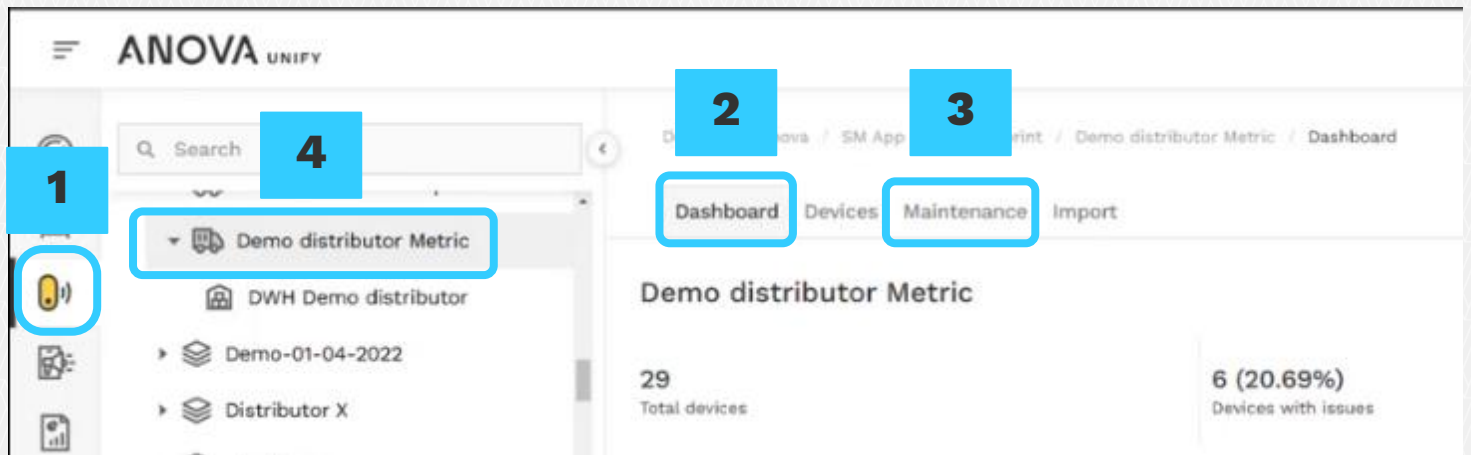


## DEVICES MENU: INTRODUCTION (2 NEW PAGES)

On the DEVICES MENU, two new pages were added:

- The DASHBOARD Page
- The MAINTENANCE Page

The data displayed in both pages is per Tenant (for example: region; district; subdistrict; etc.)



# DEVICES MENU: THE DASHBOARD PAGE

**ANOVA UNIFY** Sofia Santiago

Search

Dashboard | Devices | Maintenance | Import

### Demo distributor Metric 1

106 Total devices

33 (31.13%) Devices with issues

50.56% Open case ratio

12.31 days Mean time to repair

#### COMMUNICATIONS

29 (27.36%) Missed calls, 77 (72.64%) OK

#### SENSORS

8 (7.55%) Open circuit (3, 2.83%), Short circuit (5, 4.72%), OK (98, 92.45%)

#### BATTERY

4 (3.77%) Replace, 0 (0%) Warning, 102 (96.23%) OK

#### DEVICE STATE

State	No. Devices	Percentage
Testing	1	0.94%
Awaiting transport	1	0.94%
Transport	38	35.85%
Awaiting activation	1	0.94%
Active	44	41.51%
Awaiting decommissioning	4	3.77%
Decommissioned	4	3.77%
End of life	13	12.26%

#### DEVICE USAGE

Usage	No. Devices	Percentage
Used	33	31.13%
Unused	73	68.87%
New	106	100%

- The **DASHBOARD** page is the new landing page for the **DEVICES** Menu. (The previous landing page was DEVICES page).
- The **DASHBOARD** displays only the data related to the current **TENANT SELECTED** (in this case: **DEMO DISTRIBUTOR METRIC**).

# THE DASHBOARD PAGE: 3 LEVELS

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Dashboard Devices Maintenance Import

Demo distributor Metric 1

On the **DASHBOARD page**, the information will be divided in **3 Levels**:

- Level 1
- Level 2
- Level 3

6

106

Total devices

33 (31.13%)

Devices with issues

50.56%

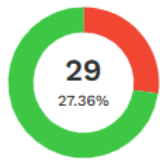
Open case ratio

12.31 days

Mean time to repair

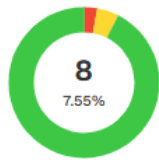
7

COMMUNICATIONS



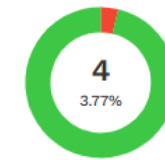
- 29 (27.36%) Missed calls
- 77 (72.64%) Ok

SENSORS



- 3 (2.83%) Open circuit
- 5 (4.72%) Short circuit
- 98 (92.45%) Ok

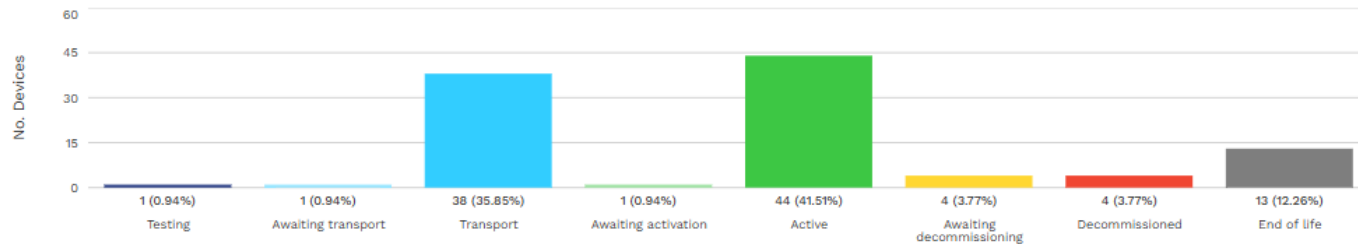
BATTERY



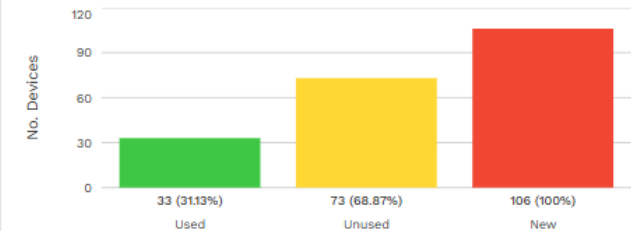
- 4 (3.77%) Replace
- 0 (0%) Warning
- 102 (96.23%) Ok

8

DEVICE STATE

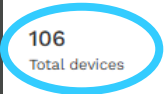


DEVICE USAGE

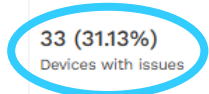


- LEVEL 1 shows:
  - The total number of devices per Tenant;
  - The number of devices with issues per Tenant;
  - The open case ratio;
  - The mean time to repair (in days)

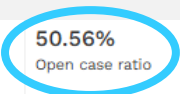
9



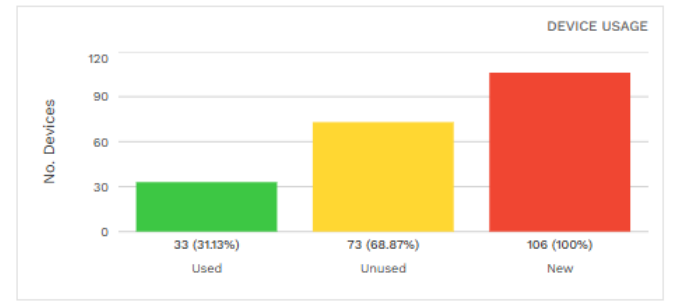
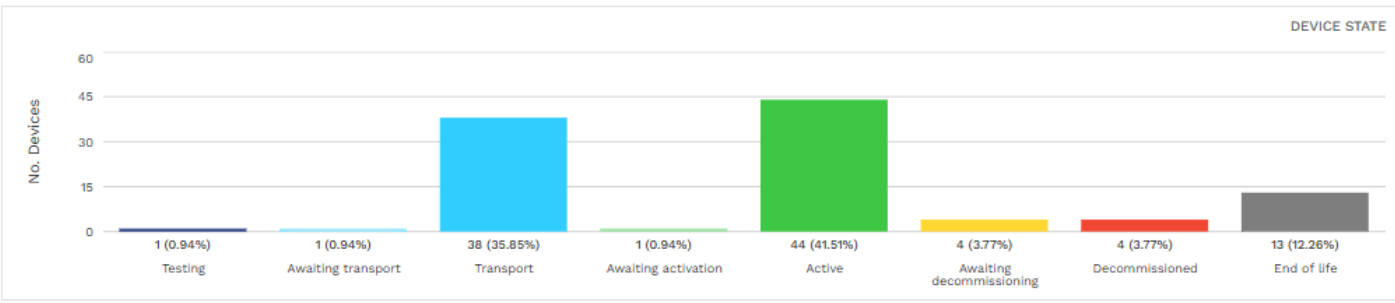
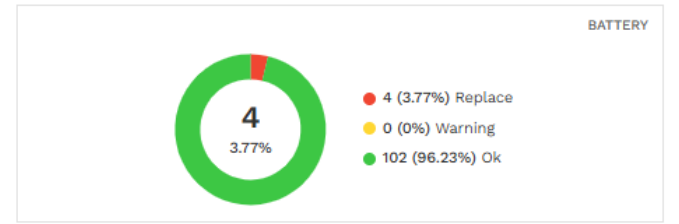
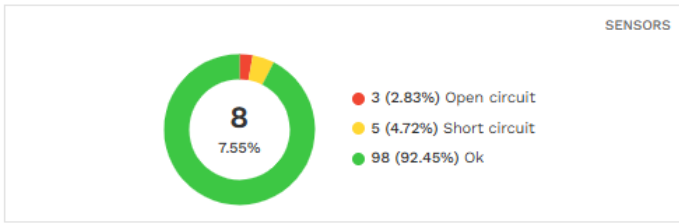
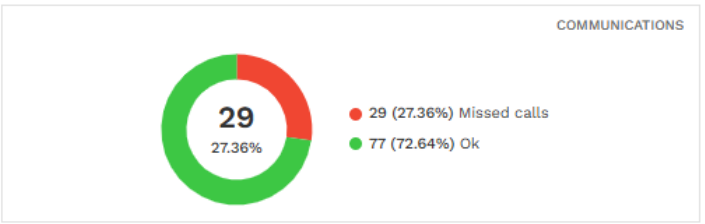
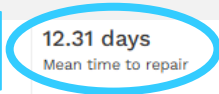
10



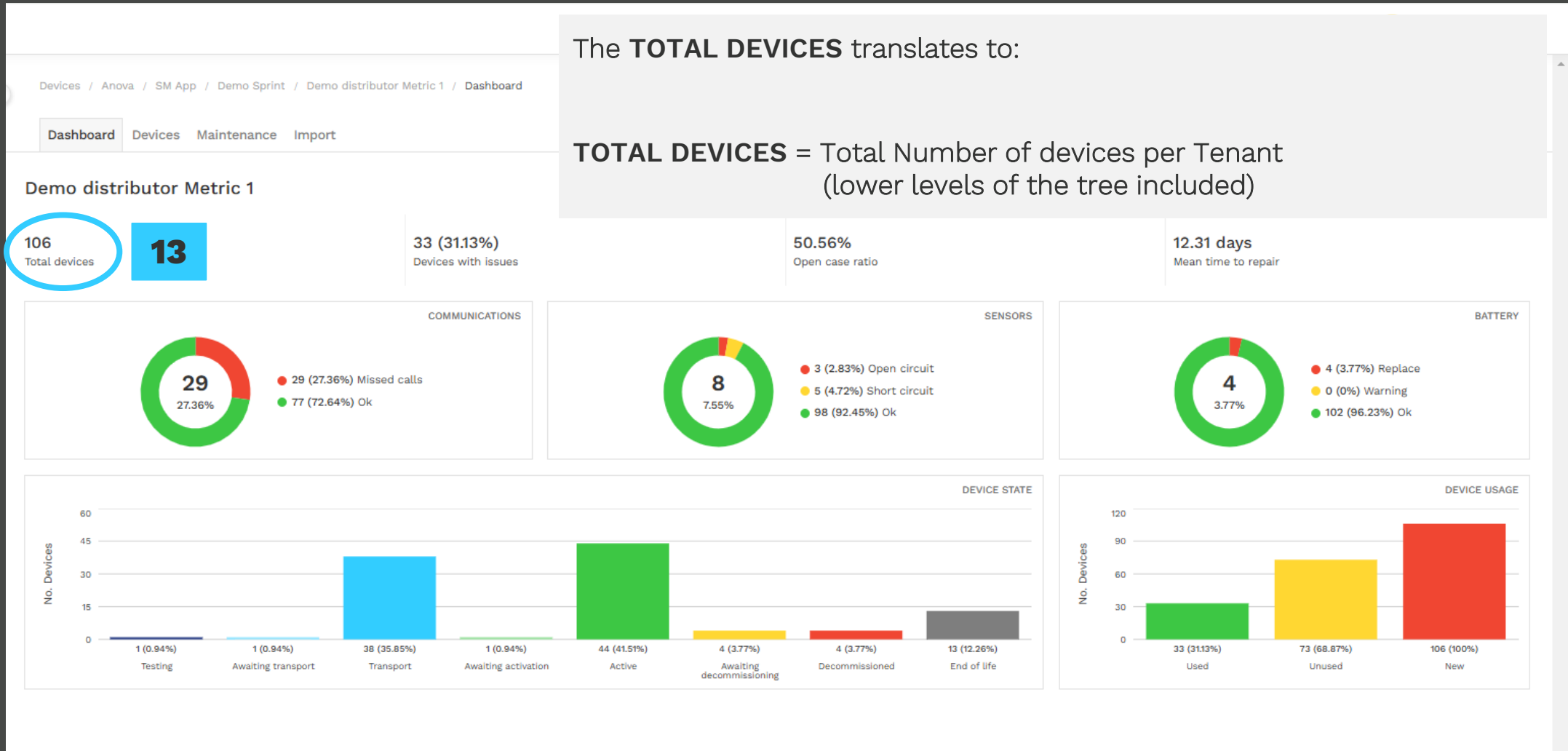
11



12

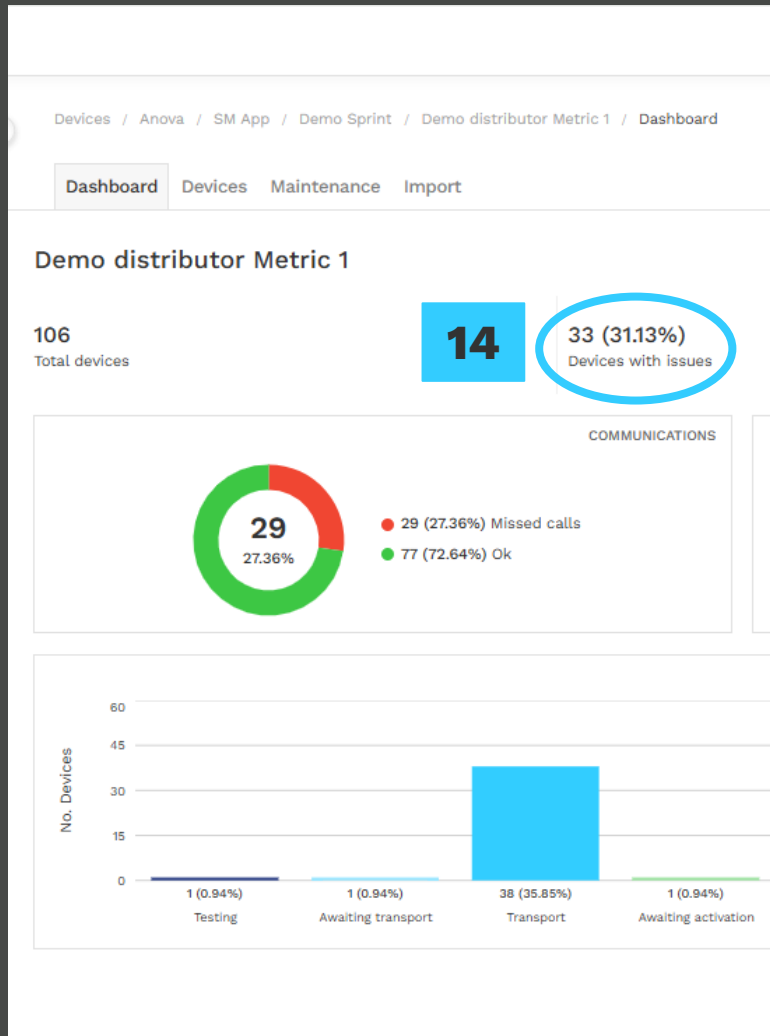


# LEVEL 1: TOTAL DEVICES PER TENANT



The **TOTAL DEVICES** translates to:

**TOTAL DEVICES** = Total Number of devices per Tenant (lower levels of the tree included)



The **DEVICES WITH ISSUES** translates to:

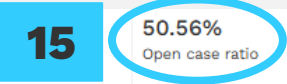
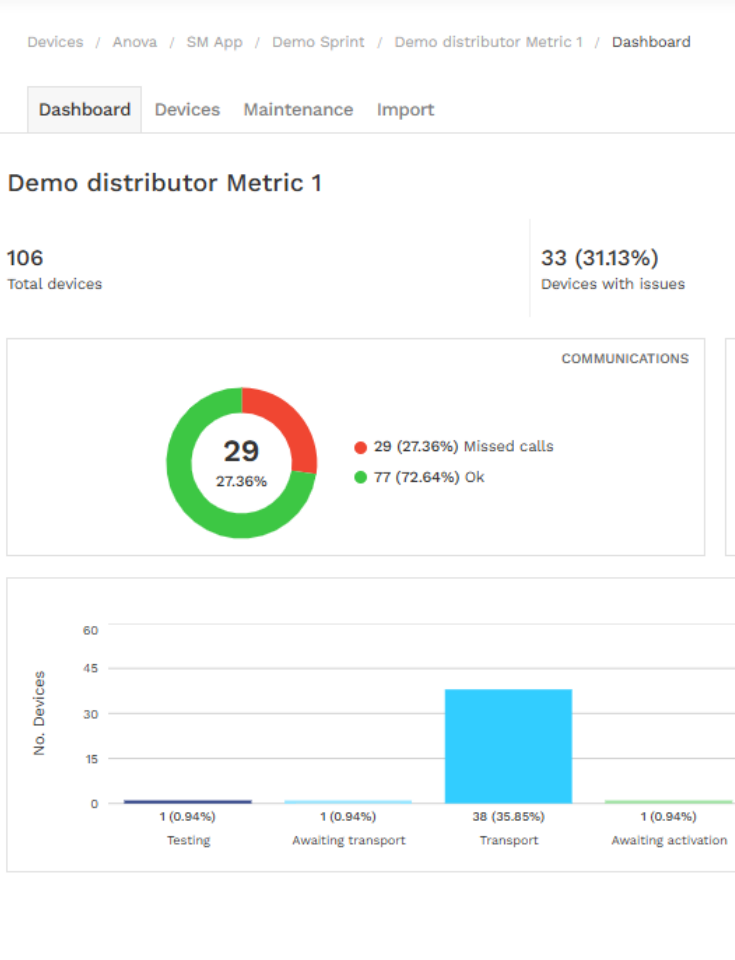
**DEVICES WITH ISSUES** = Total Number of devices with issues that resulted in creating an open case

**ATTENTION:** It **SHOWS** the total number of **DEVICES** with open cases. It **DOES NOT** show the total number of **OPEN CASES**.

The total number of open cases can be **HIGHER** than the total number of devices because a device can have more than 1 open case.

# LEVEL 1: OPEN CASE RATIO

The **OPEN CASE RATIO** translates a ratio between:

$$\text{OPEN CASE RATIO} = \frac{\text{the number of open cases}}{\text{Total number of cases that were created under that tenant}}$$


# LEVEL 1: OPEN CASE RATIO

The screenshot displays the ANOVA UNIFY dashboard for 'Demo distributor Metric 1'. The left sidebar contains a navigation tree with the following items: XTM EOS, Demo distributor Imperial, Demo distributor Metric 1 (highlighted with a blue box and a '16' callout), DWH Demo metric Azores, DWH Demo metric Madeira, and Testing delete. The main content area shows a breadcrumb trail: Devices / Anova / SM App / Demo Sprint / Demo distributor Metric 1 / Dashboard. Below the breadcrumb are tabs for Dashboard, Devices, Maintenance, and Import. The dashboard features three key metrics: 'Total devices' (06), 'Devices with issues' (33 (31.13%)), and 'Open case ratio' (50.56%). A 'Mean time to repair' of 12.31 days is also displayed. At the bottom, there are three charts labeled COMMUNICATIONS, SENSORS, and another unlabeled chart, each showing a partial pie chart.

ANOVA UNIFY

Search

Devices / Anova / SM App / Demo Sprint / Demo distributor Metric 1 / Dashboard

Dashboard Devices Maintenance Import

Demo distributor Metric 1

16

06  
Total devices

33 (31.13%)  
Devices with issues

50.56%  
Open case ratio

12.31 days  
Mean time to repair

COMMUNICATIONS

SENSORS

If the Tenant selected is at a **HIGHER** level of the Tree

# LEVEL 1: OPEN CASE RATIO

The screenshot shows the ANOVA UNIFY dashboard for 'Demo distributor Metric 1'. The breadcrumb trail is 'Devices / Anova / SM App / Demo Sprint / Demo distributor Metric 1 / Dashboard'. The left sidebar contains a search bar and a tree view with the following items: XTM EOS, Demo distributor Imperial, Demo distributor Metric 1 (expanded), DWH Demo metric Azores (highlighted with a blue box and the number 17), DWH Demo metric Madeira, and Testing delete. The main dashboard area displays the following metrics:

- 106 total devices
- 33 (31.13%) Devices with issues
- 50.56% Open case ratio
- 12.31 days Mean time to repair

Below these metrics are three charts labeled 'COMMUNICATIONS', 'SENSORS', and another unlabeled chart, each showing a partial pie chart.

Then the **OPEN CASE RATIO** will include all the cases that were created in **LOWER** levels in the Tree.

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# LEVEL 1: MEAN TIME TO REPAIR

The screenshot displays the ANOVA UNIFY dashboard for 'Demo distributor Metric 1'. The breadcrumb trail is 'Devices / Anova / SM App / Demo Sprint / Demo distributor Metric 1 / Dashboard'. The main content area shows a summary of 106 total devices, with 33 (31.13%) having issues and an open case ratio of 50.56%. A large blue box highlights the number '18', and a callout box indicates a mean time to repair of 12.31 days. A text box explains that MTTR is the average number of days to close an open case. The dashboard also features a left sidebar with navigation options like 'XTM EOS', 'Demo distributor Imperial', and 'Demo distributor Metric 1', and a bottom row of charts for 'COMMUNICATIONS' and 'SENSORS'.

**ANOVA UNIFY**

Search

Devices / Anova / SM App / Demo Sprint / Demo distributor Metric 1 / Dashboard

Dashboard Devices Maintenance Import

### Demo distributor Metric 1

106 Total devices	33 (31.13%) Devices with issues	50.56% Open case ratio	<b>18</b>	12.31 days Mean time to repair
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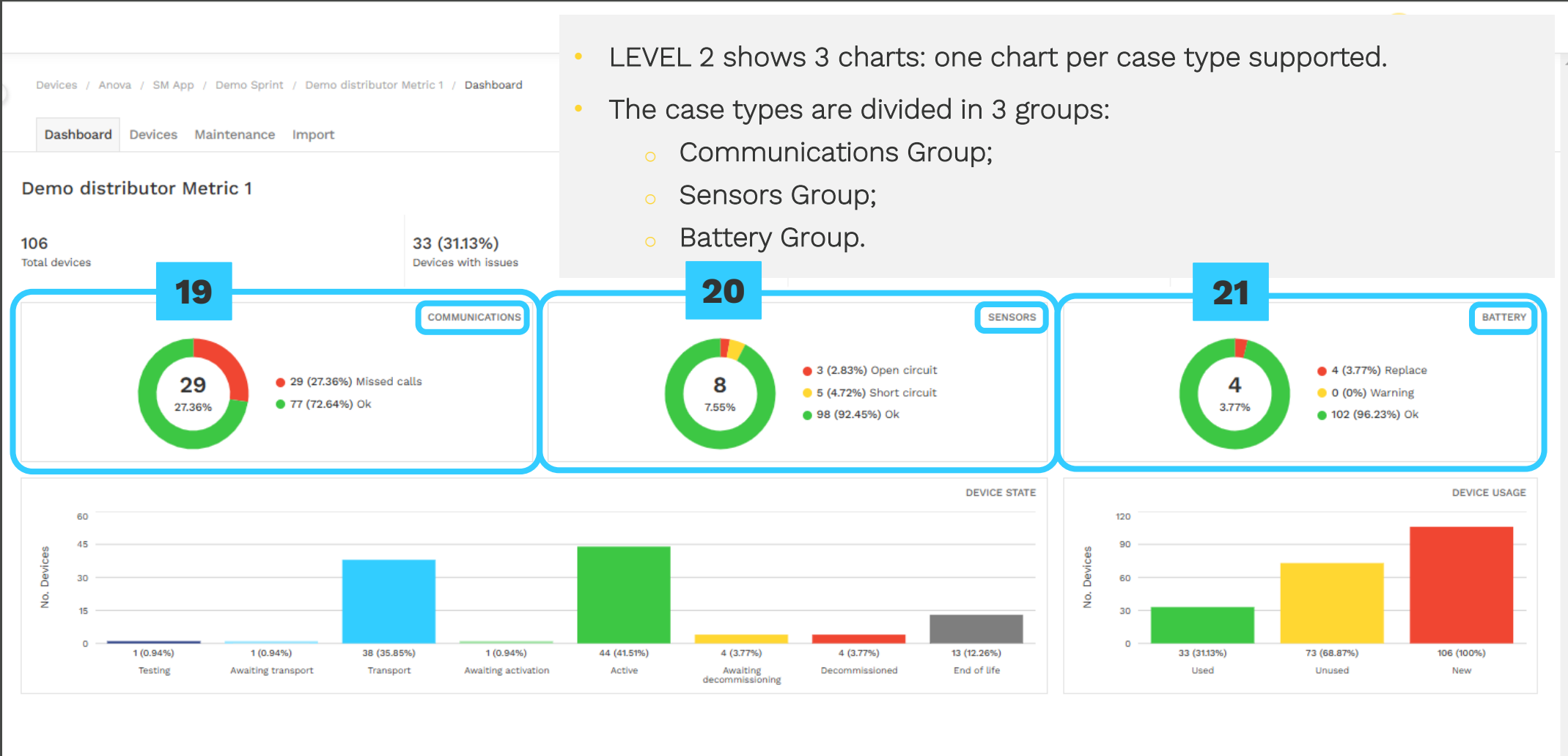
COMMUNICATIONS SENSORS

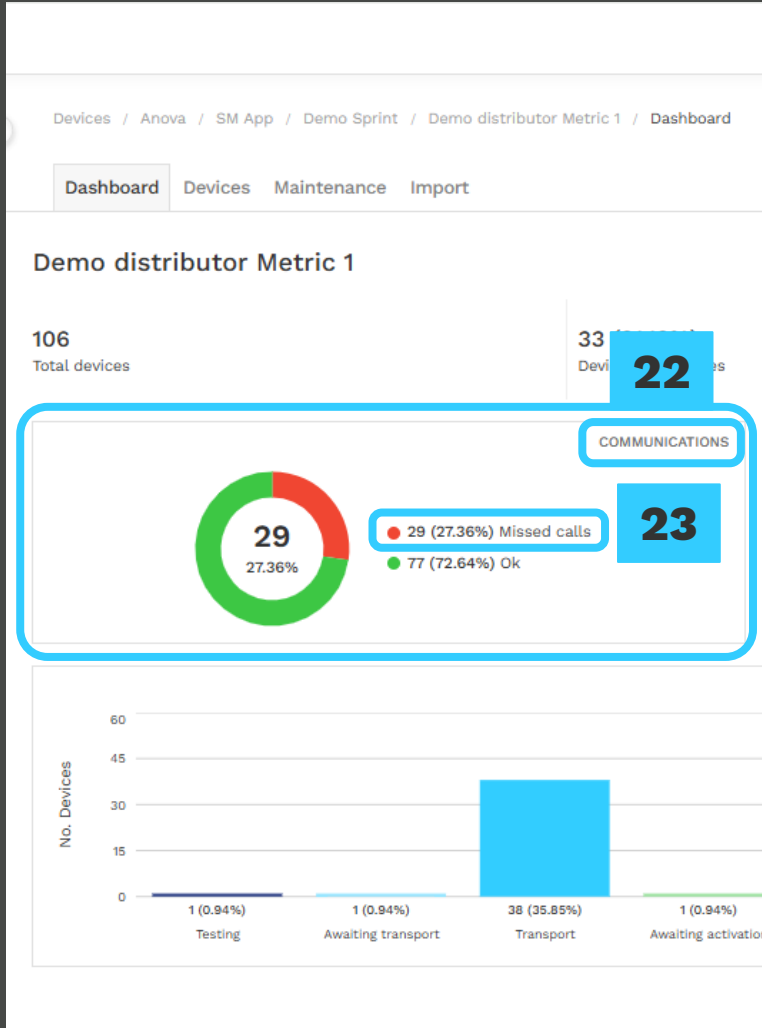
The **MEAN TIME TO REPAIR** is an average of the number of days it takes to close an open case.

**18**  
12.31 days  
Mean time to repair

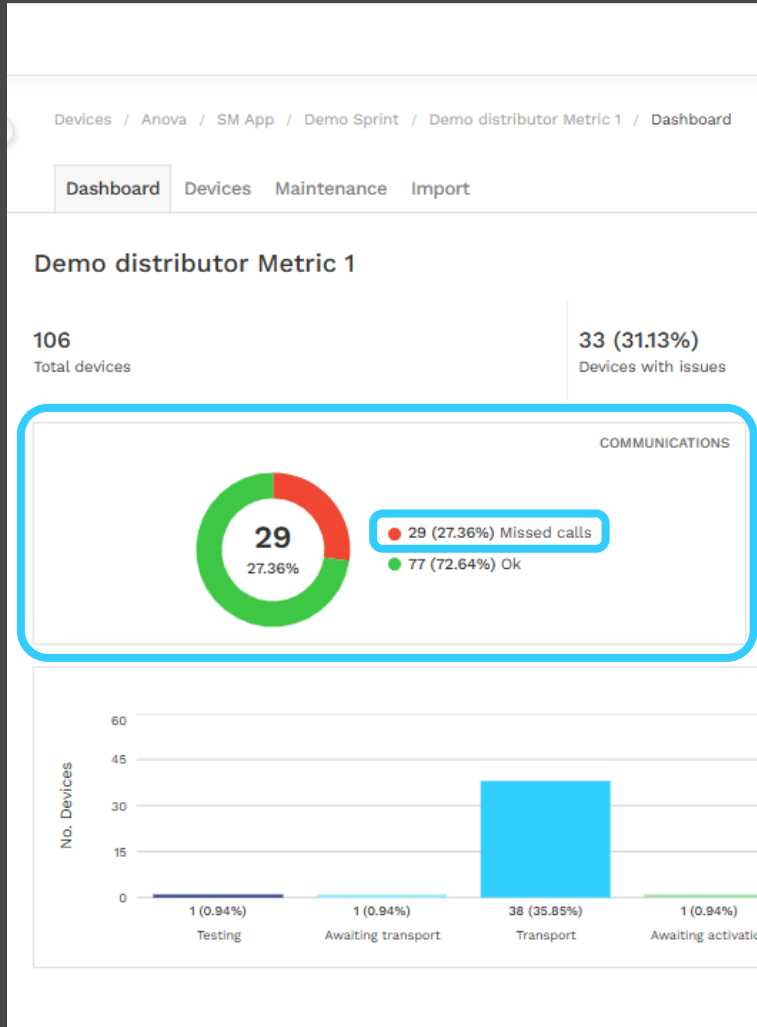
# THE DASHBOARD PAGE: LEVEL 2

- LEVEL 2 shows 3 charts: one chart per case type supported.
- The case types are divided in 3 groups:
  - Communications Group;
  - Sensors Group;
  - Battery Group.





- The **COMMUNICATIONS** group currently only monitors one case type: **MISSED CALL CASE**



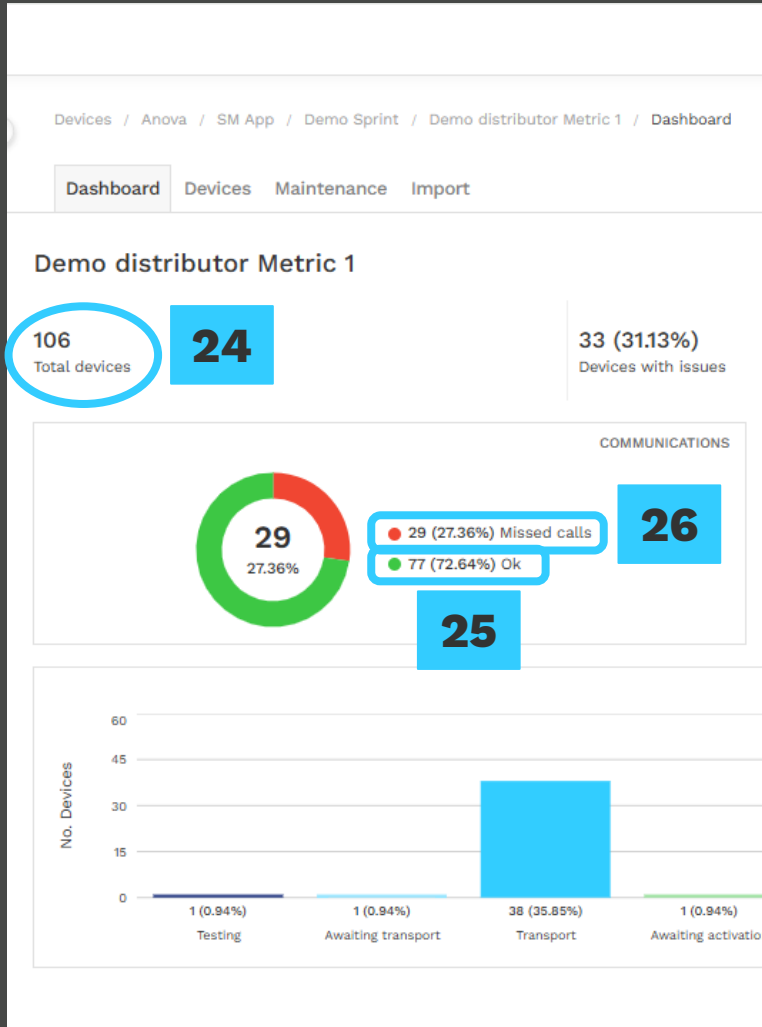
## MISSED CALL OCCURRENCE ≠ MISSED CALLS CASE

**MISSED CALL OCCURRENCE** = the device didn't report at the expected time.

**MISSED CALLS CASE** = the case will only be opened/created once the device is not reporting for a consecutive number of days (consecutive number of missed calls reports)



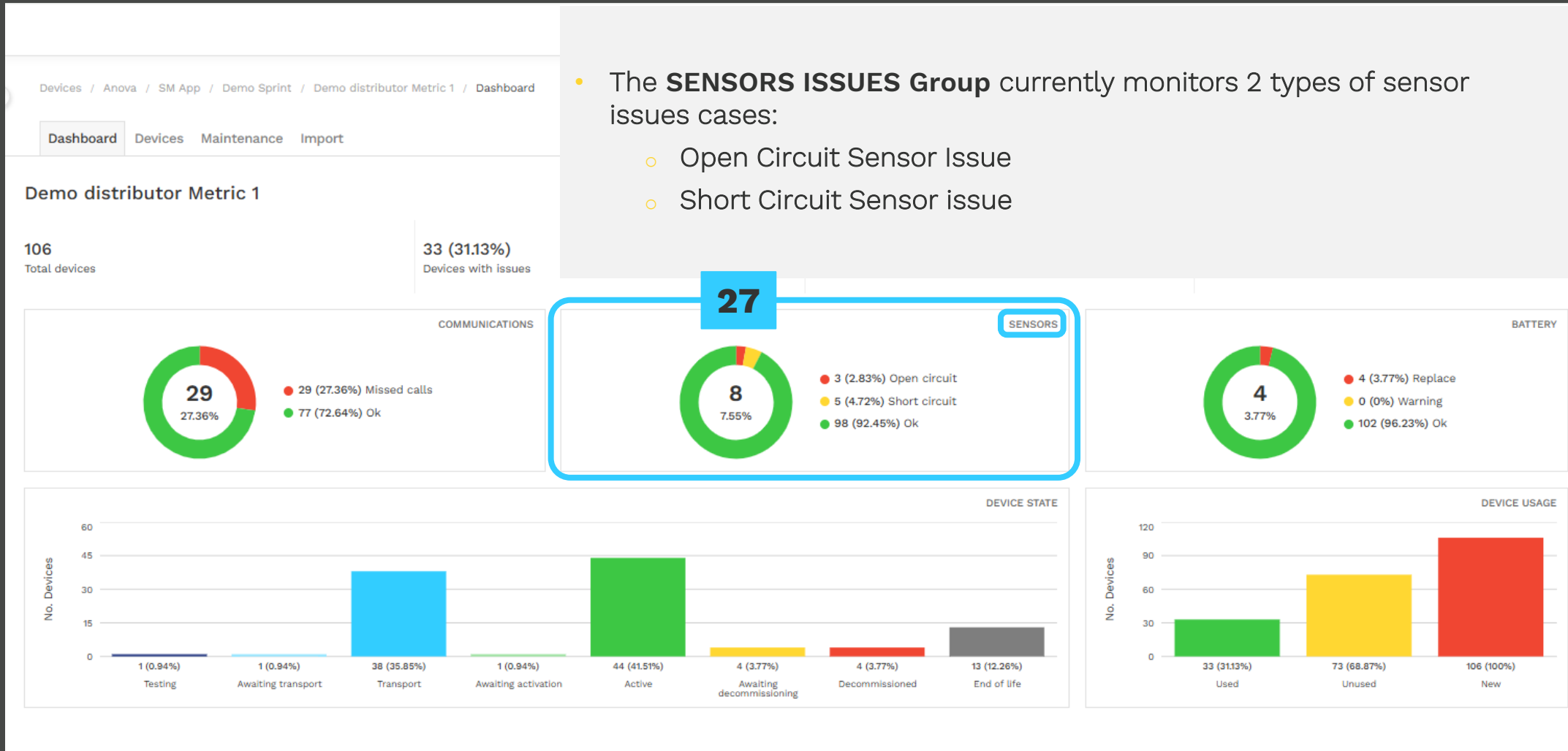
a **MISSED CALL OCCURRENCE** will not create automatically a **MISSED CALLS CASE**



The **COMMUNICATIONS** chart in this example informs us that:

- from a total of 106 devices on this tenant:
  - 77 devices are **OK**;
  - 29 devices are **NOT OK** (with missed calls case).

# LEVEL 2: SENSORS ISSUES GROUP



- The **SENSORS ISSUES Group** currently monitors 2 types of sensor issues cases:
  - Open Circuit Sensor Issue
  - Short Circuit Sensor issue

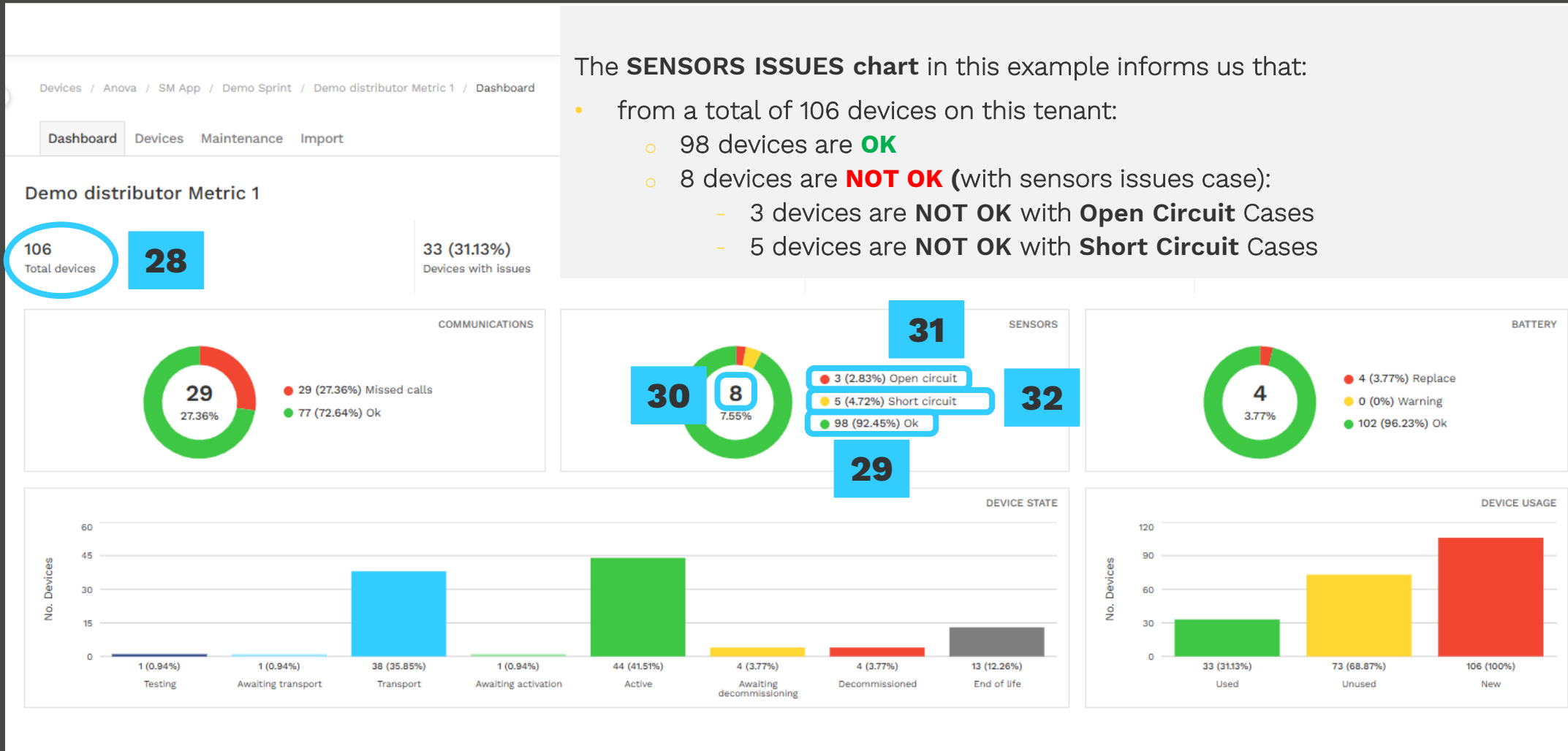
27

SENSORS

BATTERY

DEVICE STATE

DEVICE USAGE

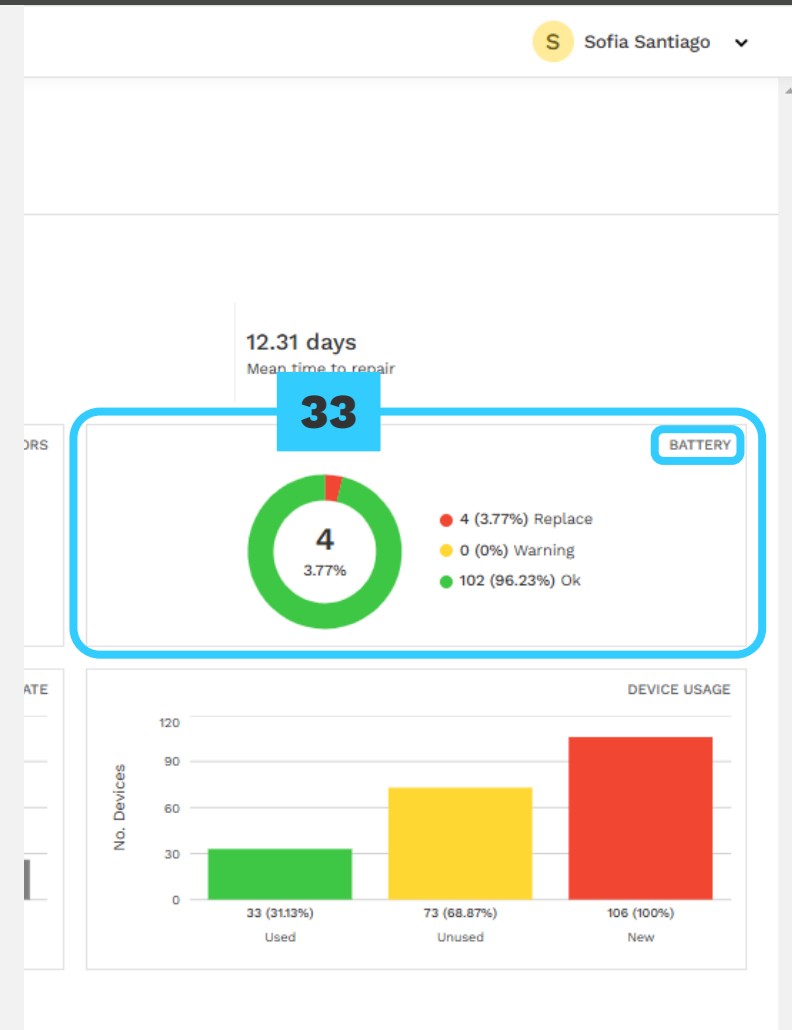


# LEVEL 2: BATTERY ISSUES GROUP

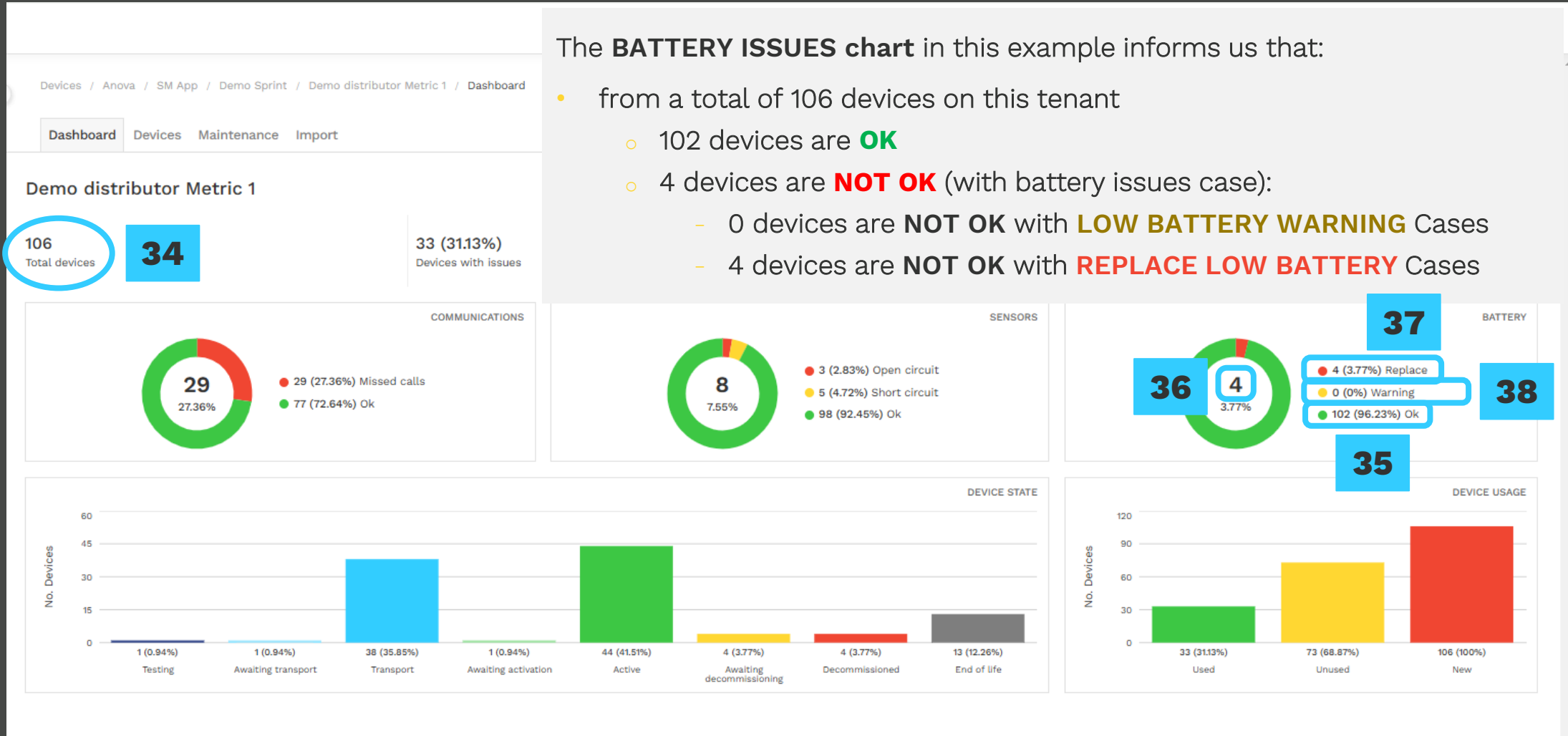
- The **BATTERY ISSUES Group** currently monitors 2 case types:
  - LOW BATTERY WARNING CASE (Priority Level = MEDIUM)**
  - REPLACE LOW BATTERY CASE (Priority Level = HIGH)**

**LOW BATTERY WARNING CASE** = Battery level is suddenly dropping at a high rate which is a clear indication that the device will stop communicating in a matter of weeks.

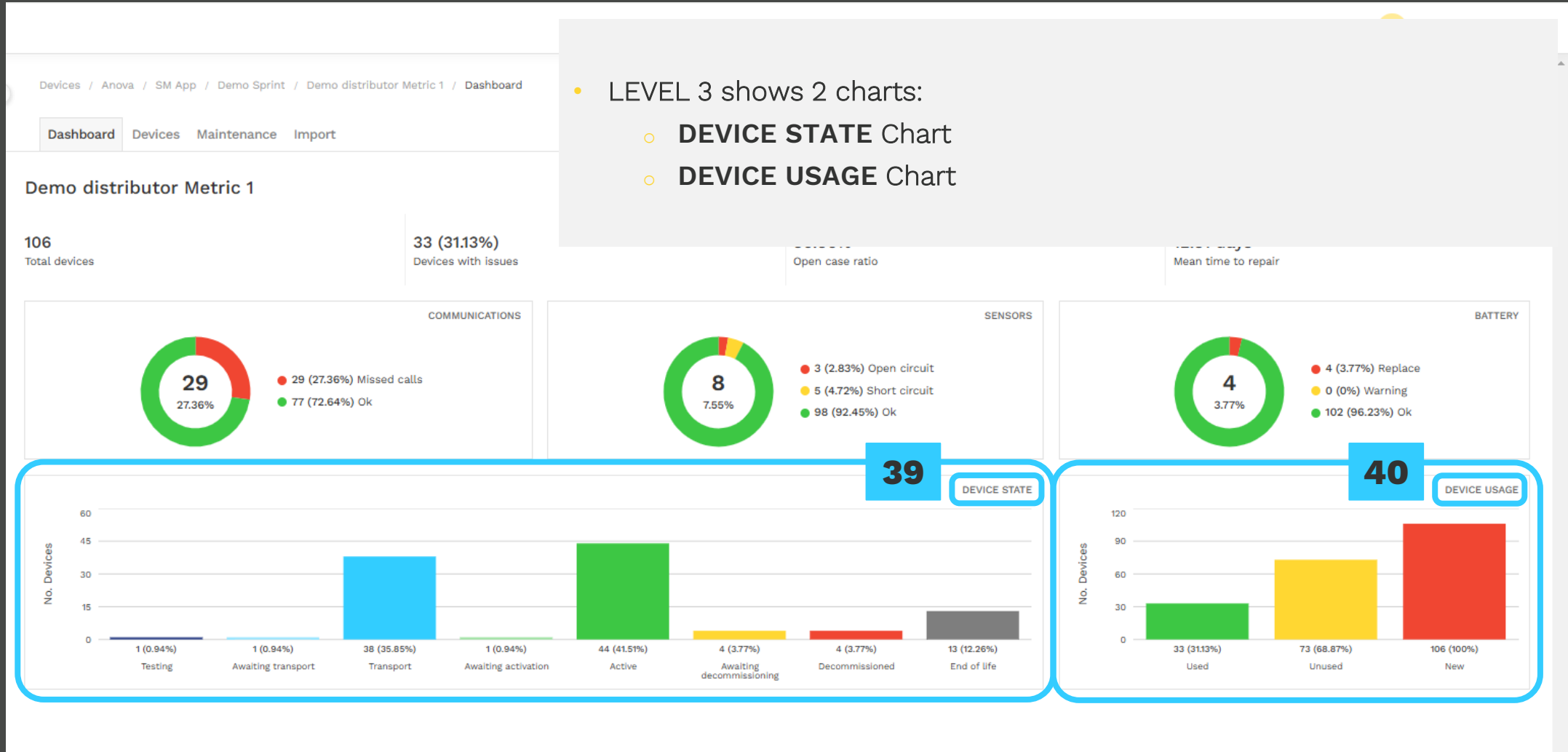
**REPLACE LOW BATTERY CASE** = Battery level is at its lowest/minimum operating level and device will stop communicating shortly (in a matter of days).



# LEVEL 2: BATTERY ISSUES CHART EXAMPLE



# THE DASHBOARD PAGE: LEVEL 3



- LEVEL 3 shows 2 charts:
  - **DEVICE STATE** Chart
  - **DEVICE USAGE** Chart

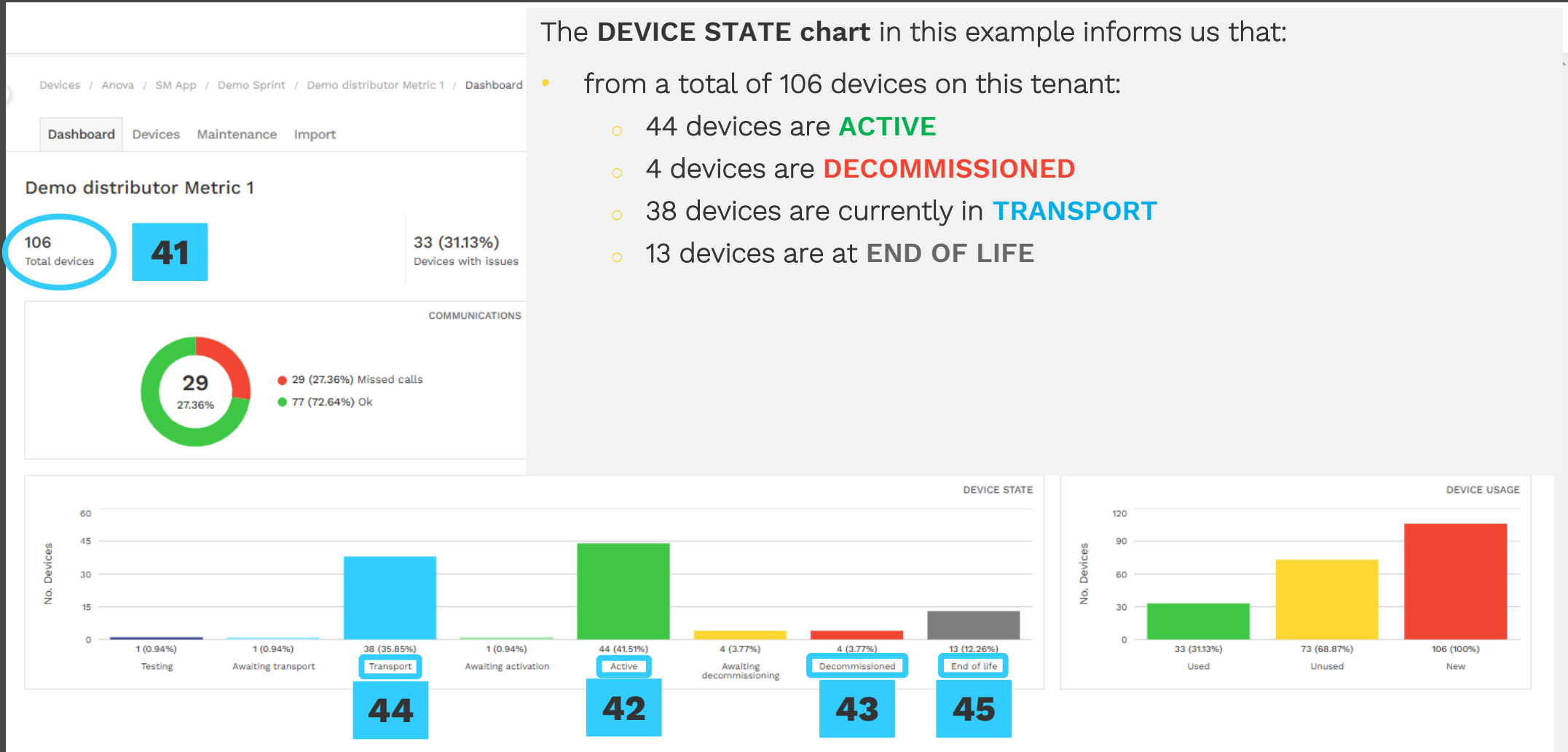
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DEVICE STATE

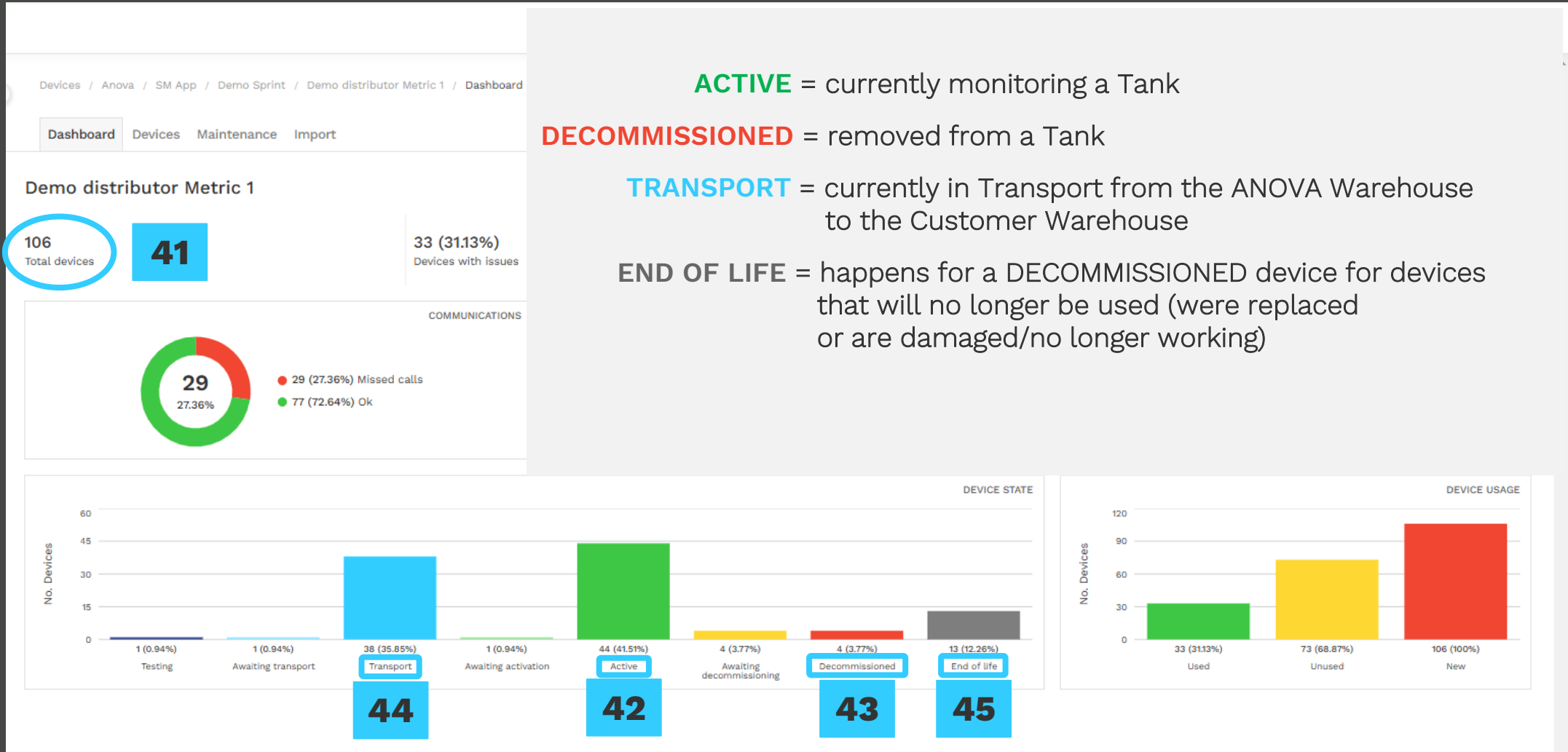
40

DEVICE USAGE

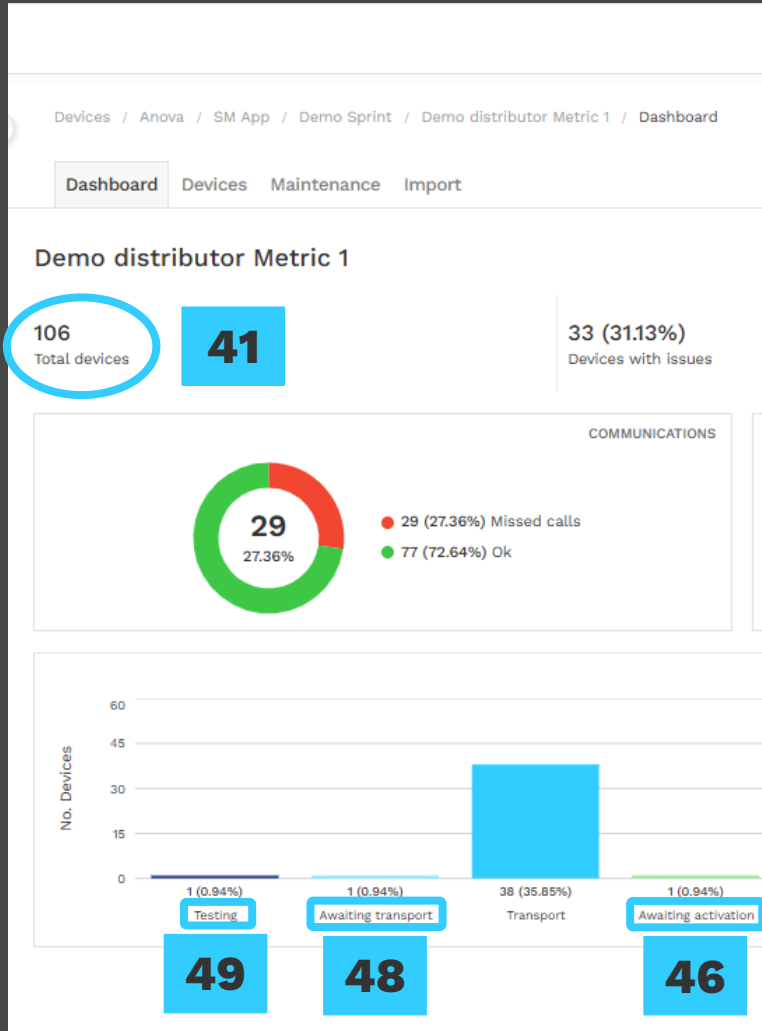
# LEVEL 3: DEVICE STATE CHART



# LEVEL 3: DEVICE STATE CHART



# LEVEL 3: DEVICE STATE CHART

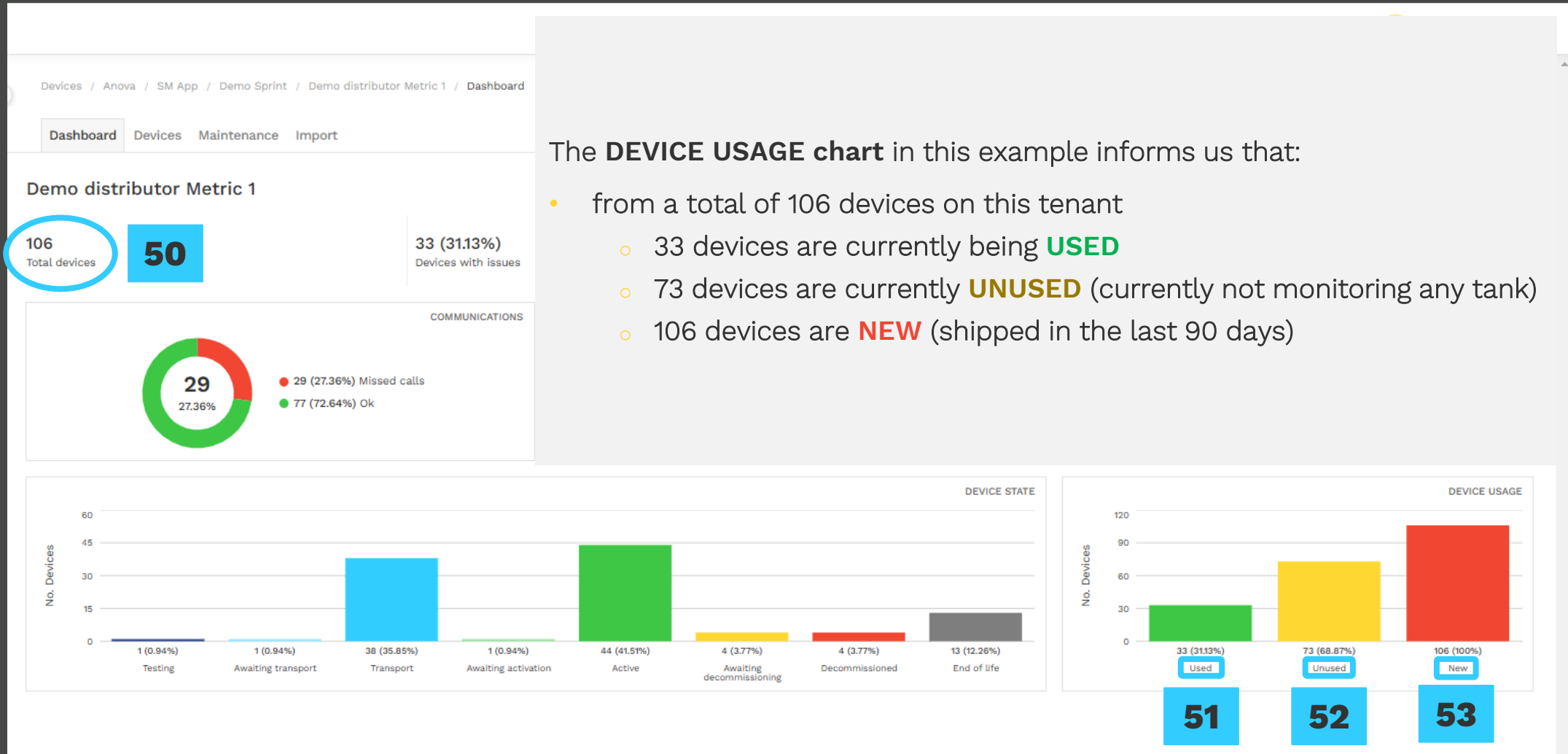


The **DEVICE STATE** chart in this example also informs us that:

- from a total of 106 devices on this tenant:
  - 1 device is **AWAITING ACTIVATION**
  - 4 devices are **AWAITING DECOMMISSIONING**
  - 1 device is **AWAITING TRANSPORT**
  - 1 device is in **TESTING** (only used for STM devices (satellite) and for STAGING/DEVELOPMENT environment)

**ATTENTION:** These “in-between-states” appear when the device has not communicated yet with the platform to sync/update its new state.

# LEVEL 3: DEVICE USAGE CHART



The **DEVICE USAGE** chart in this example informs us that:

- from a total of 106 devices on this tenant
  - 33 devices are currently being **USED**
  - 73 devices are currently **UNUSED** (currently not monitoring any tank)
  - 106 devices are **NEW** (shipped in the last 90 days)

# DEVICES MENU: MAINTENANCE PAGE

**1**

**2**

Devices / Anova / SM App / Demo distributor Metric 1 / Dashboard

Dashboard Devices Maintenance Import

### Demo distributor Metric 1

109 Total devices

33 (30.28%) Devices with issues

50.56% Open case ratio

12.31 days Mean time to repair

#### COMMUNICATIONS

29 (26.61%) Missed calls

80 (73.39%) Ok

#### SENSORS

8 (7.34%)

3 (2.75%) Open circuit

5 (4.59%) Short circuit

101 (92.66%) Ok

#### BATTERY

4 (3.67%) Replace

0 (0%) Warning

105 (96.33%) Ok

#### DEVICE STATE

State	No. Devices	Percentage
Testing	1	0.92%
Awaiting transport	1	0.92%
Transport	38	34.86%
Awaiting activation	1	0.92%
Activated	47	43.36%

#### DEVICE USAGE

120

Another page that has been added on the **DEVICES MENU** is the **MAINTENANCE PAGE**.

# DEVICES MENU: MAINTENANCE PAGE

2

3

Open cases

33 cases

CAS...	SERIAL NU...	CASE TYPES	LOCATION	TYPE	STATE	SENSOR STATE	BAT...	NET...	LAST COMMUNIC...
3	999692611	Low Battery, Missed Call, Open Circuit	UTM Sensor...	SC415C665	ACTIVE	A OPEN CIRCUIT	64%	100%	10/21/24, 04:40 AM
2	999692610	Low Battery, Missed Call	UTM Batter...	SC415C665	ACTIVE	A OK	51%	81%	11/6/24, 08:37 AM
2	933057712	Missed Call, Short Circuit	Harris, Perk...	SC415C665	ACTIVE	A OK	97%	90%	11/25/24, 06:09 AM
2	933057736	Missed Call, Short Circuit	Moody Ltd	SC415C665	ACTIVE	A OK	97%	90%	11/25/24, 06:10 AM
2	933057709	Low Battery, Missed Call	Gill-Sawyer	SC415C665	ACTIVE	A OK	100%	84%	11/25/24, 06:09 AM
2	933057711	Missed Call, Open Circuit							
2	933057708	Low Battery, Missed Call							
2	933057720	Missed Call, Short Circuit							

Showing 1 to 33 of 33 results

- The **MAINTENANCE** Page will show **by default** the **Open Cases Report** for **all Case Types**. (The Open Cases Report is the System Default)
- The **OPEN CASES** Report **ALWAYS** shows **ONLY** the devices with **current OPEN CASES**.

> NUMBER OF CASES PER DEVICE AND CASE PRIORITY COLUMN

# OPEN CASE REPORT: NUMBER OF CASES PER DEVICE AND CASE PRIORITY COLUMN

The screenshot shows a web application interface for an 'Open Cases Report'. The breadcrumb trail is 'Devices / Anova / SM App / Demo Sprint / Demo distributor Metric 1 / Maintenance'. The 'Maintenance' tab is selected. A search bar and an 'Actions' dropdown are visible. The table has 11 columns: 'CAS...', 'SERIAL NU...', 'CASE TYPES', 'LOCATION', 'TYPE', 'STATE', 'SENSOR STATE', 'BAT...', 'NET...', and 'LAST COMMUNIC...'. The first column, 'CAS...', is highlighted with a blue box and contains a large blue '4' indicating 4 cases are shown. The first row of data shows a '3' in the 'CAS...' column and 'Low Battery, Missed Call, Open Circuit' in the 'CASE TYPES' column. A callout box on the right explains the data in the first column:

- The First Column shows 2 data:
  - the **NUMBER OF OPEN CASES** per **Device SN**;
  - The **CASE PRIORITY LEVEL**:
    - **Color RED** = HIGH PRIORITY Case
    - **Color YELLOW** = MEDIUM PRIORITY Case

CAS...	SERIAL NU...	CASE TYPES	LOCATION	TYPE	STATE	SENSOR STATE	BAT...	NET...	LAST COMMUNIC...
3	999692611	Low Battery, Missed Call, Open Circuit	UTM Sensor...	SC415C665	ACTIVE	A OPEN CIRCUIT	64%	100%	10/21/24, 04:40 AM
2	999692610	Low Battery, Missed Call	UTM Batter...	SC415C665	ACTIVE	A OK	51%	81%	11/6/24, 08:37 AM
2	933057712	Missed Call, Short Circuit	Harris, Perk...	SC415C665	ACTIVE	A OK	97%	90%	11/25/24, 06:09 AM
2	933057736	Missed Call, Short Circuit	Moody Ltd	SC415C665	ACTIVE	A OK	97%	90%	11/25/24, 06:10 AM
2	933057709	Low Battery, Missed Call	Gil						
2	933057711	Missed Call, Open Circuit	Gu						
2	933057708	Low Battery, Missed Call	Yor						
2	933057720	Missed Call, Short Circuit	Kir						

Showing 1 to 33 of 33 results

# OPEN CASE REPORT: NUMBER OF CASES PER DEVICE AND CASE PRIORITY COLUMN

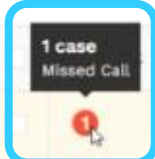





## EXAMPLE 1

Devices / Anova / SM App / Demo Sprint / Demo distributor Metric / Maintenance

Dashboard Devices Maintenance Import

Search Actions

6 CASES

	SERIAL NU...	CASE TYPES	LOCATION	TYPE	STATE	SENSOR STATE	BAT...	NET...
	933057612	Missed Call	62835: Inval...	SC415C665	ACTIVE	A OK	98%	97%
	999692616	Open Circuit	62620: Tank...	SC415C665	ACTIVE	A OPEN CIRCUIT	51%	94%
	999692611	Low Battery	UTM Sensor...	SC415C665	ACTIVE	A OPEN CIRCUIT	64%	100%
	999692610	Low Battery	UTM Batter...	SC415C665	ACTIVE	A OK	51%	81%
	999692613	Short Circuit	UTM no co...	SC415C665	ACTIVE	A SHORT CIRCUIT	51%	90%
	01134938	Unplugged	62717 Tank ...	FTM LTE ME910...	ACTIVE	1 OK	98%	99%

- If you **hover the cursor** over the **TOTAL CASES ICON** it will display the **CASE TYPES**.

# OPEN CASE REPORT: NUMBER OF CASES PER DEVICE AND CASE PRIORITY COLUMN

**EXAMPLE 2**

The screenshot shows a web interface for an 'Open cases' report. The table has columns for 'TOTAL CASES', 'CASE TYPES', 'LOCATION', 'TYPE', 'STATE', 'SENSOR STATE', 'BAT...', and 'NET...'. A tooltip is displayed over the 'TOTAL CASES' icon in the first row, showing '1 case' and 'Open Circuit'.

TOTAL CASES	CASE TYPES	LOCATION	TYPE	STATE	SENSOR STATE	BAT...	NET...
1 case Open Circuit	Missed Call	62835: Inval...	SC415C665	ACTIVE	A OK	98%	97%
1	Open Circuit	62620: Tank...	SC415C665	ACTIVE	A OPEN CIRCUIT	51%	94%
1	Low Battery	UTM Sensor...	SC415C665	ACTIVE	A OPEN CIRCUIT	64%	100%
1	Low Battery	UTM Batter...	SC415C665	ACTIVE	A OK	51%	81%
1	Short Circuit	UTM no co...	SC415C665	ACTIVE	A SHORT CIRCUIT	51%	90%
1	Unplugged	62717 Tank ...	FTM LTE ME910...	ACTIVE	1 OK	98%	99%

- If you **hover the cursor** over the **TOTAL CASES ICON** it will display the **CASE TYPES**.

# OPEN CASES REPORT: CASE TYPES COLUMN

Devices / Anova / SM App / Demo Sprint / Demo distributor Metric / Maintenance

Dashboard Devices Maintenance Import

Open cases 6 cases

5

CAS...	SERIAL NU...	CASE TYPES	LOCATION	TYPE	STATE	SENSOR STATE	BAT...	NET...
1	933057612	Missed Call	62835: Inval...	SC415C665	ACTIVE	A OK	98%	97%
1	999692616	Open Circuit	62620: Tank...	SC415C665	ACTIVE	A OPEN CIRCUIT	51%	94%
1	999692611	Low Battery	UTM Sensor...	SC415C665	ACTIVE	A OPEN CIRCUIT	64%	100%
1	999692610	Low Battery	UTM Batter...	SC415C665	ACTIVE	A OK	51%	81%
1	999692613	Short Circuit	UTM no co...	SC415C665	ACTIVE	A SHORT CIRCUIT	51%	90%
1	01134938	Unplugged	62717 Tank ...	FTM LTE ME910...	ACTIVE	1 OK	98%	99%

- The **CASE TYPES** Column shows the **Type of open case associated with that device SN.**

# OPEN CASES REPORT: SENSOR STATE COLUMN

Devices / Anova / SM App / Demo Sprint / Demo distributor Metric / Maintenance

Dashboard Devices Maintenance Import

Open cases 6 cases

6 Search Actions

	CAS...	SERIAL NU...	CASE TYPES	LOCATION	TYPE	STATE	SENSOR STATE	BAT...	NET...
	1	933057612	Missed Call	62835: Inval...	SC415C665	ACTIVE	A OK	98%	97%
	1	999692616	Open Circuit	62620: Tank...	SC415C665	ACTIVE	A OPEN CIRCUIT	51%	94%
	1	999692611	Low Battery	UTM Sensor...	SC415C665	ACTIVE	A OPEN CIRCUIT	64%	100%
	1	999692610	Low Battery	UTM Batter...	SC415C665	ACTIVE	A OK	51%	81%
	1	999692613	Short Circuit	UTM no co...	SC415C665	ACTIVE	A SHORT CIRCUIT	51%	90%
	1	01134938	Unplugged	62717 Tank ...	FTM LTE ME910...	ACTIVE	1 OK	98%	99%

- The **SENSOR STATE** Column shows the **Type of SENSOR ISSUES** open cases associated with that **device SN**.

# SENSOR STATE COLUMN: MULTIPLE CHANNELS EXAMPLE

- In the case of **Multiple Channels per Device SN**, the **SENSOR STATE** Column will show the **Type of SENSOR ISSUES** open case associated with each channel of that Device SN.

6

CAS...	SERIAL NU...	CASE TYPES	LOCATION	TYPE	STATE	SENSOR STATE	BAT...	NET...	LAST COMMUNIC...	TAN...	LA...
1	009909830	Open Circuit	Earthstone ...	SC415C665	ACTIVE	A OPEN CIRCUIT	99%	94%	08/11/2024, 05:58 AM	--	--
1	008305275	Open Circuit	Trinity Oper...	SC415C665	ACTIVE	A OK B OPEN CIRCUIT	2024, 02:10 AM	69%	08,		
1	010973646	Open Circuit	Castlerock ...	SC415C665	ACTIVE	A OPEN CIRCUIT	97%	52%	08/11/2024, 07:52 AM	36%	03,
1	00497582	Open Circuit	Odessa Tan...	CTM - LTE ME91...	ACTIVE	1 OPEN CIRCUIT	100%	99%	08/11/2024, 06:43 AM	--	--
1	010572948	Open Circuit	Thomas Ver...	SC415C665	ACTIVE	A OPEN CIRCUIT B OK	24, 04:21 AM	13%	08,		
1	010572986	Open Circuit	Douglas Dy...	SC415C665	ACTIVE	A OPEN CIRCUIT	99%	32%	08/11/2024, 01:31 AM	3%	15/
1	010817056	Open Circuit	Kenedy Tan...	SC415C665	ACTIVE	A OPEN CIRCUIT	99%	42%	08/11/2024, 05:50 AM	93%	08,
1	010794630	Open Circuit	Dave Dusen...	SC415C665	ACTIVE	A UNKNOWN	97%	58%	17/09/2024, 04:43 AM	--	--
1	010975817	Open Circuit	Boerne Tan...	SC415C665	ACTIVE	A OPEN CIRCUIT	99%	61%	08/11/2024, 04:08 AM	--	--
1	011269755	Open Circuit	Kenedy Tan...	SC415C665	ACTIVE	A OPEN CIRCUIT	99%	74%	08/11/2024, 05:32 AM	--	--
1	120621970	Open Circuit	Richard Br...	SC415C665	ACTIVE	A OK	99%	100%	08/11/2024, 05:41 AM	50%	08,

Showing 1 to 11 of 11 results

1

EXAMPLE 1

EXAMPLE 2

# CASES HISTORY PAGE PER DEVICE SN

Devices / Anova / SM App / Demo Sprint / Demo distributor Metric 1 / Maintenance

Dashboard Devices Maintenance Import

Open cases 33 cases Search Actions

	CAS...	SERIAL NU...	CASE TYPES	LOCATION	TYPE	STATE	SENSOR STATE	BAT...	NET...	LAST COMMUNIC...
<b>7</b>	<b>3</b>	999692611	Low Battery, Missed Call, Open Circuit	UTM Sensor...	SC415C665	ACTIVE	A OPEN CIRCUIT	64%	100%	10/21/24, 04:40 AM
	<b>2</b>	999692610	Low Battery, Missed Call	UTM Batter...	SC415C665	ACTIVE	A OK	51%	81%	11/6/24, 08:37 AM
	<b>2</b>	933057712	Missed Call, Short Circuit	Harris, Perk...	SC415C665	ACTIVE	A OK	97%	90%	11/25/24, 06:09 AM
	<b>2</b>	933057736	Missed Call, Short Circuit	Moody Ltd	SC415C665	ACTIVE	A OK	97%	90%	11/25/24, 06:10 AM
	<b>2</b>	933057709	Low Battery, Missed Call	Gill-Sawyer	SC415C665	ACTIVE	A OK	100%	84%	11/25/24, 06:09 AM
	<b>2</b>	933057711	Missed Call, Open Circuit	Gutierrez, C...	SC415C665	ACTIVE	A OK	95%	90%	11/25/24, 06:09 AM
	<b>2</b>	933057708	Low Battery, Missed Call	York, Walke...	SC415C665	ACTIVE	A OK	99%	81%	11/25/24, 06:09 AM
	<b>2</b>	933057720	Missed Call, Short Circuit							
	<b>2</b>	933057710	Low Battery, Missed Call							

Showing 1 to 33 of 33 results

< 1 >

- By **clicking** in one of the devices from the list, it will open that **Device's CASES HISTORY PAGE**.

# CASES HISTORY PAGE PER DEVICE SN

Devices / ... / Maintenance

Diagnostics Configurations Communications Maintenance

999692611 3 cases OPEN FOR 59 DAYS

PRIO...	CREATED	TYPE	STATE	SENSOR STATE	DESCRIPTION	RECOMMENDED ACTION
●	11/11/24, 08:13 AM	Missed call	OPEN	A OPEN CIRCUIT	If a device misses a number of con...	If the cell signal is weak, move the ...
●	11/11/24, 08:13 AM	Open circuit	OPEN	A OPEN CIRCUIT	Open circuit can occur if the sensor...	If the cable is damaged, replace th...
●	11/8/24, 08:29 AM	Low battery	OPEN	A OPEN CIRCUIT	The reported battery voltage has dr...	Replace the device. If still in warra...

UTM Sensor problem

LOCATION Portugal

INSTALLED ON 10/18/24, 11:19 AM

Tank

8% (1835 l)

A OPEN CIRCUIT

999692611

64% 100%

STATE ACTIVE Since 10/18/24, 11:19 AM

TYPE SC415C665

PART NUMBER SC415C665EC2A - LTE Cat-M1 Cellular Dialer excl. GPS, Fusion NA SIM, no mount

ID

- The **CASES HISTORY PAGE** per **Device SN** shows the **list of all cases (open or closed)** that were created for that **Device SN** over time.

# CASES HISTORY PAGE PER DEVICE SN

The screenshot displays a web interface for viewing case history for a specific device. At the top, there are navigation tabs for 'Diagnostics', 'Configurations', 'Communications', and 'Maintenance'. Below this, the device ID '999692611' is shown with a '3 cases' icon. A tooltip is visible over this icon, displaying '3 cases' and a list of case types: 'Low battery, Missed call, Open circuit'. A large blue box highlights the number '10' in the top right corner of the table area. The table below lists three cases with columns for priority, creation time, type, state, sensor state, description, and recommended action. The right sidebar shows details for the device, including its location (Portugal), installation date, and a 'Tank' status indicator.

PRIORITY	CREATED	TYPE	STATE	SENSOR STATE	DESCRIPTION	RECOMMENDED ACTION
High	11/11/24, 08:13 AM	Missed call	OPEN	A OPEN CIRCUIT	If a device misses a number of con...	If the cell signal is weak, move the ...
High	11/11/24, 08:13 AM	Open circuit	OPEN	A OPEN CIRCUIT	Open circuit can occur if the sensor...	If the cable is damaged, replace th...
Medium	11/8/24, 08:29 AM	Low battery	OPEN	A OPEN CIRCUIT	The reported battery voltage has dr...	Replace the device. If still in warra...

- By **hovering the cursor** over the **TOTAL CASES ICON** next to the **Device SN** the following information will be shown:
  - how many cases are currently open for that device SN;
  - and what are the case types.

# CASES HISTORY PAGE PER DEVICE SN

Devices / ... / Maintenance

Diagnostics Configurations Communications Maintenance

← **999692616** <sup>2</sup>  
4 cases

OPEN FOR 67 DAYS

PRIO...	CREATED	TYPE	STATE	SENSOR STATE	DESCRIPTION	RECOMMENDED ACTION
●	1/17/25, 03:00 AM	Missed call	OPEN	A OPEN CIRCUIT	If a device misses a number of cons...	If the cell signal is weak, move the ...
●	11/16/24, 09:45 AM	Missed call	CLOSED	A OPEN CIRCUIT	If a device misses a number of cons...	If the cell signal is weak, move the ...
●	11/15/24, 09:15 AM	Low battery	OPEN	A OPEN CIRCUIT	The reported battery voltage has dr...	Replace the device. If still in warran...
●	11/8/24, 08:27 AM	Open circuit	CLOSED	A OK	Open circuit can occur if the sensor...	If the cable is damaged, replace the...

**11**

62620: Tank Level Height Calibration mod...

LOCATION Portugal

INSTALLED ON 10/24/24, 11:00 AM

Diesel Tank A

29% (4285 l)

**12** RCUIT

**2 cases**  
Low battery, Missed call

**13**

999692616

95% 90%

STATE ACTIVE Since 10/24/24, 11:16 AM

TYPE SC415C665

PART NUMBER SC415C665EC2A - LTE Cat-M1 Cellular

- Or also by **hovering the cursor over the Device icon on the right-side column next to the Device SN.**

# CASES HISTORY PAGE PER DEVICE SN

Devices / ... / Maintenance

Diagnostics Configurations Communications Maintenance

9 11 3

14 15 16 17 18 19 OPEN FOR 59 DAYS

PRIO...	CREATED	TYPE	STATE	SENSOR STATE	DESCRIPTION	RECOMMENDED ACTION
●	11/11/24, 08:13 AM	Missed call	OPEN	A OPEN CIRCUIT	If a device misses a number of con...	If the cell signal is weak, move the ...
●	11/11/24, 08:13 AM	Open circuit	OPEN	A OPEN CIRCUIT	Open circuit can occur if the sensor...	If the cable is damaged, replace th...
●	11/8/24, 08:29 AM	Low battery	OPEN	A OPEN CIRCUIT	The reported battery voltage has dr...	Replace the device. If still in warra...

- Other information are shown, as the:
  - Date Case was created
  - Case Type
  - Case State
  - Sensor State
  - Case Description (**hover mouse over case description to read full text**)
  - Recommended Action (**hover mouse over case description to read full text**)

UTM Sensor problem

LOCATION  
Portugal

INSTALLED ON  
10/18/24, 11:19 AM

Tank

8% (1835 l)

A OPEN CIRCUIT

999692611

64% 100%

STATE  
ACTIVE Since 10/18/24, 11:19 AM

TYPE  
SC415C665

PART NUMBER  
SC415C665EC2A - LTE Cat-M1 Cellular Dialer excl. GPS, Fusion NA SIM, no mount

ID

# EXAMPLES: CASE DESCRIPTION AND RECOMMENDED ACTION

Devices / ... / Maintenance

Diagnostics Configurations Communications Maintenance

999692611 3 20 OPEN FOR 59 DAYS

PRIO...	CREATED	TYPE	STATE	SENSOR STATE	DESCRIPTION	RECOMMENDED ACTION
<span style="color: red;">●</span>	11/11/24, 08:13 AM	Missed call	OPEN	A OPEN CIRCUIT	If a device misses a number of con...	If the cell signal is weak, move the ...
<span style="color: red;">●</span>	11/11/24, 08:13 AM	Open circuit	OPEN	A OPEN CIRCUIT	Open circuit can occur if the sensor...	If the cable is damaged, replace th...
<span style="color: gold;">●</span>	11/8/24, 08:29 AM	Low battery	OPEN	A OPEN CIRCUIT	The reported battery voltage has dr...	Replace the device. If still in warra...

**DESCRIPTION**

If a device misses a number of con...

Open circuit can occur if the sensor...

The reported battery voltage has dr...

**RECOMMENDED ACTION**

If the cell signal is weak, move the ...

If the cable is damaged, replace th...

Replace the device. If still in warra...

- The **Case Description** and **Recommended Action** VARY per **CASE TYPE**.

UTM Sensor problem

LOCATION: Portugal

INSTALLED ON: 10/18/24, 11:19 AM

Tank

8% (1835 l)

A OPEN CIRCUIT

999692611

64% 100%

STATE: ACTIVE Since 10/18/24, 11:19 AM

TYPE: SC415C665

PART NUMBER: SC415C665EC2A - LTE Cat-M1 Cellular Dialer excl. GPS, Fusion NA SIM, no mount

ID

The screenshot shows a maintenance case management interface. At the top, there are navigation tabs: 'Diagnostics', 'Configurations', 'Communications', and 'Maintenance'. Below this, a breadcrumb trail reads 'Devices / ... / Maintenance'. The main content area displays a list of cases for device '999692611' (3 cases). The table has columns for priority, created date, type, state, sensor state, description, and recommended action. The first row is highlighted in yellow and has a blue box with the number '21' over it. A tooltip is shown over the description cell of this row, containing the text: 'If a device misses a number of consecutive reporting calls defined by distributor a new case is created. This occurs if the cell signal is weak or the battery needs replacing. At 3.2 volts the device stops calling until the battery has been replaced. If the battery is OK, the device will still try and call in on Alarm or at the next scheduled report call time.' The right sidebar shows details for the selected case, including location (Portugal), installed on date (10/18/24, 11:19 AM), and a 'Tank' section with a status of '8% (1835 l)' and 'OPEN CIRCUIT'. The device status is 'ACTIVE' since 10/18/24, 11:19 AM. The type is 'SC415C665' and the part number is 'SC415C665EC2A - LTE Cat-M1 Cellular Dialer excl. GPS, Fusion NA SIM, no mount'.

PRIORITY	CREATED	TYPE	STATE	SENSOR STATE	DESCRIPTION	RECOMMENDED ACTION
High	11/11/24, 08:13 AM	Missed call	OPEN	A OPEN CIRCUIT	If a device misses a number of consecutive reporting calls defined by distributor a new case is created. This occurs if the cell signal is weak or the battery needs replacing. At 3.2 volts the device stops calling until the battery has been replaced. If the battery is OK, the device will still try and call in on Alarm or at the next scheduled report call time.	If the cell signal is weak, move the ...
High	11/11/24, 08:13 AM	Open circuit	OPEN	A OPEN CIRCUIT	Open circuit can occur if the sensor...	If the cable is damaged, replace th...
Medium	11/8/24, 08:29 AM	Low battery	OPEN	A OPEN CIRCUIT	The reported battery voltage has dr...	Replace the device. If still in warra...

**CASE DESCRIPTION**

If a device misses a number of consecutive reporting calls defined by distributor, a new case is created. This occurs if the cell signal is weak or the battery needs replacing. At 3.2 volts the device stops calling until the battery has been replaced. If the battery is OK, the device will still try and call in on Alarm or at the next scheduled report call time.

- For example, in a **MISSED CALLS Case Type**, the **description** and **recommended action** will show as follow (**hover the mouse over the text for the full text to appear**):

# MISSED CALLS CASE EXAMPLE

PRIOR...	CREATED	TYPE	STATE	SENSOR STATE	DESCRIPTION	R...
●	11/11/24, 08:13 AM	Missed call	OPEN	A OPEN CIRCUIT	If a device misses a number	23
●	11/11/24, 08:13 AM	Open circuit	OPEN	A OPEN CIRCUIT	Open circuit can occur if the sensor...	If the cable is damaged, replace th...
●	11/8/24, 08:29 AM	Low battery	OPEN	A OPEN CIRCUIT	The reported battery voltage has dr...	Replace the device. If still in warra...

**RECOMMENDED ACTION**

If the cell signal is weak, move the device to try and find a better signal. If the battery is low, typically between 3.2 and 3.6 volts, replace the battery, remembering it may take several hours before the device can start calling again. We recommend swapping the device on site and remediating the recovered device back at your offices.

- For example, in a **MISSED CALLS Case Type**, the **description** and **recommended action** will show as follow (hover the mouse over the text for the full text to appear):

24

23

If the cell signal is weak, move the device to try and find a better signal. If the battery is low, typically between 3.2 and 3.6 volts, replace the battery, remembering it may take several hours before the device can start calling again. We recommend swapping the device on site and remediating the recovered device back at your offices.

If the cell signal is weak, move the ...

# OPEN CIRCUIT CASE EXAMPLE

The screenshot shows a maintenance case management interface. At the top, there are navigation tabs for 'Diagnostics', 'Configurations', 'Communications', and 'Maintenance'. Below this, a breadcrumb trail reads 'Devices / ... / Maintenance'. A specific case is selected, identified by the number '999692611' and '3 cases'. A status indicator shows 'OPEN FOR 59 DAYS'. A table lists three cases:

PRIORITY	CREATED	TYPE	STATE	SENSOR STATE	DESCRIPTION	RECOMMENDED ACTION
High (Red)	11/11/24, 08:13 AM	Missed call	OPEN	A OPEN CIRCUIT	It is not possible to receive calls because the sensor is disconnected from the device, is not probably plugged in or the cable has been cut or damaged.	If the cell signal is weak, move the ...
High (Red)	11/11/24, 08:13 AM	Open circuit	OPEN	A OPEN CIRCUIT	Open circuit can occur if the sensor...	If the cable is damaged, replace th...
Medium (Yellow)	11/8/24, 08:29 AM	Low battery	OPEN	A OPEN CIRCUIT	The reported battery voltage has dr...	Replace the device. If still in warra...

A tooltip (labeled '26') is shown over the description of the first case, containing the text: 'Open circuit can occur if the sensor is disconnected from the device, is not probably plugged in or the cable has been cut or damaged.' Another tooltip (labeled '25') is shown over the description of the second case, containing the text: 'Open circuit can occur if the sensor...'. The right sidebar shows details for the selected case, including 'UTM Sensor problem', 'LOCATION: Portugal', 'INSTALLED ON: 10/18/24, 11:19 AM', 'Tank' status, and '999692611' with '64%' battery and '100%' signal strength. The state is 'ACTIVE' since 10/18/24, 11:19 AM. The part number is 'SC415C665' and the full part number is 'SC415C665EC2A - LTE Cat-M1 Cellular Dialer excl. GPS, Fusion NA SIM, no mount'.

- Another example, in an **OPEN CIRCUIT Sensor Case Type**, the **description** and **recommended action** will show as follow (**hover the mouse over the text for the full text to appear**):

## CASE DESCRIPTION

Open circuit can occur if the sensor is disconnected from the device, is not probably plugged in or the cable has been cut or damaged.

# OPEN CIRCUIT CASE EXAMPLE

The screenshot shows a maintenance case management interface. At the top, there are navigation tabs for 'Diagnostics', 'Configurations', 'Communications', and 'Maintenance'. Below this, a breadcrumb trail shows 'Devices / ... / Maintenance'. A specific case is selected, identified by the number '999692611' and '3 cases'. A table lists three cases:

PRIORITY	CREATED	TYPE	STATE	SENSOR STATE	DESCRIPTION
High (Red)	11/11/24, 08:13 AM	Missed call	OPEN	A OPEN CIRCUIT	If a device misses a number of con...
High (Red)	11/11/24, 08:13 AM	Open circuit	OPEN	A OPEN CIRCUIT	Open circuit can occur if the
Medium (Yellow)	11/8/24, 08:29 AM	Low battery	OPEN	A OPEN CIRCUIT	The reported battery voltage has dr...

The second row is highlighted in yellow. A tooltip is visible over the description, containing the text: 'If the cable is damaged, replace the sensor. If the cable is undamaged, make sure it is firmly plugged into the ZAB connector, if that does not clear the issue, try replacing the sensor.' Another tooltip is visible over the description of the third row, containing the text: 'If the cable is damaged, replace th...'. On the right side, a detailed view of the case 'UTM Sensor problem' is shown, including location (Portugal), installation date (10/18/24, 11:19 AM), and a 'Tank' status (8% (1835 l)).

- Another example, in an **OPEN CIRCUIT Sensor Case Type**, the **description** and **recommended action** will show as follow (hover the mouse over the text for the full text to appear):

## RECOMMENDED ACTION

If the cable is damaged, replace the sensor. If the cable is undamaged, make sure it is firmly plugged into the ZAB connector, if that does not clear the issue, try replacing the sensor.

# LOW BATTERY CASE EXAMPLE

The screenshot shows a web interface for device maintenance. At the top, there are navigation tabs: 'Diagnostics', 'Configurations', 'Communications', and 'Maintenance'. Below this, a breadcrumb trail reads 'Devices / ... / Maintenance'. A specific case is selected, identified by ID '999692611' and '3 cases'. A yellow badge indicates it is 'OPEN FOR 59 DAYS'. A table lists three cases:

PRIORITY	CREATED	TYPE	STATE	SENSOR STATE	DESCRIPTION	RECOMMENDED ACTION
High (Red)	11/11/24, 08:13 AM	Missed call	OPEN	A OPEN CIRCUIT	If the cell signal is weak, move the ...	If the cell signal is weak, move the ...
High (Red)	11/11/24, 08:13 AM	Open circuit	OPEN	A OPEN CIRCUIT	If the cable is damaged, replace th...	If the cable is damaged, replace th...
Low (Yellow)	11/8/24, 08:29 AM	Low battery	OPEN	A OPEN CIRCUIT	The reported battery voltage has dr...	Replace the device. If still in warra...

The 'Low battery' case is highlighted in yellow. A blue callout box with the number '29' points to the description 'The reported battery voltage has dr...'. A tooltip with the number '30' shows the full description: 'The reported battery voltage has dropped below the recommended operating voltage. The device is still working but may cease operating in a relatively short period of time.' The right sidebar shows details for the selected case, including 'UTM Sensor problem', 'LOCATION: Portugal', 'INSTALLED ON: 10/18/24, 11:19 AM', 'Tank' status, '999692611' ID, '64%' battery, '100%' signal, 'ACTIVE' state since 10/18/24, 11:19 AM, and 'PART NUMBER: SC415C665'.

- Another example, in a **LOW BATTERY Case Type**, the **description** and **recommended action** will show as follow (**hover the mouse over the text for the full text to appear**):

### CASE DESCRIPTION

The reported battery voltage has dropped below the recommended operating voltage. The device is still working but may cease operating in a relatively short period of time.

# LOW BATTERY CASE EXAMPLE

The screenshot shows a maintenance case management interface. At the top, there are navigation tabs for 'Diagnostics', 'Configurations', 'Communications', and 'Maintenance'. Below this, a breadcrumb trail shows 'Devices / ... / Maintenance'. A specific case is selected, identified by the number '999692611' and '3 cases'. A yellow badge indicates the case is 'OPEN FOR 59 DAYS'. A table lists three cases:

PRIORITY	CREATED	TYPE	STATE	SENSOR STATE	DESCRIPTION	RECOMMENDED ACTION
High (Red)	11/11/24, 08:13 AM	Missed call	OPEN	A OPEN CIRCUIT	If a device misses a number of con...	Replace the device. If still in warranty, RMA should be triggered. The total number of calls will be an important indicator if it expected to be with low battery or not.
High (Red)	11/11/24, 08:13 AM	Open circuit	OPEN	A OPEN CIRCUIT	Open circuit can occur if the sensor...	Replace the device. If still in warra...
Low (Green)	11/8/24, 08:29 AM	Low battery	OPEN	A OPEN CIRCUIT	The reported battery voltage is...	Replace the device. If still in warra...

The detailed view on the right shows the case title 'UTM Sensor problem' and location 'Portugal'. It also shows the installation date '10/18/24, 11:19 AM' and a 'Tank' component with '8% (1835 l)' and 'OPEN CIRCUIT' status. The device ID is '999692611' and the state is 'ACTIVE' since '10/18/24, 11:19 AM'. The part number is 'SC415C665' and the full part number is 'SC415C665EC2A - LTE Cat-M1 Cellular Dialer excl. GPS, Fusion NA SIM, no mount'.

- Another example, in a **LOW BATTERY Case Type**, the **description** and **recommended action** will show as follow (**hover the mouse over the text for the full text to appear**):

<b>RECOMMENDED ACTION</b>	Replace the device. If still in warranty, RMA should be triggered. The total number of calls will be an important indicator if it expected to be with low battery or not.
---------------------------	---

# SHORT CIRCUIT CASE EXAMPLE

Devices / ... / Maintenance

Diagnostics Configurations Communications Maintenance

933057712 2 cases OPEN FOR 42 DAYS

PRIO...	CREATED	TYPE	STATE	SENSOR STATE	DESCRIPTION	RECOMMENDED ACTION
●	12/4/24, 09:30 AM	Missed call	OPEN	A OK	Short circuit can occur if moisture has got into the sensor dial face or the cable has been cut and the ends are shorting e.g. touching the metal.	If the cell signal is weak, move the ...
●	11/25/24, 09:00 AM	Short circuit	OPEN	A OK	Short circuit can occur if moisture ...	If the cable is cut, replace the sens...

**34**

Short circuit can occur if moisture has got into the sensor dial face or the cable has been cut and the ends are shorting e.g. touching the metal.

**33**

Short circuit can occur if moisture ...

Harris, Perkins and Lawson

LOCATION  
string, string, string, Coimbra, Coimbra, 3030-205, Portugal

INSTALLED ON  
11/25/24, 05:29 AM

Tank #270428

27% (1179 l)

A OK

933057712

97% 90%

STATE  
ACTIVE Since 11/25/24, 06:09 AM

TYPE  
SC415C665

PART NUMBER  
SC415C665EC2A - LTE Cat-M1 Cellular Dialer excl. GPS, Fusion NA SIM, no mount

- Considering other Device SN example, in a **SHORT CIRCUIT Case Type**, the **description** and **recommended action** will show as follow (**hover the mouse over the text for the full text to appear**):

---

<b>CASE DESCRIPTION</b>	Short circuit can occur if moisture has got into the sensor dial face or the cable has been cut and the ends are shorting e.g. touching the metal.
-------------------------	--

---

# SHORT CIRCUIT CASE EXAMPLE

Devices / ... / Maintenance

Diagnostics Configurations Communications Maintenance

933057712 2 cases

PRIORITY	CREATED	TYPE	STATE	SENSOR STATE	DESCRIPTION	RECOMMENDED ACTION
High	12/4/24, 09:30 AM	Missed call	OPEN	A OK	If a device misses a number of con...	If the cable is cut, replace the sensor. If the cable is undamaged, make sure it is firmly plugged into the ZAB connector, if that does not clear the issue, try replacing the sensor.
High	11/25/24, 09:00 AM	Short circuit	OPEN	A OK	Short circuit can occur if m...	If the cable is cut, replace the sens...

**36** IN FOR 42 DAYS

Harris, Perkins and Lawson

LOCATION  
string, string, string, Coimbra, Coimbra, 3030-205, Portugal

INSTALLED ON  
11/25/24, 05:29 AM

Tank #270428

27% (1179 l)

A OK

933057712

97% 90%

STATE  
**ACTIVE** Since 11/25/24, 06:09 AM

TYPE  
SC415C665

PART NUMBER  
SC415C665EC2A - LTE Cat-M1 Cellular Dialer excl. GPS, Fusion NA SIM, no mount

**35** If the cable is cut, replace the sens...

- Considering other Device SN example, in a **SHORT CIRCUIT Case Type**, the **description** and **recommended action** will show as follow (hover the mouse over the text for the full text to appear):

## RECOMMENDED ACTION

If the cable is cut, replace the sensor. If the cable is undamaged, make sure it is firmly plugged into the ZAB connector, if that does not clear the issue, try replacing the sensor.

# MULTIPLE CHANNELS EXAMPLE

Open cases 33 cases

CAS...	SERIAL NU...	CASE TYPES	LOCATION	TYPE	STATE	SENSOR STATE	BAT...	NET...	LAST COMMUNIC...
2	933057710	Low Battery, Missed Call	Owen Ltd	SC415C665	ACTIVE	A OK	99%	97%	11/25/24, 06:09 AM
2	933057719	Missed Call, Open Circuit	Dean, Moor...	SC415C665	ACTIVE	A OK	96%	84%	11/25/24, 06:09 AM
2	933057725	Missed Call, Short Circuit	Morrison-Fi...	SC415C665	ACTIVE	A OK	96%	81%	11/25/24, 06:10 AM
1	009769518	Missed Call	DWH Demo...	SC415C655	ACTIVE	A OK	96%	81%	12/11/24, 09:07 AM
1 38	09719526	Low Battery	DWH Demo...	SC415C655	ACTIVE	A OK B OK 37	95%	81%	12/11/24, 10:21 AM
1	999692616	Low Battery	62620: Tank...	SC415C665	ACTIVE	A OPEN CIRCUIT	95%	90%	12/10/24, 03:46 AM
1	936215677	Missed Call	62834: Vali...	SC415C665	ACTIVE	A OK	96%	87%	10/31/24, 10:50 AM
1	936215612	Missed Call	62751 - Veri...	SC415C665	ACTIVE	A OK	95%	94%	10/28/24, 06:03 PM
1	936215613	Missed Call	62716 Tank ...	SC415C665	ACTIVE	A OK	99%	100%	10/29/24, 06:26 AM
								87%	10/29/24, 06:27 AM
								100%	10/31/24, 05:48 AM

Another example: in this case the Device SN has 2 channels being used. Click to open the Device's Cases History Page.

# MULTIPLE CHANNELS EXAMPLE

The screenshot displays a maintenance case for device SN 009719526. The main table lists a 'Low battery' issue with a state of 'OPEN' and a sensor state of '39'. The sensor state is further detailed as 'A OK' and 'B OK'. The right sidebar shows the device is 'ACTIVE' since 10/3/24, 10:48 AM, and is 'Not linked to a tank'. The bottom callout box states: 'This Device SN is currently monitoring 2 tanks (has 2 channels being used)'.

PRIO...	CREATED	TYPE	STATE	SENSOR STATE	DESCRIPTION	RECOMMENDED ACTION
	11/21/24, 05:00 AM	Low battery	OPEN	A OK B OK <b>39</b>	The reported battery voltage has dr...	Replace the device. If still in warra...

**Device Details:**  
DWH Demo distributor  
LOCATION: Portugal  
SINCE: 12/16/24, 05:11 AM  
009719526  
95% battery, 81% signal  
STATE: ACTIVE (Since 10/3/24, 10:48 AM)  
TYPE: SC415C655  
PART NUMBER: SC415C655EC2A - LTE Cat-M1 Cellular Dialer incl. GPS, Fusion NA SIM, no mount  
ID: 719526  
LAST COMMUNICATION: 12/11/24, 10:21 AM

**Callout:** This Device SN is currently monitoring 2 tanks (has 2 channels being used).

# CLOSED CASES HISTORY EXAMPLE

Devices / ... / Maintenance

Diagnostics Configurations Communications Maintenance

← 933057718 2 cases 1 OPEN FOR 33 DAYS Allen Group

PRIOR...	CREATED	TYPE	STATE	SENSOR STATE	DESCRIPTION	RECOMMENDED ACTION
●	12/4/24, 03:16 AM	Missed call	OPEN	A OK	If a device misses a number of con...	If the cell signal is weak, move the ...
●	11/25/24, 09:15 AM	Short circuit	CLOSED	A OK	Short circuit can occur if moisture ...	If the cable is cut, replace the sens...

40

933057718 98% 97% STATE ACTIVE Since 11/25/24, 06:09 AM TYPE SC415C665 PART NUMBER SC415C665EC2A - LTE Cat-M1 Cellular Dialer excl. GPS, Fusion NA SIM, no mount ID 9305918 LAST COMMUNICATION 11/25/24, 06:09 AM

- The **Cases History Page per Device SN** does not show only the Open Cases related to that Device SN.
- The **Cases History Page per Device SN** shows the history of ALL cases that were ever created for that Device SN, INCLUDING the CLOSED cases.

# DASHBOARD PAGE QUICK LINKS

1

Dashboard / Devices / Maintenance / Import

2

The DAHSBOARD PAGE also provides QUICK LINKS that redirect the user to the other pages in the DEVICES MENU with automatic filters already applied.

### Demo distributor Metric 1

107 Total devices

33 (30.84%) Devices with issues

50.56% Open case ratio

12.31 days Mean time to repair

#### COMMUNICATIONS

29 (27.1%) Missed calls

78 (72.9%) Ok

#### SENSORS

8 (7.47%)

- 3 (2.8%) Open circuit
- 5 (4.67%) Short circuit
- 99 (92.53%) Ok

#### BATTERY

4 (3.74%) Replace

0 (0%) Warning

103 (96.26%) Ok

#### DEVICE STATE

State	No. Devices	Percentage
Testing	1	0.93%
Awaiting transport	1	0.93%
Transport	38	35.51%
Awaiting activation	1	0.93%
Active	45	42.06%
Awaiting decommissioning	4	3.74%
Decommissioned	4	3.74%
End of life	13	12.15%

#### DEVICE USAGE

Usage	No. Devices	Percentage
Used	34	31.78%
Unused	73	68.22%
New	107	100%

Devices / Anova / SM App / Demo Sprint / Demo distributor Metric 1 / Dashboard

Dashboard Devices Maintenance Import

### Demo distributor Metric 1

**107** Total devices

33 (30.84%) Devices with issues

50.56% Open case ratio

12.31 days Mean time to repair

#### COMMUNICATIONS

**29** 27.1%

- 29 (27.1%) Missed calls
- 78 (72.9%) Ok

#### SENSORS

**8** 7.47%

- 3 (2.8%) Open circuit
- 5 (4.67%) Short circuit
- 99 (92.53%) Ok

#### BATTERY

**4** 3.74%

- 4 (3.74%) Replace
- 0 (0%) Warning
- 103 (96.26%) Ok

#### DEVICE STATE

State	No. Devices	Percentage
Testing	1	0.93%
Awaiting transport	1	0.93%
Transport	38	35.51%
Awaiting activation	1	0.93%
Active	45	42.06%
Awaiting decommissioning	4	3.74%
Decommissioned	4	3.74%
End of life	13	12.15%

#### DEVICE USAGE

Usage	No. Devices	Percentage
Used	34	31.78%
Unused	73	68.22%
New	107	100%

By clicking in the **number of total devices** the user will be **automatically redirected** to the **DEVICES PAGE** with the **list of all devices** under that tenant.

3

107

# TOTAL DEVICES QUICK LINK

4

5

6

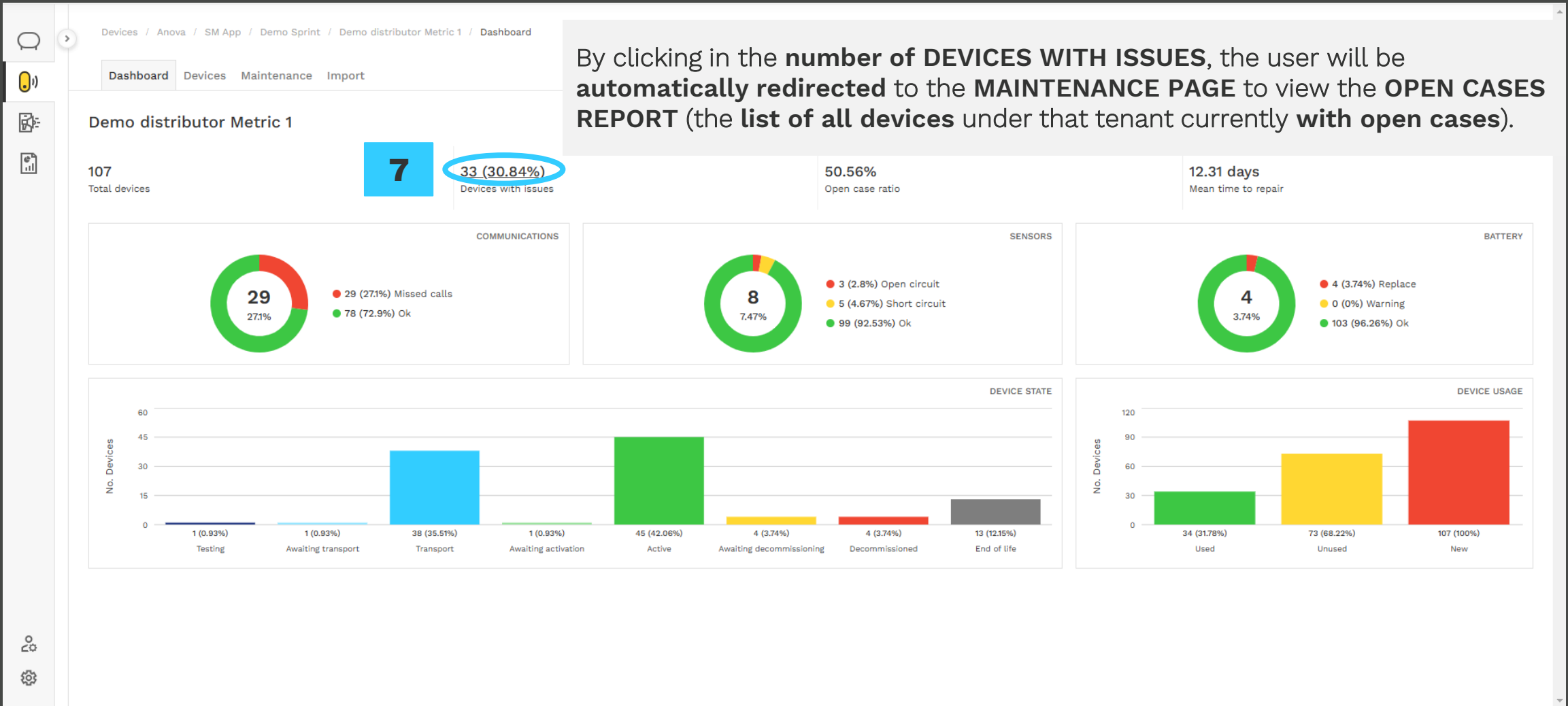
By clicking in the **number of total devices** the user will be **automatically redirected** to the **DEVICES PAGE** with the **list of all devices** under that tenant.

<input type="checkbox"/>	SERIAL NUM...	TYPE	STATE	SENSOR STATE	BATT...	NET...	LAST COMMUNICAT...	LOCATION	LOCATION CHANGED	OWNER
<input type="checkbox"/>	001182347	SC414 Generic	DECOMMISSIONED	A UNKNOWN	96%	61%	8/1/23, 06:36 PM	DWH Demo ...	11/19/24, 03:31 AM	Demo distrib...
<input type="checkbox"/>	001712360	SC414 Generic	DECOMMISSIONED	A UNKNOWN	--	--	--	DWH Demo ...	11/19/24, 03:31 AM	Demo distrib...
<input type="checkbox"/>	001712391	SC414 Generic	DECOMMISSIONED	A UNKNOWN	95%	100%	8/6/23, 06:46 PM	DWH Demo ...	11/19/24, 03:31 AM	Demo distrib...
<input type="checkbox"/>	00442677	CTM - LTE ME910...	ACTIVE	1 OK	98%	90%	1/7/25, 06:49 AM	64145 - test 1	1/7/25, 06:29 AM	Demo distrib...
<input type="checkbox"/>	00516729	STM Satellite Tan...	TESTING	1 UNKNOWN	--	--	--	DWH Demo ...	11/19/24, 03:29 AM	Demo distrib...
<input type="checkbox"/>	006463748	SC415B124	AWAITING ACTIVA...	A UNKNOWN	90%	85%	--	DWH Demo ...	11/19/24, 03:31 AM	Demo distrib...
<input type="checkbox"/>	009068704	SC415B655	ACTIVE	A OK	98%	81%	1/8/25, 07:00 AM	DWH Demo ...	12/2/24, 12:06 PM	Demo distrib...
<input type="checkbox"/>	009271125	SC415C665	AWAITING TRANS...	A UNKNOWN	85%	61%	9/7/23, 03:46 AM	DWH Demo ...	11/19/24, 03:30 AM	Demo distrib...
<input type="checkbox"/>	009719526	SC415C655	ACTIVE	A OK B OK	95%	81%	12/11/24, 10:21 AM	DWH Demo ...	12/16/24, 05:11 AM	Demo distrib...
<input type="checkbox"/>	009769513	SC415B665	END OF LIFE	A OK	95%	81%	10/10/24, 09:19 AM	DWH Demo ...	12/11/24, 09:03 AM	Demo distrib...

Showing 1 to 40 of 107 results

1 2 3 >

# DEVICES WITH ISSUES QUICK LINK



By clicking in the **number of DEVICES WITH ISSUES**, the user will be **automatically redirected** to the **MAINTENANCE PAGE** to view the **OPEN CASES REPORT** (the **list of all devices** under that tenant currently **with open cases**).

# DEVICES WITH ISSUES QUICK LINK

8

9

10

By clicking in the **number of DEVICES WITH ISSUES**, the user will be **automatically redirected to the MAINTENANCE PAGE** to view the **OPEN CASES REPORT** (the **list of all devices** under that tenant currently **with open cases**).

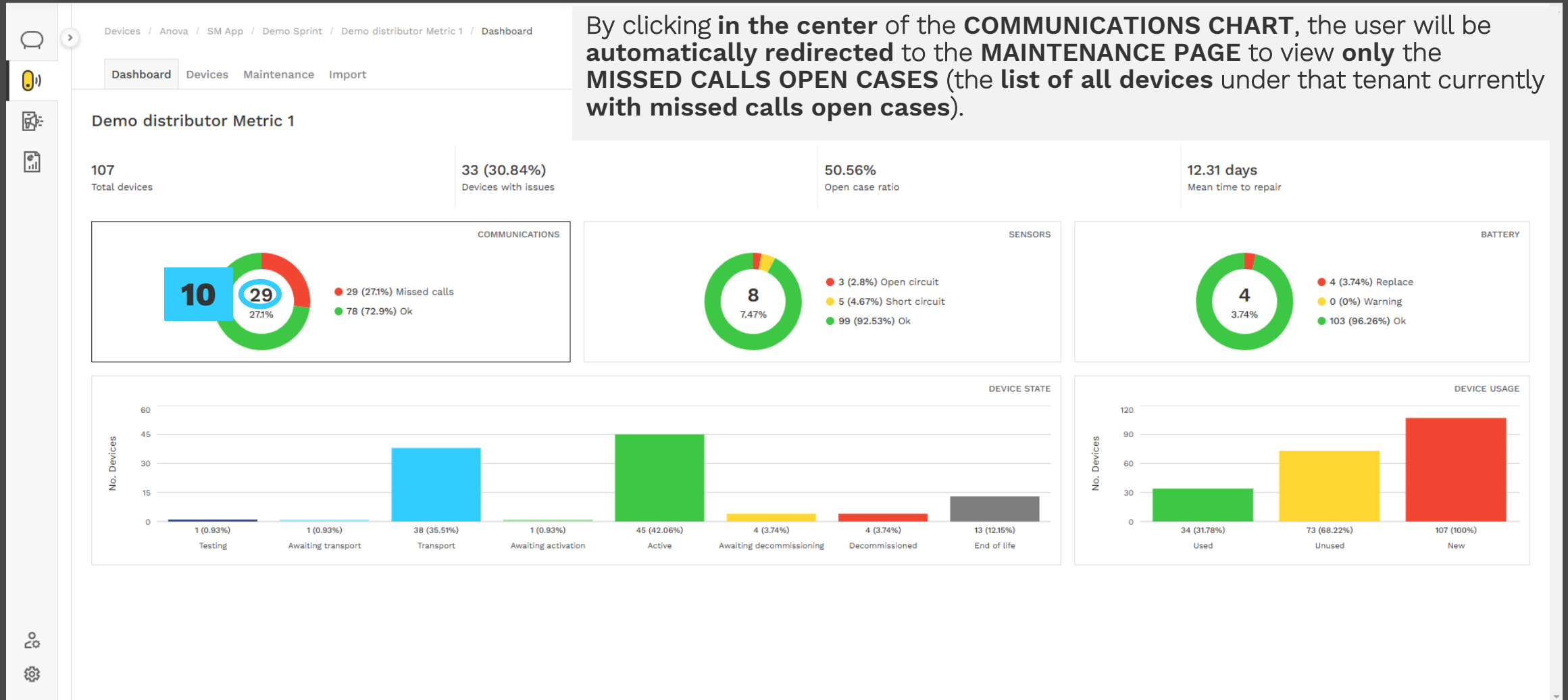
Open cases 33 cases

	CAS...	SERIAL NU...	CASE TYPES	LOCATION	TYPE	STATE	SENSOR STATE	BAT...	NET...	LAST COMMUNIC...	T
<input type="checkbox"/>	3	999692611	Low Battery, Missed Call, Open Circuit	UTM Sensor...	SC415C665	ACTIVE	A OPEN CIRCUIT	64%	100%	10/21/24, 04:40 AM	
<input type="checkbox"/>	2	999692610	Low Battery, Missed Call	UTM Batter...	SC415C665	ACTIVE	A OK	51%	81%	11/6/24, 08:37 AM	
<input type="checkbox"/>	2	933057712	Missed Call, Short Circuit	Harris, Perk...	SC415C665	ACTIVE	A OK	97%	90%	11/25/24, 06:09 AM	
<input type="checkbox"/>	2	933057736	Missed Call, Short Circuit	Moody Ltd	SC415C665	ACTIVE	A OK	97%	90%	11/25/24, 06:10 AM	
<input type="checkbox"/>	2	933057709	Low Battery, Missed Call	Gill-Sawyer	SC415C665	ACTIVE	A OK	100%	84%	11/25/24, 06:09 AM	
<input type="checkbox"/>	2	933057711	Missed Call, Open Circuit	Gutierrez, C...	SC415C665	ACTIVE	A OK	95%	90%	11/25/24, 06:09 AM	
<input type="checkbox"/>	2	933057708	Low Battery, Missed Call	York, Walke...	SC415C665	ACTIVE	A OK	99%	81%	11/25/24, 06:09 AM	
<input type="checkbox"/>	2	933057720	Missed Call, Short Circuit	Kirby, Snyder...	SC415C665	ACTIVE	A OK	98%	87%	11/25/24, 06:10 AM	
<input type="checkbox"/>	2	933057710	Low Battery, Missed Call	Owen Ltd	SC415C665	ACTIVE	A OK	99%	97%	11/25/24, 06:09 AM	
<input type="checkbox"/>	2	933057719	Missed Call, Open Circuit	Dean, Moor...	SC415C665	ACTIVE	A OK	96%	84%	11/25/24, 06:09 AM	

Showing 1 to 33 of 33 results

# COMMUNICATIONS CHART QUICK LINK

By clicking in the center of the **COMMUNICATIONS CHART**, the user will be automatically redirected to the **MAINTENANCE PAGE** to view **only** the **MISSED CALLS OPEN CASES** (the list of all devices under that tenant currently with missed calls open cases).



# COMMUNICATIONS CHART QUICK LINK

By clicking in the center of the **COMMUNICATIONS CHART**, the user will be automatically redirected to the **MAINTENANCE PAGE** to view **only** the **MISSED CALLS OPEN CASES** (the list of all devices under that tenant currently with missed calls open cases).

The screenshot shows a dashboard with a navigation bar at the top containing 'Dashboard', 'Devices', 'Maintenance', and 'Import'. A dropdown menu is open, showing 'Open cases' with 26 cases. Below this is a table with columns: CAS..., SERIAL NU..., CASE TYPES, LOCATION, TYPE, STATE, SENSOR STATE, BAT..., NET..., and LAST COMMUNIC... The 'CASE TYPES' column is highlighted with a blue box. A blue box also highlights the center of the table. Callout 11 points to the 'Maintenance' tab, callout 12 points to the 'Open cases' dropdown, and callout 13 points to the highlighted 'CASE TYPES' column.

CAS...	SERIAL NU...	CASE TYPES	LOCATION	TYPE	STATE	SENSOR STATE	BAT...	NET...	LAST COMMUNIC...
2	999692610	Low Battery, Missed Call	UTM Batter...	SC415C665	ACTIVE	A OK	51%	81%	11/6/24, 08:37 AM
2	933057712	Missed Call, Short Circuit	Harris, Perk...	SC415C665	ACTIVE	A OK	97%	90%	11/25/24, 06:09 AM
2	933057736	Missed Call, Short Circuit	Moody Ltd	SC415C665	ACTIVE	A OK	97%	90%	11/25/24, 06:10 AM
2	933057709	Low Battery, Missed Call	Gill-Sawyer	SC415C665	ACTIVE	A OK	100%	84%	11/25/24, 06:09 AM
2	933057711	Missed Call, Open Circuit	Gutierrez, C...	SC415C665	ACTIVE	A OK	95%	90%	11/25/24, 06:09 AM
2	933057708	Low Battery, Missed Call	York, Walke...	SC415C665	ACTIVE	A OK	99%	81%	11/25/24, 06:09 AM
2	933057710	Low Battery, Missed Call	Owen Ltd	SC415C665	ACTIVE	A OK	99%	97%	11/25/24, 06:09 AM
2	933057719	Missed Call, Open Circuit	Dean, Moor...	SC415C665	ACTIVE	A OK	96%	84%	11/25/24, 06:09 AM
2	933057725	Missed Call, Short Circuit	Morrison-Fi...	SC415C665	ACTIVE	A OK	96%	81%	11/25/24, 06:10 AM
1	009769518	Missed Call	DWH Demo...	SC415C655	ACTIVE	A OK	96%	81%	12/11/24, 09:07 AM

Showing 1 to 26 of 26 results

# COMMUNICATIONS CHART QUICK LINK

By clicking on the **Filter icon** next to the **Case Types Column**, the **MISSED CALL** filter is already automatically applied to show only the list of devices with **MISSED CALLS OPEN CASES**.

Devices / Anova / SM App / Demo Sprint / Demo distributor Metric 1 / Maintenance

Dashboard Devices Maintenance Import

Open cases   
 26 cases

	CAS...	SERIAL NU...	CASE TYPES	TYPE	STATE	SENSOR STATE	BAT...	NET...	LAST COMMUNIC...	
	2	999692610	Low Battery	UTM Batter...	SC415C665	ACTIVE	A OK	51%	81%	11/6/24, 08:37 AM
	2	933057712	Mis	Harris, Perk...	SC415C665	ACTIVE	A OK	97%	90%	11/25/24, 06:09 AM
	2	933057736	Misse	Moody Ltd	SC415C665	ACTIVE	A OK	97%	90%	11/25/24, 06:10 AM
	2	933057709	Low B	Gill-Sawyer	SC415C665	ACTIVE	A OK	100%	84%	11/25/24, 06:09 AM
	2	933057711	Misse	Gutierrez, C...	SC415C665	ACTIVE	A OK	95%	90%	11/25/24, 06:09 AM
	2	933057708	Low Battery, Missed Call	York, Walke...	SC415C665	ACTIVE	A OK	99%	81%	11/25/24, 06:09 AM
	2	933057710	Low Battery, Missed Call	Owen Ltd	SC415C665	ACTIVE	A OK	99%	97%	11/25/24, 06:09 AM
	2	933057719	Missed Call, Open Circuit	Dean, Moor...	SC415C665	ACTIVE	A OK	96%	84%	11/25/24, 06:09 AM
	2	933057725	Missed Call, Short Circuit	Morrison-Fi...	SC415C665	ACTIVE	A OK	96%	81%	11/25/24, 06:10 AM
	1	009769518	Missed Call	DWH Demo...	SC415C655	ACTIVE	A OK	96%	81%	12/11/24, 09:07 AM

Showing 1 to 26 of 26 results

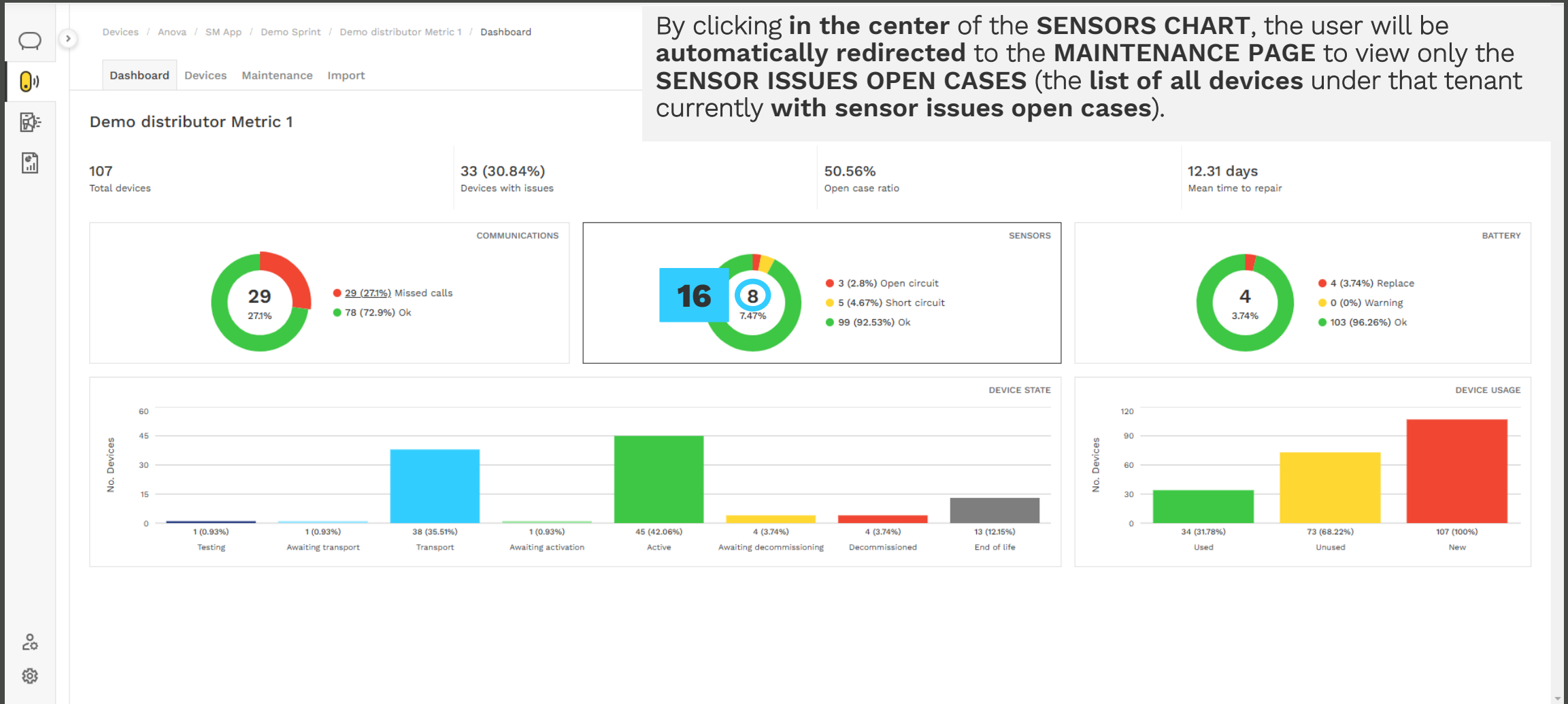
15

14

- Low Battery
- Missed Call
- Open Circuit
- Short Circuit

REMOVE APPLY

By clicking in the center of the **SENSORS CHART**, the user will be automatically redirected to the **MAINTENANCE PAGE** to view only the **SENSOR ISSUES OPEN CASES** (the list of all devices under that tenant currently with sensor issues open cases).



# SENSORS CHART QUICK LINK

17

18

19

By clicking in the center of the **SENSORS CHART**, the user will be automatically redirected to the **MAINTENANCE PAGE** to view **only the SENSOR ISSUES OPEN CASES** (the list of all devices under that tenant currently with sensor issues open cases).

	CAS...	SERIAL NU...	CASE TYPES	LOCATION	TYPE	STATE	SENSOR STATE	BAT...	NET...	LAST COMMUNIC...
<input type="checkbox"/>	2	933057712	Missed Call, Short Circuit	Harris, Perk...	SC415C665	ACTIVE	A OK	97%	90%	11/25/24, 06:09 AM
<input type="checkbox"/>	2	933057736	Missed Call, Short Circuit	Moody Ltd	SC415C665	ACTIVE	A OK	97%	90%	11/25/24, 06:10 AM
<input type="checkbox"/>	2	933057711	Missed Call, Open Circuit	Gutierrez, C...	SC415C665	ACTIVE	A OK	95%	90%	11/25/24, 06:09 AM
<input type="checkbox"/>	2	933057719	Missed Call, Open Circuit	Dean, Moor...	SC415C665	ACTIVE	A OK	96%	84%	11/25/24, 06:09 AM
<input type="checkbox"/>	1	933057720	Short Circuit	Kirby, Snyder...	SC415C665	ACTIVE	A OK	95%	97%	1/15/25, 11:01 AM

Showing 1 to 5 of 5 results

By clicking in the center of the **SENSORS CHART**, the user will be automatically redirected to the **MAINTENANCE PAGE** to view only the **SENSOR ISSUES OPEN CASES** (the list of all devices under that tenant currently with sensor issues open cases).

Devices / Anova / SM App / Demo Sprint / Demo distributor Metric 1 / Maintenance

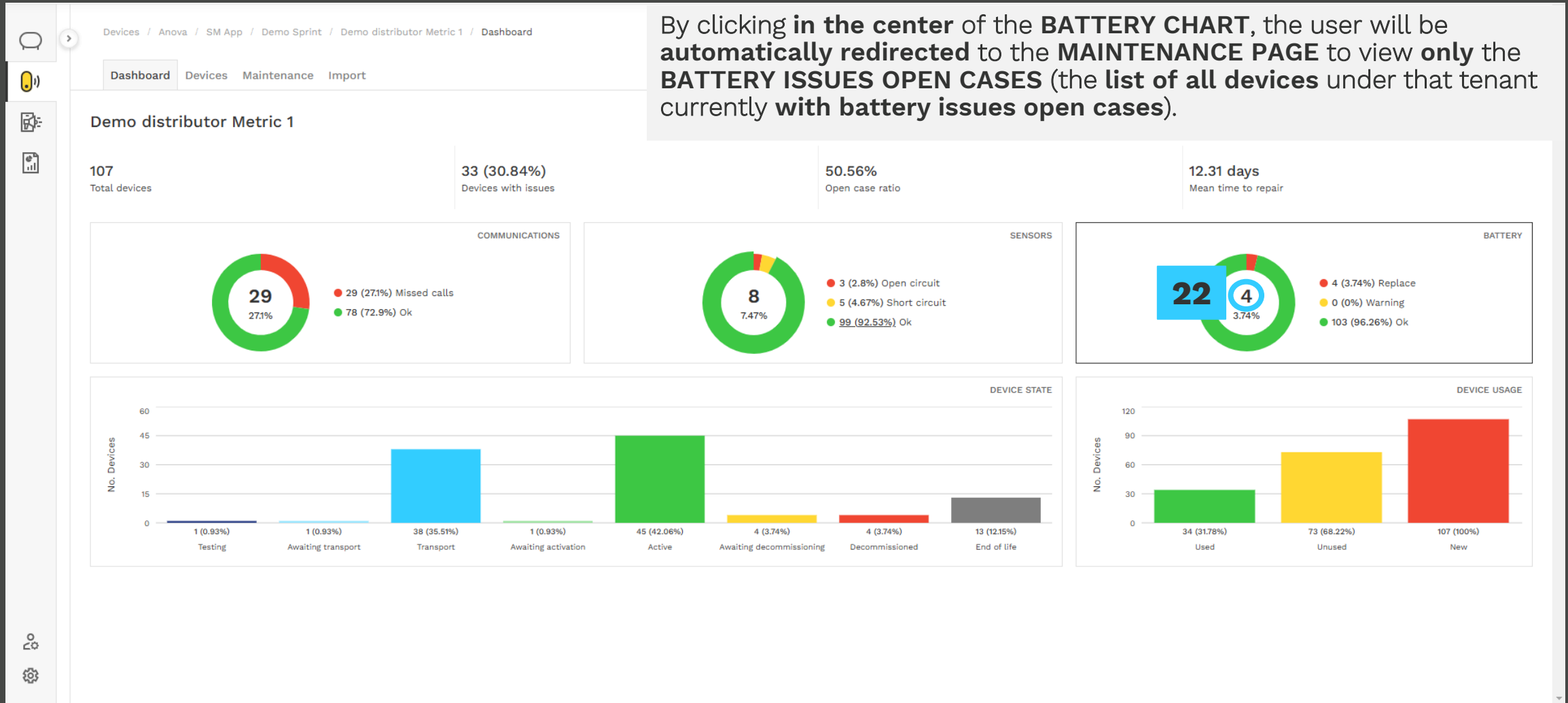
Dashboard Devices Maintenance Import

Open cases ▾  
5 cases

	CAS...	SERIAL NU...	CASE TYPES	LOCATION	TYPE	STATE	SENSOR STATE	BAT...	NET...	LAST COMMUNIC...
<input type="checkbox"/>	2	933057712	Misse	Harris, Perk...	SC415C665	ACTIVE	A OK	97%	90%	11/25/24, 06:09 AM
<input type="checkbox"/>	2	933057736	Misse	Moody Ltd	SC415C665	ACTIVE	A OK	97%	90%	11/25/24, 06:10 AM
<input type="checkbox"/>	2	933057711	Misse	Gutierrez, C...	SC415C665	ACTIVE	A OK	95%	90%	11/25/24, 06:09 AM
<input type="checkbox"/>	2	933057719	Misse	Dean, Moor...	SC415C665	ACTIVE	A OK	96%	84%	11/25/24, 06:09 AM
<input type="checkbox"/>	1	933057720	Short	Kirby, Snyder...	SC415C665	ACTIVE	A OK	95%	97%	1/15/25, 11:01 AM

Showing 1 to 5 of 5 results

By clicking in the center of the **BATTERY CHART**, the user will be automatically redirected to the **MAINTENANCE PAGE** to view **only the BATTERY ISSUES OPEN CASES** (the list of all devices under that tenant currently with battery issues open cases).



# BATTERY CHART QUICK LINK

23

24

25

By clicking in the center of the BATTERY CHART, the user will be automatically redirected to the MAINTENANCE PAGE to view only the BATTERY ISSUES OPEN CASES (the list of all devices under that tenant currently with battery issues open cases).

	CAS...	SERIAL NU...	CASE TYPES	LOCATION	TYPE	STATE	SENSOR STATE	BAT...	NET...	LAST COMMUNIC...
<input type="checkbox"/>	2	999692616	Low Battery, Missed Call	62620: Tank...	SC415C665	ACTIVE	A OPEN CIRCUIT	95%	90%	12/10/24, 03:46 AM
<input type="checkbox"/>	2	999692610	Low Battery, Missed Call	UTM Batter...	SC415C665	ACTIVE	A OK	51%	81%	11/6/24, 08:37 AM
<input type="checkbox"/>	2	933057709	Low Battery, Missed Call	Gill-Sawyer	SC415C665	ACTIVE	A OK	100%	84%	11/25/24, 06:09 AM
<input type="checkbox"/>	2	933057708	Low Battery, Missed Call	York, Walke...	SC415C665	ACTIVE	A OK	99%	81%	11/25/24, 06:09 AM
<input type="checkbox"/>	2	933057710	Low Battery, Missed Call	Owen Ltd	SC415C665	ACTIVE	A OK	99%	97%	11/25/24, 06:09 AM
<input type="checkbox"/>	2	933057726	Low Battery, Missed Call	Barton, Smi...	SC415C665	ACTIVE	A OK	98%	94%	12/12/24, 08:11 AM

Showing 1 to 6 of 6 results

# BATTERY CHART QUICK LINK

By clicking in the center of the **BATTERY CHART**, the user will be automatically redirected to the **MAINTENANCE PAGE** to view **only** the **BATTERY ISSUES OPEN CASES** (the list of all devices under that tenant currently with battery issues open cases).

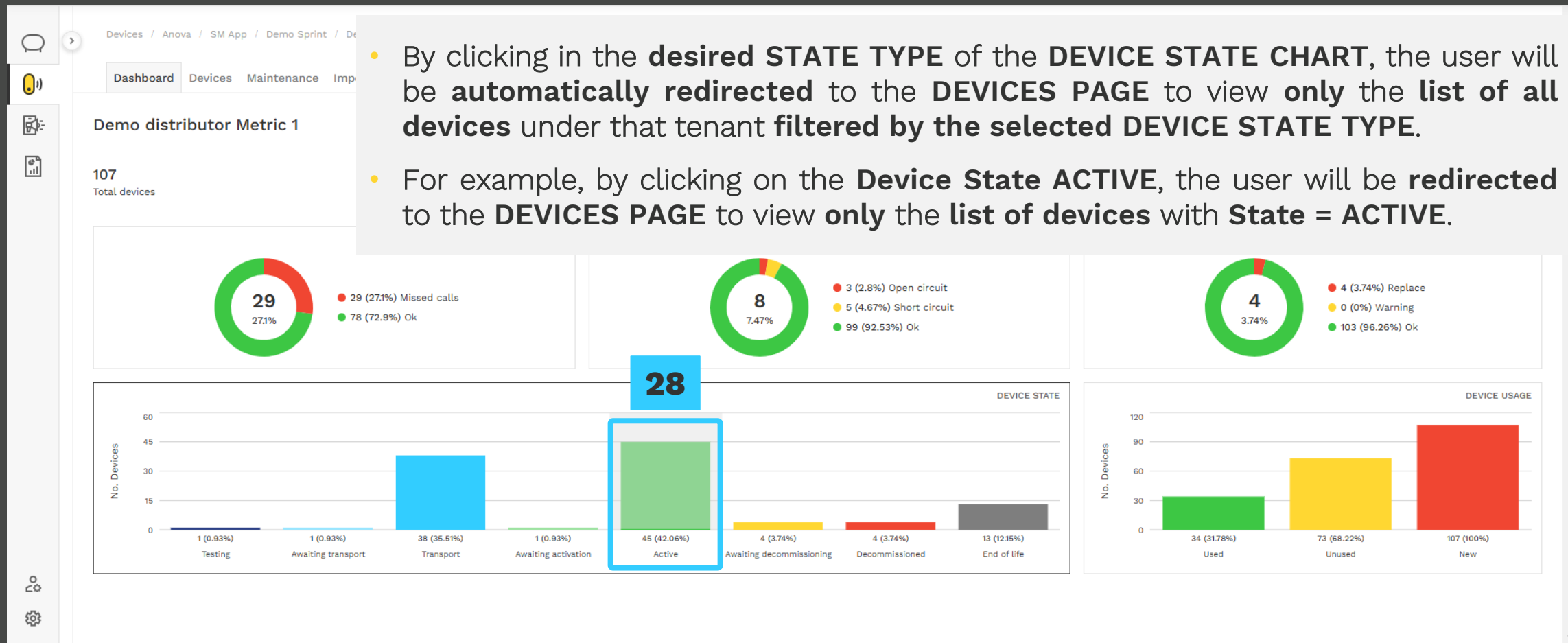
The screenshot shows a web application interface with a table of open cases. The table has columns for CAS..., SERIAL NU..., CASE TYPES, TYPE, STATE, SENSOR STATE, BAT..., NET..., and LAST COMMUNIC... The table contains 6 rows of data. A dropdown menu is open over the table, showing options for Low Battery, Missed Call, Open Circuit, and Short Circuit. A blue box highlights the number 26 in the table header, and another blue box highlights the number 27 in the dropdown menu. The dropdown menu is open, showing options for Low Battery, Missed Call, Open Circuit, and Short Circuit. The table data is as follows:

CAS...	SERIAL NU...	CASE TYPES	TYPE	STATE	SENSOR STATE	BAT...	NET...	LAST COMMUNIC...
2	999692616	Low Battery	62620: Tank...	ACTIVE	A OPEN CIRCUIT	95%	90%	12/10/24, 03:46 AM
2	999692610	Low Battery	UTM Batter...	ACTIVE	A OK	51%	81%	11/6/24, 08:37 AM
2	933057709	Low Battery	Gill-Sawyer	ACTIVE	A OK	100%	84%	11/25/24, 06:09 AM
2	933057708	Low Battery	York, Walke...	ACTIVE	A OK	99%	81%	11/25/24, 06:09 AM
2	933057710	Low Battery	Owen Ltd	ACTIVE	A OK	99%	97%	11/25/24, 06:09 AM
2	933057726	Low Battery, Missed Call	Barton, Smi...	ACTIVE	A OK	98%	94%	12/12/24, 08:11 AM

Showing 1 to 6 of 6 results

# DEVICE STATE CHART QUICK LINK

- By clicking in the **desired STATE TYPE** of the **DEVICE STATE CHART**, the user will be **automatically redirected** to the **DEVICES PAGE** to view **only the list of all devices** under that tenant **filtered by the selected DEVICE STATE TYPE**.
- For example, by clicking on the **Device State ACTIVE**, the user will be **redirected** to the **DEVICES PAGE** to view **only the list of devices with State = ACTIVE**.



# DEVICE STATE CHART QUICK LINK

29 / Demo Sprint / Demo distributor Metric 1 / Devices

Dashboard **Devices** Maintenance Import

30 **Devices** 45 devices

31

For example, by clicking on the **Device State ACTIVE**, the user will be redirected to the **DEVICES PAGE** to view **only the list of devices with State = ACTIVE**.

<input type="checkbox"/>	SERIAL NUM...	TYPE	STATE	SENSOR STATE	BATT...	NET...	LAST COMMUNICAT...	LOCATION	LOCATION CHANGED	OWNER
<input type="checkbox"/>	00442677	CTM - LTE ME910...	ACTIVE	1 OK	98%	90%	1/7/25, 06:49 AM	64145 - test 1	1/7/25, 06:29 AM	Demo distrib...
<input type="checkbox"/>	009068704	SC415B655	ACTIVE	A OK	98%	61%	1/13/25, 05:24 AM	DWH Demo ...	12/2/24, 12:06 PM	Demo distrib...
<input type="checkbox"/>	009719526	SC415C655	ACTIVE	A OK B OK	95%	81%	12/11/24, 10:21 AM	DWH Demo ...	12/16/24, 05:11 AM	Demo distrib...
<input type="checkbox"/>	009769518	SC415C655	ACTIVE	A OK	96%	81%	12/11/24, 09:07 AM	DWH Demo ...	12/16/24, 05:27 AM	Demo distrib...
<input type="checkbox"/>	009769522	SC415C655	ACTIVE	A OK	95%	97%	10/4/24, 04:42 AM	DWH Demo ...	12/3/24, 11:20 AM	Demo distrib...
<input type="checkbox"/>	933057611	SC415C665	ACTIVE	A OK	98%	87%	11/5/24, 08:56 AM	DWH Demo ...	12/4/24, 08:37 AM	Demo distrib...
<input type="checkbox"/>	933057706	SC415C665	ACTIVE	A UNKNOWN	97%	94%	12/5/24, 06:33 AM	George PLC	12/2/24, 11:36 AM	Demo distrib...
<input type="checkbox"/>	933057708	SC415C665	ACTIVE	A OK	99%	81%	11/25/24, 06:09 AM	York, Walker ...	11/25/24, 05:31 AM	Demo distrib...

Showing 1 to 40 of 45 results

1 2

# DEVICE STATE CHART QUICK LINK

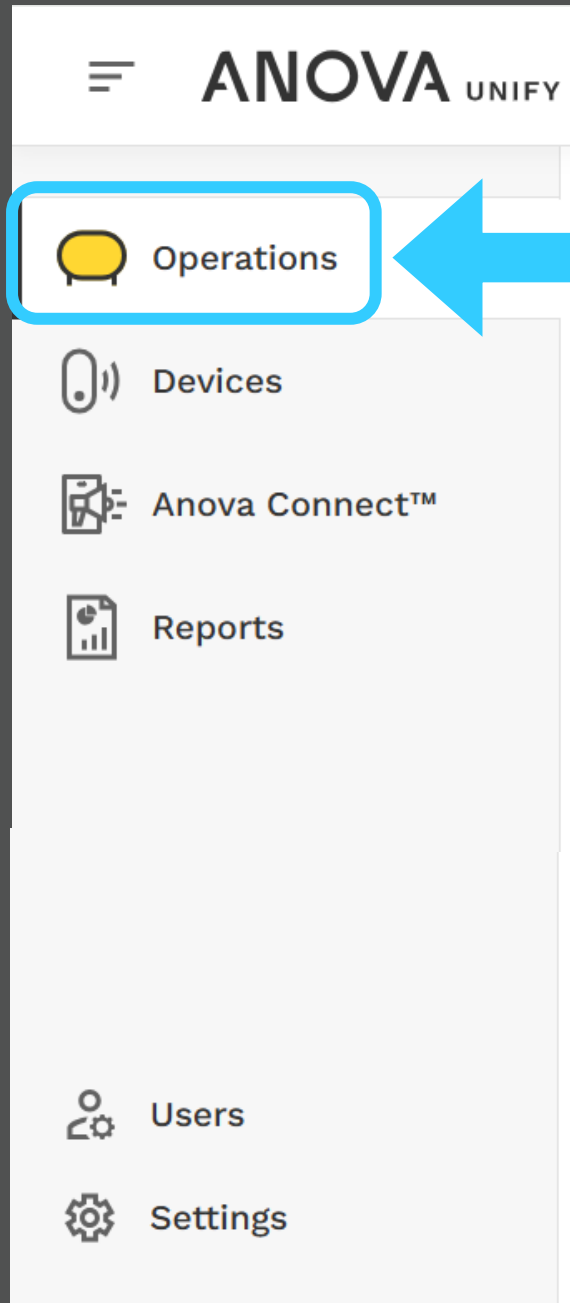
For example, by clicking on **the Device State ACTIVE**, the user will be **redirected** to the **DEVICES PAGE** to view **only the list of devices with State = ACTIVE**.

The screenshot shows a web interface for device management. At the top, there's a breadcrumb trail: "Devices / Anova / SM App / Demo Sprint / Demo distributor Metric 1 / Devices". Below this are navigation tabs: "Dashboard", "Devices", "Maintenance", and "Import". The "Devices" tab is active, showing "45 devices". A blue box with the number "32" highlights the "STATE" column header in the table. A dropdown menu is open for the "STATE" column, with a blue box and the number "33" highlighting the "Active" option. The table contains columns for SERIAL NUM..., TYPE, STATE, SENSOR STATE, BATT..., NET..., LAST COMMUNICAT..., LOCATION, LOCATION CHANGED, and OWNER. The "ACTIVE" state is highlighted in green in the table row for the device with serial number 933057708.

SERIAL NUM...	TYPE	STATE	SENSOR STATE	BATT...	NET...	LAST COMMUNICAT...	LOCATION	LOCATION CHANGED	OWNER
00442677	CTM - LTE	Testing	1 OK	98%	90%	1/7/25, 06:49 AM	64145 - test 1	1/7/25, 06:29 AM	Demo distrib...
009068704	SC415B655	Awaiting transport	A OK	98%	61%	1/13/25, 05:24 AM	DWH Demo ...	12/2/24, 12:06 PM	Demo distrib...
009719526	SC415C655	Transport	A OK	95%	81%	12/11/24, 10:21 AM	DWH Demo ...	12/16/24, 05:11 AM	Demo distrib...
009769518	SC415C655	Awaiting activation	B OK	96%	81%	12/11/24, 09:07 AM	DWH Demo ...	12/16/24, 05:27 AM	Demo distrib...
009769522	SC415C655	Awaiting decommissioning	A OK	95%	97%	10/4/24, 04:42 AM	DWH Demo ...	12/3/24, 11:20 AM	Demo distrib...
933057611	SC415C665	Decommissioned	A OK	98%	87%	11/5/24, 08:56 AM	DWH Demo ...	12/4/24, 08:37 AM	Demo distrib...
933057706	SC415C665	End of life	A UNKNOWN	97%	94%	12/5/24, 06:33 AM	George PLC	12/2/24, 11:36 AM	Demo distrib...
933057708	SC415C665	ACTIVE	A OK	99%	81%	11/25/24, 06:09 AM	York, Walker ...	11/25/24, 05:31 AM	Demo distrib...

# OPERATIONS MENU

MAINTENANCE FEATURE LAUNCH



# OPERATIONS MENU – TANKS LIST PAGE

Operations / App / Demo Sprint / Demo distributor Metric 1 / Tanks List

Dashboard **Tanks List** Fills Maps

**Tanks List** 73 tanks

SITE	TANK	TANK LEVEL	LAST READING	FORECAST CRITI...	CAPACITY	ULLAGE
UTM Sensor problem B	Tank B	8%	10/18/24, 11:00 AM	10/18/24	11100 l	8010 l
UTM Sensor problem	Tank	8%	10/21/24, 04:30 AM	10/21/24	22200 l	15925 l
UTM Sensor problem B	Tank	8%	10/21/24, 10:30 AM	10/21/24	11100 l	7962 l
Allen Group	Tank #696ee9	13%	12/19/24, 02:56 AM	12/19/24	4400 l	2947 l
Carter, Ayers and Y						
Alexander PLC						
Asset with time zo						

Showing 1 to 40 of 73

**On the OPERATIONS MENU, in the TANKS LIST Page, when creating a new Report (or editing an already existing Report), new Filter options were added in the Report Page/Table:**

- Case Types Column
- Number of Cases Column

# OPERATIONS MENU – NEW REPORT CREATION

Operations / Anova / SM App / Demo Sprint / Demo distributor Metric 1 / Tanks List

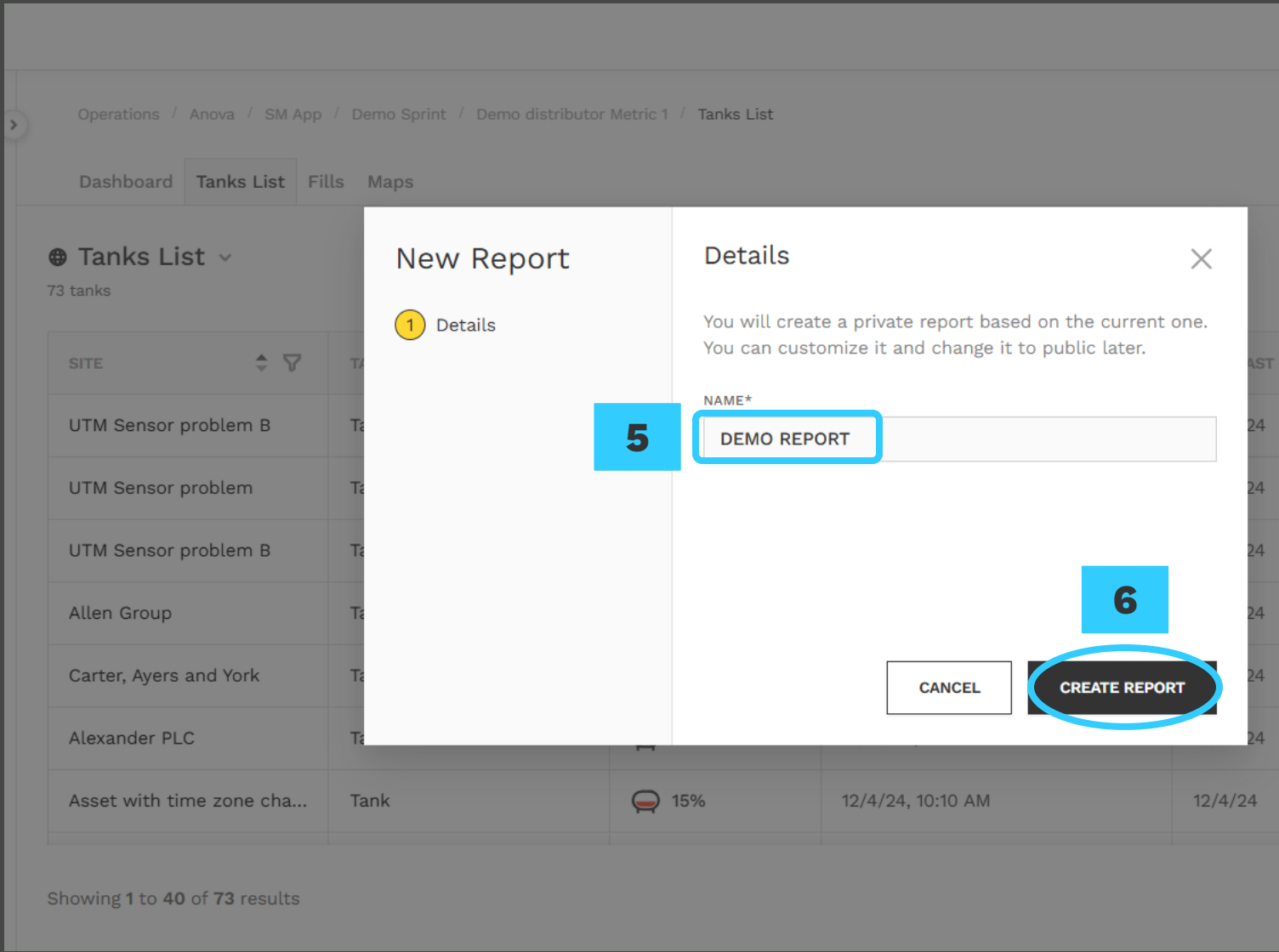
Dashboard Tanks List Fills Maps

Tanks List 73 tanks

SITE	TANK	TANK LEVEL	LAST READING	FORECAST CRITI...	CAPACITY	
UTM Sensor problem B	Tank B	8%	10/18/24, 11:00 AM	10/18/24	11100 l	
UTM Sensor problem	Tank	8%	10/21/24, 04:30 AM	10/21/24	22200 l	
UTM Sensor problem B	Tank	8%	10/21/24, 10:30 AM	10/21/24	11100 l	7962 l
Allen Group	Tank #696ee9	13%	12/19/24, 02:56 AM	12/19/24	4400 l	2947 l

Showing 1 to 40 of 73

- Let's showcase this with an Example:
- To **create a New Report** on the **TANKS LIST Page**, go to the **top right corner** and click on the **ACTIONS BUTTON**.
- From the list of available actions, **select** the option **SAVE AS NEW REPORT**.



- A new window will open.
- Type the **desired name (report title)** for the New Report and click on **CREATE REPORT** button.

# OPERATIONS MENU – NEW REPORT CREATION

Operations / Anova / SM App / Demo Sprint / Demo distributor Metric 1 / Tanks List

7 ✔ The report was created successfully. ✕

Dashboard **Tanks List** Fills Maps

**DEMO REPORT** 73 tanks 8 Search Actions

SITE	TANK	TANK LEVEL	LAST READING	FORECAST CRITI...	CAPACITY	ULLAGE
UTM Sensor problem B	Tank B	8%	10/18/24, 11:00 AM	10/18/24	11100 l	8010 l
UTM Sensor problem	Tank	8%	10/21/24, 04:30 AM	10/21/24	22200 l	15925 l
UTM Sensor problem B	Tank	8%	10/21/24, 10:30 AM	10/21/24	11100 l	7962 l
Allen Group	Tank #696ee9	13%	12/19/24, 02:56 AM	12/19/24	4400 l	2947 l
Carter, Ayers and York	Tank #23df5c	13%	12/19/24, 02:23 AM	12/19/24	4400 l	2947 l
Alexander PLC	Tank #0c0e33					
Asset with time zone cha...	Tank					

Showing 1 to 40 of 73 results

- The Page will automatically go back to the Tanks List Page view and the message “THE REPORT WAS CREATED SUCCESSFULLY” in color green will appear in the top right corner.
- The NEW REPORT created will appear selected on the top left corner.

# OPERATIONS MENU – NEW REPORT DEFAULT FILTERS

Now that the **NEW REPORT** is created, the **table** will show by **default** the following **filters/information**:

- Customer Site info
- Tank Info
- Tank Level info
- Last Reading
- Date that Forecast will be at Critical Level
- Tank Capacity (Tank size)
- Ullage (how much product the tank can be filled with to reach the Full Tank Level)

Operations / Anova / SM App

Dashboard Tanks List Fi

DEMO REPORT ▾  
73 tanks

SITE <b>9</b>	TANK <b>10</b>	TANK LEVEL	LAST READING <b>12</b>	FORECAST CRITI... <b>13</b>	CAPACITY <b>14</b>	ULLAGE <b>15</b>
UTM Sensor problem B	Tank B	8% <b>11</b>	10/18/24, 11:00 AM	10/18/24	11100 l	8010 l
UTM Sensor problem	Tank	8%	10/21/24, 04:30 AM	10/21/24	22200 l	15925 l
UTM Sensor problem B	Tank	8%	10/21/24, 10:30 AM	10/21/24	11100 l	7962 l
Allen Group	Tank #696ee9	13%	12/19/24, 02:56 AM	12/19/24	4400 l	2947 l
Carter, Ayers and York	Tank #23df5c	13%	12/19/24, 02:23 AM	12/19/24	4400 l	2947 l
Alexander PLC	Tank #0c0e33	15%	12/18/24, 12:07 PM	12/18/24	4400 l	2841 l
Asset with time zone cha...	Tank	15%	12/4/24, 10:10 AM	12/4/24	4000 l	2583 l

Showing 1 to 40 of 73 results

< 1 2 >

Operations / Anova / SM App / Demo Sprint / Demo distributor Metric 1 / Tanks List

Dashboard Tanks List Fills Maps

DEMO REPORT 73 tanks Search Actions **16**

SITE	TANK	TANK LEVEL	LAST READING	FORECAST CRITI...	CAPACITY	
UTM Sensor problem B	Tank B	8%	10/18/24, 11:00 AM	10/18/24	11100 l	
UTM Sensor problem	Tank	8%	10/21/24, 04:30 AM	10/21/24	22200 l	
UTM Sensor problem B	Tank	8%	10/21/24, 10:30 AM	10/21/24	11100 l	7962 l
Allen Group	Tank #696ee9	13%	12/19/24, 02:56 AM	12/19/24	4400 l	2947 l
Carter, Ayers and York	Tank #23df5c	13%	12/19/24, 02:23 AM	12/19/24	4400 l	2947 l
Alexander PLC	Tank #0c0e33	15%	12/18/24, 12:07 PM	12/18/24	4400 l	2841 l
Asset with time zone cha...	Tank					

Showing 1 to 40 of 73 results

**17** Edit report settings  
Save report  
Save as new report  
Download report

- To edit the filters displayed click on the **ACTIONS** button and select the option **“EDIT REPORT SETTINGS”**.

# OPERATIONS MENU – EDIT REPORT SETTINGS

**18** Edit report settings

Details

Columns

Delete report

**19** Columns

Available

- Site
- Account ID Site
- Address Site
- Address 2 Site
- Address 3 Site
- City Site
- Country Site
- Site Distributor External Reference Site
- Site ID Site
- Site Location Site

Selected

- Site Site
- Tank Tank
- Tank Level Tank
- Last Reading Tank
- Forecast Critical At Tank
- Capacity Tank
- Ullage Tank

CANCEL SAVE REPORT

- On the **left-side column** you'll find **the filters currently available**.
- On the **right-side column** you'll find **the filters currently selected for the report**.

# OPERATIONS MENU – EDIT REPORT SETTINGS

**20** Device

**21** Case Types, Cases

Selected

- Site
- Tank
- Tank Level
- Last Reading
- Forecast Critical At
- Capacity
- Ullage

CANCEL SAVE REPORT

- **Scroll down** to go to the **DEVICE Filters section**.
- On the **DEVICE Filters section** you'll find the **CASE TYPES filter** and the **CASES Filter**.
- **Grab each filter** and **drag it to the right-side column** (the selected filters for the report).

# OPERATIONS MENU – EDIT REPORT SETTINGS

**Edit report settings**

Details

Columns

Delete report

**Columns**

Device

- Battery % Device
- Battery Level Device
- Battery Raw Value Device
- Battery Status Device
- Case Created Device
- Configuration Changed Device
- Device ID Device
- Firmware Version Device
- First Communication Device

**23**

**22**

**Selected**

- Site Site
- Tank Tank
- Tank Level Tank
- Last Reading Tank
- Forecast Critical At Tank
- Capacity Tank
- Ullage Tank
- Case Types Device
- Cases Device

CANCEL SAVE REPORT

- **Grab each filter and drag it to the right-side column (the selected filters for the report).**
- **(OPTIONAL) You can remove any default filters selected that are not needed in the Report by dragging them to the left-side column.**

# OPERATIONS MENU – EDIT REPORT SETTINGS

**Edit report settings**

Details

**Columns**

Delete report

**Columns**

Available

Site

- Account ID Site
- Address Site
- Address 2 Site
- Address 3 Site
- City Site
- Country Site
- Site Distributor External Reference Site
- Site ID Site
- Site Location Site

Selected

- Site Site
- Tank Tank
- Tank Level Tank
- Last Reading Tank
- Case Types Device
- Cases Device

24

CANCEL SAVE REPORT

- **(OPTIONAL)** You can also drag each selected filter **UP** or **DOWN** to the desired order.

# OPERATIONS MENU – EDIT REPORT SETTINGS

**Edit report settings**

Details

Columns

Delete report

**Columns**

Available

Site

- Account ID Site
- Address Site
- Address 2 Site
- Address 3 Site
- City Site
- Country Site
- Site Distributor External Reference Site
- Site ID Site
- Site Location Site

Selected

- Case Types Device
- Cases Device
- Site Site
- Tank Tank
- Tank Level Tank
- Last Reading Tank

CANCEL SAVE REPORT

- When all **desired Filters** are on the **SELECTED Column** and on the **desired order**, click on the **SAVE REPORT** button.

The screenshot shows the 'Tanks List' page in the ANOVA system. A notification in the top right corner (29) states 'The report was saved successfully.' The breadcrumb trail (27) is 'Operations / App / Demo Sprint / Demo distributor Metric 1 / Tanks List'. The page title is 'DEMO REPORT' with a dropdown arrow and '73 tanks' below it. A search bar and an 'Actions' dropdown are also visible. A table (28) displays tank data with columns for Case Types, Cases, Site, Tank, Tank Level, and Last Reading. The table contains five rows of data, including one with a red '3' in the Cases column and two with green checkmarks.

CASE TYPES	CASES	SITE	TANK	TANK LEVEL	LAST READING
--	--	UTM Sensor problem B	Tank B	8%	10/18/24, 11:00 AM
Low Battery, Missed Call, Open Circuit	3	UTM Sensor problem	Tank	8%	10/21/24, 04:30 AM
--	--	UTM Sensor problem B	Tank	8%	10/21/24, 10:30 AM
--	✓	Allen Group	Tank #696ee9	13%	12/19/24, 02:56 AM
--	✓	Carter, Ayers and York	Tank #23df5c	13%	12/19/24, 02:23 AM

- After the display will go back to the **TANKS LIST Page** with **the report edited** with the **desired filters** and the message **“The Report was saved successfully”** in color green will appear in the **top right corner**.

# OPERATIONS MENU – REPORT NEW FILTERS

Operations / Anova / SM App / Demo Sprint / Demo distributor Metric 1 / Tanks List

Dashboard Tanks List Fills Maps

DEMO REPORT ▾  
73 tanks

30	CASE TYPES	32	CASES	SITE
	--		--	UTM Sensor problem B
31	Low Battery, Missed Call, Open Circuit		3	33
	--		--	UTM Sensor problem B
	--		✓	Allen Group
34	--		✓	35
	--		✓	Alexander PLC
	--		✓	Asset with time zone ch...

Showing 1 to 40 of 73 results

- If the device SN has any **OPEN CASES**:
  - on the **CASES TYPES** Column it will show **all case types currently open associated** with that **device SN**.
  - On the **CASES** Column it will show the **total number of open cases** currently **associated** with that **device SN** and the **level of priority** (medium or high)
- For devices **with no open cases**:
  - the **CASE TYPES** column will show **blank**;
  - the **CASES** column will show a **check mark icon in color green**.

# OPERATIONS MENU – MAPS PAGE

- To view these Tanks locations in the Map, click on the **MAPS** Page.

Operations / Anova / SM App / **1** / Demo distributor Metric 1 / Tanks List

Dashboard Tanks List Fills **Maps**

**DEMO REPORT** 73 tanks

Search Actions

CASE TYPES	CASES	SITE	TANK	TANK LEVEL	LAST READING
--	--	UTM Sensor problem B	Tank B	8%	10/18/24, 11:00 AM
Low Battery, Missed Call, Open Circuit	3	UTM Sensor problem	Tank	8%	10/21/24, 04:30 AM
--	--	UTM Sensor problem B	Tank	8%	10/21/24, 10:30 AM
--	✓	Allen Group	Tank #696ee9	13%	12/19/24, 02:56 AM
--	✓	Carter, Ayers and York	Tank #23df5c	13%	12/19/24, 02:23 AM
--	✓	Alexander PLC	Tank #0c0e33	15%	12/18/24, 12:07 PM
--	✓	Asset with time zone ch...	Tank	15%	12/4/24, 10:10 AM

Showing 1 to 40 of 73 results

< 1 2 >

# OPERATIONS MENU – MAPS PAGE

- The **MAPS** page will show **all Tanks** in the area shown in the map.
- By **zooming in** or **zooming out**, the **tanks list** on the **left side column** will **automatically filter** accordingly.

The screenshot displays the ANOVA UNIFY interface for the 'Maps' page. At the top, the breadcrumb trail shows 'Operations / Anova / SM App / print / Demo distributor M'. The 'Maps' tab is highlighted in the top navigation bar. Below this, the page title is 'Demo distributor Metric 1' with a sub-header '1,043 tanks'. A search bar and filter icons are visible on the right. A row of filter controls includes 'Cases', 'Case Types', 'Tank', 'City', 'Last Reading', 'Tank Level', and 'Ullage'. On the left, a sidebar lists five 'Company Site' filters (A through E), each with a status indicator. The main area features a map of the United States and Mexico with several numbered markers (3, 6, 8, 15, 22, 36) placed on the map. A zoom control is visible on the right side of the map.

2

3

4

# OPERATIONS MENU – MAPS PAGE

- You can also **apply directly** any of the **other filters** to the **MAP**. For example: using the **CASES** filter for the map to **show only the tanks with only one OPEN CASE**.

The screenshot shows the ANOVA UNIFY interface on the Maps page. The breadcrumb trail is 'Operations / Anova / SM App / Demo Sprint /'. The navigation menu includes 'Dashboard', 'Tanks List', 'FIRs', and 'Maps'. The main header displays 'Demo 6' and 'Motor Metric 1' with '372 tanks' below it. A search bar and filter icon are on the right. A blue box labeled '5' highlights the filter bar containing 'Cases', 'Case Types', 'Tank', 'City', 'Last Reading', 'Tank Level', and 'Ullage'. A blue box labeled '6' highlights the 'Cases' filter dropdown. A blue box labeled '7' highlights the '1' option selected in the 'Cases' filter. A blue box labeled '8' highlights the 'APPLY' button. The map shows a geographic area with various towns and green circular markers representing tanks. The left sidebar shows 'Company Site M', 'Company Site R', and 'Company Site J' with status indicators.

# OPERATIONS MENU – MAPS PAGE

• After clicking **APPLY** in the filter, the **Tank list** on the left-side column will automatically update alongside the **MAP**.

The screenshot displays the ANOVA UNIFY interface. At the top, the breadcrumb trail reads "Operations / Anova / SM App / Demo Sprint / Demo di...". Below this, navigation tabs include "Dashboard", "Tanks List", "Fills", and "Maps". The main content area is titled "Demo distributor Metric 1" and shows "2 tanks". A filter bar contains dropdown menus for "Cases", "Case Types", "Tank", "City", "Last Reading", "Tank Level", and "Ullage". A search bar and "Remove all filters" link are also present. A map of Texas is shown with various cities and regions labeled. On the left side, a dropdown menu is open, showing two entries: "Missed Call Company Site 326" and "Missed Call Company Site 128". A blue box with the number "9" is overlaid on the left side of the dropdown menu.

# OPERATIONS MENU – MAPS PAGE

• On the Tank List you can also click on the drop-down ARROW next to each Tank to view further details regarding that Tank.

The screenshot shows the ANOVA UNIFY interface. At the top, there's a navigation bar with 'Operations / Anova / SM App / Demo Sprint /'. Below it are tabs for 'Dashboard', 'Tanks List', 'Fills', and 'Maps'. The main content area is titled 'Demo distributor Metric 1' and shows '15 tanks'. There are several filter buttons: 'Cases', 'Case Types', 'City', 'Last Reading', 'Tank Level', and 'Ullage'. A search bar is located in the top right. A callout box (labeled '10') is open for 'Company Site 108', showing details like 'City: San Antonio', 'Last Reading: 12/21/2024, 08:00 AM', 'Tank Level: 85%', and 'Ullage: --'. The map shows Texas and Louisiana with various cities and highways. Several tank locations are marked with green and blue circles. A sidebar on the left (labeled '11') shows a list of 'Missed Call' notifications for different company sites.

# OPERATIONS MENU – MAPS PAGE

- In the MAP you can hover the cursor over each Tank icon to view more details regarding each Tank.

The screenshot displays the ANOVA UNIFY interface for the 'Maps' section. The breadcrumb trail is 'Operations / Anova / SM App / Demo Sprint / Demo distributor Metric 1 / Maps'. The page title is 'Demo distributor Metric 1' with '14 tanks' listed below. A search bar and filter controls are visible. The filter controls include: Cases (dropdown), Case Types (dropdown), Tank (dropdown), City (dropdown), Last Reading (dropdown), Tank Level (dropdown), and Ullage (dropdown). A 'Remove all filters' link is on the right. On the left, a list of 'Missed Call' events for various 'Company Site' IDs is shown. The main map area shows a geographical view of Texas with several tank icons. A tooltip is displayed over one of the icons, containing the following information: 'Case Types: Missed Call', 'Tank: Company Site 64 Propane', 'Tank Level: 57%', and a link 'Go to tank details page'. A blue box with the number '12' is overlaid on the bottom of the map area.

You can also hover the cursor over the **Case number Icon** to view the total number of cases regarding that **Device SN**.

The screenshot displays the ANOVA UNIFY interface for the 'Maps' page. The breadcrumb trail at the top reads: Operations / Anova / SM App / Demo Sprint / Demo distributor Metric 1 / Maps. The main title is 'Demo distributor Metric 1' with a sub-note '14 tanks'. A search bar is located in the top right. Below the title, there are several filter buttons: 'Case' (highlighted with a blue box containing the number '13'), 'Case Types', 'Tank', 'City', 'Last Reading', 'Tank Level', and 'Ullage'. A 'Remove all filters' link is on the far right. The central part of the page is a map of Texas showing major cities like San Antonio, Houston, and San Marcos. Several green circular markers are placed on the map, representing device locations. On the left side, there is a vertical sidebar with a list of 'Missed Call' events for different 'Company Site' IDs (106, 84, 12, 203, 209). Each event is accompanied by a red circle with the number '1' and a speech bubble icon. The top item in this list is highlighted with a blue box.

# OPERATIONS MENU – MAPS PAGE

- The same applies to the Tank icon. By hovering the cursor over the Tank icon it will show the level reading.

The screenshot displays the ANOVA UNIFY Maps page. The top navigation bar shows the breadcrumb path: Operations / Anova / SM App / Demo Sprint / Demo distributor. Below this, there are tabs for Dashboard, Tanks List, Fills, and Maps. A sidebar on the left contains several 'Missed Call' notifications for different company sites (108, 84, 12, 203, 209). The main area features a map of Texas with various tank locations marked by green and red icons. A tooltip for an 'Overfill' tank is highlighted, showing '89% (3555 gal)'. The map includes a search bar and filter options for Case Types, Tank, City, Last Reading, Tank Level, and Ullage. The bottom of the page shows a copyright notice for 2024 TomTom.

# OPERATIONS MENU – MAPS PAGE

- If needed, you can **add more filters** to the **MAP** by clicking in the **SETTINGS** icon on the **top-right corner**. For example: to add the **DISTRICT** Filter.

The screenshot shows the ANOVA UNIFY interface with a 'Settings' dialog box open over a map. The dialog has two main sections: 'Tank details' and 'Selected'. The 'Tank details' section lists various fields with a 'Site' type, including Account ID, Address, Address 2, Address 3, Country, Customer, District, Site, Site Distributor External Reference, and Site ID. The 'Selected' section lists filters already added to the map, including Cases, Case Types, Tank, City, Last Reading, Tank Level, and Ullage. A blue box labeled '16' highlights the 'District' field, and a blue arrow points from it to the 'Selected' list. A blue box labeled '17' highlights the 'SAVE' button at the bottom right of the dialog. A blue box labeled '15' highlights the settings icon in the top right corner of the map. The background shows a map of a region with various locations labeled, and a sidebar with 'Missed Call' notifications.

# OPERATIONS MENU – MAPS PAGE

- After clicking **APPLY** the new filter will be automatically available in the **MAP** page ready to use.

The screenshot displays the ANOVA UNIFY interface on the Maps page. At the top, the breadcrumb navigation shows 'Operations / Anova / SM App / De'. The main navigation bar includes 'Dashboard', 'Tanks List', 'Fills', and 'Map'. The page title is 'Demo distributor Metric 1' with '16 tanks' listed below it. A search bar is located in the top right corner. Below the title, there are several filter buttons: 'Cases', 'Case Types', 'Tank', 'City', 'Last Reading', 'Tank Level', 'Ullage', and 'District'. The 'District' filter is currently selected, and a dropdown menu is open, showing 'Is' with radio buttons for 'Contains' (selected) and 'Not contains'. An input field is present under 'Contains', and the 'APPLY' button is highlighted. The map shows a geographical area around San Antonio, Texas, with several green tank icons. A sidebar on the left contains a list of 'Missed Call' notifications for various 'Company Site' locations, including 'Company Site 108', 'Company Site 84', 'Company Site 12', and 'Company Site 203'. The sidebar also displays 'Tank Level' (85%) and 'Ullage' (--) for the selected site. The number '18' is highlighted in a blue box next to the 'District' filter button. The number '19' is highlighted in a blue box next to the 'Contains' radio button. The number '20' is highlighted in a blue box next to the 'APPLY' button.

**THANK YOU**

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