Offline Dashboard

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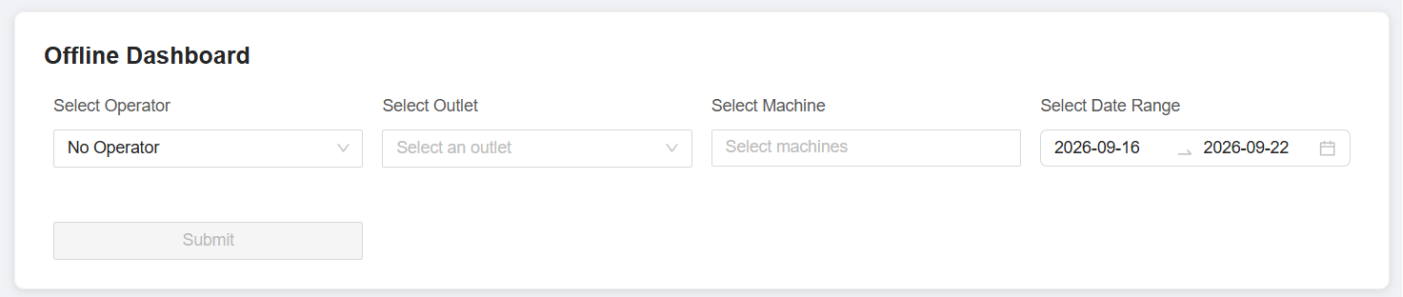
The **Offline Dashboard** allows you to check the online and offline status of your outlet and machines.

You can use it to:

- Check how long an outlet or machine has been online or offline.
- See how many times a machine went offline.
- Find the longest offline period.
- View the exact time a machine went offline and came back online.



1. Select Your Filters

Before checking the dashboard, select the information you want to view.

Step 1: Select Operator

Select the **Operator** you want to check.

Step 2: Select Outlet

Select the **Outlet** you want to check.

Step 3: Select Machine

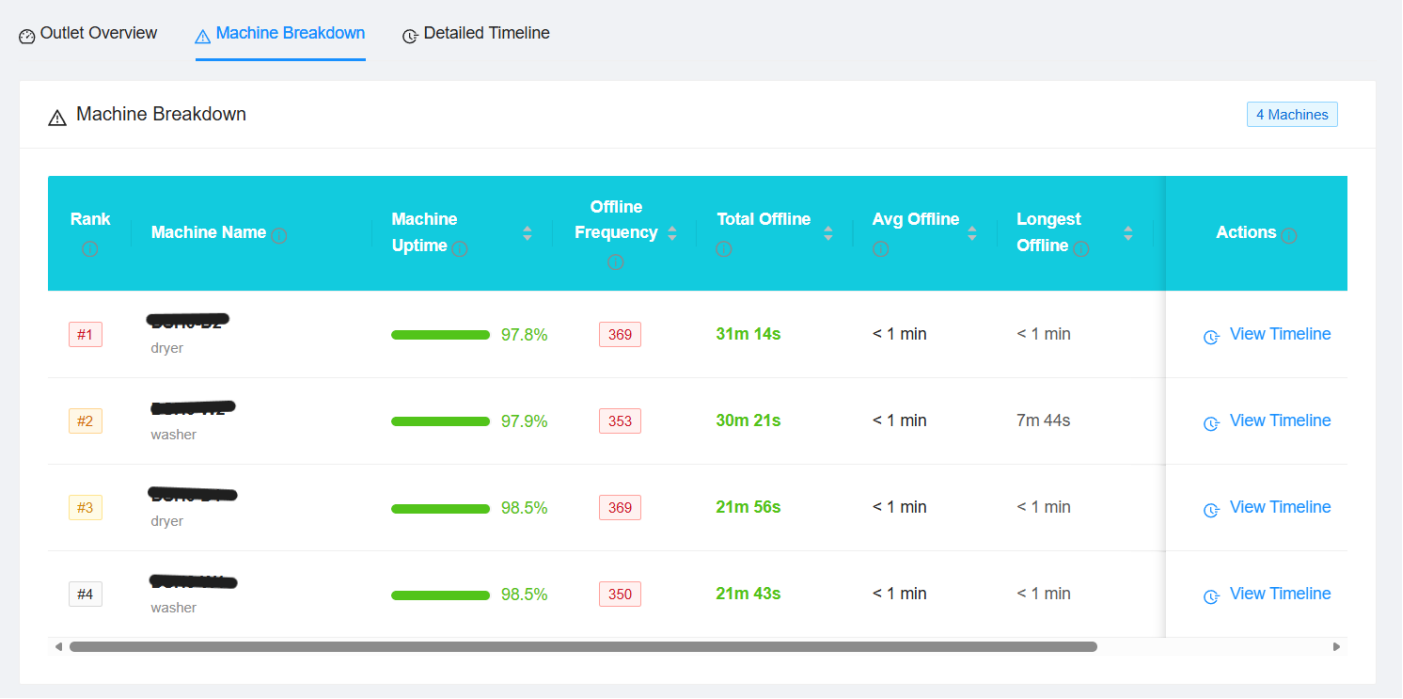
Select a specific machine if you want to check only one machine.

> **Note:** Leave this filter unchanged if you want to view all machines in the outlet.

Step 4: Select Date Range

Select the **date range** you want to check.

Once all filters are selected, the dashboard will display the corresponding data.



2. Outlet Overview

The **Outlet Overview** shows the overall online and offline status of the selected outlet.

You can see:

Total Online Time

The total amount of time the outlet was online during the selected date range.

Total Offline Time

The total amount of time the outlet was offline.

Overall Uptime

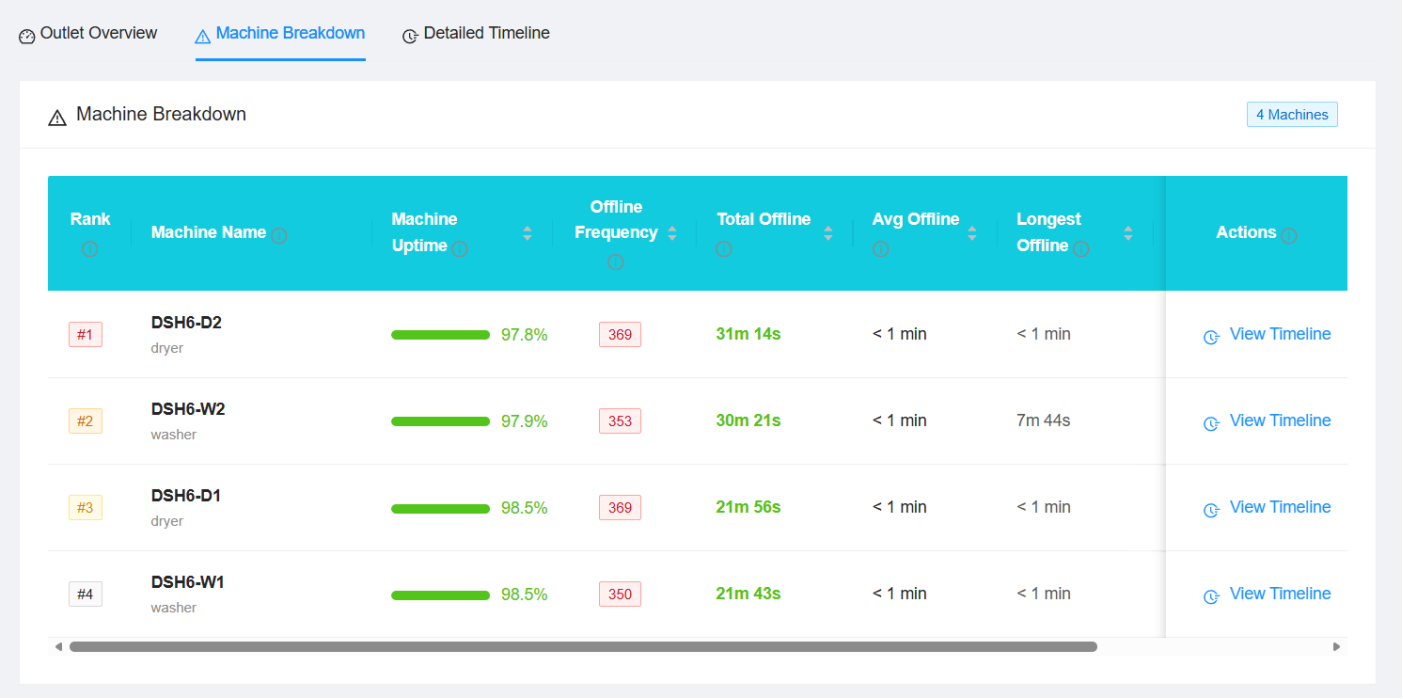
The percentage of time the outlet was online.

Offline Frequency

The total number of times the outlet went offline.

Longest Offline Time

The longest continuous period that the outlet remained offline.



3. Machine Breakdown

The **Machine Breakdown** section shows the online and offline status of each machine in the selected outlet.

For each machine, you can check:

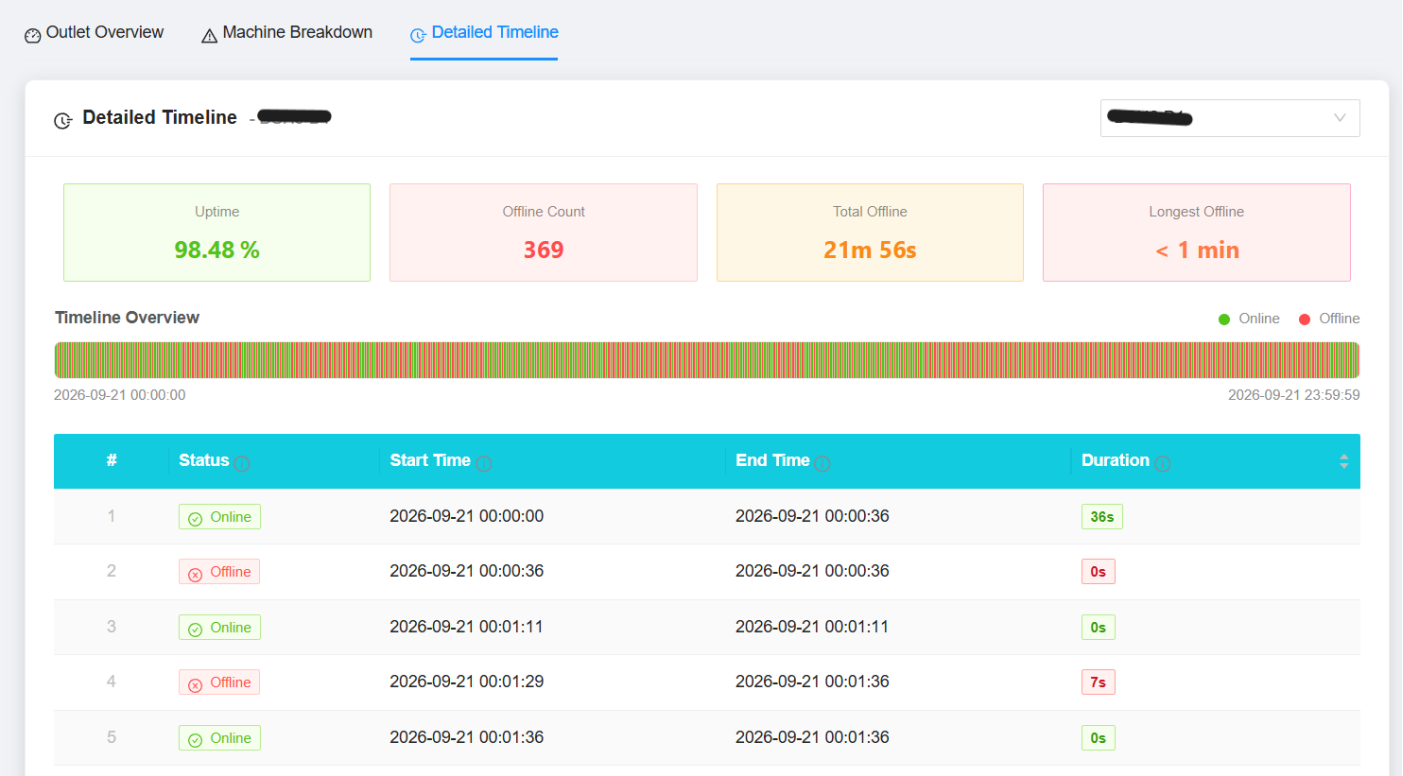
- **Machine Uptime** – Percentage of time the machine was online.
- **Offline Frequency** – Number of times the machine went offline.
- **Average Offline Duration** – Average length of each offline period.
- **Longest Offline Duration** – Longest continuous period the machine was offline.

View Machine Details

Click **Detailed** next to a machine to see more information about its online and offline activity.

Machine Details

Users can click **Detailed** for a specific machine to view a more detailed breakdown of its online/offline activity.



4. Detailed Timeline

The **Detailed Timeline** provides a more detailed view of the selected machine's online and offline activity.

The timeline shows:

- When the machine went **offline**.
- When the machine came **back online**.
- How long the machine was **offline**.
- How long the machine was **online**.
- Total online and offline duration.
- Other relevant status information.

This helps you identify **when the machine went offline and how long the downtime lasted**.

Example

For example, if a machine shows:

Offline: 10:00 AM
Online: 10:30 AM

The machine was offline for **30 minutes**.

You can use the Detailed Timeline to identify repeated or long offline periods and investigate possible connectivity or machine issues.

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