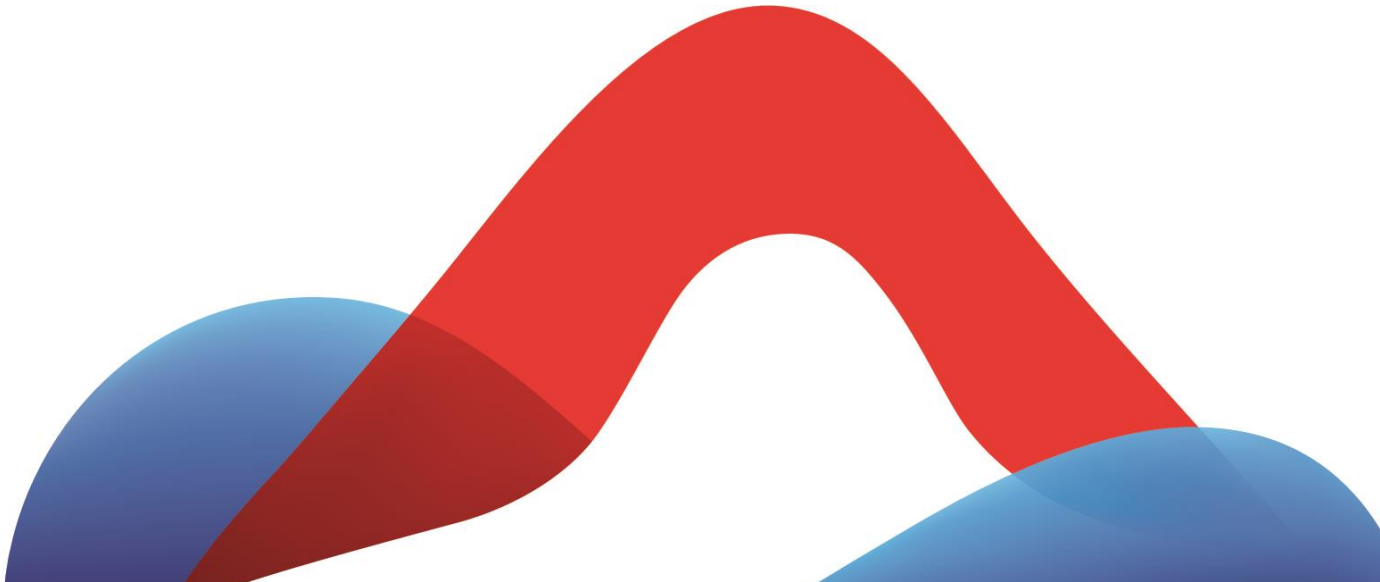
swisscom

User Guide

OM+



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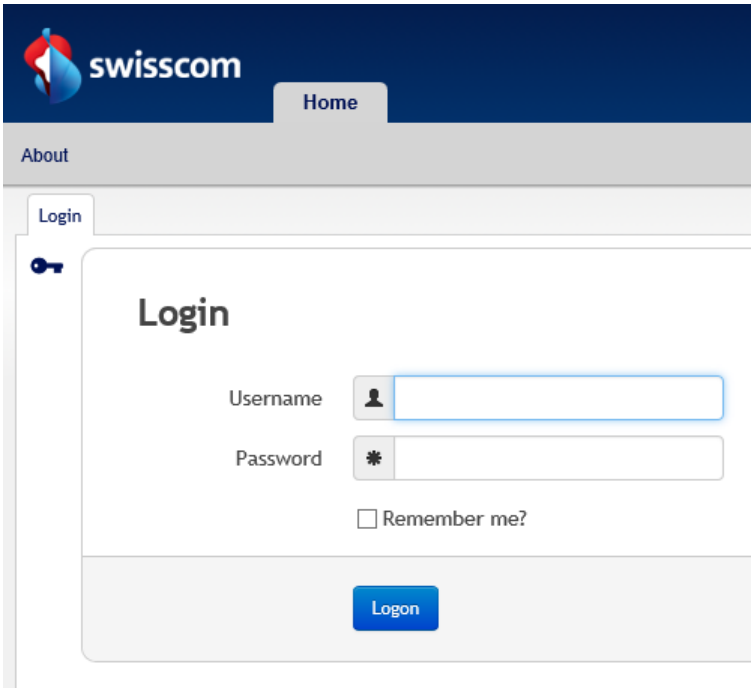
1 Login

Log into the initial screen with your user name and password.

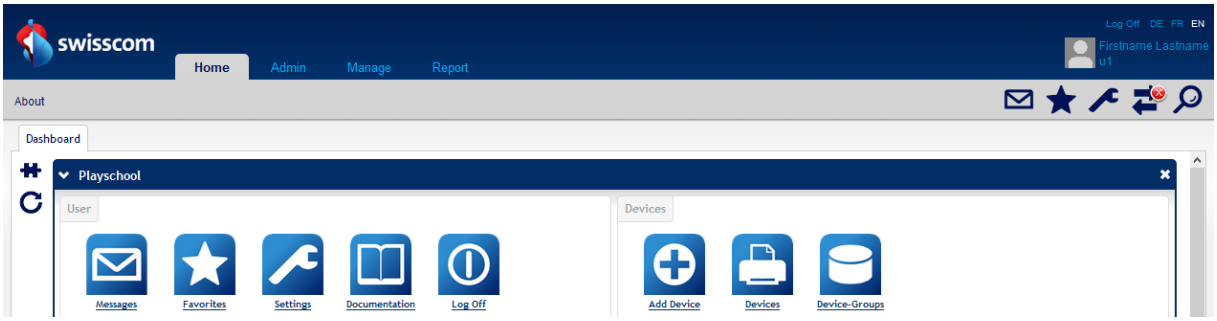
After login, you only see the menu items for which you have authorisation.

If you entered the password incorrectly multiple times, your login data is locked. In this case, please contact Support. In this case, only Support can reset the login data.

Sws.Omplus@swisscom.com

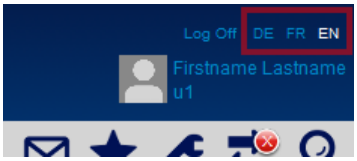


2 Using the system – basic information



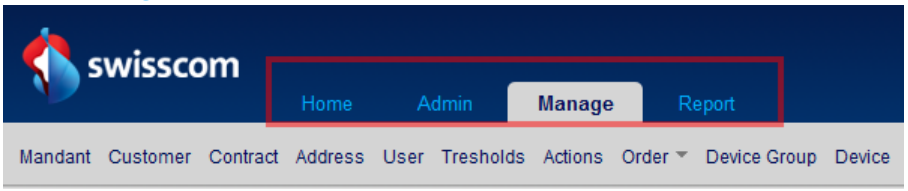
After login, you see the basic OM+ Next screen. The individual options are discussed below.

2.1 Changing the language

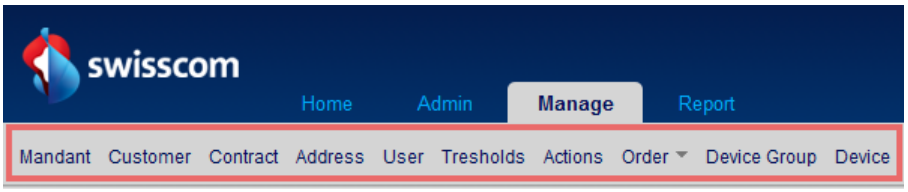


To change the language, use the language selection option top right. Please note that if you change the language, the entire page is reloaded and open tabs are closed.

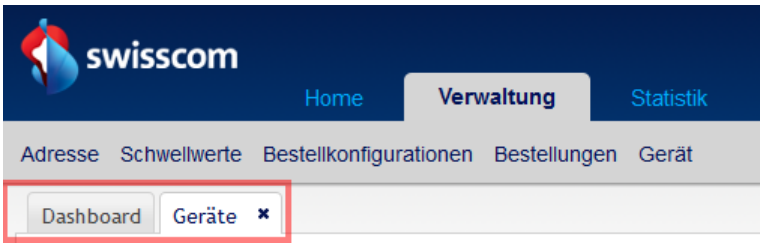
2.2 Navigation



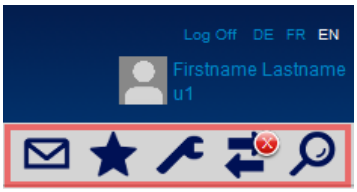
If you choose the first navigation level, the second navigation level is reloaded and the sub-options are displayed



If you make a selection in the second navigation level, the selected area is loaded as a tab in the tab bar. Usually, all the available entries are listed.

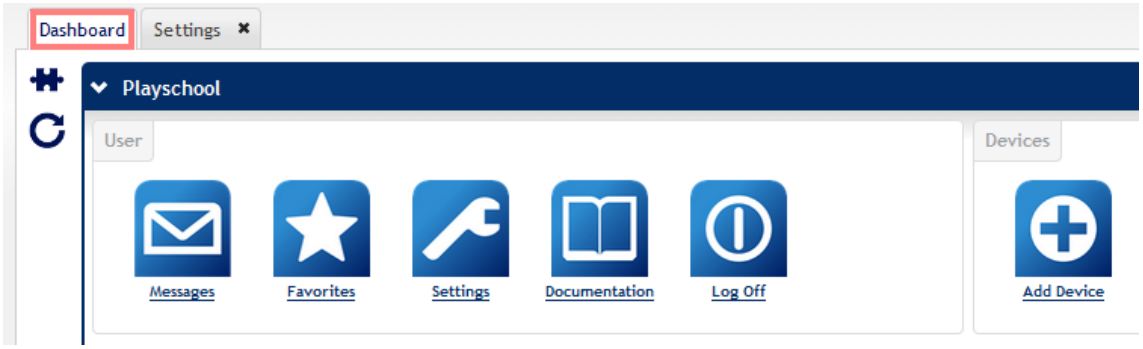


2.3 Toolbar



The toolbar displays the basic functions that are available to every user. (The basic functions are described in more detail in section 3)

2.4 Dashboard

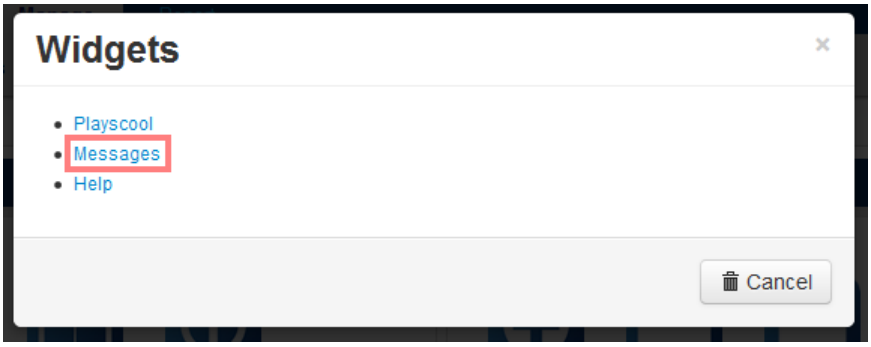


The dashboard displays icons for all the areas that you can access. Widgets will also be provided on the dashboard.

The widgets are planned for a later point in time and will result in an update to this documentation.

2.4.1 Adding a widget

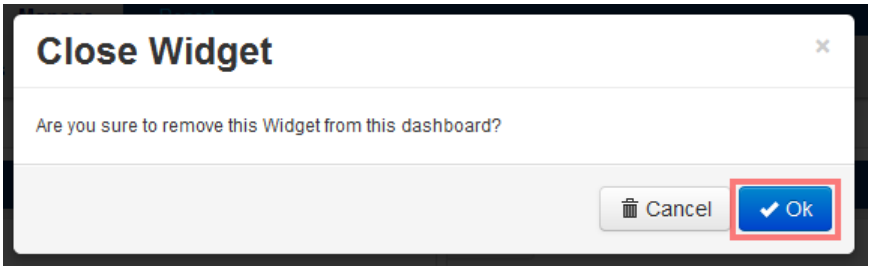
If you click the widget link, a dialog opens containing all the widgets available to you.



After you have made a selection, the widget is opened on the dashboard and can be used.

2.4.2 Closing a widget

To delete a widget from the dashboard, use the Close icon on the widget concerned. When you click this, a dialog is displayed in which you can confirm the action.

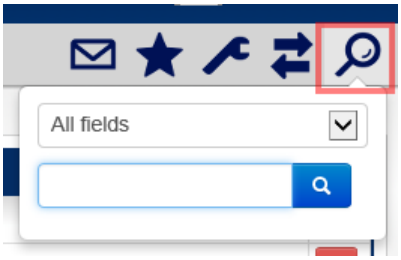


2.4.3 Moving a widget

You can use Drag & Drop to move widgets from one area to another.

3 Toolbar

3.1 Quick search



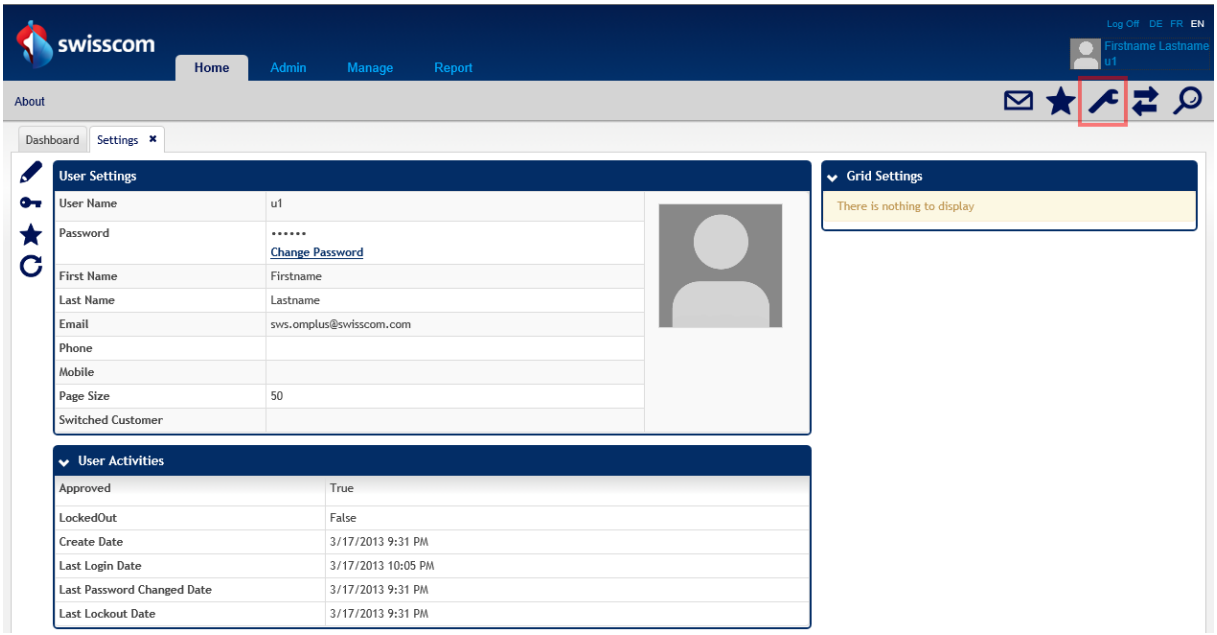
You can use the quick search to search for all available fields in the device list. As a very large set of data is searched in this case, the search may take a few seconds. However, if you know the host name or serial number, you can restrict the fields by selecting this.

3.2 Customer switch

If you have access to several customers, the customer switch is displayed. This enables you to select one customer, for example, and you then only see that customer's settings, orders and devices

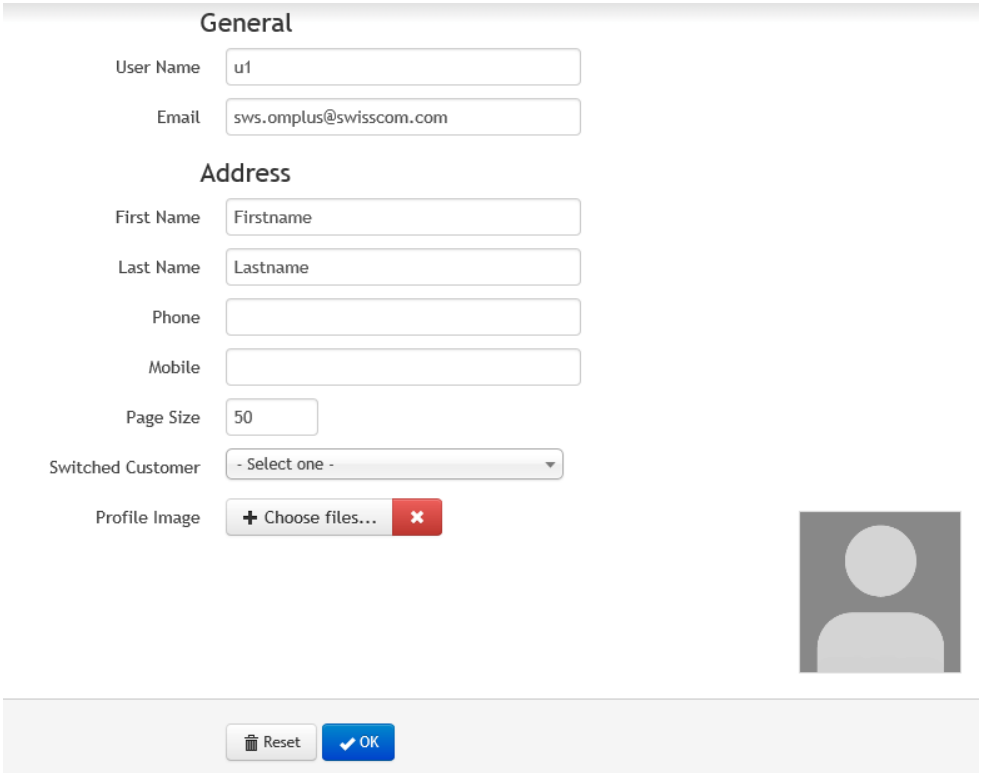
3.3 User setting

3.3.1 Details



The user details provide an overview of all the user's settings. You can delete settings for grids so that these display the standard columns again.

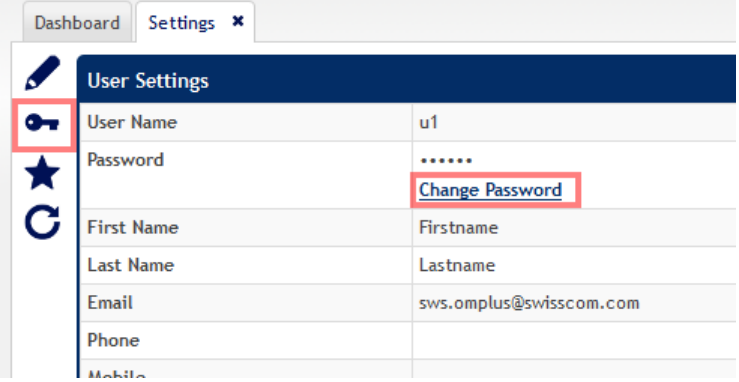
3.3.2 Editing



In the details, you can use the pencil icon to edit the data record. If mandatory fields were not filled or the content is incorrect, these fields are displayed in red.

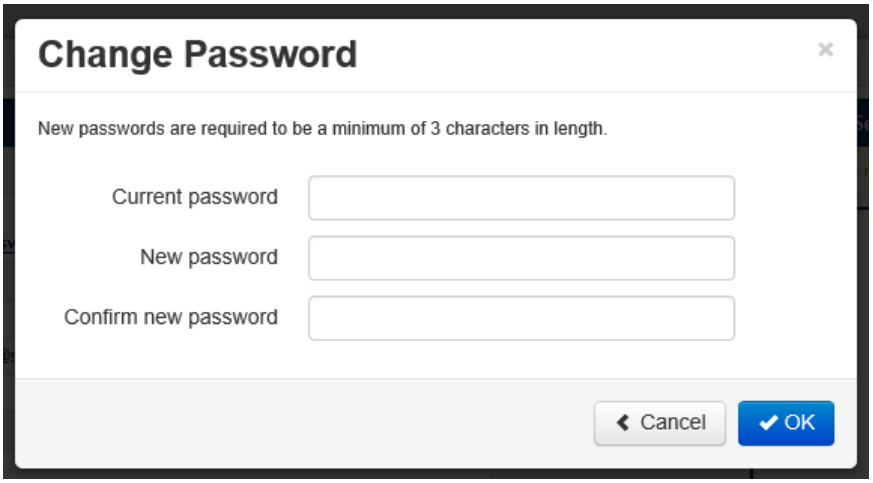
Use the OK button to save the data.

3.4 Changing the password



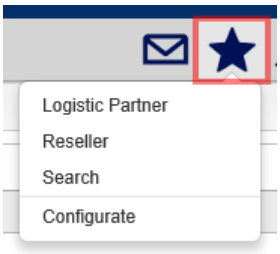
To change your password, use one of the two links.

Once you have selected the function, a dialog is opened in which you must enter your old password once and your new password twice. After you press OK, a success message is displayed.



3.5 Favourites

Favourites enable you to find certain information again. You can save all tabs as favourites.

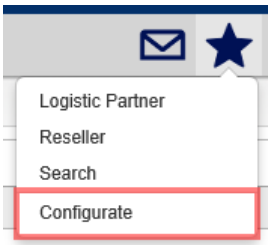


3.5.1 Opening favourites

To open a saved favourite, select the star in the toolbar and a list of all favourites is displayed.

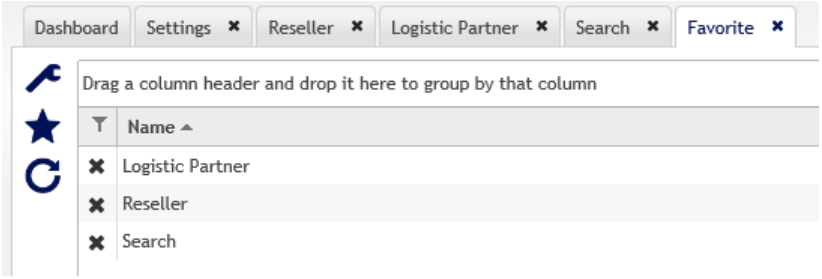
If you click a favourite, it is opened as a new tab.

3.5.2 Managing favourites

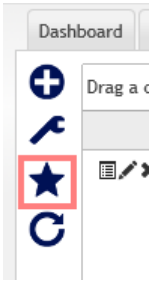


The last option in the menu is used to manage your favourites. If you click this option, a tab opens containing a list of all favourites.

You can choose “X” to delete a favourite



3.5.3 Adding a favourite



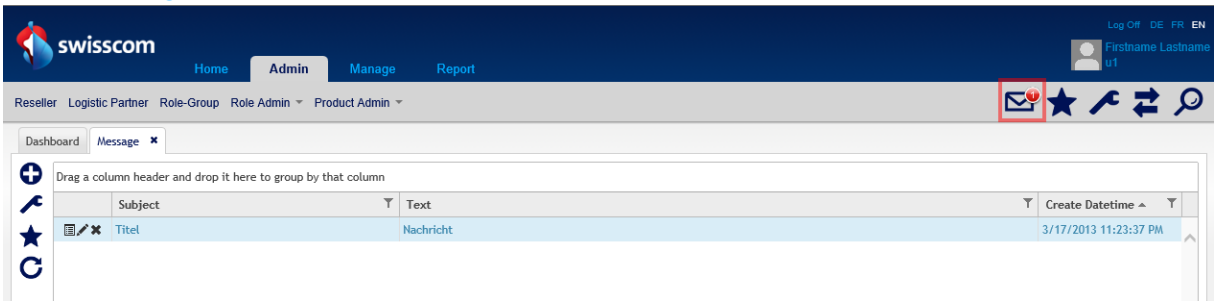
To save a new favourite, select the star on the left-hand side of the tab. This saves the favourite to your list.

In the dialog, you can give the favourite a name and description. After you have saved, this entry appears as a favourite.

4 Messages

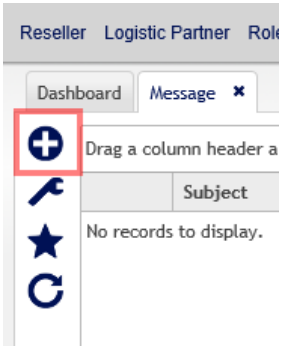
The messages provide you with an internal communication system. This is primarily used by the system to exchange information with the user. Important notifications such as imports, errors or similar are sent as messages.

4.1 Message inbox



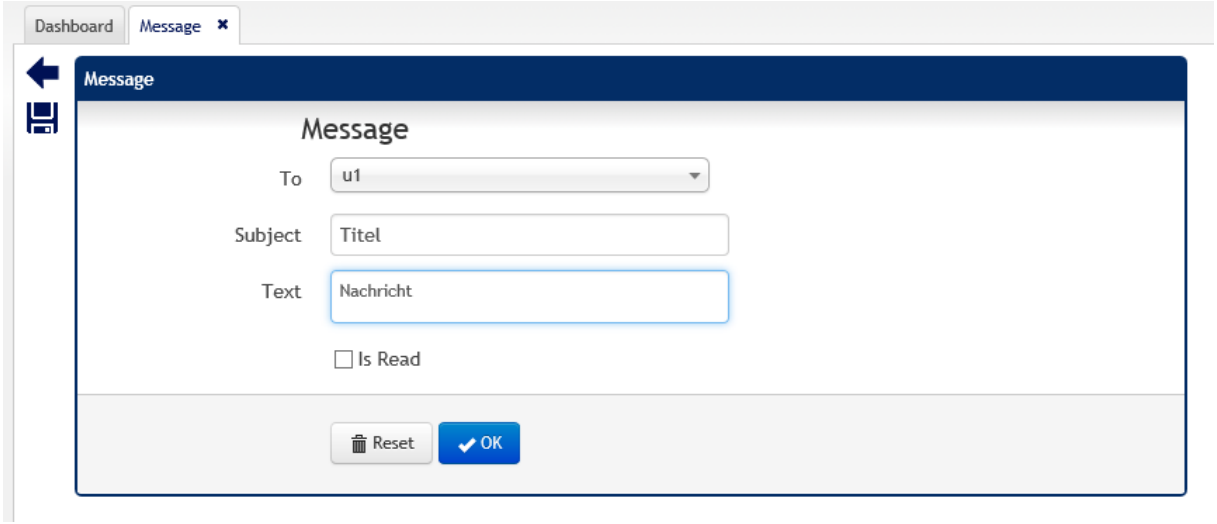
If you have a new message, this is displayed in the toolbar with a batch. This batch displays the number of unread messages.

4.2 Creating a message

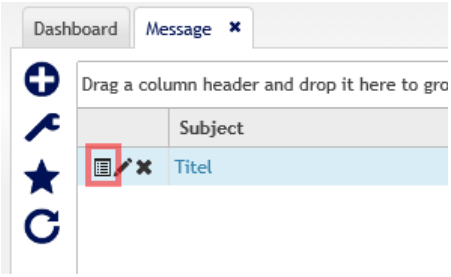


To enter a new message, go to the messages and then choose “Add”.

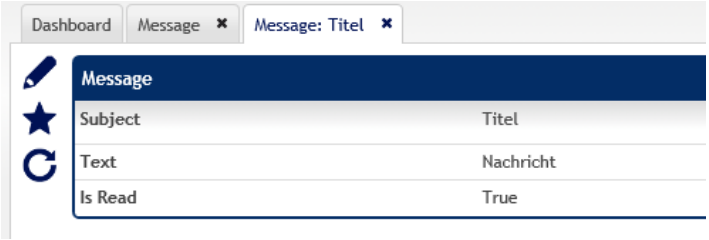
Select the user to whom you want to send a message and then write the subject and text.



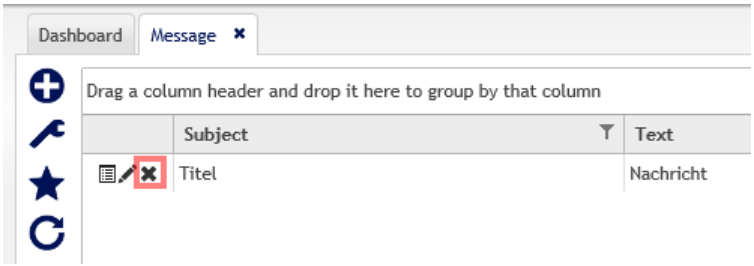
4.3 Reading a message



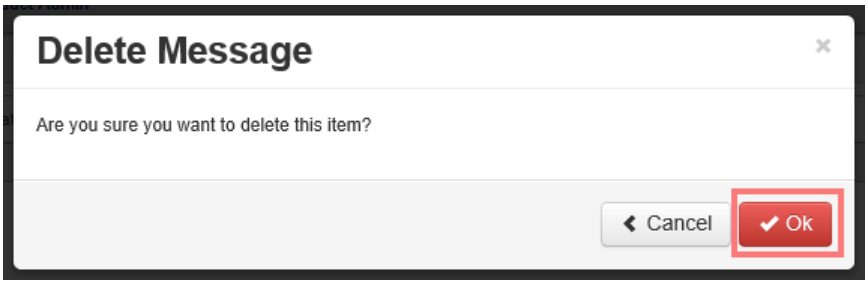
Unread messages are highlighted in blue. As soon as you open the message, it is marked as read.



4.4 Deleting a message



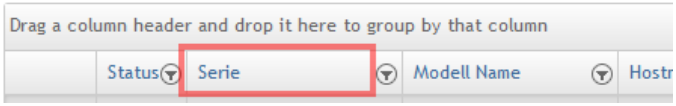
To delete a message, use the delete button and confirm the dialog.



5 Lists

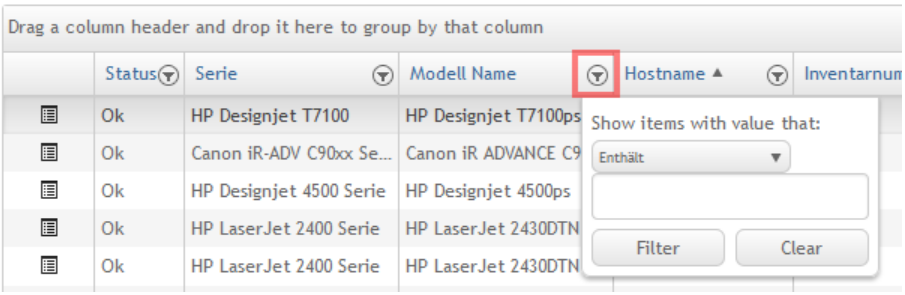
The basic functions of the lists are described here. The lists are used in almost all areas.

5.1 Sorting



To sort the information by a column, simply click the column. You then change between the individual sort sequences (ascending, descending and no sorting).

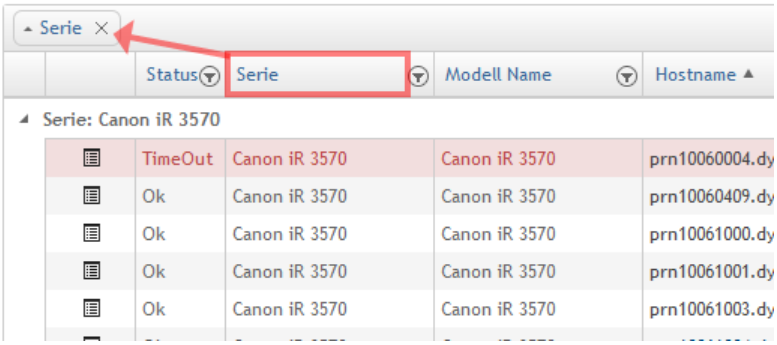
5.2 Filtering



You can use the filter to search for a particular text per column. After you press the “Filter” button, only the data records containing this text are displayed.

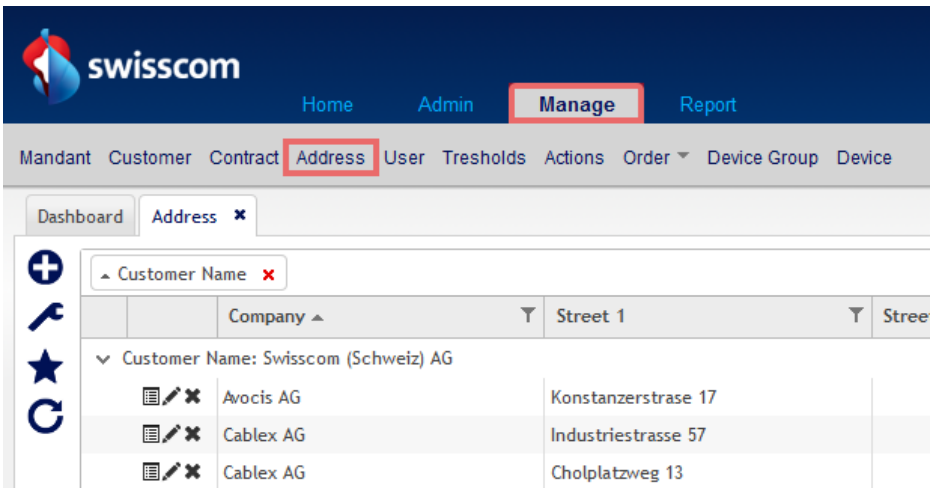
To deactivate a filter on a column, press the “Clear” button.

5.3 Grouping



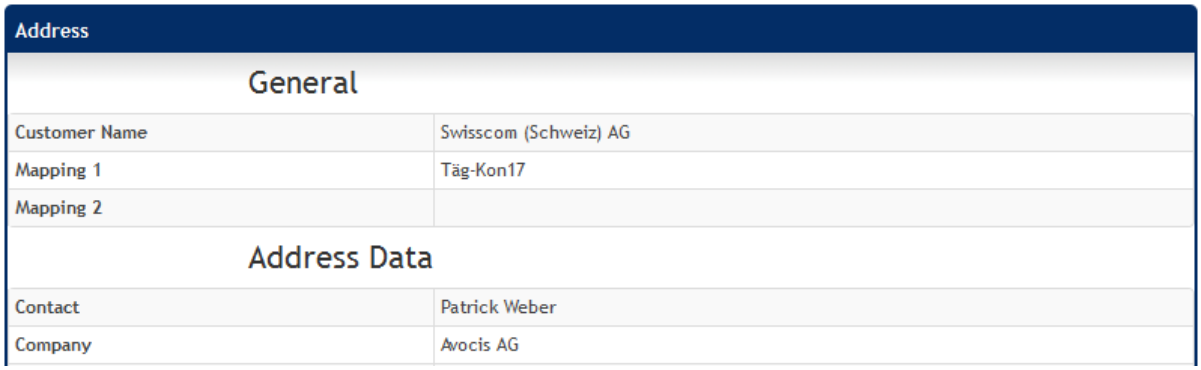
To group the list, drag the desired column to the grouping toolbar.

6 Addresses



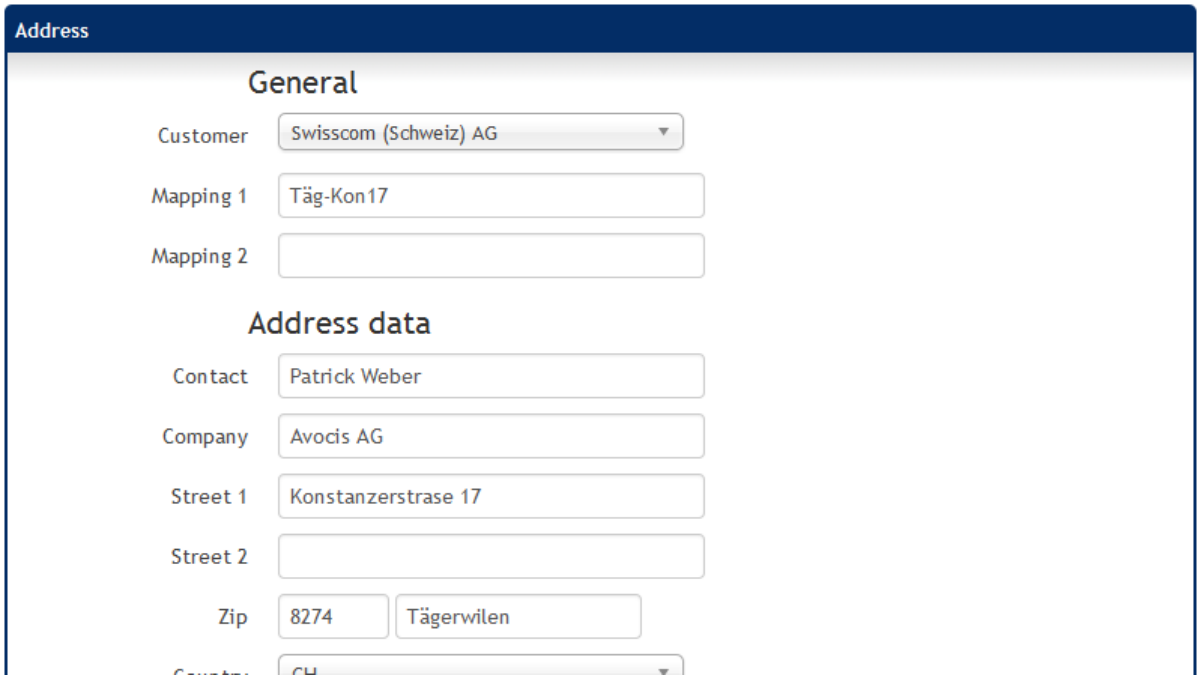
6.1 Details

Displays the details for an address.



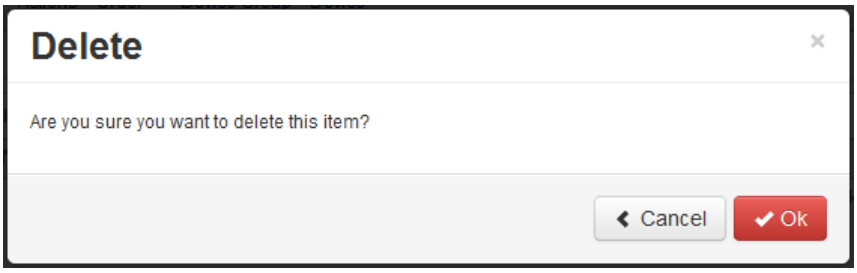
6.2 Editing

Enables you to edit an address.



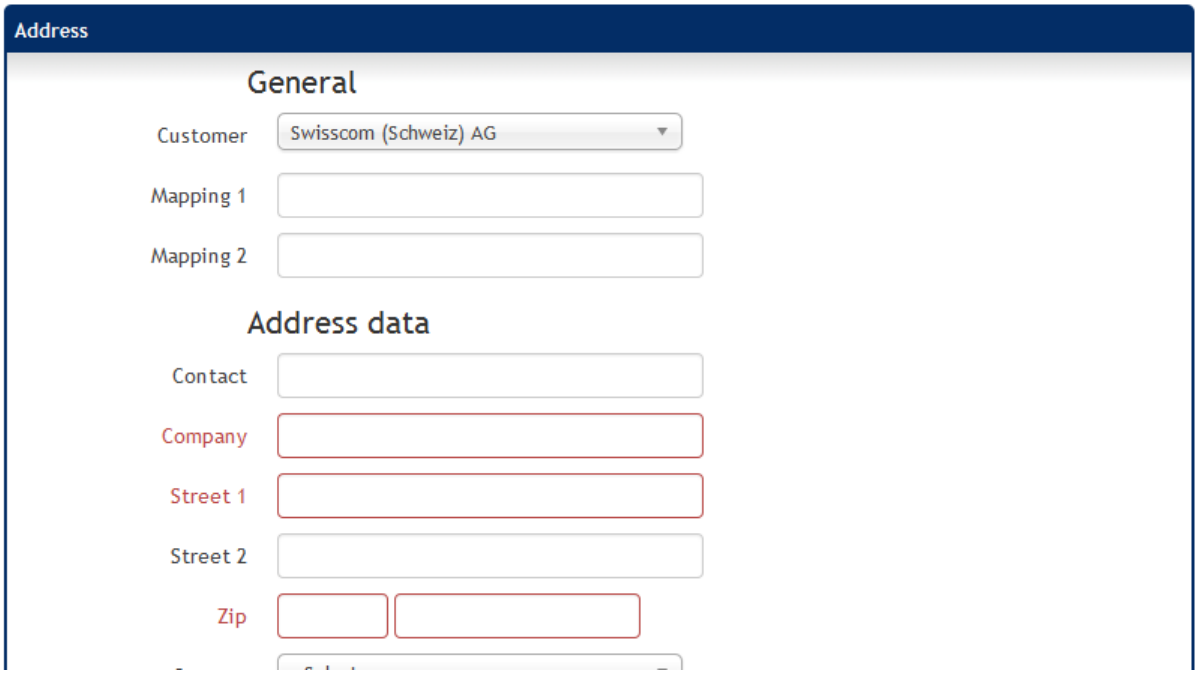
6.3 Deleting

Enables you to delete an address.



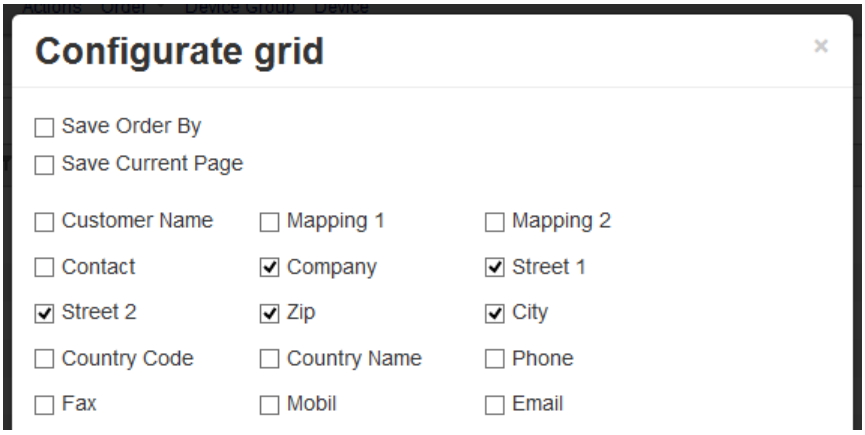
6.4 Adding

Enables you to create a new address.

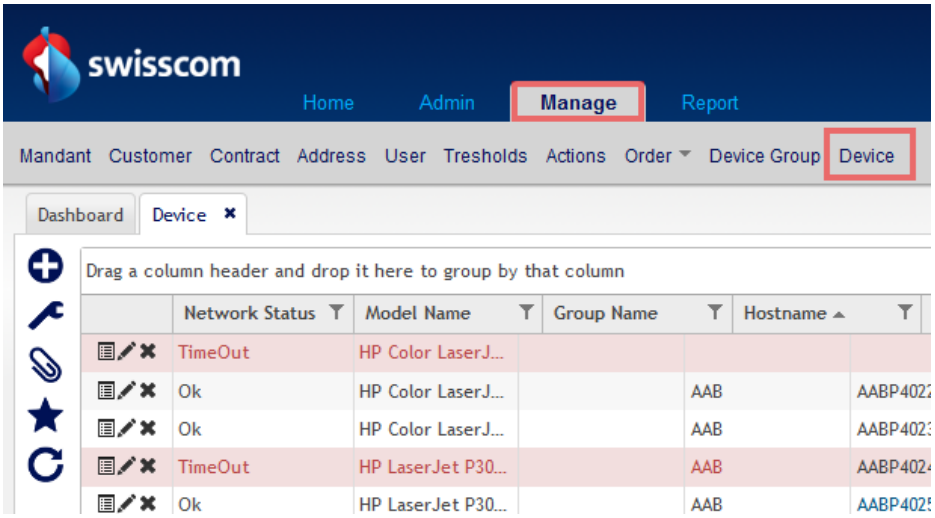


6.5 View

Enables you to change the view of the list

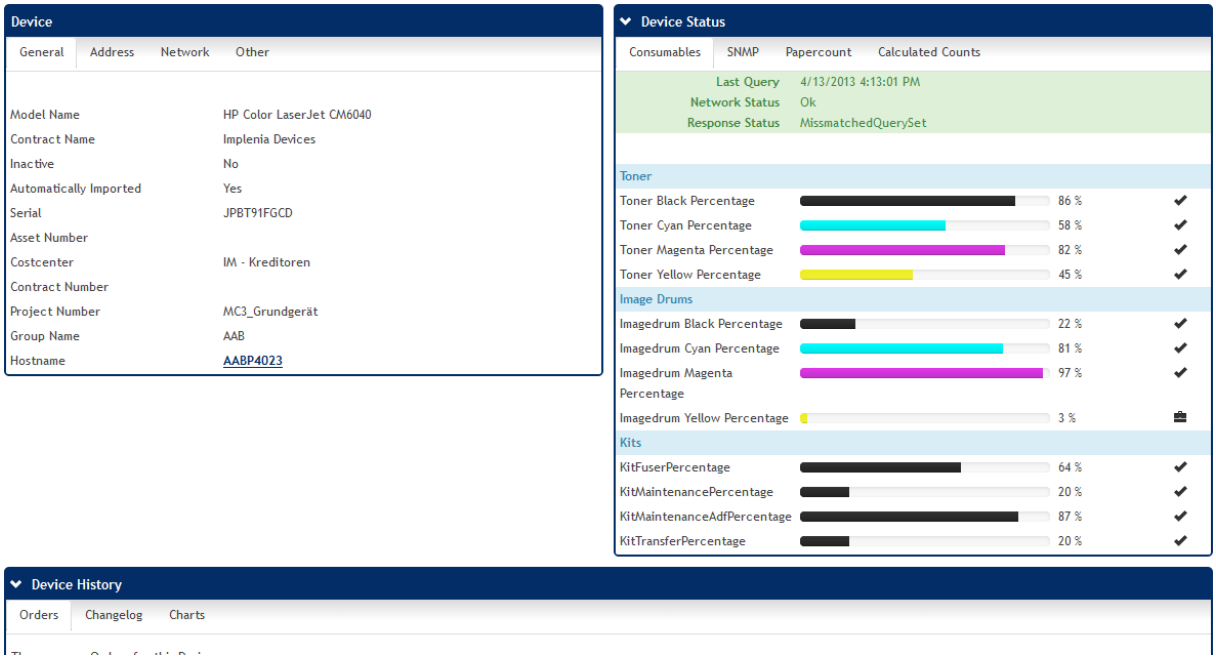


7 Devices

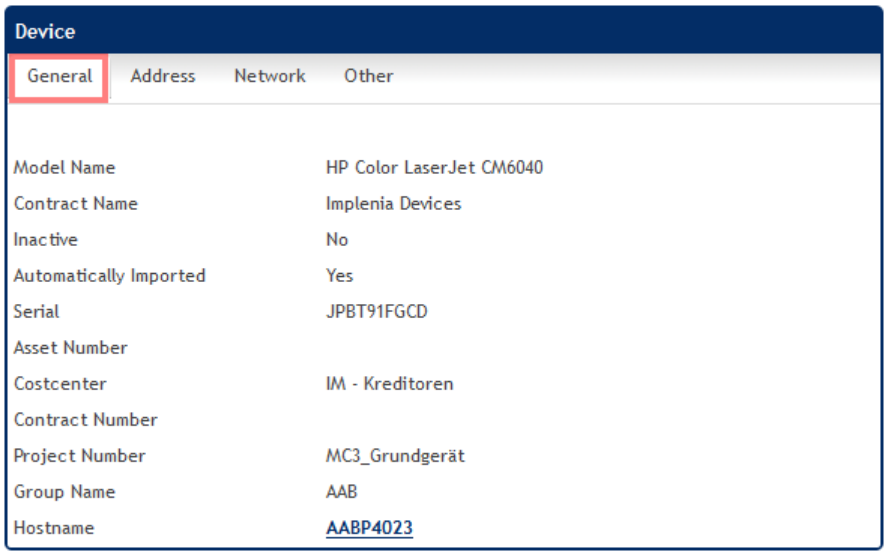


7.1 Details

Displays the details for a printer.

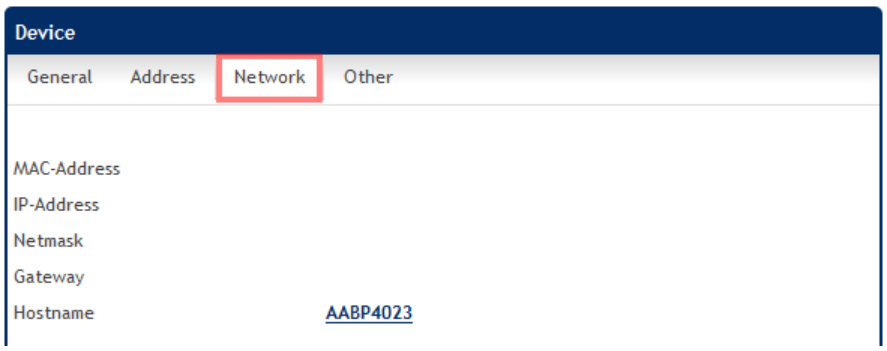


7.1.1 General

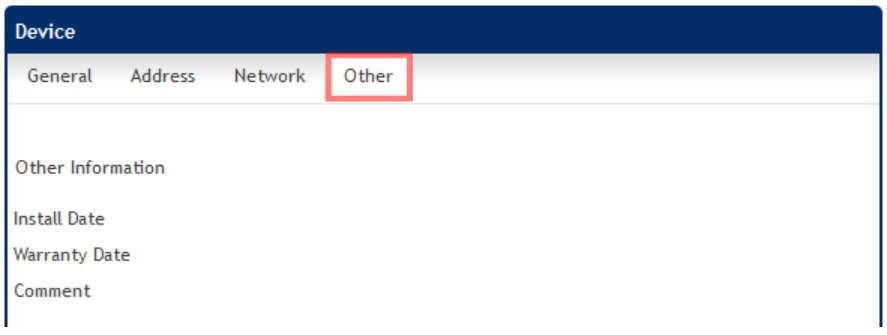


7.1.2 Site address

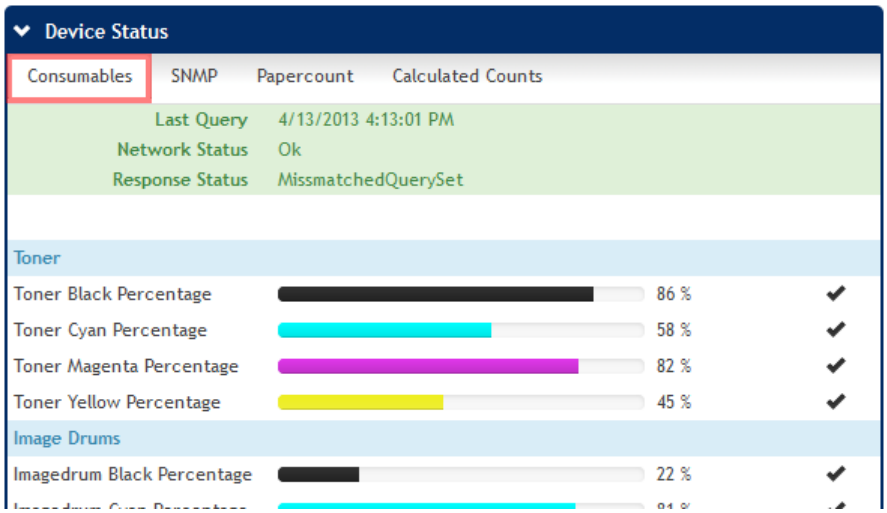
7.1.3 Network



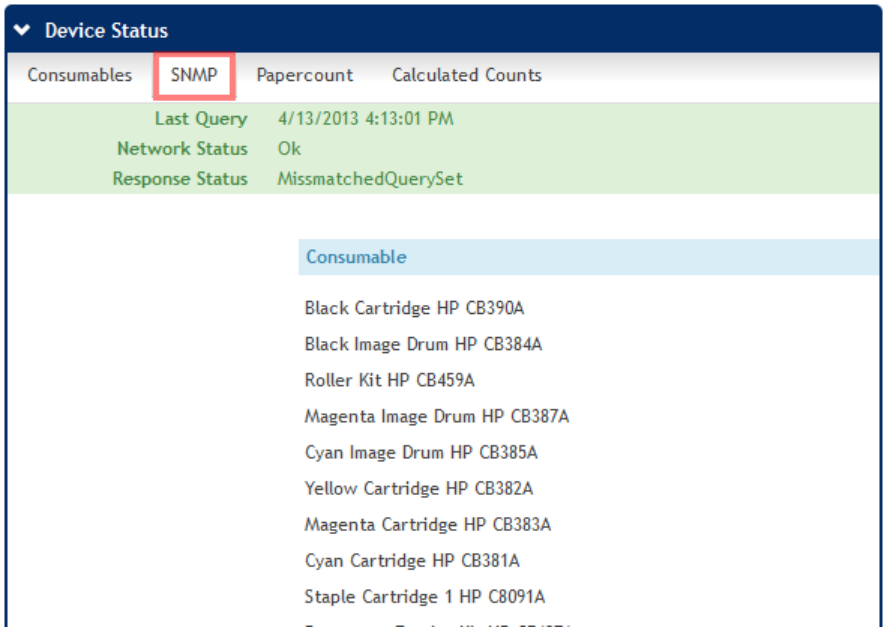
7.1.4 Other



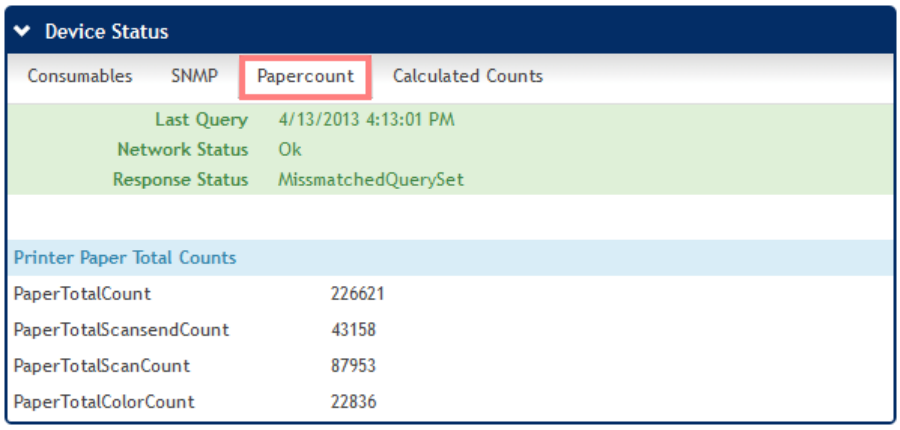
7.1.5 Consumables



7.1.6 SNMP

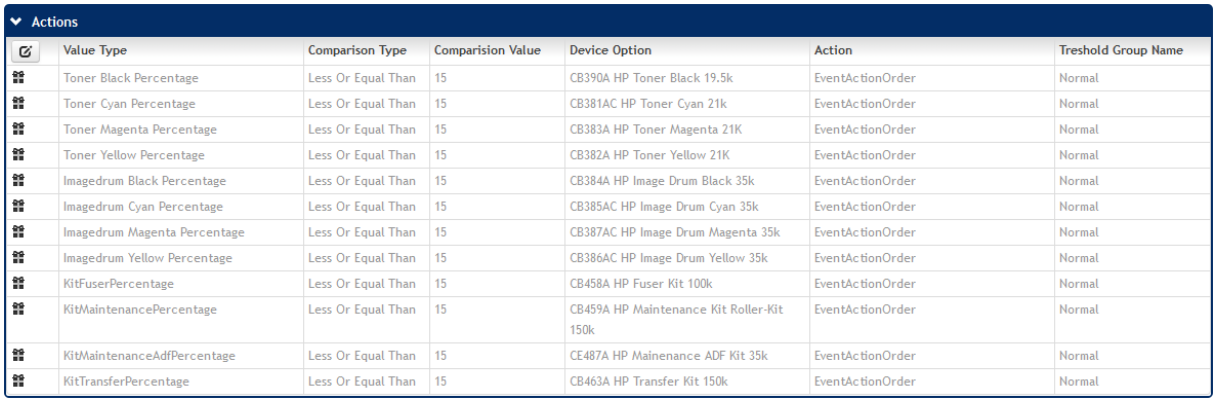


7.1.7 Papercount



7.1.8 Order configuration

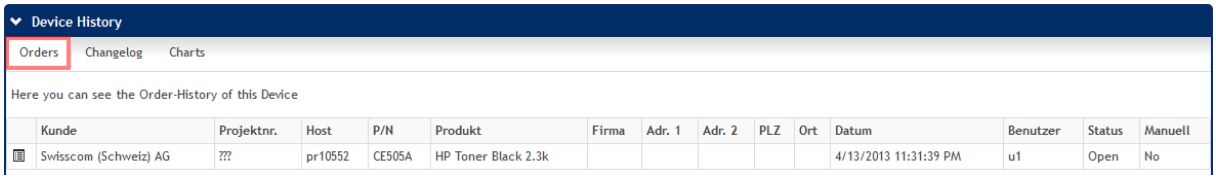
The configured actions are displayed here.



Actions

	Value Type	Comparison Type	Comparision Value	Device Option	Action	Treshold Group Name
	Toner Black Percentage	Less Or Equal Than	15	CB390A HP Toner Black 19.5k	EventActionOrder	Normal
	Toner Cyan Percentage	Less Or Equal Than	15	CB381AC HP Toner Cyan 21k	EventActionOrder	Normal
	Toner Magenta Percentage	Less Or Equal Than	15	CB383A HP Toner Magenta 21K	EventActionOrder	Normal
	Toner Yellow Percentage	Less Or Equal Than	15	CB382A HP Toner Yellow 21K	EventActionOrder	Normal
	Imagedrum Black Percentage	Less Or Equal Than	15	CB384A HP Image Drum Black 35k	EventActionOrder	Normal
	Imagedrum Cyan Percentage	Less Or Equal Than	15	CB385AC HP Image Drum Cyan 35k	EventActionOrder	Normal
	Imagedrum Magenta Percentage	Less Or Equal Than	15	CB387AC HP Image Drum Magenta 35k	EventActionOrder	Normal
	Imagedrum Yellow Percentage	Less Or Equal Than	15	CB386AC HP Image Drum Yellow 35k	EventActionOrder	Normal
	KitFuserPercentage	Less Or Equal Than	15	CB458A HP Fuser Kit 100k	EventActionOrder	Normal
	KitMaintenancePercentage	Less Or Equal Than	15	CB459A HP Maintenance Kit Roller-Kit 150k	EventActionOrder	Normal
	KitMaintenanceAdfPercentage	Less Or Equal Than	15	CE487A HP Mainenance ADF Kit 35k	EventActionOrder	Normal
	KitTransferPercentage	Less Or Equal Than	15	CB463A HP Transfer Kit 150k	EventActionOrder	Normal

7.1.9 Orders



Device History

Orders | Changelog | Charts

Here you can see the Order-History of this Device

	Kunde	Projektnr.	Host	P/N	Produkt	Firma	Adr. 1	Adr. 2	PLZ	Ort	Datum	Benutzer	Status	Manuell
	Swisscom (Schweiz) AG	???	pr10552	CE505A	HP Toner Black 2.3k						4/13/2013 11:31:39 PM	u1	Open	No

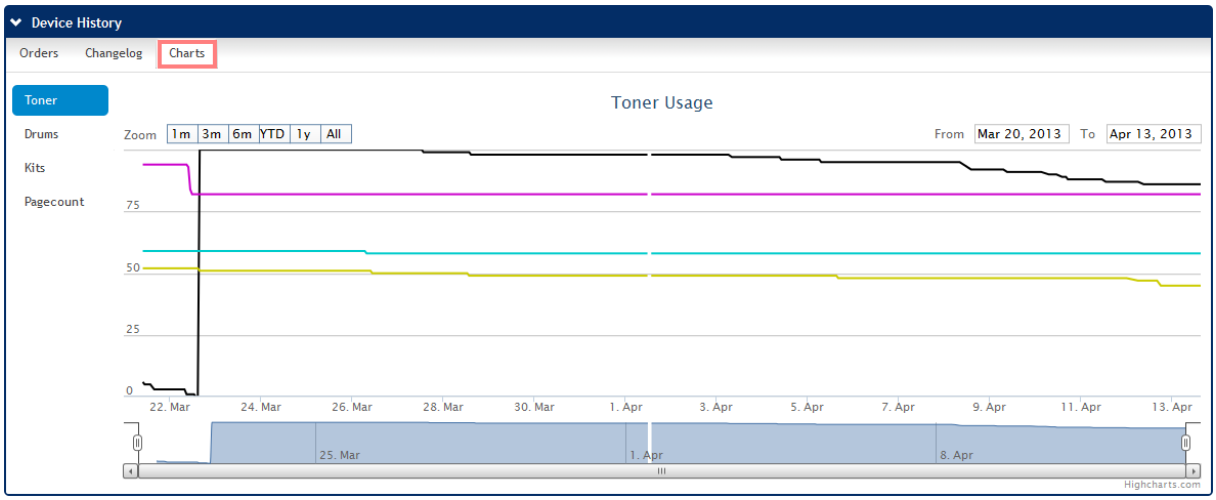
7.1.10 Changelog

Device History

Orders | Changelog | Charts

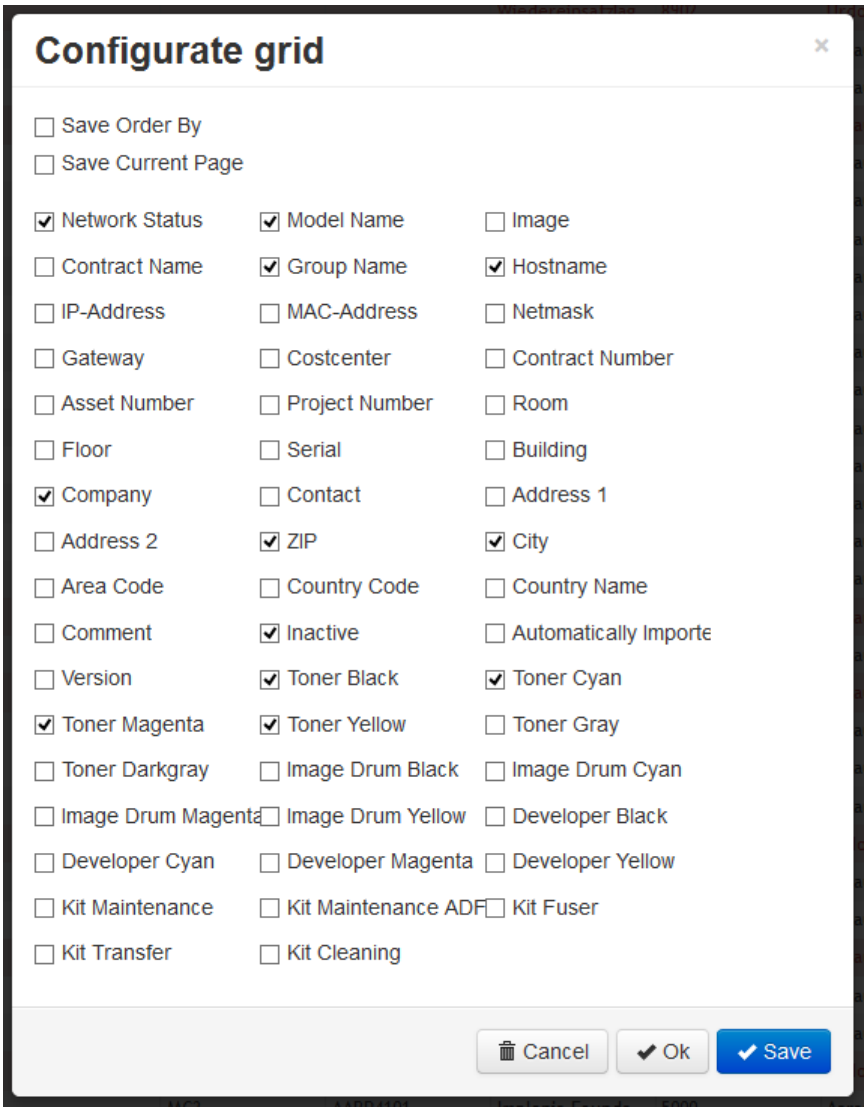
Typ	Status	Interface	Meldung	Datum
RESPONSE	OK		Response from logistic partner(2) for JPBVC1T2QY(1 x CF032A) placed	2012-11-14 19:30:11
ORDER	OK	FTPPana	Order for JPBVC1T2QY(1 x CF032A) placed(3)	2012-11-14 10:01:17
ORDER-A	OK		Automatic order for JPBVC1T2QY added (toner-yellow) on 15/15	2012-11-13 20:40:12
RESPONSE	OK		Response from logistic partner(2) for JPBVC1T2QY(1 x CF033A) placed	2012-10-04 19:30:11
ORDER	OK	FTPPana	Order for JPBVC1T2QY(1 x CF033A) placed(3)	2012-10-01 15:00:37

7.1.11 Charts



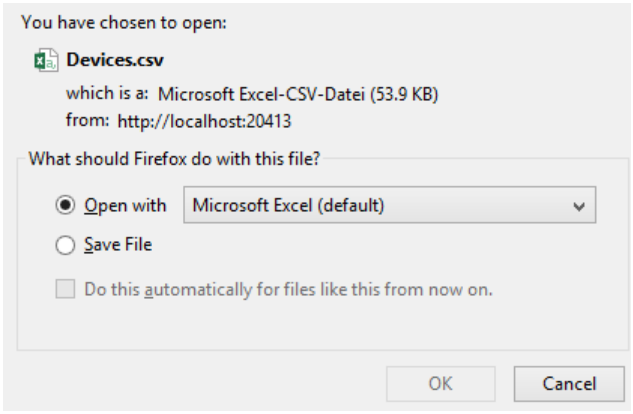
7.2 View

Enables you to change the view of the list.

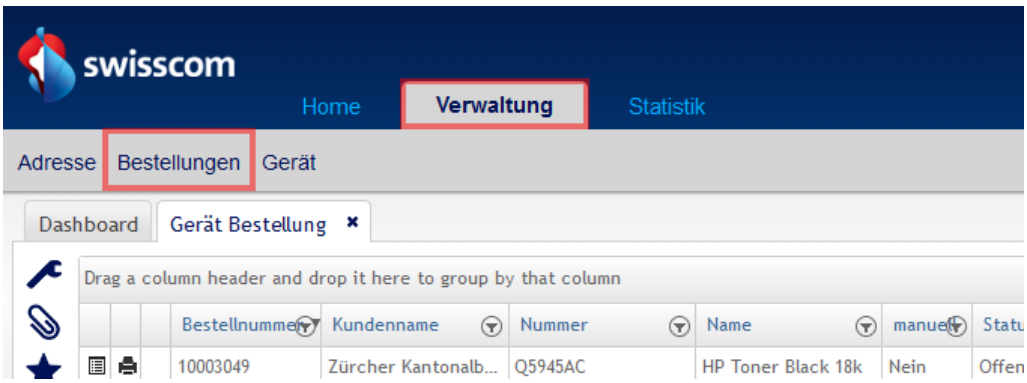


7.3 Export

Enables you to export the list as CSV.



8 Orders



8.1 Order details

Displays the details for an order.

Device Order

General

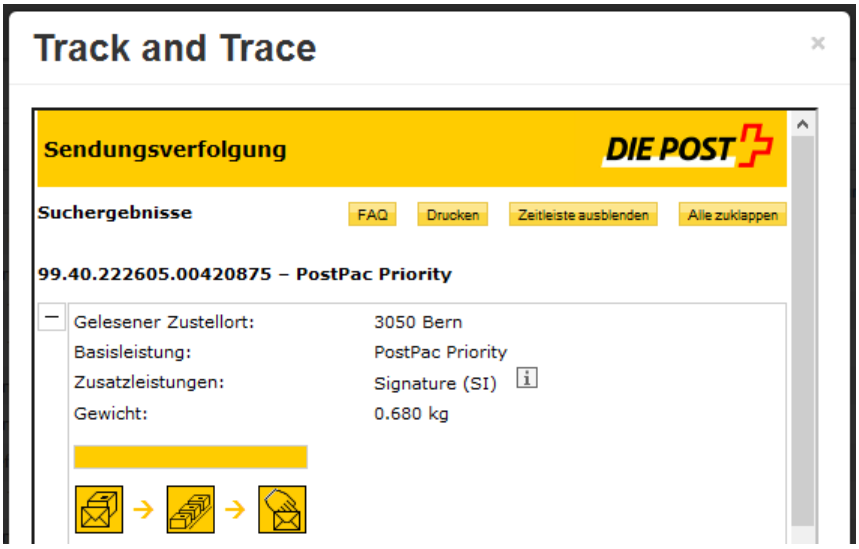
Customer Reference	
Customer Name	Swisscom (Schweiz) AG
Product Number	CE505A
Product Name	HP Toner Black 2.3k
Price	
Quantity	1
Is Manual	No
Order Reason	
Group Name	
Serial	CNCF343096

8.2 Displaying printer details

Displays the details for the printer.

8.3 Track & Trace

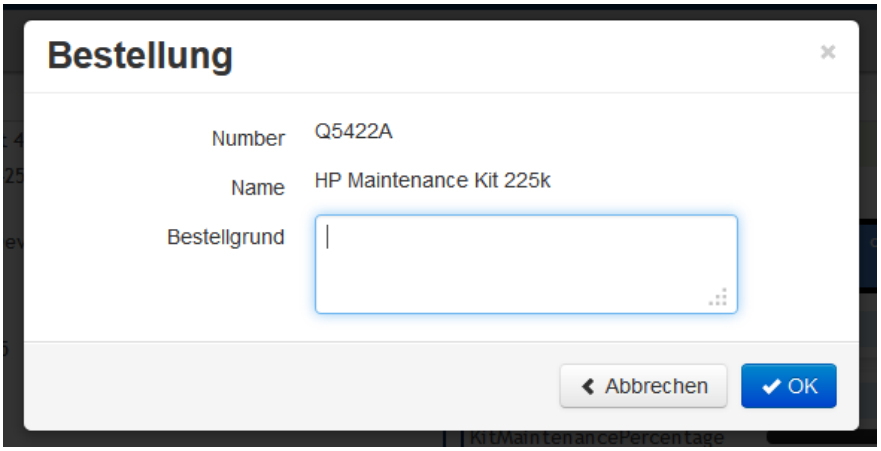
Displays the Track & Trace information for the order.



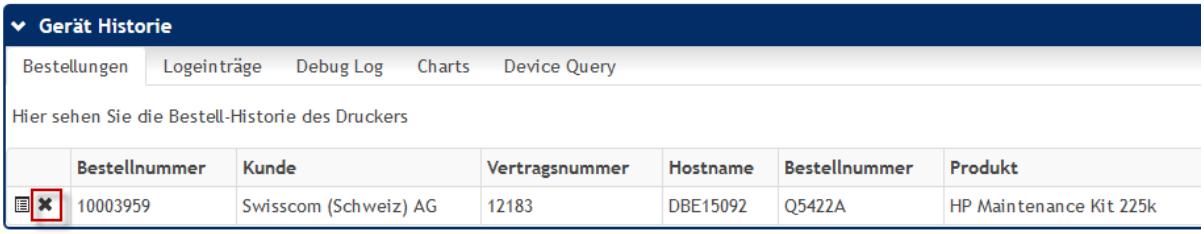
9 Manual order

To execute a manual order, you must go to the details of the relevant printer. In the order configuration, search for the consumable material that is to be ordered.

After you have pressed the order icon, a dialog is displayed in which you must enter the reason for the manual order.



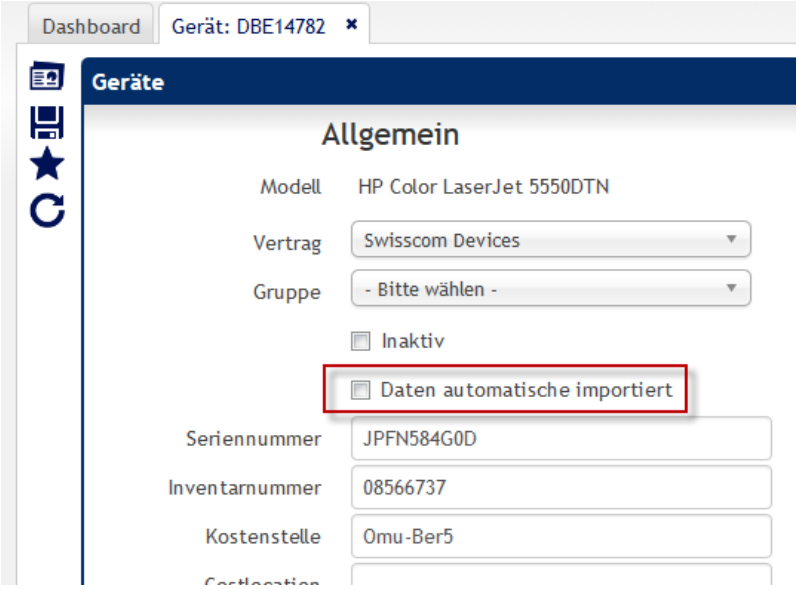
The order is displayed in the order list and can be deleted unless it has already forwarded to the supplier. If it has been forwarded to the supplier, this function is no longer available.



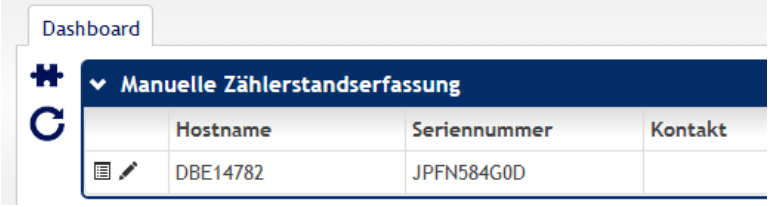
10 Manually entering counts

If printers cannot be accessed via the network, the counts for billing can be entered manually.

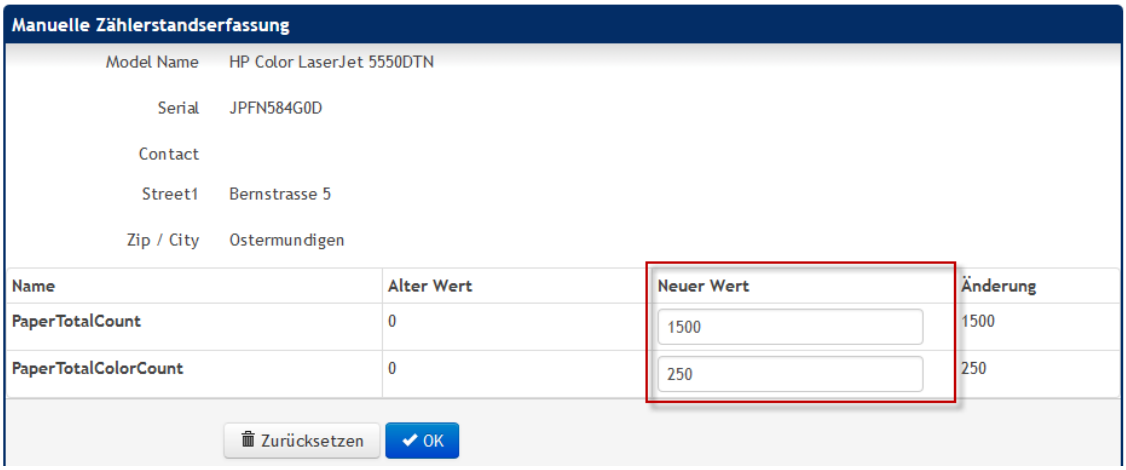
For this option to be available for a printer, the “Request data by Client” function must be deactivated.



After deactivation, the printer is displayed in the “Manage manual count” - widget



You can use the edit icon to switch to the screen to enter the counts



Enter the counts in the relevant fields and save your entries.

Please note that you can only enter the counts once per day. The new counts cannot be lower than the old counts; if they are, the values cannot be saved.