Maintenance data portal help

MAN TeleMatics®

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Summary

The maintenance data portal gives the user an overview of all (time, route or wear-based) maintenance data sent automatically by the service interval calculator in the vehicle.

The portal also allows the user to create and manage customer-specific appointments. These allow, for example, a service outlet to enter additional maintenance components for a customer, that are not sent automatically from the vehicle. The customer is then able to see clearly what maintenance work is due for his/her vehicle. If the customer creates these appointments him/herself, they will become visible to the service outlet once the vehicle has been approved for the service outlet (approval is granted in the customer’s MAN TeleMatics Client). Customer-specific appointments that are configured by an approved service outlet are visible to the customer immediately.

The user can also set appointment markers for each maintenance component. This provides the user with a quick overview of whether a workshop appointment has already been agreed for a component or not (the visibility of the markers is also linked to the approval of the vehicles in question).

The user is also able to see an overview of fill levels and tyre pressures on his/her vehicle (from TBM2 onwards). The tyre pressure indicator function in the maintenance data portal requires the vehicle to be fitted with TPM (tyre pressure monitoring) that is connected to the telematics system. Fill levels are displayed according to the vehicle measuring system available.

The user can configure the system to send regular e-mail notifications to him/herself and/or other users. Notification e-mails contain a list of all vehicles soon due or overdue for maintenance appointments. To obtain more detailed information, the recipient can log in to the maintenance data portal with his/her access data.
Contents

1  Login................................................................................................................................................. 5
2  Maintenance data table ....................................................................................................................... 6
2.1 Vehicle tree [1]................................................................................................................................. 6
2.2 Detailed view [2]............................................................................................................................... 7
2.3 Navigation/filter [3].......................................................................................................................... 8
2.4 Context menu.................................................................................................................................... 8
3  Marking workshop appointments......................................................................................................... 9
4  Brake linings / fill levels / tyre pressures........................................................................................... 10
4.1 Brake linings.................................................................................................................................... 12
4.2 Fill levels (from TBM2 onwards) ..................................................................................................... 12
4.3 Tyre pressures (from TBM2 onwards) ............................................................................................. 12
5  Customer-specific appointments ......................................................................................................... 14
5.1 Logging out customer-specific appointments / archive ................................................................. 15
6  E-mail notification............................................................................................................................... 16
7  Personal settings, languages, etc......................................................................................................... 18
List of figures

Figure 1.1: Maintenance data portal login screen ............................................................... 5
Figure 2.1: Maintenance data portal main screen ............................................................... 6
Figure 4.1: Maintenance data portal fill levels ......................................................................10
Figure 4.2: Maintenance data portal tyre pressures ......................................................... 10
Figure 4.3: Maintenance data portal brake linings ............................................................ 11
Figure 5.1: "New cust-spec. appointment" dialogue box ..................................................... 14
Figure 6.1: E-mail configuration .........................................................................................16
Figure 7.1: Personal settings ...............................................................................................18
1 Login

You can log in to the maintenance data portal from the login screen using your MAN TeleMatics account.

On this page, you can set the portal language using the dropdown menu at the top right and access contact data for the MAN TeleMatics Hotline as well as view the data protection policy.

If you have forgotten your password, please contact the Service Hotline by clicking on the “Forgotten password?” link.

The "MAN TeleMatics" link takes you to the MAN ASP site where you can access further information regarding MAN TeleMatics.

Figure 1.1: Maintenance data portal login screen
2 Maintenance data table

After logging in you are taken directly to the maintenance data overview for your vehicle(s).

In the upper menu bar you can access your personal settings (see section: 7 Personal settings, languages, etc.). The upper menu bar also contains a link to this help document and, as on the login screen, a link to the data protection policy.

Clicking on "Logout" logs you out of the portal and returns you to the maintenance data portal login screen.

The left-hand section of the screen contains the vehicle tree [1], the right-hand section of the screen contains the detailed view for the individual vehicles selected in the vehicle tree [2], and the top of the screen contains the various filter settings plus tab navigation for access to other views (maintenance data, fill levels, tyre pressures and logged-out customer-specific appointments) [3].

Figure 2.1: Maintenance data portal main screen

2.1 Vehicle tree [1]

The vehicle tree lists all vehicles whose maintenance data has been recorded. It also gives an initial overview of soon due (orange) and due/overdue (red with exclamation mark) maintenance appointments for all vehicles. The total number of appointments is also given as a figure. In the vehicle tree you also get an overview of the number of agreed workshop appointments for each vehicle (total appointment markers for each vehicle).
Here you can search by vehicle description (e.g. vehicle number plate) or by vehicle identification number or view vehicles according to vehicle description or vehicle identification number (depending on the view selected, mousing over a vehicle also displays the vehicle description/vehicle identification number in a tool-tip).

You can select vehicles in the vehicle tree to display their details in the right-hand section of the screen. Clicking on "All" lists all vehicles in the detailed view. Clicking on a group of vehicles or an individual vehicle amends the detailed view accordingly for the vehicle(s).

Depending on the login type (workshop or freight forwarder), vehicles are grouped according to customers or vehicles.

2.2 Detailed view [2]

The detailed view shows the relevant maintenance components (incl. customer-specific appointments), the type (date, route, wear-based) and status (soon due/overdue) for each vehicle (such as oil change, air dryer, etc.). Components with no due date do not have a status colour. The view also provides information about when components will be due and about the topicality of the maintenance data sent from the vehicle, plus the mileage (in km or miles) at which the data was sent.

**NOTE:**

From TBM2 onwards, km and date can be displayed for each maintenance component in one line (if available). The status is controlled depending on which of the two values will be soon due or overdue first.

Clicking on a column name (e.g. "Vehicle" or "Status") sorts the table in ascending or descending order.

The bar above the data table contains icons that can be used to invoke various functions:

- Pin: Apply/remove row markers.
- Plus: Create a new customer-specific appointment (see section 5 Customer-specific appointments).
- "Customer-specific appointments" dropdown menu: Manage (delete, edit, etc.) a selected customer-specific appointment in the detailed view.
- Data sheet/truck: Generate a PDF/CSV data export of the maintenance data for a vehicle selected in the table. The export can be generated in a language other than the portal language.
- Export: Generate a CSV data export of the entire table (CSV files can be edited with Microsoft Excel, for example). The CSV export is always in the portal language.
- "Show vehicles closed" checkbox: Components for individual vehicles are always displayed together (e.g. when sorted by maintenance components).
- "km/mi" dropdown menu: Switches the display from km to miles and vice versa (also affects entries for route-based customer-specific appointments).
- Gear wheel: Configures different display options for the table.
- Update: Updates the display of the maintenance data. The daily updated maintenance data is reloaded.

### 2.3 Navigation/filter [3]

You can access the "Maintenance data", "Brake linings", "Fill levels", "Tyre pressures" and "Logged-out customer-specific appointments" views by selecting the corresponding tabs.

Under "Select your filter", you can set and delete filters and filter combinations or activate/deactivate filtering without having to delete your filter combination. You can also restore all filters to their default settings. You can show/hide the filter block using the red arrow on the left.

If a filter criterion set differs from the standard, this entry is highlighted yellow.

With "Maintenance data as per", you can view historical maintenance data. Select the date that you would like to view vehicle maintenance data for using the calendar symbol. Selecting the "Display (historical) data in a new window" checkbox opens a new browser tab automatically after selecting a date. The new browser tab is identical to the maintenance data portal tab, but contains data for the selected date. This allows you to easily compare two maintenance data records.

### 2.4 Context menu

You can invoke various functions (e.g. data sheet for vehicle, switch between views, create/edit/log out customer-specific appointments, etc.) from a context menu in the vehicle tree and in the detailed views of the individual tabs.
3 Marking workshop appointments

In the maintenance data table, the user is able to set/cancel/delete markers for agreed workshop appointments.

The markers relate to the individual maintenance components. The markers can be set, cancelled and deleted manually. There is no data connection to workshop systems, etc. Therefore, the appointment scheduling, as such, takes place in other systems. Consequently, there is no automatic marking in the maintenance data portal, and no appointments with date, etc. are shown. The display is intended to provide an overview of whether workshop appointments have been agreed for particular components or not.

Different icons/symbols are used for the appointment markers:

- Appointment agreed recently –

  This status is only displayed if the appointment was set in the past 24 hours.

- Appointment agreed –

- Appointment completed / automatically reset –

  The icon automatically turns grey after a week. This is to tell the user that the appointment was marked as completed / automatically reset 1 week ago.

- Appointment cancelled/deleted (grey = 1 week ago) –

  The icon automatically turns grey after a week. This is to tell the user that the appointment was marked as cancelled/deleted 1 week ago.

The markers are then automatically reset if the maintenance status changes from soon due (orange) to OK, or overdue (red) to OK. It is then assumed that the service interval calculator has been reset properly in the workshop after the maintenance work has been carried out. During the next transfer for maintenance data the new maintenance status is reported to the maintenance data portal, and the appointment marker is reset. If there is no automatic resetting, the user must process the markers manually.

If the cursor is held over a marker, a tool-tip appears displaying information about the last status change (set appointment status, date and time of change, as well as creator of the change).
4  Brake linings / fill levels / tyre pressures

The "Brake linings", "Fill lvls" and "Tyre press." tabs can be used to access the relevant views.

As with the "Maintenance data" view, only those vehicles are displayed in the table that have been selected in the vehicle tree on the left-hand side.

![Figure 4.1: Maintenance data portal fill levels](image1)

![Figure 4.2: Maintenance data portal tyre pressures](image2)
Figure 4.3: Maintenance data portal brake linings
4.1 Brake linings

Here the user can see an overview of the brake linings of his/her vehicles. The object tree on this tab works in the same way as the object tree on the maintenance data tab (e.g. total number of soon due / overdue brake linings, single vehicle selection, etc.).

The respective axles and left/right brake linings are itemised in the form of graphics. TBM1 vehicles only send information about the brake linings a complete axle set, not divided by left/right brake unit. This is also shown with corresponding graphics and text.

The numerical value indicates the remaining proportion of the brake linings as a percentage. The orange and red warning message corresponds to the warning messages of the other maintenance components. The bars are also displayed in the corresponding colour.

As on the maintenance data table tab, you can apply filters and time periods on this tab. Column sorting, exports and table/unit display settings can be accessed using the corresponding icons.

**NOTE:**
The maintenance data portal is **NOT** a replacement for regular inspections of the vehicle's brake linings!

4.2 Fill levels (from TBM2 onwards)

On this tab you can view the fill levels sent from the vehicle, including (engine) oil level, gearbox oil level, AdBlue level, fuel level and washer water level. Fill levels are displayed as percentages rather than as units.

As on the maintenance data table tab, you can apply filters and time periods on this tab. Column sorting, exports and table/unit display settings can be accessed using the corresponding icons.

**NOTE:**
Fill levels are displayed according to the vehicle measuring system types in the vehicle. Engine and gearbox oil levels in particularly are only sent if they are measured successfully.

The maintenance data portal is **NOT** a replacement for regular inspections of fill levels in/on the vehicle!

The system is unable to display fill levels for TBM1 vehicles (these vehicles are greyed out in the vehicle tree).

4.3 Tyre pressures (from TBM2 onwards)

On this tab you can view the tyre pressures sent from the vehicle. This function requires the vehicle to be fitted with an MAN TPM system (tyre pressure monitoring).

The tyre pressures are arranged according to axle and tyre.
Mousing over a tyre/value highlights the tyre/value in red. You can switch between kPa, bar and psi using the dropdown menu at the top right.

As on the maintenance data table tab, you can apply filters and time periods on this tab. Column sorting, exports and table/unit display settings can be accessed using the corresponding icons.

**NOTE:**

The maintenance data portal is **NOT** a replacement for regular inspections of tyres/tyre pressures on the vehicle! **NO** TPM warning messages are transferred or displayed (tyre damage, punctures, etc.).

The system is unable to display tyre pressures for TBM1 vehicles (these vehicles are greyed out in the vehicle tree).
5 Customer-specific appointments

Customer-specific appointments provide the option to record maintenance components in the portal that are not otherwise calculated by the vehicle's service interval calculator (e.g. truck mixer body, crane unit, etc.).

A service outlet can, for example, enter additional appointments for a customer. The user can also enter customer-specific appointments him/herself.

NOTE:

The visibility of any appointments is dependent on the approval of the vehicles in question. In the event that a vehicle has not been approved, the customer-specific appointment is visible to the freight forwarder only, for example. However, if the vehicle has been approved and the freight forwarder enters an appointment, the appointment is visible to the service outlet. If the vehicle has been approved and a service outlet enters a customer-specific appointment, the appointment is also visible to the freight forwarder. The service outlet can only enter a customer-specific appointment once the vehicle has been approved by its keeper.

Vehicles are approved by the customer/partner in the MAN TeleMatics Client.

Selecting the "+" symbol in the maintenance data table opens the "New cust-spec. appointment" dialogue box.

Figure 5.1: "New cust-spec. appointment" dialogue box
• **Customer:** Here you can select the vehicle/customer group.

• **For vehicle(s):** Here you can select one or more vehicles for which the appointment is to be created, according to the currently selected vehicle group/customer group.

• **Title:** Here you can enter a name for the appointment.

• **Type:** Here you can switch between time-based, route-based and other appointments.

• **One-off appointment / Regular appointment:** This button allows you to select a one-off appointment or regular appointment.
  
  o The corresponding dialogue boxes allow you to set the due dates for the appointments. Here you can select the date from which the appointment should be displayed as "Soon due" (orange) or "Overdue" (red) in the maintenance data portal (according to date or route).

• **Attachments/documents:** Here you can attach relevant documents to the appointment up to a maximum of 10 MB per vehicle.

### 5.1 Logging out customer-specific appointments / archive

The user is able to log out customer-specific appointments. This is possible within the appointment itself or from the context menu in the maintenance data portal detailed view.

The following points also apply:

• **One-off appointments:**

  On logging out, one-off appointments are completely removed from the view and moved to the archive ("Logged-out cust-spec appointments" tab).

  The user can also enter a comment for logout, or specify the mileage on logging out, etc. Documents attached to the appointment are deleted and **NOT** archived on logging out. To retain these documents, the user must download and save them (via a corresponding dialogue box and notification).

• **Regular appointments:**

  Regular appointments can also be logged out. If regular appointments are logged out, only one appointment is logged out and not the complete series of recurring appointments. These continue automatically. When logging out one appointment, you can configure new criteria for the remaining series of appointments or preserve the series with its initial criteria.

  In this case, any attached documents are retained since the complete series of appointments is not being deleted. A regular appointment can only be removed from the list by deleting the complete customer-specific appointment.

  In that case, the points mentioned above regarding deleting/saving any attached documents also apply.
6  E-mail notification

The maintenance data portal allows you to configure automatic e-mail notifications to one or more recipients of your choice. Notification e-mails inform the recipient of all vehicles soon due or overdue for maintenance appointments.

The e-mail configuration menu can be accessed via "Personal settings" – "Configure e-mail notifications".

![E-mail configuration](image)

Figure 6.1: E-mail configuration

The e-mail text is automatically specified by the system and cannot be supplemented by the user (click on "Display sample e-mail" to see a sample e-mail as would be seen by the recipient).

- **Recipient 1**: Enter a valid e-mail address here (one per recipient). You can delete all entries for this recipient by clicking on the "Remove recipient" button.
  You can configure and activate additional recipients with the "Add additional recipients" button.

- **Approval**: Here you can specify which vehicles or vehicle groups should be included in the e-mail.

**NOTE:**
Please ensure that the e-mail and its contents are appropriate to the recipient. At this stage, it is **NOT** possible to automatically check if the vehicles have been approved for the recipient.
• **Interval**: Here you can specify the interval at which e-mails should be sent (daily, weekly, monthly).

• **Language**: The language can be selected for each recipient individually, independently of the portal language. The language for an e-mail recipient can also be changed at a later stage (once the change is applied, an e-mail is not sent immediately but according to the set interval).

• **Sending status**: Here you can switch e-mail notifications between active and inactive without having to delete recipients. Deactivated e-mail notifications can be re-activated again at any time.
7 Personal settings, languages, etc.

A variety of settings is available under the "Personal settings" link.

![Personal settings interface](image)

- **Language:** Here you can change the portal language, as on the login screen.
- **E-mail notifications:** Clicking on this button takes you to the E-mail configuration menu (see section 6 E-mail notification).
  
  Above the button you can see how many notifications are currently configured and how many of those are active.
- **Password:** You can change your password here. Please observe the stipulations for password formats.
- **Ask before…:** Clicking on this button ensures that all security questions are asked before, for example, documents are deleted.