

## Preva Business Suite – Technician Accounts

**Subject:**

Accessing Preva Business Suite (PBS) machine assets with a Technician Account.

**Overview:**

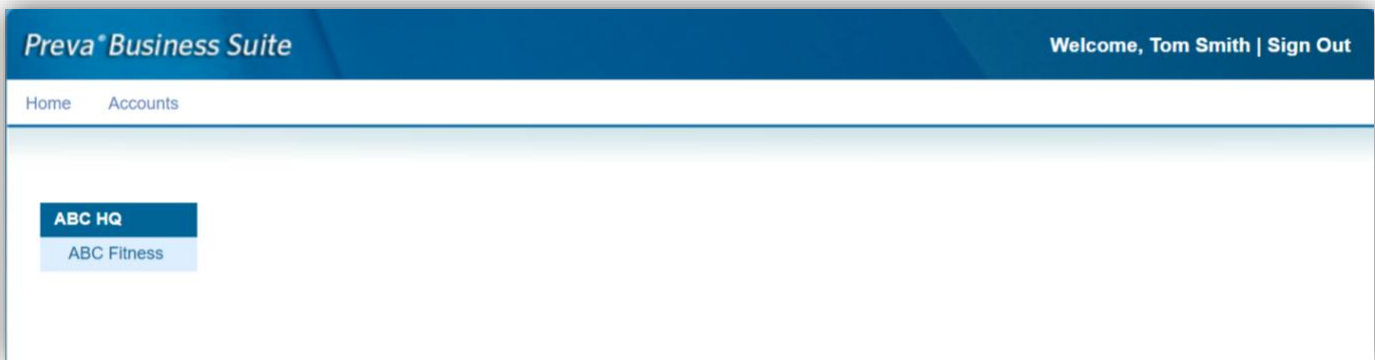
Up to this point, Technician Accounts have only been used for registration. Precor has updated PBS to allow the Technician Account to view additional asset information at locations with which they have a relationship. This will provide third-party partners the ability to view items such as machines at a location and event logs as well as manage equipment within the locations for which they have access. Most importantly this will allow users to monitor a location and prepare for any potential questions that may be asked during a site visit. Moving forward, this new account will also be used to register equipment.

**How to Acquire:**

All Technician Account access will be provided directly to the technician by the individual organizations. The operators at each location can use the email address associated with the technician in PBS to grant access. If the technician does not currently have an email address associated with PBS, the operator can still add the technician to their location. This will send a registration email to the technician. If a location operator is unfamiliar with the feature, the path to add a technician to a location is: Log into PBS > Manage Technicians (under Manage Accounts) > Click Add Technician. Technicians must maintain an active email address in order to receive entry into the system.

**New Feature Views:**

When a technician logs into PBS, the home page will allow the technician to view locations and organizations to which they have been granted access. The image below shows an example; the organization is listed as ABC HQ, and the location is listed as ABC Fitness. As the technician continues to build relationships additional locations or organizations will appear in the list.



Clicking on the “ABC Fitness” location link will lead to the page below. On this page is a preliminary list of equipment each showing the friendly name, status, last contact, and last received status. The friendly name is the name assigned to the unit during the registration process. From this page there are three paths to take;

- List Fitness Equipment
- Recent Alerts
- Selecting a machine directly

The purpose and process for each of these actions are described below.

**Preva Business Suite** Welcome, Tom Smith | Sign Out

Home Accounts

**ABC Fitness**  
123 ABC Street, Seattle, WA  
Location Code: **ABC12345**

**Reports**

List Fitness Equipment

**Alerts**

Recent Alerts

Networked Equipment: 3

Name	Status	Last Contact	Last Received Status
EFX 1	Inspect	0 min	Ready
Treadmill 1	Silent	120 hr 59 min	Ready
Treadmill 2	Silent	120 hr 58 min	Ready

The List Fitness Equipment page provides an isolated view for all the machines at the location. The additional items to take note of are Model, Display Serial Number, Base Serial Number, and Software Version column. Each of the columns provide more detail about the specific machine, including the current software version installed.

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Home Accounts

**Equipment at ABC Fitness**  
123 ABC Street, Seattle, WA

Name	Last Received Status	Model	Display Serial Number	Base Serial Number	Software Version
EFX 1	Ready	P82 EFX	ANCEC14160013	BASEC14160013	7.1.1.2130219
Treadmill 1	Ready	P82 Tread	AXKRF22150016	BASEF22150016	7.2.9.2600220
Treadmill 2	Ready	P62 Tread	AJZZD2116T027	BASED2116T027	7.2.9.2600220

Recent Equipment Alerts provides a high-level overview of alerts that may require action. If alerts were triggered at this location they would be provided below. The report format is Friendly Name, Guidance, Date, and Technical Details.

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Home Accounts

**Recent Equipment Alerts at ABC Fitness**  
123 ABC Street, Seattle, WA  
Dates and times of day, shown in timeZone.US/Pacific time zone

No recent alerts were found

Clicking on a specific machine will lead to the Equipment page. The Equipment page provides some of the tools that were previously only available to Precor Direct technicians. Here is an overview of each of the buttons listed at the bottom of the page for each piece of equipment;

- **Delete:** Allows a user to delete the selected machine from PBS. Deleting a machine is rarely utilized, but can come in handy if an erroneous base serial number was entered during registration. Additionally, this can be used when the asset no longer resides in the facility.
- **Edit:** This will allow a user to edit the friendly name, or move the selected machine to another location or organization; assuming the user has access to both the current and new location in PBS. Providing the ability to edit the friendly name allows a location to change the naming convention so that it aligns with a change in layout.
- **Event Log:** A remote method to collect the specific machine's event log. This can be used to diagnose a problem remotely prior to a site visit. Please note this includes LCPA errors as well. This action will create a CSV (comma-separated values) document which can be opened with any spreadsheet program such as Microsoft Excel, OpenOffice Calc or Google Docs.
- **Status Log:** A remote way to view the machines status log over time. This differs from an event log in that it provides the status in the form of "Idle" or "In Use."
- **Note:** "Last Received Error" is the last received event. This information should not be used for troubleshooting. **When troubleshooting always defer to the console event and CPA error logs.**

The screenshot displays the 'Preva Business Suite' interface. At the top, it says 'Welcome, Tom Smith | Sign Out'. Below the navigation bar, the page title is 'Equipment at ABC Fitness' with the address '123 ABC Street, Seattle, WA'. The main content area is divided into two columns. The left column, titled 'EFX 1', lists various equipment specifications. The right column contains three sections: 'Last Received Status', 'Last Received Error', and buttons for 'Delete', 'Edit', 'Event Log', and 'Status Log'. The footer includes the Precor logo, a privacy policy link, and the copyright notice '© 2019 Precor Incorporated'.

EFX 1	
Status	Inspect
Display Serial #	ANCEC14160013
Display Model	P82,EFX,EN,A/N
Base Serial #	BASEC14160013
Base Model	Heavy Commercial EFX, TB
Lifetime Duration	1,295 hr 44 min
Lifetime Odometer	8,029.9
Odometer Units	Miles
Lifetime Sessions	8,736
Lifetime Strides	11,972,270
Software Version	7.1.1.2130219

Last Received Status	
Status	Ready
Status received	January 17, 2019 1:04:35 AM UTC

Last Received Error	
Code	82330002
Description	Killed a process to reclaim memory: com.android.settings reason:old background process
Timestamp	January 17, 2019 12:15:00 AM UTC
Error Count	0