DX Monitor™

FREQUENTLY ASKED QUESTIONS

Introducing DX Monitor

DX Monitor enables centralized monitoring and management of fuel dispensers and payment modules across your entire enterprise of forecourts. Utilizing the ability to remotely update software and firmware at the dispenser, DX Monitor reduces maintenance costs and maximizes fuel dispenser uptime. Having visibility over the health of each forecourt in the network enables you to proactively prioritize maintenance activities and focus on sites that that need immediate or near-term attention. By providing access to and insights on each dispenser and fueling point, DX Monitor can help make your fueling station more efficient and cost effective.

GENERAL

Where can I download DX Monitor?
DX Monitor does not require an installation. A device having a standard web browser having Internet connection is the only requirement.

How often do I need to update DX Monitor?
DX Monitor is an online application, meaning the latest version is available automatically at any time. Please note, some features only apply to certain equipment and/or may require additional configuration.

What equipment can be monitored with DX Monitor?
Currently, DX Monitor can monitor Wayne Ovation® (regular + high speed) fuel dispensers, the DFS Anthem UX™ user experience platform, and Wayne Helix® fuel dispensers (United States models only) with recent hardware controllers and updated firmware. We will be working to support additional equipment in the future. DFS DX Monitor requires a DFS Edge intelligent IoT platform to be present onsite for interface and data acquisition. The minimum specification requirements for DX Monitor can be found in the DX Monitor Resource Library at https://www.doverfuelingsolutions.com/dxmonitor.

How do I know if a site or device is online with DX Monitor?
This can be seen in the DX Monitor dashboard, where the connectivity is indicated. Further information can be seen once a site or device has been selected.

What remote management functions are currently supported?
DX Monitor supports the ability to distribute files, retrieve files (such as logs), get configuration for one or multiple devices at one or multiple sites, initiated on an on-demand basis or scheduled to execute when most operationally convenient. Remote restart of devices is supported on-demand.

What visibility to equipment status is supported?
DX monitor currently supports monitoring and communication of Printer Paper Out/Jam, Secure Payment Module (SPM) Breach, SPM Low Battery, Online/Offline, Bad Card Read and Low Fuel Flow.

How are alerts generated?
Most alert conditions are monitored onsite by the DFS Edge, with any generated alerts or alarms communicated up to the cloud application for visibility in the user interface or generation of notifications. Some conditions that require multiple data sources or more complex algorithms may require data to be sent to the cloud for processing and alert generation.

What type of notifications are supported?
DX Monitor supports notification via the user interface, SMS and email.

Can the webinar be viewed again?
The webinar is available on-demand at https://www.doverfuelingsolutions.com/dx-ondemand.

What PCI data is stored in DX Monitor?
DX Monitor is examining diagnostic and asset information from the dispensers and payment terminals. This includes serial numbers, software versions and firmware versions from all of the components as well as temperature information of the components and fuel, fuel flow rate information and fuel sale information, but not payment information.

Is DX Monitor data available via PowerBI?
Not currently, but it is under consideration for roadmap and future delivery

What data is currently addressed within the reporting function, and in what data is it made available?
DX Monitor currently generates reports that provide a CSV output. The following reports are currently provided:
- Door Breach
- Detailed status of door breach event at fueling points for selected sites
- Dispenser Component Information
- Components information for fueling points at selected sites
- Weekly Flow Rate
- 7-day running average of dispenser flow rate by fueling point and fuel grade
- Alert
- List of all alerts that occur at fueling points for selected sites
- SPM Breach
- Detailed status of SPM breach event at fueling points for selected sites
- PCI Asset Management Information

Is API access provided to DX Monitor?

Not currently. Future consideration is being given to a service ticketing API to support DXM creating work orders in 3rd party service management systems as well as a possible data extract API.

What is the time duration for a remote upgrade? How long to file transfer take?

File transfer time can vary quite a bit depending on the size of files being transferred and available bandwidth per site. In addition, 'bulk' file transfers/upgrades that target multiple sites can vary within the population of sites targeted. *Example Scenario: An upgrade job is scheduled for 100 site locations that all have various degrees of network utilization that might be in effect at any given site and time of day. Some of these sites have greater available bandwidth than others. Thus, sites within the target group that have low network utilization and/or higher speed available will finish their file transfer more quickly, whereas other sites within the target group may be subject to heavier network utilization or lower bandwidth and will take longer to finish the file transfer.*

What is the cost for DX Monitor?

DX Monitor is available as a subscription offering, with either 1-year or 3-year agreements as options. Please contact your local sales distributor or DFS salesperson for details.