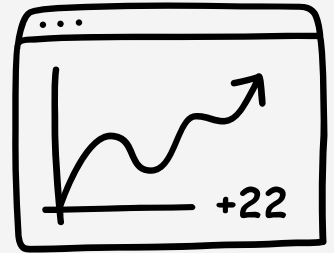
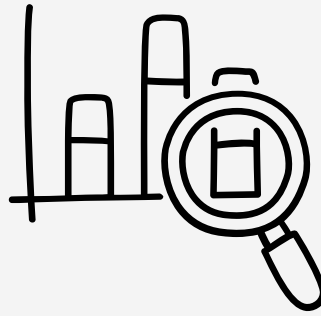
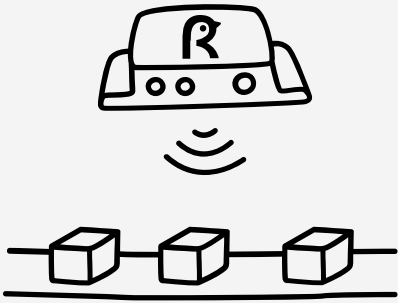


FACTBIRD

USER GUIDE | Cloud Application



OEE

USER GUIDE

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Administration

Elements

- Users: Create user
- Groups: Manage user groups
- Roles: Manage user access and permissions
- Sensors: Inputs e.g. sensors, cameras, PLC cables
- Devices: IoT boxes claimed to your system
- Lines: A line consists of one or more sensors

The screenshot displays the FACTBIRD administration interface. At the top, the 'FACTBIRD' logo is on the left, and a navigation menu is on the right with tabs for 'USERS', 'GROUPS', 'ROLES', 'SENSORS', 'DEVICES', and 'LINES'. The 'USERS' tab is selected. Below the navigation, there is a search bar with the placeholder text 'Search for Email or name'. A table lists user information with columns: Email, First name, Last name, Groups, Created, Last Modified, and Status. The table contains one row with the following data: Email: factbirdblackbird@gmail.com, First name: Blackbird, Last name: US, Groups: 1, Created: 7/18/2022, 4:48 PM, Last Modified: 7/18/2022, 4:49 PM, Status: CONFIRMED. At the bottom right of the table, there is a 'Rows per page' dropdown set to 10 and pagination controls showing '1 - 1 of 1'. A blue plus icon is visible in the bottom right corner of the main content area. A blue icon with two people is highlighted in a rounded rectangle on the left side of the interface.

Email	First name	Last name	Groups	Created	Last Modified	Status
factbirdblackbird@gmail.com	Blackbird	US	1	7/18/2022, 4:48 PM	7/18/2022, 4:49 PM	CONFIRMED

USER GUIDE

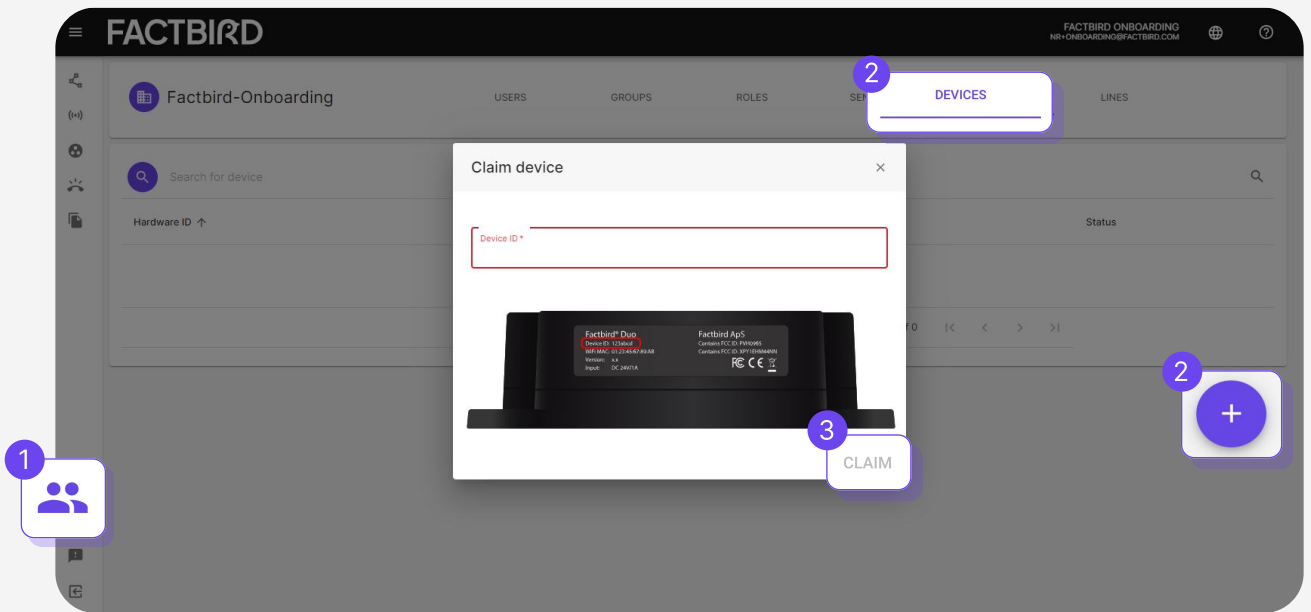
Administration - Claim Devices and Add Sensors

Claiming devices

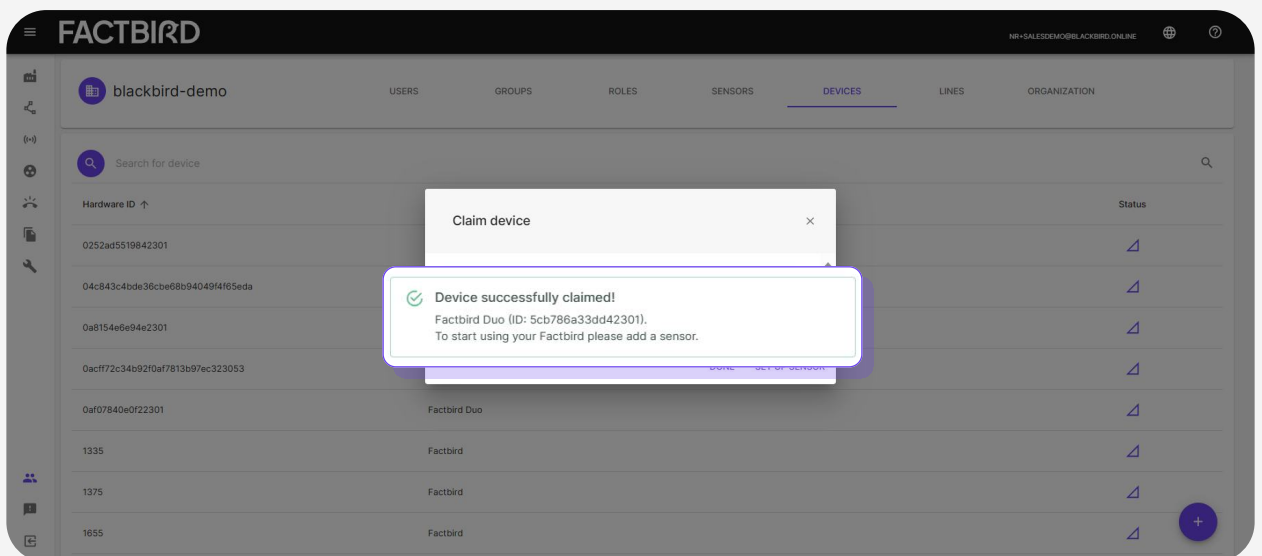
1

Claim your devices in Factbird

1. Go to **"Administration"** page.
2. Go to the **"DEVICES"** tab and click the + icon.
3. Type in your **"Device ID"** and click **"CLAIM"**.



4. Device successfully claimed!



USER GUIDE

Administration - Claim Devices and Add Sensors

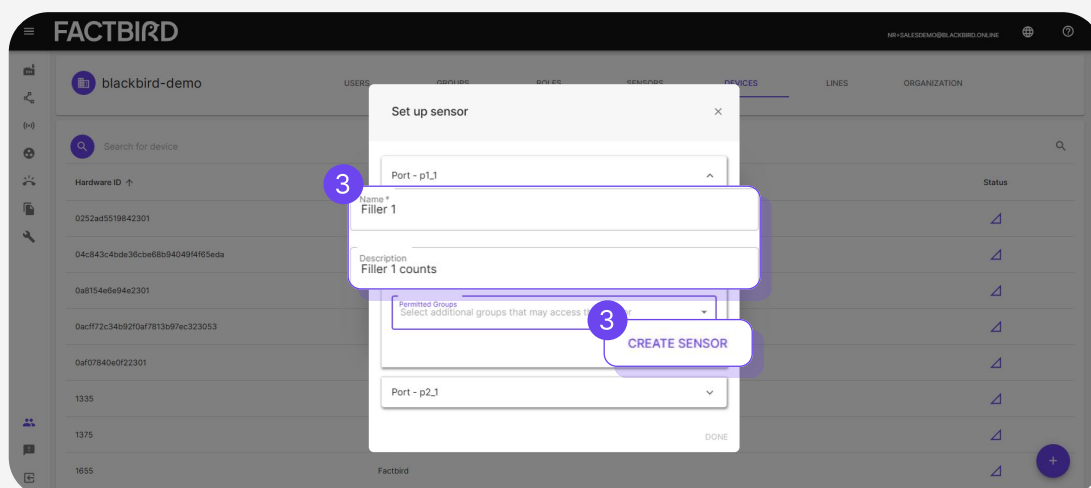
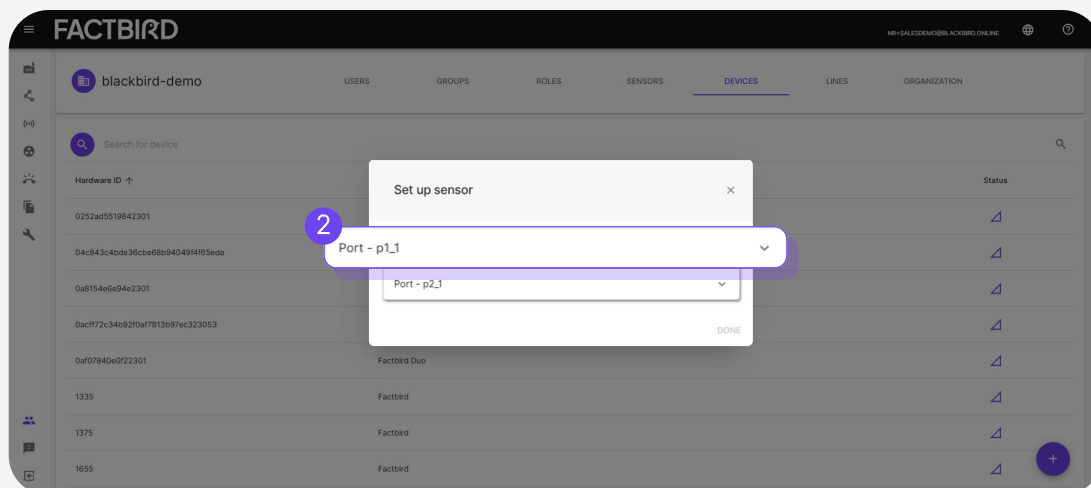
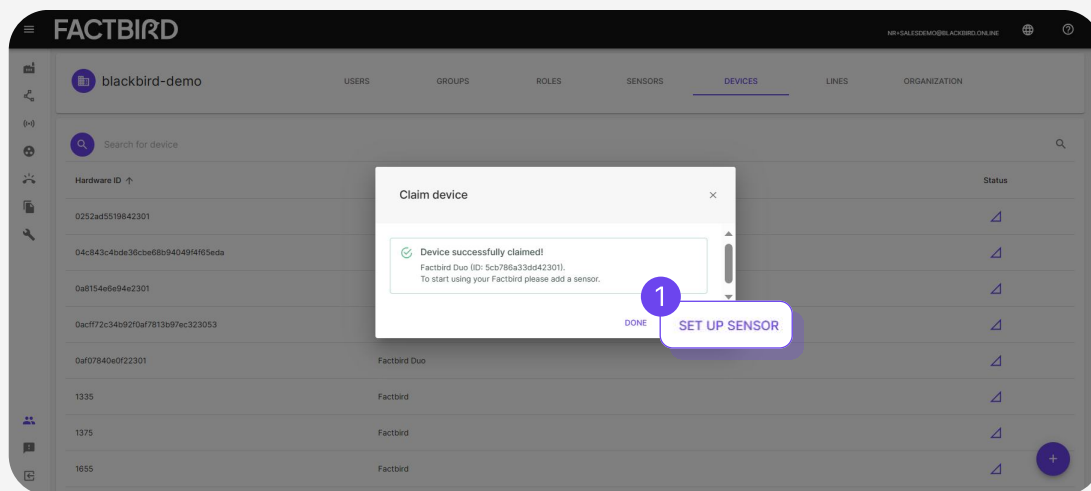
Adding sensors

2a

Add sensors

If you have just claimed a device, start from this pop up.

1. Click **"SET UP SENSOR"**.
2. Click Port.
3. Type in **"Name and Description"** and click **"CREATE SENSOR"**.



USER GUIDE

Administration - Claim Devices and Add Sensors

Adding sensors

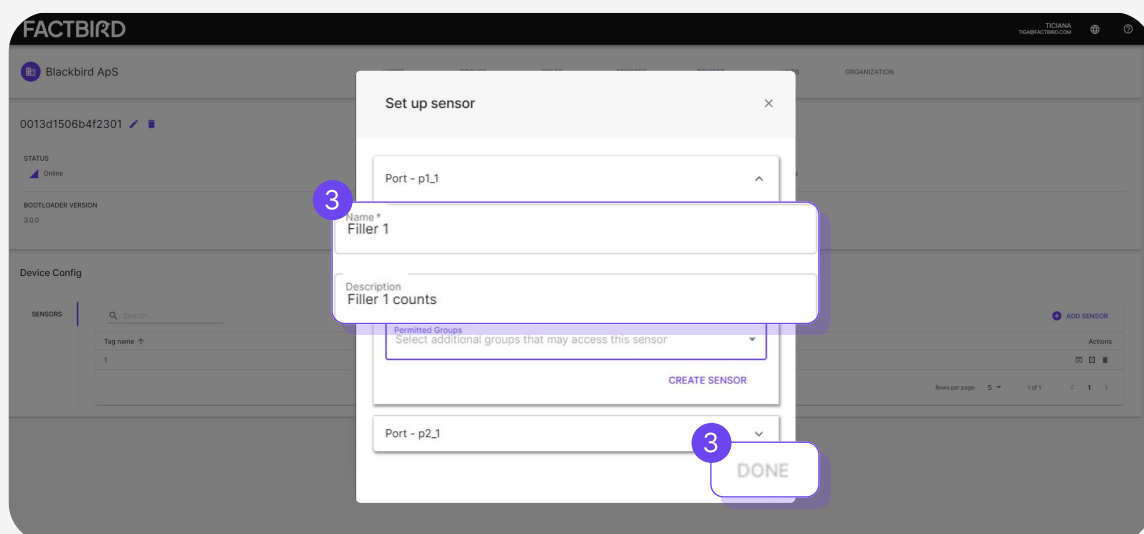
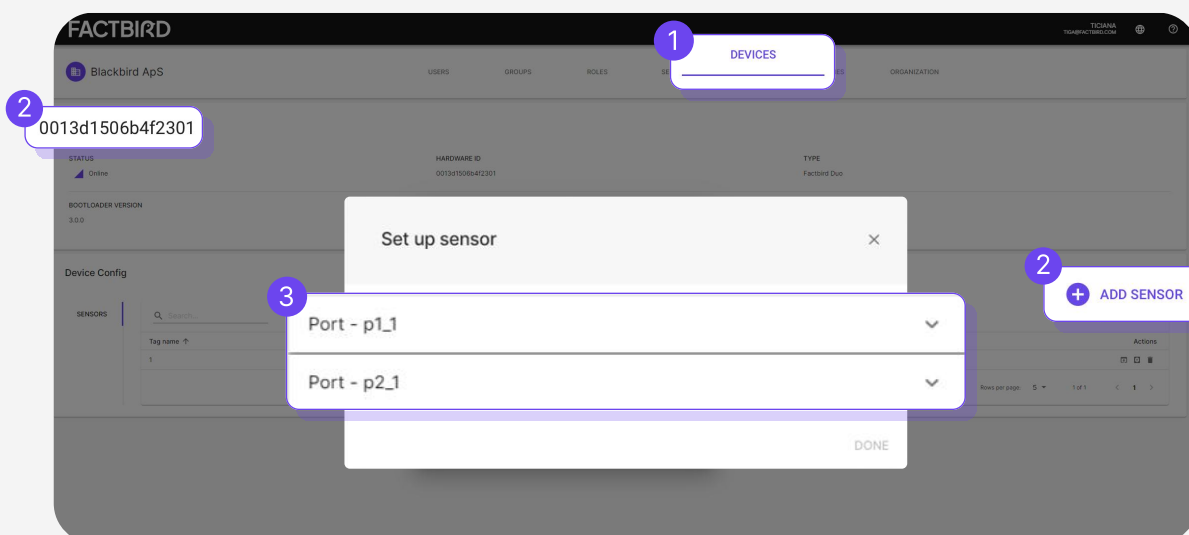
2_b

Add sensors

If you already have a device claimed:

1. Click **"DEVICES"** tab from Administration page.
2. Click on the device and then click on **"ADD SENSOR"**.
3. Click Port-1 or Port-2, type in the name and the description, click **"DONE"**.
4. It will be marked as **"Created"**.

You can view the sensor on **"SENSORS"** tab.



Getting the Factbird device online with Wi-Fi

1

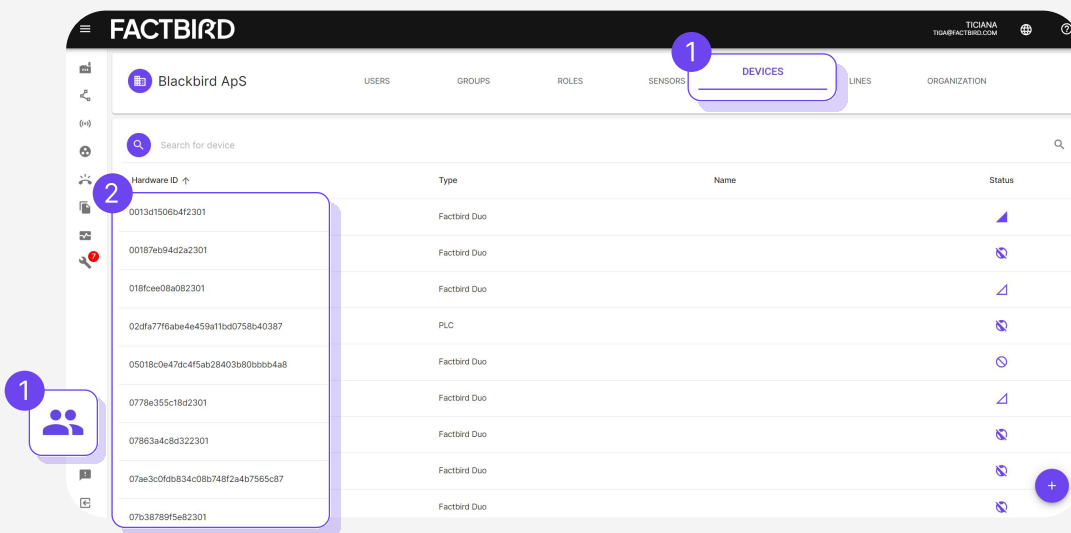
To set up Wi-Fi, make sure the Factbird device is first online via mobile network

- Ensure the Factbird device is connected to the mobile network by checking if the device's Status LED remains solid green. *Only after ensuring that the device is online, you can move on to the next step and set up Wi-Fi.*

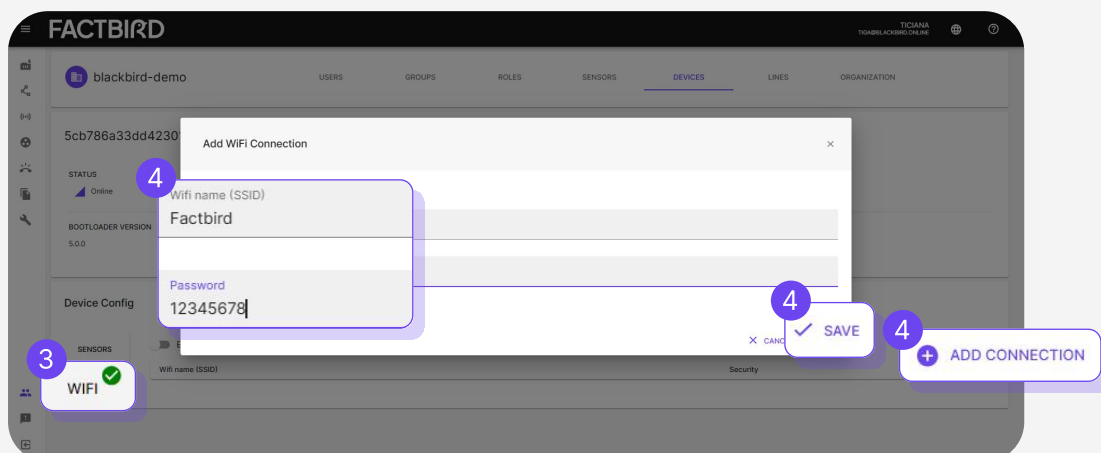
2

Wi-Fi setup

1. Navigate to **"Administration"**, then select **"DEVICES"** tab.
2. Click on the device you wish to connect.



3. In **"Device Config"**, go to the **"WIFI"** tab.
4. Click on **"ADD CONNECTION"**, input the WiFi name and password, then click **"SAVE"** and enable WiFi.
5. Confirm that the Factbird device's LED changes from steady green to steady blue once it's successfully online via Wi-Fi.



USER GUIDE

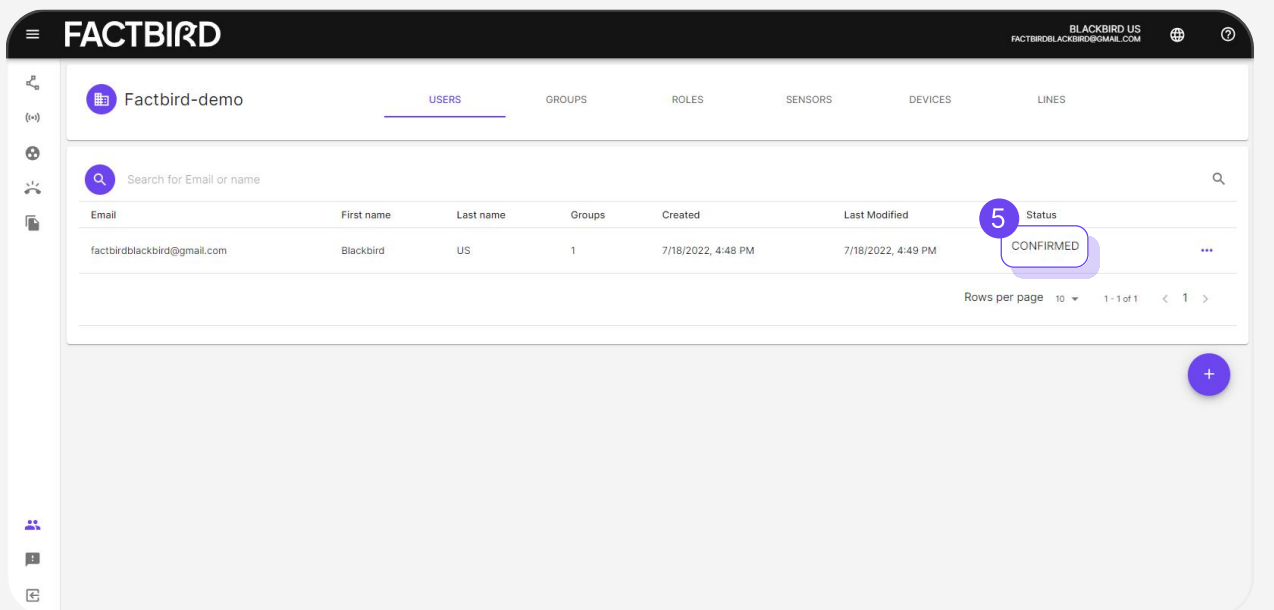
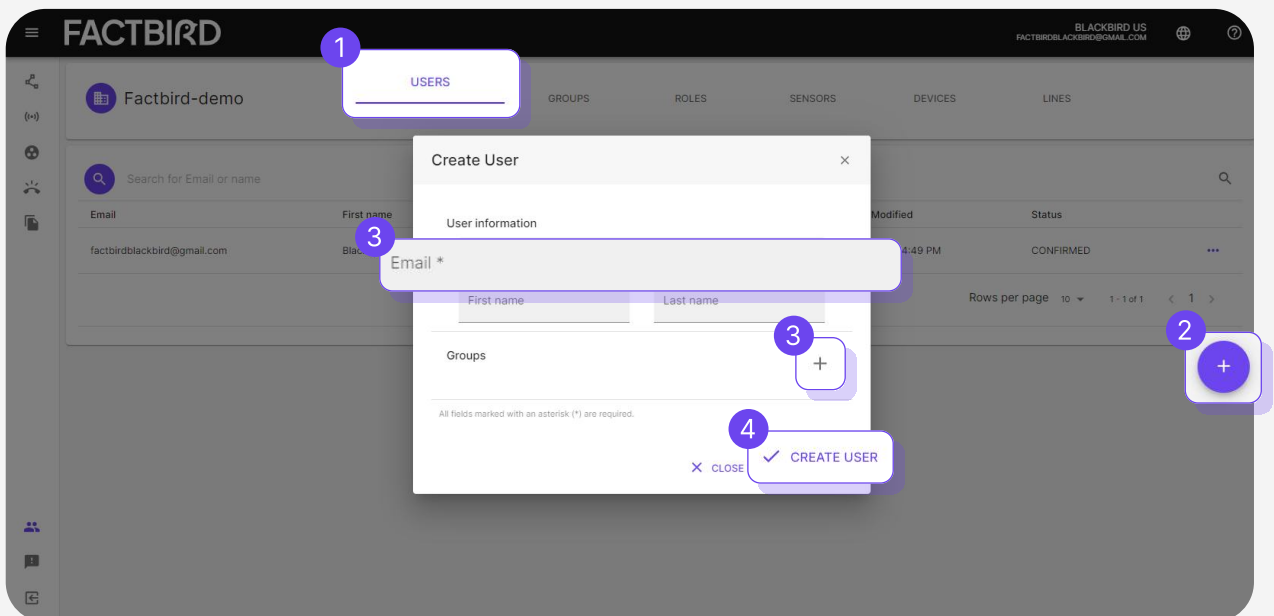
Administration - Create Users

Creating users

1

Create new users

1. Go to the **"USERS"** tab on **"Administration"** Page.
2. Click the **+** icon.
3. Fill out Email and choose **"Groups"** by clicking **+**. e.g. Choose SUPER.
4. Clicking **"CREATE USER"** sends the welcome email to the user.
5. Once the user activates the user account from the welcome email, it shows **"CONFIRMED"** on the USER tab.

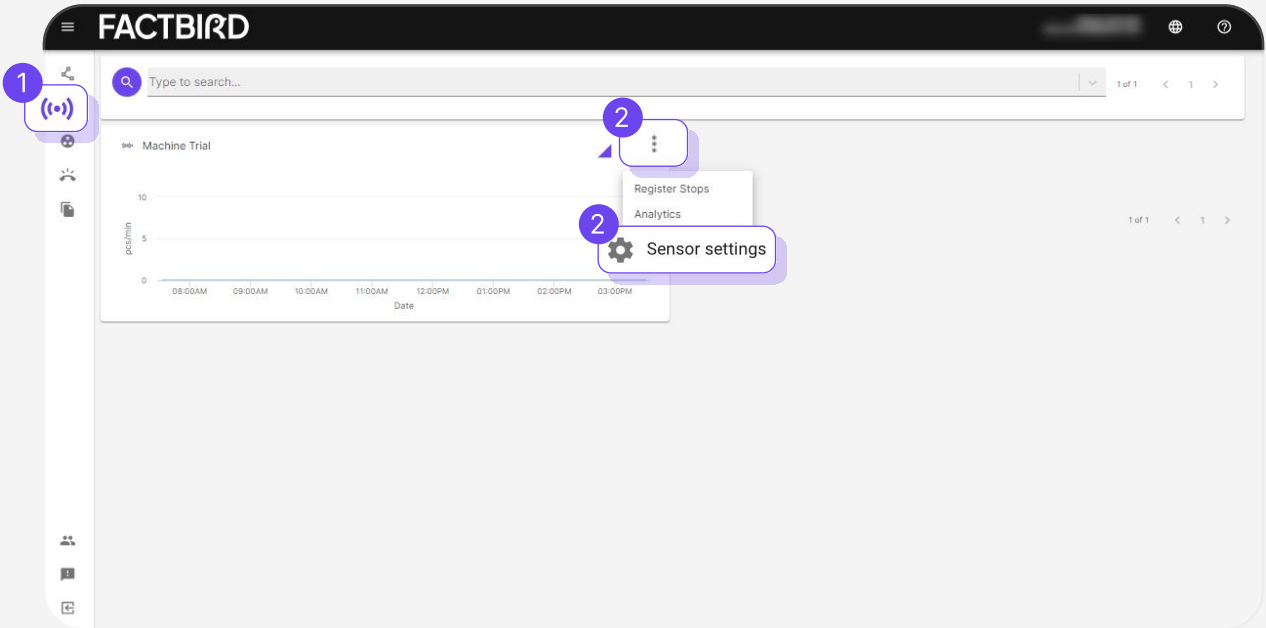


Sensor settings

1

Go to sensors settings

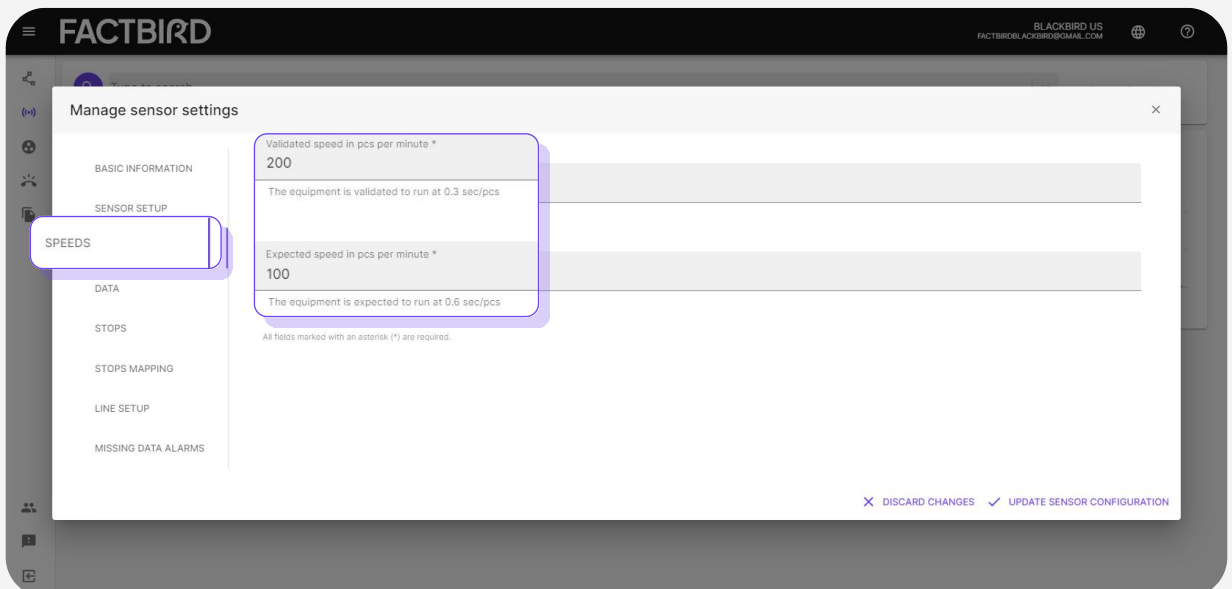
1. Click on **"Sensors"** from the menu on the left side of the view
2. Click on the three dots and select **"Sensor settings"**



2

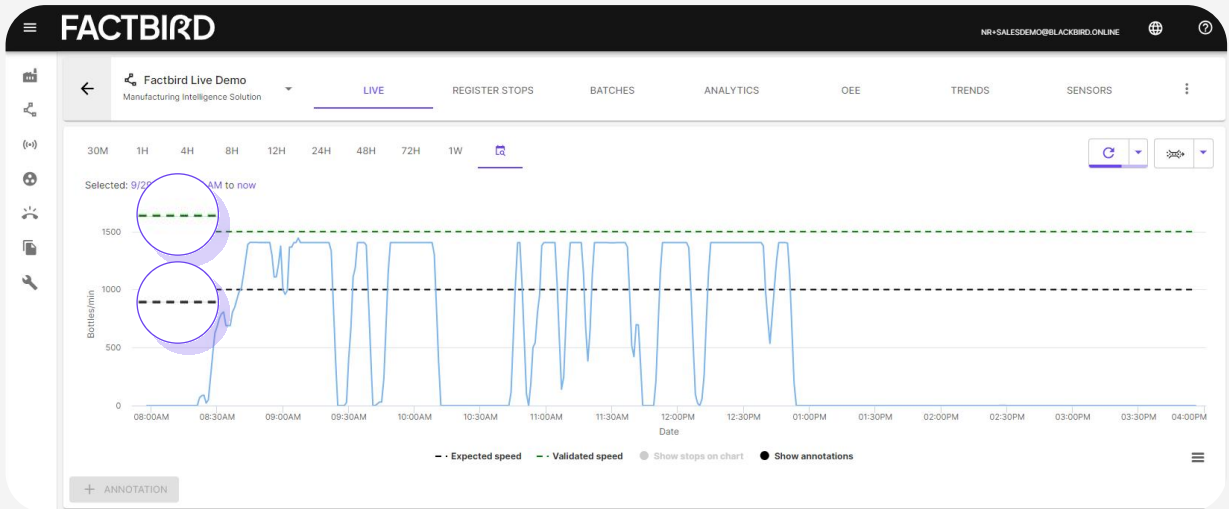
Set production speed

Now that you are in **"Sensors settings"**, go to the **"SPEEDS"** tab and set your Validated speed and Expected speed.



USER GUIDE

System Configuration - Sensor Settings

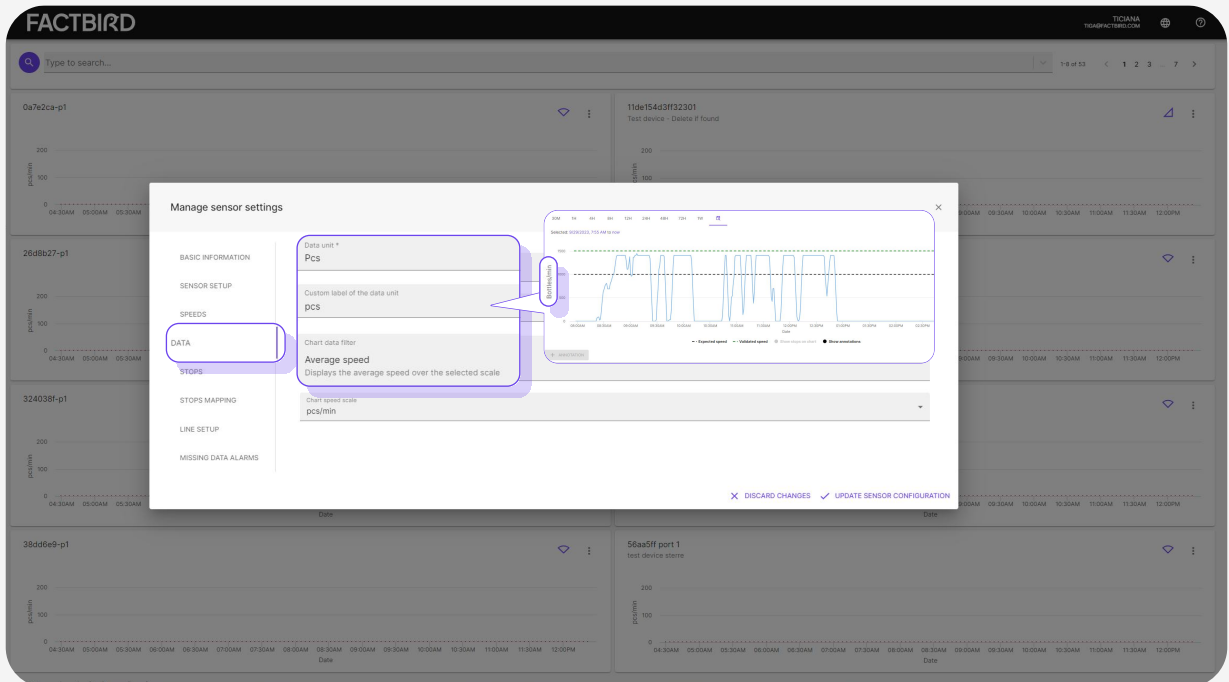


- Validated speed (green line):
Max production speed = Highest speed (used for calculating speed loss and OEE)
- Expected Speed (black line):
Expected production speed while running (used to calculate target)

3

Set up custom label for live graph and choose visualization options

Go to **“DATA”** tab to customize visualization.

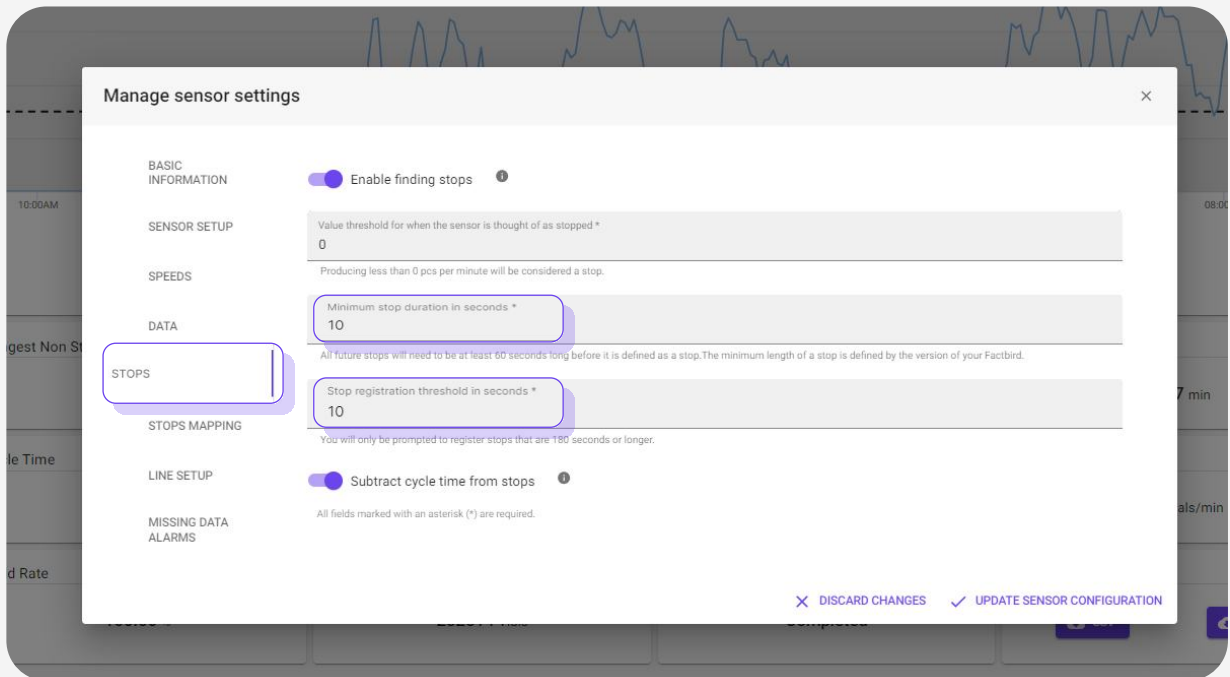


- Data unit: Counter is Pcs
- Custom label of the data label unit: e.g. Pcs, bottle, pack, foot
- Chart data filter: How you want to visualize data on the graph. “Average speed” is recommended for counter sensors.

4

Set up stop cause registration setting

Go to “STOPS” tab, turn on “Enable finding stops” and type in key parameters.



Key parameters:

- **Minimum stop duration in seconds:**

The sensor will start logging a stop if a count is not detected for more than the value in “Minimum stop duration in seconds”.

- **Stop registration threshold in seconds:**

The user will be prompted to register stop causes if stops are more than the value in “Stop registration threshold in seconds”. Any stop shorter than this threshold will be automatically registered as “Micro-stop”

- **Example:**

If a sensor does not detect a count for more than 60 seconds (60 in “Minimum stop duration in seconds”), the system will start logging a stop. If stop continues for more than 600 seconds (600 seconds in “Stop registration threshold in seconds”), the system will prompt the user to register a stop cause.

Subtract cycle time from stops toggle:

Cycle time subtraction works by subtracting the cycle time before determining whether there is a stop in Factbird. The cycle time is derived from the “Validated speed” of the sensor, batch, or product. Examples are:

- In the case of long cycle time production (e.g., 15 minutes for one product, 30 minutes for another), using this function with the batch function enables you to detect stops by product.
- In the case of a fast production line (short cycle time), using this function enables you to calculate downtime more precisely. For example, instead of logging a stop for 10 seconds, you subtract a cycle time of 6 seconds and log the stop for 4 seconds.

USER GUIDE

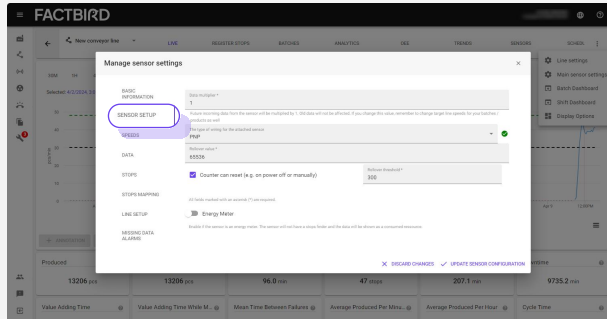
System Configuration - Sensor Settings

5

Confirm the sensor setup

Go to **"SENSOR SETUP"** tab, confirm the setup.

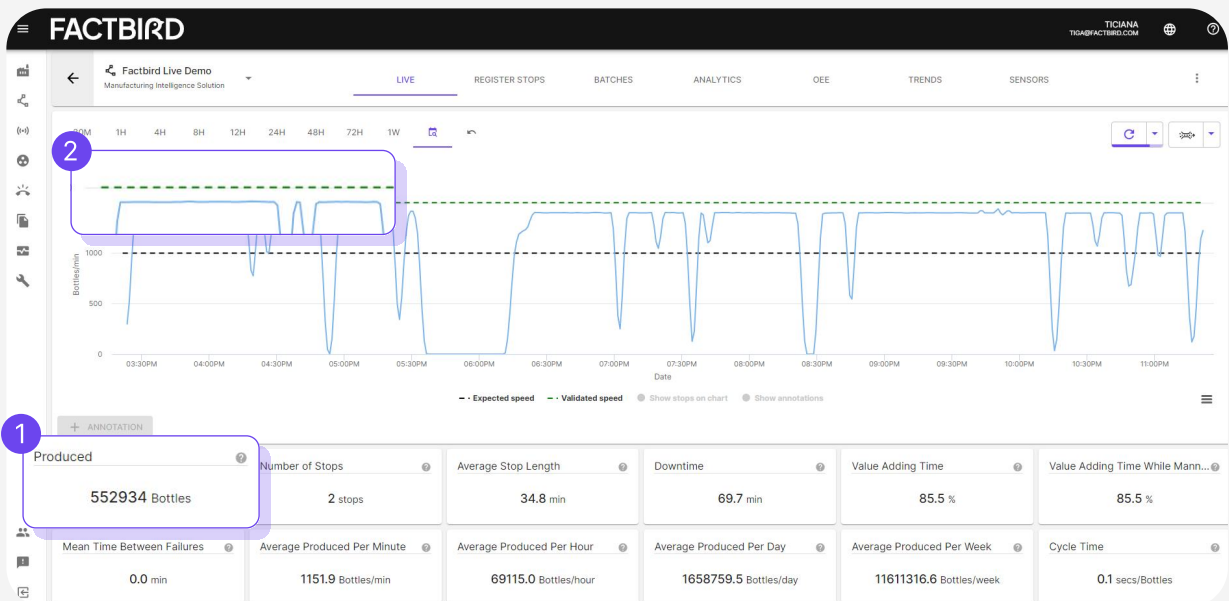
- **"Data multiplier"**: The number in this field is used to multiply the sensor value.
- **"The type of wiring for the attached sensor"**: Choose the type of the sensor connected.
- **"Rollover value" "Rollover threshold"**: Please leave the default values for the Rollover value and Rollover threshold unless adjustments are required for custom hardware or a specific use case. The Rollover value is set to 65536 for the Factbird Duo, as it utilizes 16 bits for counting. The Rollover threshold is used by the system to discern instances of hardware power cycling or rollovers.
- The **"Counter can reset"** checkbox should be always selected for Factbird Duo.



6

Validate the data

1. Confirm **"Produced"** amount in KPI. This shows the number of items produced.
2. Confirm output is lower than the green line **"Validated speed"**.



- Green line = Validated speed
- Black line = Expected speed

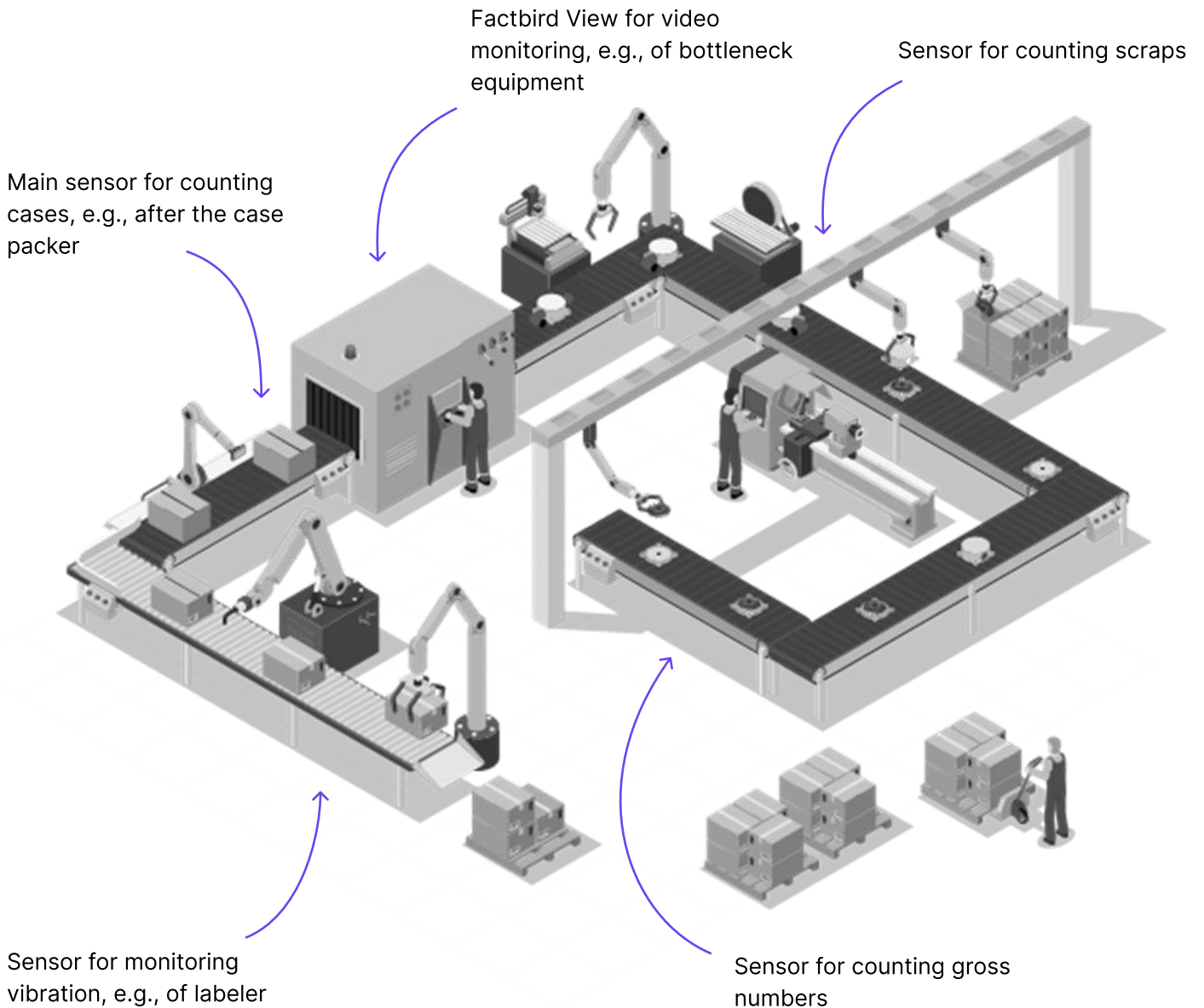
USER GUIDE

System Configuration - Create Lines

Understanding lines and sensors

What is considered a 'Line' in Factbird?

- A 'Line' in the Factbird system consists of one or more sensors.
- One line has one OEE and one batch, no matter of how many sensors it consists of.
- Every line has one main sensor for bottleneck and one other sensor to supplement the main sensor's data analysis.
- Line is normally a combination of equipment where the product flows without physically leaving the line.

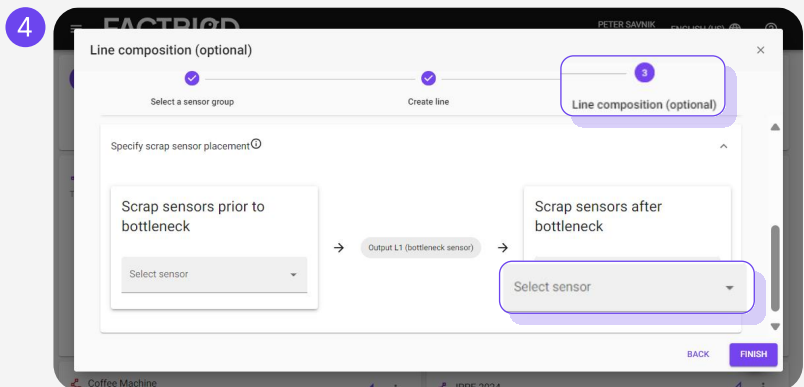
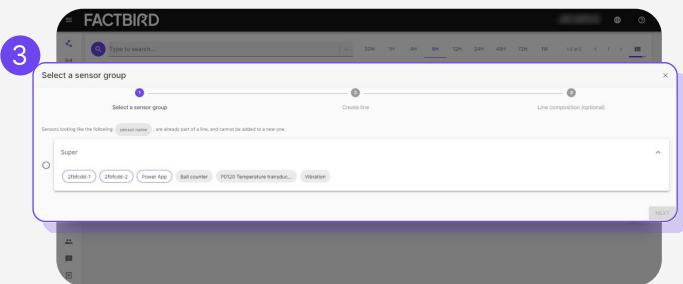
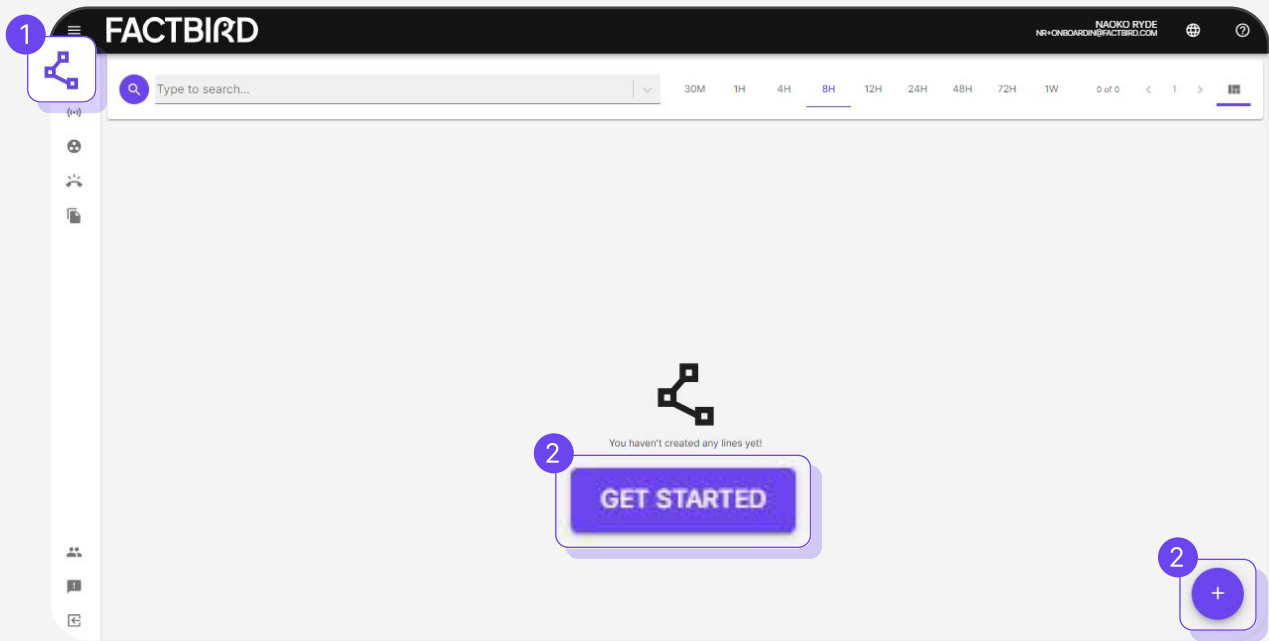


Creating lines

1

Create lines

1. Click on **"Lines"** from the menu on the left side of the view.
2. Click on **"GET STARTED"** or **"+"**.
3. Follow the steps to create a line.
4. If you have multiple sensors, one of which is a scrap counter, you can select the sensor as a scrap sensor in the **"Line Composition (optional)"** step.



USER GUIDE

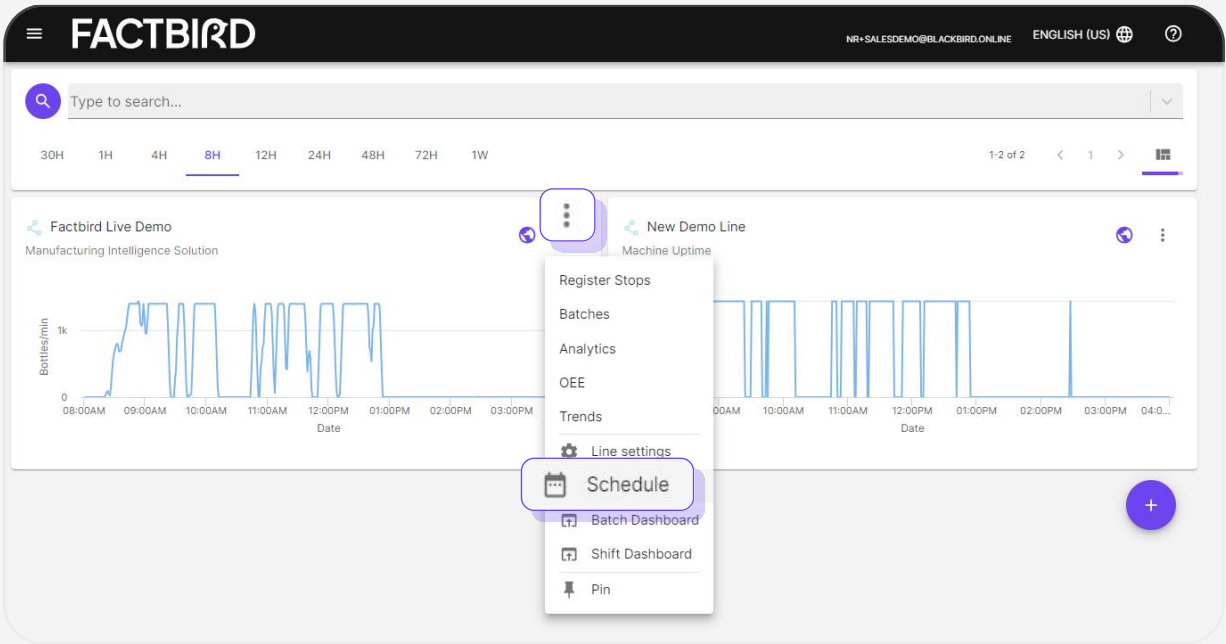
System Configuration - Set up Shift Schedules and Shift Dashboard

Setting up shift schedule

1

Set up shift schedules

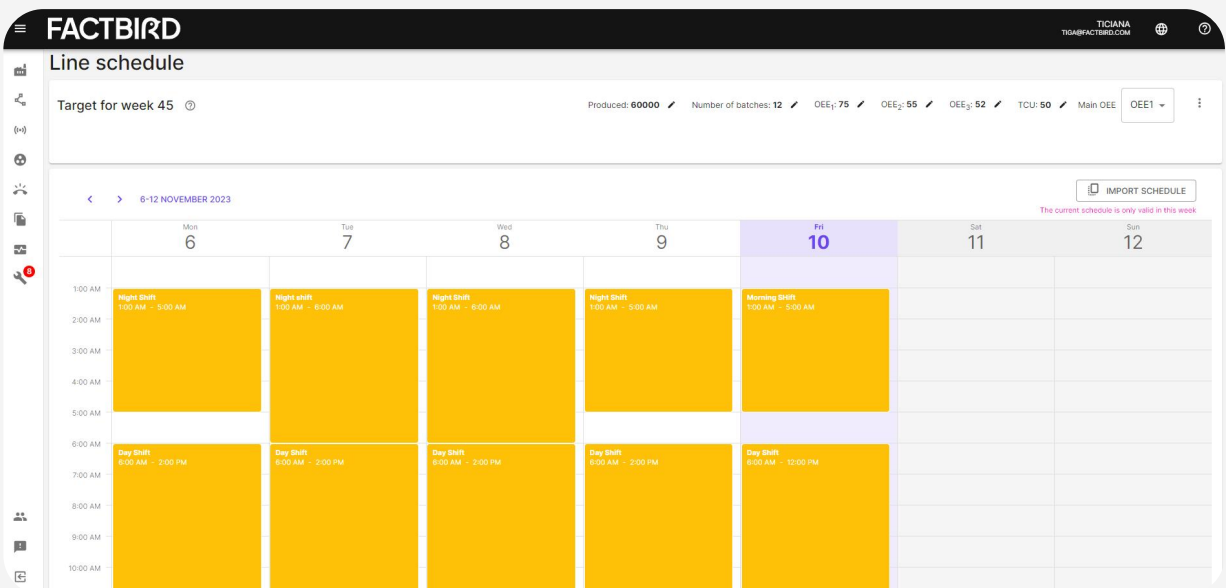
Click on the three dots of a line and select **"Schedule"**.



2

Create shifts

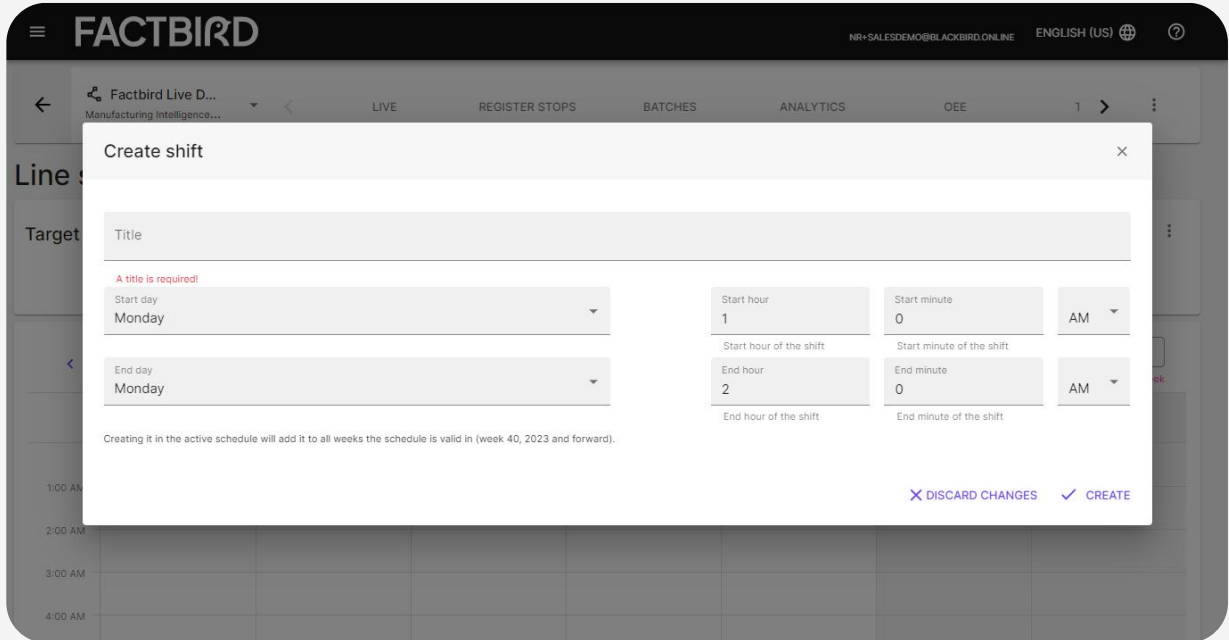
Click anywhere on the calendar to create a daily shift for that week; this will recur every week.



USER GUIDE

System Configuration - Set up Shift Schedules and Shift Dashboard

Fill in the information to create the shift and click on **“CREATE”**.

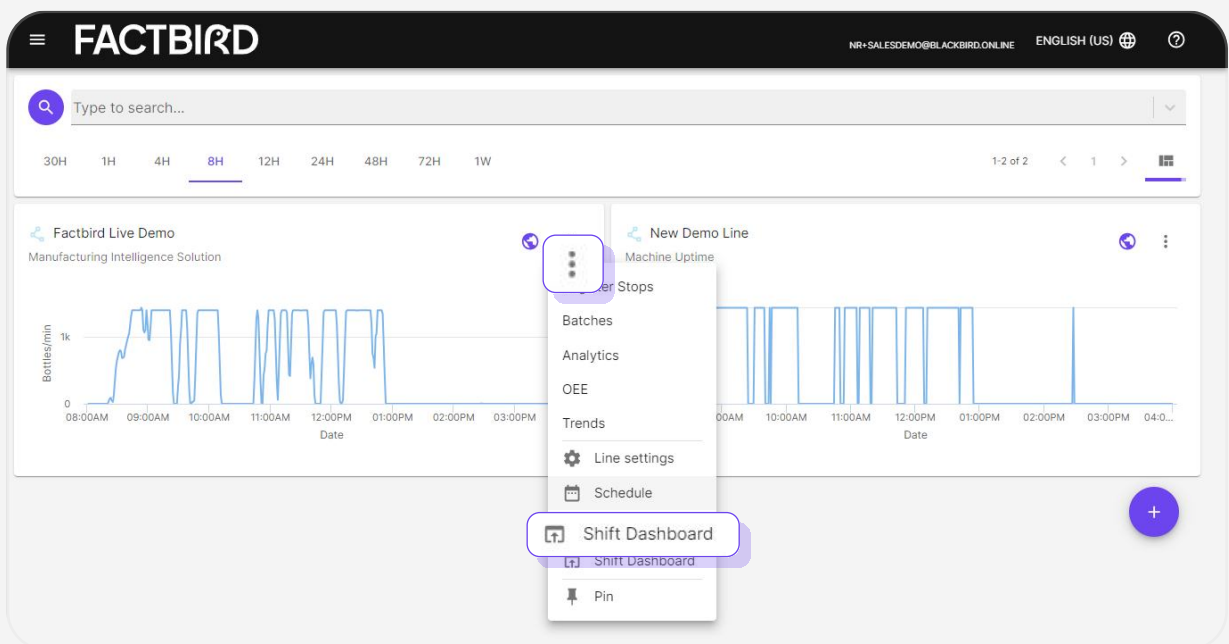


Visualizing real time shift progress

3

Visualize real time shift progress against shift target

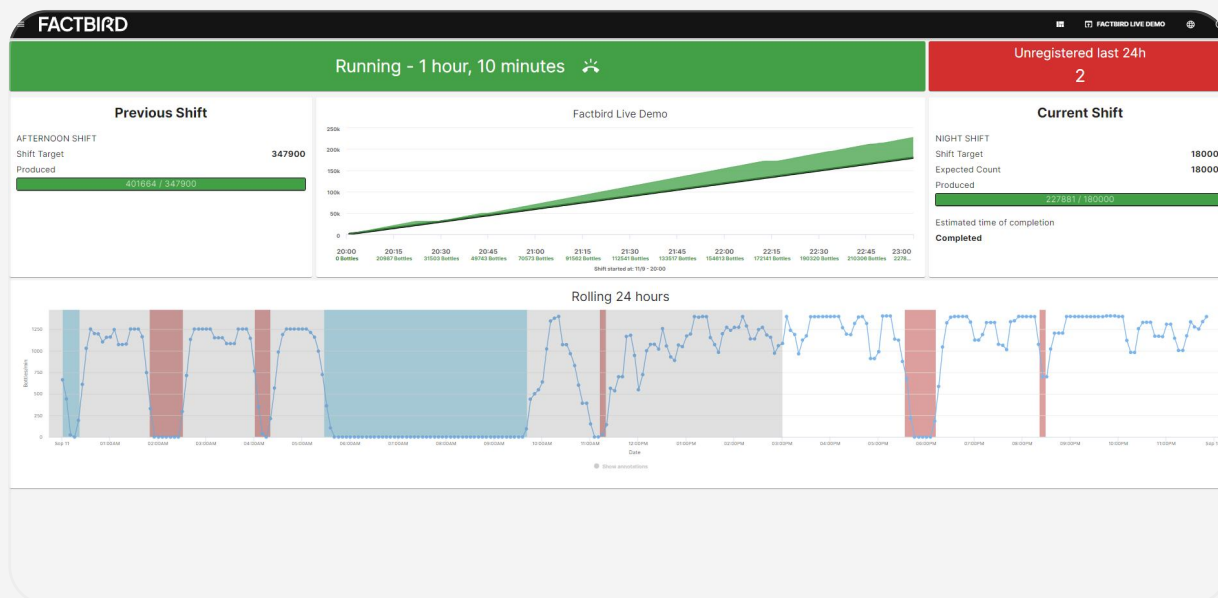
Click on the three dots on the line and select **“Shift Dashboard”**.



USER GUIDE

System Configuration - Set up Shift Schedules and Shift Dashboard

The shift target and progress will be automatically calculated and visualized.



Display Dashboard on a flat screen



USER GUIDE

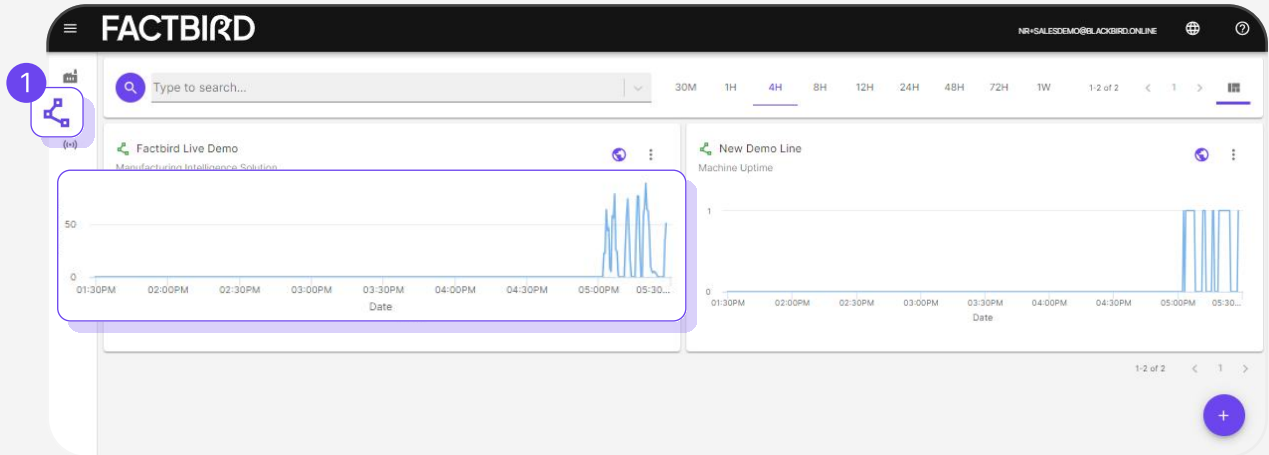
How to use - Live Flow Monitoring

Monitoring live data

1

Live page

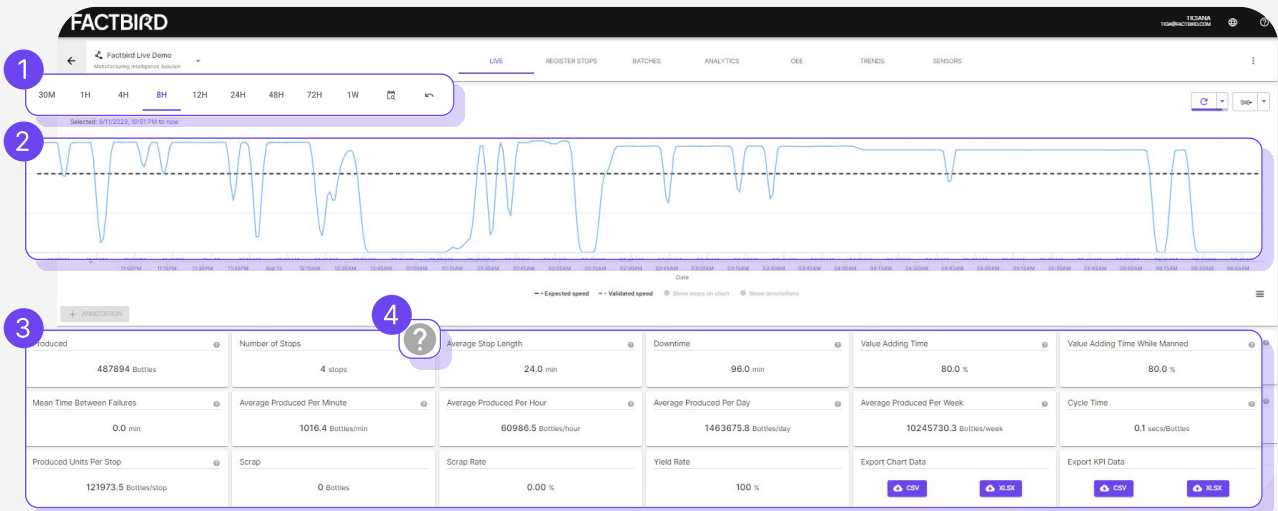
1. Click on **"Lines"** from the menu.
2. Choose the desired line.



2

Monitor live flow and KPIs

1. Choose a time range, such as "Last 24 hours", "1 week", or "Morning Shift" (click the calendar icon for more presets).
2. Zoom in on the live graph by dragging and dropping.
3. View various KPIs below the live graph. KPIs are dynamic and automatically calculated based on the selected time range.
4. Hover over the "?" mark on each KPI for more information.



- Real time production output: X axis - time, Y axis - volume

USER GUIDE

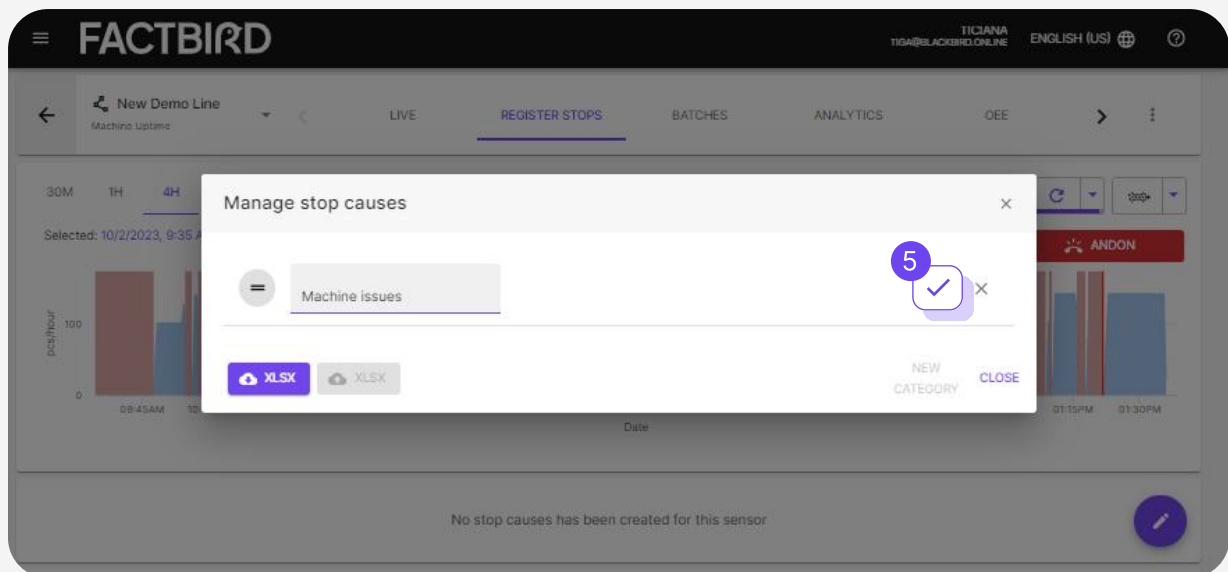
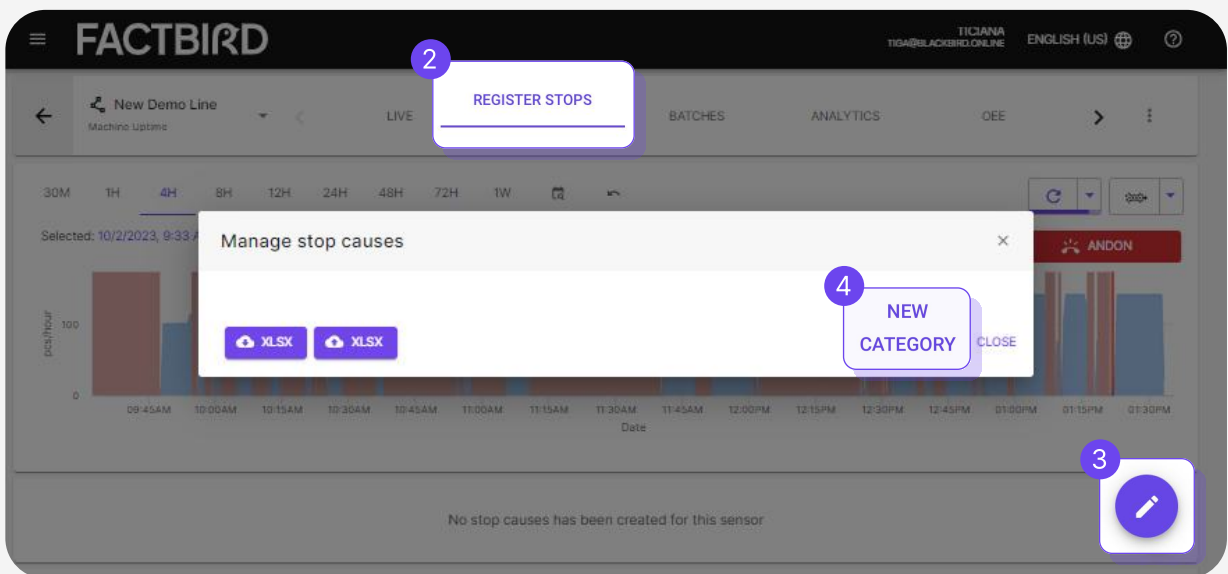
How to use - Stop Cause Registration

Creating stop causes

1

Create stop categories

1. Select the line you want to configure.
2. Go to **"REGISTER STOPS"** page.
3. Click the purple pen icon.
4. Click **"NEW CATEGORY"** and create a category. e.g. Machine issues
5. Check ✓ icon to save



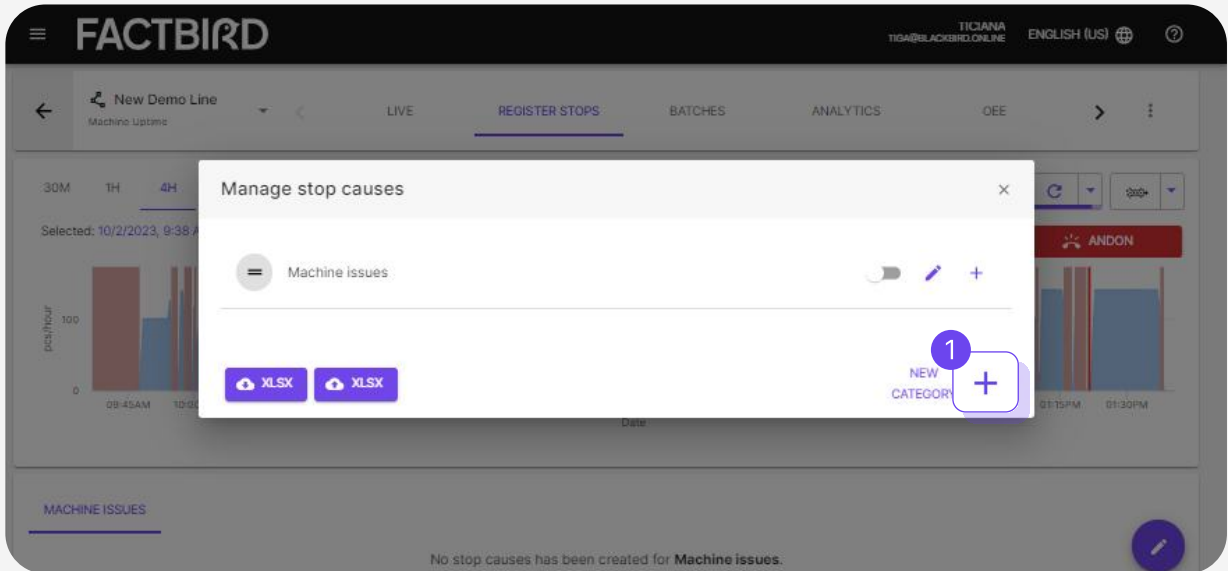
USER GUIDE

How to use - Stop Cause Registration

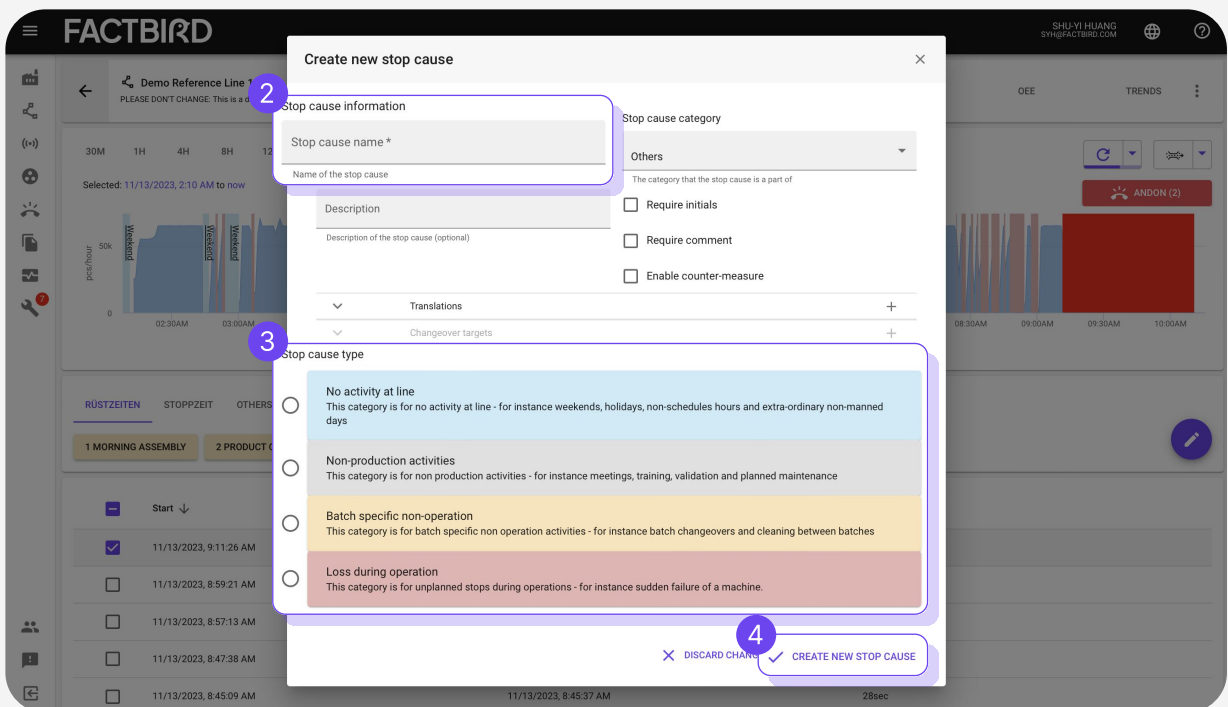
2

Create downtime reasons

1. Click the + icon in the category to create a downtime reason.



2. Type in the stop cause name
3. Select the correct type from **"Stop cause type"** e.g. Loss during operation
4. Click **"CREATE NEW STOP CAUSE"**



Mass importing is available for users who already have a list of downtime categories/causes.

USER GUIDE

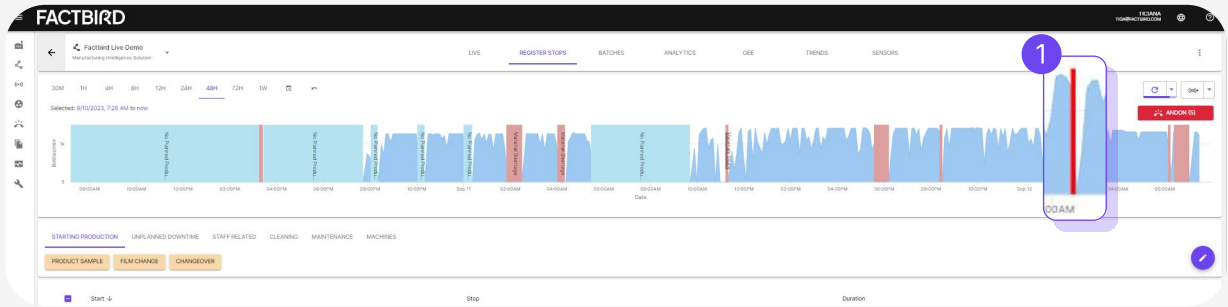
How to use - Stop Cause Registration

Registering causes on detected stops

1

Select unregistered downtime (indicated by a red bar with no text)

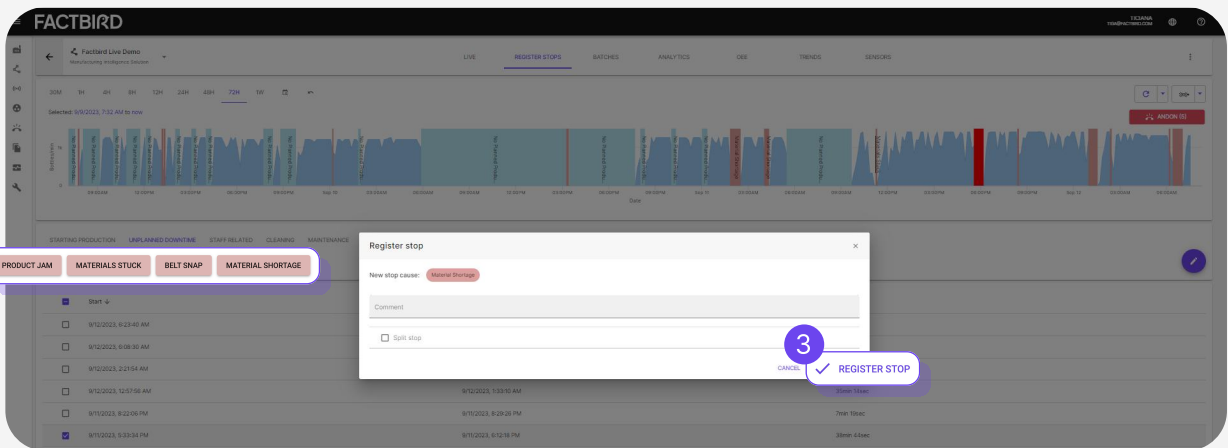
1. Select downtime by clicking the red bar.



2

Select a downtime reason and complete registration

1. Navigate the categories just below the graph, then choose the correct downtime reason
2. Click **"REGISTER STOP"**

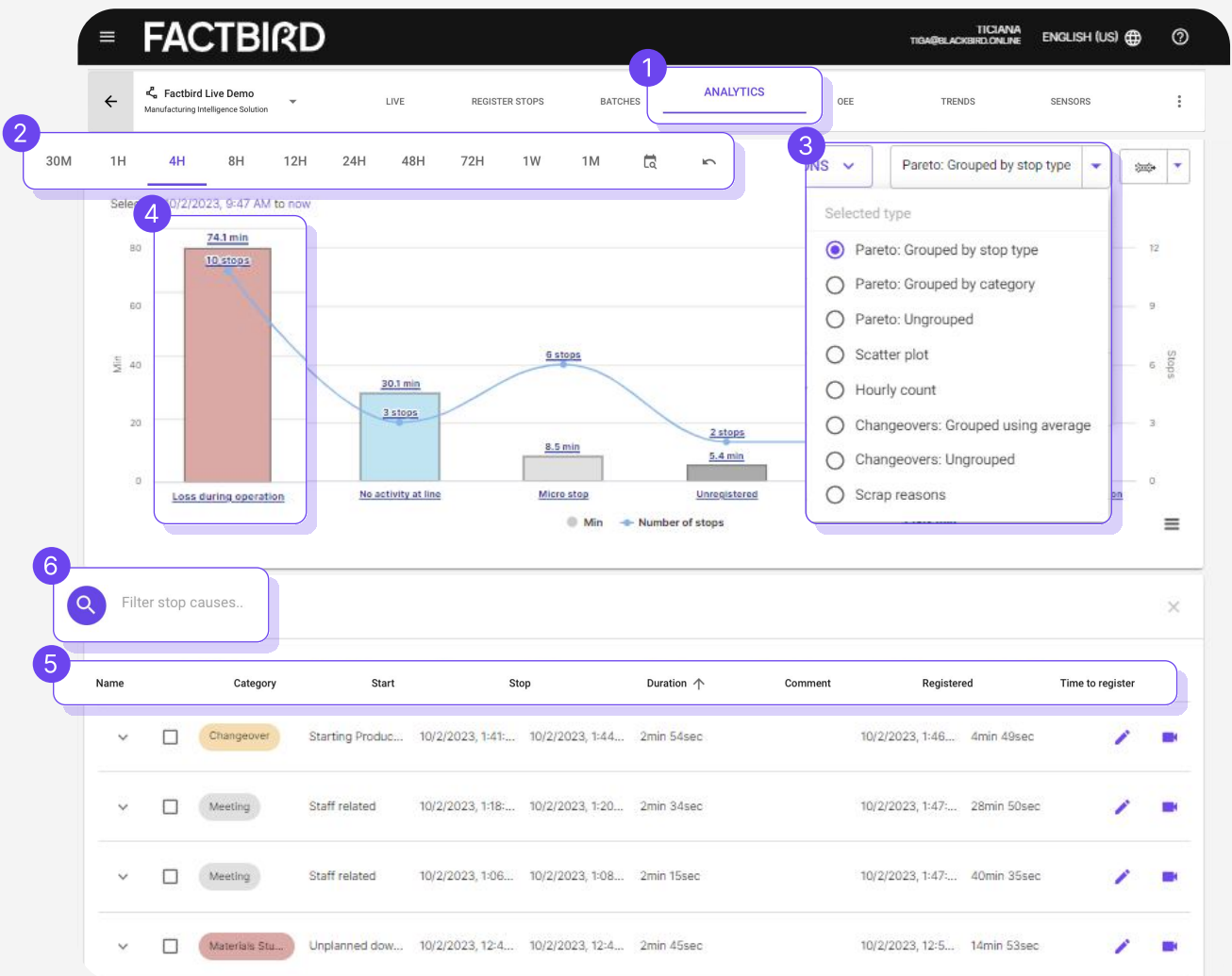


Downtime analytics

1

Downtime analytics

1. Navigate to your desired line then click the **"ANALYTICS"** tab.
2. Select a time range e.g. last 24 hours, morning shift etc..
3. Select a chart type.
4. Click on a bar to see the breakdown.
5. Click a column to sort the list of stops. e.g. Duration to see the longest stops.
6. Filter stops as required.



Hourly count chart: Shows analytics and issues for each hour

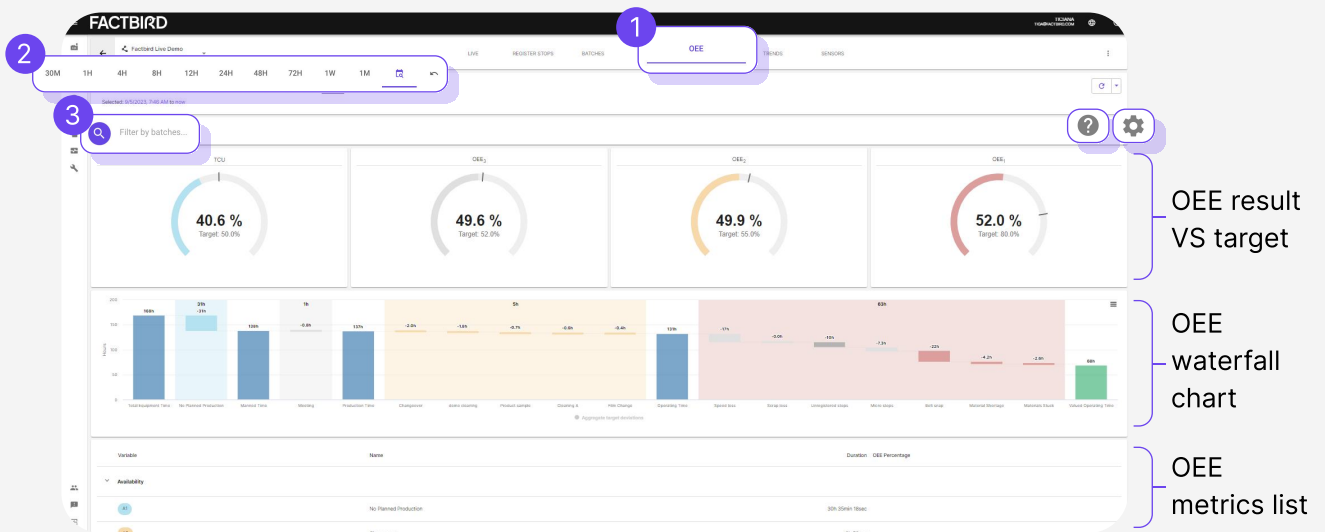
Scatter plot: Shows how frequently issues are progressing



Scrap reasons: Shows a distribution chart of scrap reasons

OEE analytics

2 Overall Equipment Efficiency (OEE) analytics

1. Navigate to your desired line then click the “OEE” tab
2. Select a time range e.g. last 24 hours, morning shift etc..
3. Filtering by product in the search field provides SKU specific OEE.



- The gear icon  allows to type in OEE targets on OEE meters.
- The “?”  shows how various OEE metrics are calculated in the Factbird system.
- Scrap is calculated automatically as quality loss. Scrap sensor can be set up on “**Line Settings**”.

[For more information on calculating OEE, please visit our website.](#)

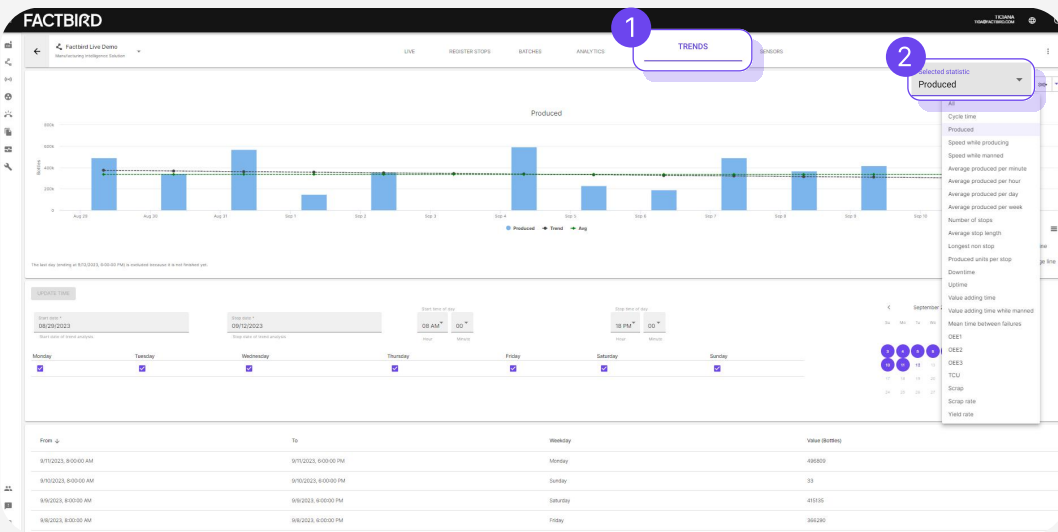
[OEE complete guide is available here.](#)

KPI trend analytics

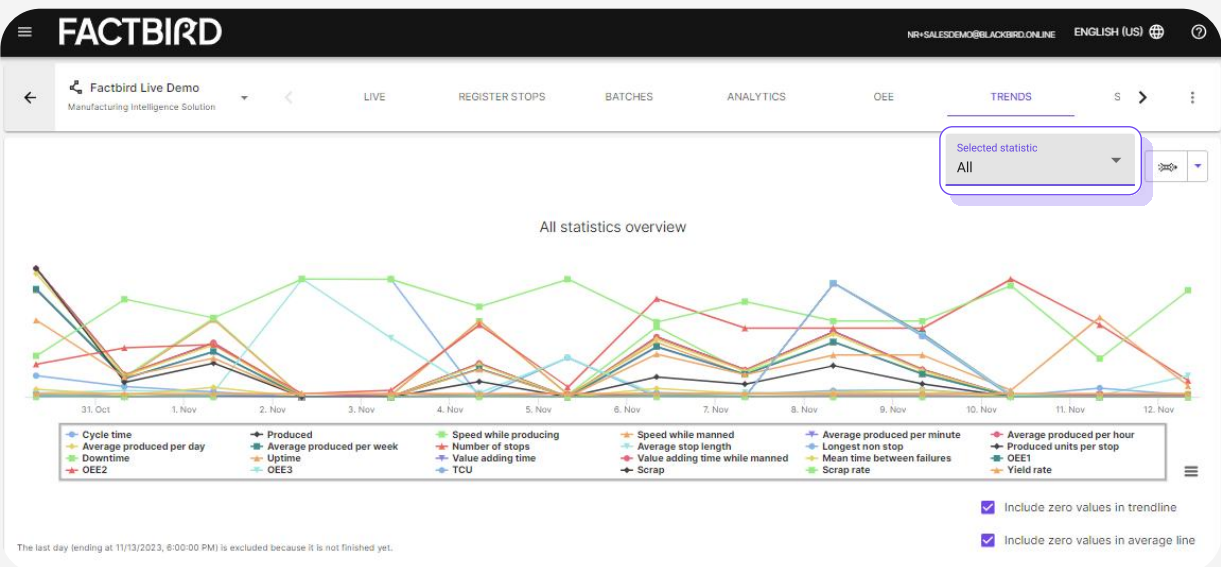
3

Trend of Key Performance Indicators (KPIs)

1. Navigate to your desired line then click the **"TRENDS"** tab or any KPI on **"LIVE"** page.
2. Choose a KPI you want to see over time by clicking on **"selected statistic"** e.g. OEE, produced, downtime.



Choosing **"All"** allows analysing correlation between KPIs.



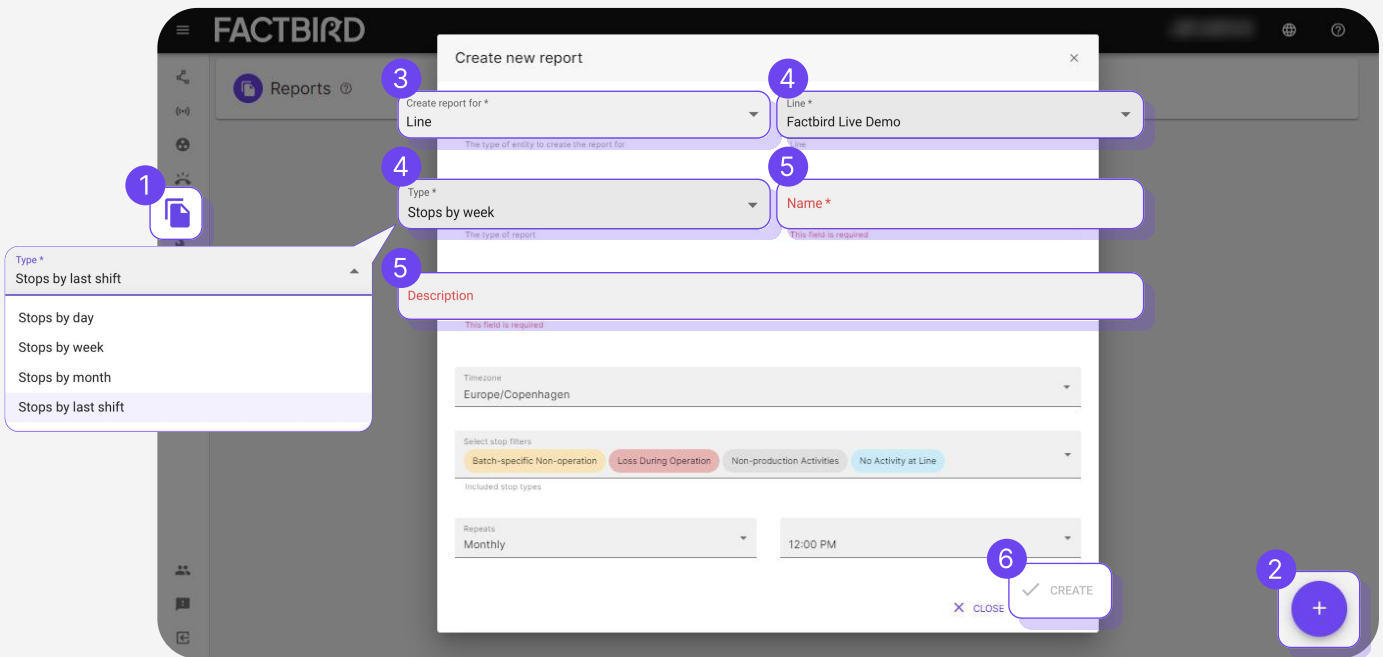
Scheduled reports

4

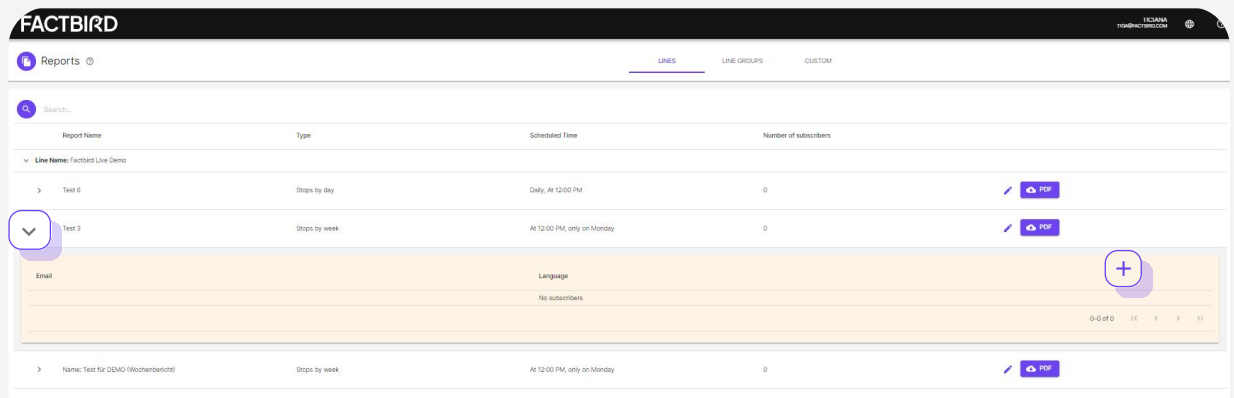
Scheduled reports

Built-in scheduled report capability schedules PDF performance report to selected emails at desired times.

1. Select **"Scheduled reports"** from the menu
2. Click **"+"** to add report
3. Select **"Line"** in the **"Create report for"** dropdown
4. Select desired line & report type.
e.g. Selecting **"Stops by last shift"** generates a shift report sent out every time a shift ends.
5. Input report name and description
6. Click **"CREATE"**



7. After creating the report click the arrow corresponding to the report to add subscribers (email that will receive the report)



USER GUIDE

How to use - Batch Set up and Management

Creating products

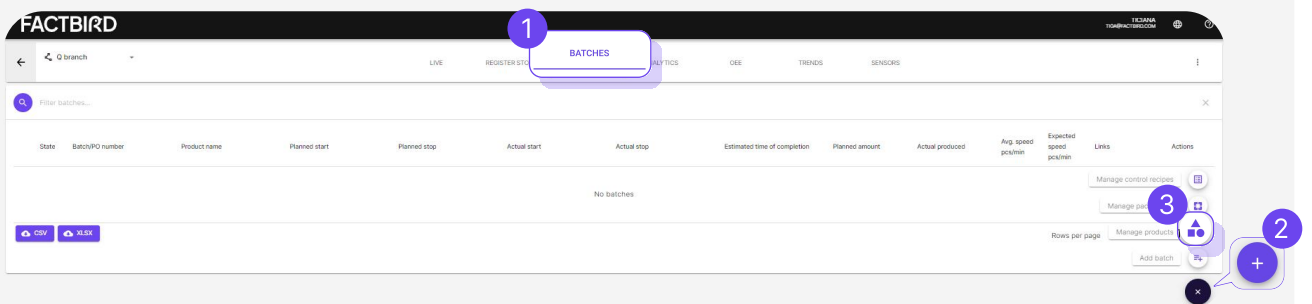
What is a batch?

PO or a work order of a product with planned production amount.

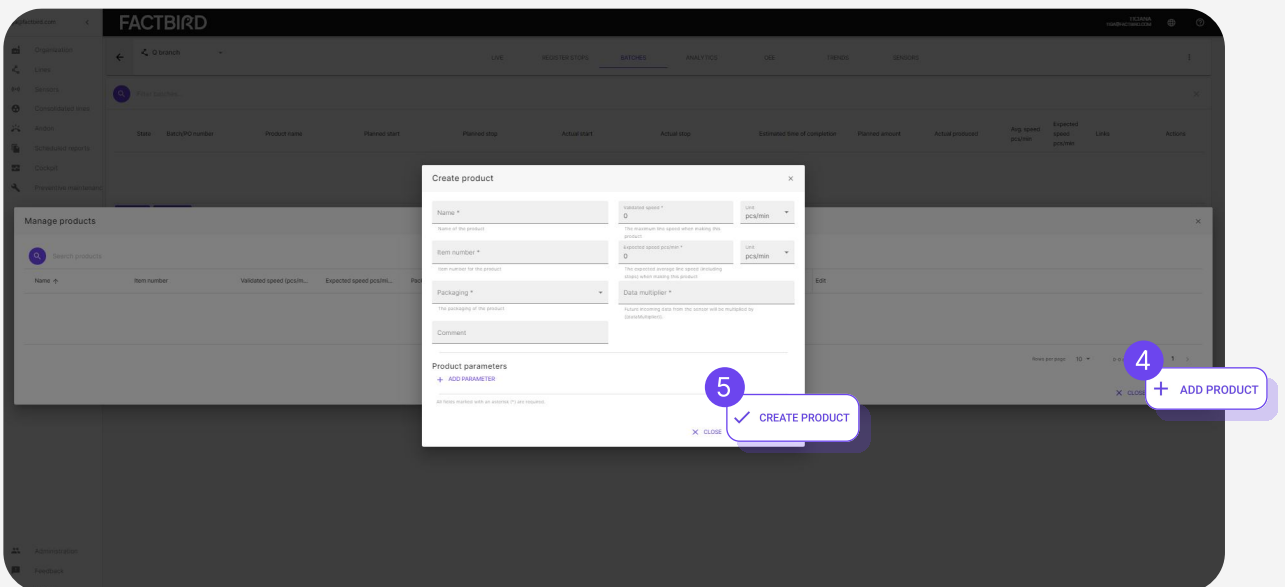
1

Create products

1. Navigate to your desired line then click the **"BATCHES"** tab
2. Click **"+"** to:
 - **"Manage packagings"**: Unit of products such as pcs, bottles, can, boxes. Pcs is default.
3. Click **"Manage products"**



4. Click **"ADD PRODUCT"** and fill in the required fields
5. Click **"CREATE PRODUCT"**

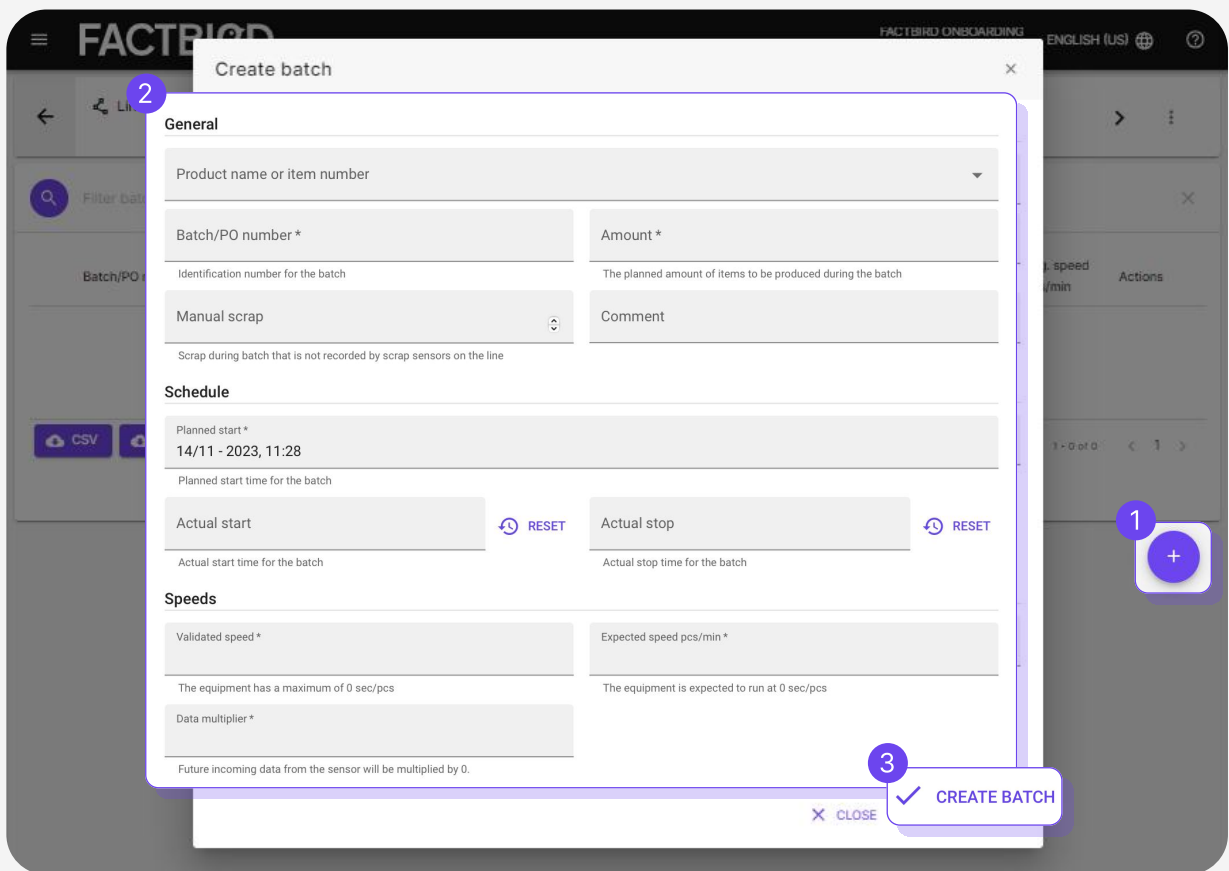


Creating batches

2

Create batches

1. Click the “+” icon and click on “Add batch”
2. Select the product from the dropdown menu and fill in the required fields
3. Once done, click on “CREATE BATCH”



Created batches can be viewed on the list of batches.

USER GUIDE

How to use - Batch Set up and Management

Starting and stopping batches

3

Run a batch

1. Click the play icon to start a batch
 2. Click **"CONFIRM"** on the pop-up window.
- The batch turns green = currently running batch

State	Batch/PO number	Product name	Planned start	Planned stop	Actual start	Actual stop	Estimated time of completion	Planned amount	Actual produced	Avg. speed pcs/min	Expected speed pcs/min	Links	Actions
Pending	123456	BB Beer	9/11/2023, 2:05:30 PM	9/11/2023, 3:45:30 PM				100000			1000		
Done	123451234	Factbirds	9/11/2023, 6:00:00 AM	9/11/2023, 4:25:00 PM	9/10/2023, 7:00:00 PM	9/11/2023, 3:00:29 PM		500000	838250	688.25	800		
Done	648	BB Cider	9/4/2023, 1:45:30 PM	9/4/2023, 9:20:02 PM	9/7/2023, 9:08:00 AM	9/8/2023, 9:45:59 AM		500000	1203440	814.24	1100		
Done	989896	BB Soda	9/4/2023, 8:05:00 AM	9/9/2023, 7:09:51 PM	9/4/2023, 5:45:30 AM	9/7/2023, 9:07:59 AM		7864860	2439993	539.52	1000		
Done	1524	BB Beer	8/31/2023, 2:15:00 PM	8/31/2023, 4:46:54 PM	8/17/2023, 2:15:30 PM	8/21/2023, 12:30:29 PM		95416	3659706	64716	1000		
Done	23456789	BB Wine	8/25/2023, 5:32:00 PM	8/27/2023, 8:39:30 AM	8/15/2023, 12:53:00 PM	8/15/2023, 4:44:59 PM		3456877	3864438	639.12	1000		
Done	34455551	BB Wine	8/15/2023, 12:53:00 PM	8/16/2023, 7:26:13 AM	8/15/2023, 12:53:00 PM	8/15/2023, 4:44:59 PM		5439222	2781	12.01	1000		
Done	34455551	BB Wine	8/15/2023, 12:53:00 PM	8/16/2023, 7:26:13 AM	8/15/2023, 12:53:00 PM	8/15/2023, 4:44:59 PM		5439222	2781	12.01	1000		
Done	1235	BB Soda	8/17/2023, 7:15:30 PM	8/17/2023, 9:13:30 PM	8/17/2023, 3:45:30 AM	8/17/2023, 2:15:29 PM		450000	278534	438.94	600		
Done	1232	BB Bread Roll	8/10/2023, 3:11:30 PM	8/10/2023, 4:46:54 PM	8/17/2023, 2:15:30 PM	8/21/2023, 12:30:29 PM		95416	3659706	64716	1000		
Done	1231	Factbirds	8/17/2023, 8:43:30 AM	8/17/2023, 9:13:30 PM	8/17/2023, 3:45:30 AM	8/17/2023, 2:15:29 PM		450000	278534	438.94	600		
Done	1230	BB Bread Roll	8/10/2023, 3:11:30 PM	8/22/2023, 6:43:14 AM	8/15/2023, 4:45:00 PM	8/17/2023, 3:35:29 AM		931740	1543620	738.4	1000		
Done	3445555	BB Wine	8/15/2023, 12:53:00 PM	8/16/2023, 7:26:13 AM	8/15/2023, 12:53:00 PM	8/15/2023, 4:44:59 PM		5439222	2781	12.01	1000		

Use the search bar to find batches by keywords

Stop a batch

1. A currently running batch is shown in green. Click on the stop icon to stop the batch.
 2. Click **"CONFIRM"** on the pop-up window.
- The batch turns grey = completed batch

Product name	Planned start	Planned stop	Actual start	Actual stop	Estimated time of completion	Planned amount	Actual produced	Avg. speed pcs/min	Expected speed pcs/min
BB Beer	9/11/2023, 2:05:30 PM	9/11/2023, 3:45:30 PM	9/12/2023, 8:35:30 AM		9/12/2023, 10:15:23 AM	100000	4180	1024.63	1000
Factbirds	9/11/2023, 6:00:00 AM	9/11/2023, 4:25:00 PM	9/10/2023, 7:00:00 PM	9/11/2023, 3:00:29 PM		500000	838250	688.25	800
BB Cider	9/4/2023, 1:45:30 PM	9/4/2023, 9:20:02 PM	9/7/2023, 9:08:00 AM	9/8/2023, 9:45:59 AM		500000	1203440	814.24	1100
BB Soda	9/4/2023, 8:05:00 AM	9/9/2023, 7:09:51 PM	9/4/2023, 5:45:30 AM	9/7/2023, 9:07:59 AM		7864860	2439993	539.52	1000
BB Beer	8/31/2023, 2:15:00 PM	8/31/2023, 4:46:54 PM	8/17/2023, 2:15:30 PM	8/21/2023, 12:30:29 PM		95416	3659706	64716	1000
BB Wine	8/25/2023, 5:32:00 PM	8/27/2023, 8:39:30 AM	8/15/2023, 12:53:00 PM	8/15/2023, 4:44:59 PM		3456877	3864438	639.12	1000
BB Wine	8/15/2023, 12:53:00 PM	8/16/2023, 7:26:13 AM	8/15/2023, 12:53:00 PM	8/15/2023, 4:44:59 PM		5439222	2781	12.01	1000
BB Wine	8/15/2023, 12:53:00 PM	8/16/2023, 7:26:13 AM	8/15/2023, 12:53:00 PM	8/15/2023, 4:44:59 PM		5439222	2781	12.01	1000
BB Soda	8/17/2023, 7:15:30 PM	8/17/2023, 9:13:30 PM	8/17/2023, 3:45:30 AM	8/17/2023, 2:15:29 PM		450000	278534	438.94	600
BB Bread Roll	8/10/2023, 3:11:30 PM	8/10/2023, 4:46:54 PM	8/17/2023, 2:15:30 PM	8/21/2023, 12:30:29 PM		95416	3659706	64716	1000
Factbirds	8/17/2023, 8:43:30 AM	8/17/2023, 9:13:30 PM	8/17/2023, 3:45:30 AM	8/17/2023, 2:15:29 PM		450000	278534	438.94	600
BB Bread Roll	8/10/2023, 3:11:30 PM	8/22/2023, 6:43:14 AM	8/15/2023, 4:45:00 PM	8/17/2023, 3:35:29 AM		931740	1543620	738.4	1000
BB Wine	8/15/2023, 12:53:00 PM	8/16/2023, 7:26:13 AM	8/15/2023, 12:53:00 PM	8/15/2023, 4:44:59 PM		5439222	2781	12.01	1000

USER GUIDE

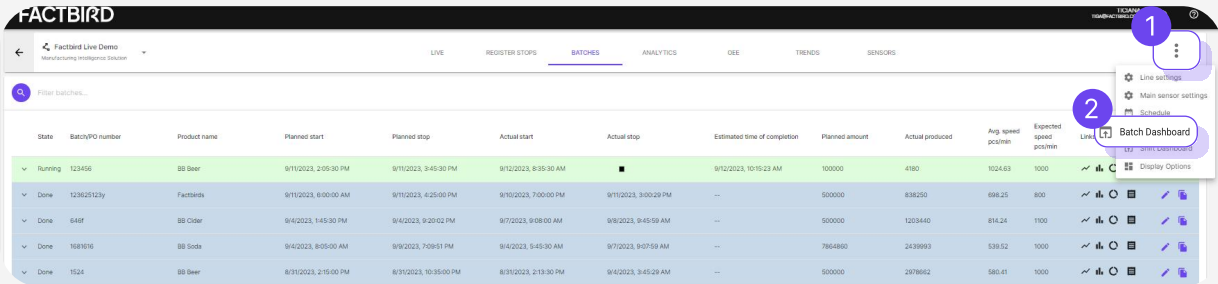
How to use - Batch Set up and Management

Visualizing real time batch progress

4

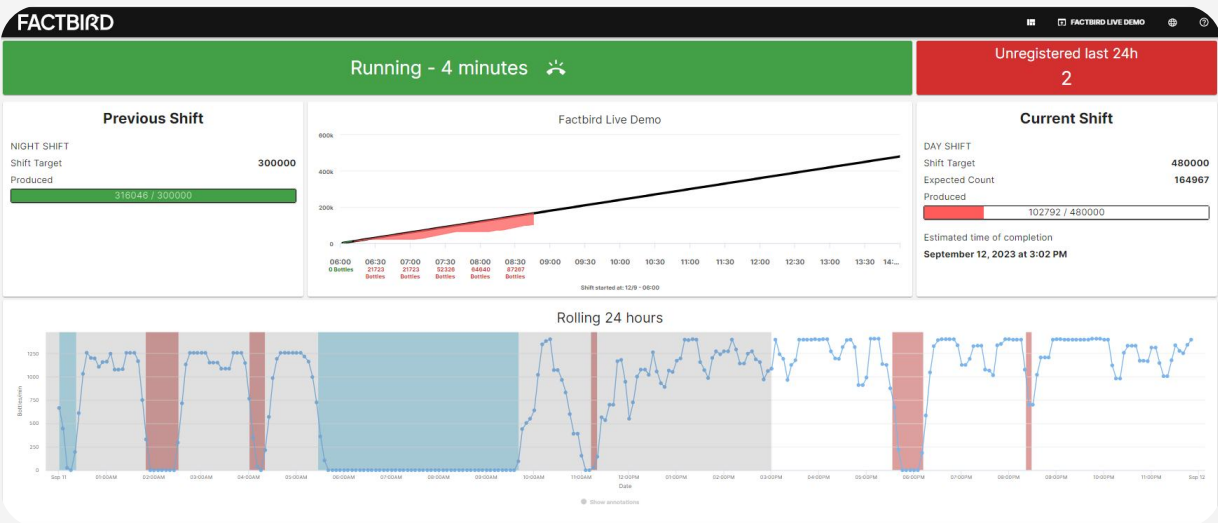
Visualize real time batch progress against batch target

1. Click on the three dots on the main navigation menu.
2. Click on **"Batch Dashboard"**



State	Batch/PO number	Product name	Planned start	Planned stop	Actual start	Actual stop	Estimated time of completion	Planned amount	Actual produced	Avg speed pol/mm	Expected speed pos/mm	Line	Batch Dashboard	Display Options
Running	123456	BB Beer	9/11/2023, 2:05:30 PM	9/11/2023, 9:45:30 PM	9/12/2023, 8:35:30 AM		9/12/2023, 10:15:23 AM	100000	4180	1024.63	1000		Batch Dashboard	
Done	123825123y	Factbirds	9/11/2023, 8:00:00 AM	9/11/2023, 6:25:00 PM	9/10/2023, 7:00:00 PM	9/11/2023, 3:00:29 PM	---	500000	838250	698.25	800			
Done	548F	BB Cider	9/4/2023, 1:45:30 PM	9/4/2023, 9:20:02 PM	9/7/2023, 9:08:00 AM	9/9/2023, 9:45:59 AM	---	900000	1203440	814.24	1100			
Done	1687616	BB Soda	9/4/2023, 8:05:00 AM	9/9/2023, 7:09:51 PM	9/4/2023, 5:45:30 AM	9/7/2023, 9:07:59 AM	---	7864860	2439993	539.52	1000			
Done	1524	BB Beer	8/31/2023, 2:15:00 PM	8/31/2023, 10:35:00 PM	8/31/2023, 2:13:30 PM	9/4/2023, 3:45:29 AM	---	500000	2878602	580.41	1000			

When you have a running batch (in green), the **"Batch Dashboard"** updates to reflect the current status and progress according to the batch specifications.



Display Dashboard on a flat screen



Setting up productivity alarms

What is Factbird productivity alarms

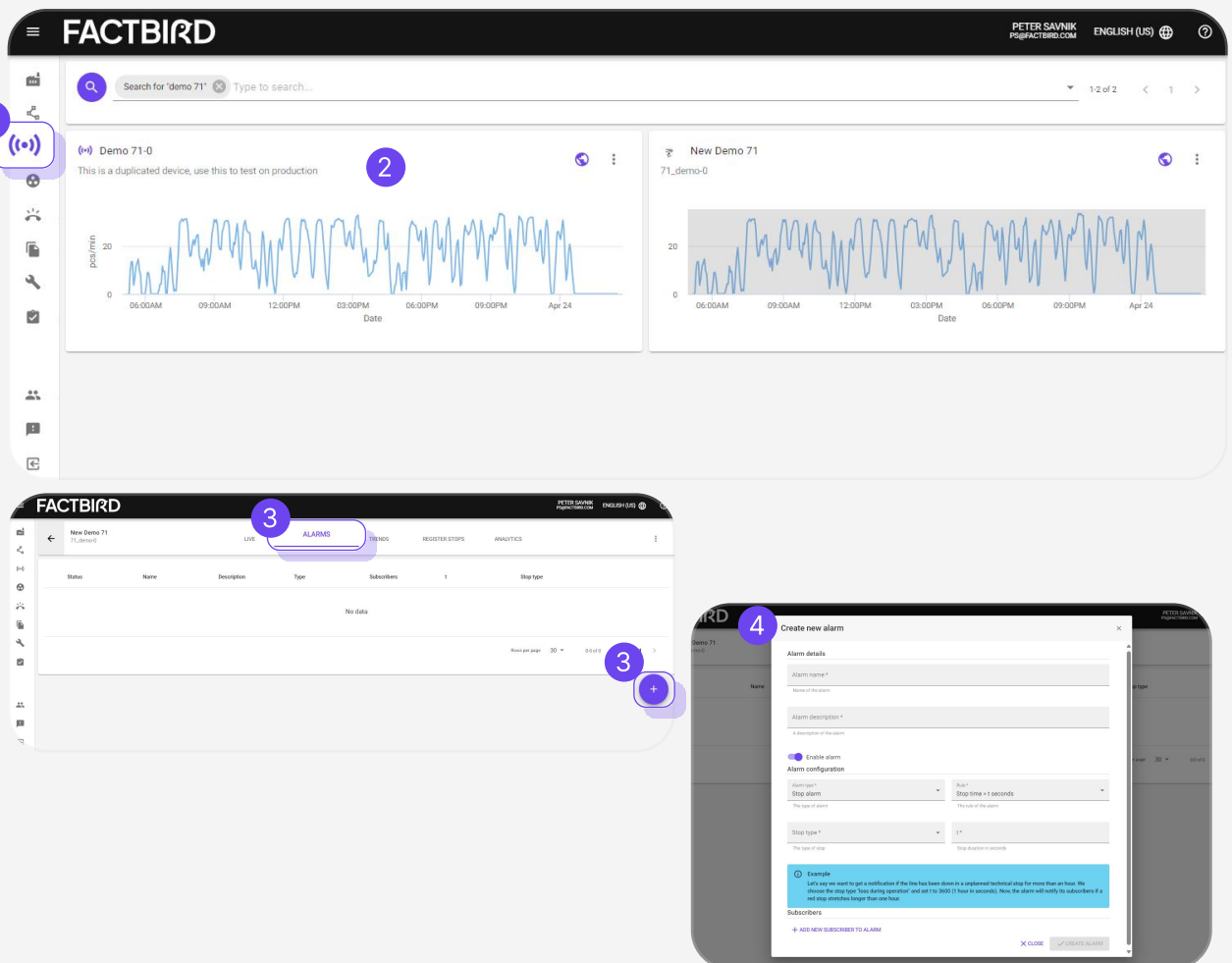
Setting up speed alarms in Factbird automatically sends alarm notifications via email and SMS.

- **Stop alarm:** Stop alarms can be set up based on the type of downtime and its duration.
- **Speed alarm:** Speed alarms can be set up based on the actual line speed compared to the target speed.

1

Create an alarm

1. Click on **"Sensors"** from the menu on the left side of the view
2. Click on the sensor you want to set up alarms for.
3. Click on the **"ALARMS"** tab and then the **"+"** button to create an alarm.
4. Fill out the form, **"ADD NEW SUBSCRIBER TO ALARM"** and click **"CREATE ALARM"**.
5. Created alarms are shown on the **"ALARMS"** tab, where you can edit them and see the list of triggered alarms.



Setting up Andon

What is a Andon?

In manufacturing terms, Andon is a system which alerts support teams (maintenance, management) of a problem. Our Andon feature is standard for every user.

1

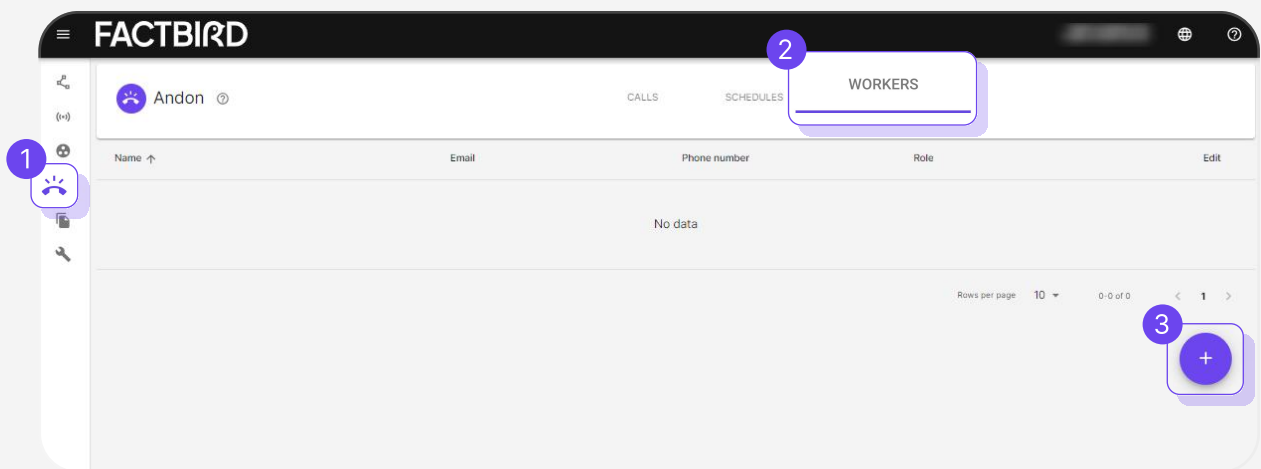
Create workers

1. On the menu click on **“Andon”**

- *Schedule*: Shift schedules for contacts who receive and resolves Andon calls. e.g. John is on mechanics shift every day.
- *Workers*: List of contacts who receive and resolve Andon calls.

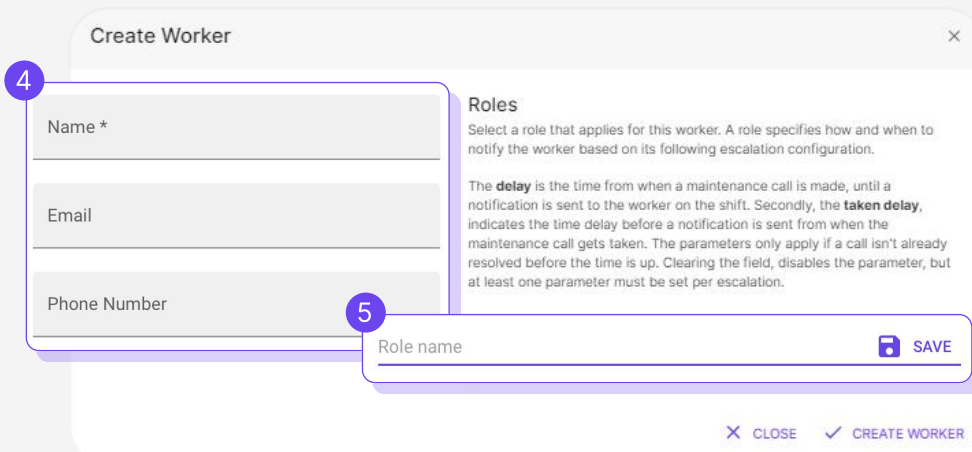
2. Click on the **“WORKERS”** tab

3. Click on the **“+”** icon to add workers



4. Type in name, email and phone number of a contact

5. Type in name for a **“Roles”** and click **“SAVE”**. Click on the role.

A screenshot of the 'Create Worker' form in the FACTBIRD application. The form has three input fields: 'Name *', 'Email', and 'Phone Number'. To the right of these fields is a 'Roles' section with a dropdown menu. Below the dropdown is a 'Role name' input field and a 'SAVE' button. A red circle with the number '4' highlights the 'Name *' field, and a red circle with '5' highlights the 'Role name' field. At the bottom of the form, there are 'CLOSE' and 'CREATE WORKER' buttons.

USER GUIDE

How to use - Andon

6. Click **"ESCALATION + "**, enter **"Delay"** and **"Taken Delay"** as required and **"Save"**.
7. Click **"CREATE WORKER"**

Create Worker

Name *

Email

Phone Number

All fields marked with an asterisk (*) are required.

Roles
Select a role that applies for this worker. A role specifies how and when to notify the worker based on its following escalation configuration.

The **delay** is the time from when a maintenance call is made, until a notification is sent to the worker on the shift. Secondly, the **taken delay**, indicates the time delay before a notification is sent from when the maintenance call gets taken. The parameters only apply if a call isn't already resolved before the time is up. Clearing the field, disables the parameter, but at least one parameter must be set per escalation.

Mechanics

Delay 0 minutes Taken Delay 0 minutes Type [icon]

Save

ESCALATION + DELETE ROLE

CREATE ROLE +

CLOSE CREATE WORKER

2

Create schedules

1. On the menu click on **"Andon"**
2. Click on the **"SCHEDULES"** tab
3. Click on the **"+"** icon to create a schedule
4. Type in name and choose lines for the schedule
5. Click **"CREATE SCHEDULE"**
6. Click on the view icon to go to **"CALENDAR"** and **"WEEK TABLE"**

FACTBIRD

Andon

CALLS SCHEDULES WORKERS

Schedule Name ↑ Lines Attached

demo line's andon demo Factbird Live Demo

test black

testy Demo Re

View Edit

Rows per page 10 1-3 of 3

Create Schedule

Schedule Name *

Name of the schedule

Lines for schedule

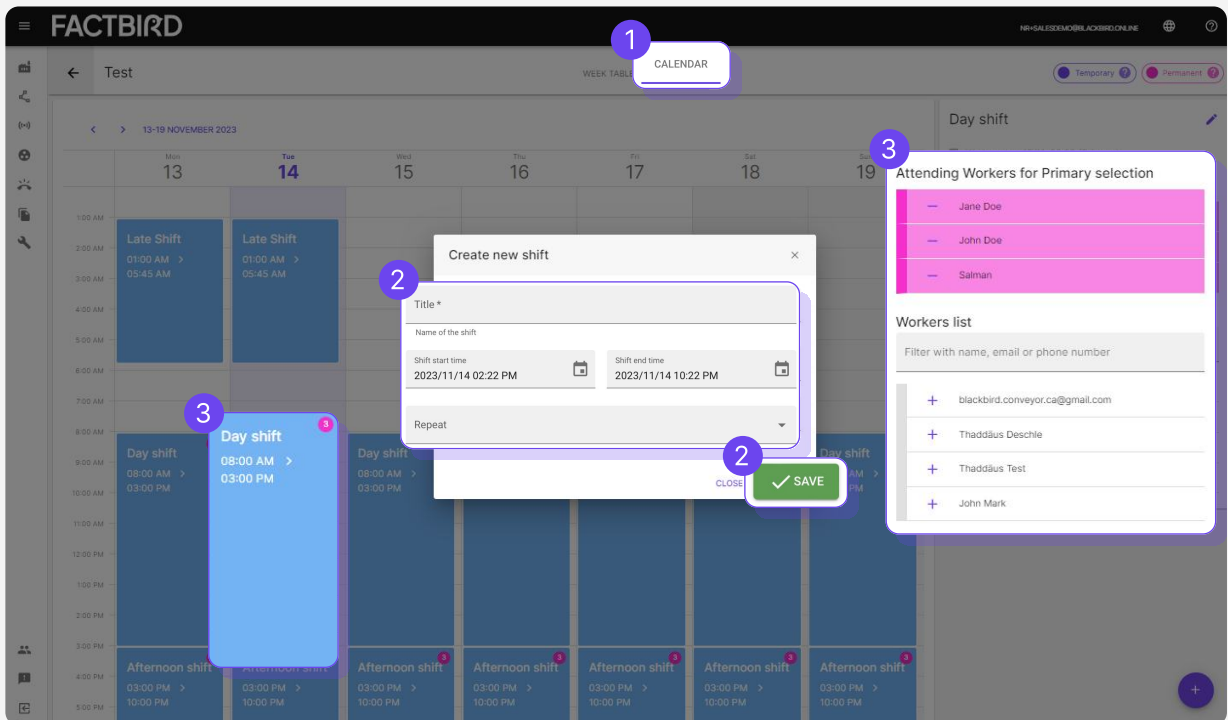
Select lines to make a schedule for them

CLOSE CREATE SCHEDULE

USER GUIDE

How to use - Andon

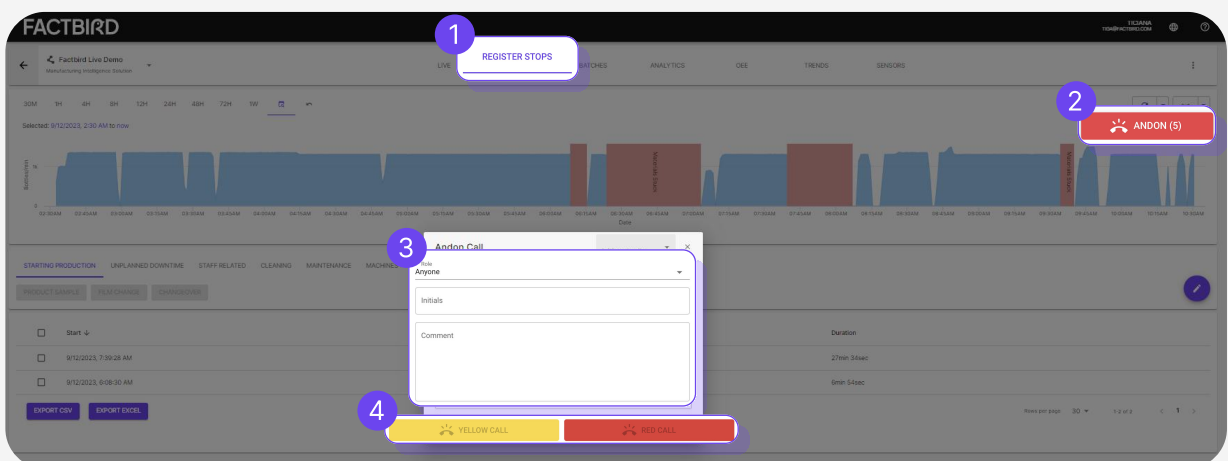
1. Click on the **“CALENDAR”** tab
2. Click on **“+”** to create shifts. Type in **“Title”** and choose times and click **“SAVE”**.
3. Click on the desired shift to assign workers. E.g. John is on day shift everyday. Andon call notifications will be sent to John during his day shift.



Triggering Andon calls

3 Call for help / Trigger Andon calls

1. Navigate to your desired line then click the **“REGISTER STOPS”** tab.
2. Click the **“ANDON”** button to trigger an Andon call. e.g. The machine jammed and I need help from mechanics to fix.
3. Select **“Role”**: which team you need help from, type in initials and comment.
4. Click **“YELLOW CALL”** or **“RED CALL”**. YELLOW means not urgent but as soon as possible, and RED means urgent.

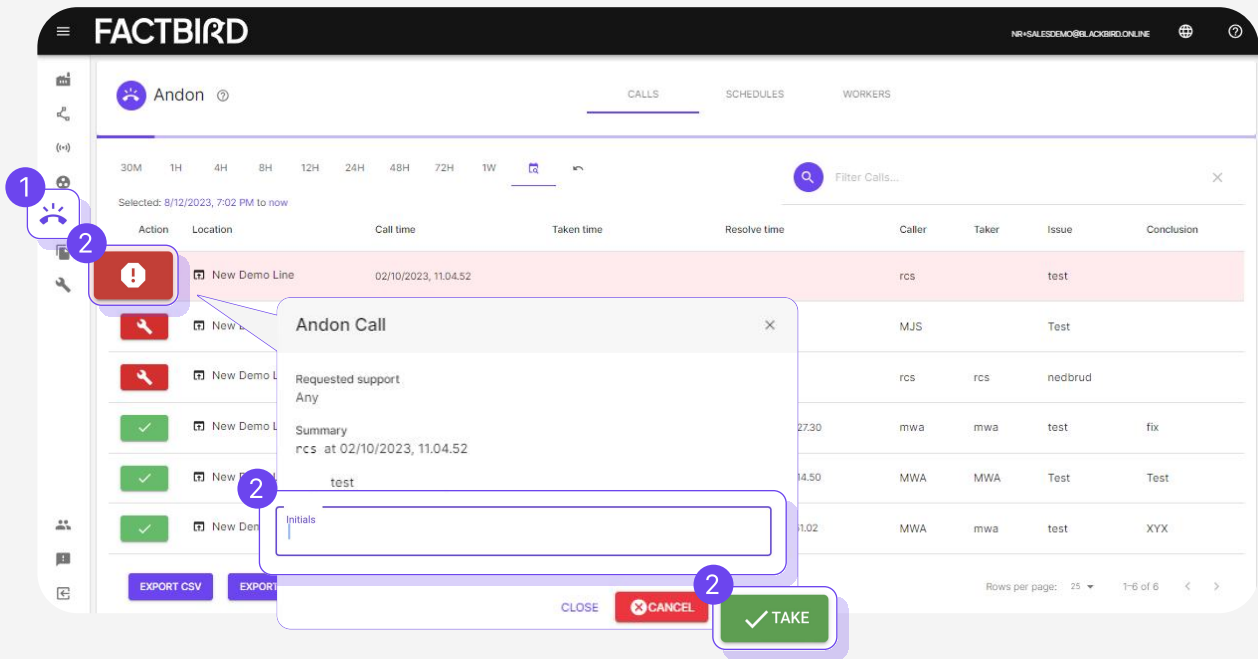


Taking and resolving Andon calls

4

Andon dashboard showing the list of Andon calls and the status

1. Click **"Andon"** in the menu to access the Andon dashboard.
2. Click an **"Action"** button from the list to take the call. Type in **"Initials"** and click **"TAKE"**



3. Click a call from the list to mark it as resolved, once resolving the issue. Type in **"Solution"** and **"Initials"** and click **"RESOLVE"**

