



VISION GROUP

FACTORY QC

Application Guide
Jan 2025

APPLICATION FEATURES

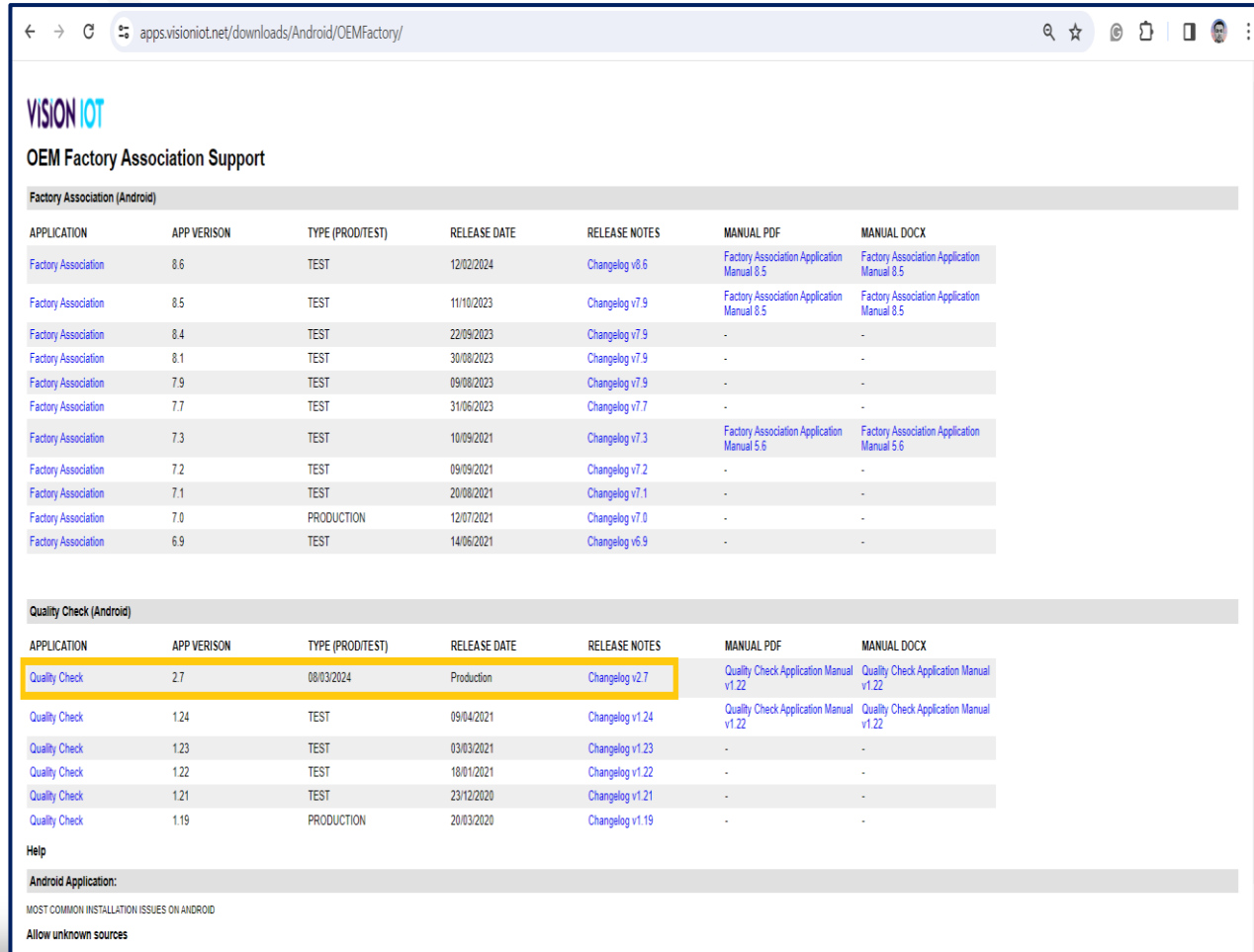
- ✓ **Association QC** – To check the Associated Status of the Smart Device with the Cooler in Factory.
- ✓ **QC Details** – To Show the Successful Association QC Details by Date with a message.
- ✓ **QC Overview** – To Show the Overall summary based on the Error and Success Message.
- ✓ **Smart Device Check** – To Check the QC Status of Smart Devices.
- ✓ **Cooler Check** – To Check the QC Status of the Cooler.
- ✓ **GMC5 Check** – To Check the QC Status of GMC5 Smart Devices.
- ✓ **Aon Connectivity Check** – To Check the AON device advertisement and ping data.
- ✓ **Aon Connectivity Check Log** – To Check the AON device advertisement and ping data logs.



APPLICATION INSTALLATION

Install the “**FACTORY QC**” APK received from an Android phone link.

URL: <https://apps.visioniot.net/downloads/Android/OEMFactory/>



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OEM Factory Association Support

Factory Association (Android)

APPLICATION	APP VERSION	TYPE (PROD/TEST)	RELEASE DATE	RELEASE NOTES	MANUAL PDF	MANUAL DOCX
Factory Association	8.6	TEST	12/02/2024	Changelog v8.6	Factory Association Application Manual 8.5	Factory Association Application Manual 8.5
Factory Association	8.5	TEST	11/10/2023	Changelog v7.9	Factory Association Application Manual 8.5	Factory Association Application Manual 8.5
Factory Association	8.4	TEST	22/09/2023	Changelog v7.9	-	-
Factory Association	8.1	TEST	30/08/2023	Changelog v7.9	-	-
Factory Association	7.9	TEST	09/08/2023	Changelog v7.9	-	-
Factory Association	7.7	TEST	31/06/2023	Changelog v7.7	-	-
Factory Association	7.3	TEST	10/09/2021	Changelog v7.3	Factory Association Application Manual 5.6	Factory Association Application Manual 5.6
Factory Association	7.2	TEST	09/09/2021	Changelog v7.2	-	-
Factory Association	7.1	TEST	20/08/2021	Changelog v7.1	-	-
Factory Association	7.0	PRODUCTION	12/07/2021	Changelog v7.0	-	-
Factory Association	6.9	TEST	14/06/2021	Changelog v6.9	-	-

Quality Check (Android)

APPLICATION	APP VERSION	TYPE (PROD/TEST)	RELEASE DATE	RELEASE NOTES	MANUAL PDF	MANUAL DOCX
Quality Check	2.7	08/03/2024	Production	Changelog v2.7	Quality Check Application Manual v1.22	Quality Check Application Manual v1.22
Quality Check	1.24	TEST	09/04/2021	Changelog v1.24	Quality Check Application Manual v1.22	Quality Check Application Manual v1.22
Quality Check	1.23	TEST	03/03/2021	Changelog v1.23	-	-
Quality Check	1.22	TEST	18/01/2021	Changelog v1.22	-	-
Quality Check	1.21	TEST	23/12/2020	Changelog v1.21	-	-
Quality Check	1.19	PRODUCTION	20/03/2020	Changelog v1.19	-	-

Help

Android Application:

MOST COMMON INSTALLATION ISSUES ON ANDROID

Allow unknown sources

The Factory QC application is compatible only with Smartphones having Android V9.0 and above.

1. Open VISION IOT's Factory QC Application.
2. Log in to the application using the credentials provided by your administrator.

Suggested Note: Before installing every new version, Logout and delete the previous version.

Note: Please ensure Bluetooth, mobile Wi-Fi, or Mobile Data are ON in the device.



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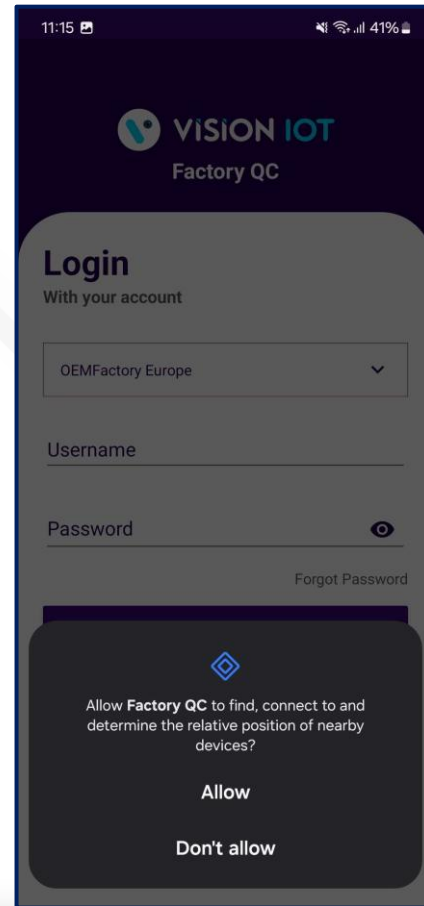
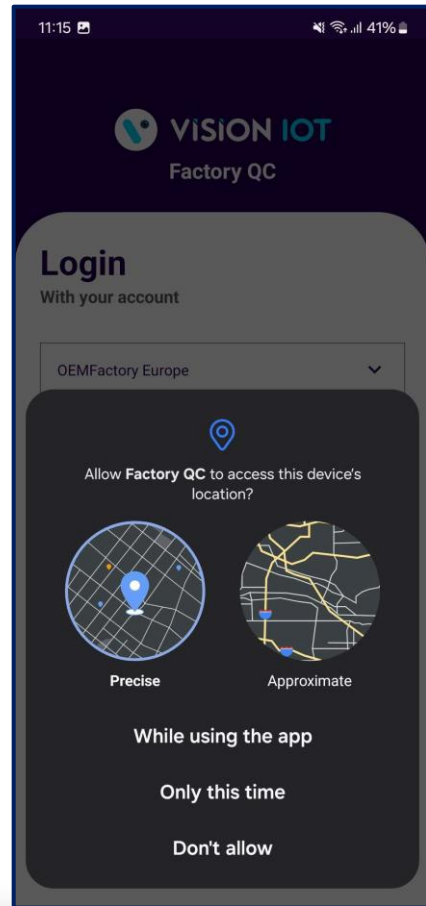
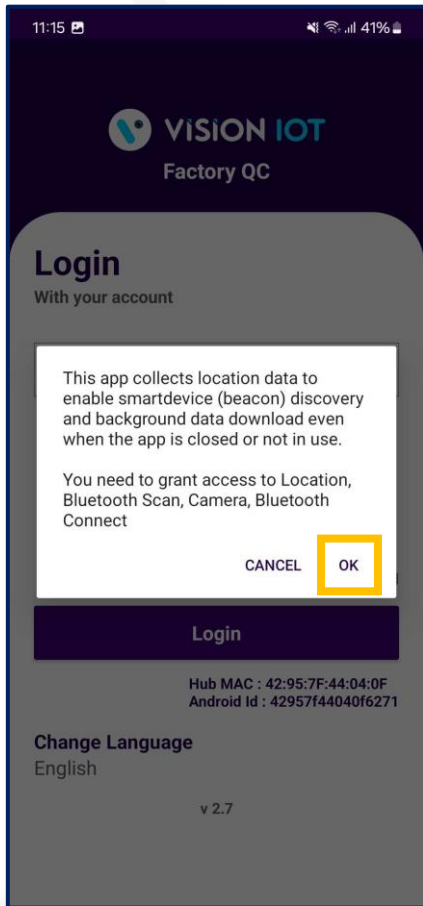
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APPLICATION PERMISSION

After initial installation and launch, the Application will ask for permission to access.

Choose Server: For CCH and CCEP the user can use the OEM Factory Europe server.



Camera Permission, File and Media Permission, Location Permission, Nearby Device Permission Need to Allow.

PERMISSIONS

- For Location (so beacons can be found) - **Choose Allow While Using App on as per Handset OS.**
- Then Go to the Phone Settings > App Permissions > Location > Allow Location Access option is "Always".
- Same way Other Permissions like File and Media, Camera, Nearby Device need to Allow.



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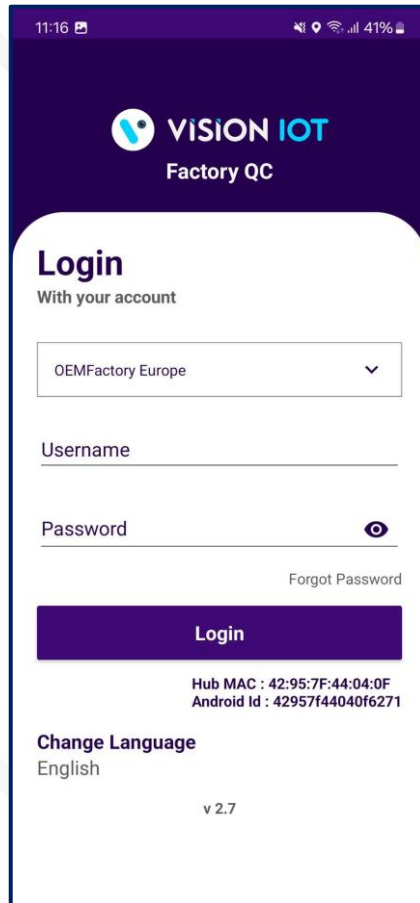
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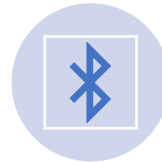
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LOGIN

After installing the Factory QC Application, open it and user will be redirected to the Login Page. Choose a server from the list and log in with valid credentials.



The screenshot shows the login interface of the Vision IOT Factory QC application. At the top, the status bar displays the time 11:16, signal strength, Wi-Fi, and 41% battery. The app header features the Vision IOT logo and 'Factory QC'. The main section is titled 'Login' with the subtitle 'With your account'. It includes a dropdown menu for server selection (currently showing 'OEMFactory Europe'), input fields for 'Username' and 'Password' (with a toggle for visibility), and a 'Forgot Password' link. A purple 'Login' button is positioned below the password field. At the bottom, device information is shown: 'Hub MAC : 42:95:7F:44:04:0F' and 'Android Id : 42957f44040f6271'. There is also a 'Change Language' option set to 'English' and the version 'v 2.7'.



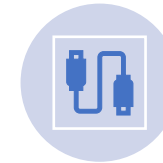
Please ensure that Bluetooth is turned on and that location services are enabled.



To log in, the application needs an active internet connection.



After logging in initially, the application can be used in offline mode as long as the same username and password used for the online login are used.



Devices must have at least 4GB of RAM and Bluetooth version 4.2 or higher.



The minimum required operating system version is 9.0 or above.



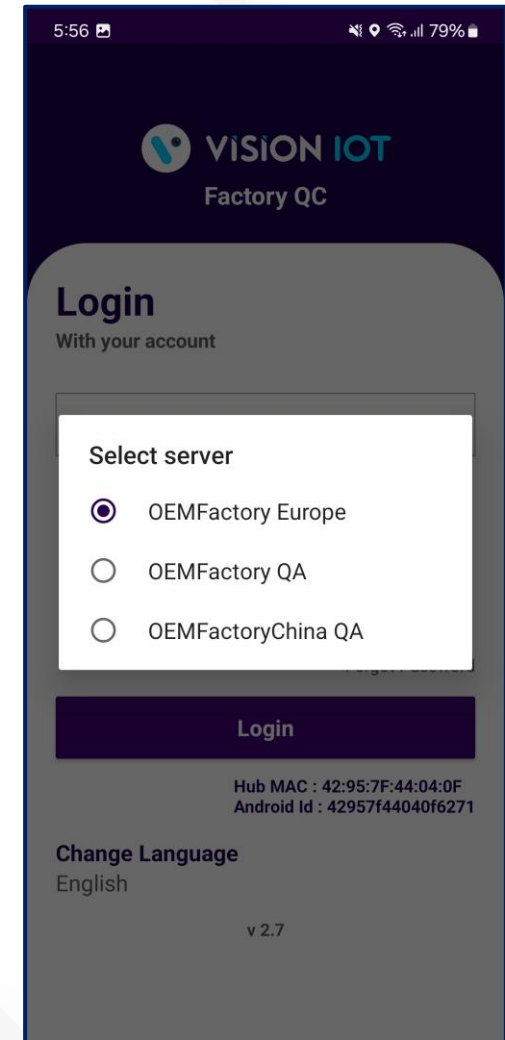
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- ✓ Default OEM Factory Europe Server shows, depending on the Client and Factory user should choose a different option,
 - For CCH and CCEP the user can use the OEM Factory Europe server.
- ✓ To change the language, tap on **Change Language** and use can choose the language. Currently, there is English language support available.
- ✓ Depending on the Android Version user may get several different prompts to confirm access to the camera, Bluetooth (location services), Storage, etc.

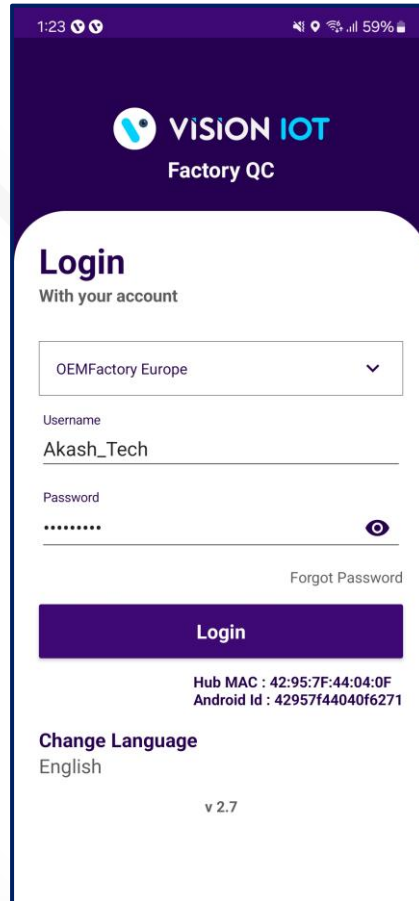


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Provide valid credentials and tap on the Login button.



The screenshot shows the login interface of the VISION IOT Factory QC application. At the top, the status bar displays the time 1:23, signal strength, and 59% battery. The app header features the VISION IOT logo and the text 'Factory QC'. The main section is titled 'Login' with the subtitle 'With your account'. Below this, there is a dropdown menu set to 'OEMFactory Europe'. The 'Username' field contains 'Akash_Tech' and the 'Password' field is masked with dots. A 'Forgot Password' link is located below the password field. A prominent purple 'Login' button is centered. Below the button, the device information is displayed: 'Hub MAC : 42:95:7F:44:04:0F' and 'Android Id : 42957f44040f6271'. At the bottom, there is a 'Change Language' option set to 'English' and the version number 'v 2.7'.

Note: Internet connectivity is required during login otherwise login will fail, and the application will not work.



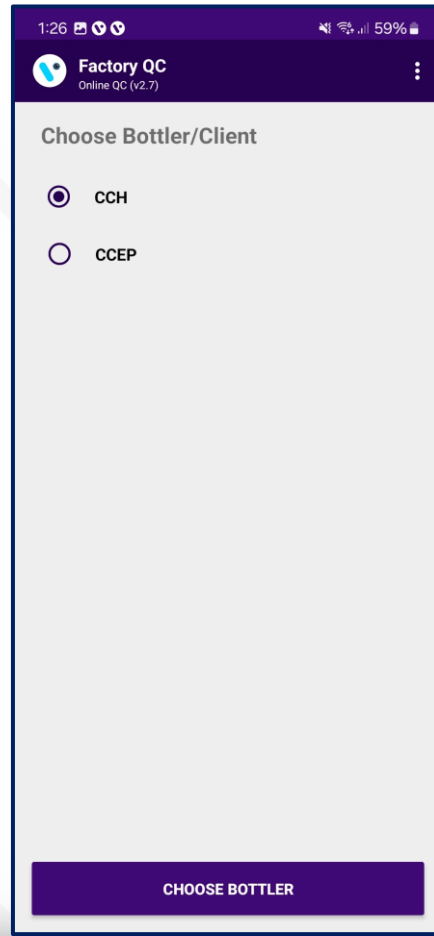
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FACTORY QC – SELECT BOTTLER/CLIENT



The screenshot shows a mobile app interface for 'Factory QC Online QC (v2.7)'. The status bar at the top indicates the time is 1:26 and battery is at 59%. The main screen is titled 'Choose Bottler/Client' and features two radio button options: 'CCH' (which is selected) and 'CCEP'. At the bottom of the screen, there is a purple button labeled 'CHOOSE BOTTLER'.

- Users must choose the bottler/client whom they are doing the smart device QC for.



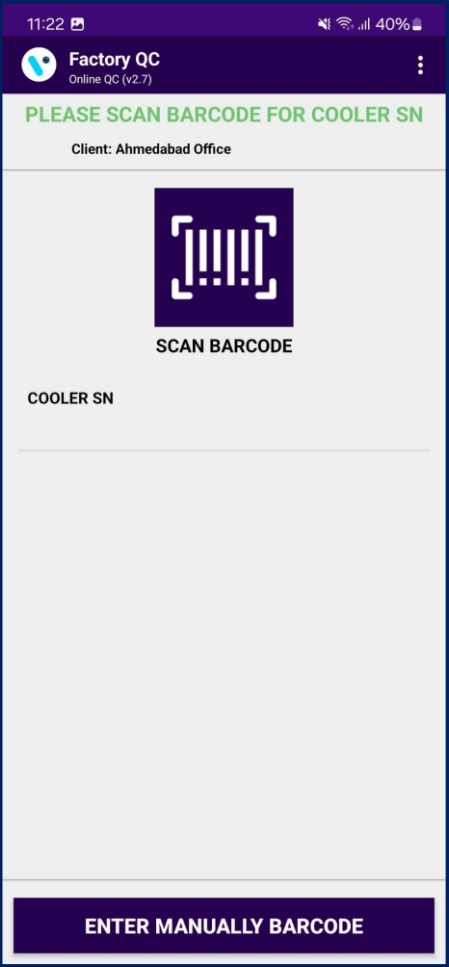
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FACTORY QC – SCAN COOLER SN



Tap on SCAN BARCODE and scan the barcode of the cooler. Cooler Serial Numbers could also be entered manually by tapping on “ENTER MANUALLY BARCODE”.



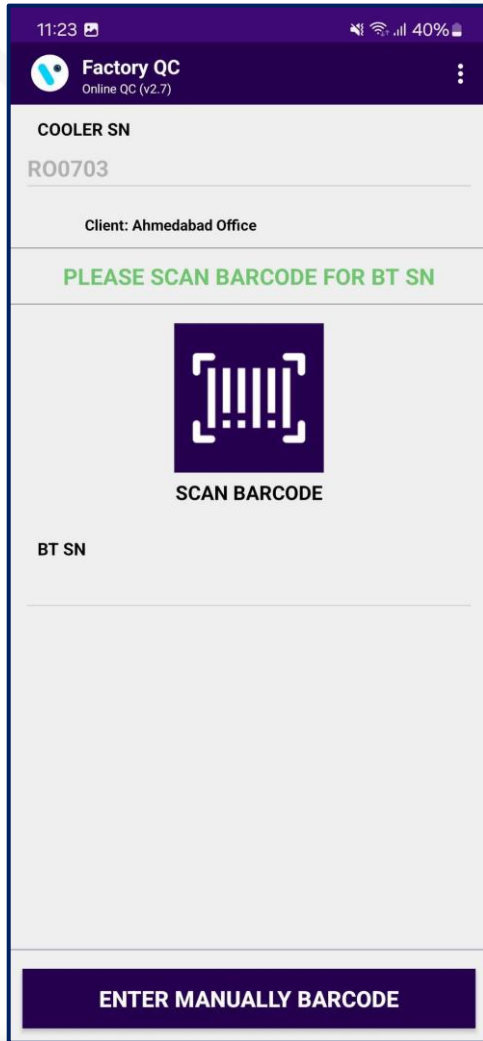
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FACTORY QC – SCAN SMART DEVICE SN



The screenshot shows the 'Factory QC' mobile application interface. At the top, the status bar displays the time 11:23, signal strength, and 40% battery. The app header includes the 'Factory QC' logo and 'Online QC (v2.7)'. Below the header, the 'COOLER SN' field is populated with 'R00703', and the 'Client' is listed as 'Ahmedabad Office'. A green instruction bar reads 'PLEASE SCAN BARCODE FOR BT SN'. In the center, there is a large barcode icon with the text 'SCAN BARCODE' underneath it. Below this, the 'BT SN' field is empty. At the bottom, there is a purple button labeled 'ENTER MANUALLY BARCODE'.



After the barcode of the cooler is successfully scanned open and close the door of the cooler to wake up the Smart Device and tap again on SCAN BARCODE for Smart Device Serial and scan the barcode of the Smart Device, smart Device Serial Number could also be entered manually by tapping on “ENTER MANUALLY BARCODE”.



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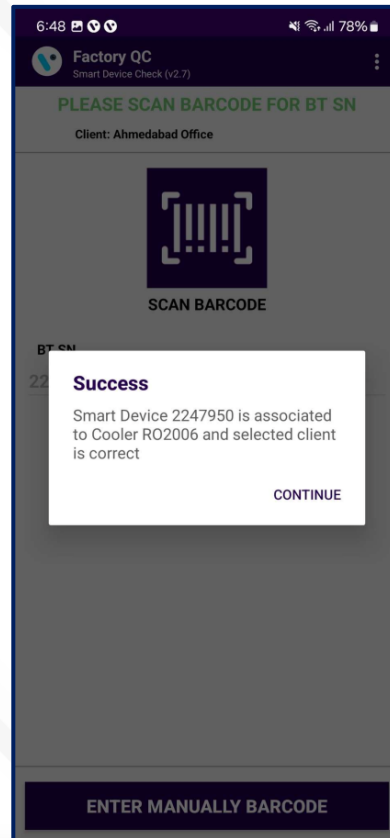
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ASSOCIATION – SMART DEVICE CONFIGURATION SETTING UP

After the Smart Device Serial Number is successfully scanned the application will check the association in the Vision IoT System. The following message will be shown if the association between the scanned cooler and Smart Device are in the Vision IoT System.



If there is a problem with the association, an Error message will be shown. All the possible Errors and the reasons for them can be seen in the **LIST OF ERRORS, ALERTS, AND OK MESSAGES** in the tail slides.



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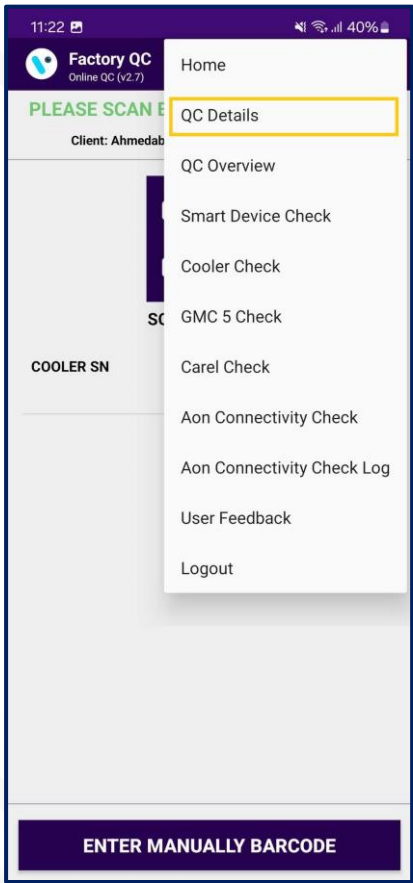
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QC DETAILS

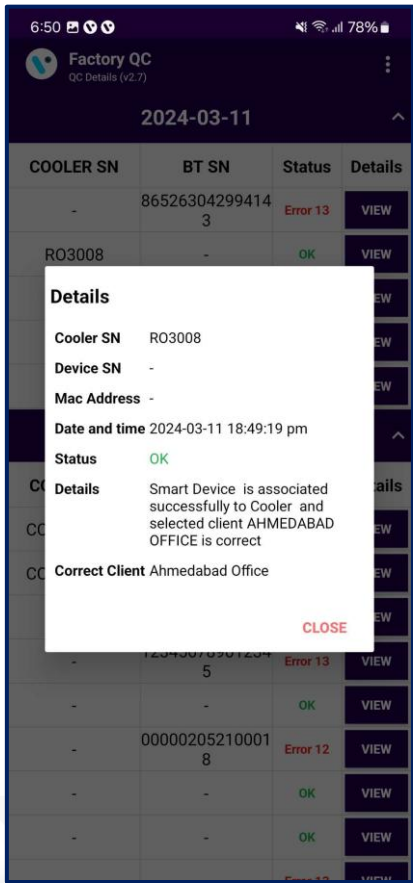
QC DETAILS – To Show all the Cooler and smart Device checks done and the results from those checks. If View is tapped, details are shown.



The screenshot displays the 'QC Details' screen for the date 2024-03-11. It shows a table with columns: COOLER SN, BT SN, Status, and Details. The table lists several checks, some with 'Error' status and others with 'OK' status. A 'VIEW' button is present next to each row.

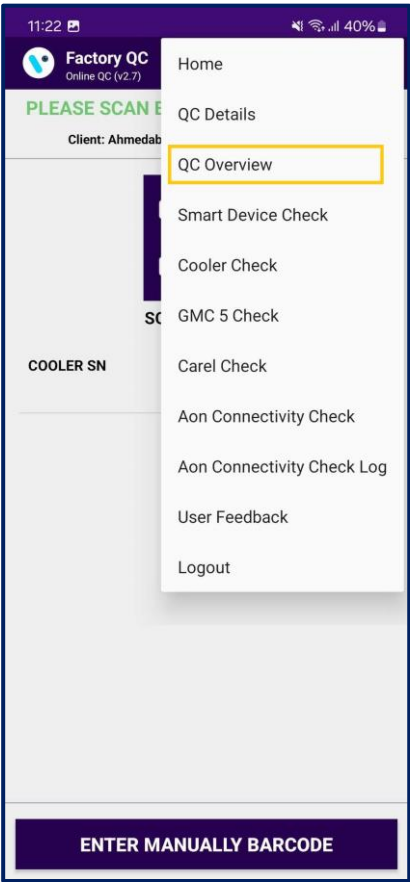
COOLER SN	BT SN	Status	Details
-	865263042994143	Error 13	VIEW
RO3008	-	OK	VIEW
RO2006	2247950	OK	VIEW
RO2006	02247950	OK	VIEW
RO2006	02247950	OK	VIEW

Below this, the date changes to 2024-03-08, and the table continues with more entries.



QC OVERVIEW

QC OVERVIEW – To Show an Overview of the Cooler, Smart Device check Association.

A screenshot of the Factory QC app interface showing error counts for the date 2024-03-11. The top status bar shows the time 6:50 and battery level 78%. The app header is purple with the 'Factory QC' logo and 'QC Overview (v2.7)'. Below the header, the date '2024-03-11' is displayed. The main content is a table with two columns: error type and count.

OK	4
Error 7	0
Error 8	0
Error 10	0
Error 11	0
Error 12	0
Error 13	1
Error 14	0
Error 15	0
Error 20	0
Error 21	0
Error 22	0
Error 23	0
Error 24	0



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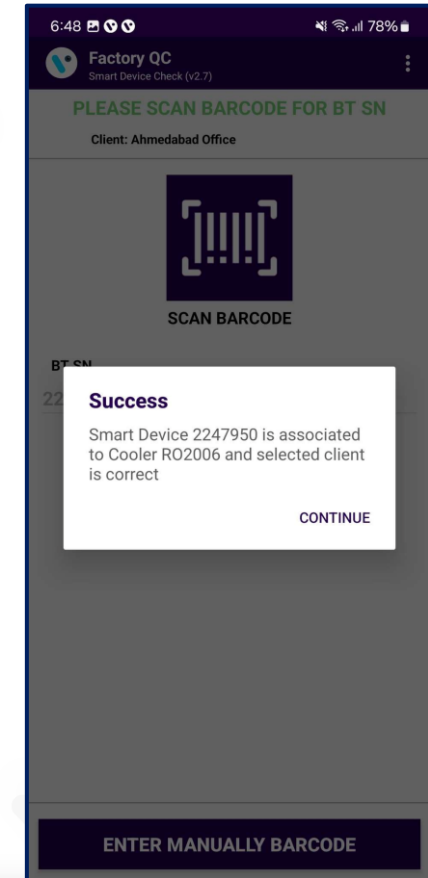
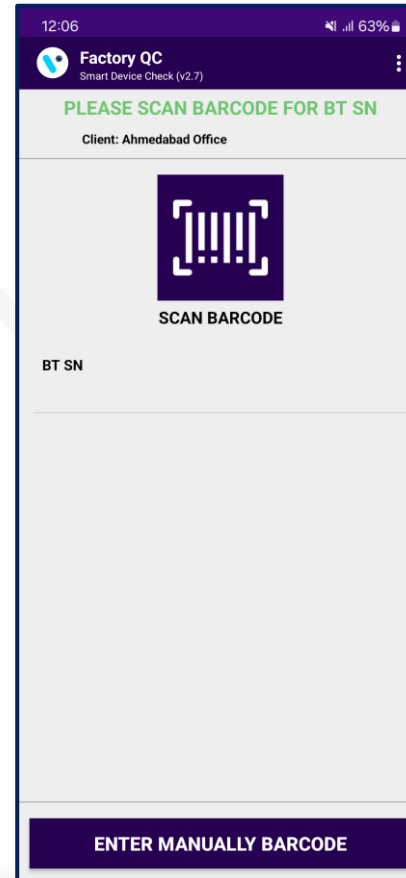
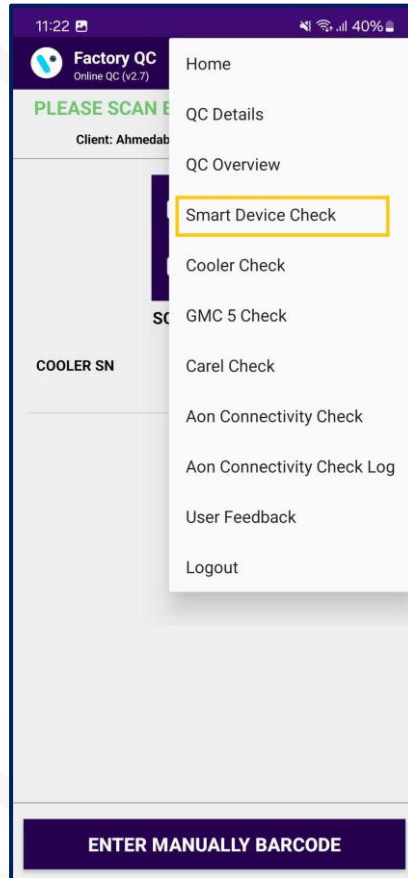
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SMART DEVICE CHECK

SMART DEVICE CHECK – To Show an Overview of the Smart Device, in Smart Device Check Association.



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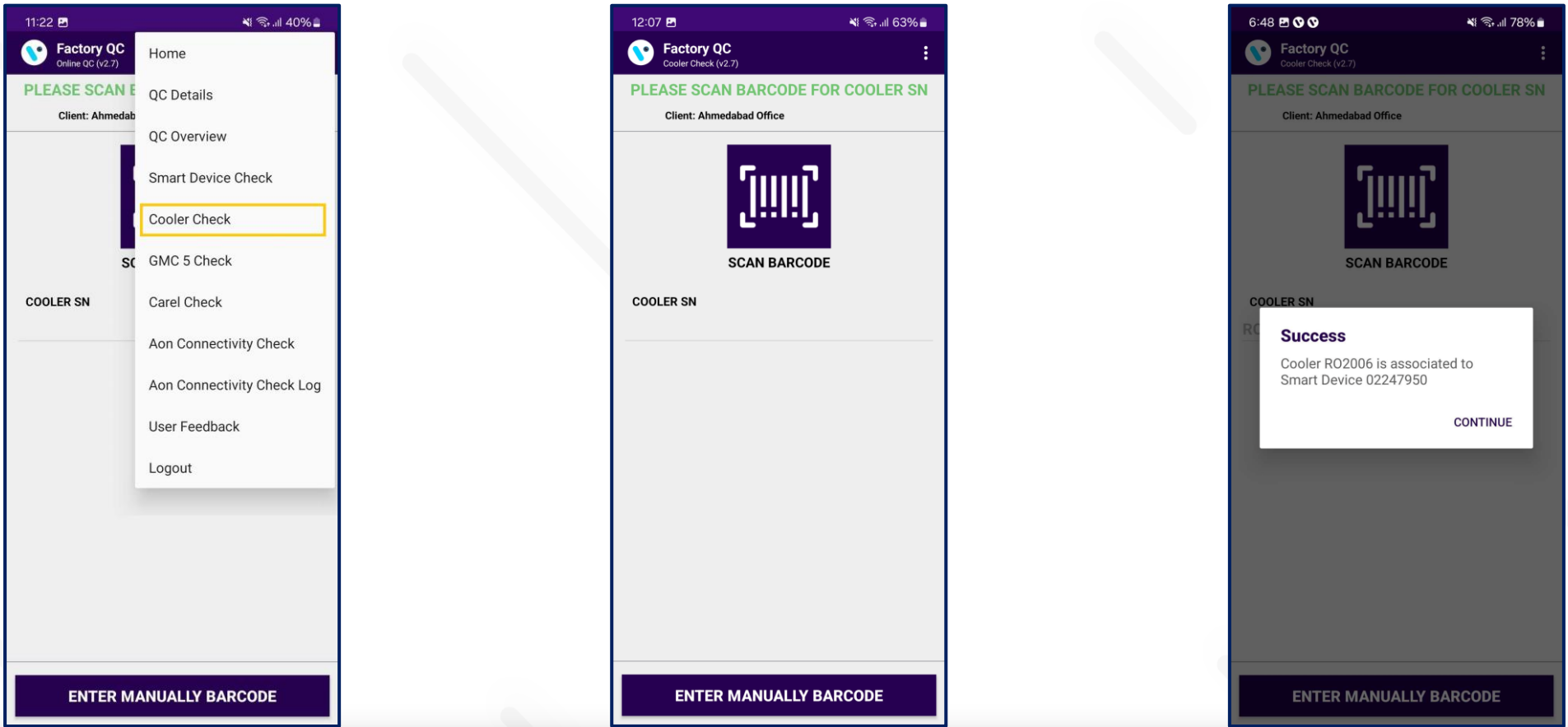
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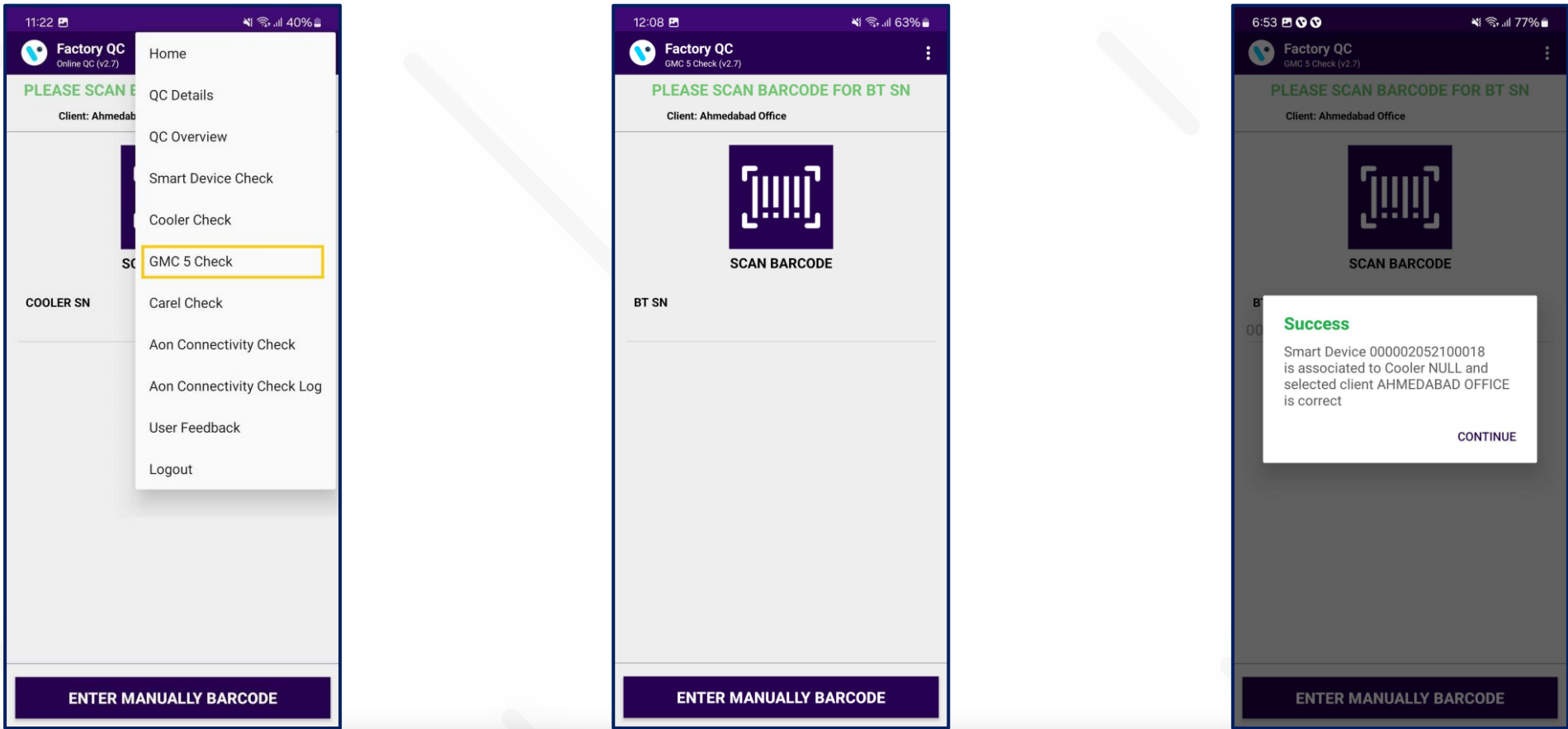
COOLER CHECK

COOLER CHECK – To Show an Overview of the Cooler, in the Cooler Check Association.



GMC5 CHECK

GMC5 CHECK – To Show an Overview of the Sollatek GMC5 Device, in the GMC5 Check Association.



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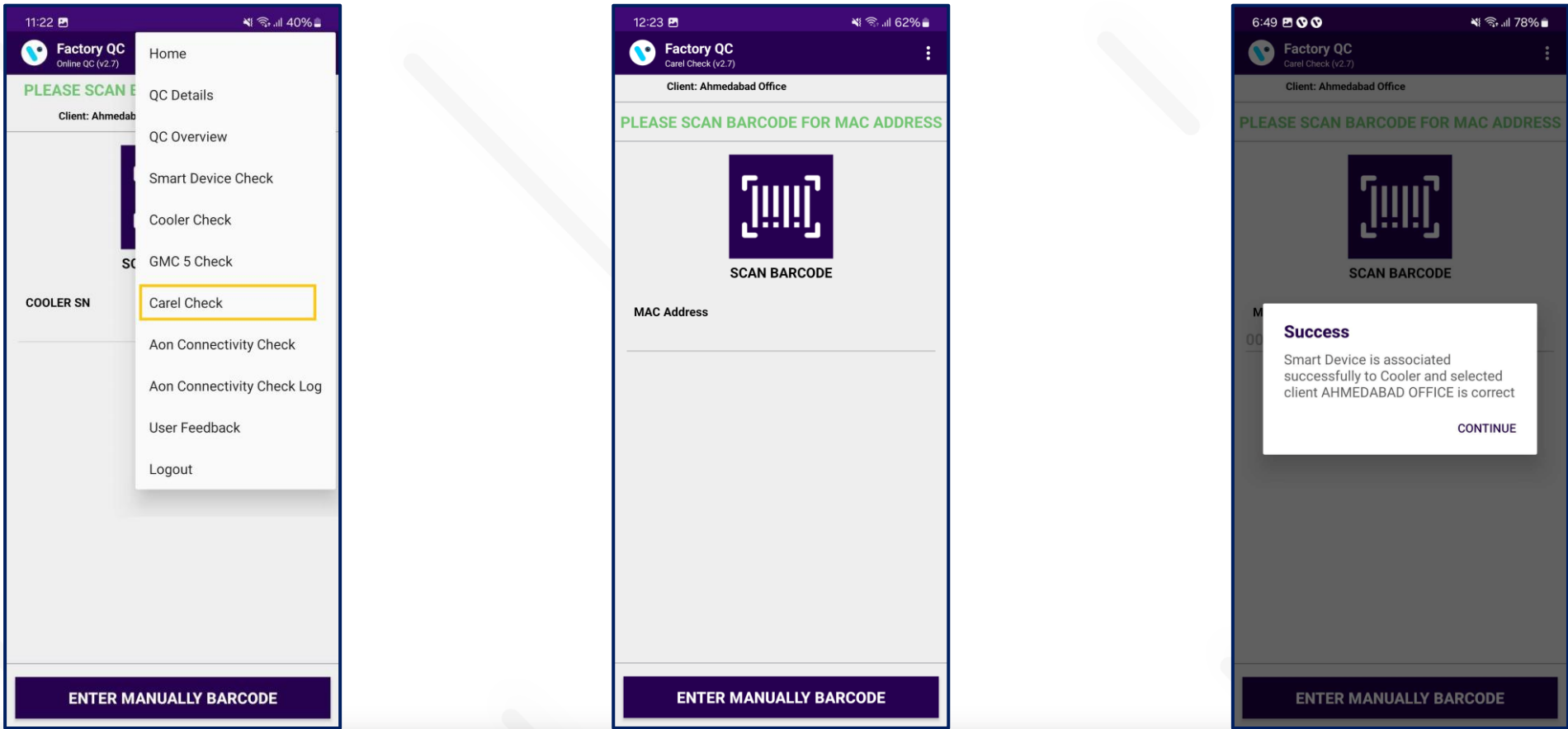
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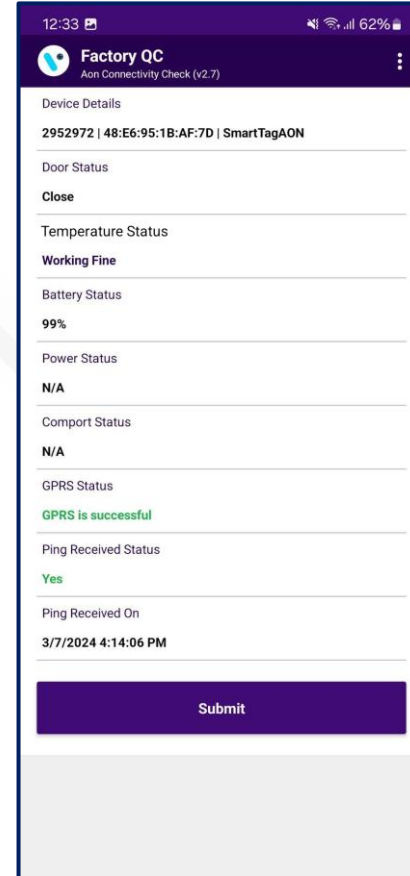
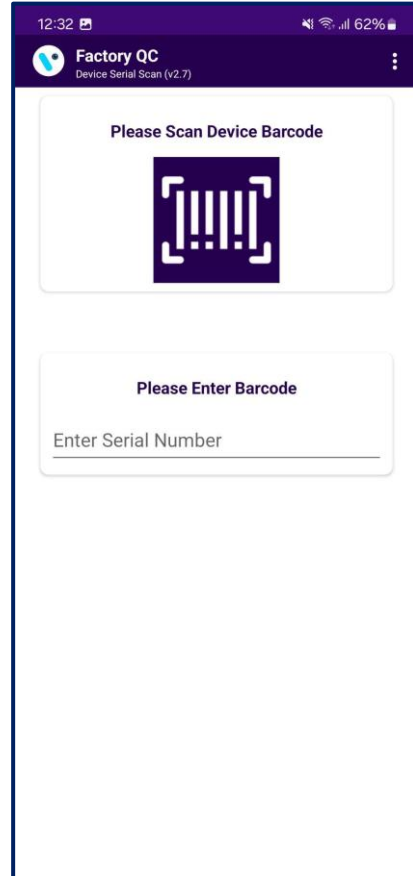
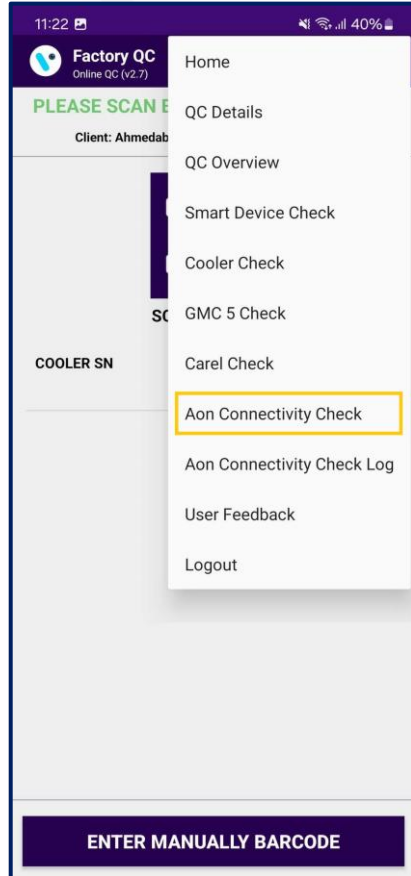
CAREL CHECK

CAREL CHECK – To Show an Overview of the Carel Device, in the Carel Check Association.



AON CONNECTIVITY CHECK – Smart Tag AON

To check the Advertisement and Ping Status, tap on the hamburger menu in the upper right corner and then tap on **Aon Connectivity Check**.



SMART TAG AON

For the Smart Tag AON Connectivity check, the user must associate the Smart devices before 15 minutes.

SMART TAG AON: before the check AON Connectivity Status Give 5 to 9 door events within 30 seconds to start the advertisement.

After Checking the AON Connectivity of the Device Must Press the “SUBMIT” button to Save the AON Connectivity Check Logs.

If the device is not found within 120 seconds, the application will display the "Retry" and "Submit" buttons.

GREEN LED – When the Green LED Blinks the user can check the AON Connectivity status.

PURPLE LED* device in cellular mode phone application will not be able to connect and the Device will not come in the advertisement.



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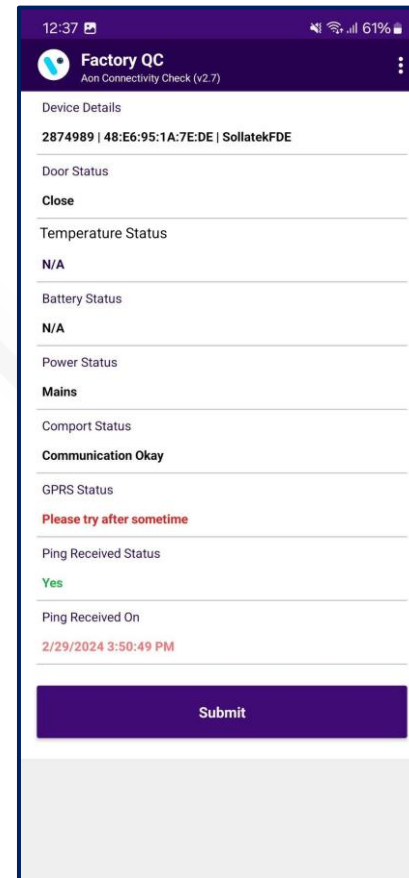
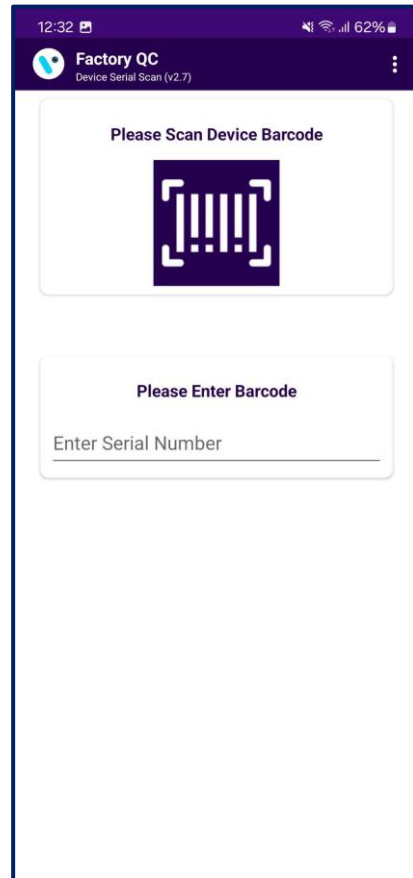
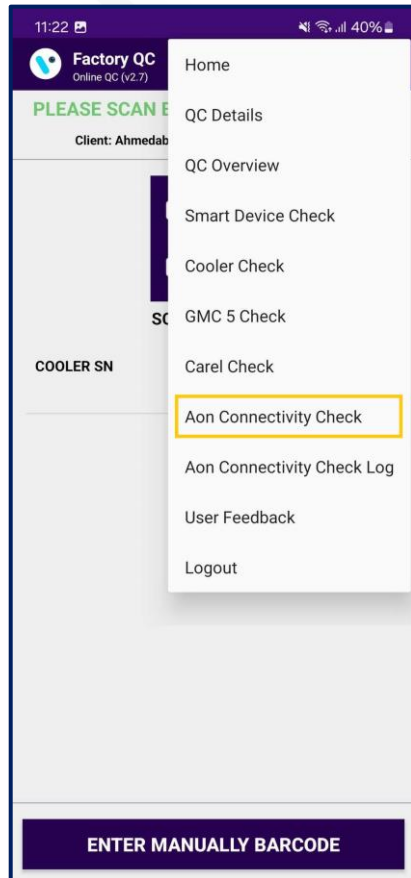
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AON CONNECTIVITY CHECK — Sollatek FDEx2

To check the Advertisement and Ping Status, tap on the hamburger menu in the upper right corner and then tap on **Aon Connectivity Check**.



SOLLATEK FDEx2

SOLLATEK FDEx2:

The device Must be powered Minimum of 10 minutes before the AON Connectivity check.

There should not be in GPRS Activity going on with the FDEx2 Device. If it is not coming in the advertisement retry AON check after the 5 minutes with keep it powered ON.

After Checking the AON Connectivity of the Device Must Press the "SUBMIT" button to Save the AON Connectivity Check Logs.

If the device is not found within 120 seconds, the application will display the "Retry" and "Submit" buttons.



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AON CONNECTIVITY CHECK

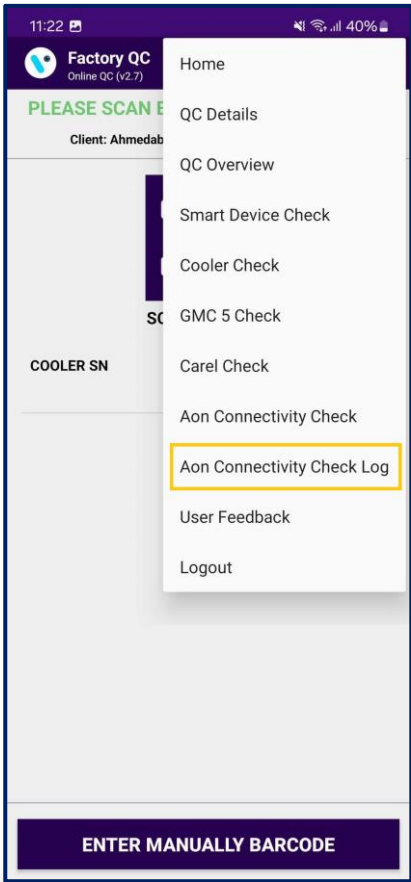
PARAMETERS	VALUE FORMAT	SMART TAG AON	SOLLATEK FDEX2
DEVICE DETAILS	Serial Number MAC Address Device Type Name	YES	YES
DOOR STATUS	Open / Close	YES	YES
TEMPERATURE STATUS	Working Fine / Faulty	YES	YES
BATTERY STATUS	Battery %	YES	N/A
POWER STATUS	Mains	N/A	YES
COMPORT STATUS	Communication Okay / Not OK	N/A	YES
GPRS STATUS	Status	YES	YES
PING RECEIVED STATUS	Yes / No	YES	YES
PING RECEIVED ON	Date and Time	YES	YES



AON CONNECTIVITY CHECK LOG

To check the Advertisement and Ping Status Logs, tap on the hamburger menu in the upper right corner and then tap on **Aon Connectivity Check Logs**.

The page is Scrollable to see the other parameters to scroll right to left.

A screenshot of the 'Factory QC' mobile application showing the 'Log Information (v2.7)' screen. The top status bar shows the time as 12:37 and battery at 61%. The screen displays a table with the following data:

Sr. No	CPRS Status	Ping Status	Ping Date & Time	Door Status	Temp Status	Battery Status	Power Status
2952972	Fail	Yes	3/7/2024 4:14:06 PM	N/A	N/A	N/A	N/A
2952972 SmartTagAON	Success	Yes	3/7/2024 4:14:06 PM	Close	Working Fine	99%	N/A
2874989 SolenoidFE	Fail	Yes	2/25/2024 3:50:49 PM	Close	N/A	N/A	Mains



MESSAGES – SUCCESS/ERROR Messages

DETAILED MESSAGE	MESSAGE	USER STORY	SOP ACTION
Smart Device <SD SN> is associated successfully to Cooler <COOLER SN> and <CLIENT ID> is correct	SUCCESS	The user scans the SD SN and Cooler SN, the scanned SD, and Cooler are associated successfully.	No Action Needed. All Working Fine.
Please check your internet connection and try again	ERROR 01	No Internet	Check Internet/Wi-Fi Again.
Cannot connect to server, please try again	ERROR 02	No Internet or server not available	The server is Down, Check after some time, Still Issue persists Contact Support at support.iot@visiongroupretail.com with a Real Image of the Installed Cooler SN and Application Screenshot.



MESSAGES – SUCCESS/ERROR Messages

DETAILED MESSAGE	MESSAGE	USER STORY	SOP ACTION
Smart Device <SD SN> and Cooler <COOLER SN> are not associated	ERROR 07	The user scans the SD SN and Cooler SN, the scanned SD is not associated, and the scanned Cooler is not associated.	Scanned Cooler SN and Smart Device are not associated. Need to Do the Association process with a Factory Application again if not check with Relogging. Still Issue persists Contact Support at support.iot@visiongrouppretail.com with a Real Image of the Installed Cooler SN and Application Screenshot.
Smart Device <SD SN> is not associated and Cooler <COOLER SN> is not in the Portal	ERROR 08	The user scans the SD SN and Cooler SN, the scanned SD is not associated, the scanned Cooler is not in the Portal.	Need to Do the Association process again with a Factory Application with a valid Cooler SN if not check with Relogging. Still Issue persists Contact Support at support.iot@visiongrouppretail.com with a Real Image of the Installed Cooler SN and Application Screenshot.
Smart Device <SD SN> is not in the portal and Cooler <COOLER SN> is not associated	ERROR 10	The user scans the SD SN and Cooler SN, the scanned SD is not in the Portal, the scanned Cooler is not associated.	Need to Do the Association process again with a Factory Application with a valid Smart Device SN if not check with Relogging. Still Issue persists Contact Support at support.iot@visiongrouppretail.com with a Real Image of the Installed Cooler SN and Application Screenshot.



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MESSAGES – SUCCESS/ERROR Messages

DETAILED MESSAGE	MESSAGE	USER STORY	SOP ACTION
Smart Device <SD SN> and Cooler <COOLER SN> are not in the Portal	ERROR 11	The user scans the SD SN and Cooler SN, the scanned SD is not in the Portal, the scanned Cooler is not in the Portal.	Need to Do the QC process again with a valid Smart Device SN and Valid Cooler SN if not check with Relogging in the Application. Still Issue persists Contact Support at support.iot@visiongrouppretail.com with a Real Image of the Installed Cooler SN and Application Screenshot.
Smart Device <SD SN> is associated successfully to Cooler <COOLER SN> and <CLIENT ID> is incorrect	ERROR 20	The user scans the SD SN and Cooler SN, the scanned SD and Cooler are associated successfully, but the client is incorrect.	The selected Client in the QC Application is not matched with the Associated Data Client. The user must select Same Client in the QC Application also.
Smart Device <SD SN> is associated to <COOLER SN> and Cooler <COOLER SN> associated to Smart Device <SD SN> and the <CLIENT ID> is incorrect	ERROR 21	The user scans the SD SN and Cooler SN, the scanned SD is associated with a different Cooler, and the client selected is incorrect, than the one scanned. The scanned Cooler is also associated with a different SD than the one scanned.	The user must select Same Client in the QC Application also, Scanned Cooler SN and Smart Device SN are associated with Different Smart Device SN and Cooler SN, Contact Support at support.iot@visiongrouppretail.com with a Real Image of the Installed Cooler SN and Application Screenshot.



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MESSAGES – SUCCESS/ERROR Messages

DETAILED MESSAGE	MESSAGE	USER STORY	SOP ACTION
Smart Device <SD SN> is associated to <COOLER SN> and Cooler <COOLER SN> associated to Smart Device <SD SN> and the <CLIENT ID> is correct	ERROR 22	The user scans the SD SN and Cooler SN, the scanned SD is associated to a different Cooler, and the client selected is correct, than the one scanned. The scanned Cooler is also associated with a different SD than the one scanned.	Scanned Cooler SN and Smart Device SN are associated with Different Smart Device SN and Cooler SN, Contact Support at support.iot@visiongrouppretail.com with a Real Image of the Installed Cooler SN and Application Screenshot.
Smart Device <SD SN> is associated to <COOLER SN> and Cooler <COOLER SN> is not associated and the <CLIENT ID> is correct	ERROR 23	The user scans the SD SN and Cooler SN, the scanned SD is associated with a different Cooler than the one scanned, the scanned Cooler is not associated, but the client is correct.	Smart Devices Associated with Different Cooler SN and Scanned Cooler SN is not associated, Contact Support at support.iot@visiongrouppretail.com with a Real Image of the Installed Cooler SN and Application Screenshot.
Smart Device <SD SN> is associated to <COOLER SN> and Cooler <COOLER SN> is not associated and <CLIENT ID> is incorrect	ERROR 24	The user scans the SD SN and Cooler SN, the scanned SD is associated to a different Cooler than the one scanned, the scanned Cooler is not associated, and the client is incorrect.	The user must select Same Client in the QC Application also, Smart Devices Associated with Different Cooler SN and Scanned Cooler SN is not associated, Contact Support at support.iot@visiongrouppretail.com with a Real Image of the Installed Cooler SN and Application Screenshot.



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MESSAGES – SUCCESS/ERROR Messages

DETAILED MESSAGE	MESSAGE	USER STORY	SOP ACTION
Smart Device <SD SN> is associated to <COOLER SN> and Cooler <COOLER SN> is not in the Portal and the <CLIENT ID> is correct	ERROR 25	The user scans the SD SN and Cooler SN, the scanned SD is associated with a different Cooler than the one scanned, the scanned Cooler does not exist in the Portal, but the client is correct.	Smart Devices Associated with Different Cooler SN and Scanned Cooler SN is not associated, Contact Support at support.iot@visiongrouppretail.com with a Real Image of the Installed Cooler SN and Application Screenshot.
Smart Device <SD SN> is associated with <COOLER SN> and Cooler <COOLER SN> is not in the Portal and the <CLIENT ID> is incorrect	ERROR 26	The user scans the SD SN and Cooler SN, the scanned SD is associated with a different Cooler than the one scanned, the scanned Cooler does not exist in the Portal, but the client is incorrect.	The user must select Same Client in the QC Application also, Smart Devices Associated with Different Cooler SN and Scanned Cooler SN is not associated, Contact Support at support.iot@visiongrouppretail.com . with a Real Image of the Installed Cooler SN and Application Screenshot.
Smart Device <SD SN> is not associated and Cooler <COOLER SN> is associated to Smart Device <SD SN> and the <CLIENT ID> is correct	ERROR 27	The user scans the SD SN and Cooler SN, the scanned SD is not associated, the scanned Cooler is associated to a different SD than the scanned, but the client is correct.	Cooler SN Associated with Different Smart Device SN and Scanned Smart Device SN is not associated, Contact Support at support.iot@visiongrouppretail.com with a Real Image of the Installed Cooler SN and Application Screenshot.



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MESSAGES – SUCCESS/ERROR Messages

DETAILED MESSAGE	MESSAGE	USER STORY	SOP ACTION
Smart Device <SD SN> is not associated and Cooler <COOLER SN> is associated to Smart Device <SD SN> and the <CLIENT ID> is incorrect	ERROR 28	The user scans the SD SN and Cooler SN, the scanned SD is not associated, the scanned Cooler is associated to a different SD than the scanned, but the client is incorrect.	The user must select the Same Client in the QC Application also, Cooler SN Associated with Different Smart Device SN and Scanned Smart Device SN is not associated, Contact Support at support.iot@visiongrouppretail.com with a Real Image of the Installed Cooler SN and Application Screenshot.
Smart Device <SD SN> is not in the Portal and Cooler <COOLER SN> is associated to Smart Device <SD SN> and the <CLIENT ID> is correct	ERROR 29	The user scans the SD SN and Cooler SN, the scanned SD is not in the Portal, the scanned Cooler is associated with a different SD than the one scanned and the client is correct.	Cooler SN Associated with Different Smart Device SN and Scanned Smart Device SN is not associated, Contact Support at support.iot@visiongrouppretail.com with a Real Image of the Installed Cooler SN and Application Screenshot.
Smart Device <SD SN> is not in the Portal and Cooler <COOLER SN> is associated to Smart Device <SD SN> and the <CLIENT ID> is incorrect	ERROR 30	The user scans the SD SN and Cooler SN, the scanned SD is not in the Portal, the scanned Cooler is associated with a different SD than the one scanned, but the client is not correct.	The user must select Same Client in the QC Application also, Cooler SN Associated with Different Smart Device SN and Scanned Smart Device SN is not associated, Contact Support at support.iot@visiongrouppretail.com with a Real Image of the Installed Cooler SN and Application Screenshot.



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MESSAGES – SUCCESS/ERROR Messages

DETAILED MESSAGE	MESSAGE	USER STORY	SOP ACTION
SMART DEVICE CHECK			
Smart Device <SD SN> is associated to Cooler <COOLER SN>	SUCCESS	The user scans the SD SN, the scanned SD is associated with Cooler SN.	No Action Needed. All Working Fine.
Smart Device <SD SN> is not associated	ERROR 12	The user scans the SD SN, the scanned SD is not associated.	The scanned Smart Device is not associated. Need to Do the Association process again if not check with Relogging in the Application. Still Issue persists Contact Support at support.iot@visiongrouppretail.com with a Real Image of the Installed Cooler SN and Application Screenshot.
Smart Device <SD SN> is not in the Portal	ERROR 13	The user scans the SD SN, the scanned SD is not in the Portal	Need to Do the Association process again with a valid Smart Device SN if not check with Relogging in the Application. Still Issue persists Contact Support at support.iot@visiongrouppretail.com with a Real Image of the Installed Cooler SN and Application Screenshot.



MESSAGES – SUCCESS/ERROR Messages

DETAILED MESSAGE	MESSAGE	USER STORY	SOP ACTION
COOLER CHECK			
Cooler <COOLER SN> is associated to Smart Device <SD SN>	SUCCESS	The user scans the Cooler SN, the scanned Cooler is associated with SD SN.	No Action Needed. All Working Fine.
Cooler <COOLER SN> is not associated	ERROR 14	The user scans the Cooler SN, the scanned Cooler is not associated.	The scanned Cooler SN is not associated. Need to Do the Association process again if not check with Relogging in the Application. Still Issue persists Contact Support at support.iot@visiongroupretail.com with a Real Image of the Installed Cooler SN and Application Screenshot.
Cooler <COOLER SN> is not in the Portal	ERROR 15	The user scans the Cooler SN, the scanned Cooler is not in the Portal	Need to Do the Association process again with a valid Cooler SN if not check with Relogging in the Application. Still Issue persists Contact Support at support.iot@visiongroupretail.com with a Real Image of the Installed Cooler SN and Application Screenshot.





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Thank You!