

## Insight Overview

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Last Updated: Apr 27, 2016

Insight is specifically designed to let you see, in real time, what's working in every room throughout your property at a single glance, and to take preventative or reactive action steps to rectify out of policy events.

This support section is designed to help guide you through understanding the data and alerts found in the Insight Property Dashboard, and to provide helpful tips for typical troubleshooting steps required in the maintenance of your property.

Note that throughout Insight you will find "tool tips", or small question mark icons, that upon hovering over will display additional detail on the meaning of a particular report or data point. Additionally, along the left hand side of the page you will find a Customer Support option. This will open a new page containing both this "Knowledge Base" of device specific documentation and troubleshooting information as well as the ability to easily submit a ticket to our support staff.

Insight pages are responsive and may be viewed on any web enabled device. The formatting of the data will change and reorder slightly when viewing on a tablet or cell phone.

## Property Status Summary Table

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Notice the [Property Status](#) summary table beside the System Health tile, which specifies:

- [Number of Rooms Requiring Attention](#): total quantity of rooms containing devices that are not properly communicating with our ROC platform. Clicking on this value will lead you to our [System Health Report](#) for further detail.
- [Number of Non-Communicating Devices](#): total quantity of devices that have not reported their latest status to our platform. It could indicate the product is failed, out of range, unpowered, or not included within the proper room's network. Clicking on this value will lead you to our [System Health Report](#) for further detail.
- [Percent Occupancy](#): represents physical room occupancy status, meaning thermostats and lights (if applicable) would remain in the last setting adjusted by the guest or hotel staff. By contrast, all "unoccupied" rooms are automatically set into a pre-configured energy saving state. Clicking on this value will lead you to our system's Occupancy Report for further detail.