# VisibilitylQ<sup>™</sup> Foresight and OneCare



**User Guide** 

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Introduction	9
VIQ Access Management	9
VIQ-AM Features	10
Accessing the VIQ Portal	
Logging In	11
Login Assistance / Support	
Communications Hub	

User Dashboard	
Adding Report Tiles to the Dashboard	14
Color Alerts / Indicators	15
Global Navigation Bar	16
Vitals Menu	
Detailed Insights Menu	16
Repair & Support Menu	17
Settings Menu	18
Access the Help Options or Sign Out	19

Viewing Reports	
New VIQ Report Features	22
Using Filters	24
Viewing Extra Information in Graphs	26
Controlling Data Displayed in Report Tables	27
Exporting Report Data	28
Return to the User Dashboard	29

Levels of Information in Tiles and Reports	30
Displaying Site Details	31
Displaying Model Details	
Displaying Device Details	35
Displaying App Details	
Legacy VIQ Report Features	45
Date Picker	46
Apply and Clear Filters at the Top Level and Report Level	
Reset a Report to Default View	
Data Grid	48
User Tagging	50
Report Export Function	

Settings		
·	Access Management	
	Devices	
	Roles (Coming Soon)	
	Users (Coming Soon)	
	User Groups (Coming Soon)	75
	Company Level Settings	
	Data Availability	
	Manage Sites	
	Report Settings	
	Utilization Settings	
	Battery Decommission/Reinstate	
	Replace Batteries	
	Reassign App Categories	
	User Level Settings	
	Email Notifications	
	General Settings	
	Set Model Preferences	

Repair &	Support	113
----------	---------	-----

Case Lifecycle	113
Tile View	113
Expanded View	114
Tile Alert Threshold	114
Contracts	
Tile View	116
Expanded View	117
Tile Alert Threshold	
Lifeguard Analytics	
Tile View	121
Expanded View	
Requirements	
Additional Features	124
On-Time Delivery	125
Tile View	
Expanded View	126
Proactive Battery Replacement	
Tile View	127
Expanded View	127
Repair Lifecycle	
Tile View	133
Expanded View	134
Tile Alert Thresholds	141
Repair Repeat Rate	142
Tile View	142
Expanded View	142
Repair Return Rate	144
Tile View	144
Expanded View	
Tile Alert Threshold	147
Top Repair Metrics	
Tile View	148
Expanded View	

Detailed Insights	
Overview of Operational Reports and Insight Summaries	154
Battery	160
Battery Discharge Rate	160
Battery Level	163
Battery Swap Activity	165
Critical Battery Events	168
Smart Battery Health	171
Smart Battery Overview	175
Devices	180
Devices in Operation	180
Geo Locations	184
Newly Activated Devices	187
Out of Contact	189
Predictive States	
Printer Alerts	194
Printer Insights	201
Printer Setting Changes	
Printer Utilization	
Total Devices	
Utilization	214
Application Analytics	214
Device Disruptions	
Memory (RAM) Utilization by App	
Physical Memory (RAM) Utilization	229
Scan Metrics	
Storage Memory Utilization	238
Utilization Rightsizing	242
WLAN Signal Strength	
WWAN Utilization	
Additional Options	

VIQ	Q Vitals	
	Using VIQ Vitals	

Health Score Tile	
Interpreting Health Scores on Vitals Reports	
Interpreting Colored Arrows on Vitals Reports	265
Setting Filters on Vitals Reports	
Unaccounted for Devices	267
Unaccounted for Device Health Score	
Industry Rank	269
Device Categories	
Sites with Unaccounted for Devices	269
Device Utilization	271
Device Utilization Score	273
Industry Rank	273
Devices in Use	273
Minimum No. of Devices Required	274
Under Utilized Devices	274
Sites with Utilization Issues	275
Models with Utilization Issues	275
Battery Health	276
Battery Health Score	278
Industry Rank	278
Sites with Batteries Needing Replacement	279
Models with Batteries Needing Replacement	
Hardware Health	
Hardware Health Score	
Industry Rank	
Sites with Hardware Issues	
Models with Hardware Issues	283
Device Inventory	
Device Inventory	
Device Categories	
Device Inventory by Site	
Device Inventory by Model	287
Software Health	
App Health Score	

Industry Rank	
App Health Issues	
App Usage Issues	
OS Health Issues	
Damage and Repairs	294
Damage and Repair Health Score	
Repair Issues	296
Repair Rate	
Average Drops per Device	
Sites with Damage and Repair Issues	
Models with Damage and Repairs	
Connectivity Health	
Connectivity Health Scores	
Percentile Score	
Sites with Connectivity Issues	
Models with Connectivity Issues	

Visibility IQ	OneCare	Glossary	308
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## Introduction

This guide provides information about VisibilityIQ (VIQ) Foresight and VIQ OneCare.

Because of the flexibility of the VIQ platform and self-service capabilities within the product, different users may see different features, either because of the service level purchased or because their user credentials may have been configured with different options. This guide has been written to be all-inclusive. It includes all options of both VIQ OneCare and VIQ Foresight.

### **VIQ Access Management**

Only authorized people can access the tools and resources required for their work via VIQ Access Management (AM). It consists of the technology and regulations that make up an enterprise-wide procedure for accurately authorizing users and user groups and assigning them access rights and limitations based on their identities.

An access management functionality prevents unauthorized access to systems and resources, helps prevent the unauthorized removal of confidential or proprietary information, and triggers alerts and warnings when unauthorized users or programs attempt to access systems or resources from within or outside the company.

AM allows company administrators or external company administrators to create additional users and groups and assign them specific permissions and actions. This ensures smooth operations among users within an organization. Based on the various groups and roles created for the users in Access Management, different users use VIQ services according to their designated permissions.

#### **VIQ-AM** Features

Implement role-based access controls, secure authentication with Single Sign-On (SSO), and manage user and group lifecycles efficiently.



Below are the features of Access Management:

- Policy/Role-based Access Controls Create and manage roles with specific permissions based on business needs. External administrators can oversee user lifecycles and enforce access restrictions via groups.
- Authentication Login Services/SSO Enhance security with SSO allows users to authenticate themselves easily and securely.
- User/Group Lifecycle Management Streamline user management by creating, deactivating, or deleting users and groups, ensuring efficient access control based on set permissions.

## Accessing the VIQ Portal

The Zebra Onboarding team provides a link to the VIQ portal and, depending on the requirements, assigns one or more global administrators (called User Admins) for the customer site. These admins add additional users to the customer site.

## Logging In

Log in to access the VIQ online dashboard for VIQ Foresight.

- 1. Go to https://am.fs.viq.zebra.com/home.
- 2. Log in:
  - First-Time User Enter the User ID and password provided in the Welcome email.
  - Existing User Enter the existing User ID and password.

领 <b>。ZEBRA</b>
Username*
John.Doe@email.com
Password*
*Mandatory fields
Sign in
Forgot your password? Reset Password
Need to change your password? Change Password
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3. Click Sign in.

## Login Assistance / Support

If you need assistance, contact the <u>Zebra OneCare</u> help desk.

## **Communications Hub**

After login, you are directed to the **Communications Hub**. This hub displays updates on new features, learning resources, and important links for VisibilityIQ OneCare and VisibilityIQ Foresight users.

The following actions are available:

- Viewing a short introductory video for an overview of VIQ.
- Checking the activity feed for the latest updates on VIQ.
- Providing feedback on VIQ.
- Launching the dashboard to access the VIQ dashboard and reports.



1	Introduction video
2	Settings (see Settings and System Management Menus)
3	Help options, sign out
4	Click to launch the VIQ user dashboard
5	Quick links to learning resources
6	Activity Feed to communicate things such as new features or updates

## **User Dashboard**

To display a specific VisibilityIQ OneCare view or VisibilityIQ Foresight view, click **Launch Dashboard** in the top-right corner of the Communications Hub. If access is available to multiple companies, a selection must be made before proceeding to the user dashboard.

र्शीः, VisibilitylQ™		Q Search report	Vitals	Detailed Insights 🗸	Repair &	& Support 🗸	🏩 🖸 🗸
Dashboard							ADD TILE
Total Devices (1,961)		Critical Battery Events		WLAN S	ignal Stre	ength	
		TOP SITES WITH CRITICAL BATTERY EVENTS	3	UNIQUE DE	ICE COUNT	FPER SITE	
	(10)		- Ē	Site	Poor	Good	Excellent
	iound To Customer (7)	Events	e ploye	STORE122	130	128	138
	Operation (1,878)	Ž 0	l o là	CTODE 122	100	114	120
Spa	are Pool (28)	gose gose gose gose gose gose	TORE	STORE123	128	110	138
		Number of Events Deployed Devices w	ith Events	STORE115	90	72	95
				-			
Yesterday	VIEW REPORT >	Last 30 Days	VIEW REPORT >	Last 7 Days			VIEW REPORT >
Battery Level		Repair Lifecycle		Devices	In Operat	tion	
Printer		Fastrack	14	1,878 DEVICES	IN OPERATION		
ZT410 50.13% Z	T610 52.42%	Open Orders	10				
ZT620 50.51% Q	Ln220 52.81%	Expected	10			Utilize	d (1,484)
QLn420 51.03%		In Repair	17			Un-Uti	ized (242)
Mobile Computers		Repaired	12			Out of	Contact (152)
TC51 81.67% C	C605 82.60%	Shipped	12				
TC52 82.20%	AC95 82.84%	Available Spares	29				
Last 7 Days	VIEW REPORT >	Last 7 Days	VIEW REPORT >	Yesterday			

M

**NOTE:** Upon first login, there may be no report tiles displayed on the dashboard. To add necessary reports, go to Adding Report Tiles to the Dashboard section.

## Adding Report Tiles to the Dashboard

Add report tiles to your dashboard view so that you can see the content of the tiles that are most useful to you. Each user begins with a blank dashboard and adds their own report tiles, so what you see could be different than what someone else sees.

1. On your dashboard, click Add Tile to access the Tile Library.

My Companies	Vitals	Detailed Insights ~	Repair & Support ~	× 🖸 🔹
				ADD TILE

2. Select a report to add, and then click Add to Dashboard.

Tile Library		ADD TO DASHBOARD
Q Search Reports		
Name↓		
⑦ Contracts	⑦ Repair Lifecycle	⑦ On Time Delivery
Repair Repeat Rate	⑦ Repair Return Rate	⑦ Top Repair Metrics
⑦ Case Lifecycle	② LifeGuard Analytics	⑦ Total Devices
② Devices In Operation	<ul> <li>Newly Activated</li> <li>Devices</li> </ul>	Out of Contact
Predictive States	⑦ Printer Alerts By Type	<ul> <li>Printer Alert Response</li> <li>Rate</li> </ul>
<ul> <li>Printer Alert Threshold</li> <li>Exceptions</li> </ul>	<ul> <li>Printer Setting Changes</li> </ul>	⑦ Printer Utilization

The report tiles that you selected display on your dashboard.

**3.** Drag and drop the tiles on your dashboard to organize them as desired.

## **Color Alerts / Indicators**

Based on threshold values set by the administrator, some tiles can change color to indicate issues that require attention. Blue tiles do not change.

• Green indicates a normal status.

Out Of Contact	
SITE ALERTS	Normal (8)
Yesterday	VIEW REPORT >

• Amber indicates a warning status.

Repair Lifecycle	
Fastrack	15
Open Orders	5
Expected	19
In Repair	5
Repaired	14
	00
Last 7 Days	VIEW REPORT >

• Red indicates a critical status.

Physical Memory (RAM)	) Utili
SITE ALERTS	Critical (4) Warning (1) Normal (54)
Last 7 Days	VIEW REPORT >

Go to the descriptions of the individual reports in this manual to learn more about specific threshold settings for each one.

## **Global Navigation Bar**

The blue global navigation bar is located at the top of the screen. Use this navigation bar to access what is available to you in the VIQ system.



**NOTE:** What you see in the global navigation bar depends on the permissions assigned to you. You may not see everything documented in this guide. If you need additional permissions, follow your standard support process or send an email to <u>mscustomeronboarding@zebra.com</u>.

#### Vitals Menu

KA

The **Vitals** menu provides a quick summary of the overall health of customer devices, including hardware health, software health, and device utilization. For more details, go to VIQ Vitals.

#### **Detailed Insights Menu**

The **Detailed Insights** menu provides reports related to **Battery** (1), **Devices** (2), and **Utilization** (3). Click an option to view a detailed report.

	1	2	3		
र्थीफ, VisibilitylQ™		्रे Search report	Vitals Detailed Insights ~	Repair & Support ~	🄹 🔍 ~
Dashboard	Battery	Devices	Utilization		ADD TILE
	Battery Discharge Rate	Device Health Summary	Application Analytics		
Total Devices (1,961)	Battery Level	Devices In Operation	Device Disruptions	gnal Strength	
	Battery Swap Activity	Geo Locations	Memory (RAM) Utilization By App		
	Critical Battery Events	Newly Activated Devices	Physical Memory (RAM) Utilization	Page Good	Eveellent
	Smart Battery Health	Out of Contact	Scan Metrics	Foor Good	Excellent
	Smart Battery Overview	Predictive States	Storage Memory Utilization	130 128	138
		Printer Alerts	Utilization Rightsizing	128 116	138
		Printer Insights	WLAN Signal Strength	90 72	95
		Printer Setting Changes	WWAN Utilization		
Yesterday		Printer Utilization	Go To Dashboard		VIEW REPORT >
		Total Devices			
Battery Level		topan anosyste		n Operation	

The **Detailed Insights** menu includes the following:

Battery	Devices	Utilization
Battery Discharge Rate	Device Health Summary	Application Analytics
Battery Level	Devices in Operation	Device Disruptions
Battery Swap Activity	Geo Locations	Memory (RAM) Utilization by App
Critical Battery Events	Newly Activated Devices	Physical Memory (RAM) Utilization
Smart Battery Health	Out of Contact	Scan Metrics
Smart Battery Overview	Predictive States	Storage Memory Utilization

Battery	Devices	Utilization
	Printer Alerts	Utilization Rightsizing
	Printer Insights	WLAN Signal Strength
	Printer Setting Changes	WWAN Utilization
	Printer Utilization	Go To Dashboard
	Total Devices	(Click this link to return to your user dashboard.)

## Repair & Support Menu

Click an option to view a detailed report.

The Repair & Support menu contains the following:

			1	
₹lī, VisibilitylQ"	Q Search report	Vitals Detaile	ed Insights ~ <u>Repair &amp; Suppo</u>	ort 🔹 🔁 🗸
Predictive States		Apr 21	Case Lifecycle Contracts	Reset To Default
Filters			LifeGuard Analytics	
Search For Site Hierarchy Q			Proactive Battery Replacement	nt Apply Filters
All Devices  Models  Vuser Tags  User Tags			Repair Repeat Rate	
Category Name Device Insight		# of Sites	Top Repair Metrics	
> BATTERY 203_5_insight		7	5 10	

Case Lifecycle	Repair Lifecycle
Contracts	Repair Repeat Rate
Lifeguard Analytics	Repair Return Rate
On-Time Delivery	Top Repair Metrics
Proactive Battery Replacement	

## **Settings Menu**

Q Search report	Vitals I	Detailed Insights ~	Repair & Support ~	3
				Settings
Access Management	Company Le	vel Settings	User Level Settings	
Devices	Data Availa	ability	Email Notifications	
Roles	Manage Si	tes	General Settings	
Users	Report Set	tings	Set Model Preferences	
User Groups	Site Assigr	iment	User Tag	
	Utilization	Settings		
	Battery De	Battery Decommission / Reinstate		
	Replace Ba	atteries		
	Reassign A	app Categories		

Access system and user configurations via the settings icon.

Click the settings icon to access the **Access Management**, **Company Level Settings** and **User Level Settings** menus.



**NOTE:** What you see under these menus depends on your level of access.

- All users can see the User Level Settings.
- Reporting Admins can see the Company Level Settings.
- User Admins can see Access Management.

For more information, go to Access Management, Company Level Settings, or User Level Settings.

## Access the Help Options or Sign Out

Click the circle with login initials in the top-right corner to access the help options or to sign out.

् Search report	My Companies	Vitals	Detailed Insights ~	Repair	& Support ~	٠	
					djones@zebra ⑦ Help Op [→ Sign Ou Platform Avai	a.com Itions t lability 5	>

#### The Help Options include the following:

Learning Center

Q Search report	My Companies	Vitals	Detailed Insights ~	Repair	& Support 🗸 🔅 💭 🗸
	Communica User Guides Success Sto	ations Hub s & FAQs pries	Learning Center Resources Service Request Support	> > >	djones@zebra.com ③ Help Options > [→ Sign Out Platform Availability 56.47%

- Communications Hub—Return to the Communications Hub
- User Guides & FAQs—Access the <u>Documentation</u> page, where you can find manuals and videos.
- Success Stories—Takes you to the <u>Success Stories</u> page.
- Resources

् Search report	My Companies Vitals D	etailed Insights 🗸	Repair & S	Support 🗸 🔹 🔍 🗸
	Partner Portal Repair Portal Developer Portal Warranty Search	Learning Center Resources Service Request Support	> > >	djones@zebra.com () Help Options > (-+ Sign Out Platform Availability 56.47%

- Partner Portal—Takes you to the Zebra Partner Gateway.
- Repair Portal—Takes you to the <u>Zebra Repairs</u> page.
- Developer Portal—Takes you to the <u>Zebra Developers</u> page.
- Warranty Search—Takes you to the <u>Zebra Product Warranty Check</u> page.
- Service Request

् Search report	My Companies Vitals	Detailed Insights ~	Repair	& Support 🗸 🔹 🔛 🗸
				djones@zebra.com
		Learning Center Resources	>	[→ Sign Out
	Request new user access	Service Request	>	Platform Availability 56.47%
	Request new dashboard	Support		J

- Request new user access—Takes you to the <u>VIQ OneCare New User Request</u> form.
- Request new dashboard—Takes you to the VIQ Online Dashboard Request form.
- Support

•

् Search report	My Companies	Vitals	Detailed Insights ~	Repair	& Support 🗸 🔹 👧 🗸
	Contact Si Case Man Support C	upport agement community	Learning Center Resources Service Request Support	> > >	djones@zebra.com ③ Help Options > [+ Sign Out Platform Availability 56.47%

- Contact Support—Opens an email message to <u>mscustomeronboarding@zebra.com</u>.
- Case Management—Takes you to the <u>Zebra Case Management</u> page.
- Support Community—Takes you to the Zebra Support Community page.

# **Viewing Reports**

The reports in VIQ are currently being updated to a new look. You may temporarily see a mix of some old reports and some new ones. Some of the features of both are included in this section.

### **New VIQ Report Features**

The VIQ Reports are being redesigned. This section describes some of the new features.

Click **View Report** (1) on a report tile to go to the expanded view of the report, or select the report from one of the menus at the top of the screen.

Newly Activated Devices			Devices In Operation	
NEW ACTIVATIONS			212 DEVICES IN OPERATION	
2 Devices FIRST TIME USAGE	1 Sites		0	Utilized (106) Un-Utilized (94) Out of Contact (12)
Devices Last 7 Days	Siles VIEW REPOR	т >	Yesterday	VIEW REPORT
Storage Memory Utilization			Out Of Contact	
SITE ALERTS			SITE ALERTS	
	1			

The following is an example of a new, expanded report:

#### Viewing Reports



1	<b>Data grid filter</b> - Set filters in this area to filter the data in the table below.
2	<b>Data grid section</b> - Information such as device serial (SR) number, site, and model provide more details of device metrics. Click the table headers to sort the fields in ascending or descending order.
3	Graph section - One or more graphs show the relevant insight in a report.
4	Date picker - Select a time range for the data.
5	<b>Report Filters</b> - Each group of data can be further narrowed down using filters. The filters available vary depending on the report.

#### **Using Filters**

Use filters to customize and control the data that appears in a report or in tables within a report.

#### **Date Picker**

For some reports, you can toggle between date settings using the date picker at the top of the report. Click the drop-down to see what the options are. For other date options, click the Date filter on the far right side of the screen.



#### Setting a Filter for a Report

On the right side of the screen, set a filter to specify what will be shown in the selected report. The filters vary, depending on the report. Most filter options include the date range and device model.

When you mouse over a filter, the option to edit the filter displays. Click the **Edit Filter** icon to view the filter options.

Filters	
Date	
Last 7 Days	Edit Filter
> Device Type	
Include all	
Site Hierarchy	
Include all	
Model	
Include all	
> User Tags	
Include all	
2	

In an **Edit Filter** window, the options for that filter display. Select the desired information, and then click **Apply**.

#### Viewing Reports

Date Edit Filter			
O Include all (no	filter applied)		
O Year	~ Select	~	
● Last ~	7 🗘 Days 🗸	Including current	
O From Sele	ect 📋 To Select	Ē	
O Is not	~ Year	~ Select ~	
	Showing: Feb 07, 2025 0	00:00 - Feb 13, 2025 23:59	Apply Cancel

**NOTE:** If some areas in a report appear blank, try using the **Date** filter to broaden the dates shown. This may provide data for the blank areas. Also check that you have not set other filters that result in no data (such as searching for information that your system does not include).

#### **Clearing Filters for a Report**

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**IMPORTANT:** If you set a value for a global filter (including site hierarchy, models, system tag, and user tag), the filter remains in effect even after you sign out. Clear the filter to return the report to the default for that item.

To clear all filters that may be applied to a report, hover over the top-right side of the screen, just to the left of the report filters. In the drop-down list that appears, select **Clear all filters**.

	Filters
Download PDF	Date
	Last Month

#### Setting and Clearing a Filter for a Table in a Report

On the left side of the screen, set a filter to limit the devices shown in the table below the **Set Filter** search area. Devices can be filtered by serial (SR) number, device name, model, and other data.

Model	✓ MC95		Search Clear			
ite: Select a circle from	the map on the top to see me	ore details here.	Once you choose a circle, th	ne detailed information about that ar	ea will be displayed.	
otal Records (11)						
Device SR No.	Device Name	Model	Site Name	Last Seen by GPS	Location	Operational Status
019291010M0002	MC95-D19291010M0002	MC95	STORE138	Jan 28, 2025 00:00:00	36.1800,-86.7843	Utilized
019291010M0040	MC95-D19291010M0040	MC95	STORE138	Jan 07, 2025 00:00:00	36.1800,-86.7843	Utilized
019291010M0235	MC95-D19291010M0235	MC95	STORE138	Dec 24, 2024 00:00:00	36.1800,-86.7843	Utilized
019291010M0267	MC95-D19291010M0267	MC95	STORE138	Dec 29, 2024 00:00:00	36.1800,-86.7843	Utilized
019291010M0432	MC95-D19291010M0432	MC95	STORE138	Jan 08, 2025 00:00:00	36.1800,-86.7843	Utilized
019291010M0652	MC95-D19291010M0652	MC95	STORE146	Jan 22, 2025 00:00:00	36.1800,-86.7843	Un-Utilized
019291010M0875	MC95-D19291010M0875	MC95	STORE146	Nov 17, 2024 00:00:00	36.1800,-86.7843	Utilized
019291010M0986	MC95-D19291010M0986	MC95	STORE138	Dec 27, 2024 00:00:00	36.1800,-86.7843	Utilized
019291010M1107	MC95-D19291010M1107	MC95	STORE138	Feb 11, 2025 01:00:00	36.1800,-86.7843	Utilized
019291010M1153	MC95-D19291010M1153	MC95	STORE138	Nov 24, 2024 01:00:00	36.180086.7843	Utilized

Click **Clear** to remove filters for the table.

#### **Viewing Extra Information in Graphs**

The tables shown in graphs frequently have additional information available when you mouse over different parts of them.



Mouse over the bars or points in a graph to see additional information for a particular time period.

#### **Controlling Data Displayed in Report Tables**

The data within report tables can be limited or resized, depending on what you need to see. This feature can be handy if a report table is wider than your screen.

#### **Showing or Hiding Columns**

Hide or show columns to control the data displayed in the table.

- 1. Mouse over the right side of a report table tile to see a drop-down list.
- 2. Click Show/Hide columns to see the columns available in that table.



**3.** Select or deselect columns, as desired.

#### **Resize Columns**

Make columns narrower or wider to control how tables display data.

- 1. Mouse over the right side of a column until arrows appear.
- 2. Click and drag left or right until the column is the size you want it to be.

	~ ~	•			
Site Name	~	Hierarchy			
STORE108		ZEBRA/REGION/COUNTRY/STORE108			
STORE106		ZEBRA/REGION/COUNTRY/STORE106			
STORE108		ZEBRA/REGION/COUNTRY/STORE108			
4					
Site Name	Hierarchy	Hierarchy			
STORE108	ZEBRA/R	ZEBRA/REGION/COUNTRY/STORE108			
STORE106	ZEBRA/R	ZEBRA/REGION/COUNTRY/STORE106			
STORE108	ZEBRA/R	ZEBRA/REGION/COUNTRY/STORE108			

### **Exporting Report Data**

Report data can be exported to a PDF. Data from individual tables in a report can be saved as an image or as a CSV file.

#### **Exporting a Report to PDF**

- **1.** Mouse over the right side of a report tile to see a drop-down list.
- 2. Click Download to save the PDF to your Downloads folder.

(i) i		
Download	>	
Show/Hide colu	rin 🗸	Device Name
· · · · · · · · · · · · · · · · · · ·	9	Model
	~	Site Name
	~	Hierarchy
	~	os
	~	Battery Discharge Ra

#### Saving Table Data

- 1. Mouse over the right side of a report table tile to see a drop-down list.
- 2. Click **Download** to see the export options.

	(i) :	Include all
a		Image
r	Show/Hide colb >	CSV File

**3.** Select the desired format to save the file to your Downloads folder.

## Return to the User Dashboard

To return to the user dashboard from any report, go to Detailed Insights > Utilization > Go To Dashboard

	Q Search report	My Companies	Vitals	Detailed Insights ^	Repair & Support ~	٠	~ LO
Battery	Devices	Utilizatio	n			AD	DTILE
Battery Discharge Rat	te Device Health Sum	imary Applica	ition Analyt	ics			
Battery Level	Devices In Operation	on Device	Disruption	S			
Battery Swap Activity	Geo Locations	Memor	y (RAM) Uti	lization By App			
Critical Battery Events	s Newly Activated De	evices Physica	al Mernory (	RAM) Utilization			
Smart Battery Health	Out of Contact	Scan M	letrics				
Smart Battery Overvie	ew Predictive States	Storage	e Memory l	Jtilization			
	Printer Alerts	Utilizati	on Rightsiz	ing			
	Printer Insights	WLAN	Signal Stre	ngth			
	Printer Setting Cha	nges WWAN	Utilization				
	Printer Utilization	Go To I	Dashboard	, →			
	Total Devices		C	,			

## Levels of Information in Tiles and Reports

VIQ and VIQ Vitals provide different levels of information for each category. Think about the level of detail that you need to learn more about your system or to help investigate any issues. Click on links in the reports to see the details down to individual sites, devices, or applications.



**NOTE:** Each VIQ report or VIQ Vital will not necessarily have all levels of information, and levels 3 through 5 shown here may be in a different order, depending on what the report is focused on.

1. Level 1

The first level are the tiles on the Vitals landing page or the VIQ dashboard. Use the information in these tiles to investigate if anything has any issues. The Vitals Health Score tile, in particular, can let you know if something needs to be investigated.

2. Level 2

The second level of information comes from the reports. Click on the heading in a Vitals tile or on **VIEW REPORT** in a VIQ tile to access the related report.

3. Level 3

The third level of information is site-level or model-level. Click on a site or model name in a report table to access the report for that site or model. See these examples:

- Displaying Site Details on page 31
- Displaying Model Details on page 33
- 4. Level 4

The fourth level of information is device-level. Click on a device serial (SR) number in a report table to access the device report for that device. See these examples:

- Displaying Mobile Computer Details on page 35
- Displaying Printer Details on page 40
- Displaying Scanner Details on page 41
- 5. Level 5

The fifth level of information is software-related. Click on an application, version, or other softwarerelated item in a report table to access the related report. See these examples:

- Displaying App Details on page 42
- Displaying App Details by Version on page 43

### **Displaying Site Details**

In many of the Vitals report screens, you can click on a site number in a table to be taken to a page with details about that specific site. The path at the top of the screen shows the report that you came to the details page from.

This is a sample of a site details page. Depending on which report you came from, the content of the page may be different. Refer to the sections on the different Vitals for specific information.



#### Viewing Reports



Click a device serial (SR) number to go to the details page for that device.

### **Displaying Model Details**

In some of the Vitals report screens, you can click on a model number in a table to be taken to a page with details about that specific model. The path at the top of the screen shows the report that you came to the details page from.

This is a sample of a model details page. Depending on which report you came from, the content of the page may be different. Refer to the sections on the different Vitals for specific information.



#### Viewing Reports



Click a device serial (SR) number to go to the details page for that device.

#### See Also

Displaying Mobile Computer Details Displaying Printer Details Displaying Scanner Details

#### **Displaying Device Details**

In many of the report screens, you can click on a device's serial number in a table to be taken to a page with details about that specific device. The path at the top of the screen shows the report that you came to the details page from.

#### **Displaying Mobile Computer Details**

The mobile computer device details page displays the name, serial number, model, operational status, last seen date/time, and location on a map for the specific device. The device's health scores can indicate issues that need to be addressed with the device. Hardware details, software details, and service contract information also appear.

This is a sample of a mobile computer details page. Depending on which report you came from, the content of the page may be different.



The tabs at the bottom of the screen allow you to view additional information, such as when the device was first seen and last used, the repair history, hourly tracking for the previous day, applications installed and used, battery swap activity, and battery consumption details.

#### **Initiating a Repair Request**

Users who have access to both VisibilityIQ and the Repair Portal can initiate an RMA directly from the VIQ Device Details Page by clicking **Click to RMA**. Key information is automatically populated into the the Repair Portal.

Click to RMA

#### **GPS Map**

This tab shows the device's last known GPS location on a world map. Use the + and – on the map to zoom in or out.


#### Usage & Hardware Events

This tab shows certain data from the lifetime of the device. This includes when the device was first seen on the system, when it was last used, battery swaps, critical battery events, high and low WWAN signals, and the number of instances where the device had hardware issues.

GPS MAP USAGE & HARDWARE EVENTS	<b>REPAIR &amp; CASE HISTORY</b>	HOURLY TRACKING	APPLICATIONS	BATTERY SWAP ACTIVITY	BATTERY CONSUMPTION DETAILS
USAGE			HARDWARE EVENTS HI	ISTORY	
First Seen Date:May 06, 2025Last Utilization Date:Apr 14, 2025Battery Swaps:728Critical Battery Event:1High WWAN Signal:-97Low WWAN Signal:109			Exceeds Peak Memory: SSD Memory Issues: System Reboots:	0 0 0	

## **Repair & Case History**

This tab shows certain data from the lifetime of the device. This includes dates when the device was sent for repairs and any cases that were opened for the device.

GPS MAP U	SAGE & HARDV	VARE EVENTS	REPAIR & CAS	SE HISTORY	HOURLY TRACKING	APPLICA	TIONS	BATTERY SWAP	PACTIVITY	BATTERY CON	SUMPTION DETAILS
REPAIR HISTORY	,					CASE HISTOR	RY				
REPAIR NO.	REPAIR OPEN DATE	STATUS	REPAIR RECEIVED DATE			CASE NO.	CASE DE	SCRIPTION	CASE OPEN DATE	CASE CLOSED DATE	
DR-12345301-1-2	Apr 23, 2025	Open	Apr 23, 2025			DC-442-20	TC75X- N	lot Connecting to Wifi	Apr 22, 2025	May 01, 2025	
						DC-442-20	TC75X- N	lot Connecting to Wifi	Apr 22, 2025	May 01, 2025	
						DC-442-20	TC75X- N	lot Connecting to Wifi	Apr 22, 2025	May 01, 2025	
						DC-442-20	TC75X- N	lot Connecting to Wifi	Apr 22, 2025	May 01, 2025	
						DC-442-20	TC75X- N	lot Connecting to Wifi	Apr 22, 2025	May 01, 2025	
≪ < 1 > ≫					Rows 1-1	≪ < 1 > ≫					Rows 1-5

#### **Hourly Tracking**

This tab shows hourly data for the last 24 hours. Mouse over the data to view the numbers associated with the data.

GPS M	AP	USAGE & HARDWARE EVENTS	REPAIR & CASE HISTORY	HOURLY TRACKING	APPLICATIONS	BATTERY SWAP ACTIVITY	BATTERY CONSUMPTION DE	TAILS	
HOURL	Y TRA	CKING							
	30								
	20					•			
Count	20					•		94%	Percenta
0	10								ge
	0		00:00	_	_	01:00			
			Successful Scans Total Scans	Success Rate Batt	ery Level (%) Critica	al Event Threshold Battery Swap			

## Applications

This tab shows the applications used on the device for the last 7 days.

GPS MAP USAGE & HAR	DWARE EV	ENTS REPAIR & CASE	HISTORY	HOURLY TRAC	KING AP	PLICATIONS   BATTER	Y SWAP ACTIVITY BA	ATTERY CONSUMPTION	N DETAILS
APPLICATIONS (as of last 7 day	rs)								
APPLICATION NAME	VERSION	APPLICATION CATEGORY	ANR	FORCED CLOSE	MEMORY	FOREGROUND MINUTES	BACKGROUND MINUTES	TOTAL MINUTES USED	DAILY BATTERY
Attendant	1.0.1	Business	0	0	2,471	18	0	18	11.00%
BizAppA	1.0.1	Business	0	0	2,471	3	0	3	1.00%
BizAppA	3.0.1.7	Business	0	0	2,471	148	0	148	1.00%
BusinessExpress	1.0.1	Business	0	0	2,471	12	0	12	12.00%
BusinessExpress	6.7.39	Business	0	0	2,471	19	0	19	12.00%
BusinessExpress	7.0.4	Business	0	0	2,471	44	0	44	12.00%
DataWedge	1.0.1	Business	0	0	2,471	31	0	31	5.00%
DataWedge	1.0.1	Business	0	0	2,471	31	0	31	8.00%
DeliveryManager	1.0.1	Business	0	0	2,471	16	0	16	5.00%
Diagnostic Tool	1.0.1	Business	0	0	2,471	11	0	11	2.00%
≪ < 123 ≽ ≫									Rows 1-10

# Viewing Reports

#### **Battery Swap Activity**

With some devices, you can swap a different battery into the device instead of having to put the device on a charger. This tab shows which batteries have been used in the device and assorted data about the batteries.

GPS MAP USAGE	& HARDWARE EV	ENTS REPAIR	& CASE HISTOR	Y HOURLY TR	ACKING APPLICAT	IONS BATTERY	SWAP ACTIVITY   BATTERY CONSUMPTION DETAILS
BATTERY SWAP ACTIV	ITY						
BATTERY SERIAL NO.	MANUFACTURED DATE	PART NO.	FIRST READING	LAST READING	LAST TEMPERATURE	LAST BATTERY	
T736101	Dec 23, 2018	BT-000351-00 R.A	Apr 23, 2023	Apr 24, 2023	24	3	
736101	Dec 23, 2018	BT-000351-00 R.A	Nov 10, 2023	Nov 11, 2023	24	3	
736101	Dec 23, 2018	BT-000351-00 R.A	Oct 10, 2023	Oct 11, 2023	24	3	
736101	Dec 23, 2018	BT-000351-00 R.A	Dec 06, 2023	Dec 07, 2023	24	3	
736101	Dec 23, 2018	BT-000351-00 R.A	Feb 27, 2024	Feb 28, 2024	24	3	
736101	Dec 23, 2018	BT-000351-00 R.A	Jun 27, 2023	Jun 28, 2023	24	3	
736101	Dec 23, 2018	BT-000351-00 R.A	May 10, 2023	May 11, 2023	24	3	
736101	Dec 23, 2018	BT-000351-00 R.A	Feb 14, 2024	Feb 15, 2024	24	3	
736101	Dec 23, 2018	BT-000351-00 R.A	Apr 14, 2023	Apr 15, 2023	24	3	
736101	Dec 23, 2018	BT-000351-00 R.A	Jul 28, 2023	Jul 29, 2023	24	3	

(( 12040... 100 / //

#### **Battery Consumption Details**

This tab shows which apps caused battery drainage during the last 7 days. The charging cycle column indicates the number of times the device was put on a charger during this time.

GPS MAP USA	AGE & HARD	WARE EVENTS	REPAIR & CASE H	STORY	HOURLY TRACKING	APPLICATIONS	BATTERY SWAP ACTIVITY	BATTERY CONSUMPTION DETAILS
BATTERY CONSUM	IPTION DETA	ILS (as of last 7 days)						
NAME	VERSI	DAILY BATTERY USAGE	CHARGING CYCLE	~				
Bluetooth Pairing	1.0.1	5.00%	2					
Google Play-tjänster	1.0.1	6.00%	2					
Quickstep	1.0.1	3.33%	2					
Ljud	1.0.1	6.00%	2					
Android-system	1.0.1	2.33%	2					
SOTI Surf	1.0.1	3.33%	2					
Inställningar	1.0.1	8.00%	2					
Klocka	1.0.1	2.33%	2					
Pnc	1.0.1	3.00%	2					
Enterprise Home S	1.0.1	1.67%	2					
≪ < 123456	> >>							Rows 1-10

## **Displaying Printer Details**

The printer details page displays the name, serial number, model, operational status, and last seen date/ time for the specific device. Hardware details, software details, and service contract information also appear.

The tabs at the bottom of the screen allow you to view additional information, such the length of media printed per hour (in inches), the historical battery level, and printer utilization information.

PRINTER DETAILS			Filters
DEVICES IN OPERATIONS > PRINTER DETAILS			DEVICE SR NO.
LAST REFRESHED 103 MINUTES AGO			D19261010P0222
	BASIC DETAILS Device Name: ZT610-D19261010P0222 Device SR No.: D19261010P0222 Model: ZT610 Operational Status: Utilized Last Seen Date: Nov 21, 2024		
HARDWARE DETAILS	NETWORK DETAILS	PRINTER SETTINGS	
Full Model No.: ZT61042-T010100Z	Active Network info: internal wired	Label Type: journal	
Firmware: V75.20.01Z	IP Protocol info: dhcp	Print Mode: rewind	
Storage Size: 739.35 MB		Print Method: direct thermal Print Darkness: 64	
		Inactivity Timeout: 50	
	DN		
PRINT LENGTH			
Print Length approximations are based on the aggregated physical length (in inches) of Note: Device repair events may cause minor fluctuations in this calculation.	f media printed within the timeframe you have selected.		
3K 2K 1K 0 12 AM 1AM 2 AM 3 AM 4 AM 5 AM 6 AM 7 AM	N 8 AM 9 AM 10 AM 11 AM 12 PM 1 PM 2 PM 3 PM	4PM 5PM 6PM 7PM 8PM 9PM 10PM 11PM	

# **Displaying Scanner Details**

The scanner details page displays the name, serial number, model, operational status, and last seen date/ time for the specific device. Hardware details and service contract information also appear.

The tabs at the bottom of the screen allow you to view additional information about repairs and case details.

SCANNER DETAILS						Filters
DEVICES IN OPERATIONS > SCANNER DETAILS						A DEVICE SR NO.
LAST REFRESHED 93 MINUTES AGO	,					D19231010S0115
DEVICE IMAGE		BASIC DETAILS				
	Device Name: Device SR No.: Model: Operational Status: Last Seen Date:	MP7000-D1923101050115 D1923101050115 MP7000 Un-Utilized (As of yesterde Feb 07, 2025				
			SERVICE CONTRACT			
HARDWARE DETAILS			SERVICE CONTRACT			
Full Model No.: MP7011-MPSLM00U3	s		Contract Number: D	5920243003		
Site Name: STORE111						
Firmware: N/A						
REPAIR DETAILS CASE DETAILS						
Repair History						
REPAIR NO.	OPEN DATE	STATUS		RECEIVED DATE	CLOSED DATE ~	
DRSC-12345115-1-2024	Aug 07, 2024	Repair Completed		Aug 07, 2024	Aug 16, 2024	
DRSC-AD12345218-1ENDRS-2024	Jul 12, 2024	Open		Jul 12, 2024	Aug 03, 2024	
DRSC-S12345115-1-2024	Apr 18, 2022	Repair Closed		Apr 18, 2022	Apr 21, 2024	
DRSC-12345115-1-2023	Aug 07, 2023	Repair Completed		Aug 07, 2023	Aug 16, 2023	
DRSC-AD12345218-1ENDRS-2023	Jul 12, 2023	Open		Jul 12, 2023	Aug 03, 2023	
DRSC-S12345115-1-2023	Apr 18, 2021	Repair Closed		Apr 18, 2021	Apr 21, 2023	
DRSC-12345115-1-2021	Aug 06, 2021	Repair Completed		Aug 06, 2021	Aug 17, 2021	
DRSC-AD12345218-1ENDRS-2021	Jul 09, 2021	Open		Jul 16, 2021	N\A	
≪ < 1 > ≫					Rows 1-8	

# **Displaying App Details**

In some software health screens, you can click an app in a table to be taken to a page with details about that specific app. The path at the top of the screen shows the report from which you came to the details page.

The app details page displays the health score, app health score rank, app usage (in minutes), and the app usage rank. The table gives details about app issues divided by the app version. Click an app version to view more details about that specific version.

ST REFRESHED 1,924												
PP HEALTH SCORE				SUI	MMARY				APP HE	ALTH SCORE RANK		
				Fo	r App Name Diagn	nostic Tool						
	. :				in the Hame Blogh						40	
				Th	iere are 34 ANR co is app.	ounts across the 30-	day average for	r all versions	of		13	
		0 1,000								This app	o ranks 13 out of 20 a	apps.
		857		Th	e memory usage a p is 0.02 MB	across the 30-day a	verage for all ve	ersions of this				
				Po	utinaly chack if this	e ann is un to data	with the latest v	ersion to				
PP USAGE							APP USAGE R	ANK				
			2 576							17		
		_	2,576	_						17		
		- n	2,576 ninutes over last 30 day						This app	17 usage ranks #17 out o	f 20 apps.	
		- n	2,576 ninutes over last 30 day						This app 1	17 usage ranks #17 out o	f 20 apps.	
et Filter		- n	2,576 ninutes over last 30 day						This app (	17 usage ranks #17 out o	f 20 apps.	
et Filter	V Soar	- n	2,576 inutes over last 30 day	S.					This app	17 usage ranks #17 out o	f 20 apps.	
et Filter Select Column	▼ Sear	- n ch text	2,576 hinutes over last 30 day	S. Clear					This app (	17 Jsage ranks #17 out o	f 20 apps.	
et Filter Select Column PP HEALTH ISSUES W	Sear     ITH VERSIO	- n ch text NS (8)	2,576 ninutes over last 30 day	s, Clear					This app i	1/ usage ranks #17 out o	f 20 apps.	
et Filter Select Column PP HEALTH ISSUES W PP NAME + ERSION	VITH VERSIO	ch text NS (8) VERSION	2,576 ninutes over last 30 day Search DEVICES IMPACTED WITH OS VERSION	Clear NO. OF INSTALLS	AVG APP NOT RESPONDING PER INSTALLS	AVG CRASHES PER INSTALLS	DAILY ¥ BATTERY USAGE	AVG MEMORY (MB)	This app AVERAGE FOREGROUND USAGE (minutes)	1/ usage ranks #17 out of AVERAGE BACKOROUND USAGE (minutes)	f 20 apps.	TOTAL DEVICES
t Filter Select Column PP HEALTH ISSUES W PP NAME + ERSION agnostic Tool version	Sear     ITH VERSIO     MODEL     TC77	ch text NS (8) VERSION 13	2,576 ninutes over last 30 day Search DEVICES IMPACTED WITH OS VERSION	S. Clear NO. OF INSTALLS	AVG APP NOT RESPONDING PER INSTALLS	AVG CRASHES PER INSTALLS	DAILY ~ BATTERY USAGE 0%	AVG MEMORY (MB) 0	AVERAGE FOREGROUND USAGE (minutes) 0	1/ usage ranks #17 out of AVERAGE BACKGROUND USAGE (minutes) 0	f 20 apps. AVG USAGE (minutes) 0	TOTAL DEVICES
et Filter Select Column PP HEALTH ISSUES W PP NAME + ERSION iagnostic Tool version iagnostic Tool version	Sear     MTH VERSIO     MODEL     TC77     TC77	ch text NS (8) VERSION 13 NVA	2,576 annutes over last 30 day Search DEVICES IMPACTED WITH OS VERSION 14,715	S. Clear NO. OF INSTALLS 13,352	AVG APP NOT RESPONDING PER INSTALLS 0	AVG CRASHES PER INSTALLS 0	DAILY BATTERY USAGE 0%	AVG MEMORY (MB) 0 0	AVERAGE FOREGROUND USAGE (minutes) 0	1/ usage ranks #17 out of AVERAGE BACKGROUND USAGE (minutes) 0 0	AVG USAGE (minutes) 0 0	TOTAL DEVICES 15,194
et Filter Select Column PP HEALTH ISSUES W PP NAME + ERSION iagnostic Tool version iagnostic Tool version iagnostic Tool 3.1.0.2	V Sear     MTH VERSIO     MODEL     TC77     TC77     TC77	ch text NS (8) VERSION 13 NA NA	2,576 hinutes over last 30 day Search DEVICES IMPACTED WITH OS VERSION 14,715 12	Clear NO. OF INSTALLS 13,352 11	AVG APP NOT RESPONDING PER INSTALLS 0 0	AVO CRASHES PER INSTALLS 0 0	DALLY BATTERY USAGE 0% 0% 0%	AVG MEMORY (MB) 0 0 0	This app of the second	1/ Jsage ranks #17 out of AVERAGE BACKOROUND USAGE (minutes) 0 0 0	f 20 apps. AVG USAGE (minutes) 0 0 0	TOTAL DEVICES 15,194 12
t Filter Select Column PP HEALTH ISSUES W PP NAME + agnostic Tool version agnostic Tool version agnostic Tool 3.1.0.2 agnostic Tool 3.6.0.2	Sear     MTH VERSIO     MODEL     TC77     TC77     TC77     TC77	ch text NS (8) VERSION 13 NA NA 8.1.0	2,576 initiates over last 30 day Search DEVICES IMPACTED WITH OS VERSION 14,715 12 1	Clear NO. OF INSTALLS 13,352 11 1	AVG APP NOT RESPONDING PER INSTALLS 0 0 0	AVG CRASHES PER INSTALLS 0 0 0	DAILY BATTERY USAGE 0% 0% 0% 0%	AVG MEMORY (MB) 0 0 0 0	This app of AVERAGE FOREGROUND USAGE (minutes) 0 0 0 0 0 0	AVERAGE BACKGROUND USAGE (minutes) 0 0 0 0	AVG USAGE (minutes) 0 0 0 0	TOTAL DEVICES 15,194 12 1
et Filter Select Column PP HEALTH ISSUES W PP NAME + ERSION iagnostic Tool version iagnostic Tool version iagnostic Tool 2.6.0.2 iagnostic Tool 2.6.0.2	Sear     ITH VERSIO     MODEL     TC77     TC77     TC77     TC77     TC77	ch text NS (8) VERSION 13 NA NA 8.1.0 10	2,576 hinutes over last 30 day Search DEVICES IMPACTED WITH OS VERSION 14,715 12 1 1,718	S. Clear NO. OF INSTALLS 13,352 11 1 1 15,367	AVG APP NOT RESPONDING PER INSTALLS 0 0 0 0 0 0	AVG CRASHES PER INSTALLS 0 0 0 0	DAILY BATTERY USAGE 0% 0% 0% 0% 0%	AVG MEMORY (MB) 0 0 0 0 0 0 0 0 0	AVERAGE FOREGROUND USAGE (minutes) 0 0 0 0 0 0 0 0 0 0	AVERAGE BACKGROUND USAGE (minutes) 0 0 0 0 0 0 0 0	AVG USAGE (minutes) 0 0 0 0 0 0	TOTAL DEVICES 15,194 12 1 16,724
et Filter Select Column PP HEALTH ISSUES W PP NAME + Tersion Wagnostic Tool version Wagnostic Tool version Wagnostic Tool 2.6.0.2	Sear     Sear     TC77	Ch text NS (8) VERSION 13 NA NA 8.1.0 10 NA	2,576 hinutes over last 30 day Search DEVICES IMPACTED WITH OS VERSION 14,715 12 1 1,718 20	S. Clear NO. OF INSTALLS 13,352 11 1 1 15,367 18	AVG APP NOT RESPONDING PER INSTALLS 0 0 0 0 0 0 0 0	AVG CRASHES PER INSTALLS 0 0 0 0 0 0 0 0 0 0	DAILY BATTERY USAGE 0% 0% 0% 0% 0% 0%	AVG MEMORY (MB) 0 0 0 0 0 0 0 0 0 0	This app of AVERAGE FOREGROUND USAGE (minutes) 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1/ usage ranks #17 out of BACKGROUND USAGE (minutes) 0 0 0 0 0 0 0 0 0	AVG USAGE (minutes) 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	TOTAL DEVICES 15,194 12 1 16,724 20
et Filter Select Column PP HEALTH ISSUES W PP NAME + ERSION iagnostic Tool version iagnostic Tool version iagnostic Tool 2.6.0.2 iagnostic Tool 2.6.0.2 iagnostic Tool 2.6.0.2	Sear     MODEL     TC77     TC77		2,576 aninutes over last 30 day Search DEVICES IMPACTED WITH OS VERSION 14,715 12 1 1,718 20 2,649	Clear No. OF INSTALLS 13,352 11 15,367 18 11,374	AVG APP NOT RESPONDING PER INSTALLS 0 0 0 0 0 0 0 0 0 0	AVG CRASHES PER INSTALLS 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	DAILY BATTERY USAGE 0% 0% 0% 0% 0% 0% 0%	AVG MEMORY (MB) 0 0 0 0 0 0 0 0 0 0 0 0 0	AVERAGE FOREGROUND USAGE (minutes) 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	AVERAGE BACKOROUND USAGE (minutes) 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	AVG USAGE (minutes) 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	TOTAL DEVICES 15,194 12 1 16,724 20 12,316

#### See Also

Displaying App Details by Version

## **Displaying App Details by Version**

In some software health screens, you can click an app version in a table to be taken to a page with details about that specific app version. The path at the top of the screen shows the report from which you came to the details page.

The app version details page displays the health score, app version health score rank, app version usage (in minutes), and the app usage rank.



#### APP VERSION WITH DEVICES IMPACTED, LAST 30 DAYS (1267)

DEVICE SR. NO	SITE NAME	AVG APP NOT RESPONDI	AVG CRASHES	AVG FOREGROUND USAGE (minutes)	AVG BACKGROUND USAGE (minutes)	TOTAL USAGE (minutes)	DAILY BATTERY A USAGE	DAILY DATA USAGE (MB)
D19291010M0423	STORE125	0	0	0.00	0.00	0.00	0%	100
D19291010M1253	STORE142	0	0	0.00	0.00	0.00	0%	0
D19291010M0638	STORE102	0	0	0.00	9.70	9.70	0%	0
D19291010M0605	STORE111	0	0	0.00	19.87	19.87	0%	100
D19291010M1420	STORE108	0	0	0.00	26.65	26.65	0%	0
D19291010M1293	STORE116	0	0	0.00	26.80	26.80	0%	0
D19291010M0716	STORE146	0	0	0.00	70.67	70.67	0%	100
D19291010M1398	STORE135	0	0	0.00	39.65	39.65	0%	0
D19291010M0030	STORE144	0	0	0.00	47.40	47.40	0%	100
D19291010M0943	STORE147	0	0	0.00	31.65	31.65	0%	0

Rows 1-10

« < 12345...127 » »

The table gives details about app issues divided by device. Click a device serial (SR) number to go to the details page for that device.

#### See Also

Displaying Mobile Computer Details Displaying Printer Details Displaying Scanner Details

# **Legacy VIQ Report Features**

The features in this section may change or be eliminated as the reports get a new look.

Click **View Report** (1) on a report tile to go to the expanded view of the report, or select the report from one of the menus at the top of the screen.



The following is an example of an expanded view of a report in the old interface:



1	Search box - Search for a specific type of information to view in the report.
2	<b>Filters</b> - Each group of data can be further narrowed down using filters. The filters available vary depending on the report.

3	Date picker - Select a different time range to view the report.
4	Export Report - Export a report to Excel (data grid only) or PDF (graphs only).
5	Graph section - One or more graphs show the relevant insight in a report.
6	<b>Data grid section</b> - Information such as devices, site, and model provide more details of device metrics. Click the table headers to sort the fields in ascending or descending order.

# **Date Picker**

In the report view, select different date ranges (if applicable) via the date picker icon 🖾 located in the topright corner of the page.

Date picker options are specific to each report. Not all reports have the same date ranges available to them. The default date range varies by report.

- A preset date range, such as **Last Month**, can be selected from the provided list.
- Click **Custom** (1) and then select the start and end dates from the calendar. After selecting the dates, click **Apply** (2) to set this custom date range.

Last Month	~		Jan	÷	2024	-				Feb		2024	<b>.</b>	、
Last 12 Months	Mo	Tu	Wo	Th	Gr			Мо	Tu	We	Th	Er	Sa	Su
Last Calendar Year				28							1	2	3	4
Custom	1	2	3	4	5	6	7	5	6	7	8	9	10	11
$\cup$	8	9	10	11	12	13	14	12	13	14	15	16	17	18
	15	16	17	18	19	20	21	19	20	21	22	23	24	25
	22	23	24	25	26	27	28	26	27	28	29			3
	29	30	31		2		4	4	5	6		8	9	

• Upon selecting a different date, the system prompts for confirmation.



- 1. Select **Don't ask again this session (1)** to prevent the dialog box from displaying for each new date selection.
- 2. Click APPLY DATE CHANGE (2) to confirm the new date selection.

# Apply and Clear Filters at the Top Level and Report Level

When a global model preference or report filter (for example, site hierarchy, models, system tag, or user tag) is selected, the filter remains in effect even after logging out.

- 1. Select or deselect the desired filter(s).
- 2. Click Apply Filters.





**NOTE: Clear All** displays when at least one active filter is selected. Click it and then click **Apply Filters** to clear all filters selected in the report.

# **Reset a Report to Default View**

Click **Reset to default** (1) in the top-right corner to remove all filters from the filter section, the date picker, and data grid filtering/sorting. Following the confirmation click, the report reverts to its default view.



# Data Grid

Each report provides a data grid section to provide more details regarding the report. This data grid features several columns that display information, including serial numbers, models, and sites.

## Data Grid Column

The data grid column shows additional information.

- All columns can be sorted in descending to ascending order or vice versa when the user clicks on the column title.
- All columns are searchable by activating the Search Box (1).

		in Operation (244)			🖬 in Operation 🖷 in P	eper 👘 Presumed at Ste	woound To Customer
1 -	•	Device SR No. 🤝	Oevice Name	Model	Full Model No.	Device Type	State
•	D	SN-DEMO-0004	SN-DEMO-0004	TCS1	TCS10K2PAZU4P-US	DEVICE	In Operation
	D	SN-0EMO-0009	SN-DEMO-0009	TC/51	TC\$10K2PA2U4P-US	DEVICE	In Operation
	0	SN-0EMO-0014	SN-DEMO-0014	TC/S1	TCS10K2PAZU4P-US	DEVICE	In Operation
		SN-0EM0-0019	SN-0EM0-0019	TC51	TC510K2PA2U4P-U5	DEVICE	In Operation
	n	SN0EM0-0024	5N0EM0-0024	TCS1	TC510K2FAZU4P-US	DEVICE	in Repair

- If a filter is applied to a column header of the data grid in a report, it remains active until cleared.
- If the **Show Rows (10, 20, 50)** displayed on the current page changes, this selection remains active until a different number is chosen.

	Presumed at Site (277)     In Operation (009)     In Repair (10)     Spare pool (41)		 044 2019	jan 2020	Pub 2020 Presumed at Site	Mar 2020 Inbound To Custome	Age 2020 er <b>in Operation in</b> In	May 2000 Repair Spare pool	jun 2009	200 2020	 349 2020
<u> </u>	Device SR No.	Device Name	Model		Full Model No.		State			Site Name	
Þ	DEMO-C01-SN-101	DEMO-C01-SN-101	TC75		TC75AH-KA11ES-A1		In Operatio	in		DEMO-CO1-SITE-NAME-169	
þ	DEMO-C01-SN-103	DEMO-C01-SN-103	TC75		TC75AH-KA11ES-A1		In Operatio	10		DEMO-CO1-SITE-NAME-283	
þ	DEMO-C01-SN-107	DEMO-C01-SN-107	TC75X		TC75AH-KA11ES-A1		Presumed	at Site		DEMO-CO1-SITE-NAME-370	
þ	DEMO-C01-SN-109	DEM0-C01-SN-109	TC75		TC75AH-KA11ES-A1		In Operatio	n		DEMO-C01-SITE-NAME-380	
þ	DEMO-C01-SN-110	DEMO-C01-SN-110	TC75		TC75AH-KA11ES-A1		In Operatio	in .		DEMO-CO1-SITE-NAME-262	
þ	DEMO-C01-SN-111	DEMO-C01-SN-111	TC75		TC75AH-KA11ES-A1		In Operatio	in .		DEMO-C01-SITE-NAME-267	
þ	DEMO-C01-SN-113	DEMO-C01-SN-113	TC75		TC75AH-KA11ES-A1		In Operatio	in		DEMO-CO1-SITE-NAME-287	
þ	DEMO-C01-SN-115	DEMO-C01-SN-115	TC75		TC75AH-KA11ES-A1		In Operatio	n		DEMO-CO1-SITE-NAME-188	
þ	DEMO-C01-SN-117 10	DEMO-C01-SN-117	TC75		TC75AH-KA11ES-A1		In Operatio	10		DEMO-CO1-SITE-NAME-211	
þ	DEMO-C01-SN-119 20 50	DEMO-CO1-SN-119	TC75		TC75AH-KA11ES-A1		In Operatio	и		DEMO-C01-SITE-NAME-220	
	1 2 3 94 + + Show rows: 10 +	Jum to Page: 1									933 Items in 9

• For a data grid with multiple pages, entering the page number in the **Jump to Page** field and pressing enter allows for swift navigation to a specific page. The selection of the page remains until a different page is chosen.

Presumed at Site (277) in Operation (606) in Repair (10) Spare pool (41)	0ct 2019	Nev Dis 2019 2019	јал 2020	Feb 2020 Presumed at Site	Mar 2020 Inbound To Customer
Device SR No.	Device Name	Model		Full Model No.	
DEMO-C01-SN-101	DEM0-C01-SN-101	TC75		TC75AH-KA11ES-A1	
DEMO-C01-SN-103	DEMO-C01-SN-103	TC75		TC75AH-KA11ES-A1	
DEMO-C01-SN-107	DEM0-C01-SN-107	TC75X		TC75AH-KA11ES-A1	
DEMO-C01-SN-109	DEMO-C01-SN-109	TC75		TC75AH-KA11ES-A1	
) DEMO-C01-SN-110	DEMO-CO1-SN-110	TC75		TC75AH-KA11ES-A1	
DEMO-C01-SN-111	DEM0-C01-SN-111	TC75		TC75AH-KA11ES-A1	
) DEMO-C01-SN-113	DEMO-C01-SN-113	TC75		TC75AH-KA11ES-A1	
DEMO-CO1-SN-115	DEMO-CO1-SN-115	TC75		TC75AH-KA11ES-A1	
DEM0-C01-SN-117	DEMO-C01-SN-117	TC75		TC75AH-KA11ES-A1	
DEMO-CO1-SN-119	DEMO-CO1-SN-119	TC75		TC75AH-KA11ES-A1	
<ul> <li>&lt; 1 2 3 94 &gt; &gt;&gt; Show rows: 10</li> </ul>	Jump to Page: 30				

## **Data Grid Functions**

There are three functions available in the right-hand corner of the data grid that affect how the data is presented on the data grid.



- **Grouping** enables the aggregation of devices within the data grid by Site Name or Model, with options to sort the groupings in either ascending or descending order.
- The ability to **Show/Hide** columns determines the visibility of specific columns in the data grid.
- User Tagging allows for the creation, editing, and assignment of tags to categorize devices according to specific needs, and the removal of tags from devices when necessary. The following section provides more details on the User Tagging tool.

# **User Tagging**

During onboarding, if assigned the user tag feature, access to a tagging tool becomes available. This tool enables creating, editing, and deleting user tags, in addition to associating or removing tags from devices in view.



Click the tagging tool to view the Create/Edit Tag and Remove Devices Tag options.

## **Creating or Editing Tags**

The Creating or Editing Tags show additional information.

1. Click Create/Edit Tag.

The **Device Tags** window displays.

2. Click Create new tag (1).



The tag name window displays.

**3.** Add the **Tag name** (1) in the field and click **#** (2) to create the tag.

	Device Tags	Q	×	~
	× Chicago Site		~	2
1-				
	Tag your devices			
	Create a custom tag and it will show up here			
_				
1	Device Tags		۹	×
	+ Create new tag			
	Chicago Site			

The device window displays the updated tag name.

4. Move the cursor to the tag listed and use the # icon to edit the tag or the # icon to delete the tag.

Device Tags Q						
+ Create new tag						
Chicago Site	1	8				

# Associating Tag to Device(s)

The Associating Tag to a Device(s) shows additional information.

1. On the data grid, select all devices by checking the box at the top or select some devices by checking individual boxes on the left.

										<u></u>
	Serial Number	Device Name	Models	Full Model No	OS	BSP	Software Profile	Site Name	Operational Status	Last Utilization Date
<b>×</b>	10552080854022	ETH_08082080803022	MK4900		5.0			0005 TEST REF	Un-Utilized	13 Mar 2019
	18540803022722	MK4900-PSS80820	MK4900		5.0			0023 REF E18	Un-Utilized	13 Mar 2019
<u>~</u>	15435803500554	MK498080007	MK4900		5.0			0023 REF E18	Un-Utilized	13 Mar 2019
<b>×</b>	14301540306044	PFT_00201880806044	MK4900		5.0			0007 TEST NEXT	Un-Utilized	13 Mar 2019

2. Click the Tagging tool.

The tagging options display.

3. Click Associate Tag (1).

	Out of Contact (12)			
1	Associate Tag Remove Devices Tag	Ð	m	:
	Operational Status Last L	Jtilizatior	n Date	

The **Device Tags** window displays.

4. Hover over the tag to be associated and select the box on the right (1).

Device Tags	Q	×	
+ Create new tag			
Chicago Site	1	8	1
APPLY			

5. Click **APPLY** to associate the tags to the devices selected.

# **Removing Tags from Devices**

The Removing Tags from Devices shows additional information

- **1.** Click the tagging tool.
- 2. Click Remove Devices Tag.

The **Device Tags** window displays.

3. Click the tag to remove it, and click Okay (1).

	Device Tags	۹	×
	Select a tag to remove from devices		
	Chicago Site		
1 -	Okay		

Select devices to remove from tag group						
Remove CANCEL						
	Serial Number	Tags				
	13022 520803022	Chicago Site				
	10554522500554	Chicago Site				
	16044 522 506044	Chicago Site				
K 4 1 K Show row	vs. 10 •					

The devices display.

4. Select the devices and click Remove (1).

	Select devices to remove from tag group						
1-	Remove	CANCEL					
		Serial Number	Tags				
	<u>~</u>	13022520803022	Chicago Site				
	<u>~</u>	10554522500554	Chicago Site				
		16044522506044	Chicago Site				
	H 4 1	Show rows: 10 -					

5. Click **Remove** on the confirmation prompt.

Select devi	ees to remove from tag group				
Remove	CANCEL				
	Serial Number				Tags
	13022520803022				Chicago Site
	10554522500554				Chicago Site
	16044522506044				Chicago Site
<b>K</b> • 1	► N Show rows: 10 -	Remove tag from 2 devices			
			CANCEL	Remove	

The tag gets removed from the selected devices.

# **Report Export Function**

The Export Report feature, available within each report, allows you to export page information to a PDF or an Excel spreadsheet.

	Export Report						
Excel Spreadsheet (.xlsx)							
Portable Document Format (.pdf)							

- Excel Spreadsheet (.xlsx) This exports the data grid in the report to Excel, which allows up to 1 million rows.
- Portable Document Format (.pdf) This exports the graph from the report to PDF.

# Settings

The **Settings** menu provides Access Management functions, company-level settings, and user-level settings.

Q Search report	My Companies	Vitals Detailed Insights ~	Repair & Support ~ 🔹 🖣	LO
	Access Management	Company Loval Sattings	Settings	
	Devices	Data Availability	Email Notifications	
	Roles	Manage Sites	General Settings	
	Users	Report Settings	Set Model Preferences	
	User Groups	Site Assignment		
		Utilization Settings		

# **Access Management**

The Access Management menu allows customers and partners to control what features are accessible to which users.



## NOTE:

- This menu can be viewed only by User Admins.
- The Devices option is currently not available to most customers.

The following are the Access Management menu options:

- Devices
- Roles
- Users
- User Groups

# Devices

The device management option allows you to enroll and unenroll specific devices in the VIQ system. The devices are tracked by their individual serial numbers.



**NOTE:** Enrolling devices in or unenrolling them from VIQ does not impact the OneCare support or repair systems.

## **Adding a Device**

This procedure describes adding a device by serial number (applicable to both Zebra and non-Zebra devices).

# 1. Click Settings > Access Management > Devices.

र्श्रीफ, VisibilitylQ™			Q Se	earch report	Му	Companies	Vitals (Beta)	Detailed Insights 🗸	Repair & Support	* <b>¢</b>	
Devices								Export Devices	Bulk Upload 🗸	Add	Device
۹ Search device SR N	o Company	v ∨ Partner	∽ Site ∽	Model V Typ	De V Apply						
Devices SR No 💠	Device name 👙	Type 💠	Model ≑	Company 🔶	Partner 🔶	Contract 💠	Site 💠	Site hierarchy 🗧	Last updated 🔶	Status	÷
1234567890	TC75-TEST1	MOBILE COMPUTER	TC75AH-KA11E- A1	ZEBRA DEMO ZSA	ZEBRA		ZEBRA DEMO	ZSA ZEBRA DEMO ZS	A Oct 05, 2024	Enrolled	
212445225D0139	AFSHIN DEVICE	MOBILE COMPUTER	TC52AX-HC	ZEBRA DEMO ZSA	ZEBRA		ZEBRA DEMO	ZSA ZEBRA DEMO ZS	A Sep 24, 2024	Enrolled	
				< 1	<b>&gt;</b>				F	ows per page	10 ~

The **Devices** screen displays, listing existing devices.

2. Click Add Device.

ξίι₀ VisibilitylQ <sup>∞</sup>	o, Search report	My Companies	Vitals (Beta)	Detailed Insights 🗸	Repair & Support 🗸	٠	
← Add device							Add
Company information							
Company*	F	Partner*					
<ul> <li>Search company</li> </ul>		Select partner					$\sim$
Basic information							
Device type *	C	evice SR No*					
Select	~						
Model*	Ē	Device name					
Contract							
Site information							
Site	S	ite hierarchy					
<ul> <li>Search site</li> </ul>		۹ Search site hierarch	hy				

The Add Device screen displays.

- **3.** Type the first few letters of the company name, and then select the company from the resulting list.
- 4. Click the Partner drop-down, and select a partner.
- 5. Click the Device type drop-down, and select MOBILE COMPUTER, SCANNER, or PRINTER.
- 6. Enter the device's serial number.
- 7. Enter the device's full model number (such as TC75AH-KA11E-A1).



**IMPORTANT:** Enter this information carefully. The device model cannot be changed later without losing historical data for the device.

**8.** If desired, give the device a unique name and add the contract number and a site. By default, the only available site is the company name. You can create more sites via the Manage Sites feature.

9. In the top-right corner of the window, click Add.

The device is added to the **Devices** screen with the status **Awaiting Validation**. Validation can take up to 1 hour. Following successful validation, the status changes to **Enrolled**, and the device becomes visible in the operational reports.

∛iī₊ Visibilit	tylQ™			Q Se	earch report	My Companies	Vitals (Beta) De	etailed Insights 🗸	Repair & Support	<b>*</b>	
Devices								Export Devices	Bulk Upload 🖌	Add Dev	vice
۹ Search o	device SR No	Company	▶ Partner	✓ Site ✓	Model V Type V	Apply					
Devices SR N	No 🗢	Device name 🔶	Type 🔶	Model ≑	Company 🔶 🛛 Partner 🗧	Contract 🗢	Site 🔶	Site hierarchy 👙	Last updated 🔶	Status 🔶	
1234567890	D	TC75-TEST1	MOBILE COMPUTER	TC75AH-KA11E- A1	ZEBRA DEMO ZSA ZEBRA		ZEBRA DEMO ZS.	A ZEBRA DEMO ZS	A Oct 05, 2024	Awaiting Validation	
2124452250	00139	AFSHIN DEVICE	MOBILE COMPUTER	TC52AX-HC	ZEBRA DEMO ZSA ZEBRA		ZEBRA DEMO ZS.	A ZEBRA DEMO ZS	A Sep 24, 2024	Enrolled	
					< 1 >				Ro	iws per page 1	10 ~
Powered by	ZEBRA and the sty All other trademar	/lized Zebra head are trademark ks are the property of their respe	s of ZIH Corp., registered in man ective owners.	y jurisdictions worldwide.						Verd	sion: 78.0.0
<b>W. ZEBRA</b>	©2024 ZIH Corp.	and/or its affiliates. All rights rese	arved. Privacy   Terms of use								

## **Updating a Device**

**1.** Click **2** Settings > Devices.

You can update a device's name, site, or site hierarchy as needed.

र्शां₀ VisibilitylQ™			Q S	earch report	My Companies	Vitals (Beta) D	etailed Insights  ~	Repair & Support	~ 🌣 🚥 ~
Devices							Export Devices	Bulk Upload 🗸	Add Device
Q Search device SR N	o Company	∕ ✓ Partner	∽ Site ∽	Model ~ Type ~	Apply				
Devices SR No 👙	Device name 🔶	Type 💠	Model 💠	Company 🔶 Partne	er 🔶 Contract 🗢	Site 💠	Site hierarchy	Last updated 💠	Status 🗢
1234567890	TC75-TEST1	MOBILE COMPUTER	TC75AH-KA11E- A1	ZEBRA DEMO ZSA ZEBRA	l.	ZEBRA DEMO Z	SA ZEBRA DEMO ZS	GA Oct 05, 2024	Enrolled
212445225D0139	AFSHIN DEVICE	MOBILE COMPUTER	TC52AX-HC	ZEBRA DEMO ZSA ZEBRA	l.	ZEBRA DEMO Z	SA ZEBRA DEMO ZS	SA Sep 24, 2024	Enrolled
				< 1 >				F	Rows per page 10 ~

The **Devices** screen displays, listing existing devices.

2. Find the device to be updated, and click the **Device SR No**.

← 1234567890     Delete Up       Company information     Company*     Partner*     S. Zebra Demo ZSA     X     ZEBRA	late
Company Information Company* Partner*  2. Zebra Demo 7SA X ZEBRA	
Company* Partner*	
9. Zebra Demo 7SA × ZFBRA	
	~
Basic Information	
Device type * Device SR No *	
MOBILE COMPUTER V 1234567890	
Model* Device name	
TC75AH-KA11E-A1 TC75-TEST1	
Contract	
Site information	
Site Site hierarchy	
ZEBRA DEMO ZSA           X ZEBRA DEMO ZSA	

The information displays for that device.

- 3. Update the desired information, and then click Update.
  - Device Name Assign a name to the device.
  - Site Modify the site's name. If no site name is set, the company name will be used by default.
  - Site Hierarchy Assign a name to the Site Hierarchy.

My Companies	Vitals (Beta)	Detailed Insights ~	Repair & Support 🗸	٠	00 ~
			Delete	e U	pdate



# **Exporting Devices**

The Export Devices option exports all of the devices shown in the **Devices** screen to an Excel spreadsheet.

1. Click Settings > Devices.

र्श्त∎ VisibilitylQ <sup>™</sup>			Q S	earch report	Му	/ Companies	Vitals (Beta)	Detailed Insights ~	Repair & Support	× 🌣	
Devices								Export Devices	Bulk Upload 🗸	Add (	Device
Q Search device SR No	o Company	∕	✓ Site ✓	Model V Ty	vpe 🗸 Apply						
Devices SR No 🔶	Device name 🔶	Type 💠	Model 💠	Company 🔶	Partner 🔶	Contract 🔶	Site 💠	Site hierarchy	♦ Last updated ♦	Status 🤞	þ
1234567890	TC75-TEST1	MOBILE COMPUTER	TC75AH-KA11E- A1	ZEBRA DEMO ZSA	ZEBRA		ZEBRA DEMO	ZSA ZEBRA DEMO Z	SA Oct 05, 2024	Enrolled	
212445225D0139	AFSHIN DEVICE	MOBILE COMPUTER	TC52AX-HC	ZEBRA DEMO ZSA	ZEBRA		ZEBRA DEMO	ZSA ZEBRA DEMO ZS	SA Sep 24, 2024	Enrolled	
				< 1	>					Rows per page	10 ~

The **Devices** screen displays, listing existing devices.

2. Click Export Devices.

A file named device.xlsx is saved to the Downloads folder.

## **Deleting a Device**

A **User Admin** may delete (unenroll) a device.

1. Click Settings > Devices.

्रींग₀ VisibilitylQ™			Q S	earch report	My	Companies	Vitals (Beta)	Detailed Insights ~	Repair & Support	× 🌣	
Devices								Export Devices	Bulk Upload 🖌	Add D	Device
۹ Search device SR N	oCompany	Partner	∽ Site ∽	Model V Ty	pe 🗸 Apply						
Devices SR No 👙	Device name 🔶	Type 💠	Model 💠	Company 🔶	Partner 🔶	Contract 🔶	Site 💠	Site hierarchy 🗧	Last updated 💠	Status 👙	
1234567890	TC75-TEST1	MOBILE COMPUTER	TC75AH-KA11E- A1	ZEBRA DEMO ZSA	ZEBRA		ZEBRA DEMO	D ZSA ZEBRA DEMO ZS	A Oct 05, 2024	Enrolled	
212445225D0139	AFSHIN DEVICE	MOBILE COMPUTER	TC52AX-HC	ZEBRA DEMO ZSA	ZEBRA		ZEBRA DEMO	D ZSA ZEBRA DEMO ZS	A Sep 24, 2024	Enrolled	
				< 1	>				R	ws per page	10 ~

The **Devices** screen displays, listing existing devices.

## 2. Find the device that must be deleted, and click the **Device SR No**.

th, VisibilityIQ'*	o, Search report	My Companies Vitals (Be	eta) Detailed Insights ~	Repair & Support 🗸 🛛 🗸
← 1234567890				<b>Delete</b> Update
Company Information				
Company*	F	'artner*		
۹ Zebra Demo ZSA	×	ZEBRA		~
Basic information				
Device type*	E	evice SR No*		
MOBILE COMPUTER	~	1234567890		
Model*	[	evice name		
TC75AH-KA11E-A1		TC75-TEST1		
Contract				
Site information				
Site	s	ite hierarchy		
ZEBRA DEMO ZSA	×	ZEBRA DEMO ZSA		×

The information displays for that device.

3. Click Delete.

The system prompts for confirmation.

4. Click Yes.

The system prompts for a verification code, which is sent to your email address.

5. Enter the code, and then click Confirm.

A bulk deletion option is coming soon. To request deleting devices in bulk, contact Zebra at <u>mscustomeronboarding@zebra.com</u>.

## **Bulk Uploading to Add New Devices**

Use this feature to add devices in bulk using a spreadsheet.

1. Click Settings > Devices.

र्रीफ VisibilitylQ™			q S	earch report	Му	Companies	Vitals (Beta)	Detailed Insights ~	Repair & Support	× 🌣	
Devices								Export Devices	Bulk Upload 🗸	Add	Device
۹ Search device SR N	lo Company	γ ➤ Partner	✓ Site ✓	Model V Ty	pe 🗸 Apply						
Devices SR No 👙	Device name 💠	Type 💠	Model 💠	Company 🔶	Partner 🔶	Contract 💠	Site 💠	Site hierarchy	♦ Last updated ♦	Status	÷
1234567890	TC75-TEST1	MOBILE COMPUTER	TC75AH-KA11E- A1	ZEBRA DEMO ZSA	ZEBRA		ZEBRA DEMO	ZSA ZEBRA DEMO Z	SA Oct 05, 2024	Enrolled	
212445225D0139	AFSHIN DEVICE	MOBILE COMPUTER	TC52AX-HC	ZEBRA DEMO ZSA	ZEBRA		ZEBRA DEMO	ZSA ZEBRA DEMO Z	SA Sep 24, 2024	Enrolled	
				< 1	>				F	lows per page	10 ~

The **Devices** screen displays, listing existing devices.

#### 2. Click Bulk Upload > Download Template.

A file named Devices.csv is saved to the Downloads folder.

- 3. In the file, add the devices to be bulk added. The following are the required fields:
  - Device serial number
  - Type (MOBILE COMPUTER, PRINTER, or SCANNER)
  - Model (full model number)
- 4. Save and close the file.
- 5. On the Devices screen, click Bulk Upload > Upload CSV File.



The system prompts for a verification code, which is sent to the email address.

6. Enter the code, and then click **Confirm**.

7. Select the Company and Partner.

Company	,*	
۹ Sea	rch for company	
Partner*		
Select	Partner	~
	Drop files here to uplo or Select Files Supports .csv Max File Size 10MB	bad
		Cancel

8. Select the file to be uploaded, and then click **Confirm**.

The devices in the file are added to the **Devices** screen with the status **Awaiting Validation**. Validation can take up to 1 hour. Following successful validation, the status changes to **Enrolled**, and the devices become visible in the operational reports.

्रींग, Visibilit	tylQ™			Q S	earch report	My Companies	Vitals (Beta)	Detailed Insights 🗸	Repair & Support	~ 🏚 🖸 ~
Devices								Export Devices	Bulk Upload 🖌	Add Device
् Search	device SR No	Company	Partner	∽ Site ∽	Model V Type V	Apply				
Devices SR N	No 🗢	Device name 🔶	Type 💠	Model 🔶	Company 🔶 Partner	♦ Contract ♦	Site 🔶	Site hierarchy 🗧	Last updated 🔶	Status 🔶
1234567890	0	TC75-TEST1	MOBILE COMPUTER	TC75AH-KA11E- A1	ZEBRA DEMO ZSA ZEBRA		ZEBRA DEMO 2	ZSA ZEBRA DEMO ZS	A Oct 05, 2024	Awaiting Validation
212445225	D0139	AFSHIN DEVICE	MOBILE COMPUTER	TC52AX-HC	ZEBRA DEMO ZSA ZEBRA		ZEBRA DEMO 2	ZSA ZEBRA DEMO ZS	A Sep 24, 2024	Enrolled
					< 1 >				Ro	ows per page 10 V
Powered by	ZEBRA and the st All other tradema	tylized Zebra head are trademark arks are the property of their resp	es of ZIH Corp., registered in man ective owners.	ny jurisdictions worldwide.						Version: 7.8.0.0
WELLBRA	©2024 ZIH Corp.	and/or its affiliates. All rights res	erved. Privacy   Terms of use							

# **Roles (Coming Soon)**

Roles are designations that list each employee's permissions, access, and authority using predetermined or customer-defined permission groups.

The User Admin is responsible for creating roles and assigning permission groups based on the company's needs. They can also create role templates to save time when creating similar roles. These templates can be configured with multiple permission groups and then cloned to create a role.

#### **Prepopulated Roles**

Prepopulated roles are created for the company by Zebra Onboarding. Role descriptions can be modified, and user groups can be added or removed from roles. However, only Zebra can modify the permission groups associated with each role.

The following prepopulated roles all have reporting capabilities. The admin roles have the added ability to change certain things. The roles available for viewing depend on the company's VIQ contract.

- User Admin (Read, Write, Delete) Fully administer users, user groups, and roles.
- User Viewer (Read) View what roles and groups a user has been assigned/administered by the User Admin.
- OneCare Admin Set or administer OneCare report settings.
- **OneCare Reporting** View OneCare repair and case reports.
- MC Admin Set or administer mobile computer report settings.
- MC Reporting View reports about the operations of their mobile computers.
- Printer Admin Set or administer printer report settings.
- **Printer Reporting** View reports about the operations of their printers.
- Scanner Admin Set or administer scanner report settings.
- Scanner Reporting View reports about the operations of their scanners.

#### **Editing a Role**

This section explains how to edit a role.

1. Click 😳 > Roles.

The **Roles** screen displays, listing existing role templates.

- 2. Click the Roles tab.
- 3. Click the three dots in the Action column for a role, and then select Edit.



4. Update the basic details, permission groups, or user groups, and then click Update.

# Settings

## **Cloning a Role**

Cloning a role allows you to create a new role with different permission groups and user groups.

1. Click 😳 > Roles.

The Roles screen displays, listing existing users.

- 2. Click the Roles tab.
- 3. Click the three dots in the Action column for a role, and then select Clone role.



- 4. On the **Basic details** tab, give the role a unique name.
- Update the basic details, permission groups, or user groups, and then click Clone.
   The role is cloned, including copying all permissions of the original role.

## Activating a Role

Activating a role with permission groups and user groups.



NOTE: A role is activated by default when it is created

1. Click **2** > Roles.

The **Roles** screen displays, listing existing users.

- 2. Click the Roles tab.
- 3. Click the three dots in the Action column for an inactive role, and then select Activate.

Action
÷
Edit
Clone role
Activate

The system prompts for confirmation.

4. Click Yes.



The role is activated.

## **Deactivating a Role**

A User Admin may deactivate a role.

1. Click **2** > Roles.

The **Roles** screen displays, listing existing users.

- 2. Click the Roles tab.
- 3. Click the three dots in the Action column for an active role, and then select Deactivate.



The system prompts for confirmation.

4. Click Yes.



The system prompts for a verification code, which is sent to your email address.

5. Enter the code, and then click Confirm.

The role is deactivated.

# Settings

# **Users (Coming Soon)**

Users are employees in any organization who will use VIQ based on the access and permissions provided to them.

## **Creating a User**

This section explains how to create a user.



**NOTE:** A user group must first be created before creating a user. See Creating a User Group.

# 1. Click Settings > Users.

र्रीक VisibilitylQ™	٩	Search report	My Companies	Vitals	Detailed Insights	✓ Repair & Support ✓	¢ 😡 ~
Users						Bulk Upload 💙	Create User
Q test	× Company ×	Type × Status ×	Apply				
Name 🜩	User ID 💠	Email ID 💠	Company	User role	User group	Type Location	Status
Zebra Test3	zebratest3@mailinator.cor	n zebratest3@mailinator.com	ZEBRA	6	1	Employee	Active
Zebra Test1	zebratest1@mailinator.co	m zebratest1@mailinator.com	ZEBRA	31	3	Partner	Active
Zebra Test2	zebratest2@mailinator.cor	n zebratest2@mailinator.com	ZEBRA	2	1	Customer	Active

The **Users** screen displays, listing existing users.

2. Click Create User.

ðir₊ VisibilitytQ‴	م :	Search report	Vitals	Detailed Insights ~	Repair & Support 🛩	٠	•
← Create User						C	reate
Basic details User groups*							
Upload Photo							
First Name*	Last Name*		Email ID*				
Relationship to zebra*	Company*		Partner*				
Customer	< VIQ FORESIGNI	^	ZEDRA				~
Phone Type*	Phone Number*						
Select Phone Type 🗸							
Address(Optional)							
Street Name	City		State				
Post Code	Country						

The Create User screen displays.

**3.** Enter the user's first name, last name, and email address.

4. Enter a phone number and select the type of phone (landline or mobile).



**NOTE:** This field is required, but the phone number entered does not need to be valid. You can enter something generic, such as 555-555-5555.

- **5.** If desired, enter the user's address and upload a photo.
- 6. Click the User groups tab.

र्थिः VisibilitylQ™	
← Create User	
Basic details User g	§roups*

7. Click Assign User Group.

No user g	roup is assigned at the	emoment
	+ Assign User Group	

8. Select the user group that is created previously, and then click Add.

The user group is assigned to the user. Additional user groups can be added to the user if appropriate.

9. In the top-right corner of the screen, click Create .

S.	VisibilityIQ"	Q	Search report	Vitals	Detailed Insights ~	Repair & Support V	٠	DU
÷	Create User						С	reate
в	asic details User groups*							
	+ Assign User Group							
	User group	Role						
	xyz site workers Remove							
								*

The system creates a new user, which displays in the list with zero user roles, one user group, and an active status. Depending on the number of rows showing per page and the number of users, you may need to search for the new user to view it.

∛in. VisibilitylQ™			o, Search report	Vitals Detail	ed Insights 🗸	Repair & Support ~	۰ و	
Users						Bulk Upload 🖌	Create User	
۹ jones	× Apply							
Name 💠	User ID 💠	Email ID 💠	User role	User group	Location	Status		
John Jones	johnjones@xyz.com	johnjones@xyz.com	0	1		Active		
		< 1 >				Rows p	er page 10 v	•

## **Editing a User**

This section explains how to edit a user.

1. Click **Settings** > Users.

र्रीफ, VisibilitylQ™	٩	Search report	My Companies	s Vitals	Detailed Insights 🗸	Repair & Support  ×	ب 😳 🌣
Users						Bulk Upload 🖌	Create User
	× Company ×	Type 🗸 Status 🗸	Apply				
Name 🔶	User ID 💠	Email ID 🝦	Company	User role	User group T	ype Location	Status
Zebra Test3	zebratest3@mailinator.com	zebratest3@mailinator.com	ZEBRA	6	1 E	mployee	Active
Zebra Test1	zebratest1@mailinator.con	n zebratest1@mailinator.com	ZEBRA	31	3 P	artner	Active
Zebra Test2	zebratest2@mailinator.con	zebratest2@mailinator.com	ZEBRA	2	1 C	ustomer	Active

The  $\ensuremath{\textbf{Users}}$  screen displays, listing existing users.

2. Find the user that must be edited, and click the Name.

The information displays for that user.

3. Update the Basic Details or add or change User Groups, and then click Update (1).

VisibilityIQ"			o, Search report	Vi	tals Detailed Insights	<ul> <li>Repair &amp; Support ~</li> </ul>	🌣 🔍 ~
- John Jones						Deactivate	Update
asic details User groups*							
•							
Upload Photo							
irst Name*		Last Name*		Em	ail ID*		
John		Jones		jo	hnjones@xyz.com		
elationship to zebra*		Company*		Par	tner*		
Customer	~	Q VIQ FORESIGHT		×Z	EBRA		$\sim$
hone Type*		Phone Number*					
Mobile	~	999-999-9999					
ddress(Optional)							
treet Name		City		Sta	te		
ost Code		Country					
ZEERA and the stylized Zebra head are trademarks of ZIH Corp.,	registered in many jurisdictions workly	ide.					

## Activating/Deactivating a User

You may choose to deactivate users without deleting them from the system. This may be useful if a user is on an extended leave, for example.

# 1. Click Settings > Users.

र्श्ते, VisibilitylQ <sup>™</sup>	٩	Search report	My Companies	Vitals	Detailed Insights 🗸	Repair & Support 🗸	🌣 🔟 ~
Users						Bulk Upload 🖌	Create User
Q test	× Company ×	Type 🗸 Status 🗸	Apply				
Name 🌩	User ID 💠	Email ID 👙	Company	User role	User group Ty	pe Location	Status
Zebra Test3	zebratest3@mailinator.com	zebratest3@mailinator.com	ZEBRA	6	1 En	nployee	Active
Zebra Test1	zebratest1@mailinator.con	zebratest1@mailinator.com	ZEBRA	31	3 Pa	rtner	• Active
Zebra Test2	zebratest2@mailinator.com	zebratest2@mailinator.com	ZEBRA	2	1 Cu	stomer	• Active

The **Users** screen displays, listing existing users.

2. Find the active user that must be deactivated, and click the Name.

The information displays for that user.



3. Click Deactivate.

徙 VisibilityIQ"			Q Search report	Vitals	5 Detailed Insights ~	Repair & Support ~	٥	00 ~
← John Jones						Deactiva	e Up	date
Basic details User groups*								
Upload Photo								
First Name*		Last Name*		Email	ID*			- 1
John		Jones		john	jones@xyz.com			
								- 1
Relationship to zebra*		Company*		Partne	r*			- 1
Customer	~	<ul> <li>VIQ FORESIGHT</li> </ul>	>	ZEB	RA			~
Phone Type*		Phone Number*						- 1
Mobile	$\sim$	999-999-9999						- 1
Address(Optional)								
Street Name		City		State				- 1
								- 1
Post Code		Country						- 1
								- 1
								- 1
Pleasered by ZEBRA and the stylized Zohra haad are leademarks of ZH Corp., n All other trademarks are the property of their respective owners. 92024 291 Corp. and/or its attiliates. All statis reserved. Phener II	ogislorod in many juristictions worldwis Tamm of smo	<b>b.</b>					Vas	ion: 74.012

The system prompts for confirmation.

4. Click Yes.



The system prompts for a verification code, which is sent to your email address.

5. Enter the code, and then click **Confirm**.

## **Deleting a User**

A User Admin may delete a user when necessary.

1. Click **Settings** > Users.

The **Users** screen displays, listing existing users.

2. Find the active user that must be deleted, and click the Name.

The information displays for that user.

3. Click Delete.

The system prompts for confirmation.

4. Click Yes.

The system prompts for a verification code, which is sent to your email address.

5. Enter the code, and then click **Confirm**.

## **Bulk Uploading to Create New User Groups**

Use this feature to create user groups in bulk using a spreadsheet.

1. Click **2** > Users.

र् <b>गाः</b> VisibilitylQ™	م	Search report	My Companies	Vitals	Detailed Insights ∨	Repair & Support 🗸	¢ 🔟 ~
Users						Bulk Upload 💙	Create User
a test	X Company V	Type × Status ×	Apply				
Name 🖕	User ID 💠	Email ID 💠	Company	User role	User group Ty	be Location	Status
Zebra Test3	zebratest3@mailinator.com	zebratest3@mailinator.com	ZEBRA	6	1 Em	ployee	Active
Zebra Test1	zebratest1@mailinator.com	zebratest1@mailinator.com	ZEBRA	31	3 Pa	tner	Active
Zebra Test2	zebratest2@mailinator.com	zebratest2@mailinator.com	ZEBRA	2	1 Cu	stomer	Active

The **Users** screen displays, listing existing users.

2. Click Bulk Upload > Download Template.

A file named users.csv is saved to the Downloads folder.

- **3.** In the file, add the users to be bulk added. The following are the required fields:
  - First Name
  - Last Name
  - Email
  - Phone Number
  - User Group
- **4.** Save and close the file.
5. On the User screen, click Bulk Upload > Upload CSV File.



The system prompts for a verification code, which is sent to your email address.

- 6. Enter the code, and then click Confirm.
- 7. Select the Company and Partner.

Bulk user upload	
Company*	
<ul> <li>Search for company</li> </ul>	
Partner*	
Select Partner	$\sim$
Drop files here to upload or Select Files Supports .csv Max File Size 100MB	
Canc	el rm

 ${\bf 8.}\,$  Select the file to be uploaded, and then click  ${\bf Confirm}.$ 

The users in the file are added to the system.

# **Filtering Users**

Existing users can be filtered using the search field at the top of the user's screen. Searching for any fields populated for the users, including name, email address, location, or user group.

1. Click 😳 > Users.

र् <b>गाः</b> VisibilitylQ <sup>™</sup>	٩	Search report	My Companies	Vitals	Detailed Insights 🗸	Repair & Support 🗸	¢ 🛛 🗸
Users						Bulk Upload 🗸	Create User
Q test	× Company ×	Type 🗸 Status 🗸	Apply				
Name 🗢	User ID 👙	Email ID 🝦	Company	User role	User group Ty	vpe Location	Status
Zebra Test3	zebratest3@mailinator.con	n zebratest3@mailinator.com	ZEBRA	6	1 Er	nployee	• Active
Zebra Test1	zebratest1@mailinator.com	n zebratest1@mailinator.com	ZEBRA	31	3 Pa	artner	• Active
Zebra Test2	zebratest2@mailinator.con	n zebratest2@mailinator.com	ZEBRA	2	1 Cu	ustomer	• Active

The Users screen displays, listing existing users.

**2.** In the search box (1), enter the desired criteria.

Bulk Upload Y
Status
Active
Active

The system searches immediately and displays any matching results.

# **User Groups (Coming Soon)**

User Groups are groups of multiple users or employees who have common functions or roles and permissions. The roles and functions assigned apply to every member of the group. Groups can be created in any number, based on the requirements of the company.

After the groups are created, they can be assigned to users, ensuring that each user within a group receives the same level of user permissions.

## **Prepopulated User Groups**

The three prepopulated groups build on each other, with the user administrator group being the most powerful.

- **Reporting** This group allows the user to run and view VIQ reports. It includes all of the prepopulated reporting roles.
- **Reporting Administrator** This group builds on the reporting group by adding the ability to manage VIQ reporting settings such as **Battery Decommission**, **Threshold Settings**, and **Site Assignment**. It includes all of the prepopulated reporting roles and admin roles other than User Admin.
- User Administrator In addition to having reporting and reporting administrator capabilities, this group can create, edit, and delete other users, user groups, and roles., including all of the prepopulated roles.

## **Creating a User Group**

This section explains how to create a user group.

1. Click 📀 > User Groups.

The User Groups screen displays.

2. Click Create User Group.

ৠ৾৾৽。VisibilitylQ™	
← Create user group	
Basic details Users	
Group name*	
Description	
Company*	
۹ VIQ FORESIGHT	×
Hierarchy*	
Select hierarchy	~

The **Create User Groups** screen displays.

- 3. Enter a Group Name.
- 4. Select an option from the Hierarchy menu.
- 5. In the top-right corner of the screen, click Create .

XYZ Site Workers 0 • Active

The new user group displays in the list with zero users and an active status.

## Settings

- 6. Do the users who are to be assigned to this group already exist in the system?
  - If no, go to Creating a User to create the users who will be assigned to this group.
  - If yes, do the following:
  - a) After specifying the group name and hierarchy, click the Users tab.

VisibilityIQ	-
← Create user gr	oup
Basic details	Users

b) Click Enroll User.

No user added at the moment							
+ Enroll User							

c) Select the appropriate users from the list, and then click **Enroll**.

The users you selected are added to the Users tab.

d) Click Create to create a new user group with the users you selected.

# **Editing a User Group**

This section explains how to edit a user group.

**1.** Click **2** > User Groups.

The User Groups screen displays.

**2.** Find the user group that must be edited, and click the **Name**.

h. VisibilitylQ"	
← xyz site workers	
Basic details Users	
Group name*	
xyz site workers	
Description	
	11
Company*	
Q VIQ FORESIGHT	×
Hierarchy*	
global admin/viq readonly	~

The information displays for that user group.

**3.** Update the basic details or enroll or remove users, and then click **Update**.

## Settings

# Activating/Deactivating a User Group

A User Admin may activate or deactivate a user group when necessary.

1. Click 😳 > User Groups.

The User Groups screen displays.

**2.** Find the active user group that you need to delete, and click the **Name**.

The information displays for that user group.

3. Click Deactivate.

The system prompts for confirmation.

4. Click Yes.

The system prompts for a verification code, which is sent to your email address.

5. Enter the code, and then click **Confirm**.

# **Deleting a User Group**

A User Admin may delete a user group when necessary.

1. Click 😳 > User Groups.

The User Groups screen displays.

2. Find the active user group that you need to delete, and click theName.

The information displays for that user group.

3. Click Delete.

The system prompts for confirmation.

4. Click Yes.

The system prompts for a verification code, which is sent to your email address.

5. Enter the code, and then click **Confirm**.

## Settings

## **Bulk Uploading to Create New Users**

Creating user groups in bulk using a spreadsheet.

1. Click 😳 > User Groups.

The User Groups screen displays.

2. Click Bulk Upload > Download Template.

A file named usergroup.csv is saved to the Downloads folder.

- **3.** In the file, add the user groups to be bulk added. The following are the required fields:
  - Group Name
  - Parent group (part of the Hierarchy)
- **4.** Save and close the file.
- 5. On the User Groups screen, click Bulk Upload > Upload CSV File.

The system prompts for a verification code, which is sent to your email address.

- 6. Enter the code, and then click **Confirm**.
- 7. Select a company name.

Compan	۱ <b>y</b> *
o, Sea	arch company
	Drop files here to upload
	or
	Select Files
	Supports .csv
	Max File Size 100MB
	Cancel

8. Select the file to be uploaded, and then click Confirm.

The user groups in the file are added.

# **Company Level Settings**

The Company Level Settings menu displays additional information.



**NOTE:** This menu can be viewed only by user admins and reporting admins. Depending on their permissions, some admins may not see all options.

The following are the settings menu options:

- Data Availability on page 82
- Manage Sites on page 83
- Report Settings on page 98
- Utilization Settings on page 99

## **Data Availability**

The Data Availability screen shows how stable VIQ availability has been over time. A percentage less than 100% indicates that something occurred that disrupted the data flow for some length of time that month.

∭it, VisibilityQ <sup>™</sup>	Q Search report	My Companies	Vitals (Beta)	Detailed Insights Y	Repair & Support 💙	🄹 📧 -
Data Availability						
Oct 2024						100%
Sep 2024						100%
Aug 2024						95.93%
Jul 2024						100%
Jun 2024						100%
May 2024						100%
Apr 2024						100%
Mar 2024						100%

## **Manage Sites**

The Manage Sites user interface is provided to users who have the capability to implement site/device auto relocation rules to determine devices' locations. The users are required to upload or enter a list of sites that represent the organization's physical sites for where the devices are located and, in the case of a dashboard with Internet of Things (IoT) setup, the corresponding IP range(s) for each site.

For an IoT dashboard, when a device reports an IP address that falls into the IP range(s) for a specific site, the device will be allocated to that site automatically within the dashboard.

When a user has the Proactive Battery Replacement (PBR) service, they must use the Manage Sites feature to set up the shipping addresses for both IoT and Mobile Device Management (MDM) sites. This ensures that the replacement batteries are sent to the correct location.

Site management is done in both the onboarding and run phases for VisibilityIQ Foresight and the PBR service.



**NOTE:** The Auto Relocation feature applies only to a VIQ IoT setup and requires the device to report the WLAN information, which is disabled by default to protect customers' privacy. For the feature to work, the Zebra Data Services (ZDS) agent configuration for mobile computers needs to be updated to enable the WLAN reporting from the device.

To enable WLAN data collection on your mobile computers, use the WLAN Data Collection configuration files available for download <u>here</u>.

An IP Range Gap Report targets IoT and PBR customers who are utilizing the Auto Relocation feature based on IP address ranges. This report lists all devices that have reported an IP address outside of the defined range. By highlighting these gaps, the report helps you adjust your IP ranges to ensure that all devices are properly allocated to sites and/or to address potential operational issues with devices connecting to unknown networks.

#### See Also

Enable IP Range Gap Report

### Site Upload

Site upload can be done via the Upload Sites Using Template, which allows sites to be uploaded in bulk format or individually using the Manual Site Entry process.

### **Upload Sites Using a Template**

This section describes the upload Process for IoT or MDM sites.

Users assigned the Manage Sites feature can upload site information in bulk via a template.

1. Click 😳 > Manage Sites.

The Manage Site screen displays.

2. Click Download Template (1).

ath, VisibilityIQ"		<ul> <li>Search report</li> </ul>	My Companies	Vitals Detailed Insights ~	Repair & Support ~	•
Manage Sites						
Upload Site Details	Site Conflicts					
Site information						
Zebra VisibilityIQ Foresight Site Auto Relocation featur	re has the ability to assign MDM devices to a site i	f they have a Zebra Device Agent installed.				
Upload						
Note : Only CSV format supported, Max 10MB						
> Instructions <u>Download Template</u>						
Enter Site Details Manually						
Site Details:					Clear All	Sub
Site Name		Site Hierarchy				
Select Site Name		✓ Select Site Hiera	rchy			
Street Address		Street Address 2				
Street Address 3		Street Address 4				
City		County (US Only)				
State	Country		Po	stal Code		
Powered by All other tadomarks are the property of their respective ow	Corp., registered in many jurisdictions worktwide. nort.					

Depending on the dashboard setup, you will download an IoT-specific or MDM template.

**3.** Follow the instructions provided in VIQ regarding the format of the template.

Upload	Site Details	Site Conflicts
Site information Zebra VisibilityIQ Foresight	Site Auto Relocation feat	ture has the ability to assign MDM devices to a site if they have a Zebra Device Agent installed.
	Upload	
Note : Only CSV format supp	oorted, Max 10MB	
✓ Instructions Down	oad Template	
Site Hierarchy / Grou // <customername>/<r <br="">1. First node from the L 2. Second node from Le NALA (North Ameri EMEA (Europe Mid APAC (Asia Pacific 3. Last node on the Rig) 4. There can be a variab 5. Special Characters (~ 6. Sites leading with '_' ii 7. Example Hierarchy //MyCompany/NAI //MyCompany/EM</r></customername>	p Path Requirements agion>/ <country>/<siten. agion&gt;/<country>/<siten. agion&gt;/<country>/<siten. agion&gt;/<country>/<siten. agion&gt;/ agion/ agi</siten. </country></siten. </country></siten. </country></siten. </country>	lame× r Name shown in blue. Region Examples are: e- shown in red. tween the region and site fields. cceptable in the name or address. nitially set to status TBD and filtered out, so it is advised to name the sites appropriately ZONE/IL/1234_SCHAUMBURG JPSHIRE
Node	Node refers to any l	level within the hierarchical tree structure to organize the site data
Site Hierarchy	Set of linked node for	for associating sites to devices
Site Name	The user-assigned r	name that displays in the dashboard
Address	Site physical addres	55

**4.** Enter site information, including Site Hierarchy, Site Name, Address, City, County (US Only), State, Country, Postal Code, and IP range(s) (IoT only) for each site. For an IoT template, also enter the start and end IP range.

AutoSave Off 日 り~	୯੶:: -	MDM-Site_mappi	ng_templa	te_exampl (	è ~	♀ Search							-	o x
File Home Insert Page Lay	out Formula:	5 Data Reviev	v View	Automate	Help Ni	tro Pro Acr	obat					ΓC	omments	🖻 Share 🗸
$\begin{array}{c c c c c c c c c c c c c c c c c c c $		E E the second	eneral 5 ~ % 8 .00 0 .00 Number	> Con 9 I For I Cel	nditional Form mat as Table ~ I Styles ~ Styles	itting ~	ells Edit	ing Se	ensitivity ensitivity	Add-ins Ana Add-ins Add-ins	alyze Creat ata and Sh	e PDF Cre are link Shar Adobe Acr	ate PDF and e via Outloo obat	k
$\boxed{\begin{array}{ccc} C3 & \checkmark & \vdots & \swarrow & f_{X} \\ \end{array}}$	3 Overlook Poir	nt												~
A		В		С	D	E	F	-	G	н	- I - I	J	к	1 8
1 Site Hierarchy	S	ite Name	Street /	Address	Street Add	ress 2 Street	Add Street	t Add Cit	ty	County (US C	Only) State	Countr	y Postal	Code
2 MyCompany/NALA/US/IL/1234_SC	HAUMBURG 1	234_SCHAUMBUR	3 1234 S	chaumburg R	d			Sc	haumburg	Cook County	/ Illinois	US		50173
3 MyCompany/NALA/US/IL/5432_LIN	COLNSHIRE 5	432_LINCOLNSHIR	E 3 Over	ook Point	2nd floor v	vest		Lin	ncolnshire	Lake County	Illinois	US		60069
4 MyCompany/NALA/US/TN/6767_SF	PARTA 6	767_SPARTA	123 Ma	in Street				Sp	arta	White	Tennes	see US		38583
5 MyCompany/NALA/US/TN/5261_M	CMINNVILLE 5	261_MCMINNVILLI	E 1111 S	oarta Hwy				Mo	Minnville	Warren	Tennes	see US		37110
姐 AutoSave ●Off 日 り、ペッ 団	≂ IOT-Site_mappi	ng_template.csv 🗟 🗸		₽ Search									<b>@</b> -	_ ×
File Home Insert Page Layout Form	nulas Data Rev	iew View Automate	e Help	Nitro Pro Acro	bat								Comment	s 🖻 Share 👻
$ \begin{array}{c c} & \overleftarrow{A} \\ & & & & \\ & & & \\ & & & \\ & & & & \\ & & & \\ & & & \\ & & & \\ & & & \\ & & & \\ & & & \\ & & & \\ & & & \\$	A^ A <sup>*</sup> ≡ ≡ × <u>A</u> × ≡ ≡		General \$ ~ %	• 9 50 - 30	Conditional Forr Formatting ~ Tal	nat as Cell Ile ~ Styles ~	Delete × Format ×	∑ ~ ₩~ &~	A Z Sort & Find Filter ~ Selec	& Sensitivity t - Sensitivity	Add-ins Analyz Add-ins Analyz	e Create PD and Share I	F Create PDF nk Share via Ou lobe Acrobat	and tlook
M23 $\checkmark$ : $\times \checkmark f_x \checkmark$					,				,	,				~
A	в	с	D	E F	G	н	1	J	к	L	м	N	O P	Q
1 Site Hierarchy S	Site Name	Street Address	Street Add	Street Add Street A	dd City	County (US Only)	) State	Country	Postal Code	IP Range Start	IP Range End			
2 MyCompany/NALA/IL/1234_SCHAUMBURG 1	1234_SCHAUMBURG	1234 Schaumburg Rd			Schaumburg	Cook	Illinois	US	60173	123.456.654.321	123.456.654.350			
			2nd Floor		Lincolnehire	laka	Illinoie	LIS .	60069	123 789 456 123	123 789 456 199			
3 MyCompany/NALA/IL/5432_LINCOLNSHIRE 5	5432_LINCOLNSHIRE	3 Overlook Point	211011001		Cincouranine	LONG	-	00		120.703.400.120	100 100 000 100			
3 MyCompany/NALA/IL/5432_LINCOLNSHIRE 5 4 MyCompany/NALA/TN/6767_SPARTA 6 5 MyCompany/NALA/TN/6561_MCMININULE 6	5432_LINCOLNSHIRE 5767_SPARTA	123 Main Street	211011001		Sparta	White	Tennessee	US	38583	123.123.789.456	123.123.789.489			

- IP range is not required for the MDM template.
- For MDM, the initial template is pre-populated with the Site Hierarchy and Site Name.
- **5.** After site information is entered in the template and saved to your computer, click **Upload** and a dialog box window displays.

6. Drag the completed template or browse your computer for the file to upload.



The status of uploading displays.

7. If the data format supplied in the template is not supported by the upload process or the combined size of files to be uploaded exceeds the limit of 10 MG, an error message displays. You can make changes to the template by reducing the number of lines in the file so that the file size is smaller and can be uploaded successfully. Additionally, if too many files were submitted, causing the file size to

be exceeded, you can reduce the number of files being submitted and submit the remaining files in a separate batch.

Site Assignment	Upload	Sites Detail	Site Conflicts		
Manage lot Sites >	O Site informatio	on & IP mapping	has the ability to assign nor	• MDM devices to a site if they have a Zebra Devic	e Agent installed.
Report settings	Uple	File Upload	×		
Email Notifications	✓ Instructions Down	c			
	How to Create a Site I \\ <customername>\- 1. First node from th</customername>	Drag your or Browse ( Drift CEV format sup	file here to Upfoad parted, Max 1049.)		
	NALA (North Ame     EMEA (Europe Mix	Filename1.csv (3.5MB) 100% Completed	×		
	1. Furthest node from 2. There can be a var	Filename2.csv (6.5MB) File formet not supported	×		
	3. If there is a locatic 4. Special Charactern 5. Sites leading with "	" in the Cite Memo will be inner	Cancel Continue	It can be ignored, unless Zebra advise to use # cl s with the exception of # preceding, a store numi the stice exception.	haracter. ber in the name.
	6. Example Hierarchy MyCompany/N/	LAVUSICENTRAL_TIME_ZON	VIL\1234_SCHAUMBURG	une oureu approprimeny	
	Site Hierarchy	Set of	linked node for associating	sites to devices	
	Site Name	The u	ser assigned name that disp	lays in the dashboard	
	Address	Site p	hysical address		



**8.** When the file is uploaded successfully, a confirmation message displays.

Administration		FI	le uploaded su	iccessfully $\times$					
Site Assignment		Upload Si	te Details	Site Con	flicts 🌗				
Manage lot Sites >	🖻 10	00 Total Records 🧭 98 Updated	Records 🕧 O2	Conflicts (See "Site	Conflicts")			Last Updat	ted : 10 December, 2021
Report settings	_						Ed	lit Search	
		Site Hierarchy \Xi	Site Name	IP Range Start	IP Range End	Created	Updated	Street Address	Street Address 2
Email Notifications		Zconnect/NA/USA/Georgia/Metro Atlanta-Site	Metro-Atlanta- Site	193.240.244.254	193.240.244.254	10 Dec, 2021	10 Dec, 2021		
		Zconnect/NA/USA/Georgia/Metro Atlanta-Site	Metro-Atlanta- Site	193.240.244.254	193.240.244.254	10 Dec, 2021	10 Dec, 2021	-	-
		Zconnect/NA/USA/Georgia/Metro Atlanta-Site	Metro-Atlanta- Site	193.240.244.254	193.240.244.254	10 Dec, 2021	10 Dec, 2021		
	44	< 1 2 > se Show ro	wsc 10 🔻 Jump t	o Pages 1					3 items in 1 page

**9.** During the file upload process, site validation checks the formatting and content of the information in the Site Template file. Additionally, the tool compares the new site information against existing sites in the dashboard. If there is an issue, the tool identifies the problem in the **Site Conflict** tab, allowing you to resolve the issue by using the edit or remove features.

Administration										
Site Assignment		Upload	Site Deta	ails	Site Conflicts 🌗	2				
Manage lot Sites >	2 10	00 Total Records 🛛 98	Updated Records	02 Conflicts	(See "Site Conflicts")				Last Updated : 10	December, 2021
Depart actions							Edit	Remove	Search	Q
Report settings	•	Site Hierarchy 👳	Site Name	IP Range Start	IP Range End	Created	Updated	Conflicts	Street Address	Street Address
Email Notifications		Zconnect/NA/USA/ Georgia/Metro-Atlanta- Site	Metro-Atlanta- Site	127.0.0.1	193.240.244.254	10 Dec, 2021	10 Dec, 2021	Duplicate Sites		
		Zconnect/NA/USA/ Georgia/Metro-Atlanta- Site	Metro-Atlanta- Site	127.0.0.1	193.240.244.254	10 Dec, 2021	10 Dec, 2021	Duplicate Sites		-

**10.** If you attempt to upload a new file before resolving existing conflicts, an alert notifies you that previously identified conflicts get discarded, and the data for those conflicted sites does not get uploaded to the dashboard.



**11.** Additionally, if the system detects no activity for a period or if you navigate away from the tool, the tool times out and/or displays an alert indicating that conflicts are discarded.

Site Assignment	Upload Sites Detail Site Conflicts •
Manage lot Sites >	😰 100 Total Records 🛞 99 Updated Records 🛞 02 Conflicts (See 'Site Conflicts') Last Updated : 10 December; 2021
Report settings	Edit Remove Search Q
Email Notifications	Site Herarchy         Site Name         IP Range End         Created         Updated         Conflicts         Street Address         City         State           Proveeting HID12         Proveeting HID12
	Georga/Metro-Atlanta Metro-Atlanta 127.0.0.1 193.240.244.254 10 Dat: 2021 10 Dat: 2021 Duplicate Sites - Atlanta Georgia Site
	Zope Session limeout X George 10 Dec 2021 Duplicate Stee - Aflanta Georgia
	You are essention has been timed-out due to Conflict inactifuit, Please update the conflict net and singenet in Conflict inactifuit, Please           u         Conflict deta and logged of automatically.
	Contanue

Site Assignment	Upload Sites Detail Site Conflicts 💿	
Manage lot Sites >	En 160 Tatal Records 🛞 98 Updated Records 🕥 82 Conflicts (See See Conflicts')	1021
Report settings	Edit Remove Search C	2
Email Notifications	Site Hierarchy  Site Name IP Range End IP Range End Created Updated Conflicts Street Address City Sta Zoornect/04/USA/ MetmAtistre	te
	George Memory Memory America System 12/1021 10/34/1244 254 10 Cac; 2021 10/34/254 10/34/254 10 Cac; 2021 10/34/254 10/34/254 10/34/254 10 Cac; 2021 10/34/254 10/34/254 10 Cac; 2021 10/34/254 10/34/254 10/34	ngua
	See If you are navigating away from the Site conflicts, the records will be removed.	
	Cancel Continue	a ge

# **Manual Site Entry**

The section explains manual site entry.

1. Sites can also be entered and updated manually by entering the required data in the Enter Site Details Manually section.

Manage Sites			
Upload Site Details Site Conflicts			
Site information & IP mapping Zebra Visibility() Foresight Site Auto Relocation feature has the ability to assign non-MDM devices to a site if they have a Zebra	a Device Agent installed.		
Upload			
Instructions Download Template			
C Enter Site Details Manually			
Site Details:	Clea	ir All Sub	omit
Site Name	Site Hierarchy		
IP Range Start	IP Range End		
			Ð
Street Address	Street Address 2		
Street Address 3	Street Address 4		
City	County (US Only)		
State Country	Postal Code		
			0

 For IOT setup, the user must enter all the relevant site information, including the IP address range. For MDM setup, click the drop-down to populate the Site Hierarchy and Site Name for the site you want to make changes to. **3.** When the site details are entered in the form, click **Submit** to submit the information.

Upload Site Details   Site Conflicts   Site information & IP mapping   Zebra Visibility/0 Foresight Site Auto Relocation feature has the ability to assign non-MDM devices to a site if they have a Zebra Device Agent installed.   Upload   Vote: Only CSV format supported, Max 10MB Instructions Download Template   O Enter Site Details Manually     Site Details   Clear All   Site Name   Site Details   Clear All   Plange End   192:240.244.250   Street Address Street Address 2   3 Overlook Point	Manage Sites							-
Upload       Site Details       Site Conflicts         Site information & IP mapping         Zebra Visibility() Foresight Site Auto Relocation feature has the ability to assign non-MDM devices to a site if they have a Zebra Device Agent installed.         Upload         Note: Only CSV format supported, Max 10M8         > Instructions       Download Template         Clear All       Site Details         Site Details       Clear All         Site Details       Site Hierarchy         Metro       Zoonnect/NA/USA/Georgia/Metro         IP Range Start       IP Range End         192:240:244:250       192:240:244:254       @         Street Address       Street Address 2       @         3 Overlook Point       Connect/NA Address 2       @	manage enco							
Ste Information & IP mapping Zebra Visibility O Foresight Site Auto Relocation feature has the ability to assign non-MDM devices to a site if they have a Zebra Device Agent installed.  Upload Note: Only CSV format supported, Max 10M8 Instructions Download Template  Clear All Submit Site Details:  Clear All Submit Metro IP Range Start IP Range Start IP Range End 192.240.244.250 I122.40.244.250 Street Address 2	Upload	Site Details Site	Conflicts					
Zebra Visibility/0 Foresight Site Auto Relocation feature has the ability to assign non-MDM devices to a site if they have a Zebra Device Agent installed.          Upload         Note: Only CBV format supported, Max. 10MB         > Instructions       Download Template         Clear All       Site Details         Site Details       Clear All         Wetro       Zconnect/NA/USA/Georgia/Metro         IP Range Start       IP Range End         192.240.244.250       192.240.244.254         Street Address       Street Address 2         3 Overlook Point       Overlook Point	O Site information & IP ma	pping						
Upload         Note: Only CSV format supported, Max 10MB         > Instructions       Download Template            • Enter Site Details Manually          Site Details:          Clear All Submit          Site Name          Site Hierarchy          Metro          Zconnect/NA/USA/Georgia/Metro          IP Range Start          IP Range End          192.240.244.250          192.240.244.254          Street Address          Street Address 2          3 Overlook Point	Zebra VisibilityIQ Foresight Site A	uto Relocation feature has the a	ability to assign non-M	IDM devices to a site if they have a Zebra	Device Agent installed.			
Note: Only CSV format supported, Max 10MB  Instructions Download Template  Clear All Submit Site Details Manually  Clear All Submit Site Name Site Hierarchy Metro IP Range Start IP Range End I92.240.244.250 I92.40.244.254 9 Street Address 2 3 Overlook Point	Uple	oad						
> Instructions Download Template  Clear All Submit Site Details Manually  Clear All Submit Site Name Site Hierarchy Metro IP Range Start IP Range End 192.240.244.250 192.240.244.254 9 Street Address 2 3 Overlook Point	Note : Only CSV format supported	d, Max 10MB						
Instructions Download Template      Enter Site Details Manually      Site Details:         Clear All Submit     Site Name         Site Hierarchy      Metro         Zconnect/NA/USA/Georgia/Metro      IP Range Start         IP Range End         192.240.244.250         192.240.244.254         Street Address 2         Street Address 2         Street Address 2								
Enter Site Details Manually     Site Details:     Clear All     Site Name     Site Name     Metro     IP Range Start   IP Range End     192:240.244.250   192:240.244.254     Street Address 2     3 Overlook Point	<ul> <li>Instructions Download Te</li> </ul>	emplate						
Enter Site Details Manually      Site Details:         Clear All Submit      Site Name     Site Hierarchy      Metro         Zoonnect/NA/USA/Georgia/Metro      IP Range Start     IP Range Start     I9 2240.244.250     192.240.244.254     G      Street Address 2     3 Overlook Point	_							
Site Details:     Clear All       Site Name     Site Hierachy       Metro     Zconnect/NA/USA/Georgia/Metro       IP Range Start     IP Range End       192.240.244.250     192.240.244.254       Street Address     Street Address 2       3 Overlook Point     Image End	Enter Site Details Manua	lly						
Site Name     Site Hierarchy       Metro     Zconnect/NA/USA/Georgia/Metro       IP Range Start     IP Range End       192.240.244.250     192.240.244.254       Street Address     Street Address 2       3 Overlook Point     Image End	Site Details:						Clear All	Submit
Metro     Zoonnect/NA/USA/Georgia/Metro       IP Range Start     IP Range End       192.240.244.250     192.240.244.254       Street Address     Street Address 2       3 Overlook Point     Image End	Site Name				Site Hierarchy			
IP Range Start     IP Range End       192.240.244.250     192.240.244.254       Street Address     Street Address 2       3 Overlook Point     Image End	Metro				Zconnect/NA/USA/Georgia/Metro	0		
192.240.244.250     192.240.244.254       Street Address     Street Address 2       3 Overlook Point     Image: Comparison of the street Address 2	IP Range Start				IP Range End			
Street Address     Street Address 2       3 Overlook Point	192.240.244.250				192.240.244.254		€	
3 Overlook Point	Street Address				Street Address 2			
	3 Overlook Point							
Street Address 3 Street Address 4	Street Address 3				Street Address 4			
City County (US Only)	City				County (US Only)			
Lipolitshire Ikke	Lincolnshire				Lake			- I
					Lano			
State Country Postal Code	State			Country		Postal Code		
IL United States 60069				United States		60069		0

4. View the newly updated site in the Site Details tab.

Manage Sites												
Upload	Site Details	Site Conflicts										
											Last Updated: M	lar 25, 2025
								Edi	Search			٩
Hierarchy	Site Name	IP Range Start	IP Range End	Created	Updated	Street Address	Street Address 2	Street Address 3	Street Address 4	City	County (US Only)	State
Zconnect/NA/USA/Georgi	a/Metro Metro	192.240.244.250	192.240.244.254	Mar 25, 2025	Mar 25, 2025	3 Overlook Point				Lincolnshire		IL
ee e 1 > >>	Show rows: 10 -										1 Items	in 1 Pages

# Manual Upload Form Validation Errors

The section explains checking validation errors after a manual site entry.

**1.** Upon submitting the manual site record, a validation process ensures that all mandatory fields are correctly entered.

Administration			
Site Assignment	Upload Sites Detail	Site Conflicts	
Manage lot Sites >	Site information & IP mapping Zebra VisibilityIQ Foresight Site Auto Relocation fe	ature has the ability to assign non- MDM devices to a	site if they have a Zebra Device Agent Installed.
Report settings	Upload		
Email Notifications	> Instructions Download Template		
	Site Details Manualiy Site Details: Site Name Metro-Atlanta-Site Invalid Characters IP Range End 193.240.244.254 Invalid IP Range State EMEA	Site Hierarcy Zconnect/NA/USA/Georgia Invalid Site Range Siteet Address No:123/12, Lake view, Georgia City EMEA-Southern	Clear All Submit

2. Multiple new sites can be added manually, and manual entry can also accommodate cases where a single site possesses multiple IP ranges (IoT setups only).

Site Assignment	Upload	Site Details	Site Conflicts								
Manage Sites >	O Site information & IP Zebra Visibility/Q Foresight Si	mapping te Auto Relocation featur	e has the ability to assign non-MDM dev	ices to a site if they	have a Zebra Device Agent installe	ıd.					
Report Settings	Note : Only CSV format suppo	Upload orted, Max 10MB									
Email Notifications	> Instructions Downlo	ad Template									
Utilization Settings	Enter Site Details Man	nually									
	Site Details:								Clear All	Submit	
	Site Name					Site Hierarchy					
	Metro					Zconnect/NA/USA/Georgia/Metro					
	IP Range Start					IP Range End					
	192.240.244.254					127.0.0.1				•	
	IP Range Start					IP Range End					
	Street Address					Street Address 2					
	3 Overlook Point										
	Street Address 3					Street Address 4					
	City					County (US Only)					
	Lincolnshire					IL.					
	State			Country			Postal Code			_	
	IL			United S	tates		60069				

## **Site Details**

The **Site Details** tab displays all the sites loaded for the dashboard, sorted in the updated column from newest to oldest.

**1.** Click **Edit** to modify any of the address fields for a site.

				Last Upda	ated: May 16, 2022
Street Address	City	Edit S arch County (US Only)	State	Country	Q Postal Code
	mexico	aasder	new one	USA	123

Additionally, the IP Address information can be updated if the dashboard is configured for an IoT setup.

Administration													
Site White Listing	Upload	Site Details	Site Conflicts										
Site Assignment									E	dit Search		Last Updated: Ju	un 07, 2022 Q
Manage Sites >	Hierarchy	Site Name	IP Range Start	IP Range End	Created	Updated	Street Address	Street Address 2	Street Address	Street Address 4	City	County (US Only)	State
Report Settings	AA02/REGION/INDIA/SITE001	Metro2	35.15.10.201	35.15.20.101	Jun 07, 2022	Jun 07, 2022	street	street2	street3	street4	bang	Nagar	kar
Email Notifications	AA01/REGION/INDIA/SITE001	Metro2	35.13.10.201	35.14.10.101	Jun 07, 2022	Jun 07, 2022	street	street2	street3	street4	bang	Nagar	kar
Data Availability	- κ κ <b>1</b> » »» St	how rows: 10 +										2 items i	in 1 Pages
Utilization Settings													

2. Click Apply to save the changes.

Upload	Site Details	Site Conflicts										
									_		Last Updated: Jur	n 07, 2022
								Cancel App	ly Search			Q
Hierarchy	Site Name	IP Range Start	IP Range End	Created	Updated	Street Address	Street Address 2	Street Address 3	Street Address 4	City	County (US Only)	State
AA02/REGION/INDIA/SITE001	Metro2	35.15.10.201	35.15.20.101	Jun 07, 2022	Jun 07, 2022	street	street2	street3	street4	bang	Nagar	kar
AA01/REGION/INDIA/SITE001	Metro2	35.13.10.201	35.14.10.101	Jun 07, 2022	Jun 07, 2022	street	street2	street3	street4	bang	Nagar	kar
ee e 1 > >> St	ow rows: 10 *									_	2 Items in	1 Pages

## **Site Conflicts**

After processing the site changes, the system identifies any conflicts among the sites. This is indicated by a message stating, **File uploaded successfully with a few conflicts** accompanied by a red icon next to the **Site Conflicts** tab. Additionally, the exact number of conflicts is listed.

			File uploaded	successfully with fev	v conflicts 🗙	
Upload	Site Details	Site Conflicts 🌗				
💼 1 Total Records 🥥 ()	) Updated Record <b>9</b> 1 Conflict	ts (see "Site Conflicts")				
Hierarchy	Site Name	IP Range Start	IP Range End	Created	Updated	Street A
Hierarchy AA02/REGION/INDIA/S	Site Name SITE001 Metro2	IP Range Start 35.15.10.201	IP Range End 35.15.20.101	Created Jun 07, 2022	Updated Jun 07, 2022	Street A street
Hierarchy AA02/REGION/INDIA/S AA01/REGION/INDIA/S	Site Name SITE001 Metro2 SITE001 Metro2	IP Range Start 35.15.10.201 35.13.10.201	IP Range End 35.15.20.101 35.14.10.101	Created Jun 07, 2022 Jun 07, 2022	Updated Jun 07, 2022 Jun 07, 2022	Street A street street



**NOTE:** Failure to address conflicts prevents site changes from getting reflected in the database. Sites remaining in conflict do not display updated information on the VIQ dashboard. Resolving all conflicts is necessary before submitting changes.

1. Click Site Conflicts (1) to resolve the identified issues.

			1			2					3				
	Upload	Site Details	Site Conflicts ()	_											
														Las	t Updated: Jul 18, 2022
											Edit Remo	ve Search			٩
	Hierarchy		Site Name	Created	Updated	Conflicts	Street Address	Street Address 2	Street Address 3	Street Address 4	City	County (US Only)	State	Country	Postal Code
	///mmm/NA/USA/C	entralTimeZone/Kansas	ХШК	Jul 17, 2022	Jul 17, 2022	Invalid City or Stat name	conjuct roadwe				mexico\$\$\$\$		new one	USA	6556
4	- //Amme/NA/USA/C XWK	ntralTimeZone/Kansas	/ хwк	Jul 17, 2022	Jul 17, 2022	Invalid Address Field	conjuct roadwe		%*G3		mexico		new one	USA	6556
	///mme/NA/USA/Ce /XWK	ntralTimeZone/Kansas	ХШК	Jul 17, 2022	Jul 17, 2022	Invalid Address Field	conjuct roadwe			654WWI	mexico		new one	USA	0550
	ee e 1 > m	Show rows: 10 -													3 Items in 1 Pages

In the Site Conflicts (1) tab, the Conflicts (2) column displays the reason for the conflict.

2. Click the checkbox (4) next to the line that needs to be corrected.

3. Click Edit (3).

										1				
Upload Site De	etails Si	ite Conflicts 🏮												
													La	st Updated: Jul 18, 2022
									Remove	Cancel App	ly Search			۹
Fields are incorrect or imalial Please correct mark fields:     I. Intelid characters in Chy, County or Country field     Z. Special Characters (~1)@#5%*+()) are not acceptable in the name or address with the exception of # preceding, a store number in the name.														
Hierarchy		Site Name	Created	Updated	Conflicts	Street Address	Street Address 2	Street Address 3	Street Address 4	City	County (US Only)	State	Country	Postal Code
Hisrarchy //doume_/NA/USA/CentralTimeZ /XWK	Zone/Kansas	Site Name XWK	Created Jul 17, 2022	Updated Jul 17, 2022	Conflicts Invalid City or State name	Street Address conjuct roadw	Street Address 2	Street Address 3	Street Address 4	City mexico\$\$\$\$	County (US Only)	State	Country USA	Postal Code 6556
Hierarchy //lourna_INA/USA/CentrelTimeZ //XWK //LUSA/CentrelTimeZ //Aumma/NA/USA/CentrelTimeZ	Zone/Kansas Zone/Kansas	Site Name XWK XWK	Created Jul 17, 2022 Jul 17, 2022	Updated Jul 17, 2022 Jul 17, 2022	Conflicta Invalid City or State name Invalid Address Field	Street Address conjuct roadw conjuct roadw	Street Address 2	Street Address 3 %^G3	Street Address 4	City mexicoSSSS mexico	County (US Only)	State new one new one	Country USA USA	Postal Code 6556 6556
Histarbhy ///dumm/NA/USA/CentraTimeZ //XWK ///dumm/NA/USA/CentraTimeZ ///dumm/NA/USA/CentraTimeZ //XWK	Zone/Kansas Zone/Kansas Zone/Kansas	Site Name XWK XWK XWK	Created Jul 17, 2022 Jul 17, 2022 Jul 17, 2022	Updated Jul 17, 2022 Jul 17, 2022 Jul 17, 2022	Conflicts Invalid City or State name Invalid Address Field Invalid Address Field	Street Address conjuct roadw conjuct roadw conjuct roadw	Street Address 2	Street Address 3 %^G3	Street Address 4	City mexicoSSSS mexico mexico	County (US Only)	State new one new one new one	Country USA USA USA	Postal Code 6556 6556 6556

The type of errors found display at the top and the fields that need attention are outlined in red.

Some possible conflict reasons that may be displayed:

- Duplicate Sites
- Hierarchy or Site Name does not exist
- Formatting inconsistencies
- IP ranges overlap (IoT only)
- **4.** Make the appropriate corrections.
- 5. Click Apply (1).

# **Report Settings**

This section allows you to change the thresholds for various reports. Some thresholds are based on percentages, and others on the number of days.

1. Click 😳 > Manage Sites > Report Settings.

∛t, VisibilityQ=	Q Search report	My Companies	Vitals	Detailed Insights ~	Repair & Support ~	٠	<b>D</b> ~
Report Settings							
Case Lifecycle							•
Contracts							•
Critical Battery Events							•
LifeGuard Analytics							•
Out of Contact							•
Physical Memory (RAM) U	tilization						•
Proactive Battery Replacer	nent						•
Repair Lifecycle							~
Repair Repeat Rate							•
Repair Return Rate							•
Scan Metrics							•
Site and Subsite							•
Smart Battery Health							~
Storage Memory Utilization	n						•
Utilization Rightsizing							~
WLAN Signal Strength							~

The **Report Settings** screen displays.

- 2. Click each item in the list to view what thresholds can be set.
- 3. Drag the sliders as desired for each type of report, and then click Save (1).

90 Days		180 Days			
	120 Days	180 Days			
		ŏ			-
				CANCEL	SAVE

# **Utilization Settings**

Options are available to adjust these settings for a better measurement of device usage. Click **Save (1)** after any modifications.

الله، VisibilityIQ		Q Search report
Utilization Settin	gs	
You can choose to modify setting	ngs for better measurement of device usage. For more information on how De	evice Utilization is measured please see the user guide
Foresight User Guide		
Mobile computers		
Battery	✓ Include battery discharge rate at 14	% per hour.
Scans	Vou can select whether to include all scans or scans from All scans Scans from business application	business applications only. ons
Scan counts		
Backlight On	Vhen the backlight on duration When the backlight on duration exceeds:	Minutes
Printers		
Printer length	A printer is utilized when print length exceeds:	0 cm 🗸
Scanners		
Scans	A scanner is utilized when it exceeds 6	scans per hour
	SAVE	
	1	

# **Battery Decommission/Reinstate**

This screen lists the batteries that are **In Use**, **Pending**, or **Decommissioned** (removed from the **In Use** view). Each tab on the screen provides the ability to affect the status of batteries.



**NOTE:** Click the box to the left of a battery to select an individual battery, or click the box at the top of the battery list to select all batteries in the current view.

When you select one or more batteries, the available action for that tab activates above the list of batteries.

In us	e (381) F	Pending (2)	Decommissioned (0)
Decor	nmission Ba	attery	
~	Battery SR	RNo 💠	Manufacturing date 👙
<b>~</b>	A325684		Dec 13, 2018
~	P893566		Jul 11, 2017

### 1. In Use Tab

This tab displays all active batteries.

Battery Decommission / Re	Battery Decommission / Reinstate											
Decommissioned battery	will be listed here for 180 da	ys. If a previously decommissi	ioned battery appears to be ac	tive, it will be automatically re	stored to "In use" status.							
In use (381) Pending (2)	In use (381) Pending (2) Decommissioned (0)											
Battery SR No	Manufacturing date 👙	Part No 💠	Model 💠	Health Status 💠	Reason for Status 🔶	Last seen site 👙						
A325684	Dec 12, 2018	BT-000314-01 R.E	TC75X	Excellent Battery	Remaining Useful Life 365+ days	STORE151						
P893566	Jul 10, 2017	BT-000351-00 R.A	TC75X	Excellent Battery	Remaining Useful Life 365+ days	STORE145						
P755444	Dec 3, 2017	BT-000314-60 R.B	TC52	Excellent Battery	Remaining Useful Life 365+ days	STORE146						
T297553	Aug 17, 2017	BT-000314-01 R.E	TC51	Excellent Battery	Remaining Useful Life 365+ days	STORE133						
A965878	Oct 9, 2018	BT-000314-60 R.B	TC75X	Excellent Battery	Remaining Useful Life 365+ days	STORE144						
A977969	Dec 7, 2018	BT-000351-00 R.A	TC52	Excellent Battery	Remaining Useful Life 365+ days	STORE109						
A286972	Sep 21, 2018	BT-000351-00 R.A	MC95	Excellent Battery	Remaining Useful Life 365+ days	STORE148						
T839417	Sep 19, 2018	BT-000351-00 R.A	MC95	Excellent Battery	Remaining Useful Life 365+ days	STORE151						
P326380	Dec 22, 2018	BT-000351-00 R.A	TC52	Excellent Battery	Remaining Useful Life 365+ days	STORE130						
A651084	Dec 6, 2017	BT-000314-01 R.C	TC51	Excellent Battery	Remaining Useful Life 365+ days	STORE158						
	< 1 > Rom per page 10 >											

To decommission batteries and remove them from **In Use** status, select the desired batteries from the list and click **Decommission Battery**. A prompt appears, providing the option to either apply the action

## Settings

or cancel the request. The change takes effect following the next data load, and you have the option to cancel the decommissioning on the Pending tab before the change takes effect.

Data Grid Columns:

 Battery Serial (SR) No, Manufacturing Date, Part No, Model, Health Status, Reason for Status, and Last Seen Site.

#### 2. Pending Tab

Batteries that are being decommissioned or that are in the process of being reinstated appear on the Pending tab.

Battery Decommission	Battery Decommission / Reinstate										
Decommissioned battery will be listed here for 180 days. If a previously decommissioned battery appears to be active, it will be automatically restored to "In use" status.											
In use (381) Pendin Cancel Request	In use (381) Pending (3) Decommissioned (0) Cancel Request										
□ Battery SR No ⇔	Manufacturing date $\ \Leftrightarrow$	Part No 👙	Model $\Leftrightarrow$	Health Status 👙	Reason for Status $\ \Leftrightarrow$	Last seen site 👙	Status 👙				
T036717	Sep 29, 2021	BT-000318-01 R.E	TC77	Excellent Battery	Remaining Useful Life 365+ days	3532-QMIL	Pending Decommission				
P190480	Jan 29, 2022	BT-000318-60 R.B	TC52	Excellent Battery	Remaining Useful Life 365+ days	757-TYLR	Pending Decommission				
T041784	T041784     Oct 12, 2022     BT-000351-00 R.A     MC95 <ul> <li>Excellent Battery</li> <li>days</li> </ul> Remaining Useful Life 365+ days     3553-QMPG     Pending Decommission										
< 1 > Romperpage 10 ~											

To remove batteries from the **Pending** view and return them to their previous service status, select one or more batteries from the list and click **Cancel Request**. A prompt appears, providing the option to either apply the action or cancel the request. Canceling the request immediately moves the selected batteries back to **In Use**.

Data Grid Columns:

 Battery Serial (SR) No, Manufacturing Date, Part No, Model, Health Status, Reason for Status, Last Seen Site, and Status.

#### 3. Decommissioned Tab

Decommissioned batteries are displayed on this tab for 180 days.

Battery De	Battery Decommission / Reinstate										
Decommissioned battery will be listed here for 180 days. If a previously decommissioned battery appears to be active, it will be automatically restored to "In use" status.											
In use (38 Reinstate	In use (381) Pending (2) Decommissioned (2) Reinstate										
Bat	ttery SR No 💠	Manufacturing date 🔶	Part No 💠	Model 💠	Health Status 🔶	Reason for Status 🔶	Last seen site 🔶	Decommission Date 👙			
P34	48244	May 10, 2020	BT-000318-51 R.A	TC77	Good Battery	Remaining Useful Life 91 to 365 days	STORE151	Invalid Date			
A0	05653	Dec 21, 2023	BT-000314-60 R.B	TC52	Investigate Data Transmission	Undefined transmission issue	STORE145	Apr 7, 2025			
	issue Romperpage 10 v										

To put batteries back into the **In Use** status, select the batteries from the list and click **Reinstate**. A prompt appears, providing the option to either apply the action or cancel the request. Any batteries being reinstated are displayed on the **Pending** tab until the change becomes effective.

Data Grid Columns:

Battery Serial (SR) No, Manufacturing Date, Part No, Model, Health Status, Reason for Status, Last Seen Site, and Decommissioned Date.

- 4. Date Range Options
  - Today (Default)



**NOTE:** This view will not allow you to pick a custom date because of the limitation of the algorithm used to generate the Remaining Useful Life for batteries. When there is no data available for today, the system checks for data from the past three days and displays the data from the most recent of those days.

- 5. Use Case(s):
  - Provide a summary view for quickly understanding smart battery inventory, operational status, and health status.
  - Includes functionality for decommissioning/reinstating to maintain a clean battery inventory.

# **Replace Batteries**

This functionality is available only to customers who have purchased the Proactive Battery Replacement service with their Zebra One Care contract.

### 1. Replacement Required Tab

Repla	Replace batteries											
<ul> <li>Sel</li> </ul>	ect the batteries you want to replace ar	nd click on the replace	e button to i	nitiate the repl	acement process .	The data grid belo	w only shows batterie	s that need replacen	nent			
Repla Repla	Replacement required (37)       Pending (1)       O       Replaced (404)       Ordered (218)       O       Contracts (2)         Replace Batteries       Add Filter											
	Contract No.	ce name 🗅	Model 💠 Ba	ittery SR No. 🔶 I	Manufacture Date 🔅	Part No. 🗅	Health Status 🍘 🔶	Reason for Status 🔶	Last Seen Date 🍙	🛛 Last Seen Site 🍘 🇯		
	D6920241009 D19291010M0495 MC9	5-D19291010M0495	MC95	T553397	Dec 12, 2018	BT-000351-00 R.A	Replacement Required	Poor Battery Health	Apr 6, 2025	STORE150		
	D6920241008 D19291010M0942 TC52	2-D19291010M0942	TC52	A964762	Jan 30, 2019	BT-000314-01 R.E	Replacement Required	Poor Battery Health	Apr 6, 2025	STORE114		
	D6920242001 D19261010P0065 QLn4	20-D19261010P0065	QLn420	P293601	Dec 25, 2017	ZBMQ01	Replacement Required	Poor Battery Health	Apr 8, 2025	STORE105		
	D6920241001 D19291010M0924 TC51	L-D19291010M0924	TC51	A305680	Dec 7, 2017	BT-000351-00 R.A	Replacement Required	Poor Battery Health	Apr 6, 2025	STORE131		
	D6920242001 D19261010P0094 ZT61	LO-D19261010P0094	ZT610	A179535	Oct 23, 2017	ZBMZY01	Replacement Required	Poor Battery Health	Apr 6, 2025	STORE105		
	D6920241002 D19291010M1072 TC75	5X-D19291010M1072	TC75X	P164888	Nov 18, 2017	BT-000314-01 R.E	Replacement Required	Poor Battery Health	Apr 8, 2025	STORE118		
	D6920242001 D19261010P0007 ZT61	LO-D19261010P0007	ZT610	P479195	Jan 30, 2019	ZBMZY01	Replacement Required	Poor Battery Health	Apr 7, 2025	STORE101		
	D6920242001 D19261010P0021 ZT41	LO-D19261010P0021	ZT410	T122785	Aug 10, 2018	ZBMZY01	Replacement Required	Poor Battery Health	Apr 8, 2025	STORE106		
	D6920242001 D19261010P0039 ZT41	LO-D19261010P0039	ZT410	T736859	Mar 15, 2018	ZBMZY01	Replacement Required	Poor Battery Health	Apr 8, 2025	STORE120		
	D6920241010 D19291010M0133 TC52	2-D19291010M0133	TC52	A483846	Oct 8, 2018	BT-000351-00 R.A	Replacement Required	Poor Battery Health	Apr 7, 2025	STORE113		
				<	1 >					Rows per page 10 ~		

The **Replacement Required** tab displays the number of batteries that need replacement and indicates that a replacement order is to be made. Batteries without a site address are not submitted for replacement and remain on this tab until the site address can be updated. This is an "As of Day" report.



**NOTE:** Click the box to the left of a battery to select an individual battery, or click the box at the top of the battery list to select all batteries in the current view.

When you select one or more batteries, the available action for that tab activates above the list of batteries.

Replacement required (60) Pending (0)					
Replace	e Batteries				
<b>~</b>	Contract No. 🗢	Device SR No	¢		
<b>~</b>	D6920241003	D19291010M	0937		
<u>~</u>	D6920242001	D19261010P0	0010		

Data Grid Column

Contract No, Device Serial (SR) No, Device Name, Model, Battery Serial (SR) No, Manufacture Date, Part No, Health Status, Reason for Status, Last Seen Date, and Last Seen Site.

## 2. Pending Tab

Replace batteries	
• Select the batteries you want to replace and click on the replace button to initiate the replacement process. The data grid below only shows batteries that need replacement	
Replacement required (37) Pending (1)  © Replaced (404) Ordered (218)  © Contracts (2)	
	Add Filter
Contract No. $\Leftrightarrow$ Device SR No $\Leftrightarrow$ Device name $\Leftrightarrow$ Model $\Leftrightarrow$ Battery SR No. $\Leftrightarrow$ Manufacture Date $\Leftrightarrow$ Part No. $\Leftrightarrow$ Health Status $@$ $\Leftrightarrow$ Reason for Status $\Leftrightarrow$ Last Seen Date $@$	💠 Last Seen Site 🎯 💠
D6920241009 D19291010M0815 MC95-D19291010M0815 MC95 T229951 Sep 22, 2018 BT-000351-00 R.A • Replacement Required Poor Battery Health Apr 6, 2025	STORE123
	Rows per page 10 $ \lor$

The  $\ensuremath{\textbf{Pending}}$  tab displays batteries for which the replacement process has been initiated.

Data Grid Column

• Contract No, Device Serial (SR) No, Device Name, Model, Battery Serial (SR) No, Manufacture Date, Part No, Health Status, Reason for Status, Last Seen Date, and Last Seen Site.

### 3. Replaced Tab

Replace batteries								
• Select the batteries you want to replace and click on the	replace button to initia	ite the replacemen	t process . The data	a grid below only shows be	tteries that need replace	ment		
Replacement required (37) Pending (1) O Replaced	(404) Ordered (218)	) O Contracts (2	2)					
							A	dd Filter
Contract No. $\Leftrightarrow$ Device SR No. $\Leftrightarrow$ Device Name $\Leftrightarrow$ M	odel 💠 Battery SR No.	Manufacture Date	🕆 Part No. 👙	Orderable Battery Part No.	🕆 Replaced, Still in Use 👩	Date Marked for Repl	acement 👙	Last Seer
D6920241008 D19291010M0426 TC51-D19291010M0426 TC	C51 A220398	Sep 21, 2018	BT-000351-00 R.A	BTRY-TC51-D0426-1	• NO	Feb 16, 2025		Feb 17, 2
D6920241002 D19291010M0987 MC95-D19291010M0987 M	C95 A777252	Dec 23, 2018	BT-000314-01 R.E	BTRY-MC95-D0987-1	• NO	Mar 27, 2025		Mar 28, 2
D6920241009 D19291010M0290 MC95-D19291010M0290 M	C95 A716584	Oct 8, 2018	BT-000351-00 R.A	BTRY-MC95-D0290-1	• NO	Feb 19, 2025		Feb 19, 2
D6920241007 D19291010M0393 TC51-D19291010M0393 TC	C51 P113750	Aug 9, 2019	BT-000314-01 R.E	BTRY-TC51-D0393-1	• NO	Feb 14, 2025		Feb 17, 2
D6920241008 D19291010M0074 TC75X-D19291010M0074 TC	C75X A882176	Sep 20, 2018	BT-000351-00 R.A	BTRY-TC75X-D0074-1	• NO	Feb 16, 2025		Feb 19, 2
D6920241008 D19291010M0614 TC52-D19291010M0614 TC	C52 T643404	Dec 12, 2018	BT-000351-00 R.A	BTRY-TC52-D0614-1	• NO	Feb 16, 2025		Feb 18, 2
D6920241007 D19291010M1242 TC52-D19291010M1242 TC	C52 A249357	Mar 14, 2020	BT-000351-00 R.A	BTRY-TC52-D1242-1	• NO	Mar 30, 2025		Mar 31, 2
D6920241003 D19291010M0623 TC52-D19291010M0623 TC	C52 P842147	Dec 8, 2018	BT-000351-00 R.A	BTRY-TC52-D0623-1	• NO	Mar 12, 2025		Mar 13, 2
D6920241004 D19291010M0767 MC95-D19291010M0767 M	C95 A213581	Dec 23, 2018	BT-000351-00 R.A	BTRY-MC95-D0767-1	• NO	Apr 5, 2025		Apr 6, 20
D6920241012 D19291010M1116 MC95-D19291010M1116 M	C95 T491193	Jan 8, 2020	BT-000351-00 R.A	BTRY-MC95-D1116-1	• NO	Mar 29, 2025		Mar 29, 2
<								Þ
		< 1 >				R	ows per page	10 ~

The **Replaced** tab displays batteries that have been replaced, including the dates that they were marked for replacement and the last seen date.

Data Grid Column

 Contract No, Device Serial (SR) No, Device Name, Model, Battery Serial (SR) No, Manufacture Date, Part No, Orderable Battery Part No, Replaced but Still in Use, Date Marked for Replacement, Last Seen Date, Last Seen Site, Hierarchy, and Shipped to Address.

Batteries that have had a replacement sent but are still being used are listed. These batteries should be decommissioned.

#### Replaced, Still in Use 👩 🌲

YES, >= 32 Days and < 63 Days</li>
YES, < 32 Days and < 63 Days</li>
YES, < 32 Days</li>

### 4. Ordered Tab

This tab lists the status (such as delayed or shipped) of batteries that have been ordered.

Replace batteries										
• Select the batteries you want to r	replace and click on the repla	ice button to in	iitiate the rep	lacement proces	ss . The data grid	below only shows b	patteries	that need replacement		
Replacement required (37) Pen	ding (1) © Replaced (404	Ordered (2	<b>18)</b> © Cor	ntracts (2)					[	Add Filter
Contract No. 💠 Order No. 💠 Line No.		Quantity      0	rder Status 👩	Shipping Date	Carrier 💠	Tracking No. 💠 Site	e Name 🗧	Hierarchy 🖨	Shipping Add	lress 😄
D6920241010 3013002002 2	BT-000314-01 R.F	2	Delayed			STO	DRE122	ZEBRA/REGION/COUNTRY/STORE122	2	
D6920241010 3013002008 8	BT-000301-01 R.B	5	Delayed			STO	DRE115	ZEBRA/REGION/COUNTRY/STORE11	5 105 KROME A	AVE MIAMI F
D6920241010 3013002002 2	BT-000302-02 R.B	3	Delayed			STO	DRE122	ZEBRA/REGION/COUNTRY/STORE122	2	
D6920241010 3013002006 6	BT-000301-01 R.B	13	Delayed			STO	DRE122	ZEBRA/REGION/COUNTRY/STORE122	2 456 WHITE F	INCH ST.NO
D6920241010 3013002006 6	BT-000314-01 R.F	14	Delayed			STO	DRE122	ZEBRA/REGION/COUNTRY/STORE122	2 456 WHITE F	INCH ST.NO
D6920241010 3013002013 13	BT-000302-02 R.B	6	Shipped	Jan 11, 2024	FEDEX GROUND	516276000173 STO	DRE123	ZEBRA/REGION/COUNTRY/STORE123	585 HOWARD	STREET OS
D6920241010 3013002001 2	BT-000314-01 R.F	5	Shipped	Oct 21, 2024	FEDEX GROUND	516276000137 STO	0RE118	ZEBRA/REGION/COUNTRY/STORE118	3 1300 SANCTI	JARY PKWY,
D6920241010 3013002000 1	BT-000301-01 R.B	5	Shipped	Nov 19, 2024	FEDEX GROUND	516276000108 STO	0RE121	ZEBRA/REGION/COUNTRY/STORE12	L 1200 SANCTI	JARY PKWY,
D6920241010 3013002001 2	BT-000302-02 R.B	15	Shipped	Jan 6, 2025	FEDEX GROUND	516276000119 STO	0RE118	ZEBRA/REGION/COUNTRY/STORE118	3 1300 SANCTI	JARY PKWY,
D6920241010 3013002000 1	BT-000300-01 R.B	13	Shipped	Jan 7, 2025	FEDEX GROUND	516276000150 STO	ORE114	ZEBRA/REGION/COUNTRY/STORE114	1 1125 SANCTI	JARY PKWY,
<			K	1 >					Rows per page	10 ~

### Data Grid Column

• Contract No, Order No., Line No., Orderable Battery Part No, Quantity, Order Status, Shipping Date, Carrier, Tracking No., Site Name, Hierarchy, and Shipping Address.

### 5. Contracts Tab

This tab lists contracts where battery replacement has crossed 90% of entitlement. Consider a new contract for those listed on this tab.

Replace batteries				
• Select the batteries you wa	ant to replace and click on the replace button to initia	ate the replacement process . The data grid b	elow only shows batteries that need replac	ement
Replacement required (37)	Pending (1) O Replaced (404) Ordered (218)	<u>Contracts (2)</u>		Add Filter
Contract No. 💠	Service Part No. 💠	Batteries Entitled 👙	Batteries Replaced 👙	% of Entitlement 💠
D6920241004	DPRN-1910-04-01	14	13	92
D6920241003	DPRN-1910-03-01	6	7	116
		< 1 >		Rows per page 10 $  imes $

### Data Grid Column

- Contract No, Service Part No., Batteries Entitled, Batteries Replaced, and % of Entitlement.
- 6. Use Case(s)
  - Used to understand batteries of poor health and sites where they reside because they require immediate replacement.
  - The **Replaced**, **Still In Use** column enables you to view batteries for which a replacement was sent. However, the batteries are still being used and must be decommissioned from service.

## Settings

# **Reassign App Categories**

The application category identifies if an application is business-related or not, which helps assess the necessity of the application. The application category can be set based on criteria such as Google Play information, or it can be manually adjusted by using the **Reassign Categories** option in the **Settings** menu.

These are the available values for the application category:

- **Business** The application is business-related.
- Non-Business The application is not business-related.
- Utility The application is a utility application, such as App Manage or Battery Manager.
- Unassigned The application category is not assigned due to a lack of information or user intervention.
- 1. Click 😳 > Company Level Settings > Reassign App Categories.
- 2. Click Reassign categories.

The Reassign categories window displays.

- 3. Select or search for the application name to assign the category.
- Options for category assignment are available in the Category column. Select the desired category option and then click Apply.

The newly assigned category information is displayed after the next data load.

Reassign categories	×	
• Changes are not reflected in his	storical data	
۹ Search application		
All categories	~	
Application name	Category	
Airwatch Agent	Business	
Package name : com.airwatch.rm.agent	Business	
AppGallery Package name : com.rhomobile.appgallery	Non Business	
Battery Manager	Unassigned	
Package name : com.symbol.batterymanag	Utility	
Clock Package name : com.google.android.deskc	Cancel Apply	

# **User Level Settings**

The User Level Settings display additional information.

The following are the settings menu options:

- Email Notifications
- General Settings
- Set Model Preferences

## **Email Notifications**

Users can individually enable email notifications. There are three kinds of notifications: Visibility Reports, Select Due Backs, and Proactive Battery Replacement.

For a Proactive Battery Replacement user, there are two email alert options. One is for a high-level email alerting the user that there are batteries that need to be replaced. The other is a monthly email with an attached export of the Proactive Battery Replacement report, including a special tab showing sites that do not have an address specified.

## **Select Due Backs Notifications**

Due backs occur when you've received a repaired or replacement device but haven't returned the faulty one yet, and enabling **Select Due Back Notification** allows you to receive alerts about this. It is enabled by default for users with the **Partner Role** access. They can opt out of receiving the email. Users with the **End Customer** role do not see this feature. This feature can be enabled for internal users.

This feature sends an email every Monday to users who opt-in. The email includes the Due Back serial numbers in a Warning state (overdue by more than 14 days) and in a Critical state (overdue by more than 30 days), specific to each customer at that time.

1. Click 😳 > Email Notifications.

The Email Notifications screen displays.

- 2. Click the toggle to enable notifications for Visibility Reports.
- 3. Scroll down to the Select Due Backs section and click the toggle button to turn it on.

Administration	
Site Assignment	Visibility Reports
Report Settings	Off OF
Email Notifications >	Notification emails are turned off.
	Select Due Backs
	On

## **Enable Proactive Battery Replacement Threshold Alert Email**

This is a high-level email to alert that the remaining useful life (RUL) threshold of 30 days is exceeded, and batteries are due for replacement. This service is available only to customers with a Proactive Battery Replacement (PBR) contract.

To enable this alert:
1. Click 2 > User Level Settings > Email Notifications.

The Email Notifications screen displays.

- 2. Click the toggle to enable notifications for Visibility Reports.
- 3. Select Proactive Battery Replacement (1).

th, VisibilityiQ"	्. Search report	My Companies	Vitals	Detailed Insights ~	Repair & Support ~	٠	
Email Notifications							
Visibility Reports							
On							
Select up to 8 reports you would like to receive email notifications for. These notifications are s select your desired report to update. Note: Tweshold settings are not administrator specific, changes will impact all users.	ient only when your predefined	d thresholds have been	exceeded	d. To update your thre	sholds, go to Report S	ettings and	đ
Reports							
Repair Lifecycle							
Repair Repeat Rate							
Repair Return Rate							
Contracts							
Case Lifecycle							
Smart Battery Health							
Scan Metrics							
Out of Contact							
Storage Memory Utilization							
Physical Memory (RAM) Utilization							
Critical Battery Events							
Utilization Rightsizing							
-22 Proactive Battery Replacement							
						s	

4. Click Save (2).

1

#### **Enable Proactive Battery Replacement Monthly Email**

There are two monthly emails available to users. Users are automatically opted in but have the option to deactivate these emails via the Email Notifications setting.

- The PBR Report Notification email is designed to deliver an export of the Proactive Battery Replacement report on the first Monday of each month. This report includes three specific tabs: Replacement Required, Replaced, and Ordered. An additional fourth tab, titled All Sites Without Address, is also part of the Excel file. This tab assists in identifying sites for which a shipping address is not provided and loaded into VIQ. By utilizing this tab alongside the Manage Sites template, any outstanding site shipping addresses for sites in VIQ can be updated.
- The Replacement Battery In Use email is sent on the third Monday of each month. It includes a list of
  all batteries for which a replacement has already been received, but the batteries are still reporting as
  being in circulation. To remove a battery from this report, remove the battery from service (recycle it) or
  decommission it (remove it from the VIQ system).
- 1. Click 2 > User Level Settings > Email Notifications.

The Email Notifications screen displays.

- 2. Click the toggle to enable notifications for Visibility Reports.
- 3. Scroll down to the Proactive Battery Replacement section and click the toggle button to turn it on.

The Available Alert Types display.

**4.** Select one or both alert types:

Proactive Battery Replacement	
On	
Available Alert Types	
Select 1 or more alert types to receive email alerts.	
PBR Report Notification	
Replaced Battery In Use	
	SAVE

- PBR Report Notification
- Replaced Battery in Use
- 5. Click Save.

The report is set to be received on the first Monday of the month following the activation of the notification.

• Sample PBR Report Notification attachment.

	А	В	с	D	E	F	G	н	1	J	К	L.
1	Contrac	Device SR No	Battery	Model	Battery	Battery	Health Status	Reason	Last See	Last Seen Site	Shipping Address	
2	18100000	2014285	T0236	TC57	Apr 22, 20	BT-000314	Replacement Required	Poor Batte	Jun 24, 20	MARBORELLA	Need Shipping Address	
3	18501005	2115 700 701,569	T0557	TC57	Apr 22, 20	BT-000314	Replacement Required	Poor Batte	Jul 02, 202	PENINSULA	Need Shipping Address	
4	18	2014	T7861	TC57	Aug 25, 20	BT-000314	Replacement Required	Poor Batte	Jul 04, 202	SARAPONA	Need Shipping Address	
5												
6										•		
7												
8												
9												
0												
1												
2												
3												
4												
5												
6												
7												
0												
0												
0												
1												
22												
2												
3												
4												
0												
0												
1												
8												
29		 						-				
	<	Replacement F	Required	Replaced	Order	ed All S	ites Without Addresses	(+)				1

• Sample Replaced Battery In Use attachment.

	A	В	С	D	E	F	G	н	1	J	к	L	м	N	0	Р	Q
1	Contract No	Device SR No	Model	Battery	Manufa	Part No.	Orderable Batter	Replaced, Still in Use	Date N	A Last Se	Last Seen Site	Hierard	hy				
2	190 0101	2231 7710 710	TC57	T1866	Apr 21, 20	BT-000314-01 R.F	BTRY-TC51-43MA1-01	YES, >= 60 Days	Sep 05, 2	0 Nov 09, 2	LÉRIDA	ABGCO./E	MEA/SPAI	N/PENINS	JLA/LÉRID	TC57	
3	18500040	1317	TC57	T3240	Apr 22, 20	BT-000314-01 R.F	BTRY-TC51-43MA1-01	YES, >= 60 Days	Sep 05, 2	0 Nov 09, 2	BARCELONA	ABGCO./E	MEA/SPAI	N/PENINS	JLA/BARCE	LONA/TC5	7
4	185280	2317000000.80	TC57	T2577	Apr 22, 20	BT-000314-01 R.F	BTRY-TC51-43MA1-01	YES, >= 60 Days	Sep 05, 2	0 Nov 09, 2	GUADALAJARA	ABGCO./E	MEA/SPAI	N/PENINS	JLA/GUAD	ALAJARA/T	C57
5	18500100	2014	TC57	T3175	Apr 22, 20	BT-000314-01 R.F	BTRY-TC51-43MA1-01	YES, >= 60 Days	Sep 05, 2	0 Nov 09, 2	GRANADA	ABGCO./E	MEA/SPAI	N/PENINS	JLA/GRAN	ADA	
6	183	2014 5555553	TC57	T0550	Apr 22, 20	BT-000314-01 R.F	BTRY-TC51-43MA1-01	YES, >= 60 Days	Sep 05, 2	0 Nov 09, 2	MÁLAGA	ABGCO./E	MEA/SPAI	N/PENINS	JLA/MÁLA	GA/TC57	
7	18500400	2317	TC57	T7726	Aug 25, 20	BT-000314-01 R.E	BTRY-TC51-43MA1-01	YES, >= 60 Days	Sep 05, 2	0 Nov 09, 2	GRANADA	ABGCO./E	MEA/SPAI	N/PENINS	JLA/GRAN	ADA/TC57	
8																	
9																	
10																	
11																	
12																	

#### **Enable IP Range Gap Report**

When the IP Range Gap Report feature is enabled, you will receive a report every Monday. This report will be in Excel format and will include data from the last 7 days (serial number, device model, IP address, and date reported).

The IP Range Gap Report lists all devices that have reported an IP address outside of the IP ranges defined in Manage Sites on page 83.

#### 1. Click 😳 > User Level Settings > Email Notifications.

The Email Notifications screen displays.

2. Click the toggle to enable the IP Range Gap Report.

IP Range Gap Report	
On	

## **General Settings**

The General Settings display additional information.

- 1. Select 😳 > User Level Settings > General Settings to set the user preferences.
- 2. After selecting the preferences, click Apply (1).



**NOTE:** With Filter Persistent enabled, the filters you set for your reports will automatically apply the next time you view the report. It is set to enable by default.

< Settings			Cance	el Apply –
Select the form	at preferences for VisibilityIQ			
The preferences y visualizations.	ou select will appear in the interface and p	oarts of the data		
Date Format	Jan 21, 2017	Ŧ		
Time Format	01:00:00 PM	*		
Time Zone	(UTC -09:00) America/Adak	Ŧ		
Print Length Metric	Centimeter	-		
Language	Default(browser language)	•		
Filter Persistent	Yes	•		

# **Set Model Preferences**

Adjust model visibility to display or hide models in reports as desired.

1. Select 😳 > User Level Settings > Set Model Preferences to set the model preferences.

VisibilityIQ*		् Search report
Device Model Pret	erence	
Model Visibility Set model visibility to show o	r hide the models you want to see in your reports	You can export and save your settings
Model	Туре	Visibility
CC605	MOBILE	٥
DS3608	SCANNER	٥
DS3678	SCANNER	٥
DS8108	SCANNER	٥
DS8178	SCANNER	۲
MC95	MOBILE	٥
МС95ХХК	MOBILE	•

#### Show or Hide Models

The Show or Hide Models show additional information.

**1.** Click the icon to toggle between hiding or showing each model.

Visibility	
@	Hidden
•	Showing

2. Click Apply to save the settings.

#### **Export Settings**

The Export Settings show additional information.

- **1.** Click **Export** in the top-right corner to export the settings.
- **2.** The system generates and downloads an Excel spreadsheet.

The models are listed on the **Models List** tab.

# **Repair & Support**

The **Repair & Support** menu provides reports related to device repairs and other system support. These reports are available only for devices covered by a Zebra OneCare contract.

# **Case Lifecycle**

The Case Lifecycle report provides information on all technical and non-technical cases concerning open cases of aging and case activity.

## **Tile View**

The tile displays an overview of the case lifecycle during the last 7 days.



# **Expanded View**

The expanded view displays additional information.

Case Life	ecycle						Export Report	•
Search for site		Q				La	ast 7 Days 👻	<b></b>
System Tags	Search Tags	Q						
Last Date in the se	elected range (04 Feb 2018)							
0PEN CASES D 101	CASE AC	TIVITIES						
			Open Case Duration (	D				
0-29 days 30-89 days 90+ days	3	21					77	
							0	:
Age	Case Open Date	Case Number	Case Description	Type Code	Serial Number	Full Model Number	Site Name	
3	01 Feb 2018	03860742018	MC67 DATA NOT TRANSMITTED BACK TO DEPOT	Software	17848521400785	MC67NA-PDABAB00500	YABBA GLASGOW	
64	02 Dec 2017	03201873050	MC67 - LOST DEVICE	Hardware	17842521451241	MC67NA-PDABAB00500	DABBA WALTHAM CROSS	
64	02 Dec 2017	03620186767	MC67 - LOST DEVICE	Hardware	17842521405272	MC67NA-PDABAB00500	DODO WALTHAM CROSS	

#### 1. Open Cases Tab

This tab provides information about technical/non-technical cases that are currently in open status. The graph displays a breakdown of the number of cases by age: 0-20, 30-89, and 90+ days. The data grid provides details about each open case.

- Data Grid Columns
  - Age, Case Open Date, Case Number, Repair Number, Repair Reference, Case Description, Type Code, Serial Number, Model, Full Model Number, and Site Name.

#### 2. Case Activities Tab

This tab gives information about technical/non-technical cases that opened or closed during the selected date range. You can determine the number of cases opened or closed during the selected date range. The data grid provides details about each open case.

- Data Grid Columns
  - Case Close Date, Case Open Date, Age, Case Number, Repair Number, Repair Reference, Case Description, Type Code, Resolution Text, Serial Number, Full Model Number, Model Number, and Site Name.

## **Tile Alert Threshold**

The **Age Days** feature categorizes open cases according to the duration they open. By adjusting the slider, the threshold for triggering a report alert can be changed.

Tile Alert	
Age Days categorizes the open cases based on open time duration.	
30 Days	90 Days

# Repair & Support

The default settings are as follows:

- Red for cases open 90 days or more
- Amber, for cases, open 31 to 89 days
- Green for cases open less than 30 days

Date Range Options

- Last 7 Days
- Custom Range

Use Case(s)

- Verify the duration of open cases.
- Track monthly cases open/closed.
- Identify cases resulting in a repair.

# Contracts

The Contracts report provides contract-level details, pointing out expiring contracts that need to be renewed and serial number details related to the customer's onboarded contracts.

# **Tile View**

The tile displays an overview of the contract over the last 180 days.

Contracts	
EXPIRING	
Less than 90 days	0
🕏 91 - 179 days	0
✓ 180+ days	25
Total contracts	25
Yesterday	VIEW REPORT >

# **Expanded View**

The expanded view shows information about existing contracts, including how long before the contracts expire.



#### 1. Contracts Tab

This tab provides summary information about Zebra OneCare and VIQF IoT (if applicable) active contracts that are onboarded in the dashboard.



- A graph shows the number of contracts and the number of the days until expiration (less than 90 days, 90 to 179 days, or 180 days or more).
- The grid displays an entry for each service part number (SKU) available on the contract, along with the details of the part number. However, the count displayed on the tab is the total number of unique contracts. Consequently, the grid may contain more entries than the displayed count, as one contract can have multiple part numbers.
  - Data Grid Columns

Contract, End Customer Name, Partner Name, Distributor Name, Start Date, End Date, Service Part No., Description, Visibility Entitlement, Device Quantity, and Expiring.

#### 2. Contract Details Tab

This tab provides information at the serial number level for devices presently in the onboarded contract(s).

CONTRACTS	CONTRACTS CONTRACT DETAILS											
Shows the number	Shows the number of devices grouped by visibility features and services based on their respective contracts.											
Foresight IoT,Online	Repair Dashboard, Proact	Replacement							809			
	Foresight IoT,0	Online Repair	r Dashboard								739	
		Foro	cight Drintor	152								
		Fore	signt Printer	155								
Online	Repair Dashboard, Proact	ive Battery R	eplacement	145								
	(	Online Repair	r Dashboard	127								
			0 50	100 150	200 25	50 300	350 400	450 500	550 60	0 650	700 750 8	00 850
Set Filter												
Select Column	Search te	ext	Search	Clear								
Contract Details (1	973)											
Device SR No	Device Name	Model	Full Model No.	Device Type	Contract	Last	Manufacture	Device	Device End	Coverage o	Visibility Entitlement	
Device Sk No.	Device Name	Model	Pull Model No.	Device Type	Contract	Known MDM Site	Date	Start Date	Date	Status	visionity Enutiement	
D19291010M0700	MC95-D19291010M0	MC95	MC95-SA12-NA	MOBILE COMPUTER	D692024	STORE123	N\A	Mar 29, 2024	May 29, 2025	Contracted	Foresight IoT,Online F	lepair
D19291010M0900	TC75X-D19291010M	TC75X	TC75AH-KA11ES-A1	MOBILE COMPUTER	D692024	STORE139	N\A	Mar 29, 2024	May 29, 2025	Contracted	Foresight IoT,Online F	lepair
D19291010M0800	TC52-D19291010M0	TC52	TC520K-1PEZU4P-NA	MOBILE COMPUTER	D692024	STORE160	N\A	Mar 29, 2024	May 29, 2025	Contracted	Foresight IoT,Online F	lepair
D19291010M1300	TC75X-D19291010M1	TC75X	TC75AH-KA11ES-A1	MOBILE COMPUTER	D692024	STORE129	N\A	Mar 29, 2024	May 29, 2025	Contracted	Foresight IoT,Online F	lepair
D19291010M0500	MC95-D19291010M0	MC95	MC95-SA12-NA	MOBILE COMPUTER	D692024	STORE108	N\A	Mar 29, 2024	May 29, 2025	Contracted	Foresight IoT,Online F	∂epair
D19291010M0100	TC51-D19291010M01	TC51	TC510K-2PAZU4P-US	MOBILE COMPUTER	D692024	STORE111	N\A	Mar 29, 2024	May 29, 2025	Contracted	Foresight IoT,Online F	tepair
D19291010M1301	TC51-D19291010M1301	TC51	TC510K-2PAZU4P-US	MOBILE COMPUTER	D692024	STORE131	N\A	Mar 29, 2024	May 29, 2025	Contracted	Foresight IoT,Online F	tepair
D19291010M1401	TC52-D19291010M14	TC52	TC520K-1PEZU4P-NA	MOBILE COMPUTER	D692024	STORE123	N\A	Mar 29, 2024	May 29, 2025	Contracted	Foresight IoT,Online F	lepair
D19291010M0101	TC51-D19291010M0101	TC51	TC510K-2PAZU4P-US	MOBILE COMPUTER	D692024	STORE103	N\A	Mar 29, 2024	May 29, 2025	Contracted	Foresight IoT,Online F	≀epair
D19291010M0401	TC75X-D19291010M	TC75X	TC75AH-KA11ES-A1	MOBILE COMPUTER	D692024	STORE115	N\A	Mar 29, 2024	May 29, 2025	Contracted	Foresight IoT,Online	lepair
« < <b>1</b> 2345	198 🔉 ≫										F	ows 1-10

- A graph shows the number of devices grouped by visibility features and services, based on their respective contracts.
- The grid displays each device available on the contract.
  - Data Grid Columns

Device Serial (SR) No., Device Name, Model, Full Model No., Contract, Last Known MDM Site, Manufacture Date, Device Start Date, Device End Date, Coverage Status, and Visibility Entitlement.

# **Tile Alert Threshold**

The **Age Days** feature categorizes the contracts based on days to expiration. Using the slider, adjust the days required to trigger the report alert.

Contracts		•	
Tile Alert			
Age Days categorizes the contracts based on days to expire	ration.		
108	Days	213 Days	

The default settings are as follows:

- Less than 108 days for Red
- 108 to 213 days for Amber
- More than 213 days for Green

Date Range Options

• As of Day

Use Case(s)

• Identify upcoming contracts for renewal.

# **Lifeguard Analytics**

The LifeGuard Analytics report is designed to help customers stay current with Android security updates. It allows the customer to view how many devices have a recommended security update and how many devices are up to date with their security software. Customers can download the report to get a list of the device serial numbers requiring an update. It also contains a link to the Lifeguard download page on <u>zebra.com</u> to download the latest security update.

Lifeguard for Android extends the lifecycle of Zebra Android enterprise mobile computers.

# **Tile View**

The tile displays an overview of the lifeguard for Android.

LifeGuard Analytics	
UPDATES RECOMMENDED 136 out of 145 devices	
LIFEGUARD FOR ANDROID	
Yesterday	VIEW REPORT >

# **Expanded View**

The expanded view shows additional information.

#### 1. Updates Recommended Tab

Displays all device profiles for which a security software update is available, along with the vulnerabilities addressed and the download size for each update. Hovering over the right side of a row

reveals a **View Devices**, allowing for the inspection of devices requiring the applied patch. Additionally, there is an option to export this list of serial numbers directly from this interface.

• Data Grid Columns

-	Search for site	٩	Mobile Computers						Yesterday 👻 🛅
Y	esterday (28 Jan 2019)								
u 1	PDATES RECOMMENDED	UP-TO-DATE 9 devices		ALL DEVICES 145					
Di Fi	evice updates are an important way to ke or Cellular enabled devices, please cher	eep your Android devices secure and ck with your carrier for the right carri	I running at their full potential. er certified patches.	LEARN MORE					
	Count	Model	Туре	OS Version	BSP Version	LifeGuard Update Level	Android Security	Patch Level	
•	62	TC51	GMS	7.1.2	01.01.39	PATCH000	05 Sep 2017		
ľ	Latest Available Update Type							Vulnerabilities Addressed ①	Download Size 🛈
	New BSP + LG Update			7.1.2	01.01.49.00	13	01 Nov 2018	112	569.73 MB
L	New OS + BSP + LG Update			8.1.0	02.13.15.00	U00	01 Oct 2018	-9	1.37 GB
•	26	TC51	GMS	7.1.2	01.01.49	2	05 Dec 2017		
•	19	TC51	non-GMS	7.1.2	01.01.49	2	05 Dec 2017		
Þ	16	TC51	non-GMS	7.1.2	01.01.49	8	01 Jun 2018		
Ι.	1	T051	GMS	712	01 01 49	7	01 May 2018		

	Click here page on 2	e to go to the LifeGuard /ebra.com		
ntial. LEARN MORE [	2	_		
BSP Version	LifeGuard Update Level	ver and click to see erial numbers	the set	
02.13.15.00	U08	Feb 01, 2019	View Devices	<b>⊳</b>
			Vulnerabilities Addressed	Download Size
02.13.15.00	U19	Oct 01, 2019	386	277.07 MB

- Count (devices), Models, Type, OS Version, BSP Version, LifeGuard Update Level, and Android Security Patch Level.
- Expanding Row adds, Latest Available Update Type, Vulnerabilities Addressed (Quantity), and Download Size (in MB).

#### 2. Up-To-Date Tab

	Search for site	٩	Mobile Computers						Yesterday 👻 🛄
Ye	sterday (28 Jan 2019)								
UP 1	DATES RECOMMENDED 36 devices	UP-TO-DATE 9 devices		ALL DEVICES 145					
Dev For	ice updates are an important way to ke Cellular enabled devices, please cher	ep your Android devices secure a sk with your carrier for the right ca	nd running at their full potential. rrier certified patches.	LEARN MORE					
	Count	Model	Туре	OS Version	BSP Version	LifeGuard Update Level	Android Security	Patch Level	
•	62	TC51	GMS	7.1.2	01.01.39	PATCH000	05 Sep 2017		
Γ	Latest Available Update Type							Vulnerabilities Addressed Ø	Download Size O
	New BSP + LG Update			7.1.2	01.01.49.00	13	01 Nov 2018	112	569.73 MB
	New OS + BSP + LG Update			8.1.0	02.13.15.00	U00	01 Oct 2018	-9	1.37 GB
•	26	TC51	GMS	7.1.2	01.01.49	2	05 Dec 2017		
×	19	TC51	non-GMS	7.1.2	01.01.49	2	05 Dec 2017		
۲	16	TC51	non-GMS	7.1.2	01.01.49	8	01 Jun 2018		
	4	TC51	GMS	7.1.2	01.01.49	7	01 May 2018		

Displays all device profiles that have up-to-date security software.

- Data Grid Columns
  - Count (devices), Models, Type, OS Version, BSP Version, LifeGuard Update Level, and Android Security Patch Level.

#### 3. All Devices Tab

Search for site	с. м	obile Computers					Yesterday 👻 🛅
Yesterday (28 Jan 2019)							
UPDATES RECOMMENDED UP-TO-DATE <b>136</b> devices 9 devices		ALL DEVICES 145					
Device updates are an important way to kee For Cellular enabled devices, please chec	ep your Android devices secure and ru k with your carrier for the right carrier (	inning at their full potential. certified patches.	LEARN MORE				
Status	Model	Туре	OS Version	BSP Version	LifeGuard Update Level	Android Security Patch Level	Serial Number
Updates Recommended	TC56	GMS	7.1.2	01.01.49	7	01 May 2018	
Updates Recommended	TC56	GMS	7.1.2	01.01.49	7	01 May 2018	
Up-to-date	TC56	GMS	7.1.2	01.01.49.00	13	01 Nov 2018	**********
Updates Recommended	TC56	GMS	7.1.2	01.01.49	7	01 May 2018	
Updates Recommended	TC56	GMS	7.1.2	01.01.49	2	05 Dec 2017	
Up-to-date	TC56	GMS	7.1.2	01.01.49.00	13	01 Nov 2018	************
Updates Recommended	TC56	GMS	7.1.2	01.01.49	2	05 Dec 2017	
Updates Recommended	TC56	GMS	7.1.2	01.01.49	2	05 Dec 2017	*******

Displays all devices that are LifeGuard enabled and their software security version details.

- Data Grid Columns
  - Status, Model, Type, OS Version, BSP Version, LifeGuard Update Level, Android Security Patch Level, and Serial Number.

## Requirements

For LifeGuard data to be visible in the dashboard, the Android device must have an Android Nougat (7.0) or higher OS and Zebra Device Agent (ZDS) Version 3. x enabled.

- Devices must be part of a support contract.
- Requires internet access with firewall opened on port 443.

See the <u>ZDS Agent Configuration Guide</u> for a full list of requirements.

# **Additional Features**

This report explains a **Learn More** link to the LifeGuard for Android Updates page on <u>zebra.com</u>, where you can download the correct updates for their devices.

#### **Tile Alert Thresholds**

LifeGuard Analytics	^
Tile Alert	
Percentage of devices needing to be updated to the latest available Security patch level. This percentage crossing into the respective thresholds will reflect on the tile color accordingly (either amber or red).	
10 % 30 %	
•	-
CANCEL	SAVE
Threshold - Updates Recommended	
Updates recommended based on acceptable number of months between deployed patch vs. latest available patch.	
3 Months	_
· · ·	_
CANCEL	SAVE

- **Percent of Devices** Sets the percentage for which the tile color changes when the percentage of devices needing updates is exceeded.
- **Monthly Tolerance** Displays devices for which a time interval is exceeded when the current security version is implemented.

**Date Range Options** 

• As of Day

Use Case(s)

• Identify potential security issues in Android. Utilize the percentage of Android devices not up to date with their security patches to identify needed patches and address potential vulnerabilities. Export a list of serial numbers with updates available to utilize in a deployment plan.

# **On-Time Delivery**

On-Time Delivery displays the month-to-month on-time delivery metrics for shipped devices versus customer due dates.

# **Tile View**

The tile displays an overview of the total devices delivered for the last 12 months.



# **Expanded View**

The expanded view shows additional information about repaired devices that were delivered on time versus being overdue.

ON	TIME DELIVE	RY										Filters
LAST REERESHE	D 67 MINUTES AGO											Date
Dio ne neone												Lest Month
Total Devices De	elivered On Time Vs.	. Overdue										
150												> Device Type
100												Include all
						82						
50						48						Model
0						Jan 2025						Include all
						Overdue On	Time					
												> Exchange Type
Set Filter												Include all
Select Colur	nn 🖌 Seard	ch text	Search	Clear								
												> System Tags
Total Records (12	25)											Include all
Repair No.	Exchange Type	Customer	Shipped Date	Due Date	On Time	Shipped Device SR No.	Received Device SR No.	Model	Full Model No.	Shipped Site Name		Include an
		Reference No.										
DRSC-1234567	Fast Track	310119000000	Jan 01, 2025	Jan 10, 2025	yes	D1923101050067	D19231010S0097	DS8108	DS8108-SR00006ZZWW	STORE254		
DRSC-AD1234	Advance Exchange	310119000000	Jan 01, 2025	Jan 17, 2025	yes	D19231010S0149	D19231010S0088	DS3608	DS3608-SR00003VZWW	STORE260		
DR-S1234531-1	Fest Treck	1001190031	Jan 01, 2025	Jan 03, 2025	yes	D19291010M0031	D19291010M1142	ТС7БХ	TC75AH-KA11ES-A1	STORE203		
DR-AD1234510	Advance Exchange	100119000000	Jan 01, 2025	Jan 17, 2025	yes	D19291010M0899	D19291010M1088	TC51XX	TC510K-2PAZU4P-US	STORE260		
DR-S1234532-1	Fast Track	1001190032	Jan 01, 2025	Jan 03, 2025	yes	D19291010M0032	D19291010M1178	MC95XXK	MC95N0-RL4SCLE0A	STORE203		
DRSC-S123451	Repair and Return	3101190017	Jan 01, 2025	Jan 03, 2025	yes	D19231010S0017	D19231010S0017	DS8108	DS8108-SR00006ZZWW	STORE202		
DRSC-S123451	Repair and Return	3101190019	Jan 01, 2025	Jan 03, 2025	yes	D19231010S0019	D19231010S0019	DS3678	DS3678-SR0F003VZWW	STORE202		
DR-123451076	Repair and Return	10000000000	Jan 05, 2025	Jan 16, 2025	yes	D19291010M1076	D19291010M1076	TC51XX	TC510K-2PAZU4P-US	STORE258		
DRSC-1234562	Fest Track	310119000000	Jan 06, 2025	Jan 16, 2025	yes	D19231010S0062	D19231010S0007	DS8108	DS8108-SR00006ZZWW	STORE253		
DRSC-1234576	Repair and Return	310119000000	Jan 06, 2025	Jan 16, 2025	yes	D19231010S0076	D19231010S0076	DS8178	DS8178-DL0F007ZMWW	STORE258		
≪ < 12345	13 🕽 🔊										Rows 1-10	

#### 1. Data Grid Columns

- Repair Number, Exchange Type, Customer Reference Number, Shipped Date, Due Date, On-Time, Shipped Device Serial (SR) Number, Received Device Serial (SR) Number, Model, Full Model Number, and Shipped Site Name.
- 2. Date Range Options
  - Last Month (Default)
  - Custom Range
- 3. Use Case(s)
  - Track monthly SLAs for delivery timelines.
- 4. Available Filters
  - Date, Device Type, Model, Exchange Type, System Tags

# **Proactive Battery Replacement**

This report is available only to customers who have purchased the Proactive Battery Replacement service with their Zebra One Care contract. By enabling Zebra's ZDS agent on eligible devices and utilizing Zebra's proprietary Remaining Useful Life (RUL) algorithm, we can identify batteries that have reached the end of their life span or are quickly approaching the end of their life span and need to be replaced. The tile shows all the batteries reporting data and whether they require replacement, are in good working condition, or are unable to predict RUL due to other variables. This is an "As of Day" report.

# **Tile View**

The tile displays an overview of the status of batteries that are reporting data.

Proactive Battery Replacement	:
Replacement Required <sup>®</sup>	60 Batteries
👩 Good/Normal Ø	417 Batteries
⊘ Unable to Predict <sup>⑦</sup>	4 Batteries
	VIEW REPORT 2

## **Expanded View**

The expanded view shows additional information. The information on these tabs cannot be edited. To move batteries to different statuses or to order replacements, see Battery Decommission/Reinstate on page 100 or Replace Batteries on page 103.

## Repair & Support



#### 1. Battery Health Status Area

This overview breaks your organization's battery fleet into three categories based on Remaining Useful Life (RUL) levels. RUL predicts how many days a battery will last before it should be replaced.



#### 2. Replacement Required Tab

REPLACEM		D PENDING	REPL	ACED	ORDERED	CONTRACTS									
Set Filter															
Select Co	elect Column 🖌 Search text Clear														
Total Batterie	xtal Batteries (60)														
Contract No.	Device SR No.	Device Name	Model	Battery SR No.	Manufact Date	Part No.	Orderable Battery Part No.	Health Status 💿	Reason for Status	Last ⑦ Seen Date	Last ⑦ Seen Site	Hierarchy	Site Address 🗸 🗸		
D6920241	D19291010M	TC52-D19291010	TC52	T493341	Dec 02, 2017	BT-000351-00 R.A	BTRY-TC52-D0349-1	Replacement Required	Poor Battery Health	Apr 09, 2025	STORE145	ZEBRA/REGION/COUNTRY/STORE145	1125 SANCTUARY		
D6920241	D19291010M	TC75X-D1929101	TC75X	A448861	Oct 23, 2017	BT-000351-00 R.A	BTRY-TC75X-D0673-1	Replacement Required	Poor Battery Health	Apr 09, 2025	STORE157	ZEBRA/REGION/COUNTRY/STORE157	1125 SANCTUARY		
D6920241	D19291010M1	TC51-D19291010	TC51	T546755	Dec 13, 2018	BT-000300-01 R.B	BTRY-TC51-D1283-1	Replacement Required	Poor Battery Health	Apr 08, 2025	STORE160	ZEBRA/REGION/COUNTRY/STORE160	1125 SANCTUARY		
D6920241	D19291010M	TC52-D19291010	TC52	T330268	Feb 16, 2020	BT-000314-01 R.D	BTRY-TC52-D0223-1	Replacement Required	Poor Battery Health	Apr 07, 2025	STORE147	ZEBRA/REGION/COUNTRY/STORE147	1125 SANCTUARY		
D6920241	D19291010M	TC51-D19291010	TC51	T932973	Sep 21, 2018	BT-000314-60 R.B	BTRY-TC51-D0699-1	Replacement Required	Poor Battery Health	Apr 09, 2025	STORE141	ZEBRA/REGION/COUNTRY/STORE141	1125 SANCTUARY		
D6920241	D19291010M	TC52-D19291010	TC52	T645869	Nov 23, 2018	BT-000351-00 R.A	BTRY-TC52-D0189-1	Replacement Required	Poor Battery Health	Apr 09, 2025	STORE119	ZEBRA/REGION/COUNTRY/STORE119	1125 SANCTUARY		
D6920241	D19291010M	TC75X-D1929101	TC75X	T434913	May 10, 2018	BT-000351-00 R.A	BTRY-TC75X-D0222-1	Replacement Required	Poor Battery Health	Apr 09, 2025	STORE117	ZEBRA/REGION/COUNTRY/STORE117	1125 SANCTUARY		
D6920241	D19291010M1	TC51-D19291010	TC51	P436779	Dec 14, 2018	BT-000302-02 R	BTRY-TC51-D1086-1	Replacement Required	Poor Battery Health	Apr 08, 2025	STORE124	ZEBRA/REGION/COUNTRY/STORE124	1125 SANCTUARY		
D6920241	D19291010M	TC52-D19291010	TC52	A383282	Mar 04, 2020	BT-000314-01 R.F	BTRY-TC52-D0996-1	Replacement Required	Poor Battery Health	Apr 08, 2025	STORE108	ZEBRA/REGION/COUNTRY/STORE108	1125 SANCTUARY		
D6920241	D19291010M	TC75X-D1929101	TC75X	P714930	Dec 12, 2018	BT-000314-60 R.B	BTRY-TC75X-D0145-1	Replacement Required	Poor Battery Health	Apr 08, 2025	STORE135	ZEBRA/REGION/COUNTRY/STORE135	1125 SANCTUARY		
≪ < 123	456≯≫												Rows 1-10		

This category indicates batteries that have critical battery health problems such as a Remaining Useful Life of 30 days or less, based on VIQ proprietary technology. The category also includes batteries that have other critical health problems such as too many battery recharges or other severe battery problems. This is an "As of Day" report.

#### Data Grid Column

 Contract No., Device Serial (SR) No., Device Name, Model, Battery SR No., Manufacture Date, Part No., Orderable Battery Part No., Health Status, Reason for Status, Last Seen Date, Last Seen Site, Hierarchy, and Site Address.

#### Sorting

• Default sorting is based on the date marked for replacement.

#### Use Case(s)

 It provides an easy way to track the batteries that are replaced against the quantity of replacements provided.

#### 3. Pending Tab

The **Pending** tab displays batteries for which the replacement process has been initiated.

REPLACEMEN	NT REQUIRED	PENDING REPLACE	DORD	ERED CONTR	ACTS							
Set Filter Select Column	✓ Searce	ch text	Search	Clear								
Total Batteries (	18)											
Contract No.	Device SR No.	Device Name	Model	Battery SR No.	Manufacture Date	Part No.	Health Status 🛞	Reason for Status	Last Seen ③ Date	Last Seen ③ Site	Hierarchy	Site Address
D6920241001	D19291010M0145	TC75X-D19291010M0145	TC75X	A644583	Nov 23, 2018	BT-000351-00 R.A	Replacement Required	Poor Battery Health	Apr 11, 2025	STORE135	ZEBRA/REGION/COUNTRY/STORE135	1125 SANCTUARY PKWY, ALPHARETTA, GA 300
D6920241009	D19291010M0865	MC95-D19291010M0865	MC95	P655801	Jan 04, 2020	BT-000314-60 R.B	Replacement Required	Poor Battery Health	Apr 11, 2025	STORE121	ZEBRA/REGION/COUNTRY/STORE121	1125 SANCTUARY PKWY, ALPHARETTA, GA 300
D6920241010	D19291010M1012	TC51-D19291010M1012	TC51	T662525	Jen 13, 2020	BT-000351-00 R.A	Replacement Required	Poor Battery Health	Apr 10, 2025	STORE136	ZEBRA/REGION/COUNTRY/STORE136	1125 SANCTUARY PKWY, ALPHARETTA, GA 300
D6920241004	D19291010M1230	TC51-D19291010M1230	TC51	T139985	Sep 20, 2018	BT-000314-01 R.D	Replacement Required	Poor Battery Health	Apr 12, 2025	STORE150	ZEBRA/REGION/COUNTRY/STORE150	1125 SANCTUARY PKWY, ALPHARETTA, GA 300
D6920241002	D19291010M0115	TC51-D19291010M0115	TC51	A583938	Dec 23, 2017	BT-000351-00 R.A	Replacement Required	Poor Battery Health	Apr 12, 2025	STORE111	ZEBRA/REGION/COUNTRY/STORE111	1125 SANCTUARY PKWY, ALPHARETTA, GA 300
D6920241004	D19291010M0099	TC75X-D19291010M0099	TC75X	A350401	Oct 23, 2017	BT-000314-60 R.B	Replacement Required	Poor Battery Health	Apr 12, 2025	STORE103	ZEBRA/REGION/COUNTRY/STORE103	1125 SANCTUARY PKWY, ALPHARETTA, GA 300
D6920241006	D19291010M0358	TC52-D19291010M0358	TC52	T578498	Aug 19, 2017	BT-000314-60 R.B	Replacement Required	Poor Battery Health	Apr 10, 2025	STORE148	ZEBRA/REGION/COUNTRY/STORE148	1125 SANCTUARY PKWY, ALPHARETTA, GA 300
D6920241005	D19291010M0365	TC52-D19291010M0365	TC52	A288485	Mar 04, 2020	BT-000351-00 R.A	Replacement Required	Poor Battery Health	Apr 11, 2025	STORE119	ZEBRA/REGION/COUNTRY/STORE119	1125 SANCTUARY PKWY, ALPHARETTA, GA 300
D6920241008	D19291010M0614	TC52-D19291010M0614	TC52	A990402	Dec 03, 2018	BT-000302-02 R.B	Replacement Required	Poor Battery Health	Apr 12, 2025	STORE153	ZEBRA/REGION/COUNTRY/STORE153	1125 SANCTUARY PKWY, ALPHARETTA, GA 300
D6920241007	D19291010M0084	MC95-D19291010M0084	MC95	P747046	Nov 18, 2017	BT-000351-00 R.A	Replacement Required	Poor Battery Health	Apr 12, 2025	STORE105	ZEBRA/REGION/COUNTRY/STORE105	1125 SANCTUARY PKWY, ALPHARETTA, GA 300
≪ <12 > ≫												Rows 1-10

#### Data Grid Column

 Contract No, Device Serial (SR) No, Device Name, Model, Battery Serial (SR) No, Manufacture Date, Part No, Health Status, Reason for Status, Last Seen Date, Last Seen Site, Hierarchy, and Site Address.

#### 4. Replaced Tab

The **Replaced** tab displays batteries that have been replaced, including the dates that they were marked for replacement and the last seen date.

leplaced batte	ries are still in use b	eyond threshold									
lote: Batteries	in the "Pending" tak	can take up to 1	hour to mo	ove into the "Replace	ed Batteries" tab. Re	placed batteries will	be listed here for up to 180	days after replacement is i	dentified.		
set Filter											
Select Col	umn 🖌 Sea	irch text		Search Cle	ar						
otal Batteries	(404)										
Contract No.	Device SR No.	Device Name	Model	Battery SR No.	Manufacture Date	Part No.	Orderable Battery Part No.	Replaced, Still in 💿 🗸 Use	Date Marked for Replacement	Last Seen ⑦ Date	Last Seen Site
D6920241003	D19291010M1100	MC95-D192910	MC95	A881789	Nov 17, 2017	BT-000314-01 R.D	BTRY-MC95-D1100-1	YES, >= 39 Days	Feb 18, 2025	Feb 18, 2025	STORE105
06920241008	D19291010M0212	MC95-D192910	MC95	P719156	Dec 06, 2017	BT-000314-01 R.F	BTRY-MC95-D0212-1	YES, >= 39 Days	Feb 18, 2025	Feb 21, 2025	STORE119
D6920241009	D19291010M0639	MC95-D192910	MC95	T332884	Aug 29, 2019	BT-000351-00 R.A	BTRY-MC95-D0639-1	YES, >= 39 Days	Feb 15, 2025	Feb 17, 2025	STORE108
D6920241012	D19291010M1415	TC52-D1929101	TC52	A942475	Dec 22, 2018	BT-000314-01 R.E	BTRY-TC52-D1415-1	YES, >= 39 Days	Feb 20, 2025	Feb 21, 2025	STORE150
D6920241010	D19291010M0505	TC75X-D19291	TC75X	A163990	Feb 16, 2020	BT-000351-00 R.A	BTRY-TC75X-D0505-1	YES, >= 39 Days	Feb 17, 2025	Feb 19, 2025	STORE126
D6920241012	D19291010M0396	TC51-D1929101	TC51	T432186	Sep 22, 2018	BT-000314-01 R.E	BTRY-TC51-D0396-1	YES, >= 39 Days	Feb 15, 2025	Feb 16, 2025	STORE148
06920241009	D19291010M0605	TC75X-D19291	TC75X	P405065	Dec 18, 2019	BT-000351-00 R.A	BTRY-TC75X-D0605-1	YES, >= 39 Days	Feb 17, 2025	Feb 20, 2025	STORE111
	D19291010M0718	TC52-D1929101	TC52	T120679	Sep 30, 2019	BT-000351-00 R.A	BTRY-TC52-D0718-1	YES, >= 39 Days	Feb 16, 2025	Feb 17, 2025	STORE135
D6920241012		MC95-D192910	MC95	A525210	Sep 20, 2018	BT-000351-00 R.A	BTRY-MC95-D0087-1	YES, >= 39 Days	Feb 18, 2025	Feb 20, 2025	STORE127
D6920241012 D6920241001	D19291010M0087	110330132310									

#### Data Grid Column

 Contract No, Device Serial (SR) No, Device Name, Model, Battery Serial (SR) No, Manufacture Date, Part No, Orderable Battery Part No, Replaced but Still in Use, Date Marked for Replacement, Last Seen Date, Last Seen Site, Hierarchy, and Shipped to Address.

Batteries that have had a replacement sent but are still being used are listed. These batteries should be decommissioned.

```
Replaced, Still in<br/>Use⑦YES, < 22 Days</td>YES, >= 39 DaysYES, >= 22 Days and <...</td>YES, < 22 Days</td>YES, >= 22 Days and <...</td>YES, >= 22 Days and <...</td>YES, >= 39 DaysNOYES, < 22 Days and <...</td>YES, < 22 Days</td>
```

#### 5. Ordered Tab

Set Filter Ordered Quantity Select Column V Search text Clear Clea											
Total Records (23)											
Contract No.	Order No.	Line No. 🗸	Orderable Battery Part No.	Quantity	Order 🕐 Status	Shipping Date	Carrier	Tracking No.	Site Name	Hierarchy	Shipping Address
D6920241010	3013002014	14	BT-000300-01 R.F	13	Shipped	Jan 14, 2025	BLUE DART	516276000015	STORE124	ZEBRA/REGION/COUNTRY/STORE124	585 HOWARD STREET OSWEGO NY 13126
D6920241010	3013002014	14	BT-000301-01 R.B	11	Shipped	Mar 14, 2025	BLUE DART	516276000172	STORE124	ZEBRA/REGION/COUNTRY/STORE124	585 HOWARD STREET OSWEGO NY 13126
D6920241010	3013002013	13	BT-000302-02 R.B	6	Shipped	Jan 11, 2024	FEDEX GROUND	516276000173	STORE123	ZEBRA/REGION/COUNTRY/STORE123	585 HOWARD STREET OSWEGO NY 13126
D6920241010	3013002013	13	BT-000302-02 R.B	5	Shipped	Mar 20, 2025	FEDEX GROUND	516276000075	STORE123	ZEBRA/REGION/COUNTRY/STORE123	585 HOWARD STREET OSWEGO NY 13126
D6920241010	3013002012	12	BT-000301-01 R.B	19	Shipped	Jan 29, 2025	BLUE DART	516276000059	STORE127	ZEBRA/REGION/COUNTRY/STORE127	585 HOWARD STREET OSWEGO NY 13126
D6920241010	3013002011	11	BT-000301-01 R.B	13	Shipped	Feb 22, 2025	FEDEX GROUND	516276000027	STORE128	ZEBRA/REGION/COUNTRY/STORE128	585 HOWARD STREET OSWEGO NY 13126
D6920241010	3013002010	10	BT-000300-01 R.F	10	Shipped	Feb 14, 2025	BLUE DART	516276000034	STORE115	ZEBRA/REGION/COUNTRY/STORE115	105 KROME AVE MIAMI FL 33185 3700
D6920241010	3013002009	9	BT-000301-01 R.B	6	Shipped	Feb 20, 2025	FEDEX GROUND	516276000020	STORE121	ZEBRA/REGION/COUNTRY/STORE121	585 HOWARD STREET OSWEGO NY 13126
D6920241010	3013002008	8	BT-000301-01 R.B	19	Shipped	Mar 03, 2025	FEDEX GROUND	516276000070	STORE132	ZEBRA/REGION/COUNTRY/STORE132	105 KROME AVE MIAMI FL 33185 3700
D6920241010	3013002008	8	BT-000301-01 R.B	5	Delayed	N\A			STORE115	ZEBRA/REGION/COUNTRY/STORE115	105 KROME AVE MIAMI FL 33185 3700

The Ordered tab displays orders of replacement batteries and the quantities sent to a specific site. It provides carrier tracking numbers for order traceability. The Order Status column reports which replacement batteries have been shipped. If a battery was not shipped within 15 days of the order being placed, the status reflects **Delayed** until it is shipped. Order information remains for 180 days. This is an As of Day report.

#### Data Grid Column

• Contract No, Order No, Line No., Orderable Battery Part No, Quantity, Order Status, Shipping Date, Carrier, Tracking No, Site Name, Hierarchy, and Shipping Address.

#### Sorting

• Default sorting is based on the shipped date.

#### Use Case(s)

• Allows for tracking of the battery orders that are shipped and the sites that they are shipped to.

#### 6. Contracts Tab

This tab lists contracts where battery replacement has crossed 90% of entitlement. Consider a new contract for those listed on this tab.

REPLACEM	INT REQUIRED	PENDING	REPLACED ORD									
List of contrac	s where battery rep	placement has cro	ossed 90% of entitleme	ent								
Set Filter	Fliter ielect Column    Search text    Search   Clear											
Total Pacards												
Total Records Contract No.	(2) Service Part No.	Batteries Entitiled	Batteries Replaced	% of Entitlement								
Total Records Contract No. D6920241004	(2) Service Part No. DPRN-1910-04-01	Batteries Entitiled 14	Batteries Replaced 13	% of Entitlement 93%								

#### Data Grid Column

Contract No, Service Part No., Batteries Entitled, Batteries Replaced, and % of Entitlement.

7. Tile Alert Threshold

Proactive Battery Replacement		^
Threshold:Replaced Battery Still in Use		
Batteries already replaced, but they are still in use. Set the threshold criticality for how long the replace batteries can remain in the operation.		
30 Days 60 Days		
iiiiii		-
	CANCEL	SAVE

The **Replace Battery Still in Use** alert indicates faulty batteries that have received replacements yet continue displaying as **In Use** without proper disposal within the designated periods. The system sets default thresholds at 30 days (Amber) and 60 days (Red) from the order placement date.

#### See Also

Battery Decommission/Reinstate Replace Batteries

# **Repair Lifecycle**

The Repair Lifecycle report shows repair logistics related to all repairs for a customer and categorizes them as Open, Expected, In Repair, Repaired, Shipped, and Available Spares (customer-owned spare pools only) as they move through the repair process.

# **Tile View**

The tile displays an overview of the repair lifecycle for the past 7 days.

R	epair Lifecycle	
	Open Orders	25
0	Expected	222
	In Repair	52
	Repaired	62
	Shipped	211
	Available Spares	9
La	ast 7 Days	VIEW REPORT >

# **Expanded View**

#### The expanded view shows additional information



#### 1. Open Orders Tab

OPEN ORDERS 0 25	EXPECT     222	EXPECTED 222		IN REPAIR <b>52</b>		5	SHIPPED 199	AVAILABLE SF 9	ARES
									◙ Ⅲ :
Service Order No	Repair No	Exchange Type	Customer Ref No	Open Date	Customer Due Date	Expected Device SN	Model No	Full Model No	Date of Manufacture
22005844	DEM0-CO1- RMA-464-201903	Advance Exchange	03783993	11 Mar 2019	12 Mar 2019	DEMO-CO1-SN-62	8 TC75X	TC75AH-KA11ES-A1	Sep 17, 2015
22005830	DEMO-CO1- RMA-431-201903	Advance Exchange	03784001	11 Mar 2019	12 Mar 2019	DEMO-CO1-SN-56	5 TC75X	TC75AH-KA11ES-A1	Oct 13, 2015

The Open Orders tab shows the number of devices that are scheduled to be shipped to the customer as replacements or after repair. This indicates an action that Zebra needs to take. It is an As of Day report.

This tab is not mutually exclusive with Expected devices or In Repair devices.

Data Grid Columns

 Service Order No, Repair No, Exchange Type, Customer Ref No, Open Date, Due Date, Expected Device SR No, Model, Full Model No, Manufacture Date, Shipped Site Name, Store No, Address, Problem Code 1, Problem Code 2, Inbound Airway Bill No, SFDC Case No, and Repair Type (hidden).

#### Use Case(s)

• Understand how many repaired/replacement devices will be shipped back to you. The Open Orders tab shows this information.

#### 2. Expected Tab

OPEN ORDERS 25	EXPECT     222	EXPECTED D 222		IN REPAIR 52			SHIPPED 199	AVAILABLE S 9	SPARES
									jej 💷 :
Status	Service Order No	Repair No	Exchange Type	Customer Ref No	Replacement Shipped	Open Date	Overdue Days	Expected Device SN	Model No
	21978948	DEMO-CO1- RMA-169-201903	Advance Exchange	03740946	Y	02 Mar 2019	8	DEMO-C01-SN-74	тс75х
	21980823	DEMO-CO1- RMA-145-201903	Advance Exchange	03746355	Y	02 Mar 2019	8	DEMO-CO1-SN-28	TC75X

The Expected tab displays the number of devices Zebra is waiting to receive from the customer to the repair depot, for which Repair Orders are created. This indicates an action that the customer/partner needs to take. This is an As of Day report.

For Advanced Exchange devices, a red icon is displayed to indicate that it is 30 days since the repair order was opened and Zebra has not received the defective device.

Data Grid Columns

 Status, Service Order No, Repair No, Exchange Type, Customer Reference No, Replacement Shipped, Open Date, Overdue Days, Expected Device SR No., Shipped Device SR No, Shipped Date, Model, Full Model No, Manufacture Date, Shipped Site Name, Store No, Address, Problem Code 1, Problem Code 2, Inbound Airway Bill No, and SFDC Case No.

#### Use Case(s)

• Track defective devices that have not been sent to the repair depot. Too many expected devices may deplete customer-dedicated spare pools.

#### 3. In Repair Tab

OPEN ORDERS 25	() EXPI 222	ECTED 2	IN REPAIR D		REPAIRED 51		SHIPPED 199	AVAILABLI <b>9</b>	E SPARES
									8 ••• •
Service Order No	Repair No	Exchange Type	Customer Ref No	Received Date	Received Device SN	Model No	Full Model No	Date of Manufacture	Received Site Name
21978965	DEMO-C01- RMA-136-201903	Advance Exchange	03740933	11 Mar 2019	DEM0-CO1-SN-9	TC75X	TC75AH-KA11ES-A1	Sep 05, 2015	DEMO-CO1-SITE- NAME-3
21992549	DEMO-CO1- RMA-310-201903	Advance Exchange	03766397	11 Mar 2019	DEMO-CO1-SN-340	TC75X	TC75AH-KA11ES-A1	Oct 12, 2015	DEMO-CO1-SITE- NAME-80

The In Repair tab displays the devices received at the depot and is currently being worked on. This is an As of Day report. This tab may overlap with Open Orders for Advanced Exchange repairs.

This tab is not mutually exclusive with Open Order devices.

Data Grid Columns

 Service Order No, Repair No, Exchange Type, Customer Reference No, Received Date, Received Device SR No, Model, Full Model No, Manufacture Date, Shipped Site Name, Store No, Address, Problem Code 1, Problem Code 2, Inbound Tracking No, Inbound Airway Bill No, Age, SFDC Case No, Receive Only, Unexpected Receipt, and Repair Type (hidden).

#### Use Case(s)

• Identify which repairs are actively being worked on.

#### 4. Repaired Tab

FAS 25	STRACK			OPEN ORDERS		E	EXPECTED			IN REPAIR 2			REPAIRED () 30			SHIPPED 39			AVAILABLE SPA 38	RES	
																					🗆 💷 🗣
ŀ	Service Order No.	Repair No.	Exchange Type	Customer Reference No.	Repaired Date	Received Device SR No.	Model	Full Model No.	Manufacture Date	Last Known Site	Store No.	Inbound Tracking No.	Problem Code 1	Problem Code 2	Problem Description	Fault	Action	Remedy	Repair Classification	30 Dey Repeat	SFDC Case No.
	DR-10010000>	DR-10010000) 1-2024	Fast Track	10011900882	Aug 30, 2024	D19001010M92	91 MC95XXK	MC95N0- RL4SCLE0A	Oct 27, 2021	Spare pool	Spare pool	78000182633	6 Speaker	no sound		Audio-Speaker Failure-No Sound	Replace/Install	Housing, Trigger, Minor Component	Failures	Y	DC-110/2024
0	DR-400-0000-	DR-100-10000- 1-2024	Fast Track	1001+000883	Aug 30, 2024	D100000000010	13 CC605	CC000-10- 3200LCWW	Aug 13, 2019	STORE138	STORE154	7800mr82592	2 Software	general problem		Displey-Touch Panel, Software- Corrupted Software	Replace/Install, Repair	Housing, Trigger, Minor Component	Failures	Y	DC-679-2024
	DR-10010000	DR-10010000- 1-2024	Fast Track	1001/000884	Aug 30, 2024	D10000010M11	81 TC51XX	TC510K- 2PAZU4P-US	Sep 01, 2021	STORE142	STORE142	78000182801	0 Unspecified			Software- Application Problem	Reload	Software	NTF	Y	DC-000-2024
0	CR-02010000	DR-10010001- 1-2024	Fast Track	1001000891	Sep 03, 2024	D10001010M10	13 TC75X	TC75AH- KA11ES-A1	Mer 29, 2019	STORE102	STORE153	78000182699	6 Display	debris		Damage-Usb Port, Damage- Component, Camera-Error Message, Damage- Antenna, Damage- Cracked Touch Panel	Replace/install, Replace/install, Replace/install, Replace/install, Replace/install	Minor Component, Touch Panel, Housing	Damage	N	DC-109-2024
	DR-10010000	DR-10010000- 1-2024	Fast Track	10010000892	Aug 31, 2024	D10001010M92	91 MC95XXX	MC95N0- RL4SCLE0A	May 11, 2019	STORE151	STORE136	78000182653	0			Damage- Trigger, Damage- Trigger	Replace/Install, Replace/Install	Housing, Trigger, Minor Component	Damage	N	DC-101-2024
	DR-10010000	DR-10010000- 1-2024	Fast Track	10014000893	Aug 31, 2024	Discription	13 CC605	CC000-10- 3200LCWW	May 03, 2020	STORE126	STORE136	78000182770	9 Speaker	no sound		Audio-Speaker Failure-No Sound	Replace/Install	Housing, Trigger, Minor Component	Failures	Y	DC-809/2024

The Repaired tab displays the number of repairs completed on the customers' devices over a specified date range and the fault/resolution associated with each repair.

Data Grid Columns

 Service Order No, Repair No, Exchange Type, Customer Reference No, Repaired Date, Received Device SR No, Installed SR No. (hidden), Model, Full Model No, Manufacture Date, Shipped Site Name, Store No, Address, Inbound Tracking No, Problem Code 1, Problem Code 2, Fault, Action, Remedy, Repair Classification, 30 Day Repeat, SFDC Case No, and Repair Type (hidden).

Use Case(s)

• Understand issues found on repaired devices and how the repair is classified (NTF, Damage, Failure).

#### 5. Shipped Tab

OPEN ORDERS 25	0 EXF 22	PECTED		IN REPAIR 52		REPAIR 51	ED		SHIPPED() 199		AVAILABLE SPARES	
												ē III :
Service Order No	Repair No		Exchange Type	Customer Ref No	Ship Date		Shipped Device SN	Model N	lo	Full Model No	Date of Manufacture	Shipped Site Name
22004643	DEMO-C01-RMA-44	144-201903	Advance Exchange		11 Mar 2019		DEMO-CO1-SN-592	TC75X		TC75AH-KA11ES-A1	Nov 18, 2015	DEMO-CO1-SITE- NAME-63
22004113	DEMO-CO1-RMA-43	136-201903	Advance Exchange	03782846	11 Mar 2019		DEMO-CO1-SN-575	TC75X		TC75AH-KA11ES-A1	Dec 08, 2015	DEMO-CO1-SITE- NAME-118

The Shipped tab shows devices returned to the customer over a specified date range.#For Advanced Exchange customers, this will be a replacement device. For Repair and Return devices, this will be the original device that is sent in for repair (unless otherwise specified).

Data Grid Columns

 Service Order No, Repair No, Exchange Type, Customer Reference No, Ship Date, Shipped Device SR No, Open Date, Expected Device SR No, Receive Date, Received Device SR No, Model, Full Model No, Manufacture Date, Shipped Site Name, Store No, Address, Outbound Tracking Number, Carrier, On Time, and SFDC Case No.

#### Fastrack Tab (Only available with Fastrack contract)

The Fastrack tab is a focused view for repairs submitted via the Fastrack service. It displays only those customers with an active Fastrack contract. This tab provides insights into the number of Fastrack repairs created and shipped within a specified period. Additionally, it reveals the count of calls identified as successful or false. Graphs display trends in calls over time, select the top five reasons for false calls, present shipping timelines for successful calls, and break down false calls by reason code.



Data Grid Column

 Service Order No, Repair No, Exchange Type, Customer Reference No, Open Date, Expected Device SR No, Due Date, Ship Date, Receive Date, Received Device SR No, Repaired Date, Model, Full Model No, Manufacture Date, Shipped Site Name, Store No, Address, Outbound Tracking Number, Carrier, False Calls, False Calls Reason, On Time, and SFDC Case No.

Use Case(s)

- Understand the number of Fastrack repairs that were shipped on time, the number of false calls, and the reasons for the false calls.
- Available Spares Tab

OPEN ORDERS 25	expected 222	IN REPAIR 52	REPAIRED 51	SHIPPED 199	AVAILABLE SPARES
					<u>b</u> :
SparePool ID	SparePool Name	Serial Number	Model No	Last Repair Number	Repair Complete Date
DEMOC01	DEMO COMPANY 2-DEMOCO1	DEMO-CO1-SN-837	TC75X		15 Jun 2017
DEMOC01	DEMO COMPANY 2-DEMOCO1	DEMO-CO1-SN-834	TC75X		

The available spares tab displays the number of spare devices in a customer-owned spare pool. This is an As of Day report.

Data Grid Column

• Spare Pool ID, Spare Pool Name, Device SR No, Model, Last Repair No, and Repair Complete Date.

Use Case(s)

- Monitor the health of the customer-owned spare pool and the number of devices available.
- By viewing the last repaired date, able to understand how spares are being circulated through the spare pool.
- Additional Features

#### • Search for Repair

Allows search for repairs that are in the dashboard by repair no, serial number, customer reference number, inbound tracking no and outbound tracking no. The search returns the repairs associated

with the data used for the search. Each repair state can be expanded to show repair details for that state.

🖸 🌲 🏟 Demo User 📃 US - ENGLISH 🗸	Search By: X
	Repair No
Search For Repair Q Export Report -	Serial No
Last 7 Days 👻	Customer Ref No
	Inbound Tracking No
	Outbound Tracking No
	SEARCH Clear

# Repair & Support

× Repair History 1 Repairs	× Repair Details 05 Aug 2018 DEMO	D-CO1-RMA-176-201808				1
Open Date	Zebra DEMO-CO1-RMA-176-201808	Exchange Type Advance Exchange	SFDC DEMO-C01-CASE-37-201808	Contract DEMO-CO1-CONTRACT-ID-1	Customer Reference No	
05 Aug 2018 09:31:23 PM Zebra DEMO-CO1-RM.	<ul> <li>01 Aug 2018 09:31:23 PM</li> </ul>	Open				
	Expected Serial # DEMO-CO1-SN-85	Model # TC75AH-KA11ES-A1	Carrier FEDEX		Airway Bill # 422754863711	Customer Due Date 01 Aug 2018 03:31:23 AM
	Problems	1. Memory				
	▼ 03 Aug 2018 10:09:33 AM	Shipped				
	Shipped Serial # DEMO-CO1-SN-86	Model # TC75AH-KA11ES-A1		Carrier FEDEX		Outbound Tracking # 422754863711
	Site	DEMO-CO1-SITE-NAME-28 10109 CEDAR RUN Tampa	FL 33619 United States			
	▼ 19 Aug 2018 06:42:47 AM	In Repair				
	Received Serial # DEMO-CO1-SN-85	Model # TC75AH-KA11ES-A1		Carrier FEDEX		Inbound Tracking # 231544470878243
	Site	DEMO-CO1-SITE-NAME-28 10109 CEDAR RUN Tampa	FL 33619 United States			

#### SV + Accidental Damage Feature

🗈 Repair Lifecycle			Export Report 🝷
Search for Site Q	Search For Repair Q		Year to Date 👻 🛅
Mobile Computers Models   System Tags  Year to Date (Jan 01, 2020 - Oct 19, 2020)	• User Tags •		
Repair Tracking			View SV-Accidental Damage Repair Summary
		No activity for this date range	

Allows a user with a contract with Zebra OneCare SV with Accidental Damage entitlement bundle to have visibility into the number of repairs they are entitled to, the number of repairs they have used, and the number of repairs they have remaining by contract.

Clicking the **View SV-Accidental Damage Report Summary** link summarizes the contracts with this specific offer.

Contract	SKU	Start Date	End Date	<b>Repairs Entitled</b>	Repairs Used	Repairs Remaining
28478564	Z1AV-TC2020-3000	Apr 13, 2020	Apr 12, 2023	25	0	25
28481356	Z1AV-TC2020-3000	Jun 23, 2019	Jun 22, 2022	64	10	54
28481914	Z1AV-TC2020-3000	Mar 26, 2019	Mar 25, 2022	32	0	32

Additionally, the **Repaired** tab will have a new column specific to repairs done under the SV +Accidental Damage bungle SKU, designated by an icon for easy sorting and identification.

0PE <b>0</b>	EN ORDERS		EXPECTED 0		IN REPAIR O		REPAIRED 1			SHIPPED 1			
			<b></b>									٢	ш 🔖
•	Service Order No.	Repair No.	SV- ⑦ Accidental Damage	Exchange Type	Customer Reference No.	Repaired Date	Received Device SR No.	Model	Full M	Model No.	Manufacture Date		Last Kno Site
	24657146	24657146-2	₽	Repair and Return		Oct 16, 2020	19009521401315	TC20XX	TC20	0J-1KC111A6	Jan 09, 2019		
<													>

#### • On-Site Repair Data



Repairs created via Zebra OneCare Central OnSite service are visible in the Repair Lifecycle report. Users that subscribe to this service can view the stages of the On-site repair in the **Open Orders** tab, **In Repair** tab, and **Repaired** tab of the report.

**Open Orders** and **In Repair** have a column for **Repair Type** that is hidden by default. However, it can be enabled. This column distinguishes a Depot repair (where the defective device is sent to Zebra

for repair) from an On-Site repair (where the Zebra technician goes to the customer site to repair the device).

In addition to the **Repair Type** column, the **Shipped** tab has the **Installed SR No.** column hidden. This field typically shows the serial number of the replaced device if the defective device cannot be repaired.

A high-level filter exists to filter the entire report to show Depot-only repairs, Onsite-only repairs, or both (default).

Filters	
Search for Site Q Search For Repair	Q
Models	Repair Type 🔻
	Repair Type 🗙
Repair Tracking	O Depot
10	On-Site
8	
e Cour	
2) 20 0	

# **Tile Alert Thresholds**

Expected state devices are expected to come into the repair depot from the customer site. This threshold default is set to 15 days red for Advanced Exchange devices or 30 days for Repair and Return devices. It cannot be adjusted.

Repair Lifecycle	•
Tile Alert	
Expected state devices are expected to come into repair depot from customer site.	
15 Days 30 Days	
• • •	

**Date Range Options** 

- Last 7 Days
- Last 30 Days
- Month to Date
- Year to Date
- Last Month
- Custom Range

Use Case(s)

• End-to-end tracking of the progression of RMAs via the repair process.

# **Repair Repeat Rate**

This report displays the percent of devices sent in for repair within 30 days of their last repair, both gross and net. It also displays the top models with the highest repair repeat net rate and repair repeat gross. Data is also presented in a monthly graph of Repeat Net (excluding physically damaged units and NTF units) versus Repeat Gross (excluding physically damaged units).

## **Tile View**

The tile displays the repair repeat rate for the last 12 months.

Repair Repeat Rate	
⊘	
Repeat Net	1.85% TC55X
Last full month Feb 2018	0.0% WRIST
Top models with repeat net	0.0% RS50X
0	
Repeat Gross	1.85% TC55X
Last full month Feb 2018	0.0% WRIST
Top models with repeat gross	0.0% RS50X
Last 12 Months	VIEW REPORT >

## **Expanded View**

The expanded view shows additional information.

🔊 Repair Re	peat Rate											Export	Report +
Search for site		٩	fobile Computers								Last 12 Months 🕞		
Last 12 Months (Jan 01,	2017 - Dec 31, 2017)												
Repeat Net     Last full month Dec 201     Top models with repeat in	17 18		100.0% MC55N0	94.40% T	C51	Re     Las     Top	epeat Gross st full month Dec 2017 o models with repeat gross		100.0% MC55ND		94.48% TC51		
All Models -													
					Repair Rep	eat Net vs. Repeat Gro	ss For All Models						
					· · · ·				_				100%
										<			Percent
													son of
				/									device s
													238
jan .	FND	Mar	Apr	May	jun	ابر		Aug	54p	Oct	Nov	Dec	C/N
2017	2017	2017	2017	2017	2017	2011 Repeat Net Repeat	7 et Genere	2017	2017	2017	2017	2017	
						neptatinet intepta							
												10	
Service Order Number	Repair Number	Customer Number	Ref Open Date	Repair Complete Date	Repair Complete Month	Exchange Type	Received Device SR No	Model No	Full Model No	No Days Repeat	Repeat Gross	Repeat Net	
nul	10535115-1		2017-10-13	2017-10-13	Oct 2017	Advance Exchange	16350522500745	T051	TC510K-1PAZU2P-US	0	Y	Y	
nul	10535116-1		2017-10-13	2017-10-13	Oct 2017	Advance Exchange	16350522500745	T051	TC510K-1PAZU2P-US	0	Y	Y	
nul	10535117-1		2017-10-13	2017-10-13	Oct 2017	Advance Exchange	16350522500745	TC51	T0510K-1PAZU2P-US	0	Y	Y	
	10535118,1		2017/10/13	2017,10,13	Ort 2017	Advance Evolution	169//522501/28	T051	T0510K,1047L/20J /S	10	v	v	

Data Grid Columns

- Service Order Number, Repair Number, Customer Ref Number, Open Date, Repair Complete Date, Repair Complete Month, Exchange Type, Received Device SR No, Model No, Full Model No, No Days Repeat, Repeat Gross, Repeat Net, MDM Site or Received from Site Name.
- 1. Key Terms

**Repeat Gross** 

• Units returned for repair within 30 days after their last repair, excluding physically damaged units.

**Repeat Net** 

• Units returned for repair within 30 days after their last repair, excluding physically damaged units and units with NTF (No Trouble Found). Only genuine failures.

#### 2. Available Filters

- Sites, System Tags, and User Tags.
- 3. Tile Alert Threshold

Repair Repeat Rate	
Threshold - Repeat Net	0
Repeat Net threshold is percentage of repeat repairs due to device failure only.	
0%	
Č	
Threshold , Denest Gross	0
Repair Gross threshold is percentage of repeat repairs due to device failure as well as No Trouble Found.	0
0%	
δ	

- The Repair Return rate has two thresholds that can be set. One is based on the percentage of repeat repairs classified as Repeat Net (device failure only), and the other is based on the percentage of repairs classified as Repeat Gross (Failure + NTF). A slider allows for adjustments to the acceptable rate. Initially, both thresholds remain deactivated.
- 4. Date Range Options
  - Last 12 Months (Default)
  - Last 3 Months
  - Last 6 Months
  - Last 9 Months
- 5. Use Case(s)
  - Understand what devices are being sent back within 30 days of being repaired. This can indicate an issue with the repair depot.
  - Aide customers in understanding their triage practices.
  - Report selects devices that may have chronic performance issues.

# **Repair Return Rate**

Repair Return Rate reports on the return rate of devices for repair, including categorizing those repairs into Physical Damage, No Trouble Found (NTF), or Failures.

# **Tile View**

The tile displays the repair return rate.

Repair Return Rate	
0	
No Trouble Found	7.83% TC55X
Last full quarter Q3 2019	3.78% MC32XXG
Top models with no trouble found	3.68% RS50X
<b>S</b>	
Damage	10.55% MC32XXG
Up to the end of Sep 2019	7.04% TC55X
Top models with damage	3.36% RS50X
	VIEW REPORT >

# **Expanded View**



The expanded view shows additional information.
1. Summary View

The summary view presents a graph of monthly total devices returned with fault classifications (Damage, NTF, and Failures) over the last 12 months. The report can be viewed as total devices returned or as a percentage of total returns.

Data Grid Columns

 Repair Number, Customer Reference No, Received Device SR No, Product Type, Repair Month, Repair Complete Date, Classification, Exchange Type, and Site Name.

Use Case(s)

- Understand the percentage makeup of the repairs for Damage, NTF, and Failures.
- Drill down to the site level to isolate the repair trends for that site.

#### 2. Return versus Failure Rate View



The Return versus Failure Rate view presents a graph of the monthly Return Rate percentage versus the Failure Rate percentage over the last 12 months. This view allows the customer to compare their failure rate for a particular model against the overall return rate as a whole or by product model.

Data Grid Columns

• Repair Number, Customer Reference No, Received Device SR No, Product Type, Repair Month, Repair Complete Date, Classification, Exchange Type, and Delivered Site Name.

Use Case(s)

- Allow to view if the failure rate of a particular product model is trending at a higher or lower rate than overall returns.
- Visually shows the gap due to the Damage and NTF rates and whether it is increasing or decreasing.

3. Damage Rate View



The Damage Rate view presents a graph of the progressive monthly Damage Rate percentage over the last 12 months by model. The report can be viewed for up to six models at a time and as a percentage of the total devices viewed. Damage Rate builds from January through December and then resets for the next January.

Data Grid Columns

 Repair Number, Customer Reference No, Received Device SR No, Product Type, Repair Month, Repair Complete Date, Classification, Exchange Type, and Delivered Site Name.

Use Case(s)

- Measure the damage rate for a particular product model and compare the damage rate to other models.
- Identify the sites with the highest contribution to a model's damage rate.
- **4.** No Trouble Found (NTF) View



No Trouble Found view presents a graph of the quarterly NTF Rate percentage over the last 4 quarters by model calculated against the total devices returned. The report can be viewed for up to 6 models at

## Repair & Support

a time and as a percentage view or total device view. NTF Rate builds quarterly from January through March and then resets for the next calendar quarter. NTF can also be viewed in a monthly format.

Data Grid Columns

• Repair Number, Customer Reference No, Received Device SR No, Product Type, Repair Month, Repair Complete Date, Classification, Exchange Type, and Delivered Site Name.

Use Case(s)

- Understand which models are trending towards an NTF rate of 5% or higher by quarter.
- Understand where training opportunities exist or where procedural changes are needed to reduce NTFs at a particular site.
- 5. Available Filters
  - Sites, System Tags, and User Tags.

## **Tile Alert Threshold**

The Repair Return rate includes two adjustable thresholds. One threshold covers the percentage of repairs classified as No Trouble Found (NTF), and the other pertains to the percentage classified as Damage. Adjusting the percentage for what rate is considered acceptable involves utilizing a slider. The default setting places NTF at a 5% default and Damage at a 10% default. Exceeding these percentages causes the tile to turn red, along with the models displayed on the tile. If within the default parameters, the tile remains green.

Repair Return Rate		^
Threshold - No Trouble Found		
Percentage of repairs classified as No Trouble Found against the total number of repairs, in a calendar quarter.		
5%		
•		
	CANCEL	SAVE
Threshold - Damage		
Percentage of repairs classified as Damage against the total install base, in a calendar year.		
10 %		
	CANCEL	SAVE

**Date Range Options** 

- Last 12 Months (Default)
- Last Year(s) (Calendar)

# **Top Repair Metrics**

This report provides a Pareto bar chart ranking of repairs for the Top Sites, Problems, Faults, Faults on Damaged Units, Repeat Problems, and Faults. The tile displays the top six repair faults, and the full report displays the top 10 for each repair category.

It helps understand repair trends and identify potential problem areas to address. Data is presented graphically and ranked for customer repair data, which can be filtered by site, model, system tags, or exchange type. Graphs can be presented online or exported to PDF for use in other report formats.

Data Grid Columns

• Data grid is not available for this report.

## **Tile View**

 Top Repair Metrics

 TOP FAULTS

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The tile displays the top repair metrics for the last 12 months.

# **Expanded View**

The expanded view shows additional information.

Mouse over a bar in the charts to reveal specific numbers for that selection.





#### 1. Top Sites



Provides a Pareto bar chart ranking of Top Sites with repairs completed during the selected date range.

#### Use Case(s)

• Identify which sites are generating the high repairs. This can point to potential issues with process handling or a training opportunity needed at a particular site.

## 2. Top Problems



Provides a Pareto bar chart ranking of Top Problems identified for repairs completed during the selected date range.

#### Use Case(s)

- By reviewing the top problems for repairs, potential handling issues may be identified, for example, if Damage-related problems are predominant.
- Identify improvements for triaging devices to understand better how the problem identified compares to the fault found at the repair depot.



#### 3. Top Faults

Provides a Pareto bar chart ranking of Top Faults for repairs done during the selected date range.

#### Use Case(s)

 Identify which faults occur most frequently over the selected date range. By filtering to Model or Exchange Type, one can identify whether a certain device model or Exchange Type tends to have issues.

#### **4.** Top Faults on Damaged Units



Provides a Pareto bar chart ranking of Top Faults on Damage Units identified for repairs completed during the selected date range.

#### Use Case(s)

- By reviewing the top faults on damaged units, potential handling issues may be identified. For example, if there is a predominance of a particular damage fault occurring versus other damage faults. This can point to the wrong device used in the wrong environment.
- 5. Top Repeat Problems



Provides a Pareto bar chart ranking of Top Problems identified for repeat repairs completed during the selected date range.

#### Use Case(s)

• Identify how often the same problem occurs for a previously repaired device. This can point to a bad device that needs to be replaced.

## 6. Top Repeat Faults



Provides a Pareto bar chart ranking of Top Faults identified for repeat repairs completed during the selected date range.

#### Use Case(s)

• Identify how often the same fault occurs for a previously repaired device. This can point to a bad device that needs to be replaced or a particular model being used for the wrong environment.

**Date Range Options** 

- Last Month (Default)
- Custom Date Range
- 7. Available Filters
  - Date, Model, Device Type, Exchange Type, and System Tags.
- 8. Tile Alert Threshold
  - There are no alert thresholds available for the Top Repair Metrics report.

# **Detailed Insights**

The **Detailed Insights** menu contains information on Batteries, Devices, Utilization, and Geo Locations.

# **Overview of Operational Reports and Insight Summaries**

This section describes the operational reports and insight summaries available in the **Detailed Insights** Menu.

Table 1	Detailed	Insights >	Battery	Menu
			/	

Report Name	Description	Highlights
Battery Discharge Rate	Provides insights on the average battery hourly discharge rate reported by Site, Device Model, and Individual Device for the specified date range.	<ul> <li>Available with VisibilityIQ Foresight.</li> <li>Data available for mobile computers and Zebra Link-OS mobile printers, when applicable.</li> <li>For printers</li> </ul>
		<ul> <li>Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.</li> <li>Zebra Link-OS printers only.</li> </ul>
Battery Level	Provides insights on the average battery level reported by Site, Device Model, and Individual Device for the specified date range.	<ul> <li>Data available for mobile computers and Zebra Link-OS mobile printers, when applicable.</li> <li>For printers</li> </ul>
		Requires Zebra Printer Connector (ZPC)     visibility agent enabled on Zebra Link-OS     printers and Internet access from devices.     Zobra Link OS printers only
Battery Swap Activity	Provides insights on the aggregation of battery swaps at enterprise, site, and device levels during the time frame selected by the user.	<ul> <li>Available with VisibilityIQ Foresight.</li> <li>Requires Zebra Data Analytics (ZDS) agent enabled on Zebra Android devices and Internet access from devices.</li> <li>Zebra Android devices only.</li> </ul>
Critical Battery Events	Provides insights on a number of critical battery events (battery level below 30%) associated with devices over the last 30 days on the dashboard and over the data range as selected by the user. The report will show if there are sites with too many devices with critical battery events.	<ul> <li>Provide top sites with the most events reported.</li> <li>Available with Visibility Foresight.</li> <li>Data available for mobile computers and Zebra Link-OS printers, when applicable.</li> <li>For printers <ul> <li>Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.</li> <li>Zebra Link-OS printers only.</li> </ul> </li> </ul>

# Table 1 Detailed Insights > Battery Menu (Continued)

Report Name	Description	Highlights
Smart Battery Health	Provides insights on Smart battery inventory, health status and predicted remaining useful life of batteries. Also allows you to create a report for battery replenishment based on battery remaining useful life.	<ul> <li>Available with VisibilityIQ Foresight.</li> <li>For mobile computers <ul> <li>Requires Zebra Data Analytics (ZDS) agent enabled on Zebra Android devices and Internet access from devices.</li> <li>Zebra Android devices only.</li> </ul> </li> <li>For printers <ul> <li>Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.</li> <li>Zebra Link-OS printers only.</li> </ul> </li> </ul>
Smart Battery Overview	The Overview page provides a summary of the smart battery inventory and health status. It enables the removal of batteries from the inventory, a process known as <b>decommission</b> in VisibilityIQ. Quick links to individual battery reports are available, allowing for deeper insights into the details.	Available with VisibilityIQ Foresight.

## Table 2 Detailed Insights > Devices Menu

Report Name	Description	Highlights
Device Health		Available with Visibility Foresight.
		<ul> <li>Data available for mobile computers, scanners, and Zebra Link-OS printers, when applicable.</li> </ul>
		For printers
		<ul> <li>Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.</li> </ul>
		Zebra Link-OS printers only.
		For scanners
		<ul> <li>Requires Zebra IoT Connector enabled on Windows or Linux which must first be installed and running.</li> </ul>
		<ul> <li>Supports MP7000, DS36 and DS81 Series Scanners</li> </ul>

# Table 2 Detailed Insights > Devices Menu (Continued)

Report Name	Description	Highlights
Devices in Operation	Provides information on all devices reported by MDM and/or the ZDS Agent. The devices are categorized into <b>Utilized</b> , <b>Un-Utilized</b> , and <b>Out of</b>	Available with Visibility Foresight.
		<ul> <li>Data available for mobile computers, scanners, and Zebra Link-OS printers, when applicable.</li> </ul>
		For printers
		<ul> <li>Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.</li> </ul>
		Zebra Link-OS printers only.
		For scanners
		<ul> <li>Requires Zebra IoT Connector enabled on Windows or Linux which must first be installed and running.</li> </ul>
		<ul> <li>Supports MP7000, DS36 and DS81 Series Scanners.</li> </ul>
Geo Locations	A Geo map shows the last known GPS location of devices.	Available with VisibilityIQ Foresight.
		Requires devices to enable GPS function.
		<ul> <li>Requires GPS collection and transmission from MDM for devices enrolled in MDM, or from Zebra Data Analytics (ZDS) agent on Zebra Android devices with Internet access.</li> </ul>
Newly Activated	Provides insights on newly activated	Available with Visibility Foresight.
Devices	devices and the sites at which the devices were newly activated during the time range specified. It also shows the first utilized devices and sites at which the devices were first utilized during the same time range.	<ul> <li>Data available for mobile computers and Zebra Link-OS printers, when applicable.</li> </ul>
		For printers
		<ul> <li>Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.</li> </ul>
		Zebra Link-OS printers only.

# Table 2 Detailed Insights > Devices Menu (Continued)

Report Name	Description	Highlights
Out of Contact	Provides insights on the Out of Contact (OOC) devices and aging info to pin- point potential Lost/Stolen devices. The	Provides top sites with the most out of contact devices.
	sites with high number of OOC devices are alerted.	Provides last know access point (AP) for out of contact devices.
		Available with VisibilityIQ Foresight.
		Data available for mobile computers, scanners, and Zebra Link-OS printers, when applicable.
		For printers
		<ul> <li>Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.</li> </ul>
		Zebra Link-OS printers only.
		For scanners
		<ul> <li>Requires Zebra IoT Connector enabled on Windows or Linux which must first be installed and running.</li> </ul>
		<ul> <li>Supports MP7000, DS36 and DS81 Series Scanners.</li> </ul>
Predictive States	Predictive States Provides insights on the top categories of insights on issues that may happen to the devices based on analytics of historical data.	Provides summary of issues identified and sites/ devices impacted.
		Available with Visibility Foresight.
Printer Alerts	inter Alerts Provides insight on alerts received from printers and whether the alerts are cleared within specified threshold time	Available with VisibilityIQ Foresight.
		Data available for Zebra Link-OS printers.
limit.	Requires Zebra Printer Connector (ZPC) visibility     agent enabled on Zebra Link-OS printers and     Internet access from devices.	
Printer Insights	This summary page provides a one- page view with multiple insights derived from all relevant printer reports. This includes information on inventory, utilization, alerts, setting changes, battery performance, and more. The data is displayed in an easy-to- understand format that features both numbers and graphs. For deeper analysis, direct links to individual battery reports are available, enabling access to more detailed levels of information.	Available with VisibilityIQ Foresight.

# Table 2 Detailed Insights > Devices Menu (Continued)

Report Name	Description	Highlights
Printer Setting	Provides insights on setting changes	Available with VisibilityIQ Foresight.
Changes	individual printer level.	Data available for Zebra Link-OS printers.
		<ul> <li>Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.</li> </ul>
Printer Utilization	Provides insights on the utilization of printers in terms of length printed and	Available with VisibilityIQ Foresight.
	label printed.	Data available for Zebra Link-OS printers.
		<ul> <li>Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.</li> </ul>
Total Devices	Devices Provides an inventory view of customer's total devices. The info is derived from all onboarded contracts and MDM platform (if applicable). The report also indicates the device states in the operational environment and repair workflow.	Available with Visibility Foresight.
		<ul> <li>Data available for mobile computers, scanners, and Zebra Link-OS printers, when applicable.</li> </ul>
		For printers
		<ul> <li>Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.</li> </ul>
		Zebra Link-OS printers only.
		For scanners
		<ul> <li>Requires Zebra IoT Connector enabled on Windows or Linux which must first be installed and running.</li> </ul>
		<ul> <li>Supports MP7000, DS36 and DS81 Series Scanners</li> </ul>

 Table 3
 Detailed Insights > Utilization Menu

Report Name	Description	Highlights
Application Analytics	Provides insights on the applications and versions installed on devices and tracks and compares total minutes used by each application.	<ul> <li>Available with VisibilityIQ Foresight.</li> <li>Requires Zebra Data Analytics (ZDS) agent enabled on Zebra Android devices and Internet access from devices.</li> <li>Zebra Android devices only.</li> </ul>

# Table 3 Detailed Insights > Utilization Menu (Continued)

Report Name	Description	Highlights
Device Disruptions	Provides insights on the number of device reboots (user or system initiate) and ANRs (Application Not Responding).	<ul> <li>Available with VisibilityIQ Foresight.</li> <li>Requires Zebra Data Analytics (ZDS) agent enabled on Zebra Android devices and Internet access from devices.</li> <li>Zebra Android devices only.</li> </ul>
Memory (RAM) Utilization by App	Provides insights and recommendations based on last 90 days of memory usage activity.	<ul> <li>Available with VisibilityIQ Foresight.</li> <li>Requires Zebra Data Analytics (ZDS) agent enabled on Zebra Android devices and Internet access from devices.</li> <li>Requires Proc Stats to be enabled.</li> <li>Supports A11 and above and A10 with latest LifeGuard Analytics version.</li> <li>Zebra Android devices only.</li> </ul>
Physical Memory (RAM) Utilization	Provides insights on the top sites with high physical memory (RAM) utilization issues per user's settings. The report will provide a color-coded alert on the report tile to indicate if there are sites with too many devices with physical memory issues.	<ul> <li>Alert on top sites with physical memory issues.</li> <li>Available with Visibility Foresight.</li> <li>Data available for mobile computers and Zebra Link-OS mobile printers, when applicable.</li> </ul>
Scan Metrics	Provides insights on the total number of scans and the number of successful scans and compares the symbology from scans performed by Zebra Android mobile computers.	<ul> <li>Available with VisibilityIQ Foresight.</li> <li>Requires Zebra Data Analytics (ZDS) agent enabled on Zebra Android devices and Internet access from devices.</li> <li>Zebra Android devices only.</li> </ul>
Storage Memory Utilization	Provides insights on the top sites with storage memory issues per user's settings. The report will provide a color- coded alert on the report tile to indicate if there are sites with too many devices with storage memory issues.	<ul> <li>Alert on top sites with storage memory issue.</li> <li>Data available for mobile computers.</li> </ul>
Utilization Rightsizing	Provides insights on top sites with the least and most device utilization per user's settings. The report will provide a color-coded alert on the report tile to indicate if there are sites with too much or too little device utilization.	<ul> <li>Alert on sites with too much or too little device utilization.</li> <li>Data available for mobile computers.</li> </ul>

## Table 3 Detailed Insights > Utilization Menu (Continued)

Report Name	Description	Highlights
WLAN Signal Strength	th Provides detailed insights into WLAN signal strength at both the site and access point (AP) level. Allows for the selection of any site or APs within a site to view the signal strength as reported by connected devices.	Provide WLAN signal strength info at site level and AP level.
		<ul> <li>Friendly names for Access Points (APs) can be uploaded through the report settings.</li> </ul>
		Data available for mobile computers.
		<ul> <li>Requires WLAN data collection and transmission from MDM for devices enrolled in MDM, or from Zebra Data Analytics (ZDS) agent on Zebra Android devices with internet access.</li> </ul>
WWAN (Cellular) Utilization	Provides insights and recommendations based on last 90 days of cellular usage activity.	<ul> <li>Available with VisibilityIQ Foresight.</li> <li>Requires Zebra Data Services (ZDS) agent enabled on Zebra Android devices and Internet access from devices.</li> <li>Zebra Android devices only.</li> </ul>
		Zebra Android devices only.

# Battery

The Battery menu displays additional information.

# **Battery Discharge Rate**

This report displays the average battery hourly discharge rate at enterprise, site, device model, and individual device levels during the time frame the user selects. The insight provided by this report can help to identify issues with bad batteries or issues with device utilization if a rising battery discharge rate is observed.

This report also supports mobile computers and Zebra Link-OS mobile printers.

## **Tile View**

The tile displays the average battery discharge rate for all device models, along with the discharge rate for each specific device model utilized over the past 7 days. To view battery discharge rate data for additional models, scrolling down is an option.

Battery Discharge Rate	
Average Battery Discharge Rate	
All Models	3.97%
TC8300	9.00%
TC52	5.60%
TC51	3.32%
TC8000	3.07%
Last 7 Days	VIEW REPORT >

## **Expanded View**

The expanded view shows additional information.



#### 1. Graph

• The graph displays the average hourly battery discharge rate for all device models over the past 7 days by default. A specific range can be selected to show the battery discharge rate data

accordingly. Another model can also be chosen from the model filter to view the battery level data for the selected model.

- Other filters, including tags, OS, and site hierarchy information, can be used to focus on specific devices and show their average battery discharge rate information.
- 2. Data Grid Columns
  - Device Serial (SR) Number, Device Name, Device Type, Model, Site Name, Hierarchy, OS, and Battery Discharge Rate.
- 3. Date Range Options
  - Last 7 Days (Default)
  - Custom Range
- 4. Use Case(s)
  - Identification of a potential bad battery in a device. For example, if the battery discharge rate is significantly higher than that of other devices of the same model, it is likely that the battery is faulty.
  - Indication of external impact on devices at the site, model, or enterprise level. For example, if there
    is a sudden increase in the battery discharge rate across a group of devices of the same model or at
    the same site following an application rollout or upgrade, then it is likely that the application or the
    new version is causing the rapid depletion of the batteries. Therefore, if the batteries cannot last for
    a full shift, a rollback may need to be considered.

# **Battery Level**

This report displays the average battery level at enterprise, site, device model, and individual device levels during the time frame selected by the user. The insight provided by this report can help to identify issues with battery charging (for example, the device charging procedure is not followed or there are issues with the charger/cradle) if lower-than-expected battery levels are observed.

This report also supports mobile computers and Zebra Link-OS mobile printers.

## **Tile View**

The tile displays the average battery level for each device model owned over the past 7 days. To view battery levels for additional models, scroll down if more are present.

Battery Level	
Average Battery Level	
WT6000	78.66%
TC8000	85.61%
TC52	86.25%
ET5X	87.09%
TC51	89.65%
Last 7 Days	VIEW REPORT >

## **Expanded View**



The expanded view shows additional information.

#### 1. Graph

- The default reflects the average battery level across all models at an enterprise level. Selecting any other model from the model filter on the right allows you to view battery-level data for that model.
- Additional filters, such as device type, site hierarchy, system tags, and user tags, allow devices to be filtered out and display average battery levels for specific devices.
- Selecting different date options or custom date ranges adjusts the displayed battery level data.
- 2. Data Grid Columns
  - Device Serial (SR) Number, Device Name, Device Type, Model, OS, Site Name, Hierarchy, and Battery Level Average.
- 3. Date Range Options
  - Last 7 Days (Default)
  - Custom Range
- 4. Use Case(s)
  - A low average battery level can be a good indicator of battery charging issues. For example, if a
    user sees an average battery level less than expected for a device, it is very likely the device is not
    charged to at least 90% before use, which may be caused by inappropriate charging behavior or
    issues with the charger/cradle.

# **Battery Swap Activity**

This report displays the aggregation of battery swaps at enterprise, site, and device levels during the time frame the user selects. The insight provided by this report reduces the risk of device outage by identifying batteries that are not working optimally so customers can remove them from the battery pool and/or acquire replacement batteries.

## **Tile View**

The tile displays the number of battery swaps and devices with battery swaps for the past 7 days.



## **Expanded View**

The expanded view shows additional information.



Mouse over the bars and points in the graph to see the average number of battery swaps, the total number of battery swaps, and the number of devices for a particular time period.



- 1. Graph
  - The graph displays battery swap activities for the past 7 days by default.
- 2. Data Grid Columns
  - Device Serial (SR) Number, Device Name, Model, Total Number of Battery Swaps, Site Name, and Hierarchy.
- 3. Date Range Options
  - Daily (Default)—Last 7 Days
  - Monthly—Last 12 Months
  - Custom Range
- 4. Use Case(s)
  - Understand if there are too many battery swaps, possibly due to bad batteries, device issues, or environment-related issues, and take the information for further analysis or investigation.

# **Critical Battery Events**

This report outlines the count of critical battery events related to devices in the last 30 days, displayed on the dashboard and within the specified data range. A critical battery event is identified when the battery level decreases below a set threshold. The standard threshold is 30% of the battery's capacity. However, this can be modified to fit an organization's criteria. Based on the settings in place, the report points out sites that have an excessive number of devices indicating critical battery events.

This report also supports mobile computers and Zebra Link-OS mobile printers.

## **Report Settings**

An admin can modify the report threshold values.

1. Click Settings > Report Settings.

The Report Settings screen displays.

2. Click Critical Battery Events.

	Critical Battery Events	^
	Threshold	
	Battery Level threshold percentage which captures battery events of devices that fall below the threshold.	
	20 %	
		_
_		SAVE

The Threshold settings screen displays.

3. Drag the sliders to the desired value, and then click Save (2).

The change is set to be reflected in the upcoming data load, and the count of critical battery events is to be determined by the new value.



**NOTE:** The historical data for critical battery events based on previous setting value(s) will not be changed.

4. To reset the value back to the default, click Revert Settings (1).

## **Tile View**

The tile displays the summary of the top sites with critical battery events identified during the last 30 days.



## **Expanded View**

The expanded view shows additional information.



- 1. Graph
  - The graph displays the top sites with the high critical battery events reported.
  - Select **View Normalized Values** to change the view of the graph to show sites with average events per device and a normalized number of devices reporting critical battery events, for example, the ratio of the number of devices reporting events to total devices in operation on a specific site, as shown below.



- 2. Data Grid Columns
  - Device Serial (SR) Number, Device Name, Model, Full Model No, Device Type, Event Count, Site Name, and Hierarchy.
- 3. Date Range Options
  - Last 7 Days (Default)
  - Custom Range
- 4. Use Case(s)
  - Identify bad batteries or inappropriate battery-charging behavior.

# **Smart Battery Health**

This report displays the smart battery inventory, health status, and predicted remaining useful life of batteries. It also allows for creating a report for battery replenishment based on the battery's remaining useful life. The insight from the report helps customers reduce the risk of employee downtime by identifying batteries that are not holding a charge before the battery charge is depleted and devices become unusable.

This report also supports smart batteries from Zebra Android mobile computers and Zebra Link-OS printers.

## **Tile View**

The tile displays a smart battery report tile with an inventory summary and visual alert.

Smart Battery Health	
😗 Replace Now 🕲	33 Batteries
🤣 Replace Soon 🕲	34 Batteries
♂ Good Batteries ⑦	191 Batteries
	123 Batteries
Investigate Data Transmission Issue	12 Batteries
	VIEW REPORT >

#### **Tile Alert Threshold Settings**

An admin can modify the report threshold values.

The default values for the tile settings are as shown:

- Red The number of batteries in the Replace Now condition is greater than 10% of all batteries.
- Amber The number of batteries in the **Replace Now** condition is between 5% and 10% of all batteries.
- Green The number of batteries in the Replace Now condition is less than 5% of all batteries.

The settings can be modified to align with individual standards.

## 1. Click Settings > Report Settings.

The Report Settings screen displays.

2. Click Smart Battery Health.

Smart Battery Health		^
Tile Alert		
Percentage of critical batteries needing to be replaced. This percentage crossing into the respective thresholds will reflect on the tile color accordingly.		
5% 10%		
	CANCEL	SAVE

The **Threshold** settings screen displays.

- **3.** Drag the sliders to the desired value, and then click **Save**.
- 4. To reset the value back to the default, click **Revert Settings**.

## **Expanded View**

The expanded view shows additional information.

	SMART	BATTERY H	IEALT	н												Filters	
.AST REF	RESHED 654	MINUTES AGO														Date	
3ATTER'	Y HEALTH STA	TUS	lent Batter	ry 📕 Good Ba	47 47 47 47 47 47 47 47 47 47	ission	12 Replac	e Now 📕 R	eplace Soor				593	BATTERIES	S IN USE	Vesterdey  Device Type Include all  Model Include all  System Tegs Include all	
Set Filter	Column	<ul> <li>✓ Search te</li> </ul>	ext		Search Clear											User Tags Include all	
Battery F	lealth Status (§	593)															
Battery SR No.	Manufacture Date	Part No.	State	Health ⑦ Status	Reason for Status 🖲	Туре	Cycle ⑦. Count	Health % (?) Indicator	RUL ⑦ (in days)	Last ⑦ Seen Date	Last Seen Site	Device SR No.	Model (2).	Device Type	Status 🕐		
A530914	Oct 23, 2017	82-164807-01 Rev. C	ACTIVE	Replace Now	Remaining Useful Life < 31 days	PP+	830	37	Б	Feb 7, 2025	STORE103	D19291010M0099	ТС75Х	MOBILE COMPUTER	IN USE		
P120455	Nov 11, 2019	BT-000300-01 R.B	ACTIVE	Excellent Battery	Remaining Useful Life 365+ days	PP+	157	84	389	Feb 9, 2025	STORE102	D19291010M1160	TC51	MOBILE COMPUTER	IN USE		
A192049	Dec 02, 2017	BT-000300-01 R.B	000	Good Battery	Remaining Useful Life 91 to 365 days	PP+	305	88	260	Feb 7, 2025	STORE121	D19291010M0092	ТС75Х	MOBILE COMPUTER	IN USE		
P721850	Aug 10, 2018	BT-000300-01 R.B	ACTIVE	Good Battery	Remaining Useful Life 91 to 365 days	PP+	322	84	92	Feb 7, 2025	STORE152	D19291010M0013	TC51	MOBILE COMPUTER	IN USE		
A467772	Aug 09, 2019	BT-000300-01 R.B	000	Good Battery	Remaining Useful Life 91 to 365 days	PP+	108	95	166	Feb 9, 2025	STORE150	D19291010M0409	ТС75Х	MOBILE COMPUTER	IN USE		
	Sep 22, 2018	BT-000300-01 R.B	000	Good Battery	Remaining Useful Life 91 to 365 days	PP+	394	82	319	Feb 8, 2025	STORE154	D19291010M0150	ТС75Х	MOBILE COMPUTER	IN USE		
P364095													11005				
P364095 P194889	Dec 04, 2018	BT-000302-02 R.B	ACTIVE	Good Battery	Remaining Useful Life 91 to 365 days	PP+	288	97	165	Feb 8, 2025	STORE134	D19291010M0787	MC3P	MOBILE COMPUTER	IN USE		
P364095 P194889 P494049	Dec 04, 2018 Sep 21, 2017	BT-000302-02 R.B BT-000302-02 R.B	ACTIVE	Good Battery Good Battery	Remaining Useful Life 91 to 365 days Remaining Useful Life 91 to 365 days	PP+ PP+	288 322	97 92	165 114	Feb 8, 2025 Feb 7, 2025	STORE134 STORE144	D19291010M0787 D19291010M1129	TC75X	MOBILE COMPUTER MOBILE COMPUTER	IN USE		
P364095 P194889 P494049 A316186	Dec 04, 2018 Sep 21, 2017 Nov 12, 2019	BT-000302-02 R.B BT-000302-02 R.B BT-000302-02 R.B	ACTIVE ACTIVE ACTIVE	Good Battery Good Battery Good Battery	Remaining Useful Life 91 to 365 days Remaining Useful Life 91 to 365 days Remaining Useful Life 91 to 365 days	PP+ PP+ PP+	288 322 219	97 92 87	165 114 268	Feb 8, 2025 Feb 7, 2025 Feb 7, 2025	STORE134 STORE144 STORE136	D19291010M0787 D19291010M1129 D19291010M0469	TC75X TC52	MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER	IN USE IN USE IN USE		

COMPARE	SITE HEALTH   PART NO.   M	MODEL SITE & P/	ART NO. SIT	E & MODEL				
Set Filter Select Co	Search text	Searc	h Clear					
Smart Batter	y Health - Compare Site Health (59)							
Site Name	Hierarchy	Total Batteries In Use	Replace ⑦ ヘ Now	Replace ⑦ Soon	Good ⑦ Batteries	Excellent (?) Batteries	Investigate Data Transmission Issue	?
STORE123	ZEBRA/REGION/COUNTRY/STORE123	8	0	1	4	3	0	
STORE125	ZEBRA/REGION/COUNTRY/STORE125	11	0	1	4	5	1	
STORE143	ZEBRA/REGION/COUNTRY/STORE143	8	0	0	4	4	0	
STORE131	ZEBRA/REGION/COUNTRY/STORE131	11	0	1	6	4	0	
STORE107	ZEBRA/REGION/COUNTRY/STORE107	10	0	2	6	1	1	
STORE110	ZEBRA/REGION/COUNTRY/STORE110	11	0	0	5	6	0	
STORE155	ZEBRA/REGION/COUNTRY/STORE155	4	0	1	2	1	0	
STORE152	ZEBRA/REGION/COUNTRY/STORE152	8	0	1	5	2	0	
	ZERDA (DECION/COLINITRY/STODE/E4	8	0	0	6	2	0	
STORE154	ZEBRA/REGION/COUNTRT/STOREIS4							

- 1. Battery Health Status Chart and Number of Batteries in Use
  - At the top right corner, the number of batteries in use displays. The chart shows the number of batteries in each category, from those with excellent health to those that need to be replaced immediately.
  - Removing obsolete batteries or batteries that need to be replaced from the in-use view is a process referred to as "decommissioning a battery." For more information, go to Battery Decommission/ Reinstate on page 100.
- 2. Battery Health Status Table
  - The battery health status section offers remaining useful life (RUL) information for batteries, detailing the part number, device model, and last known site, which aids in battery replenishment planning. You can sort the columns based on things such as part number, device model, or site, if desired.
- 3. Compare Site Health, Part Number, Model, Site & Part Number, Site & Model
  - The tabs at the bottom of the screen display the total number of batteries and the number of batteries in each health status category.
- 4. Data Grid Columns
  - Battery Serial No, Manufacture Date, Part No, State, Health Status, Reason for Status, Type, Cycle Count, Health % Indicator, RUL in Day, Last Seen Date, Last Seen Site, Device Serial No, Model, Device Type, and Status.
- 5. Date Range Options
  - Yesterday (Default)



**NOTE:** This report does not permit the selection of a custom date due to the algorithm's limitations in calculating the Remaining Useful Life of batteries. When yesterday's data is unavailable, the system searches for data within the last 3 days and displays information from the most recent day within this period.

- 6. Use Case(s)
  - Track the changes in battery inventory and identify bad batteries to evaluate the impact on the operation due to bad batteries and take actions accordingly (for example, disposing of/ replacing bad batteries or procuring new batteries).
  - Understand individual battery health status and take actions for batteries in warning or critical status.
  - Remove bad or unneeded batteries from inventory following the [company's disposal guidelines] to maintain a clean, updated battery inventory for battery tracking purposes.

# **Smart Battery Overview**

KA

The smart battery overview provides a summary of the smart battery inventory and health status and enables the removal of batteries from the inventory, a process referred to as decommissioning, when the batteries are either disposed of or sent with devices for repair or to the spare pool. Shortcuts to detailed individual battery reports facilitate deeper investigation into battery specifics.

Insights from the Smart Battery Overview enable customers to promptly grasp the status of their battery inventory and health, helping in maintaining a streamlined battery inventory with current information.

This report supports smart batteries from Zebra Android mobile computers and Zebra Link-OS printers.

## Battery Remaining Useful Life (RUL) Algorithm

The Smart Battery Overview and Smart Battery Health report (in the section below) leverage Zebra's proprietary machine learning algorithm to calculate a battery's remaining useful life based on the key parameters received from the battery, hence providing valuable insight into battery health status in the customer's fleet.

A battery is considered **bad** when it reaches a decommissioning threshold, such as a health percentage limit (for example, 80%) or a charge cycle count limit (for example, 500), both may vary and depend on manufacturer recommendations. Whichever threshold is reached first, it can be recommended that the battery be removed from usage or decommissioned.

RUL is defined as the number of days before a battery reaching the recommended decommissioning threshold. The RUL algorithm is deployed to predict the remaining useful life of the smart batteries in customers' Zebra Android mobile computers leveraging machine learning technologies.

**NOTE:** The RUL in number of days is predictive data from the RUL algorithm, so it cannot be interpreted as the exact number of days left in the life of a battery but rather a probable range of days. The confidence level is 95% with a +-20 variance and 90% with a +-15 variance.

## **Expanded View**

There is no tile view for the Smart Battery overview. Access the expanded view by going to **Detailed** Insights > Battery > Smart Battery Overview.

LAST REFRESHED 24	T BATTERY OVE	RVIEW						Filters
								resterday
Total Batteries						Current Service Status		
								> Device Type
		86	56				PENDING 2	Include all
		19%	12%					
								Site Hierarchy
		1001						Site meraicity
		72 10%						Include all
								Model
		13		231			IN USE 456	Include all
	Excellent Battery	Good Battery 📕 Investiga	ate Data Transmissi	on Replace Now	Replace Soon		IN USE PENDING	
IN USE PENDIN	IG DECOMMISSION	ED						
Select Column	✓ Search text	Search	Clear					
Total Batteries (456)								
Battery SR No.	Manufacture Date	Part No.	Model	Health Status 🕐	Reason for Status 🕐	Last Seen Site		
A483251	10/10/18	ZBMQ01	QLn420	Replace Soon	Remaining Useful Life 31 to 90 days	STORE131		
T134200	10/23/17	BT-000351-00 R.A	MC95	Good Battery	Remaining Useful Life 91 to 365 days	STORE120		
T284222	9/21/17	ZBMQ01	QLn420	Replace Now	Remaining Useful Life < 31 days	STORE113		
T744284	12/14/18	BT-000314-60 R.B	TC51	Good Battery	Remaining Useful Life 91 to 365 days	STORE104		
A203421	12/2/17	ZBMQ01	ZT620	Excellent Battery	Remaining Useful Life 365+ days	STORE120		
A963934	11/23/18	BT-000351-00 R.A	TC51	Good Battery	Remaining Useful Life 91 to 365 days	STORE127		
A970729	12/11/18	BT-000351-00 R.A	TC75X	Good Battery	Remaining Useful Life 91 to 365 days	STORE111		
A136343	10/29/17	BT-000351-00 R.A	MC95	Replace Now	Remaining Useful Life < 31 days	STORE111		
A365145	12/13/18	BT-000351-00 R.A	TC51	Excellent Battery	Remaining Useful Life 365+ days	STORE147		
A677239	11/23/18	BT-000351-00 R.A	TC52	Replace Soon	Remaining Useful Life 31 to 90 days	STORE149		
≪ < 123454	16 ≽ ≫						Rows 1-10	

#### **Total Batteries and Current Service Status**

The top section of this report provides the numbers of batteries in different service status categories. Users with **Battery Decommission** permission can maintain the battery inventory by removing batteries that are no longer with the devices by going to Battery Decommission/Reinstate on page 100.

The battery service status details can be exported to an Excel spreadsheet for further analysis.

## 1. Total Batteries

Total Batteries	
86 19% 12% 16%	
<sup>72</sup> 50% <sub>13</sub> 231	
Excellent Battery Good Battery Investigate Data Transmission Replace Now Replace Soon	

This chart shows the number and percentage breakdown of batteries in different health categories based on the RUL algorithm:

- Replace Now:
  - When the RUL of a battery is available,

If the RUL is less than 31 days, the battery must be considered **Replace Now**.

• When the RUL of a battery is not available,

If any of these criteria are met, then the battery labels as **Replace Now**:

- IF Cycle count > Manufacture Recommended Cycle Count Threshold OR
- IF Last Reported Health < Manufacture Recommended Health Threshold
- **Replace Soon:** The battery's RUL is 31 to 90 days.
- Good Battery: The battery's RUL is 91 to 365 days.
- Excellent Battery: The battery's RUL is more than 365 days.
- Investigate Data Transmission: The battery's RUL cannot be calculated due to insufficient data or erroneous data.

#### 2. Current Service Status

Current Service Status
IN USE 71/753
DECOMMISSIONED IN USE

This chart displays the percentage breakdown of batteries in different service status categories:

- In Use Batteries reported by active devices.
- **Pending** Batteries in the process of being decommissioned (removed from the **In User** view) or reinstated (put back to the **In Use** view by the user).
- Decommissioned Batteries removed from the In Use view.

The **Battery Decommission** feature can be assigned during onboarding, allowing for the decommissioning of batteries. This function is crucial for maintaining accurate inventory records and generating smart battery reports. Go to Battery Decommission/Reinstate on page 100 for more details regarding how to perform battery decommissioning.

#### In Use Tab

This section displays the total number of batteries that are **In Use** (reported by active devices).

	DECOMMISSIONED	0				
Set Filter						
Select Column	✓ Search text	Search	Clear			
Total Batteries (456)						
Battery SR No.	Manufacture Date	Part No.	Model	Health Status 🕐	Reason for Status 💿	Last Seen Site
A483251	10/10/18	ZBMQ01	QLn420	Replace Soon	Remaining Useful Life 31 to 90 days	STORE131
T134200	10/23/17	BT-000351-00 R.A	MC95	Good Battery	Remaining Useful Life 91 to 365 days	STORE120
T284222	9/21/17	ZBMQ01	QLn420	Replace Now	Remaining Useful Life < 31 days	STORE113
T744284	12/14/18	BT-000314-60 R.B	TC51	Good Battery	Remaining Useful Life 91 to 365 days	STORE104
A203421	12/2/17	ZBMQ01	ZT620	Excellent Battery	Remaining Useful Life 365+ days	STORE120
A963934	11/23/18	BT-000351-00 R.A	TC51	Good Battery	Remaining Useful Life 91 to 365 days	STORE127
A963934 A970729	11/23/18 12/11/18	BT-000351-00 R.A BT-000351-00 R.A	TC51 TC75X	Good Battery Good Battery	Remaining Useful Life 91 to 365 days Remaining Useful Life 91 to 365 days	STORE127 STORE111
A963934 A970729 A136343	11/23/18 12/11/18 10/29/17	BT-000351-00 R.A BT-000351-00 R.A BT-000351-00 R.A	TC51 TC75X MC95	Good Battery Good Battery Replace Now	Remaining Useful Life 91 to 365 days Remaining Useful Life 91 to 365 days Remaining Useful Life < 31 days	STORE127 STORE111 STORE111
A963934 A970729 A136343 A365145	11/23/18 12/11/18 10/29/17 12/13/18	BT-000351-00 R.A BT-000351-00 R.A BT-000351-00 R.A BT-000351-00 R.A	TC51 TC75X MC95 TC51	Good Battery Good Battery Replace Now Excellent Battery	Remaining Useful Life 91 to 365 days Remaining Useful Life 91 to 365 days Remaining Useful Life < 31 days Remaining Useful Life 365+ days	STORE127 STORE111 STORE111 STORE147

Data Grid Columns:

Battery Serial (SR) No, Manufacture Date, Part No, Model, Health Status, Reason for Status, and Last Seen Site.

## **Pending Tab**

This section displays the total number of batteries that are **Pending** (batteries that are in the process of being decommissioned or reinstated).

IN USE   PENDING   DECOMMISSIONED								
Set Filter           Select Column         Search text         Search         Clear								
Total Batteries (2 Battery SR No.	2) Manufacture Date	Part No.	Model	Health (	0	Reason for Status (9)	Last Seen Site	Status
T509342	10/29/17	BT-000314-01 R.D	TC75X	Status Replace Soc	on	Remaining Useful Life 31 to 90 days	STORE130	IN USE
T599041	12/23/18	BT-000314-60 R.B	TC75X	Replace Soc	on	Remaining Useful Life 31 to 90 days	STORE106	IN USE

Batteries marked for decommissioning are displayed in the data grid under the **Pending** tab. The change becomes effective following the next data load. Cancellation of the decommissioning remains an option until the next data load occurs. See Battery Decommission/Reinstate on page 100 for more information.

Data Grid Columns:

• Battery Serial (SR) No, Manufacture Date, Part No, Model, Health Status, Reason for Status, Last Seen Site, and Status.

# **Devices**

The Devices menu displays additional information.

# **Devices in Operation**

This report provides information on all devices reported by MDM during the previous 24 hours. The devices are categorized into **Utilized**, **Un-Utilized**, and **Out of Contact**.

This report also supports mobile computers and Zebra Link-OS printers.

## **Tile View**

The tile provides a summary view of the total devices in operation reported by MDM (for VisibilityIQ Foresight bundled and Connect offers) or the devices included in the contract (for VisibilityIQ Foresight IOT and Printer Offers) and the device count in **Utilized**, **Unutilized**, and **Out of Contact** categories.



• Utilized - A utilized device is a device that meets the criteria defined by the user in the Utilization Settings section.

By default, a device is considered **Utilized** if at least one of the following is true:

- Its battery discharge rate is over 2% for a device at any hour during the day.
- It has at least 1 successful scan at any hour during the day.
- Its backlight on duration time is over 1 minute at any hour during the day.
- **Unutilized** An unutilized device is an active device from which data is received, but it does not meet the requirements defined for utilization.
- Out of Contact No data was received from the device so far.
## **Expanded View**

The expanded view shows additional information.



- 1. Graph
  - Operational Device Trend

The graph displays the count of devices in operation across selectable time durations.

Hovering over the graph reveals the number of devices categorized as utilized, unutilized, or out of contact.



• Clicking the legends allows for toggling the visibility of the categories, subsequently altering the graph display. Click a grayed-out category to reveal that data again. This example shows the Utilized devices turned off in the graph, so only the Unutilized and out-of-contact devices appear.



- 2. Data Grid Columns
  - All devices in operation are shown in the data grid with the following columns:
    - Device Serial (SR) No, International Mobile Equipment Identity (IMEI), Device Name, Model, Full Model No, Device Type, OS, BSP, Operational Status, Mac Address, Network Connection Type, LG Version, First Seen Date, Last Utilization Date, Site Name, Phone Number, Access Point BSSID, IP Address, GPS Coordinates, Site Hierarchy, Contract No., Unique Identifier, and Latest Record.
- 3. Date Range Options
  - Last 7 Days (default)
  - Custom Range

- 4. Use Case(s)
  - Understand how many devices MDM managed daily up to yesterday.
  - Track device utilization.

## **Geo Locations**

This feature includes a geographic map that displays the last known GPS location of devices. It enables tracking of the devices' geographical locations if they have GPS enabled or assists in locating a device when it is not active.



**NOTE:** This report is limited to showing up to 500 devices at a time. If needed, use the filters at the right side of the screen to pinpoint the devices that you want to see.

## **Map View**

On the map, all devices reporting GPS locations are displayed in circles. The larger the circle, the more devices there are in that location.



Device SR No. 🧥	Device Name	Model	Site Name	Last Seen by GPS	Location	Operational Status
D19291010M0001	TC51-D19291010M00	TC51	STORE126	Jan 28, 2025 00:00:00	32.3153,-90.2123	Un-Utilized
D19291010M00	MC95-D19291010M0	MC95	STORE138	Jan 28, 2025 00:00:00	36.1800,-86.7843	Utilized
D19291010M0003	TC75X-D19291010M	TC75X	STORE144	Feb 21, 2025 00:00:00	32.3153,-90.2129	Utilized
D19291010M0004	TC75X-D19291010M	TC75X	STORE152	Dec 26, 2024 00:00:	32.3153,-90.2127	Un-Utilized
D19291010M00	MC95-D19291010M0	MC95	STORE112	Jan 31, 2025 00:00:00	32.3153,-90.2127	Utilized
D19291010M00	TC51-D19291010M00	TC51	STORE130	Dec 22, 2024 00:00:	36.1800,-86.7906	Utilized
D19291010M0007	TC51-D19291010M00	TC51	STORE101	Jan 02, 2025 00:00:	36.1665,-86.7800	Utilized
D19291010M00	TC51-D19291010M00	TC51	STORE159	Feb 19, 2025 00:00:00	31.8639,117.2808	Utilized
D19291010M00	MC95-D19291010M0	MC95	STORE142	Feb 24, 2025 00:00:	36.1665,-86.7800	Un-Utilized
D19291010M0010	TC75X-D19291010M	TC75X	STORE160	Nov 13, 2024 00:00:00	36.1715,-86.7800	Un-Utilized

Rows 1-10

Date Range Options:

- Yesterday (Default)
- Custom Range

Use Case(s)

• Provide the last known GPS locations of devices, enabling tracking or locating of the devices should they be non-operational or out of contact.



**NOTE:** This report requires GPS data collection from MDM (for devices enrolled in MDM) and/or from Zebra Data Services (ZDS) agent on Zebra Android devices with Internet access. To enable the data collection on your devices and/or to increase the data collection frequency, use the GPS Data Collection configuration files available for download <u>here</u>.

#### Selecting an Area on the Map

Mouse over a data point (circle) to see the number of devices in that area. Click on a data point to update the table below the map with the GPS location of the individual devices in that area. Clicking a data point causes other circles that are available in the map display in a faint color.



To restore all data points to the map, click **Clear Selection**, which appears when a data point has been selected.



# **Newly Activated Devices**

This report displays the count of newly activated devices and the number of sites at which the devices were newly activated during the specified time range. It also displays the count of first-utilized devices and the number of sites at which the devices were first utilized during the same time range. The report helps to verify if the device deployment is on track and ensures the utilization of the deployed devices.

This report also supports mobile computers and Zebra Link-OS printers.

## **Tile View**

The tile displays the summary of a number of newly activated devices and sites during the last 7 days. It also displays the number of devices that are being utilized in operation for the first time and sites during the last 7 days.

Newly Activated Devices	
NEW ACTIVATIONS	
39	18
Devices	Sites
FIRST TIME USAGE	
145	63
Devices	Sites
Last 7 Days	VIEW REPORT >

## **Expanded View**

The expanded view shows additional information.



#### 1. Graph

- New Activations versus First-Time Usage
  - The graph shows the number of newly activated devices and the devices utilized for the first time during the default or user-selected time range
- 2. Data Grid Columns
  - Device Serial (SR) No, Device Name, Model, Full Model No, Device Type, OS, BSP, First Seen Date, First Used Date, Site Name, and Hierarchy.

#### 3. Date Range Options

- Last 7 Days (Default)
- Custom Range
- 4. Use Case(s)
  - Verify if the device deployment is on track.
  - · Ensure the utilization of the devices after deployment.

# **Out of Contact**

This report displays the Out of Contact (OOC) devices and aging information to pinpoint potential Lost/ Stolen devices. The sites with a high number of OOC devices are alerted. It also provides the last known access point (AP) information to help users locate and possibly retrieve OOC devices before they are lost.

This report also supports mobile computers and Zebra Link-OS printers.

## **Tile View**

The tile displays the summary view of the OOC report and indicates the number of sites in each alert category and distribution.

Out Of Contact	
SITE ALERTS	Normal (1) Critical (7)
Today	VIEW REPORT >



NOTE: Only sites with OOC devices identified are included in the report.

#### **Tile Alert Threshold Settings**

An admin can modify the report threshold values.

Tile Alert

The tile alert threshold can be set by utilizing the percentage of OOC devices compared to the operational devices at a site. The default settings are:

- Normal: The site contains less than 15% of OOC devices
- Warning: The site contains 15% 24% of OOC devices
- Critical: The site contains more than 25% OOC devices



NOTE: The device's OOC for 6 days or longer is included in the calculation of the percentage.

Threshold (for aging days)

Different aging buckets can be set up to categorize OOC devices with different aging days. The default settings for OOC devices are:

- 1 5 days
- 6 10 days
- 11 59 days
- 60 days and above

The aging bucket information is displayed on the expanded view of the report, making it easy to view the distribution of the OOC devices with different aging days.

Also, the OOC aging bucket information is used to determine the impact on the sites, as shown in the tile alert.

1. Click Settings > Report Settings.

The **Report Settings** screen displays.

2. Click Out of Contact.

	Out of Contact		^
	Tile Alert		
	Percentage of out of contact devices vs operational devices. Any device that is out of contact beyond the first marking in Age Days is factored in this alert.		
	5% 10%		_
-	- Revert Settings	CANCEL	SAVE
	Threshold		
	Age Days categorizes the devices based on number of consecutive days out of contact.		
	6 Dey 11 Days		
	1	CANCEL	SAVE

The Threshold settings screen displays.

3. Drag the sliders to the desired value, and then click Save (2).

The next data load reflects the change, and the count of critical battery events is based on the new value.



**NOTE:** The historical data for critical battery events based on previous setting value(s) will not be changed.

4. To reset the value back to the default, click Revert Settings (1).

## **Expanded View**

The expanded view shows additional information.



- 1. Graphs
  - a. Overview: Top 10 sites impacted by OOC devices (OOC for 6 days or longer)

This bar chart graph displays the top 10 sites that are most impacted by OOC devices ranked by the percentage of OOC devices out of all operational devices on the site. The bars on the graph also display the distribution of OOC devices in different aging buckets.

- 1. Click the View Absolute Values tab on the graph to view the top 10 sites with the OOC devices.
- **2.** Hover over the graph and view the percentage or number of devices in different aging buckets.
- 3. Click the legends to turn them on/off, and the graph will change accordingly.
- b. Overview: 12-month trend of OOC devices
  - a. Click the Overview tab and select 12 Month Trend to show this graph
  - **b.** Hover over the graph and view the number of OOC devices in different aging buckets.
  - c. Click the legends to turn them on/off, and the graph will change accordingly.
- c. Site Alert Graph
  - This graph is the same as shown in the tile view.
- 2. Data Grid Columns
  - Device SR No, Device Name, Model, Full Model No, Age, Last Seen Date, Last Connected Access Point BSSID, Access Point Friendly Name, Last Connected Date and Time to WLAN, OS, BSP, Manufacture Date, Site Name, and Hierarchy (hidden by default).
- **3.** Date Range Options
  - Today (Default)
  - Yesterday
  - Custom Range
- 4. Use Case(s)
  - Identify and reduce lost/stolen devices.
  - Track OOC devices to evaluate the impact on operations and enforce processes.
  - Leverage the last known access point (AP) information (BSSID, friendly name, and last connected date and time) to locate and possibly retrieve the devices before they are lost.

# **Predictive States**

This report displays the main categories of insights related to potential device issues derived from an analysis of historical data. It includes issue details, actionable recommendations, and the number of sites and devices affected. The goal is to assist in proactively managing problems to minimize the need for device repairs.

This report supports issues with things such as battery, application, and utilization for mobile computers and, to a limited extent, for scanners and Zebra Link-OS printers.

## **Tile View**

The tile displays the Top Insight Categories with the number of sites, models, and devices impacted.

Predictive States											
TOP INSIGHT CATEGORIES											
Insight Category	Sites Impacted	Models Impacted	# Devices with Insights								
Utilization	82	6	117								
Battery	4	1	4								
Yesterday		v	IEW REPORT >								

## **Expanded View**

The expanded view shows additional information.

PREDICTIVE STATES									
AST REFRESHED	401 MINUTES AGO							Date	
								Last Month	
Category Name	Device Insight	# of Sites	# of Models	Device Count	View Devices			> Device Type	
APPLICATION	Too much data transferred compared to Normal	653	8	17,516	View Devices				
UTILIZATION	Low Device Utilization Compared to Group	351	8	1,270	View Devices			include all	
UTILIZATION	Low device utilization	362	8	1,882	View Devices				
BATTERY	Battery Health Issue - High Battery Cycle Count	4	1	4	View Devices			> System Tags	
MEMORY	Low memory	1	1	1	View Devices				
								Site Hierarchy Include all Model Include all	
								User Tags	

1. Data Grid Columns

Category Name, Device Insight, Number of Sites, Number of Models, Device Count, and View Devices.

- 2. Click View Devices in one of the rows to access the details for the specific issue.
  - The device list contains the following columns: Severity, Device Serial (SR) No, Device Name, Model, Full Model No, Device Type, OS, Site Name, and Hierarchy.
  - Click a device serial number to go to the details page for that device. The data shown varies based on the type of device.
- 3. Date Range Options
  - Yesterday (Default)
  - Custom Range
- 4. Use Case(s)
  - Proactively address issues that happen or may happen to the devices and possibly reduce the number of devices sent for repair.

#### See Also

Displaying Mobile Computer Details Displaying Printer Details Displaying Scanner Details

## **Printer Alerts**

The Printer Alerts report displays the alerts received from customer printers and indicates whether the time to clear an alert exceeds default threshold values or user-set values. This report provides valuable insight to help customers identify printer issues, such as the number and types of alerts, and to understand printer user behavior or process issues if alerts take longer than expected to clear.

There are nine types of alerts reported from the printer dataset available in this report.

- Cutter Jammed
- Head Cold
- Head Element Bad
- Head Open
- Head Too Hot
- Paper Out
- Ribbon Out
- Supply Too Hot
- Cold start (no clear message)

## **Tile View**

This report provides three tiles to add to the dashboard per needs. Each of the three tiles corresponds to a tab in this report.

1. Printer Alerts by Type



This tile displays an overview pie chart of all alerts received from the printers in the customer's device fleet. The top 6 alert types with the number of alerts received are displayed for each, and the rest are aggregated into the +X more category with the total number of alerts displayed during the last 7 days. X represents the number of alert types beyond the top 6.

**2.** Printer Alerts Response Rate



- Response Rate: Percentage of alerts cleared within threshold time limits by default or set by the user.
- This tile displays a pie chart to indicate, during the last 7 days, the percentage of alerts cleared within the threshold time limit by default or set by the user. The number of alerts cleared within or exceeding the threshold is also displayed.
- 3. Printer Alerts Threshold Exceptions



- Threshold Exceptions: Percentage of alerts cleared exceeding threshold time limits by default or set by the user.
- This tile displays a pie chart to indicate, during the last 7 days, the percentage of alerts cleared beyond the threshold time limit by default or set by the user. The number of alerts cleared within or exceeding the threshold is also displayed.

## **Expanded View**

The expanded view shows the printer alert information.



#### **Report Settings**

The report settings display additional information.

• In the expanded view, click the gear icon at the top right corner to access the settings page for this report.

Printer Alerts			Last 7 Days (13 May 2021 - 19 May 2021)	Last 7 Days 🔻	Export Report 👻	Reset to default 💠
Filters						
Search for Site	Q Search by serial number	٩				A units Filling

• When the settings page is displayed, select any model and any alert type for monitoring and inclusion in this report. Additionally, enter the threshold value in minutes for each alert type chosen to define the time limit for clearing an alert.

• The selection can be applied at the company level (Global default) or the site level (By Site). When selecting By Site, the settings apply to the sites selected.

₽	Printer Alerts							Last 7 Days (1	3 May 2021 - 19 Ma	ay 2021)	<b></b>	Last 7 Days 👻	Export R	eport - Reset to d	lefault 🌻
Manag Set three Select a	ge Report Settings sholds on alerts to track response time b Profile	oy site ar	nd model											Cancel Save	Changes
<b>O</b> G	lobal Default														
ОВ	y Site														
Set Devi	ice Thresholds														
	Select A Model														
	TABLETOP/ZT220 -														
	select the alerts you wish to track on repo	ort chart	ts. Set thresh	iolas (in minutes) fi	or response	e time meas	surement.								
^	lert Types														
	Error Code														
	Cutter Jammed		20												
	Head Cold		30												
	Head Element Bad		30												
	Head Open		30												
	Head Too Hot		30												
	Paper Out		30												
	Ribbon Out		30												
	Supply Too Hot		30												

• The default threshold value for all alerts is set as 30 minutes.



**NOTE:** The threshold time limit for alert type **Cold Start** cannot be changed.

#### **All Alerts Tab**

When accessing the expanded report by navigating to **Detailed Insights** > **Printer Alerts** or through the Printer Alerts by Type tile, the All Alerts tab is displayed by default. This tab presents all alerts received from every printer in a customer's device fleet.

Graph: Up to 6 alerts can be selected for display in the graphs.

1. Total Alerts by Volume pie chart

This pie chart displays the top 6 alert types (by default) or up to 6 alert types (user selected) received during the default date range or user-specified date range.

2. Performance line chart

This graph displays the number of the top 6 alert types (by default) or up to 6 alert types (user selected) during the default date range or date range specified by the user. The graph also displays:

- Monthly view if a user selects a date range of more than 3 months or,
- Daily view if a user selects a date range less than 3 months and more than 3 days or,
- Hourly view if a user selects a date range within 3 days.
- **3.** Hover over the chart to show the number of setting changes on the selected date/time.

Data Grid Columns

 Device SR No, Model, OS, No.of Alerts, Exceeded Threshold, Site Name, and Hierarchy (hidden by default).

Date Range Options

- Today
- Last 7 Days (Default)

- Last Month
- Custom Range

#### **Response Rate Tab**

Click the Response Rate tab in the expanded view or from the Printer Alerts Response Rate tile to show insight into alerts cleared within or exceeding the threshold time limit.



#### Graphs

**1.** Response Rate pie chart

The pie chart shows the percentage of alerts cleared within the threshold time limit. The number of alerts cleared within or exceeding the threshold is displayed together with alerts with no clear message received, the total number of alerts, and the number of printers that clear alerts within the threshold.

2. Heatmap with color scale

This heatmap graph displays the following insight for each printer model, with each alert type during the default date range or date range specified by the user.

- Each block represents a model and an alert type.
  - If all alerts for an alert type with a model are cleared within the threshold time limit, the corresponding block displays GREEN.
  - If at least 1 alert for an alert type with a model is not cleared within the threshold time limit, the corresponding block displays RED.
  - If no clear message is received for an alert type with a model, the corresponding block displays DARK GREY.
  - If no alert for an alert type with a model is received, the corresponding block displays LIGHT GREY.

Data Grid Columns

• Model, Alert Type, No.of Alerts, Non-Cleared, Cleared, Average Time (Minutes), Total Time (Minutes), Site Name, and Hierarchy (hidden by default).

**Date Range Options** 

- Today
- Last 7 Days (Default)
- Last Month
- Custom Range

#### **Exceptions Tab**

The exceptions tab displays additional information.

Click the **Exceptions** tab in the expanded view or from the Printer Alerts Threshold Exceptions tile to show insight into alerts cleared within or exceeding the threshold time limit.



Graph: Up to 6 alerts can be selected for display in the graphs.

1. Alert Exceeding Thresholds pie chart

The pie chart shows the percentage of alerts not cleared within the threshold time limit. The number of alerts cleared within or exceeding the threshold is displayed together with alerts with no clear message received, the total number of alerts, and the number of printers that clear alerts within the threshold.

**2.** Performance line chart

This graph displays the number of the top 6 alert types (by default) or up to 6 alert types (user selected) during the default date range or date range specified by the user. The graph also displays:

- Monthly view if a user selects a date range of more than 3 months or,
- Daily view if a user selects a date range less than 3 months and more than 3 days or,
- Hourly view if a user selects a date range within 3 days.

**3.** Hover over the chart to show the number of setting changes on the selected date/time.

Data Grid Columns

• Device SR No and Total Alerts.

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**NOTE:** The data grid is grouped by the device serial number.

- Another grouping criterion (model or site) can be selected and applied to the data grid.
- Device SR No, Model, OS, Alert Type, No.of Alerts, Exceeded Threshold, Site Name, and Hierarchy (hidden by default).

**Date Range Options** 

- Today
- Last 7 Days (Default)
- Last Month
- Custom Range

Use Case(s)

• The report provides descriptive analytics insight into printer alerts at different levels, including company, site, and individual printers. It also provides insight into whether the alerts are cleared within the preset threshold time limit. This helps customers identify printer issues and/or user behavior issues that may impact printer performance and utilization.

# **Printer Insights**

The printer insight summary provides a one-page view with multiple vital insights derived from all relevant reports applicable to printers, including inventory, utilization, alerts, setting changes, and battery performance. The insights are presented in a simple format with data visualization, including numbers and graphs. This view helps users understand their device fleet's vital operational aspects across the entire enterprise or at different grouping levels (such as site or model) and evaluate criteria for comparison.

The printer insight summary view empowers technical and non-technical users to understand and leverage business intelligence so that printers can make more informed decisions.

## Access the Printer Insights Summary

There is no tile view for the printer insights summary page. To access this page, go to **Detailed Insights** > **Printer Insights**.

#### **Expanded View**

The expanded view of the printer insights summary provides a snapshot of printer insights on the day when the user visits the dashboard.



- **1.** It contains four sections as described below:
  - a. Segments & Filters Section Allows for selecting the specific site(s) and model(s) to display related insights and make comparisons based on the chosen printers. Click + Add comparison next to the site name to view the Site Segmentation window.

Site Choo	Segmentation ose site printer data to compare	or view data from all your assigned sites	×
	Compare Selected Sites -	Search for sites to add to your comparison	
		Search For Site	٩
		ADD UP TO 5 SITES ( 0 rem	naining)
	Selected Sites	8	
	STORE101		
	STORE103		
	STORE108		
	STORE119		
	STORE124		
		Арр	ly

- Up to five sites and all sites can be selected to view the data accordingly.
- Similarly, up to five models can be selected to view the printer data accordingly.

Mo Choo mod	<b>del F</b> i ose up lel mus	<b>iltering</b> to five (5) models to compare in your dashboard. At least one (1) st be active in the view	×
		ADD UP TO 5 MODELS ( 2 selection remaining)	
		QLn220	
		QLn420	
	<	ZT410	
		ZT610	
	<	ZT620	
		Apr	oly

**b.** Key Metrics Section - Presents inventory-related insights for printers, categorized into several tabs based on the selection of sites and models:

Key Metrics																										
Total Devices	Active Devices	New Activations	Out of Contact																							
335	176	0	135																							
OPERATIONAL	REND																						Last 30 Day	<b>5</b> 27.	Jun 2021 - 26.	Jul 2021
200																										
200																										
100																										
0	28 28 24 24	i st	. k.	i i	į.	à	Ši	ż.	ż.	10	į,	3	3	à	is L	3	ż	3	12	20 34	ž,	12	23	20	28	28
										0.42	20 📖 2	0810	20630													
																									View This R	eport >

- Trending charts and/or breakdown pie charts are provided under each insight tab. Click View This Report in any tab to open the individual report relevant to that insight.
- **c.** Utilization Section Presents utilization insights for printers based on selected sites and models. The insights include:
  - Today's Hourly Utilization chart displays the percentage of printers in use each hour up to the present hour.
  - Activity overview, which includes:
    - Labels printed
    - Alerts received
    - Alerts response rate (alerts cleared within the threshold by default or set by you)
    - Changes made to printer settings
  - Click each item under Activity to access the individual report.
- d. Related Metrics Section Displays the insight related to batteries for mobile printers, including:
  - Total batteries

- Active batteries
- Out-of-contact batteries
- Average Battery health (the percentage of normal batteries out of total batteries)
- Remaining useful life breakdown pie chart
- Critical battery events



**NOTE:** The battery insights displayed here are for PowerPrecisionPlus (PP+) batteries only.

Clicking on each section allows access to individual reports, such as the Smart Battery Health Overview and the Critical Battery Events report.



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**NOTE:** Accessing an individual report from this view ensures that selected sites and models are automatically incorporated into the report view, and the data within the report is displayed accordingly.

- 2. Date Range Options
  - Today (Default)

NOTE: This view does not allow one to pick a custom date.

- 3. Use Case(s)
  - Providing a summary view of printers in the customer's fleet for a quick understanding of operational insights.
  - Selection and comparison between sites and models are allowed.
  - Drilling down to next-level details is enabled via shortcuts to access detailed printer reports.

# **Printer Setting Changes**

This report offers insights into customer changes to printer settings. It tracks adjustments across all fleet printers, enabling the identification of printer settings that deviate from standard patterns. Such deviations could affect printer performance or media consumption.

## **Tile View**

The tile displays an overview pie chart with the number of changes for each printer setting type, the total number of changes, and the total number of printers with setting changes during the last 7 days.

Printer Setting Changes		
PRINTER SETTING CHANGES		
	Print Speed	246
	Print Darkness	207
	Label Type	21
	Print Method	3
	Print Mode	1
	Total Changes Made	478
	Total Printers Changed	102
Last 7 Days	VIEW REF	ORT >

## **Expanded View**

The expanded view displays the printer settings change information.

Segments & Filters 🔺						
P FRINTER ONLY TEST × + Add comparison						
OLn220 ZQ610 Tabaf water final segment X ZQ610 This final method segment	eri X O 20620 Thuri second faid segment X + Add com	nparison				
Key Metrics						
Total Devices         Active Devices         New Activations           311         178         0	Out of Connect 133			Today's Hourly Ut	lization	SHur/We
OPERATIONAL TREND			Last 30 Days = 18 Sep 200	21 + 17 Oct 2021		11 112 113 144 156 156 117 118 159 20 21 22 20
180				Activity		
100				Labels printed		494 >
30				Alerts received		6,014 >
0	μ 23 25 27 28 29 3 1 το 8αο 8αο 8αο 8αο 8αο 8αο 6α ■ Οι~22	2 3 4 5 4 7 8 0 001 002 002 002 003 003 003 0 <b>25673</b> 25620	9 (8 1) 12 (3 54 13 60 60 60 60 60 60 60 Wes	Ýs         Íř           Öct         Öct           Oct         Oct           W This Report         >	settings	96.67%. ≯ 3 ≯
Related Metrics						
Total Batteries	Active Batteries	Out of Contact Batteries	Average Battery Health	Battery Health Status		Critical Battery Events
1.6K Smart Ratery 90%	121 Smart Barney 90+	1.4K faran basay PP+	83.99% Securi Deservy PP+	Applace Nov     Replace Nov     Applace Soon     Gest Bennine     Excelent Barneris     Investigers Cars Transmission Issue     Sinset Barnery PP+	Obersvine Obersvine Obersvine Obersvine Obersvine	31 1 Size impressed

#### **Report Settings**

In the expanded view, click the gear icon at the top right corner to access the settings page for this report.

_					(	٦
	Printer Setting Changes	Custom Range (01 Feb 2021 - 11 May 2021)	01 Feb 2021 - 11 May 2021 💌	Export Report 👻	Reset to default	2

When the settings page displays, select any model and printer settings to monitor.

Manage Report Settings Select settings for each models to track on your report graphs										
Add Settings Report Graph										
Models	Inactivity Timeout	Label Type	Print Speed	Print Darkness	Print Mode	Print Method				
DESKTOP										
ZD410										
ZD420										
ZD500										
ZD510										
ZD620										
MOBILE										
QLn220										
QLn320										
QLn420										
ZQ320										
ZQ510										
ZQ520										
ZQ610										
ZQ620										

#### All Settings Tab

The **All Settings** tab displays by default when a user accesses the expanded view of this report. It displays all setting changes received from all printers in the customer's device fleet.

#### Graphs

- 1. Graphs
  - a. Setting Changes pie chart

The same pie chart as in the tile view is displayed, indicating the number of changes in each setting type during the default date range or a user-specified date range.

- **b.** Performance line chart
  - Monthly view if a user selects a date range of more than 3 months or,
  - Daily view if a user selects a date range less than 3 months and more than 3 days or,
  - Hourly view if a user selects a date range within 3 days.
- **c.** Up to six settings can be chosen for display in the graph. Hover over the chart to show the number of setting changes on the selected date/time.

#### 2. Data Grid Columns

• Device SR No, Total, and Daily Avg.

**NOTE:** The data grid is grouped by the device serial number.

- Another grouping criterion (model or site) can be selected and applied to the data grid.
- The following columns display data upon clicking the serial number within the grouping result:
  - Device SR No, Model, Setting, Total, Daily Avg. (rounded up value), Last Value Set, Date/Time, Site Name, and Hierarchy (hidden by default).

- 3. Date Range Options
  - Today
  - Last 7 Days (Default)
  - Last Month
  - Custom Range

#### By Model Tab

Click the **By Model** tab to display all setting changes received from all printers but categorized by printer models.

#### Graphs

- 1. Graphs
  - **a.** Setting Changes pie chart Displays the number of changes in each setting type for each model with setting changes during the default date range or user-specified date range.
  - **b.** Performance line chart For each model with setting changes, this graph displays the number of changes in each setting type during the default date range or date range that you specified.
    - The graph displays one of the following:
      - Monthly view if a user selects a date range of more than 3 months or,
      - Daily view if a user selects a date range less than 3 months and more than 3 days or,
      - Hourly view if a user selects a date range within 3 days.
  - **c.** Up to six settings can be chosen for display in the graph. Hover over the chart to show the number of setting changes on the selected date/time.
- 2. The printer models are categorized into four groups:
  - Desktop
  - Mobile
  - RFID

RA

Tabletop

Depending on the customer's printer model(s), the first group displays the expanded view by default, and the other groups are collapsed. Click each of them to access the expanded views.

- 3. Data Grid Columns
  - Device SR No, Total, and Daily Avg.

**NOTE:** The data grid is grouped by the device serial number.

- Another grouping criterion (model or site) can be selected and applied to the data grid.
- The following columns display data upon clicking the serial number within the grouping result:
  - Device SR No, Model, Setting, Total, Daily Avg. (rounded up value), Last Value Set, Date/Time, Site Name, and Hierarchy (hidden by default).
- 4. Date Range Options
  - Today
  - Last 7 Days (Default)

- Last Month
- Custom Range
- 5. Use Case(s)
  - This report provides descriptive analytics from a comprehensive model or individual printer view. It also tracks the trend of setting changes, both in total and by setting type, to help identify if the settings are changed too often or outside the normal range. As a result, it helps customers to identify printer performance issues, user behavior issues, and/or impact on media consumption due to setting changes.

# **Printer Utilization**

The printer utilization report provides insight into printer utilization, including the length and number of labels printed from printers in the customer's device fleet. This insight helps customers understand the utilization status of their printers.

## **Tile View**

The tile displays an overview pie chart with the percentage of printers utilized during the last 7 days. The total number of printers utilized versus unutilized is also displayed.



#### **Utilized Printer**

• A utilized printer is one that prints at least 20 cm (8 in.) in length during any hour of the day. Otherwise, it is considered unutilized.

### **Expanded View**

The expanded view shows additional information.

₽	Printer Utilization							Last 7 Days (17 May 2021	23 May 2021) 📕	Last 7 Days 🝷	Export Report 👻	Reset to default
Filters												
Search fo	or Site           System Tags *         User Tag	Q Search t	by serial number	٩								Apply Filters
Percentage	a In Use, By Length			Print Length								
	61.77%		Total Devices Utilized Un-Utilized	50,000,000 1,206 (1) 61.77% (1) 38.23% (1) 10,000,000 10,000,000 10,000,000 0	17 May	11 Day	79 Mey	23 May	21 May	22 May		23 May
Printers In	Active Inventory											<b>-</b>
•	Device SR No.	Model	05		Length Printed	Daily Average Length Printed	Lab	ela Printed	Daily Average Labels Prin	nted @	Site Name	• • •
	34J193900159	ZT510	6.0		148,615	21,231	0		0		PRINTER OF	ILY TEST
	99J203702214	ZT411	6.3		132,705	18,958	43,0	012	6,145		PRINTER OF	ILY TEST
$\bigcirc$	34J183900350	ZT510	5.0		100,508	14,358	23,7	749	3,393		PRINTER OF	ILY TEST
0	34J184600342	ZT510	5.0		92,879	13,268	22,0	000	3,143		PRINTER OF	ILY TEST
	71J202300084	ZT610	6.2		73,992	10,570	12,0	244	1,721		PRINTER OF	ILY TEST

- 1. Graphs
  - a. Setting Changes pie chart

The same pie chart as in the tile view is displayed, indicating the percentage and number of utilized and unutilized printers displayed during the default date range or a user-specified date range.

- **b.** Printer Length bar chart Displays the number of total lengths printed during the default date range or date range specified by the user. The graph also displays:
  - Monthly view if a user selects a date range of more than 3 months or,
  - Daily view if a user selects a date range less than 3 months and more than 3 days or,
  - Hourly view if a user selects a date range within 3 days.
- 2. Data Grid Columns
  - Device SR No, Model, OS, Length Printed, Daily Average Length Printed, Labels Printed, Daily Average Labels Printed Date/Time, Site Name, and Hierarchy (hidden by default).

The following issues are identified in this report:

- a. Inconsistency between Length Printed Data and Labels Printed Data:
  - The Length Printed Data gets reported hourly from printers, whereas the Labels Printed Data is compiled and reported just once daily. This reporting schedule could cause discrepancies between these two data points.
- b. High Values in Length Printed Due to Printers with Duplicate Serial Numbers:
  - There are rare cases where printers may share the same serial number if the Main Logic Board (MLB) boards were replaced during repairs, resulting in abnormally high Length Printed values. Identifying printers with duplicate serial numbers in the fleet is advisable when such behavior is present in this report.
- 3. Date Range Options
  - Today
  - Last 7 Days (Default)
  - Last Month
  - Custom Range
- 4. Use Case(s)
  - This report provides utilization insight at different levels and trends of printer utilization to help customers better understand whether the printers are utilized as expected and plan for media replenishment based on the utilization data in this report.

# **Total Devices**

This report provides an inventory view of the customer's total devices. The information is derived from all onboarded contracts and the MDM platform. The report also indicates the devices' states in the operational environment.

This report also supports mobile computers and Zebra Link-OS printers.

## **Tile View**

The tile provides a summary view of the total devices for a customer and the device distribution in the following categories:



- Presumed at site Devices sent to the customer's site after repair but not reported by MDM as in operation yet, or devices in a contract but not enrolled in MDM nor showing in the repair depot.
- Inbound to Customer Devices shipped to the customer site after repair. The state changes to
  Presumed at the site the day after the shipping date.
- In Operation Devices enrolled and reported by the MDM.
- In Repairs Devices are under repair at the Zebra repair depot.
- Spare pool Devices in the Zebra managed a dedicated spare pool for the customer.

## **Expanded View**



The expanded view shows additional information.

#### 1. Graphs

12-Month Total Device Trend

- This graph displays the total number of devices used by the customers each month during the previous 12 months. Hover over the graph to view the number of devices in the different categories. Click the legends to turn them on/off, and the graph changes accordingly.
- 2. Data Grid Columns

All devices are displayed in the data grid with the following columns:

- Device Serial (SR) No, International Mobile Equipment Identity (IMEI), Device Name, Model, Full Model No, Device Type, OS, State, Mac Address, Network Connection Type, LG Version, Site Name, Phone Number, Access Point BSSID, IP Address, GPS Coordinates, Hierarchy, and Contract No.
- 3. Date Range Options
  - Yesterday (Default)
  - Custom Range

- 4. Use Case(s)
  - Inventory Tracking Record the number of devices up to the previous day.
  - Device Status Tracking Monitor the number of devices in various stages of operation, including those in operation, in repair, and in the spare pool.
  - Service Gap Identification Identify devices lacking a repair contract.

# Utilization

The Utilization menu displays additional information.

## **Application Analytics**

This report displays the applications and versions installed on devices and tracks and compares the total minutes used by each application. The report provides productivity insights by informing the customer how employees are using Zebra devices. This application information includes company and personally installed applications.

## **Tile View**

The tile displays the top six most-used applications and the number of related devices during the last 7 days. It also indicates the application category (business or non-business).



## **Expanded View**

Application Business 3.1.42

Application Business 7.5.21....

BusinessApplicationUnknow...

≪ < 1234567 > ≫

BusinessApplicationUnknow... 6.8.21.1121

Attendant 1.0.1

Attendant 2.0.1

BizAppA 1.0.1

BizAppA 2.0.1

BizAppA 3.0.1.7

3.1.42

1.0.1

2.0.1

1.0.1

2.0.1

3.0.1.7

7.0.0.2000

7.5.21.2521

Business

Business

Business

Business

Business

Business

Business

Business

Business

793

728

8,586

2.817

17,932

7.302

70.144

761

409

42

39

701

237

662

220

856

61

31

26

29

59

57

59

57

59

41

22

18.88

18.66

12.25

11.88

27.09

33.19

81.94

12.48

13.18

D

Rows 1-10

The expanded view shows information about various applications.



- 1. Graphs
  - Mouse over a data point in the graphs to see specific information.
  - Click the name of an app below a graph to hide that app temporarily. The rest of the graph redraws based on the remaining data points.
  - a. Application Usage Total Minutes and Total Devices Graphs (sorted by app name):

These charts display the total minutes used by the top six most-utilized applications, along with the number of devices using these apps within a specified time frame. Use the filters on the right side of the screen to control the apps shown.



b. Application Usage Total Minutes and Total Devices Graphs (sorted by app version):

Click the **By App Version** tab to view the top 6 mostly used applications narrowed down by the most-utilized app version. These charts display the total minutes used by the top six most-utilized
applications in the format of **App name + Version number**. Use the filters on the right side of the screen to control the apps shown.



c. Individual application usage comparison table:

Usage Comparison by App Version - Daily (61)							
Application Name	Version	Application Category	Total Min ⑦ Used	Total No. Devices	Total No. Sites	Average ⑦ Min Used	View Devices
Application Business 3.1.32	3.1.32	Business	953	50	35	19.06	View Devices
Application Business 3.1.42	3.1.42	Business	793	42	26	18.88	View Devices
Application Business 7.5.21	7.5.21.2521	Business	728	39	29	18.66	View Devices
Attendant 1.0.1	1.0.1	Business	8,586	701	59	12.25	View Devices
Attendant 2.0.1	2.0.1	Business	2,817	237	57	11.88	View Devices
BizAppA 1.0.1	1.0.1	Business	17,932	662	59	27.09	View Devices
Chrome 71.0.3578.99	71.0.3578.99	Utility	468	77	47	6.08	View Devices
Calculator 6.0.1	6.0.1	Utility	199	30	25	6.63	View Devices
Camera 2.0.002 (12-00)	2.0.002 (12-00)	Non Business	101	63	40	1.61	View Devices
Camera 2.0.002 (29-00)	2.0.002 (29-00)	Non Business	69	41	29	1.67	View Devices
≪ < 1234567 ≽ ≫							

The application category identifies if an application is business-related or not, which helps assess the necessity of the application.

- Business The application is business-related.
- Non-Business The application is not business-related.
- Utility The application is a utility application, such as App Manage or Battery Manager.
- **Unassigned** The application category is not assigned due to a lack of information or user intervention.

For instructions for how to manually reassign the Application Category, go to Reassign App Categories

2. Data Grid Columns

Application Name, Version, Application Category, Total Min Used, Total No. Devices, Total No. Sites, Average Min Used, and View Devices.

- 3. Date Range Options
  - Last 7 Days (Default)
  - Custom Range
- 4. Use Case(s)
  - Track if the business applications are used as intended.
  - Identify if there are non-business applications installed on the devices and their usage to evaluate if operation is impacted by too much use of non-business applications.
  - Establish the processes to ensure appropriate user behavior in device utilization.

# **Device Disruptions**

This report displays the number of device reboots (user or system initiated) and ANRs (Application Not Responding). The insight provided by this report improves operational productivity by identifying devices that are experiencing frequent reboots or that are not responsive, allowing customers to investigate the issues and fix or replace poorly performing devices.

### **Tile View**

The tile displays the number of device reboots (system-initiated and user-initiated) and ANRs during the last 7 days. Mouse over the individual data points on the tile for details.



### **Expanded View**

The expanded view shows additional information.



1. Total Reboots and Total Application Not Responding (ANRs) Overview Graph (Absolute Totals)



• Displays the total number of reboots (system-initiated and user-initiated) and ANRs during the last 7 days (default) or the time range specified by the user.

### 2. Total Reboots and ANRs Overview Graph (Normalized Totals)



• Displays the total number of reboots (system-initiated and user-initiated) and ANRs per device level during the last 7 days (default) or the time range specified by the user.

3. Device Breakdown Table (available when Absolute or Normalized is selected)

Set Filter									
Select Colu	mn 🖌 Seard	ch text		Se	arch Clear				
Device Breakdo	own (1186)								
Device SR No.	Device Name	Мо	os	Site Name	Total ⑦.∽ Disruptions (ANRs+Reboots)	Total Reboots ⑦ (User Initiated + System Initiated)	User ⑦ Initiated Reboots	System (?) Initiated Reboots	Total ⑦ ANRs
D19291010M0	TC51-D19291010M	TC51		STORE101	15	10	4	6	5
D19291010M0	TC51-D19291010M	TC51		STORE101	13	10	4	6	3
D19291010M0	TC51-D19291010M	TC51		STORE101	12	8	4	4	4
D19291010M0	TC51-D19291010M	TC51		STORE101	9	6	2	4	3
D19291010M0	TC51-D19291010M	TC51		STORE101	9	7	3	4	2
D19291010M12	TC51-D19291010M1	TC51		STORE101	8	6	2	4	2
D19291010M0	MC95-D19291010M	MC95	9	STORE143	8	7	3	4	1
D19291010M0	TC51-D19291010M	TC51		STORE101	8	7	3	4	1
D19291010M0	TC51-D19291010M	TC51		STORE101	8	5	1	4	3
	TC51-D19291010M	TC51		STORE101	8	6	2	4	2

- Data Grid Columns: Device Serial (SR) No., Device Name, Model, OS, Site Name, Total Disruptions (ANRs + Reboots), Total Reboots (User Initiated + System Initiated), User Initiated Reboots, System Initiated Reboots, Total ANRs.
- Click on a device serial number to view the device details page.

#### 4. View ANRs Graph



- Displays the top six applications reporting the most ANRs.
- Mouse over the data point of any application on the graph to view the number of ANRs for the selected application for a specific time period.

5. Application Not Responding (ANR) Details Table (Available when View ANRS is selected)

Select Column 🗸	Search text	Search Cle	ar		
pplication Not Responding (A	ANR) Details (81	l) App Package	Total ANRs	Device Count	Thread States
om.android.systemui		com.android.systemui	23	23	VIEW THREAD STATE
om.android.systemui		com.wfc.voice	27	27	VIEW THREAD STATE
om.android.systemui		com.datawedge	24	23	VIEW THREAD STATE
om.android.systemui		com.mxmf.csp.mx	23	22	VIEW THREAD STATE
om.android.systemui		system_server	23	23	VIEW THREAD STATE
om.android.systemui		net.soti.mobicontrol.androidwork	23	23	VIEW THREAD STATE
om.android.systemui		net.soti.mobicontrol	16	16	VIEW THREAD STATE
om.android.systemui		com.anbrowser	21	21	VIEW THREAD STATE
om.android.systemui		com.pricechecker	18	18	VIEW THREAD STATE
om.bbb.pricechecker		net.soti.mobicontrol	29	28	VIEW THREAD STATE

- Data Grid Columns: Application Name, Package Name, Total ANRs, Device Count, and Thread States.
- In the table, click View Thread States for an application to show the thread states information for that application for the last 12 months (default).



- 6. Date Range Options
  - Last 7 Days (Default)
  - Custom Range

- 7. Use Case(s)
  - Provide descriptive analytics and trending of total reboots, generated reboots, and systemgenerated reboots to help identify devices with performance issues.
  - Provide descriptive analytics of ANRs and related applications and possible reason (thread states) for ANRs to enable indications of possible application issues and information to aid the application development team in debugging issues.

#### See Also

Displaying Mobile Computer Details Displaying Printer Details Displaying Scanner Details

# Memory (RAM) Utilization by App

This report displays the day of Memory (RAM) usage activity to provide insight into applications' high Memory utilization.

- High RAM consumption by top business applications.
- High RAM consumption by top non-business applications.
- High RAM consumption by top utility applications.

#### **Expanded View**

The expanded view displays additional information.

The **Apps Impacted** section provides insight into the total RAM usage by all device applications based on top business, non-business, and utility apps.

LAST REFRESHED 1306 I	( (RAM) UTILIZATION BY APP						
APPS IMPACTED (High RAM consumption) 98.4% (63)							
Top business apps		Top non business	s apps		Top Utility apps		
Application	Devices 🗸	Application	Devices 🗸		Application	Devices 🗸	
MobiControl	1,190	Whywaste	1,017		Chrome	1,303	
Enterprise Home Screen	1,015	Comcenter SMART	1,014		StageNow	1,126	
SOTI Surf	998	Velocity	1,007		Pnc	1,023	
Diagnostic Tool	913	Installationsprogr	1,001		ZebraVolumeControl3	991	
UPS	907	Contacts	998		VolumeHead	971	
View More Details							
Consider disabling or remo	Consider disabling or removing all nonessential services and background applications to help reduce the memory usage of the device. This will help ensure all critical applications have the necessary memory to function property.						

Click **View More Details** at the bottom of the screen to view the following details:

- Application
- Device Serial (SR) No
- Device Name
- Application Category
- Model
- Site
- RAM Usage (in MB)

MEMORY BY APP DETAILS	,
-----------------------	---

MEMORY (RAM) UTILIZATION BY APP LAST REFRESHED 1316 MINUTES AGO

Application	Device SR No.	Device Name	Application Category	Model	Site	RAM Usage (in MB)
Sboard	D19291010M0490	TC75X-D19291010M0490	Non Business	TC75X	STORE160	35
Inställninger	D19291010M0490	TC75X-D19291010M0490	Non Business	ТС75Х	STORE160	8.60
Keep Notes	D19291010M1010	TC75X-D19291010M1010	Non Business	TC75X	STORE160	79
Velocity	D19291010M0069	TC75X-D19291010M0069	Non Business	TC75X	STORE160	68
GolfRival	D19291010M0069	TC75X-D19291010M0069	Non Business	TC75X	STORE160	59
Microsoft Remote De	D19291010M0069	TC75X-D19291010M0069	Business	TC75X	STORE160	34
Order Picking	D19291010M0010	TC75X-D19291010M0010	Non Business	ТС75Х	STORE160	154
EMDK Service	D19291010M0010	TC75X-D19291010M0010	Utility	TC75X	STORE160	114
Enterprise Keyboard	D19291010M0490	TC75X-D19291010M0490	Utility	TC75X	STORE160	77.90
BusinessExpress	D19291010M0490	TC75X-D19291010M0490	Business	TC75X	STORE160	3.9
Comcenter SMART	D19291010M1010	TC75X-D19291010M1010	Non Business	TC75X	STORE160	168
Device Central	D19291010M1010	TC75X-D19291010M1010	Utility	ТС75Х	STORE160	93
Enterprise Keyboard	D19291010M1010	TC75X-D19291010M1010	Utility	TC75X	STORE160	139
Inställningar	D19291010M0069	TC75X-D19291010M0069	Non Business	TC75X	STORE160	10.56
Keep Notes	D19291010M0069	TC75X-D19291010M0069	Non Business	TC75X	STORE160	5.70
Klocka	D19291010M0010	TC75X-D19291010M0010	Non Business	ТС7БХ	STORE160	5.70
Telefon	D19291010M0490	TC75X-D19291010M0490	Unassigned	TC75X	STORE160	34
PnC	D19291010M0490	TC75X-D19291010M0490	System Package	TC75X	STORE160	44.1
SoftOne GO	D19291010M0490	TC75X-D19291010M0490	Business	TC75X	STORE160	5.40
Behörighetsansvarig	D19291010M1010	TC75X-D19291010M1010	Non Business	TC75X	STORE160	11
Camera	D19291010M1010	TC75X-D19291010M1010	Non Business	TC75X	STORE160	10
Enterprise Keyboard	D19291010M0010	TC75X-D19291010M0010	Utility	TC75X	STORE160	72
UPS	D19291010M0490	TC75X-D19291010M0490	Business	TC75X	STORE160	279.59
OEMConfig	D19291010M1010	TC75X-D19291010M1010	Business	TC75X	STORE160	72
BusinessExpress	D19291010M1010	TC75X-D19291010M1010	Business	TC75X	STORE160	38

Rows 1-25

# **Physical Memory (RAM) Utilization**

This report displays the top sites with high physical memory (RAM) utilization issues per-user settings. It provides a color-coded alert on the report tile to indicate if there are sites with too many devices with physical memory issues.

If a device's physical memory is utilized more than 90% of the total memory during a given hour, it is considered a high physical memory utilization event.

#### **Tile View**

The tile displays the number of sites in each alert category and distribution.





NOTE: Only sites with devices identified with physical memory issues are included in the report.

#### **Tile Alert Threshold Settings**

An admin can modify the report threshold values.

• Operation Impact Tolerance Per Day

The percentage of utilized hours per day that are impacted due to high physical memory utilization. The default is 25%, so if a device experiences high physical memory utilization for more than 25% of its utilized hours during a day, the whole day is considered an impacted day for this device.

Site Impact for the Alert

The tile alert threshold can be set by using the percentage of impacted devices compared to the utilized devices at a site. The default settings are:

- Normal: The site contains less than 15% of devices impacted.
- Warning: The site contains 15% 24% of devices impacted.
- Critical: The site contains more than 25% of devices impacted.

The settings can be modified to align with individual standards.

# 1. Click **2** > Report Settings.

The **Report Settings** screen displays.

2. Click Physical Memory (RAM) Utilization.

Physical Memory (RAM) Utilization	
Operation Impact Tolerance Per day	
Percentage of utilized hours per day which are impacted due to high physical memory utilization	
25%	
CANCEL SAVE	
Site Impact	
Percentage of devices impacted by high physical memory utilization against utilized devices at the site. A device that had more number of days impacted will generate more impact as compared to a device with less number of days impacted.	
15% 25%	
	_/
CANCEL SAVE	/

The Threshold settings screen displays.

3. Drag the sliders to the desired value, and then click Save (1).

The change picks up in the next data load, and the count of the critical battery events is based on the new value.



**NOTE:** The historical data for critical battery events based on previous setting value(s) will not be changed.

4. To reset the value back to the default, click Revert Settings.

# **Expanded View**

The expanded view shows additional information



- 1. Graphs
  - a. Overview:
    - Graph of top 10 sites impacted ranked by percentage

Displays the top 10 sites that are most impacted by high physical memory utilization ranked by the percentage of impacted devices out of all utilized devices on the site.

• Graph of top 10 sites impacted - ranked by impacted devices

Click **View Total Devices impacted** to view the top 10 sites that are most impacted by high physical memory utilization ranked by impacted devices on the site.

- Hover over the graph and view the percentage or number of devices in different aging buckets.
- Click the legends to turn them on/off, and the graph changes accordingly.
- **b.** Total Impacted devices graph



- Click the **Overview** tab and select **Impacted Devices** to show this graph.
- Click All devices and select specific model of devices to show the graph accordingly.
- Hover over the graph to view the number of impacted devices and utilized devices on a specific day during the time range selected.
- Click the legends to turn them on/off, and the graph changes accordingly.
- c. Site Alerts graph
  - This graph is the same as displayed in the tile view.
- 2. Data Grid Columns
  - Device SR No, Device Name, Model, Full Model No, OS, BSP, Impacted Days, Site Name, Hierarchy (hidden by default), Total Memory (MB), Min Mem Consumed (MB), Median Mem Consumed (MB), Average Mem Consumed (MB), and Max Mem Consumed (MB).

- 3. Date Range Options
  - Today
  - Last 7 Days (Default)
  - Last 30 Days
  - Month to Date
  - Year to Date
  - Last Months
  - Custom Range
- 4. Use Case(s)
  - Proactively track sites and devices impacted by high physical memory utilization issues and assess the impact on operations by such issues.

# **Scan Metrics**

This report displays the total number of scans and the number of successful scans and compares the symbology from scans performed by Zebra Android mobile computers. The insight provided by this report improves operational productivity by tracking successful/ unsuccessful scans, which allows customers to identify troublesome areas of the business. The root cause can be users, poor-quality bar codes, or device issues.

### **Tile View**

The tile displays the number of successful scans out of the total scans reported from all mobile computers and the success rate during the default time range. It also shows the average scans and average successful scans per device. The report tile shows a visual alert based on the success rate threshold that you set.

Scan Metrics	
SUCCESSFUL SCANS 64,481 out of 566,556 Total Scans	11% Success Rate
Average Scans Per Device	1,434
Average Successful Scans Per Device	163
Last 7 Days	

#### **Tile Alert Threshold Settings**

An admin can modify the report threshold values.

1. Click Settings > Company Level Settings > Report Settings.

The **Report Settings** screen displays.

2. Click Scan Metrics.

Scan Metrics		^
Tile Alert		
Percentage of successful scan rate for devices. This percentage crossing into the respective thresholds will reflect on the tile color accordingly.		
70 % 80 %		
		-
	CANCEL	SAVE
	OANGEL	OATE

The Threshold settings screen displays.

3. Drag the sliders to the desired values, and then click Save (1).

The change picks up in the next data load, and the count of the successful scan rates is based on the new value.



**NOTE:** The historical data for successful scan rates based on previous setting value(s) will not be changed.

4. To reset the value back to the default, click Revert Settings.

### **Expanded View**

The expanded view shows additional information.



### 1. Graphs

a. Scans Over Time (Absolute Totals):



• Displays the Total Scans, Successful Scans and Success Rate (%) from all mobile computers performing scans during the last 7 days (default) or a time range specified by the user.



**b.** Scans Over Time (Normalized Totals):

- Displays the Scans Per Device, Successful Scans Per Device, and Success Rate Per Device (%)
  per device that performed scans during the last 7 days (default) or a time range specified by the
  user.
- c. Barcode Symbology Comparison:



• Displays the top 10 most scanned symbologies. You can select which ones (up to 10) to display on the graph by setting the Select Symbologies filter on the right side of the screen.

- 2. Data Grid Columns
  - Device Serial (SR) No, Model, Site Name, Hierarchy, Total Scans, Successful Scans, and Success Rate.
- 3. Date Range Options
  - Last 7 Days (Default)
  - Custom Range
- 4. Use Case(s)
  - Provide descriptive analytics and trending of total, successful scans, and percent successful scans.
  - Identify potential problems with the device by observing changes in utilization, reduced or low scan success rates, etc.
  - Identify problems with symbology by correlating symbology with high failed scans/low scan success rates.

# **Storage Memory Utilization**

This report displays the top sites with storage memory issues per user's settings. The report provides a color-coded alert on the report tile to indicate if sites have too many devices with storage memory issues.

If a device's storage memory uses more than 90% of the total memory during a given hour, it is considered a high storage memory utilization event.

### **Tile View**

The tile displays the number of sites in each alert category and distribution

Storage Memory Utilization	
SITE ALERTS	Normal (268) Warning (5)
Last 7 Days	VIEW REPORT >



NOTE: Only sites with devices identified with physical memory issues are included in the report.

#### **Tile Alert Threshold Settings**

An admin can modify the report threshold values.

1. Click **Settings** > Report Settings.

The **Report Settings** screen displays.

2. Click Storage Memory Utilization.

Storage Memory Utilization	^
Site Impact Percentage of devices impacted by high storage memory utilization against active devices at the site. A device that had more number of days impacted will generate more impact a compared to a device with less number of days impacted.	5
15% 25%	_
CANCEL	SAVE 🗲

The Threshold settings screen displays.

3. Drag the sliders to the desired value, and then click Save (1).

The change picks up in the next data load, and the count of the critical battery events is based on the new value.

**NOTE:** The historical data for critical battery events based on previous setting value(s) will not be changed.

- 4. To reset the value back to the default, click Revert Settings.
- 5. Site impact for the tile alert:
  - Administrators can set the tile alert threshold using the percentage of impacted devices against active devices for a site. The default settings for site alerts are:
    - Normal Less than 15% of devices impacted on the site
    - Warning 15% 24% of devices impacted on the site
    - Critical 25% and above devices impacted on the site

#### **Expanded View**

RA

The expanded view shows additional information.



- 1. Graphs
  - a. Overview:
    - Graph of top 10 sites impacted ranked by percentage

Displays the top 10 sites that are most impacted by high physical memory utilization ranked by the percentage of impacted devices out of all utilized devices on the site.

• Graph of top 10 sites impacted - ranked by total impacted devices

Click **View Total Devices impacted** to view the top 10 sites that are most impacted by high storage memory utilization ranked by impacted devices on the site.

- Click the legends to turn them on/off, and the graph changes accordingly.
- **b.** Total Impacted devices graph



- Click the **Overview** tab and select **Impacted Devices** to show this graph.
- Click All devices and select a specific model of devices to show the graph accordingly.
- Hover over the graph to view the number of impacted devices and utilized devices on a specific day during the time range selected.
- Click the legends to turn them on/off, and the graph changes accordingly.
- c. Site Alerts graph
  - This graph is the same as displayed in the tile view.
- 2. Data Grid Columns
  - Device SR No, Device Name, Model, Full Model No, Impacted Days, OS, BSP, Site Name, Hierarchy (hidden by default), Total Memory (MB), Average Mem Consumed (MB), Max Mem Consumed (MB), and Max %.

- 3. Date Range Options
  - Today
  - Last 7 Days (Default)
  - Last 30 Days
  - Month to Date
  - Year to Date
  - Last Months
  - Custom Range
- 4. Use Case(s)
  - Proactively track sites and devices impacted by high storage memory utilization issues and assess the impact on operations by such issues.

# **Utilization Rightsizing**

This report displays the top sites with the least and most device utilization per user's settings. The report provides a color-coded alert on the report tile to indicate if sites have too much or too little device utilization.

#### **Tile View**

The tile displays the number of sites in each alert category and distribution during the last 30 days.

Utilization Rightsizing	
	Normal (82) Warning (147) Critical (1,238)
Last 7 Days	VIEW REPORT >

#### **Tile Alert Threshold Settings**

An admin can modify the report threshold values.

The default settings are:

- **Red (under-utilized, critical)** Less than 70% of devices on a site are utilized on a site.
- Amber (under-utilized, warning) Greater than or equal to 70% and less than 80% of devices on a site are utilized on a site.
- Green (utilized at right level) Greater than or equal to 80% and less than 95% of devices on a site are utilized on a site.
- Red (over-utilized, critical) Greater than or equal to 95% of devices on a site are utilized on a site.

The settings can be modified to align with individual standards.

1. Click Settings > Report Settings.

The **Report Settings** screen displays.

2. Click Utilization Rightsizing.

Utilization Rightsizing	^	
% of devices utilized out of all devices in operation on a site		
	70 % 80 % 95 %	
	<b>i</b> i	
	CANCEL SAVE	4

The Threshold settings screen displays.

3. Drag the sliders to the desired value, and then click Save (1).

The next data load reflects the change, and the count of critical battery events is based on the new value.



**NOTE:** The historical data for critical battery events based on previous setting value(s) will not be changed.

**4.** To reset the value back to the default, click **Revert Settings**.

#### **Expanded View**

The expanded view shows additional information.

Utiliza	tion Rightsizing	]		Ma	ar 05, 2025 - Mar 11, 2025	Export Report	✓ Reset To Default
Filters							
Search For Site		٩					
Mobile Computers	Models -	System Tags 🔹 User Tags 🔹					Apply Filters
		Least Utilization Percentage			Most Utilization P	ercentage 🚯	
STORE101 STORE149 STORE102 STORE103 STORE104 STORE105 STORE105 STORE107 STORE108 STORE109		78.2	26% 89.66% 100% 100% 100% 100% 100% 100% 100% 1	STORE102 STORE103 STORE104 STORE105 STORE106 STORE107 STORE107 STORE109 STORE100 STORE110 STORE111			100% 100% 100% 100% 100% 100% 100% 100%
Site Name	Model	Full Model No.	Maximum Utilization %	No. of Max	Utilized Devices	No. of Max In Operation	on Devices
STORE160	TC51	TC510K-2PAZU4P-US	100.00%	3		3	
STORE160	TC75X	TC75AH-KA11ES-A1	100.00%	6		6	
STORE160	TC52	TC520K-1PEZU4P-NA	100.00%	3		3	
STORE160	MC95	MC95-SA12-NA	100.00%	2		2	
STORE159	MC95	MC95-SA12-NA	100.00%	4		4	
STORE159	TC52	TC520K-1PEZU4P-NA	100.00%	5		5	~
STORE150	TC75Y	Т075АН-КА11ES-А1	100.00%	Λ		Λ	

- 1. Graphs
  - a. Top Sites with the Least Utilization
    - Displays the top 10 sites with the least utilization percentage of utilized devices out of the total devices in operation on a site.
  - **b.** Top Sites with the Most Utilization
    - Displays the top 10 sites with the most utilization percentage of utilized devices out of the total devices in operation on a site.
- 2. Data Grid Columns
  - Site Name, Hierarchy (hidden by default), Model, Full Model No, Maximum Utilization %, No. of Max Utilized Devices, and No. of Max in Operation Devices.
- 3. Date Range Options
  - Last 7 Days (Default)
  - Last Month
  - Custom Range
- 4. Use Case(s)
  - Identify sites with device utilization issues to right-size device distribution throughout sites to increase device utilization.

# WLAN Signal Strength

This report provides WLAN signal strength details at the site and access point (AP) level. It is possible to choose any of the sites and view the signal strength that devices have reported when connecting to all Access Points (APs) on that site during the last 7 days.

An AP can be selected to view the reported signal strength for that specific AP on any day during the last 7 days.



### NOTE:

This report requires WLAN data collection from MDM (for devices enrolled in MDM) and/or from Zebra Data Services (ZDS) agent on Zebra Android devices with internet access. To enable the data collection on your devices and/or to increase the data collection frequency, use the WLAN Data Collection configuration files available for download <u>here</u>.

#### **Tile View**

The tile displays the summary of WLAN signal strengths reported by devices on all sites. The numbers in devices reporting different levels of WLAN signal strengths on each site are displayed to indicate the WLAN network quality during the last 7 days.

Users can click any site listed in the tile view to get to the expanded view of the report.

WLAN Signa	al Strength									
UNIQUE DEVICE	UNIQUE DEVICE COUNT PER SITE									
Site	Poor	Good	Excellent							
DEMO-CO1-SITE- NAME-4	3	1	4							
DEMO-CO1-SITE- NAME-1	2	1	48							
DEMO-CO1-SITE-	2	1	23							
Last 7 Days			VIEW REPORT >							

#### **Report Settings**

An admin can modify the report threshold values.

**Signal Strength** - Slide the bar for Signal Strength to change the definition of Poor, Good, and Excellent signal strengths.

- Default values are:
  - Excellent signal strength (signal strength >= -65dbm)
  - Good signal strength (signal strength between –66 and –77dbm)
  - Poor signal strength (signal strength <= -78dbm)</li>
  - Add AP Friendly Name(s)

**Add AP Friendly Name(s)** - A .csv file can be uploaded to assign friendly names to access points, simplifying their identification. A sample file is available for download to facilitate the easy assignment of friendly names to the access points.

BSSID	AP Friendly Name
1a2b3c4d5e6f	Store Front Lobby
8f7e6d5c4b3a	Loading Dock
a4b6s4f5d54s	Main office

The sample file follows the same format, so friendly names can be applied correctly. After the file is uploaded, the friendly names are reflected in this report and the Out of Contact report after the next data load.

# 1. Click Settings > Report Settings.

The Report Settings screen displays.

2. Click WLAN Signal Strength.

WLAN Signal Strength	^
Signal Strength	
Signal strength header.	
-77 dBm -65 dBm	
	CANCEL SAVE-
Add AP Friendly Name(s)	
Via uploading a CSV file (DOWNLDAD A SAMPLE FILE) Please note that new file will update existing data.	
UPLOAD	

The **Threshold** settings screen displays.

3. Drag the sliders to the desired value, and then click Save (1).

The change is set to be reflected in the upcoming data load.



**NOTE:** The historical data based on previous setting value(s) will not be changed.

4. To reset the value back to the default, click Revert Settings.

### **Expanded View**

The expanded view displays additional information.



- 1. Graphs
  - **a.** The first graph displays the number of devices reporting for each signal strength. The level of signal strengths reported are displayed with color-coded indicators.
    - Blue Excellent signal strength, >= -65dbm
    - Light blue Good signal strength, between -66 and -77dbm
    - Yellow Poor signal strength, <= -78dbm

Click on a signal strength filter above the graph to limit the data to just that signal strength. This example shows just poor signal strength.

Number of unique devices reporting for each signal strength         3 Apr         4 Apr         5 Apr         6 Apr         7 Apr         8 Apr         9 Apr           Color3dd 203650         Poor         5         1         0									Excellent	t Signal Stree	anth Gov	d Signal Str	enath P	oor Signal Str	enath	Clear Filte
Number of unique diverse reporting benchmark         3 Apr         4 Apr         5 Apr         6 Apr         7 Apr         6 Apr<									Excenter	olginal other		in orginal out			ciigui	biedi Tiite
Signal Strength         3 Agr         4 Agr         5 Agr         7 Agr         7 Agr         7 Agr         8 Agr         0 Agr           Colspan=16         Signal Strength         3 Agr         V         4 Agr         5 Agr         C Agr																
Signal Strength $3  \text{Apr}$ $4  \text{Apr}$ $5  \text{Apr}$ $7  \text{Apr}$ $7  \text{Apr}$ $8  \text{Apr}$ $9  Ap$	lumber of unique of	devices reporting fo	r each signal s	trength												
Total Signal Paperted         Unique Reported         Total Signal Paperted         Unique Devices         Total Signal Reported         Unique Devices         Total Signal Reported	Access Points	Signal Strength	3 Apr		4 Apr		5 Apr		6 Apr		7 Apr		8 Apr		9 Apr	
Obside         Oper         5         1         0			Total Signals Reported	Unique Devices	Total Signals Reported	Unique Device:										
D02c2532ffd/4c         Poor         0         0         1         1         2         1         5         1         5         1         2         1         2         1         5         1         5         1         2         1         5         1         5         1         2         1         5         1         2         1         2         1         5         1         2 <th1< th="">         2         1</th1<>	00:1a:d8:d0:36:50	Poor	5	1	0	0	0	0	0	0	0	0	0	0	0	0
Dodd Addresses         Poor         1         1         2         1         0         0         4         1         0         4         1         0         0         4         1         0         0         0         0         4         1         0         0         0         0         4         1         0	00:2c:53:2f:fd:4c	Poor	0	0	1	1	2	1	5	1	2	1	5	1	2	1
Operator         For         5         1         0 <th0< td=""><td>00:87:4b:7e:db:4f</td><td>Poor</td><td>1</td><td>1</td><td>2</td><td>1</td><td>0</td><td>0</td><td>4</td><td>1</td><td>0</td><td>0</td><td>4</td><td>1</td><td>0</td><td>0</td></th0<>	00:87:4b:7e:db:4f	Poor	1	1	2	1	0	0	4	1	0	0	4	1	0	0
Model         Poor         4         1         0<	00:8e:d4:42:c9:77	Poor	5	1	0	0	0	0	0	0	0	0	0	0	0	0
Model:         Second Mark         Foor         6         1         0	00:91:5b:83:de:2d	Poor	4	1	0	0	0	0	0	0	0	0	0	0	0	0
MonaState25a7Ad         Poor         3         1         00         0         2         1         4         1         3         1         4         1         2         1           MonaStateSta6Ad         Poor         4         1         4         1         6         1         0         0         4         1         4         1         2         1           MonaStateSta6Ad         Poor         4         1         4         1         6         1         0         0         4         1         0         6         1           MonaStateSta6Ad         Poor         3         1         5         1         3         1         2         1         3         1         2         1         3         1         2         1         3         1         2         1         3         1         2         1         3         1         2         1         3         1         2         1         3         1         2         1         3         1         2         1         3         1         2         1         3         1         2         1         3         1         3         <	00:98:5c:32:a6:04	Poor	6	1	0	0	0	0	0	0	0	0	0	0	0	0
ModelS12dE6a86         Poor         4         1         4         1         6         1         0         0         4         1         0         6         1           ModelS12dE6a86         Poor         3         1         5         1         3         1         2         1         3         1         2         1         3         1         2         1         3         3	00:a8:d8:25:a7:4d	Poor	3	1	0	0	2	1	4	1	3	1	4	1	2	1
Operative:deded0f         Poor         3         1         5         1         3         1         2         1         3         1         2         1         3         1         3         1         3         1         2         1         3         1         3         1         3         1         3         1         2         1         3         3	00:af:31:2d:6a:86	Poor	4	1	4	1	6	1	0	0	4	1	0	0	6	1
00:d2:75:84:cffe Poor 6 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	00:c1:ce:dd:ed:0f	Poor	3	1	5	1	3	1	2	1	3	1	2	1	3	1
	00:d2:75:84:cf:fe	Poor	6	1	0	0	0	0	0	0	0	0	0	0	0	0

**b.** The second graph displays the unique devices. Click on a device serial (SR) number to go to the details page for that device.

Device SR No. \land	Device Name	Model	Full Model No.	BSSID (?)	Access Point (?) Friendly Name	Signal Strength Reported	Band	Device Type	Reported Date/Time	Site Name	Hierarchy
D19291010M0544	TC75X-D19291010M0544	TC75X	TC75AH-KA11ES-A1	54:ee:03:eb:2e:2b		-2	Excellent	MOBILE COMPUTER	Apr 6, 2025 14:00:00	STORE103	ZEBRA/REGION/CO.
D19291010M0672	TC75X-D19291010M0672	TC75X	TC75AH-KA11ES-A1	c0:df:fd:16:a4:21		-91	Poor	MOBILE COMPUTER	Apr 8, 2025 00:00:00	STORE101	ZEBRA/REGION/CO.
D19291010M0165	TC75X-D19291010M0165	TC75X	TC75AH-KA11ES-A1	08:0a:b1:1c:69:bc		-78	Poor	MOBILE COMPUTER	Apr 4, 2025 06:00:00	STORE134	ZEBRA/REGION/CO.
D19291010M0073	TC75X-D19291010M0073	TC75X	TC75AH-KA11ES-A1	e6:7c:11:39:02:0a		-93	Poor	MOBILE COMPUTER	Apr 8, 2025 14:00:00	STORE103	ZEBRA/REGION/CO.
D19291010M0544	TC75X-D19291010M0544	TC75X	TC75AH-KA11ES-A1	54:ee:03:eb:2e:2b		-73	Good	MOBILE COMPUTER	Apr 5, 2025 13:00:00	STORE103	ZEBRA/REGION/CO.
D19291010M1026	TC75X-D19291010M1026	TC75X	TC75AH-KA11ES-A1	04:af:b2:2b:58:9a		-24	Excellent	MOBILE COMPUTER	Apr 9, 2025 22:00:00	STORE137	ZEBRA/REGION/CO.
D19291010M0981	TC75X-D19291010M0981	TC75X	TC75AH-KA11ES-A1	f0:ec:65:38:79:60		-79	Poor	MOBILE COMPUTER	Apr 8, 2025 03:00:00	STORE101	ZEBRA/REGION/CO.
D19291010M0817	TC75X-D19291010M0817	TC75X	TC75AH-KA11ES-A1	1c:2d:fc:76:15:99		-67	Good	MOBILE COMPUTER	Apr 6, 2025 17:00:00	STORE126	ZEBRA/REGION/CO.
D19291010M1202	TC75X-D19291010M1202	TC75X	TC75AH-KA11ES-A1	08:c5:fd:1c:b3:51		-35	Excellent	MOBILE COMPUTER	Apr 9, 2025 20:00:00	STORE102	ZEBRA/REGION/CO.
019291010M0099	TC75X-D19291010M0099	TC75X	TC75AH-KA11ES-A1	ce:2a:69:ed:e8:fb		-35	Excellent	MOBILE COMPUTER	Apr 8, 2025 07:00:00	STORE103	ZEBRA/REGION/CO.

- 2. Data Grid Columns
  - Device Serial (SR) No, Device Name, Model, Full Model No., BSSID, Access Point Friendly Name, Signal Strength Reported, Band (Excellent, Good, Poor), Device Type, Reported Date/Time, Site Name, and Hierarchy.
- 3. Date Range Options
  - Last 7 Days (Default)
- 4. Use Case(s)
  - Identify possible WLAN coverage issues.

### WWAN Utilization

This report displays the last 7 days of WWAN (Cellular) usage activity to provide insight into high WWAN utilization. Any applications, devices, or sites that are identified with higher than normal data consumption should be further investigated to ensure that the devices are operating with the correct applications and operating system versions.

This report contains the following data:

- Apps Impacted (High Data Usage) Broken down by top business and non-business apps.
- Devices Impacted (High Data Usage) Displaying top devices sorted by highest data usage.
- Sites Impacted (High Data Usage) Displaying top sites sorted by highest data usage.
- Carriers Impacted Showing location on a map of areas with poor performance issues.
- Faulty SIM Card Broken down by which performance issues were caused by the SIM cards.
- Total Device Data Usage Showing the total Gigabytes of data used during the date range.

#### **Apps Impacted**

The Apps Impacted tile provides insight into the applications on devices with high WWAN usage based on filter selections. This tile also breaks out the applications into business and non-business applications.

APPS IMPACTED (High Data Usage) 100% (62)					
Top business apps			Top non busines	s apps	
Application	Data 🗸 Usage		Application	Data Usage (GB)	~
	(GB)		Camera	43,997.863	
BusinessApp	5,441.960		Inställningar	38,411.084	
Keep Notes	5,348.268		Behörighetsans	38,130.202	
Nomor+	5,005.214		EnterpriseBrow	36,867.185	
Attendant	4,845.529		Klocka	35.504.343	
MobiControl	4,802.277				
≪ < 1 > ≫		Rows 1-5	$\ll \langle 1 \rangle \gg$		Rows 1-5
		View Mor	e Details		

Click **View More Details** to see data usage sorted by specific apps. Any applications that are identified with higher than normal data consumption should be further investigated to ensure that all devices are operating with the correct applications and operating system versions.

The data usage table includes the following fields:

- Application
- Version
- Application Category
- Device Serial (SR) No

- Device Name
- Model
- Site
- Data Usage (in GB)

APPSI	MPACTE	ED DETAILS						Filters
WAN ANALYTICS								Date
AST REFRESHED 20	43 MINUTES	S AGO						Lest 14 Days
Apps Impacted (Hig	h data usage	e) (2,000+)						
Application	Version	Application Category	Device SR No.	Device Name	Model	Site	Data Usage (in GB) 🗸 🗸	Site
Android-system	11	System Package	D19291010M0578	TC75X-D19291010M0578	TC75X	STORE132	43.28	Include all
ZebraDeviceManager	13.2.0.7	Utility	D19291010M0578	TC75X-D19291010M0578	TC75X	STORE132	43.23	
BusinessApp	4.0.4	Business	D19291010M1046	TC51-D19291010M1046	TC51	STORE119	43.21	Model
VolumeHead	1.7	Utility	D19291010M0185	MC95-D19291010M0185	MC95	STORE135	37.86	
VolumeHead	1.7	Utility	D19291010M1077	MC95-D19291010M1077	MC95	STORE135	37.79	Include all
Behörighetsansvarig	r_aml_30	Non Business	D19291010M0481	MC95-D19291010M0481	MC95	STORE115	35.84	
Whywaste	1.5.10	Non Business	D19291010M0414	TC75X-D19291010M0414	TC75X	STORE110	33.83	> Application Categor
VolumeHead	17	Utility	D19291010M0965	MC95-D19291010M0965	MC95	STORE115	33.79	
Behörighetsansvarig	r_aml_30	Non Business	D19291010M0620	MC95-D19291010M0620	MC95	STORE115	32.66	Include all
PnC	2018.2.0	System Package	D19291010M0197	TC52-D19291010M0197	TC52	STORE131	32.47	
Google Play-tjänster	24.20.13 (	Non Business	D19291010M1225	TC75X-D19291010M1225	TC75X	STORE154	32.47	
BusinessApp	4.0.4	Business	D19291010M0502	TC51-D19291010M0502	TC51	STORE133	32.46	Application
Nomor+	1.2.6	Business	D19291010M0305	TC51-D19291010M0305	TC51	STORE122	32.46	Include all
Inställningar	8.1.0	Non Business	D19291010M0338	TC52-D19291010M0338	TC52	STORE102	32.46	
EMDK Service	11.0.146.4	Utility	D19291010M0995	MC95-D19291010M0995	MC95	STORE115	32.46	
VolumeHead	1.7	Utility	D19291010M0365	TC52-D19291010M0365	TC52	STORE119	32.45	Device SR No.
StageNow	11.9.0.1	Utility	D19291010M0803	MC95-D19291010M0803	MC95	STORE115	32.45	
Keep Notes	4.0.4	Business	D19291010M0045	MC95-D19291010M0045	MC95	STORE125	32.45	Include all
Inställningar	8.1.0	Non Business	D19291010M0698	MC95-D19291010M0698	MC95	STORE122	32.45	
Battery Manager	1.3.3	Utility	D19291010M0959	TC52-D19291010M0959	TC52	STORE146	32.44	> User Tags
Inställningar	8.1.0	Non Business	D19291010M0578	TC75X-D19291010M0578	TC75X	STORE132	32.44	
Attendant	1.11.2	Business	D19291010M0423	TC51-D19291010M0423	TC51	STORE125	32.44	Include all
Camera	2.0.002 (1	Non Business	D19291010M1330	MC95-D19291010M1330	MC95	STORE153	32.44	
Keep Notes	4.0.4	Business	D19291010M0435	TC52-D19291010M0435	TC52	STORE121	32.44	
Android-system	11	System Package	D19291010M0643	TC52-D19291010M0643	TC52	STORE131	32.44	

### **Devices Impacted**

The Devices Impacted tile provides insight into the devices with high WWAN usage based on filter selections. This tile lists the top devices with high data usage.

DEVICES IMPACTED (High Data Usage) 92% (1,370)									
Top devices									
Device SR No	Data Usage 🗸 🗸 (GB)								
D19291010M07	491.148								
D19291010M0117	486.854								
D19291010M0015	482.769								
D19291010M1020	467.955								
D19291010M0410	467.063								
$\ll \langle 1 \rangle \gg$		Rows 1-5							
	View More Det	ails							

Click **View More Details** to see data usage sorted by specific devices. Any devices that are identified with higher than normal data consumption should be further investigated to ensure that the devices are operating with the correct applications and operating system versions.

The data usage table includes the following fields:

- Device Serial (SR) No
- Device Name
- Site
- Carrier
- Model
- Data Usage (in GB)

WWAN ANALYTICS												
AST REFRESHED	611 MINUTES AGO											
Devices impacted	vices impacted (High data usage) (2,000+)											
Device SR No.	Device Name	Site	Carrier	Model	Data Usage(in GB) 🗸							
19291010M0245	MC95-D19291010M0245	STORE131	carrier	MC95	142.64							
019291010M1291	TC75X-D19291010M1291	STORE153	Cellcom	тс75Х	140.13							
19291010M0368	TC51-D19291010M0368	STORE149	Smart Communic	TC51	124.58							
19291010M0965	MC95-D19291010M0965	STORE115	carrier	MC95	122.34							
19291010M0254	TC52-D19291010M0254	STORE116	Cellcom	TC52	121.87							
19291010M0489	TC52-D19291010M0489	STORE131	Webbing	TC52	121.77							
19291010M0616	MC95-D19291010M0616	STORE102	Singtel	MC95	120.54							
19291010M0265	MC95-D19291010M0265	STORE122	Cellcom	MC95	120.13							
19291010M0593	TC75X-D19291010M0593	STORE110	Smart Communic	тс75Х	115.51							
19291010M1118	TC75X-D19291010M1118	STORE149	carrier	тс75Х	115.12							
9291010M0389	MC95-D19291010M0389	STORE131	Singtel	MC95	114.86							
9291010M1263	TC51-D19291010M1263	STORE152	Singtel	TC51	114.84							
19291010M1295	TC52-D19291010M1295	STORE115	Cellcom	TC52	114.80							
19291010M0294	TC51-D19291010M0294	STORE153	Smart Communic	TC51	113.62							
19291010M0859	TC52-D19291010M0859	STORE110	Smart Communic	TC52	113.01							
19291010M1007	MC95-D19291010M1007	STORE140	Cellcom	MC95	112.17							
019291010M0743	TC52-D19291010M0743	STORE128	Movistar	TC52	111.35							
019291010M0408	MC95-D19291010M0408	STORE132	Singtel	MC95	110.84							
19291010M0578	TC75X-D19291010M0578	STORE132	Movistar	TC75X	110.13							
019291010M1212	MC95-D19291010M1212	STORE131	Smart Communic	MC95	110.04							
019291010M0015	MC95-D19291010M0015	STORE131	Movistar	MC95	109.66							
D19291010M0233	TC75X-D19291010M0233	STORE153	Movistar	тс75Х	108.47							
D19291010M0971	MC95-D19291010M0971	STORE112	Webbing	MC95	108.06							
D19291010M0338	TC52-D19291010M0338	STORE102	carrier	TC52	106.95							
D19291010M1069	TC51-D19291010M1069	STORE110	carrier	TC51	106.54							

### **Sites Impacted**

The Sites Impacted tile provides insight into the devices at sites with high WWAN usage based on filter selections. This tile lists the top sites with high data usage.

(High Data Usage) 97% (57)		
Top sites		
Sitename	Data Usage 🗸 🗸	
STORE115	9,965.312	1
STORE131	9,563.452	
STORE153	7,572.188	
STORE119	7,211.114	
STORE108	6,653.895	
$\ll$ < 1 > »		Rows 1-5

Click **View More Details** to see data usage sorted by specific sites. Any sites that are identified with higher than normal data consumption should be further investigated to ensure that the devices are operating with the correct applications and operating system versions.

The data usage table includes the following fields:

- Device Serial (SR) No
- Device Name
- Site
- Carrier
- Model

ITES	SIMPACTED DET	AILS			
ANALYTICS	2056 MINUTES AGO				
tes impacted (H	ich data usace) (2 000+)				
ntes impacted (i	igii data usage) (2,000 · )				
Device SR No.	Device Name	Site	Carrier	Model	
19291010M0010	TC75X-D19291010M0010	STORE160	Singtel	TC75X	
019291010M0010	TC75X-D19291010M0010	STORE160	Webbing	TC75X	
19291010M0010	TC75X-D19291010M0010	STORE160	Smart Communic	TC75X	
19291010M0069	TC75X-D19291010M0069	STORE160	Singtel	TC75X	
019291010M0490	TC75X-D19291010M0490	STORE160	carrier	TC75X	
19291010M0490	TC75X-D19291010M0490	STORE160	Singtel	TC75X	
19291010M0490	TC75X-D19291010M0490	STORE160	Smart Communic	тс75Х	
19291010M0509	TC75X-D19291010M0509	STORE160	Webbing	TC75X	
19291010M1010	TC75X-D19291010M1010	STORE160	Cellcom	TC75X	
D19291010M1010	TC75X-D19291010M1010	STORE160	carrier	TC75X	
019291010M0010	TC75X-D19291010M0010	STORE160	Smart Communic	TC75X	
19291010M0010	TC75X-D19291010M0010	STORE160	Singtel	TC75X	
019291010M0069	TC75X-D19291010M0069	STORE160	Cellcom	TC75X	
19291010M0069	TC75X-D19291010M0069	STORE160	Smart Communic	TC75X	
019291010M0069	TC75X-D19291010M0069	STORE160	Cellcom	TC75X	
019291010M0490	TC75X-D19291010M0490	STORE160	Cellcom	TC75X	
D19291010M0490	TC75X-D19291010M0490	STORE160	Webbing	TC75X	
D19291010M1010	TC75X-D19291010M1010	STORE160	Webbing	тс75Х	
D19291010M1010	TC75X-D19291010M1010	STORE160	Singtel	TC75X	
D19291010M0010	TC75X-D19291010M0010	STORE160	Smart Communic	тс75Х	
D19291010M0010	TC75X-D19291010M0010	STORE160	Webbing	тс75Х	
D19291010M0490	TC75X-D19291010M0490	STORE160	Movistar	TC75X	
D19291010M0490	TC75X-D19291010M0490	STORE160	Webbing	TC75X	
D19291010M1010	TC75X-D19291010M1010	STORE160	Cellcom	TC75X	

#### **Carriers Impacted (Poor Performance)**

The data in the Carries Impacted (Poor Performance) tile display carrier performance based on signal strength. If you are experiencing poor carrier performance, contact the carrier to discuss your plan's signal strength or consider switching carriers (if applicable) in that specific location.

CARRIERS	IMPACTED (POOR PE	RFORMANCE)				
Top carrier and	devices impacted		Location of devices impacted by poor carrier performance			
Carrier	Number of impacted devices		+ Vancouver Regina Winnipeg			
Verizon Wirele T-Mobile USA	22 43		Lewiston Helena Bismarck Duluth Ottawa Fredericton			
«<1>»		Bous 1-2	Boise Rochester Toronto Mattpeller Halifax Eureka Salt Like Ciry Chernne United States Springfield PitBourgh Rine con Reno Pueblo Wichita Evansville Richmond San Francisco Pueblo Wichita Evansville Richmond Los Angeles Phoenix Lubbock Dallas Jackson Crudad Juarz Austin New Orleans Jacksonville Corpus Christi Tampa			
«<1>»		Rows 1-2	Mapbox @ OpenStreeMap Improve this map			
	View More Details					

This tile includes a map that provides visual data. Zoom out to view regions affected, or zoom in to view details down to the street level.



Location of devices impacted by poor carrier performance





**NOTE:** This feature requires the collection of GPS coordinates, which is disabled by default. To enable the data collection on your devices, use the GPS Data Collection configuration files available for download <u>here</u>.

Click View More Details to see Carrier Poor Performance details.

The carriers impacted table includes the following fields:

- Device Serial (SR) No
- Device Name
- Carrier
- Generation
- Model
- Site
- Total Poor Signal Events
- Total Poor Connectivity Events

Filters

Date

	CARRIER POOR PERFORMANCE DETAILS
--	----------------------------------

WWA	IN ANALY HC:	>			
LAST	REFRESHED	12149	MINUT	ES	AG

Carriers Impacted	(Poor Performance) (1140)						
Device SR No.	Device Name	Carrier	Generation	Model	Site	Total poor signal events	Total poor connectivity events
D19291010M1248	MC95-D19291010M1248	T-Mobile USA	Unknown	MC95	STORE154	20	14
D19291010M0461	MC95-D19291010M0461	Verizon Wireless	2G	MC95	STORE149	13	7
D19291010M0666	MC95-D19291010M0666	Verizon Wireless	2G	MC95	STORE141	0	17
D19291010M1007	MC95-D19291010M1007	T-Mobile USA	5G	MC95	STORE140	2	3
D19291010M1103	MC95-D19291010M1103	Verizon Wireless	2G	MC95	STORE135	2	14
D19291010M0572	MC95-D19291010M0572	T-Mobile USA	5G	MC95	STORE135	1	22
D19291010M0259	MC95-D19291010M0259	T-Mobile USA	3G	MC95	STORE134	14	1
D19291010M0357	MC95-D19291010M0357	Verizon Wireless	Unknown	MC95	STORE124	6	18
D19291010M1290	MC95-D19291010M1290	Verizon Wireless	5G	MC95	STORE121	12	17
D19291010M0184	MC95-D19291010M0184	T-Mobile USA	4G	MC95	STORE103	19	0
D19291010M1289	TC51-D19291010M1289	T-Mobile USA	3G	TC51	STORE158	0	10
D19291010M0275	TC75X-D19291010M0275	T-Mobile USA	2G	TC75X	STORE158	1	1
D19291010M0104	TC75X-D19291010M0104	T-Mobile USA	2G	TC75X	STORE158	3	20
D19291010M0013	TC51-D19291010M0013	Verizon Wireless	Unknown	TC51	STORE152	3	9
D19291010M1085	TC51-D19291010M1085	T-Mobile USA	БG	TC51	STORE149	20	13
D19291010M0003	TC75X-D19291010M0003	Verizon Wireless	Unknown	TC75X	STORE144	3	2
D19291010M1129	TC75X-D19291010M1129	T-Mobile USA	4G	TC75X	STORE144	10	22
D19291010M1216	TC75X-D19291010M1216	Verizon Wireless	3G	TC75X	STORE139	Б	2
D19291010M0105	TC75X-D19291010M0105	T-Mobile USA	5G	TC75X	STORE133	0	15
D19291010M0841	TC75X-D19291010M0841	T-Mobile USA	3G	TC75X	STORE133	15	11
D19291010M0043	TC75X-D19291010M0043	T-Mobile USA	3G	TC75X	STORE128	3	2
D19291010M0158	TC51-D19291010M0158	Verizon Wireless	2G	TC51	STORE127	4	6
D19291010M1119	TC51-D19291010M1119	T-Mobile USA	Unknown	TC51	STORE127	19	3
D19291010M0707	TC75X-D19291010M0707	T-Mobile USA	Unknown	TC75X	STORE127	2	0
D19291010M0917	TC51-D19291010M0917	Verizon Wireless	Unknown	TC51	STORE125	14	23

#### Faulty SIM Card



The Faulty SIM Card tile displays the percentage of devices with a faulty SIM.

Click **View More Details** to see specific error messages and the devices that they occurred on.

The faulty SIM card table includes the following fields:

SIM Card Status

- Device Serial (SR) No
- International Mobile Equipment Identify (IMEI)
- Device Name
- Model
- Site

	CARD DETAIL	S				
IN ANALYTICS						
SHED 12169 MINU	TES AGO					
SIM Card (2,000+)						
and Status	Device SP No	IMEL	Device Name	Model	Site	
STATE PIN REQUIRED	D19291010M0561	774465795385154	MC95-D19291010M0561	MC95	STORE160	
STATE PIN REQUIRED	D19291010M0561	774465795385154	MC95-D19291010M0561	MC95	STOREIGD	
TATE PIN REQUIRED	D19291010M0561	774465795385154	MC95-D19291010M0561	MC95	STOREIGO	
TATE PUK REQUIRED	D19291010M0010	274543995416156	TC75X-D19291010M0010	TC75X	STORE160	
STATE PUK REQUIRED	D19291010M0010	274543995416156	TC75X-D19291010M0010	TC75X	STORE160	
STATE_PUK_REQUIRED	D19291010M0010	274543995416156	TC75X-D19291010M0010	ТС75Х	STORE160	
TATE_UNKNOWN	D19291010M0509	455871872931146	TC75X-D19291010M0509	тс75Х	STORE160	
STATE_UNKNOWN	D19291010M0509	455871872931146	TC75X-D19291010M0509	тс75х	STORE160	
STATE_UNKNOWN	D19291010M0509	455871872931146	TC75X-D19291010M0509	тс75Х	STORE160	
_STATE_CARD_IO_ERROR	D19291010M0277	858943392776264	TC51-D19291010M0277	TC51	STORE160	
I_STATE_CARD_IO_ERROR	D19291010M0277	858943392776264	TC51-D19291010M0277	TC51	STORE160	
_STATE_CARD_IO_ERROR	D19291010M0277	858943392776264	TC51-D19291010M0277	TC51	STORE160	
_STATE_ABSENT	D19291010M0978	316755561234419	TC75X-D19291010M0978	TC75X	STORE160	
STATE_ABSENT	D19291010M0978	316755561234419	TC75X-D19291010M0978	TC75X	STORE160	
_STATE_ABSENT	D19291010M0978	316755561234419	TC75X-D19291010M0978	TC75X	STORE160	
_STATE_ABSENT	D19291010M0069	458276339149358	TC75X-D19291010M0069	TC75X	STORE160	
I_STATE_ABSENT	D19291010M0069	458276339149358	TC75X-D19291010M0069	тс75х	STORE160	
M_STATE_ABSENT	D19291010M0069	458276339149358	TC75X-D19291010M0069	TC75X	STORE160	
M_STATE_UNKNOWN	D19291010M0063	465351741135147	TC51-D19291010M0063	TC51	STORE160	
M_STATE_UNKNOWN	D19291010M0063	465351741135147	TC51-D19291010M0063	TC51	STORE160	
M_STATE_UNKNOWN	D19291010M0063	465351741135147	TC51-D19291010M0063	TC51	STORE160	
_STATE_PIN_REQUIRED	D19291010M1283	754474363743443	TC51-D19291010M1283	TC51	STORE160	
I_STATE_PIN_REQUIRED	D19291010M1283	754474363743443	TC51-D19291010M1283	TC51	STORE160	
IM_STATE_PIN_REQUIRED	D19291010M1283	754474363743443	TC51-D19291010M1283	TC51	STORE160	
	D10201010M0400	697210159220414	TC7EX-D19291010M0490	TC7EY	STOREIGO	

#### **Total Device Data Usage**

The **Total Device Data Usage** tile provides insight into the total WWAN usage by all devices in the fleet based on filter selections.



Click **View More Details** to see data usage for each device.

The total device data usage table includes the following fields:

- Device Serial (SR) No
- Data Usage (in GB)
- Carrier
- Device Name
- Site
- Model

# TOTAL DATA USAGE DETAILS

WWAN ANALYTICS LAST REFRESHED 655 MINUTES AGO

#### Total Device Data Usage (2,000+)

Device SR No.	Data Usage (in GB) 🗸 🗸	Carrier	Device Name	Site	Model
D19291010M0164	111.13	Movistar	MC95-D19291010M0164	STORE148	MC95
D19291010M0837	110.93	Webbing	TC51-D19291010M0837	STORE134	TC51
D19291010M0629	110.48	Singtel	TC75X-D19291010M0629	STORE115	TC75X
D19291010M0635	107.83	Webbing	TC52-D19291010M0635	STORE134	TC52
D19291010M0322	106.96	Cellcom	TC51-D19291010M0322	STORE108	TC51
D19291010M0008	103.02	Movistar	TC51-D19291010M0008	STORE159	TC51
D19291010M0381	101.22	Smart Communic	MC95-D19291010M0381	STORE158	MC95
D19291010M0198	99.10	Singtel	TC51-D19291010M0198	STORE105	TC51
D19291010M0196	98.83	Smart Communic	TC51-D19291010M0196	STORE135	TC51
D19291010M0824	97.67	Smart Communic	TC52-D19291010M0824	STORE112	TC52
D19291010M0999	97.58	Cellcom	MC95-D19291010M0999	STORE145	MC95
D19291010M1242	97.20	Movistar	TC52-D19291010M1242	STORE159	TC52
D19291010M0734	96.15	Cellcom	TC51-D19291010M0734	STORE126	TC51
D19291010M1157	94.16	Webbing	TC75X-D19291010M1157	STORE106	TC75X
D19291010M0653	94.06	Movistar	TC52-D19291010M0653	STORE107	TC52
D19291010M0655	91.70	Movistar	TC75X-D19291010M0655	STORE157	TC75X
D19291010M0483	90.77	Webbing	MC95-D19291010M0483	STORE113	MC95
D19291010M0593	90.33	Smart Communic	TC75X-D19291010M0593	STORE110	TC75X
D19291010M0965	88.64	Singtel	MC95-D19291010M0965	STORE115	MC95
D19291010M0291	87.82	Webbing	TC51-D19291010M0291	STORE113	TC51
D19291010M0067	87.69	Movistar	TC51-D19291010M0067	STORE106	TC51
D19291010M0257	87.41	Movistar	TC51-D19291010M0257	STORE146	TC51
D19291010M1062	87.28	Movistar	TC75X-D19291010M1062	STORE105	TC75X
D19291010M0001	86.50	Singtel	TC51-D19291010M0001	STORE126	TC51
D19291010M1091	86.47	Movistar	TC75X-D19291010M1091	STORE115	TC75X

≪ < 12345...80 >>>

Rows 1-25

Filters

Date

Site Include all Model Include all

Lest Month

Device SR No. Include all > User Tags Include all

# **Additional Options**

The additional options display additional information.

- 1. Date Range Options
  - **a.** Click the filter to access the date picker.

Export CSV	<b>≂</b> Filter
------------	-----------------

The filter options display.

Filter
Sites
Include all
Models
Include all
User Tags
Include all
Date
Last 1 Days

**b.** Hover over the upper-right corner of the date picker, and click the pencil to edit the dates.



c. Select the desired date options, and then click Apply.

Date	Edit Filter						
0	Include all (no filte	er applied)					
0	Year	~ S	elect	~			
۲	Last v	1 🗘 Day	~	Including curre	ent		
0	From Select	Tc	Select	(***) (***)			
0	ls not	<ul><li>✓ Year</li></ul>		∽ Select	~		
		Showing: Fe	b 11, 2024 00:00	) - Feb 11, 2024 23:	:59	Apply	Cancel

- **d.** The date picker selections include:
  - Year, Quarter, Month, Week, Day, Hour, or 15-Minute Period
  - Last specified number of Years, Quarters, Months, Weeks, or Days
  - This or next Year, Quarter, Month, Week, or Day
  - A specific date range
  - Not being part of a selected Year, Quarter, Month, Week, Day, Hour, or 15-minute period
  - Being within a specific number of Years, Quarters, Months, Weeks, or Days BEFORE or AFTER a specified date
  - Top or bottom Year, Quarter, Month, Week, or Day

#### 2. Export PDF

• A PDF can be created on demand that contains the same information as the dashboard.



- 3. Filter
  - Use this option to further filter down the selection. Note that the filters are dependent from the top down.

Sites
Include all
Models
Include all
User Tags
Include all

- 4. Languages Supported
  - English
- 5. Additional Requirements
  - To request insight, email to <u>mscustomeronboarding@zebra.com</u>. Ensure to request Enable WWAN Utilization Insight in your request.

# **VIQ** Vitals

The Vitals screen provides a snapshot of the key health indicators that provide specific insights for your device fleet for the last 30 days. It does not replace the Detailed Insights reports but is intended to focus on the current health of devices. Use this information to optimize the operational health of the fleet.



- 1. Click Vitals in the Global Navigation Bar to access the VIQ Vitals screen.
- **2.** Mouse over a Vitals widget to reveal an information icon in the top-right corner. Hover your cursor over the information icon to better understand the data displayed.

UNACCOUNTED FOR DEVICES	R : DEVICE UTILIZATION	BATTERY HEALTH
30	Click to view full details.	
25 – <b>24</b>	Widget Description: Insight: Summary of devices that have stopped communicating wit Scenarios: Device loss or communication failures from firewall, Zeb	h VIQ. This only includes all the groups of devices user has access to. ra Data Services Agent, MDM changes.
20 -	Date Range: As of yesterday.	

- 3. View the information for each Vitals category and decide if you need to take further action.
- 4. Click the heading on a specific tile to see the next level of information for that Vitals category.

For more information about the levels of information, see Levels of Information in Tiles and Reports on page 30.

More details related to the categories covered by VIQ Vitals can be found in corresponding reports under the VIQ Detailed Insights menu.

## **Using VIQ Vitals**

This section describes how the VIQ Vitals tiles and reports function.

#### **Health Score Tile**

The center tile on the Vitals page summarizes your system's overall health. Each wedge of the pie chart highlights a different critical dimension. The largest wedges are the healthiest aspects while the smallest wedge shows where you should take corrective action to improve that health category.



## **Interpreting Health Scores on Vitals Reports**

Many of the Vitals reports include one or more health scores with a meter. This section explains what the numbers and colors mean.

• Green (health score of 700-1000)

Green indicates that everything is going well regarding what the current report shows. No immediate action is necessary.



• Amber (health score of 300-700)

Amber indicates that there is a potential problem. Look into any issues related to this report, and try to resolve them to prevent this situation from turning into something critical.



• Red (health score of 0-300)

Red indicates that there is a critical issue with the health indicator shown by this vital. Investigate the issues as soon as possible by looking at further insights given by the vital.



# Interpreting Colored Arrows on Vitals Reports

Within the Vitals reports tables, colored arrows appear with some of the data. This section explains what the numbers and colors mean.

о \leftrightarrow
o \leftrightarrow
500 🔶
650 🗡
1,000 🔺
1,000 🔶

- A green arrow pointing upward indicates a positive trend for the number.
- An amber horizontal line indicates that the number is unchanged.
- A red arrow pointing downward indicates a negative trend for the number.

# **Setting Filters on Vitals Reports**

On the expanded view page for each Vital, one or more tables show relevant data, which can be filtered. In the drop-down list for a filter type, select the desired filter and then fill in the text or numeric range to narrow down the data displayed.

This example shows a filter with its choices.

Set Filter by Sites				
Select Column	]	Search text	Search	Clear
Select Column	5			
SITE NAME				
SITE SCORE				
RECENTLY UNACCOUNTED FOR DEVICES				
UNACCOUNTED FOR DEVICES				
CONSIDER REMOVING				
TOTAL UNACCOUNTED FOR DEVICES				

# **Unaccounted for Devices**

Knowing where your devices are is the best way to protect your investments. The longer a device is missing, the higher the risk that it will not be recovered. This vital helps you to reduce lost, stolen, and misplaced devices by indicating when the devices lost communication with the network and where they were at the time.

Unaccounted-for devices could also be because of something simple, such as an access point is down or devices were put away in storage. For devices that are not actually missing, you can tag them so that they are no longer tracked.

A device is considered "unaccounted for" if it has not reported to the dashboard in 24 hours. This corresponds to the Out of Contact category in the classic reports (go to **Detailed Insights** > **Devices** > **Out of Contact**).

#### Tile

The tile shows the number of devices in each category that are unaccounted for. Click the heading to go to the expanded view.



#### **Expanded View**

The expanded view shows additional information, such as the number of devices in each category (mobile computers, scanners, or printers) and the details about each site with unaccounted for devices.

#### **VIQ** Vitals

UNACCOUNTED FOR DEVICES VITALS > UNACCOUNTED FOR DEVICES LAST UPDATED: 11 Jul 2024 19:32:58 UTC									
UNACCOUNTED FOR DEVICE HEALTH SC SUMMARY							INDUST	FRY RANK	
Image: Statistical Analysis         Statistical Analysis         The total unaccounted devices value is 274.         Model         There are 13 Models. TC75X has the highest (61), which comprises 22.3% of the overall total. QLn420 has the lowest unaccounted devices per Model is 211.         146					13.6 Your company's health score is better than 13.6% of all industry customers.				
MOBILE COMPU	JTERS		SCA	ANNERS			PRINTERS		
174					27			32	
Set Filter by Site	s								
SELECT TYPE	✓ Min	Max	Apply Clear						
SITES WITH UNA	ACCOUNTED FOR DE	VICES							
SITE NAME	SITE SCORE	RECENTLY UNACCOUNTED FOR DEVICES	UNACCOUNTED FOR DEVICES	CONSIDER REMOVING	TOTAL UNACCOUNTED				
STORE108	0 🗰	10	3	0	13				
STORE111	91 🔺	5	5	0	10				
STORE105	100 🗸	6	3	0	9				
STORE104	182	6	3	0	9				
STORE133	111	8	0	0	8				
STORE159	0 🗰	5	3	0	8				
STORE120	125 💙	5	2	0	7				
STORE103	222 🔺	4	3	0	7				
STORE101	125 🔺	6	1	0	7				
1-10 of 59 Result	IS			< (1)	2 3 4 5 6 >			Rows per page	10 ~

# **Unaccounted for Device Health Score**

This health score is calculated using factors such as the number of devices, the type of devices, and the lack of communication duration. The data range is for the previous full day of data (usually yesterday).



#### **Industry Rank**

This section tells you how your unaccounted-for device health score ranks compared to other VIQ users. The data range is for the previous full day of data.

INDUSTRY RAN	K	
	1.4	
Yo	our health rank is better than 1.4% of Industry	

#### **Device Categories**

Each of these categories shows the number of devices that stopped communicating with VIQ. Reestablishing communication with or decommissioning the missing devices reduces the numbers. The data range is for the previous full day of data (usually yesterday).

MOBILE COMPUTERS	SCANNERS	PRINTERS
215	27	32

#### **Sites with Unaccounted for Devices**

This table displays the sites that have devices that are not accounted for. Click on any heading to sort by that column.

The headings show the progression of a device after it is first considered "unaccounted for." Consider removing (decommissioning) a device if it has been missing for a long time.

## **VIQ** Vitals

#### SITES WITH UNACCOUNTED FOR DEVICES

SITE NAME	SITE SCORE	RECENTLY UNACCOUNTED FOR DEVICES	UNACCOUNTED FOR DEVICES	CONSIDER REMOVING	TOTAL UNACCOUNTED FOR DEVICES
STORE132	111 💙	6	2	0	8
STORE124	250 🔺	2	1	0	3
STORE122	o \leftrightarrow	2	1	0	3
STORE152	0 💙	1	3	0	4
STORE140	o \leftrightarrow	4	1	0	5
STORE119	o 🗰	5	1	0	6
STORE138	200 🖶	2	2	0	4
STORE157	o \leftrightarrow	1	0	0	1
STORE114	0 🗰	3	1	0	4
STORE105	250 👗	2	1	0	3

# **Device Utilization**

The Device Utilization vital helps you to ensure that you have the right devices, with the right software, in the right location, at the right point in time to maximize productivity.

Statistics display related to the number of devices in use and any utilization issues, such as devices that are underutilized. For sites or models that are flagged as having issues, you may consider actions such as repurposing idle devices or retiring older ones.

#### Tile

The tile shows the maximum number of devices in use and those with simultaneous use at recent points in time. Click the heading to go to the expanded view.



#### **Expanded View**

The expanded view shows additional information, such as the number of devices in each category (mobile computers, scanners, or printers) and the details about each site.

#### **VIQ** Vitals



Select Column Y	Search text	Search	Clear

#### SITES WITH UTILIZATION ISSUES, LAST 30 DAYS (1653)

SITE NAME	SITE SCORE	SITE ⑦ UTILIZATION	TOTAL DEVICES	AVERAGE OPERATIONAL DEVICES	MAX CONCURRENT USED DEVICES	MAX TOTAL DEVICES USED DAILY	AVERAGE OF DEVICES NOT USED DAILY	AVERAGE OF DAILY UNACCOUNTED FOR DEVICES
STORE123	829 🔺	OVERUTILIZED	4	4	2	2	0	3
STORE122	846 🔺	UNDERUTILIZED	152	133	57	87	10	68
STORE121	780 🔺	UNDERUTILIZED	171	91	20	24	3	75
STORE120	649 🔺	UNDERUTILIZED	10	5	1	1	0	4
STORE108	514 🗡	UNDERUTILIZED	73	66	9	17	10	45
STORE115	527 💙	OPTIMALLY UTILI	2,081	2,063	1,894	1,993	18	143
STORE112	561 🗡	UNDERUTILIZED	102	70	52	65	21	11
STORE102	454 🗡	UNDERUTILIZED	1,366	286	117	147	50	146
STORE119	665 🔺	UNDERUTILIZED	203	13	61	69	1	6
STORE127	690 🔺	UNDERUTILIZED	1	1	1	1	0	1
« < <b>1</b> 2345	« < 1 2 3 4 5 166 > »							

#### Set Filter by Models

Select Column	Search text	Search	Clear

#### MODELS WITH UTILIZATION ISSUES, LAST 30 DAYS (26)

MODEL	MODEL SCORE	TOTAL DEVICES IN OPERATION	AVERAGE OPERATIONAL DEVICES	MAX CONCURRENT USED DEVICES	MAX TOTAL DEVICES A USED DAILY	AVERAGE OF DEVICES NOT USED DAILY	AVERAGE OF DAILY UNACCOUNTED FOR DEVICES
CC605	o \leftrightarrow	1	1	0	0	0	1
ZT410	o \leftrightarrow	1	1	0	0	0	1
QLn420	o \leftrightarrow	4	3	0	0	0	3
QLn220	o \leftrightarrow	2	2	0	0	0	2
ZT620	o \leftrightarrow	1	1	0	0	0	1
DS3678	o \leftrightarrow	1	1	0	0	0	1
DS3608	o \leftrightarrow	1	1	0	0	0	1
MP7000	o \leftrightarrow	1	1	0	0	0	1
DS8108	o \leftrightarrow	0	0	0	0	0	0
DS8178	o \leftrightarrow	1	1	0	0	0	1

```
≪ < 12 > ≫
```

#### **Device Utilization Score**

This score is calculated using factors such as the number of devices, the type of devices, and device usage. The data range is for the previous full day of data (usually yesterday).



# **Industry Rank**

This section tells you how your device utilization score ranks compared to other VIQ users. The data range is for the previous full day of data (usually yesterday).

INDUSTRY RANK
61.6
Your company's health score is better than 61.6% of all Industry customers.

#### **Devices in Use**

This graph shows the number of devices in use each day for the last month.

In the graph, Max Usage indicates the total number of utilized devices (not the same as the total inventory as shown in Device Inventory). Concurrent usage indicates the number of devices used at the same time. If the two lines converge, this indicates that fewer than needed devices are in circulation.

This information can be useful to a Spare Pool Manager, who needs to know how many devices are in use at any given time and where they are located before distributing or purchasing replacement devices. If some days show fewer than usual devices in use, consider the reasons (for example, weekends, holidays, network outages, or unaccounted-for devices).



# **Minimum No. of Devices Required**

The minimum number of devices required by your organization is calculated based on your organization's usage statistics from the last 30 days.

MINIMUM NO. OF DEVICES REQUIRE	D	
	550	
		_

## **Under Utilized Devices**

This number shows how many devices are under utilized in your organization based on usage statistics from the last 30 days.



# Sites with Utilization Issues

This table shows the sites with utilization issues for the last 30 days. Click on any heading to sort by that column.

CITEC	MUTLI			LACT	20	DAVC	(EO)	
SILES	WIIH	UTILIZATION	1550ES,	LAST	30	DAYS	(59)	

SITE NAME	SITE SCORE	TOTAL DEVICES	AVERAGE OPERATIONAL DEVICES	MAX CONCURRENT V USED DEVICES	MAX TOTAL DEVICES USED DAILY	AVERAGE OF DEVICES NOT USED DAILY	AVERAGE OF DEVICES DAILY UNACCOUNTED FOR
STORE123	793 🔺	151	58	40	40	2	2
STORE122	792 🔶	143	67	39	39	1	1
STORE121	759 🔺	98	35	20	20	2	4
STORE120	628 🔺	96	42	16	16	3	6
STORE112	570 💙	117	44	16	16	8	9
STORE108	519 🗡	152	67	16	16	12	12
STORE115	531 💙	174	73	16	16	16	13
STORE102	462 💙	150	70	14	14	22	10
STORE119	655 🔺	57	30	11	11	4	5
STORE144	615 🔺	45	33	10	11	4	6
« < <b>1</b> 2345	6 > >>						Rows 1-10

### **Models with Utilization Issues**

This table shows the models with utilization issues for the last 30 days. Click on any heading to sort by that column.

MODELS WITH UTILIZATION ISSUES, LAST 30 DAYS (15)	

MODEL	MODEL SCORE	TOTAL DEVICES	AVERAGE OPERATIONAL DEVICES	MAX CONCURRENT USED DEVICES	MAX TOTAL DEVICES A USED DAILY	AVERAGE OF DEVICES NOT USED DAILY	AVERAGE OF DEVICES DAILY UNACCOUNTED FOR
CC605	o \leftrightarrow	2	2	0	0	0	0
QLn420	353 🗡	53	48	4	4	6	8
QLn220	334 💙	49	44	4	4	7	8
ZT410	365 🗡	50	43	4	4	4	6
ZT620	344 💙	51	46	5	5	6	9
DS3678	267 🗡	53	47	5	5	8	8
DS3608	274 💙	48	43	5	5	6	6
MP7000	258 🗡	63	55	6	6	10	9
DS8108	259 🗡	56	49	7	7	8	7
ZT610	342 💙	47	43	7	7	5	9
≪ < 12 > ≫							Rows 1

# **Battery Health**

The Battery Health vital helps you to improve employee productivity and safety by eliminating midshift battery swaps and removing underperforming batteries from inventory. By knowing the health, location, and remaining useful life of each battery, you can plan for battery distribution and predict when to purchase replacements.

This vital considers factors such as battery discharge rate, charging cycles, battery age, and temperature. Each site and model get a score, relative ranking, and 30-day score trend to help identify issues and improve operations.

#### Tile

The tile shows the number of batteries in each category, from those with excellent health to those that need to be replaced immediately. Click the heading to go to the expanded view.



#### **Expanded View**

The expanded view shows additional information about the batteries for each site and model.

BATTERY HEALTH VITALS > BATTERY HEALTH LAST REFRESHED 50 MINUTES AGO		
BATTERY HEALTH SCORE INDU	STRY RANK 21.9 Your company's health score is better than 21.9% of all industry customers.	BATTERY STATUS

There are 63 batteries in need of replacement, representing 10.6% of all batteries in your Inventory. It is recommended to replace these batteries within the next month to ensure optimal performance.

Set Filter by Sites			
Select Column	✓ Search text	Search	Clear

#### SITES WITH BATTERIES NEEDING REPLACEMENT (40)

SITE NAME	SITE SCORE	REPLACE NOW	REPLACE SOON	GOOD BATTERIES	EXCELLENT BATTERIES	DECOMMISSIONED A	INVESTIGATE DATA TRANSMISSION	TOTAL BATTERIES
STORE127	649 🔺	2	1	4	3	0	0	10
STORE104	731 🔺	2	1	8	7	0	0	18
STORE109	688 🔺	1	3	6	3	0	0	13
STORE111	707 🔺	1	2	9	5	0	1	18
STORE125	825 🔺	1	0	4	4	0	0	9
STORE142	687 🔺	2	1	4	3	0	0	10
STORE143	752 🔺	1	0	6	3	0	0	10
STORE103	626 💙	2	2	7	4	0	0	15
STORE144	632 💙	3	2	9	3	0	0	17
STORE151	705 🔺	1	2	3	4	0	0	10

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Rows 1-10

#### Set Filter by Models

			-
Select Column Y	Search text	Search	Clear

#### MODELS NEEDING REPLACEMENT (9)

MODEL	MODEL SCORE	REPLACE NOW	REPLACE SOON	GOOD BATTERIES	EXCELLENT BATTERIES	DECOMMISSIONED	INVESTIGATE DATA TRANSMISSION	TOTAL BATTERIES
ZT610	633 💙	5	6	19	8	0	1	39
QLn220	662 💙	3	6	18	8	0	1	36
MC95	667 🔺	17	14	47	29	0	0	107
TC52	674 🔺	12	12	42	28	0	1	95
QLn420	688 🔺	3	7	22	10	0	0	42
TC75X	690 🔺	7	14	57	24	0	5	107
ZT410	691 🔺	3	3	15	10	0	2	33
ZT620	706 🔺	6	2	17	13	0	1	39
TC51	740 🔺	7	7	47	32	0	2	95

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Rows 1-9

# **Battery Health Score**

This health score is calculated using factors such as the battery discharge rate, charging cycles, battery age, and temperature. The data range is for the previous full day of data (usually yesterday).

BATTERY HEALTH SCORE



#### **Industry Rank**

This section tells you how your battery health score ranks compared to other VIQ users. The data range is for the previous full day of data (usually yesterday).



## Sites with Batteries Needing Replacement

This table displays the sites that have batteries that need to be replaced. Click on any heading to sort by that column.

SITES WITH BATTERIES NEEDING REPLACEMENT (28)									
SITE NAME S	SITE SCORE	REPLACE NOW 🗸	REPLACE SOON	GOOD BATTERIES	EXCELLENT BATTERIES	DECOMMISSIONED	INVESTIGATE DATA TRANSMISSION	TOTAL BATTERIES	
STORE102	634 🔺	4	2	8	4	0	0	18	
STORE133	606 🔺	3	1	10	2	0	1	17	
STORE135	585 🗡	3	3	2	3	0	0	11	
STORE119	748 🔺	2	1	3	5	0	0	11	
STORE109	793 🔺	2	0	5	6	0	0	13	
STORE104	644 🔺	2	2	7	4	0	0	15	
STORE113	675 🔺	2	1	6	4	0	0	13	
STORE120	645 💙	1	2	13	3	0	1	20	
STORE103	719 💙	1	2	2	7	0	1	13	
STORE107	796 🔺	1	0	3	4	0	0	8	

## **Models with Batteries Needing Replacement**

This table displays your device models and shows the number of batteries in each category, from those in excellent condition to those that need to be replaced right away. Click on any heading to sort by that column.

Rows 1-9

MODEL	MODEL SCORE	^	REPLACE NOW	REPLACE SOON	GOOD BATTERIES	EXCELLENT BATTERIES	DECOMMISSIONED	INVESTIGATE DATA TRANSMISSION	TOTAL BATTERIES
ZT410	658 💙		5	8	20	11	0	0	44
QLn420	662 💙		4	8	27	11	0	1	51
QLn220	673 🔺		11	4	18	16	0	0	49
TC75X	686 💙		10	23	45	29	0	0	107
MC95	690 🔺		7	14	45	24	0	3	93
TC52	694 💙		7	10	40	22	0	1	80
TC51	694 💙		7	14	35	23	0	0	79
ZT610	705 💙		3	8	21	13	0	1	46
ZT620	717 💙		3	8	25	12	0	0	48

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## **Hardware Health**

By ensuring that devices are working optimally, the hardware health vital helps you to extend the life of your hardware while enhancing employee productivity. Your optimized devices will help to improve return on investment (ROI) and increase employee satisfaction.

Knowing the health of all devices and how they are performing at each site can help IT leaders make decisions such as:

- when certain models need software patches to improve issues such as device disruptions
- when a hardware refresh is needed and at which locations

Seeing which sites and models are the healthiest (or the least healthy) can influence their maintenance and purchasing decisions.

#### Tile

The tile shows the number of peak memory events, memory issues, and system reboots. Click the heading to go to the expanded view.



#### **Expanded View**

The expanded view shows additional information, such as the number of sites or models that have had issues in the past month.

VIQ Vitals

VITALS > HARD	RDWARE HEA WARE HEALTH 20 28 MINUTES AGO	ALTH					Export PDF ()
HARDWARE HEALTH SCORE			SUMMARY Devices with his The total value - SSD issues The total value - System Reboot The total Syster	rdware issues for devices with hard for SSD issues is 150, s n Reboots value is 95	ware issues is 66.	INDUSTRY RANK 73.1 Your health score is better than 73% of all Industry customers.	
Set Filter by	y Sites						
Select C	Column `	Searc	ch text	Search Clear			
SITES WITH	I HARDWARE IS	SUES (38)					
SITE NAME	SI	CORE	DEVICES WITH HARDWARE ISSUES	PEAK MEMORY EVENTS	SSD ISSUES	SYSTEM REBOOTS	
STORE131	99	93 🔺	1	0	0	1	
STORE133	98	89 \leftrightarrow	1	0	0	1	
STORE102	98	88 🔺	1	0	14	0	
STORE111	98	88 🔺	1	0	0	2	
STORE126	98	88 🔺	1	0	0	2	
STORE154	98	87 🔺	1	0	0	2	
STORE149	98	86 🙏	1	0	0	2	
STORE155	98	86 🚩	1	0	0	2	
STORE140	98	86 ¥	1	0	0	1	
« < 123	3 4 > >>	85 🔺	2	0	23	0	
Set Filter by	y Models						
Select C	olumn 🗸	Searc	:h text	Search Clear			
MODELS W	/ITH HARDWAR	E ISSUES (	(4)				
MODEL	MODEL SCORI	E 🗸 DE HA	VICES WITH ARDWARE ISSUES	PEAK MEMORY EVENTS	SSD ISSUES	SYSTEM REBOOTS	
TC51	985 🔺	15		0	36	21	
MC95	984 人	17		0	75	20	
TC52	983 人	16		0	23	24	
TC75X	982 🔺	18		0	16	30	
≪ < 1 >	>>						

#### Hardware Health Score

This health score is calculated using factors such as peak memory events, Solid State Drive (SSD) card issues, and system reboots. The data range is for the previous full day of data.

HARDWARE HEALTH SCORE



#### **Industry Rank**

This section tells you how your hardware health score ranks compared to other VIQ users. The data range is for the previous full day of data (usually yesterday).



#### **Sites with Hardware Issues**

This table shows the sites with hardware issues in the last 30 days.



**NOTE:** Because a device can experience more than one issue or can experience the same issue multiple times, the total number of issues for a site can be larger than the reported number of devices with issues.

SITE NAME	SITE ~	DEVICES WITH HARDWARE ISSUES	PEAK MEMORY EVENTS	SSD ISSUES	SYSTEM REBOOTS
STORE150	982 🔺	1	0	2	2
STORE117	958 🔺	2	0	5	4
STORE109	956 🔺	2	0	1	4
STORE110	944 🗡	2	0	2	4
STORE157	939 🔺	2	0	1	4
STORE116	938 🔺	3	0	3	6
STORE108	936 🔺	5	1	7	10
STORE135	933 💙	3	0	4	6
STORE154	930 🔺	4	0	4	8
STORE147	929 🔺	3	0	6	6

#### SITES WITH HARDWARE ISSUES (59)

«< 123456»»

## Models with Hardware Issues

This table shows the models with hardware issues in the last 30 days.



**NOTE:** Because a device can experience more than one issue or can experience the same issue multiple times, the total number of issues for a model can be larger than the reported number of devices with issues.

#### MODELS WITH HARDWARE ISSUES (4)

MODEL	MODEL SCORE 🗸	DEVICES WITH HARDWARE ISSUES	PEAK MEMORY EVENTS	SSD ISSUES	SYSTEM REBOOTS
TC75X	978 🔺	23	0	0	41
TC52	977 🔺	26	0	64	31
TC51	977 🔺	26	0	70	33
MC95	974 💙	30	0	83	36

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# **Device Inventory**

The device inventory vital indicates which devices are connected to your network, where devices are located, when new devices appear, and when existing devices disappear. This information helps employees, such as security managers, to be proactive and to manage what devices are connecting to the network.

#### Tile

The tile shows the number of devices in each category. Click the heading to go to the expanded view.



#### **Expanded View**

The expanded view shows additional information about each category of devices.

VITALS > DEVICE	CE INVENT INVENTORY 92 MINUTES AGO								
DEVICE INVENTOR	~			SLIMMA	DV				
Printers 1	s 16% 12 sile Computers	74% Mob	le Computers rs	Total I Statist The Tr Device 597.3. Total I There CC60 device Total I There Total I There ZT410	Devices tical Analysis total Devices va e type are three devit Total Devices by dev are five devices 5 has the lower 8 model is 264. Devices by dev are five device Devices by dev are five devices Devices by dev are five devices has the lowest	ue is 1.8K. ie types. Mobil 189), which c ice model for models. TC7: it Total Device ice model for models. MP7 iich constitute ice model for models. QLn. Total Devices	ile Computers has the highest (1.3) onstitutes 10.5% of the Total Device Mobile Computers SX makes the most significant con s (3), which constitutes 0.227% of Scanners 000 has the highest (64), which co s 17.3%, of the Total Devices. The a Printers 420 makes the most significant co s (33), which constitutes 17.5% of th	K), which comprises 73.7% of the overall total. Printers has ces. The average value of Total Devices per device type is tribution (346), which comprises 26.2% of the overall total f the Total Devices. The average value of Total Devices per omprises 22.6% of the overall total. DS3608 has the lowe average value of Total Devices per device model is 56.6. ontribution (42), which comprises 22.2% of the overall total he Total Devices. The average value of Total Devices S	s the s sl. er sst sl. Show
MOBILE COMPUTE	RS	PRINT	RS			SCANNE	RS	BATTERIES	
1	320		19	a			283	14 655	
Newly A	Activated 228		Newly Act	tivated <b>17</b>			Newly Activated 35	14,000	
Set Filter by Sites									
Select Column	✓ Sear	rch text	Search	Clear					
L									
SITE NAME	Y BY SITE (59)	MOBILE COMPUTERS	PRINTE 🗸	SCANNERS	ACTIV	r ATED	BATTERIES		
STORE101		17	11	30	29		384		
STORE120		26	11	0	23		492		
STORE104		16	11	20	15		392		
STORE108		32	10	15	26		528		
STORE118		13	9	0	12		332		
STORE105		1/	8	14	16		339		
STORE110		16	8	13	15		333		
STORE102		17	8	15	15		395		
STORE111		29	7	8	29		387		
« < 123456	> >>							Row	/s 1-10
Set Filter by Model	e								
Select Column	▼ Sear	rch text	Search	Clear					
DEVICE INVENTOR	RY BY MODEL (15	5)							
DEVICE TYPE	MODEL	QUANTITY 🗸	AVERAGE AGE DAYS)	(IN	NEWLY ACTIVATED				
Mobile Computers	TC75X	346	2,250		239				
Mobile Computers	TC51	332	2,252		217				
Mobile Computers	MC95	332	2,278		213				
Mobile Computers	TC52	307	2,284		200				
Scanners	MP7000	64	2,204		7				
Scanners	DS8178	59	2,210		7				
Scanners	DS8108	57	2,237		7				
Scanners	D\$36/8	24	2,220		7				
Printers	OL n420	49	2,203		24				
// / 12 \ \	GLIHZU	72	2,200		27			D	1_10
M N 1 Z P 22								Rows	» I-IU

285

### **Device Inventory**

This health score looks at the number of devices in the three categories. In this example, mobile computers comprise 94% of the total number of devices in the user's system. The data range is for the previous full day of data (usually yesterday).



#### **Device Categories**

These categories show the total numbers of mobile computers, printers, scanners, and batteries and the numbers of devices that were activated in the past 30 days.

MOBILE COMPUTERS	PRINTERS	SCANNERS	BATTERIES
31,505	1,775	149	142,681
Newly Activated 7	Newly Activated <b>0</b>	Newly Activated <b>0</b>	

# **Device Inventory by Site**

This table displays the number of mobile computers, printers, scanners, and batteries at each site. Click on any heading to sort by that column.

SITE NAME	MOBILE COMPUTERS	PRINTERS	SCANNERS 🗸	NEWLY ACTIVATED	BATTERIES
STORE101	31,438	1,775	149	7	0
STORE149	0	0	0	0	713
STORE132	0	0	0	0	116
STORE134	0	0	0	0	102
STORE118	0	0	0	0	7
STORE107	0	0	0	0	307
STORE119	0	0	0	0	415
STORE112	0	0	0	0	209
STORE145	0	0	0	0	34
STORE106	0	0	0	0	281

## **Device Inventory by Model**

This table shows the device inventory by model for the last 30 days. Click on any heading to sort by that column.

DEVICE TYPE	MODEL	QUANTITY	AVERAGE AGE (IN DAYS)	~	NEWLY ACTIVATED
Mobile Compute	MC67XX	40	1,974		0
Nobile Compute	TC56XX	14	1,940		0
Mobile Compute	TC57	1	1,883		0
Mobile Compute	TC57XX	6,185	1,518		0
Mobile Compute	тс77х	120	1,387		0
Mobile Compute	TC77	22,344	1,367		1
Mobile Compute	TC26XX	63	1,076		0
Mobile Compute	TC26	2,447	976		0
Scanners	CS60XX	149	791		0
Printers	ZQ511	3	783		0

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Rows 1-10

Rows 1-10

# **Software Health**

This vital helps you to improve employee productivity and worker accuracy by ensuring that the right version of software is running on the right model, at the right site, and with the right OS and board support package (BSP) for each job role.

With this vital, you can track which apps have been installed and how often they are used. If apps are experiencing issues, you can take measures to minimize the impact on your users and their devices.

#### Tile

The tile shows the number of devices in each category that are unaccounted for. The larger the circle, the more times the app has been installed.



Click the heading to go to the expanded view.

#### **Expanded View**

The expanded view shows additional information, such app and OS health and usage issues.



**NOTE:** This Vital displays apps in the Business application category. To move apps to this category, change their settings in > **Company Level Settings** > **Reassign App Categories**. For more information, see Reassign App Categories on page 107.
VITALS > SC LAST REFRES	OFTWA DFTWARE HI SHED 41 MIN	RE HE Ealth IUTES AG	o o										
APP HEALTH S	SCORE				SUMMARY				INDUSTRY	INDUSTRY RANK			
г 1				Average A	NR Count								
$\frown$					The total A	verage AN	R Count value i	s 6.2. Waze, GPS Maps, Camera,		60			
•					V-Track an App Name	d Visual Vo is, contribut	icemail are sigr ing 80.6% (5), 1	hificant positive outliers among 4.8% (0.9), 2.17% (0.1), 1.58 Show					
		1,000						(	YO	60% of all Zeb	ra customers		
Set Filter													
Select Column	n 🗸	Search te	ext		Search	Clear							
APP HEALTH I	ISSUE, LAST 3	0 DAYS (14	14)										
ΔΡΡ ΝΔΜΕ			HE		NO OF INS	TALLS	AVG APP N		AVG CRA	SHES PER INSTALL			
GPS Maps			947		2	TALLS	1	JT RESPONDING PER INSTALLS	0	SHES FER INSTALL	2		
Samsara Driver			964		5		0		0		2		
123RFID Mobile			974		3		0		0		3		
Messenger			985	5 🔺	2		0		0		1		
GM Driver			986	5 🔺	3		0		0		2		
Splashtop Strea	imer		993	3 🔺	2		0		0		1		
Calculator Plus			993	3 🔺	3		0		0		2		
Visual Voicemai	il de la companya de		994	•	1		0		0		1		
Facebook			997	1 <b>A</b>	6		0		0		4		
Firefox			997	<b>^</b>	3		0		0		2		
« < 1234	5 15 ≽ ≫										Rows 1-10		
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	SUE LAST 30		1)										
ALL OBAGE IS	550E, EAST 50	DAIS (H-	7)										
APP NAME	FOREGROUN USAGE (minu	ID tes)	BACKGR USAGE (r	OUND minutes)	TOTAL USA (minutes)	GE AVG (MB	G MEMORY 🧹						
Waze	115hrs 49mins	5	Ohrs Omi	ns	115hrs 49mi	ns 571	1,159.06						
V-Track	13hrs 30mins		Ohrs Omi	ns	13hrs 30min	s 83,	394.97						
Samsara Driv	3hrs 53mins		Ohrs Omi	ns	3hrs 53mins	2,2	51.23						
SmartPODPlus	1hrs 1mins		Ohrs Omi	ns	1hrs 1mins	0							
Camera	Ohrs 48mins		Ohrs Omi	ns	Ohrs 48mins	146	i.5						
Launcher	Ohrs 8mins		Ohrs Omi	ns	Ohrs 8mins	0							
Print Station	Ohrs 7mins		Ohrs Omi	ns	Ohrs 7mins	0							
Mentor	Ohrs 5mins		Ohrs Omi	ns	Ohrs 5mins	0							
Fuelman	Ohrs 2mins		Ohrs Omi	ns	Ohrs 2mins	0							
GM Driver	Ohrs 1mins		Ohrs Omi	ns	Ohrs 1mins	251	1.42						
≪ < 1234	5 15 ≽ ≫										Rows 1-10		
Set Filter													
Select Column	n 🗸	Search te	ext		Search	Clear							
OS HEALTH IS	SSUE, LAST 3	) DAYS (20	))										
MODEL		∧ OS VER	SION	DEVICES IMPAC WITH OS VERSI	TED ON	TOTAL DE	VICES WITH L	ATEST BSP (UP TO DATE VS NOT	UP TO DATE)				
CC605		11		65		01.21.04.1		65					
CC605		7.1.2		45		01.01.49		45					
CC605		8.1.0		137		01.21.04.1		137					
CC605		10		63		01.21.04.1		63					
MC95		8.1.0		126		01.21.04.1		126					
MC95		10		64		01.21.04.1		64					
MC95		7.1.2		40		01.01.49		40					
MC95		11		71		01.21.04.1		71					
TC51		10		4/ 67		01.01.49		4/					
1001		10		37		01.21.04.1		67					
											Rows 1-10		

# **App Health Score**

This health score is calculated using many dimensions of software, including the number of app versions, Application Not Responding issues (ANRs), crashes, age of apps, and the type of apps. The data range is for the previous full day of data (usually yesterday).

APP HEALTH SCORE	
	1,000

## **Industry Rank**

This section tells you how your software health score ranks compared to other VIQ users. The data range is for the previous full day of data (usually yesterday).

INDUSTRY RANK	
60	
Your company's health score is better than 60% of all Zebra customers	

# **App Health Issues**

This table shows the apps with health issues in the last 30 days.

APP NAME	HEALTH SCORE	NO. OF INSTALLS	AVG APP NOT RESPONDING PER INSTALLS	AVG CRASHES PER INSTALL	NO. OF VERSIONS
GPS Maps	947 🔺	2	1	0	2
Samsara Driver	964 📥	5	0	0	2
123RFID Mobile	974 🔺	3	0	0	3
Messenger	985 🔺	2	0	0	1
GM Driver	986 🔺	3	0	0	2
Splashtop Streamer	993 🔺	2	0	0	1
Calculator Plus	993 🔺	3	0	0	2
/isual Voicemail	994 📥	1	0	0	1
Facebook	997 🔺	6	0	0	4
Firefox	997 🔺	3	0	0	2

Click on an app to go to the app details page. The app details page displays the health score, app health score rank, app usage (in minutes), and the app usage rank. The table gives details about app issues divided by the app version.

AST REFRESHED 1,924	IEALTH > Di MINUTES A	agnostic Tool GO										
APP HEALTH SCORE				SU	MMARY				APP HE	ALTH SCORE RANK		
	_			E	or App Name Diagn	ostic Tool						
											10	
				th	nere are 34 ANR co iis app.	unts across the 30	-day average fo	r all versions	of		13	
		1,000		-		eres the 20 days		and and af their		This app ranks 13 out of 20 apps.		
		857	1	aj	op is 0.02 MB	cross the 30-day a	verage for all v	ersions of this	,			
				D	outinally chark if this	e ann is un to data	with the latect v	version to				
APP USAGE							APP USAGE R	ANK				
			2,576		17							
		_	minutos over last 30 das						This app	usago ranks #17 out o	f 20 apps	
			indites over last 50 day	5.					This app	usage failes #17 out o	7 20 apps.	
Set Filter												
Select Column	✓ Sear	ch text	Search	Clear								
	ITH VERSIO	NS (8)										
APP HEALTH ISSUES W	MODEL	OS VERSION	DEVICES IMPACTED WITH OS VERSION	NO. OF INSTALLS	AVG APP NOT RESPONDING PER INSTALLS	AVG CRASHES PER INSTALLS	DAILY V BATTERY USAGE	AVG MEMORY (MB)	AVERAGE FOREGROUND USAGE (minutes)	AVERAGE BACKGROUND USAGE (minutes)	AVG USAGE (minutes)	TOTAL DEVICES
APP HEALTH ISSUES W APP NAME + VERSION							0%	0	0	0	0	
APP HEALTH ISSUES W APP NAME + VERSION Diagnostic Tool version	TC77	13						0	0	0	0	15,194
PP HEALTH ISSUES W APP NAME + /ERSION Diagnostic Tool version Diagnostic Tool version	TC77 TC77	13 N\A	14,715	13,352	0	0	0%					
APP HEALTH ISSUES W APP NAME + VERSION Diagnostic Tool version Diagnostic Tool version Diagnostic Tool 3.1.0.2	TC77 TC77 TC77	13 N\A N\A	14,715 12	13,352 11	0	0	0%	0	0	0	0	12
PP HEALTH ISSUES W VPP NAME + VERSION Viagnostic Tool version Viagnostic Tool version Viagnostic Tool 3.1.0.2 Viagnostic Tool 2.6.0.2	TC77 TC77 TC77 TC77 TC77	13 NVA NVA 8.1.0	14,715 12 1	13,352 11 1	0 0 0	0 0 0	0% 0% 0%	0	0	0	0	12 1
APP HEALTH ISSUES W APP NAME + ZERSION + Diagnostic Tool version Diagnostic Tool version Diagnostic Tool 3.1.0.2 Diagnostic Tool 2.6.0.2 Diagnostic Tool version	TC77 TC77 TC77 TC77 TC77 TC77	13 NVA NVA 8.1.0 10	14,715 12 1 1,718	13,352 11 1 15,367	0 0 0 0	0 0 0 0	0% 0% 0% 0%	0 0 0 0	0 0 0	0 0 0	0 0 0	12 1 16,724
APP HEALTH ISSUES W APP NAME + VERSION Diagnostic Tool version Diagnostic Tool 3.1.0.2 Diagnostic Tool 2.6.0.2 Diagnostic Tool 2.6.0.2	TC77           TC77           TC77           TC77           TC77           TC77           TC77           TC77           TC77	13 NVA NVA 8.1.0 10 NVA	14,715 12 1 1,718 20	13,352 11 1 15,367 18	0 0 0 0 0	0 0 0 0 0	0% 0% 0% 0% 0%	0 0 0 0	0 0 0 0.05	0 0 0 0	0 0 0 0.52	12 1 16,724 20
IPP HEALTH ISSUES W IPP NAME + VERSION Diagnostic Tool version Diagnostic Tool 3.1.0.2 Diagnostic Tool 3.6.0.2 Diagnostic Tool version Diagnostic Tool 2.6.0.2 Diagnostic Tool version	TC77           TC77	13 NVA 8.1.0 10 NVA 8.1.0	14,715 12 1 1,718 20 2,649	13,352 11 1 15,367 18 11,374	0 0 0 0 0 0	0 0 0 0 0 0 0	0% 0% 0% 0% 0% 0%	0 0 0 0 0	0 0 0 0.05 0	0 0 0 0 0	0 0 0 0.52 0	12 1 16,724 20 12,316

Click an app version to view more details about that specific version. The app version details page displays the health score, app version health score rank, app version usage (in minutes), and the app usage rank. The table gives details about app issues divided by device. Click a device to go to the details page for that device.



See Also	
Displaying Devic	ce Details

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D19291010M1420

D19291010M1293

D19291010M0716

D19291010M1398

D19291010M0030

D19291010M0943

« < 1 2 3 4 5 ... 127 » »

STORE111

STORF108

STORE116

STORE146

STORE135

STORE144

STORE147

# **App Usage Issues**

This table shows the apps with usage issues in the last 30 days.

APP NAME	FOREGROUND USAGE	BACKGROUND USAGE	TOTAL V USAGE	AVG MEMORY
Waze	115hrs 49mins	Ohrs Omins	115hrs 49mins	571,159.06
V-Track	13hrs 30mins	Ohrs Omins	13hrs 30mins	83,394.97
Samsara Driv	3hrs 53mins	Ohrs Omins	3hrs 53mins	2,251.23
SmartPODPlus	1hrs 1mins	Ohrs Omins	1hrs 1mins	0
Camera	Ohrs 48mins	Ohrs Omins	Ohrs 48mins	146.5
Launcher	Ohrs 8mins	Ohrs Omins	Ohrs 8mins	0
Print Station	Ohrs 7mins	Ohrs Omins	Ohrs 7mins	0
Mentor	Ohrs 5mins	Ohrs Omins	Ohrs 5mins	0
Fuelman	Ohrs 2mins	Ohrs Omins	Ohrs 2mins	0
GM Driver	Ohrs 1mins	Ohrs Omins	Ohrs 1mins	251.42

Rows 1-10

# **OS Health Issues**

This table shows the models with Operating System (OS) issues in the last 30 days.

In the OS Health Issues table, green indicates that the devices are up-to-date, and red indicates that they are not. Notice that a model can appear in the table more than once and be up-to-date for some and not for others.

#### OS HEALTH ISSUE, LAST 30 DAYS (20)

	1			
MODEL	OS VERSION	DEVICES IMPACTED WITH OS VERSION	TOTAL DEVICES WITH LATEST BSP (UP	TO DATE VS NOT UP TO DATE)
TC51	11	70	01.21.04.1	70
TC51	8.1.0	134	01.21.04.1	134
TC52	10	63	01.21.04.1	63
TC52	8.1.0	113	01.21.04.1	113
TC52	7.1.2	41	01.01.49	41
TC52	11	53	01.21.04.1	53
TC75X	10	61	01.21.04.1	61
TC75X	7.1.2	46	01.01.49	46
TC75X	11	72	01.21.04.1	72
TC75X	8.1.0	121	01.21.04.1	121

# **Damage and Repairs**

The damage and repairs vital tells you where, when, and how frequently damage happens and the types of damage happening to your devices. Finding the root causes can extend the life of your investments by reducing device damage and preventing abuse. You can also use the data to select models that suit your work environment.

#### Tile

The tile shows the top five sites with repair issues in the last 3 months. The data include the average drop rate and average repair rate per device for each site. Click the heading to go to the expanded view.



#### **Expanded View**

The expanded view shows additional information about damages and repairs.

VITALS > DAMA LAST REFRESHE	MAGE AND AGE AND REPAIR	D REPAIRS RS AGO							LAST 30 DAYS
DAMAGE AND R	REPAIR HEALTH	SCORE	SUMMAR	Y			REPAIR IS	SUES	0
			There are	9 number of models and	51 number of sites for	the company VIQ EORESIGH	r		0
		_	The Total	Repair Count and the Tota	al Drop Count for the o	company is 181 and 254		57	
			respective	ely in the last 30 days.					69
			The avera value of D	ge value of Repair Rate (a Irop Rate (avg drop per de	vg repair per device) vice) per site is 0.16 ir	per site is 0.13 and the average n the last 30 days.	2		
			The avera	ge value of Repair Rate (a	vg repair per device)	per model is 0.14 and the			
	0	1000	average v	alue of Drop Rate (avg dro	op per device) per mo	del is 0.17 in the last 30 days.			
	8	50						55	
								No Fault Found Other Failures	Physical Damage
REPAIR RATE (A)	VG REPAIR PER	DEVICE - Last 30 days)			DROP RAT	E (AVG DROP PER DEVICE	- Last 30 days)		
			-				• •		
		0.10	J				0.1	4	
Cat Filter by C'									
Set Filter by Site	is								
Select Colum	nn 🖌 S	earch text	Search Clo	ear					
SITES WITH DAM									
	MAGE AND REP	AIR ISSUES, LAST 30 DA	YS (51)						
SITE NAME	SITE SCORE	AIR ISSUES, LAST 30 DA	YS (51) PHYSICAL DAMAGE	OTHER FAILURE	REPAIR RATE	TOTAL NO. OF DROPS	DROP RATE	<ul> <li>AVG DROP PER</li> </ul>	TOTAL DEVICES
SITE NAME	SITE SCORE	AIR ISSUES, LAST 30 DA	YS (51) PHYSICAL DAMAGE	OTHER FAILURE	REPAIR RATE (AVG PER DEVICE)	TOTAL NO. OF DROPS	DROP RATE (AVG PER DEVICE)	<ul> <li>AVG DROP PER DEVICE PER DAY</li> </ul>	TOTAL DEVICES
SITE NAME STORE154	SITE SCORE	AIR ISSUES, LAST 30 DA	YS (51) PHYSICAL DAMAGE 1	OTHER FAILURE	REPAIR RATE (AVG PER DEVICE) 0.29	TOTAL NO. OF DROPS	DROP RATE (AVG PER DEVICE) 5.43	<ul> <li>AVG DROP PER DEVICE PER DAY</li> <li>0.18</li> </ul>	TOTAL DEVICES
SITE NAME STORE154 STORE101	SITE SCORE 820 ¥ 574 ▲	AIR ISSUES, LAST 30 DA	YS (51) PHYSICAL DAMAGE 1 5	OTHER FAILURE 2 3	REPAIR RATE (AVG PER DEVICE) 0.29 0.38	TOTAL NO. OF DROPS 76 66	DROP RATE (AVG PER DEVICE) 5.43 2.54	<ul> <li>AVG DROP PER DEVICE PER DAY</li> <li>0.18</li> <li>0.08</li> </ul>	TOTAL DEVICES 14 26
SITE NAME STORE154 STORE101 STORE138	SITE SCORE 820 ¥ 574 ▲ 789 ▲	AIR ISSUES, LAST 30 DA	YS (51) PHYSICAL DAMAGE 1 5 1	OTHER FAILURE 2 3 1	REPAIR RATE (AVG PER DEVICE) 0.29 0.38 0.20	TOTAL NO. OF DROPS 76 66 27	DROP RATE (AVG PER DEVICE) 5.43 2.54 1.80	<ul> <li>AVG DROP PER DEVICE PER DAY</li> <li>0.18</li> <li>0.08</li> <li>0.06</li> </ul>	TOTAL DEVICES           14           26           15
STORE154 STORE101 STORE138 STORE120	SITE SCORE     SITE SCORE     SITE SCORE     SITE SCORE     S20 ▼     574 ▲     789 ▲     934 ↔     934 ↔	AIR ISSUES, LAST 30 DA	YS (51) PHYSICAL DAMAGE 1 5 1 1 1	OTHER FAILURE 2 3 1 1	REPAIR RATE (AVG PER DEVICE)           0.29           0.38           0.20	TOTAL NO. OF DROPS           76           66           27           21	DROP RATE (AVG PER DEVICE) 5.43 2.54 1.80 1.40	<ul> <li>AVG DROP PER DEVICE PER DAY</li> <li>0.18</li> <li>0.08</li> <li>0.06</li> <li>0.05</li> </ul>	TOTAL DEVICES 14 26 15 15 15
SITE NAME STORE154 STORE101 STORE138 STORE120 STORE153	SITE SCORE           820 ▼           574 ▲           789 ▲           934 ↔           963 ↔           200 ↔	AIR ISSUES, LAST 30 DA	YS (51) PHYSICAL DAMAGE 1 5 1 1 2 2	OTHER FAILURE 2 3 1 1 0	REPAIR RATE (AVG PER DEVICE)           0.29           0.38           0.20           0.20           0.13	TOTAL NO. OF DROPS 76 66 27 21 21 21	DROP RATE (AVG PER DEVICE) 5.43 2.54 1.80 1.40 1.31	<ul> <li>AVG DROP PER DEVICE PER DAY</li> <li>0.18</li> <li>0.08</li> <li>0.06</li> <li>0.05</li> <li>0.04</li> </ul>	TOTAL DEVICES 14 26 15 15 15 16 0
SITE NAME STORE154 STORE101 STORE101 STORE138 STORE153 STORE142 STORE145	XITE SCORE SITE SCORE 820 ▼ 574 ▲ 789 ▲ 934 ↔ 963 ↔ 939 ↔ 989 ↔	AIR ISSUES, LAST 30 DA	YS (51) PHYSICAL DAMAGE 1 5 1 1 2 0 0	OTHER FAILURE 2 3 1 1 0 1 0 0	REPAIR RATE (AVG PER DEVICE)           0.29           0.38           0.20           0.13           0.25           0.20	TOTAL NO. OF DROPS 76 66 27 21 21 8 5	DROP RATE (AVG PER DEVICE) 5.43 2.54 1.80 1.40 1.31 1.00 0.50	<ul> <li>AVG DROP PER DEVICE PER DAY</li> <li>0.18</li> <li>0.08</li> <li>0.06</li> <li>0.05</li> <li>0.04</li> <li>0.03</li> <li>0.02</li> </ul>	TOTAL DEVICES 14 26 15 15 16 8 10
SITE NAME STORE154 STORE154 STORE101 STORE138 STORE120 STORE153 STORE142 STORE145 STORE147	XAGE AND REP SITE SCORE 820 ▼ 574 ▲ 789 ▲ 934 ↔ 963 ↔ 939 ↔ 980 ▲ 976 ▲	AIR ISSUES, LAST 30 DA	YS (51) PHYSICAL DAMAGE 1 5 1 1 2 0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1	OTHER FAILURE 2 3 1 1 1 0 1 0 0 0 0	REPAIR RATE (AVG PER DEVICE)           0.29           0.38           0.20           0.13           0.25           0.20           0.25           0.20           0.22	TOTAL NO. OF DROPS 76 66 27 21 21 8 5 4	DROP RATE (AVG PER DEVICE) 5.43 2.54 1.80 1.40 1.31 1.00 0.50 0.44	<ul> <li>AVG DROP PER DEVICE PER DAY</li> <li>0.18</li> <li>0.08</li> <li>0.06</li> <li>0.05</li> <li>0.04</li> <li>0.03</li> <li>0.02</li> <li>0.01</li> </ul>	TOTAL DEVICES 14 26 15 15 16 8 10 9
SITE NAME STORE154 STORE101 STORE138 STORE120 STORE153 STORE142 STORE145 STORE147 STORE143	XITE SCORE SITE SCORE 820 ▼ 574 ▲ 789 ▲ 934 ↔ 963 ↔ 939 ↔ 980 ▲ 976 ▲ 898 ▼	AIR ISSUES, LAST 30 DA	YS (51) PHYSICAL DAMAGE 1 5 1 1 2 0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1	OTHER FAILURE 2 3 1 1 1 0 1 0 1 0 1 1 0 1 1 0 1 1 0 1 1 0 1 1 0 1 0 1 1 0 0 1 1 0 0 1 1 0 0 0 1 1 0 0 0 1 1 0 0 0 0 1 0	REPAIR RATE (AVG PER DEVICE)           0.29           0.38           0.20           0.13           0.25           0.20           0.25           0.20           0.25           0.20           0.21           0.25           0.20           0.25           0.20           0.21           0.25           0.20           0.25           0.20           0.25           0.20           0.21	TOTAL NO. OF DROPS           76           66           27           21           21           8           5           4           8	DROP RATE (AVG PER DEVICE) 5.43 2.54 1.80 1.40 1.31 1.00 0.50 0.44 0.44	<ul> <li>AVG DROP PER DEVICE PER DAY</li> <li>0.18</li> <li>0.08</li> <li>0.06</li> <li>0.05</li> <li>0.04</li> <li>0.03</li> <li>0.02</li> <li>0.01</li> <li>0.01</li> </ul>	TOTAL DEVICES 14 26 15 15 15 16 8 10 9 18
SITE NAME STORE154 STORE101 STORE138 STORE120 STORE153 STORE142 STORE145 STORE147 STORE143 STORE160	XAGE AND REP SITE SCORE 820 ▼ 574 ▲ 789 ▲ 934 ↔ 963 ↔ 939 ↔ 980 ▲ 976 ▲ 898 ▼ 799 ▼	AIR ISSUES, LAST 30 DA NO FAULT FOUND 1 2 1 1 2 1 0 1 2 1 2 1 1 2 1 1 2 1 1 0 1 2 1 1 0 0 1 2 1 0 0 1 0 0 0 1 0 0 0 0	YS (51) PHYSICAL DAMAGE PHYSICAL DAMAGE 1 5 1 1 2 0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1	OTHER FAILURE 2 3 1 1 1 0 1 0 1 0 0 1 1 3	REPAIR RATE (AVG PER DEVICE)           0.29           0.38           0.20           0.13           0.25           0.20           0.25           0.20           0.25           0.20           0.25           0.20           0.25           0.20           0.25           0.20           0.25	TOTAL NO. OF DROPS           76           66           27           21           21           8           5           4           8           4	DROP RATE (AVG PER DEVICE) 5.43 2.54 1.80 1.40 1.31 1.00 0.50 0.44 0.44 0.33	<ul> <li>AVG DROP PER DEVICE PER DAY</li> <li>0.18</li> <li>0.08</li> <li>0.06</li> <li>0.05</li> <li>0.04</li> <li>0.03</li> <li>0.02</li> <li>0.01</li> <li>0.01</li> </ul>	TOTAL DEVICES           14           26           15           15           16           8           10           9           18           12
SITE NAME STORE154 STORE154 STORE101 STORE138 STORE120 STORE153 STORE142 STORE145 STORE145 STORE147 STORE143 STORE160	MAGE AND REH SITE SCORE 820 ▼ 574 ▲ 934 ↔ 933 ↔ 939 ↔ 980 ▲ 976 ▲ 898 ▼ 799 ▼	AIR ISSUES, LAST 30 DA NO FAULT FOUND 1 2 1 1 2 1 1 0 1 2 1 1 2 1 1 0 1 0 1 0 1 0 0 1 0 0 1 1 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0	YS (51)  PHYSICAL DAMAGE  PHYSICAL DAMAGE  1 5 1 1 5 1 2 0 0 0 1 1 1 1 0 0 1 1 1 0 0 1 1 1 0 1	OTHER FAILURE 2 3 1 1 1 0 1 0 0 1 1 3	REPAIR RATE (AVG PER DEVICE)           0.29           0.38           0.20           0.13           0.25           0.20           0.17           0.25	TOTAL NO. OF DROPS           76           66           27           21           21           8           5           4           8           4           8           4	DROP RATE (AVG PER DEVICE) 5.43 2.54 1.80 1.40 1.31 1.00 0.50 0.44 0.44 0.33	<ul> <li>AVG DROP PER DEVICE PER DAY</li> <li>0.18</li> <li>0.08</li> <li>0.06</li> <li>0.05</li> <li>0.04</li> <li>0.03</li> <li>0.02</li> <li>0.01</li> <li>0.01</li> </ul>	TOTAL DEVICES           14           26           15           15           16           8           10           9           18           12
SITE NAME           STORE154           STORE154           STORE101           STORE138           STORE120           STORE153           STORE142           STORE145           STORE145           STORE147           STORE143           STORE160           « < 12345	MAGE AND REP SITE SCORE 820 ▼ 574 ▲ 789 ▲ 934 ↔ 939 ↔ 980 ▲ 976 ▲ 898 ▼ 799 ▼ 6 ≥ ≫	AIR ISSUES, LAST 30 DA NO FAULT FOUND 1 2 1 1 1 0 1 2 1 1 2 1 1 2 1 1 0 1 2 1 1 0 0 1 1 0 0 1 1 0 0 1 1 0 0 1 1 0 0 1 1 0 0 0 1 1 0 0 1 1 0 0 1 1 0 0 1 1 0 0 1 1 0 0 1 1 0 0 1 1 0 0 1 1 0 0 1 1 0 0 1 1 1 1 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1	YS (51)  PHYSICAL DAMAGE  PHYSICAL DAMAGE  1 1 5 1 1 1 2 0 0 0 1 1 1 1 0 0 1 1 1 0 0 1 1 1 1	OTHER FAILURE 2 3 1 1 1 0 1 0 1 0 1 3	REPAIR RATE (AVG PER DEVICE)           0.29           0.38           0.20           0.13           0.25           0.20           0.13           0.25           0.22           0.17           0.25	TOTAL NO. OF DROPS           76           66           27           21           8           5           4           8           4	DROP RATE (AVG PER DEVICE) 5.43 2.54 1.80 1.40 1.31 1.00 0.50 0.44 0.44 0.33	<ul> <li>AVG DROP PER DEVICE PER DAY</li> <li>0.18</li> <li>0.08</li> <li>0.06</li> <li>0.05</li> <li>0.04</li> <li>0.03</li> <li>0.02</li> <li>0.01</li> <li>0.01</li> </ul>	TOTAL DEVICES 14 26 15 15 15 16 8 10 9 18 12 Rows 1-10
SITE NAME STORE154 STORE154 STORE101 STORE138 STORE120 STORE153 STORE142 STORE145 STORE145 STORE143 STORE143 STORE160 « < 1 2 3 4 5 Set Filters By Mo	AGE AND REP SITE SCORE 574 ▲ 789 ▲ 934 ↔ 939 ↔ 939 ↔ 939 ↔ 939 ↔ 980 ▲ 976 ▲ 898 ¥ 799 ¥ 6 ≥ ≫	AIR ISSUES, LAST 30 DA NO FAULT FOUND 1 2 1 1 1 0 1 2 1 1 2 1 1 0 1 2 1 1 0 1 0 1 2 1 1 0 1 2 1 1 0 1 1 1 0 1 1 0 1 1 1 1 1 1 1 1 1 1 1 1 1	YS (51)  PHYSICAL DAMAGE  PHYSICAL DAMAGE  1 1 5 1 1 2 0 0 0 1 1 1 0 0 0 0 0 0 0 0 0 0 0	OTHER FAILURE 2 3 1 1 1 0 1 0 1 0 1 3	REPAIR RATE (AVG PER DEVICE)           0.29           0.38           0.20           0.20           0.13           0.25           0.20           0.25           0.22           0.17           0.25	TOTAL NO. OF DROPS           76           66           27           21           21           8           5           4           8           4           8           4	DROP RATE (AVG PER DEVICE)           5.43           2.54           1.80           1.40           1.31           1.00           0.50           0.44           0.33	<ul> <li>AVG DROP PER DEVICE PER DAY</li> <li>0.18</li> <li>0.08</li> <li>0.06</li> <li>0.05</li> <li>0.04</li> <li>0.03</li> <li>0.02</li> <li>0.01</li> <li>0.01</li> </ul>	TOTAL DEVICES           14           26           15           16           8           10           9           18           12
SITE NAME STORE154 STORE154 STORE101 STORE138 STORE120 STORE153 STORE153 STORE142 STORE145 STORE147 STORE143 STORE143 STORE160 « < 1 2 3 4 5 Set Filters By Mod	MAGE AND REP SITE SCORE 820 ▼ 574 ▲ 789 ▲ 934 ↔ 963 ↔ 939 ↔ 739 ▲ 939 ↔ 739 ▲ 939 ↔ 739 ▲ 739 ▲ 739 ▲ 939 ↔ 739 ▲ 739	AIR ISSUES, LAST 30 DA	YS (51) PHYSICAL DAMAGE 1 5 1 1 5 1 2 0 0 0 1 1 1 0 0 1 CH	OTHER FAILURE         2         3         1         0         1         0         1         0         1         3	REPAIR RATE (AVG PER DEVICE)           0.29           0.38           0.20           0.13           0.25           0.20           0.25           0.17           0.25	TOTAL NO. OF DROPS       76       66       27       21       8       5       4       8       4	DROP RATE (AVG PER DEVICE)           5.43           2.54           1.80           1.40           1.31           0.50           0.44           0.33	<ul> <li>AVG DROP PER DEVICE PER DAY</li> <li>0.18</li> <li>0.08</li> <li>0.06</li> <li>0.05</li> <li>0.04</li> <li>0.03</li> <li>0.02</li> <li>0.01</li> <li>0.01</li> <li>0.01</li> </ul>	TOTAL DEVICES 14 26 15 15 16 8 10 9 18 12 Rows 1-10
SITE NAME STORE154 STORE154 STORE101 STORE138 STORE120 STORE153 STORE142 STORE145 STORE145 STORE147 STORE143 STORE140 « < 1 2 3 4 5 Select Colum	MAGE AND REP SITE SCORE 820 ▼ 574 ▲ 789 ▲ 934 ↔ 963 ↔ 939 ↔ 980 ▲ 976 ▲ 898 ▼ 799 ▼ 6 ≥ ≫ odel	AIR ISSUES, LAST 30 DA	YS (51) PHYSICAL DAMAGE 1 5 1 1 5 1 2 0 0 1 1 1 0 Search Classical damage damag	OTHER FAILURE         2         3         1         0         1         0         1         0         1         3	REPAIR RATE (AVG PER DEVICE)           0.29           0.38           0.20           0.13           0.25           0.20           0.25           0.21           0.22           0.17           0.25	TOTAL NO. OF DROPS         76         66         27         21         21         8         5         4         8         4	DROP RATE (AVG PER DEVICE           5.43           2.54           1.80           1.40           1.31           0.00           0.44           0.33	<ul> <li>AVG DROP PER DEVICE PER DAY</li> <li>0.18</li> <li>0.08</li> <li>0.06</li> <li>0.05</li> <li>0.04</li> <li>0.03</li> <li>0.02</li> <li>0.01</li> <li>0.01</li> <li>0.01</li> </ul>	TOTAL DEVICES         14         26         15         15         16         8         10         9         18         12
SITE NAME STORE154 STORE154 STORE101 STORE138 STORE120 STORE153 STORE142 STORE145 STORE145 STORE147 STORE143 STORE160 « < 1 2 3 4 5 Select Colum MODELS WITH D	MAGE AND REP SITE SCORE 820 ▼ 574 ▲ 789 ▲ 934 ↔ 939 ↔ 939 ↔ 939 ↔ 939 ↔ 939 ↔ 938 ▲ 976 ▲ 898 ▼ 799 ▼ 6 ≥ ≫ oddl DAMAGE AND R	AIR ISSUES, LAST 30 DAY NO FAULT FOUND 1 2 1 1 2 1 1 0 1 2 1 1 2 1 1 0 1 1 0 0 1 2 1 1 0 0 1 2 1 1 0 0 1 2 1 1 0 0 1 2 1 1 0 0 1 1 2 0 1 1 1 0 0 1 1 1 0 0 1 1 1 0 0 1 1 1 0 0 1	YS (51) PHYSICAL DAMAGE 1 5 1 1 5 1 1 2 0 0 1 1 1 0 1 1 0 1 1 0 1 1 0 1 1 1 0 1 1 1 0 1 1 1 0 1 1 1 1 0 1	OTHER FAILURE         2         3         1         0         1         0         1         0         1         3	REPAIR RATE (AVG PER DEVICE)           0.29           0.38           0.20           0.13           0.25           0.20           0.25           0.17           0.25	TOTAL NO. OF DROPS           76           66           27           21           21           8           5           4           8           4	DROP RATE (AVG PER DEVICE) 5.43 2.54 1.80 1.40 1.31 1.00 0.50 0.44 0.44 0.33	<ul> <li>AVG DROP PER DEVICE PER DAY</li> <li>0.18</li> <li>0.08</li> <li>0.06</li> <li>0.05</li> <li>0.04</li> <li>0.02</li> <li>0.01</li> <li>0.01</li> </ul>	TOTAL DEVICES         14         26         15         15         16         8         10         9         18         12
SITE NAME STORE154 STORE154 STORE101 STORE138 STORE120 STORE153 STORE142 STORE145 STORE147 STORE143 STORE143 STORE160 « < 1 2 3 4 5 Set Filters By Mo Select Colum MODELS WITH D	MAGE AND REP       SITE SCORE       820 ▼       574 ▲       789 ▲       934 ↔       963 ↔       939 ↔       980 ▲       976 ▲       898 ▼       799 ▼       6 > ≫       DAMAGE AND R       MODEL SCOF	AIR ISSUES, LAST 30 DAY NO FAULT FOUND  1 2 1 1 2 1 1 2 1 1 2 1 1 0 1 2 1 1 0 Eearch text REPAIRS, LAST 30 DAYS ( RE A NO FAULT FOUND	YS (51)  PHYSICAL DAMAGE  1 5 1 5 1 1 5 1 2 0 0 0 1 1 1 0 1 1 0 CH 1 1 0 PHYSICAL DAMAGE	OTHER FAILURE         2         3         1         0         1         0         1         0         1         3	REPAIR RATE (AVG PER DEVICE)           0.29           0.38           0.20           0.13           0.25           0.20           0.25           0.20           0.25           0.20           0.25           0.20           0.25           0.20           0.27           0.28           0.29           0.29           0.20           0.25	TOTAL NO. OF DROPS           76           66           27           21           21           8           5           4           8           4           8           4	DROP RATE (AVG PER DEVICE) 5.43 2.54 1.80 1.40 1.31 1.00 0.50 0.44 0.44 0.33	<ul> <li>AVG DROP PER DEVICE PER DAY</li> <li>0.18</li> <li>0.08</li> <li>0.06</li> <li>0.05</li> <li>0.04</li> <li>0.03</li> <li>0.02</li> <li>0.01</li> <li>0.01</li> </ul>	TOTAL DEVICES         14         26         15         15         16         8         10         9         18         12         Rows 1-11
SITE NAME STORE154 STORE154 STORE101 STORE138 STORE120 STORE153 STORE153 STORE142 STORE142 STORE147 STORE147 STORE143 STORE140 « < 1 2 3 4 5 Set Filters By Mod Select Colum MODELS WITH D	MAGE AND REP SITE SCORE 820 ▼ 574 ▲ 789 ▲ 934 ↔ 933 ↔ 939 ↔ 939 ↔ 939 ↔ 939 ↔ 938 ▲ 976 ▲ 898 ▼ 799 ▼ 6 > ≫ DAMAGE AND R MODEL SCOF	AIR ISSUES, LAST 30 DAY NO FAULT FOUND 1 2 1 1 1 0 1 2 1 1 1 0 1 1 2 1 1 0 1 Event text REPAIRS, LAST 30 DAYS ( REPAIRS, LAST	YS (51) PHYSICAL DAMAGE PHYSICAL DAMAGE 1 5 1 1 5 1 2 0 0 1 1 1 0 1 1 1 0 Classes Clas	OTHER FAILURE       2       3       1       0       1       0       1       3	REPAIR RATE (AVG PER DEVICE)           0.29           0.33           0.20           0.13           0.25           0.20           0.25           0.20           0.25           0.27           0.28           0.29           0.29           0.13           0.25           0.20           0.21           0.22           0.17           0.25           V           V           V           V           V           V           V           V           V           V           V           V           V           V           V           V           V	TOTAL NO. OF DROPS           76           66           27           21           21           8           5           4           8           4	DROP RATE (AVG PER DEVICE)           5.43           2.54           1.80           1.40           1.31           0.50           0.44           0.33	AVG DROP PER DEVICE PER DAY           0.18           0.08           0.06           0.05           0.04           0.03           0.02           0.01           0.01	TOTAL DEVICES       14       26       15       15       16       8       10       9       18       12   Rows 1-11
SITE NAME STORE154 STORE154 STORE101 STORE138 STORE120 STORE153 STORE142 STORE145 STORE145 STORE147 STORE143 STORE140 « < 1 2 3 4 5 Select Colum MODELS WITH D MODELS WITH D	MAGE AND REP SITE SCORE SITE SCORE S20 ▼ 574 ▲ 789 ▲ 934 ↔ 933 ↔ 939 ↔ 930 ▲ 976 ▲ 838 ♥ 739 ▼ 739 ▼ 730 ▼	AIR ISSUES, LAST 30 DAY NO FAULT FOUND  1 2 1 1 2 1 1 0 1 2 1 1 0 1 2 1 1 0 1 Eearch text REPAIRS, LAST 30 DAYS ( RE  NO FAULT FOUND 0	YS (51) PHYSICAL DAMAGE 1 5 1 1 2 0 0 0 1 1 0 1 1 0 Search CH 1 1 1 1 1 0 1 1 1 0 1 1 1 1 1 1 1 1 1 1 1 1 1	OTHER FAILURE       2       3       1       1       0       1       0       1       0       1       3	REPAIR RATE (AVG PER DEVICE)           0.29           0.38           0.20           0.33           0.20           0.13           0.25           0.20           0.21           0.25           0.20           0.25           0.17           0.25           V           N17           0.25           0.27           0.17           0.25           V<	TOTAL NO. OF DROPS         76         66         27         21         21         8         5         4         8         4	DROP RATE (AVG PER DEVICE)           5.43           2.54           1.80           1.40           1.31           0.50           0.44           0.33		TOTAL DEVICES       14       26       15       16       8       10       9       18       12   Rows 1-11
SITE NAME STORE154 STORE154 STORE101 STORE138 STORE120 STORE153 STORE142 STORE145 STORE147 STORE143 STORE143 STORE140 « < 1 2 3 4 5 Set Filters By Mod Select Colum MODELS WITH I MODEL NAME CC605 DS3608	MAGE AND REP SITE SCORE 820 ▼ 574 ▲ 789 ▲ 934 ↔ 933 ↔ 939 ↔ 930 ▲ 976 ▲ 789 ▲ 789 ▲ 930 ▲ 930 ▲ 930 ▲ 930 ▲ 930 ▲ 799 ▼ Control Control	AIR ISSUES, LAST 30 DAY NO FAULT FOUND  1 2 1 1 2 1 1 0 1 2 1 1 0 1 2 1 1 0 1 Eearch text REPAIRS, LAST 30 DAYS ( RE  NO FAULT FOUND 0 3	YS (51) PHYSICAL DAMAGE 1 5 1 1 5 1 1 2 0 0 0 1 1 0 1 1 0 1 1 1 1 1 1 1 1	OTHER FAILURE         2         3         1         0         1         0         1         0         1         0         1         0         1         0         1         0         1         3         OTHER FAILURE         OTHER FAILURE         0         0         0         0         0         0         0         0         0         0         0         0         5	REPAIR RATE (AVG PER DEVICE)           0.29           0.38           0.20           0.33           0.20           0.13           0.25           0.20           0.21           0.25           0.20           0.21           0.25           0.20           0.21           0.22           0.17           0.25           8           REPAIR RATE (AVG PER DEVICE)           2.00           0.45	TOTAL NO. OF DROPS         76         66         27         21         21         8         5         4         8         4	DROP RATE (AVG PER DEVICE)           5.43           2.54           1.80           1.40           1.31           0.50           0.44           0.33           V           DROP RATE (AVG PER DEVICE)           15.00           0.00	<ul> <li>AVG DROP PER DEVICE PER DAY</li> <li>0.18</li> <li>0.08</li> <li>0.05</li> <li>0.04</li> <li>0.03</li> <li>0.02</li> <li>0.01</li> <li>0.01</li> <li>0.01</li> </ul>	TOTAL DEVICES       14       26       15       15       16       8       10       9       18       12       Rows 1-11
SITE NAME SITE NAME STORE154 STORE154 STORE101 STORE138 STORE120 STORE153 STORE142 STORE145 STORE147 STORE147 STORE143 STORE140 « < 1 2 3 4 5 Select Colum MODELS WITH I MODEL NAME CC605 DS3608 TC52	MAGE AND REP SITE SCORE 820 ▼ 574 ▲ 789 ▲ 933 ↔ 933 ↔ 939 ↔ 930 ▲ 976 ▲ 739 ▲ 739 ▲ 739 ▲ 739 ▲ 739 ▲ 739 ▲ 739 ▲ 739 ★ 739 ▼ 739 ▼ 730 ▼ 737 ★ 739 ▼ 736 ▲ 739 ♥	AIR ISSUES, LAST 30 DA	YS (51) PHYSICAL DAMAGE 1 5 1 1 5 1 1 2 0 0 0 1 1 1 0 1 1 1 0 1 1 1 1 0 1	OTHER FAILURE         2         3         1         0         1         0         1         0         1         0         1         0         1         0         1         0         1         0         1         0         1         0         1         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         5         0         5         0         5         0         5         0         5         0         5         1          1          1          1          1 <tb< td=""><td>REPAIR RATE (AVG PER DEVICE)           0.29           0.33           0.20           0.33           0.20           0.13           0.25           0.20           0.21           0.25           0.20           0.21           0.25           0.20           0.21           0.22           0.17           0.25           8           8           9           0.25           0.20           0.24           0.25           0.25           0.26           0.27           0.28           REPAIR RATE (AVG PER DEVICE)           2.00           0.45           0.24</td><td>TOTAL NO. OF DROPS         76         66         27         21         8         5         4         8         4</td><td>DROP RATE (AVG PER DEVICE)           5.43           2.54           1.80           1.40           1.31           0.50           0.44           0.33           DROP RATE (AVG PER DEVICE)           15.00           0.13</td><td>AVG DROP PER DEVICE PER DAY           0.18           0.08           0.05           0.04           0.03           0.02           0.01           0.01           0.01           0.01</td><td>TOTAL DEVICES         14         26         15         16         8         10         9         18         12         Rows 1-10         ①         TOTAL DEVICES         1         22         95         1</td></tb<>	REPAIR RATE (AVG PER DEVICE)           0.29           0.33           0.20           0.33           0.20           0.13           0.25           0.20           0.21           0.25           0.20           0.21           0.25           0.20           0.21           0.22           0.17           0.25           8           8           9           0.25           0.20           0.24           0.25           0.25           0.26           0.27           0.28           REPAIR RATE (AVG PER DEVICE)           2.00           0.45           0.24	TOTAL NO. OF DROPS         76         66         27         21         8         5         4         8         4	DROP RATE (AVG PER DEVICE)           5.43           2.54           1.80           1.40           1.31           0.50           0.44           0.33           DROP RATE (AVG PER DEVICE)           15.00           0.13	AVG DROP PER DEVICE PER DAY           0.18           0.08           0.05           0.04           0.03           0.02           0.01           0.01           0.01           0.01	TOTAL DEVICES         14         26         15         16         8         10         9         18         12         Rows 1-10         ①         TOTAL DEVICES         1         22         95         1
SITE NAME SITE NAME STORE154 STORE154 STORE101 STORE138 STORE120 STORE153 STORE142 STORE145 STORE147 STORE143 STORE143 STORE140 « < 1 2 3 4 5 Select Colum MODELS WITH ID MODEL NAME CC605 DS3608 TC52 MP7000 DC0470	MAGE AND REP SITE SCORE 820 ▼ 574 ▲ 789 ▲ 933 ↔ 933 ↔ 939 ↔ 930 ▲ 939 ↔ 939 ↔ 930 ▲ 937 ↔ 739 ▼ 739 ▼ 730 ▼ 730 ▼ 739 ▼ 730 ▼ 730 ▼ 730 ▼ 739 ▼ 730 ▼ 730 ▼ 739 ▼ 730 ▼ 730 ▼ 730 ▼ 730 ▼ 730 ▼ 730 ▼ 739 ▼ 730 ▼ 730 ▼ 730 ▼ 739 ▼ 730 ♥ 730	AIR ISSUES, LAST 30 DAY	YS (51)  PHYSICAL DAMAGE  1 5 1 5 1 1 5 1 1 2 0 0 0 1 1 1 0 0 1 1 1 0   Search Cla 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	OTHER FAILURE         2         3         1         0         1         0         1         0         1         0         1         0         1         0         1         0         1         0         1         0         1         0         1         3         0 <t< td=""><td>REPAIR RATE (AVG PER DEVICE)           0.29           0.38           0.20           0.33           0.20           0.13           0.25           0.20           0.21           0.25           0.20           0.21           0.25           0.20           0.21           0.22           0.17           0.25           0.21           0.25           0.25           0.27           0.28           RATE (AVG PER DEVICE)           2.00           0.45           0.24           0.24</td><td>TOTAL NO. OF DROPS         76         66         27         21         8         5         4         8         4</td><td>DROP RATE (AVG PER DEVICE)           5.43           2.54           1.80           1.40           0.31           0.33           DROP RATE (AVG PER DEVICE)           15.00           0.00           0.13           0.00</td><td><ul> <li>AVG DROP PER DEVICE PER DAY</li> <li>0.18</li> <li>0.08</li> <li>0.06</li> <li>0.05</li> <li>0.04</li> <li>0.03</li> <li>0.02</li> <li>0.01</li> <li>0.01</li> <li>0.01</li> <li>0.01</li> </ul></td><td>TOTAL DEVICES         14         26         15         15         16         8         10         9         18         12         Rows 1-10         ©         TOTAL DEVICES         1         22         95         34         25</td></t<>	REPAIR RATE (AVG PER DEVICE)           0.29           0.38           0.20           0.33           0.20           0.13           0.25           0.20           0.21           0.25           0.20           0.21           0.25           0.20           0.21           0.22           0.17           0.25           0.21           0.25           0.25           0.27           0.28           RATE (AVG PER DEVICE)           2.00           0.45           0.24           0.24	TOTAL NO. OF DROPS         76         66         27         21         8         5         4         8         4	DROP RATE (AVG PER DEVICE)           5.43           2.54           1.80           1.40           0.31           0.33           DROP RATE (AVG PER DEVICE)           15.00           0.00           0.13           0.00	<ul> <li>AVG DROP PER DEVICE PER DAY</li> <li>0.18</li> <li>0.08</li> <li>0.06</li> <li>0.05</li> <li>0.04</li> <li>0.03</li> <li>0.02</li> <li>0.01</li> <li>0.01</li> <li>0.01</li> <li>0.01</li> </ul>	TOTAL DEVICES         14         26         15         15         16         8         10         9         18         12         Rows 1-10         ©         TOTAL DEVICES         1         22         95         34         25
SITE NAME STORE154 STORE154 STORE154 STORE101 STORE138 STORE120 STORE133 STORE142 STORE145 STORE145 STORE147 STORE143 STORE143 STORE140 « < 1 2 3 4 5 Set Filters By Mod Select Colum MODELS WITH D MODEL NAME CC605 DS3608 TC52 MP7000 DS8178 DS2672	MAGE AND REP SITE SCORE 820 ▼ 574 ▲ 789 ▲ 934 ↔ 939 ↔ 930 ▲ 976 ▲ 939 ↔ 930 ▲ 937 ↔ 939 ↔ 930 ▲ 937 ↔ 739 ▼ 739 ▼ 74 ▲ 739 ▼ 739 ▼ 74 ▲ 739 ▼ 739 ▼ 74 ▲ 739 ▼ 75 ▲ 739 ▼ 76 ▲ 739 ▼ 776 ▲ 739 ▼ 804 ▼ 739 ▼ 736 ▲ 739 ▼ 738 ▲ 738 ▲ 739 ▼ 738 ▲ 738 ▲ 7	AIR ISSUES, LAST 30 DA	YS (51)  PHYSICAL DAMAGE  1 5 1 5 1 1 5 1 1 2 0 0 1 1 1 0 1 1 0   Search Claration   PHYSICAL DAMAGE      PHYSICAL DAMAGE	OTHER FAILURE         2         3         1         0         1         0         1         0         1         0         1         0         1         0         1         0         1         0         1         0         1         0         1         0         1         0 <t< td=""><td>REPAIR RATE (AVG PER DEVICE)           0.29           0.38           0.20           0.13           0.25           0.20           0.21           0.25           0.20           0.25           0.20           0.21           0.25           0.20           0.21           0.22           0.17           0.25           2.00           0.25           2.00           0.45           0.24           0.50           0.40</td><td>TOTAL NO. OF DROPS         76         66         27         21         8         5         4         8         4         8         4         70         15         0         12         0         0         0         0         0         0         0         0</td><td>DROP RATE (AVG PER DEVICE)           5.43           2.54           1.80           1.40           0.31           0.33           DROP RATE (AVG PER DEVICE)           15.00           0.13           0.00           0.00</td><td>AVG DROP PER DEVICE PER DAY           0.18           0.08           0.05           0.04           0.03           0.01           0.01           0.01           0.01           0.01           0.01           0.01           0.01           0.01           0.01           0.01           0.01           0.01           0.01           0.01           0.01</td><td>TOTAL DEVICES         14         26         15         15         16         8         10         9         18         12         Rows 1-10         1         2         95         34         35</td></t<>	REPAIR RATE (AVG PER DEVICE)           0.29           0.38           0.20           0.13           0.25           0.20           0.21           0.25           0.20           0.25           0.20           0.21           0.25           0.20           0.21           0.22           0.17           0.25           2.00           0.25           2.00           0.45           0.24           0.50           0.40	TOTAL NO. OF DROPS         76         66         27         21         8         5         4         8         4         8         4         70         15         0         12         0         0         0         0         0         0         0         0	DROP RATE (AVG PER DEVICE)           5.43           2.54           1.80           1.40           0.31           0.33           DROP RATE (AVG PER DEVICE)           15.00           0.13           0.00           0.00	AVG DROP PER DEVICE PER DAY           0.18           0.08           0.05           0.04           0.03           0.01           0.01           0.01           0.01           0.01           0.01           0.01           0.01           0.01           0.01           0.01           0.01           0.01           0.01           0.01           0.01	TOTAL DEVICES         14         26         15         15         16         8         10         9         18         12         Rows 1-10         1         2         95         34         35

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869 🙏

895 🔺

903 🗡

10

11

16

TC51

MC95

TC75X

Rows 1-10

138

199

149

0.20

0.17

0.16

132

83

12

0.03

0.01

0

0.96

0.42

0.08

9

9

4

9

14 4

# **Damage and Repair Health Score**

This health score is calculated using root cause analysis. The data range is for the previous 3 months.



# **Repair Issues**

This chart shows the repairs grouped by root causes: no trouble found (NTF), physical damage, and other failures. Knowing this information can help you to improve processes, focus employee training, and deep devices in circulation longer by reducing the number of repairs.



# **Repair Rate**

This number shows the average repair rate per device for the company during the last 30 days.



## **Average Drops per Device**

This number shows the average drop rate per device at the company level for the last 30 days.



# Sites with Damage and Repair Issues

This table displays the sites that had damage and repair issues over the last 30 days. Click on any heading to sort by that column.

SITE NAME	SITE SCORE	NO FAULT FOUND	PHYSICAL DAMAGE	OTHER FAILURE	REPAIR RATE (AVG PER DEVICE)	TOTAL NO. OF DROPS	DROP RATE ~ (AVG PER DEVICE)	AVG DROP PER DEVICE PER DAY	TOTAL DEVICES
STORE154	820 🗡	1	1	2	0.29	76	5.43	0.18	14
STORE101	574 🔺	2	5	3	0.38	66	2.54	0.08	26
STORE138	789 🔺	1	1	1	0.20	27	1.80	0.06	15
STORE120	934 🔶	1	1	1	0.20	21	1.40	0.05	15
STORE153	963 🔶	0	2	0	0.13	21	1.31	0.04	16
STORE142	939 🔲	1	0	1	0.25	8	1.00	0.03	8
STORE145	980 🔺	2	0	0	0.20	5	0.50	0.02	10
STORE147	976 🔺	1	1	0	0.22	4	0.44	0.01	9
STORE143	898 🗡	1	1	1	0.17	8	0.44	0.01	18
STORE160	799 🗡	0	0	3	0.25	4	0.33	0.01	12

Rows 1-10

Click on a site to see how the site ranks with others in your organization and for specific repairs to different models.

VITALS > DA LAST REFRES	SITE: STORE106 //TALS > DAMAGE AND REPAIRS > SITE .AST REFRESHED 38 MINUTES AGO											
DAMAGE AN	DAMAGE AND REPAIR HEALTH SCORE BY SITE SUMMARY The Repair Rate for a Site (avg per device) is 0.12 and the Drop Rate for a Site (avg per device) is 0.00 for the site, STOREIO6. SITE RANK 38 This site ranks #38 out of 51 sites.											
Select Co	lumn 🗸 Sear	ch text	Search Clear									
MODELS WIT	TH DAMAGE AND REPA	IR ISSUES, LAST 30 DA	AYS (6)									
MODEL NAME	DEVICE SR NO.	DEVICE SCORE	NO FAULT FOUND	PHYSICAL DAMAGE	OTHER FAILURE	TOTAL REPAIRS	TOTAL NO. OF DROPS	AVG DROPS PER DAY				
DS3608	D19231010S0218	379 🔺	0	0	1	1	0	0				
DS8178	D19231010S0036	838 ⇔	0	0	1	1	0	0				
MC95	D19291010M1105	893 🗡	1	0	0	1	0	0				
DS3678	D19231010S0137	939 \leftrightarrow	0	1	0	1	0	0				
MP7000	D19231010S0138	939 \leftrightarrow	0	1	0	1	0	0				
TC75X	D19291010M0366	939 🔺	0	1	0	1	0	0				
$\ll \langle 1 \rangle \gg$								Rows 1-6				

Click a device serial (SR) number to go to the details page for that device.

#### See Also

Displaying Mobile Computer Details Displaying Printer Details Displaying Scanner Details

# **Models with Damage and Repairs**

Click on a mobile computer model to see how the model ranks with others that were damaged or sent for repairs and for specific sites that had issues with this model in the last 30 days.

If only one site has issues with a particular model, consider investigating the circumstances at the site. If multiple sites have issues with a particular mobile computer model, look for the commonalities between them, including how and where the devices are used. Is this model suited to these sites, or would a more rugged model have fewer issues?

0 :

MODEL NAME	MODEL SCORE	NO FAULT FOUND	PHYSICAL DAMAGE	OTHER FAILURE	REPAIR RATE (AVG PER DEVICE)	TOTAL NO. OF DROPS	DROP RATE (AVG PER DEVICE)	AVG DROP PER DEVICE PER DAY	TOTAL DEVICES
CC605	500 💙	0	2	0	2.00	15	15.00	0.5	1
DS3608	776 🔺	3	2	5	0.45	0	0.00	0	22
TC52	799 💙	6	8	9	0.24	12	0.13	0	95
MP7000	804 💙	8	4	5	0.50	0	0.00	0	34
DS8178	823 💙	4	4	8	0.46	0	0.00	0	35
DS3678	829 🗮	5	3	4	0.40	0	0.00	0	30
DS8108	865 🔺	6	5	4	0.39	0	0.00	0	38
TC51	869 🔺	10	9	9	0.20	132	0.96	0.03	138
MC95	895 🔺	11	14	9	0.17	83	0.42	0.01	199
TC75X	903 💙	16	4	4	0.16	12	0.08	0	149

Click on a model to see the individual devices with issues in the last 30 days.

MODEL	: TC75X					LAST 30	DAYS
ITALS > DAMAGE AN AST REFRESHED 43 N	ND REPAIRS > MODEL MINUTES AGO						
DAMAGE & REPAIR HEALTH SCORE BY MODEL		SUMMARY		MODEL RANK			
	903	The Repair Rate for a M TC75X.	odel (avg per device) is 0.06 and th	e Drop Rate for a Model (avg per devi	ce) is 0.03 for the model,	This model rani out of 10 mode	ks #1 els.
Select Column	Search text	Search C	ear				
Select Column	Search text AND REPAIR ISSUES, LAST 30 D	Search C	ear				
Select Column	Search text AND REPAIR ISSUES, LAST 30 E     DEVICE SR NO.	Search CI DAYS (24) DEVICE SCORE	ear NO FAULT FOUND	PHYSICAL DAMAGE	OTHER FAILURE	TOTAL REPAIRS	TOTAL N
Select Column ITES WITH DAMAGE	Search text  AND REPAIR ISSUES, LAST 30 D  DEVICE SR NO.  D19291010M0315	Search CI DAYS (24) DEVICE SCORE 966 00 200 4	NO FAULT FOUND	<ul> <li>PHYSICAL DAMAGE</li> <li>0</li> </ul>	OTHER FAILURE	TOTAL REPAIRS	TOTAL N 0
Select Column ITES WITH DAMAGE BITE NAME STORE114 STORE125	Search text  AND REPAIR ISSUES, LAST 30 D     DEVICE SR NO.     D19291010M0315     D19291010M0375	Search CI DAYS (24) DEVICE SCORE 966 to 966 to 966 to	ear NO FAULT FOUND 1 1	<ul> <li>PHYSICAL DAMAGE</li> <li>0</li> <li>-</li> </ul>	OTHER FAILURE 0 0	TOTAL REPAIRS 1 1 1	TOTAL N 0 0
Select Column ITES WITH DAMAGE	Search text  AND REPAIR ISSUES, LAST 30 D     DEVICE SR NO.     D19291010M0315     D19291010M0375     D19291010M0268	Search         Cl           DAYS (24)         DEVICE SCORE           966 ♣         966 ♣           966 ♣         966 ♣	ear NO FAULT FOUND 1 1 1	<ul> <li>PHYSICAL DAMAGE</li> <li>0</li> <li>0</li> <li>0</li> </ul>	OTHER FAILURE 0 0 0	TOTAL REPAIRS 1 1 1 1 1	TOTAL N 0 0
Select Column ITES WITH DAMAGE. ITE NAME ITORE114 ITORE125 ITORE125 ITORE159 ITORE159	Search text  AND REPAIR ISSUES, LAST 30 D     DEVICE SR NO.     D19291010M0315     D19291010M0375     D19291010M0268     D19291010M0340     D19291010M0340	Search         Cl           DAYS (24)         0           966 ↔         9           966 ↔         9           966 ↔         9           966 ↔         9           966 ↔         9	ear NO FAULT FOUND 1 1 1 1 1 1	<ul> <li>PHYSICAL DAMAGE</li> <li>0</li> <li>0</li> <li>0</li> <li>0</li> <li>0</li> </ul>	OTHER FAILURE 0 0 0 0 0	TOTAL REPAIRS 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	TOTAL N 0 0 0 0
Select Column ITES WITH DAMAGE. ITE NAME TORE114 ITORE125 ITORE137 ITORE159 ITORE120 ITORE120	✓ Search text  AND REPAIR ISSUES, LAST 30 D     DEVICE SR NO.     D19291010M0315     D19291010M0375     D19291010M0368     D19291010M0340     D19291010M0273	Search         Cl           DEVICE SCORE         966 ♣           966 ♣         966 ♣           966 ♣         966 ♣           966 ♣         966 ♣           966 ♣         966 ♣           966 ♣         966 ♣           966 ♣         966 ♣	ear NO FAULT FOUND 1 1 1 1 1 1 1 1 1 1	<ul> <li>PHYSICAL DAMAGE</li> <li>0</li> <li>0</li> <li>0</li> <li>0</li> <li>0</li> <li>0</li> <li>0</li> </ul>	OTHER FAILURE 0 0 0 0 0 0	TOTAL REPAIRS 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	TOTAL N 0 0 0 0 0
Select Column ITES WITH DAMAGE. ITE NAME TORE114 ITORE125 ITORE125 ITORE137 ITORE159 ITORE120 ITORE109 ITORE109	✓ Search text  AND REPAIR ISSUES, LAST 30 D     DEVICE SR NO.     D19291010M0315     D19291010M0375     D19291010M0368     D19291010M0340     D19291010M0273     D19291010M0373	Search         Cl           DEVICE SCORE         966 ↔           966 ↔         966 ↔           983 ↔         966 ↔	ear NO FAULT FOUND 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	<ul> <li>PHYSICAL DAMAGE</li> <li>0</li> <li>0</li> <li>0</li> <li>0</li> <li>0</li> <li>0</li> <li>0</li> <li>0</li> <li>0</li> </ul>	OTHER FAILURE 0 0 0 0 0 0 0 0	TOTAL REPAIRS           1           1           1           1           1           1           1           1           1           1           1           1           1	TOTAL N 0 0 0 0 0 0 0 0
Select Column ITES WITH DAMAGE ITE NAME TORE114 ITORE125 ITORE125 ITORE159 ITORE120 ITORE109 ITORE105 ITORE105	✓         Search text           AND REPAIR ISSUES, LAST 30 E           DEVICE SR NO.           D19291010M0315           D19291010M0375           D19291010M0376           D19291010M0368           D19291010M0340           D19291010M0333           D19291010M0334	Search         Cl           DEVICE SCORE         966 ♣           966 ♣         966 ♣           983 ♣         966 ♣           986 ♣         966 ♣	ear NO FAULT FOUND 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	<ul> <li>PHYSICAL DAMAGE</li> <li>0</li> <li>0</li></ul>	OTHER FAILURE 0 0 0 0 0 0 0 0 0 0 0	TOTAL REPAIRS           1           1           1           1           1           1           1           1           1           1           1           1           1           1           1	TOTAL N 0 0 0 0 0 0 0 0 0 0
Select Column ITES WITH DAMAGE BITE NAME STORE114 STORE125 STORE125 STORE125 STORE159 STORE120 STORE105 STORE105 STORE105 STORE151	✓         Search text           AND REPAIR ISSUES, LAST 30 D           DEVICE SR NO.           D19291010M0315           D19291010M0375           D19291010M0376           D19291010M0368           D19291010M0340           D19291010M0333           D19291010M0368           D19291010M0326	Search         Cl           DEVICE SCORE         966 ↔           966 ↔         966 ↔           983 ↔         966 ↔           793 ▼         983 ↓	ear NO FAULT FOUND 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	<ul> <li>PHYSICAL DAMAGE</li> <li>0</li> </ul>	OTHER FAILURE           0	TOTAL REPAIRS           1	TOTAL N 0 0 0 0 0 0 0 0 0 0 0 0 0
Select Column ittes WITH DAMAGE SITE NAME STORE114 STORE125 STORE137 STORE159 STORE120 STORE109 STORE105 STORE151 STORE151 STORE150	✓         Search text           AND REPAIR ISSUES, LAST 30 E           DEVICE SR NO.           D19291010M0315           D19291010M0375           D19291010M0376           D19291010M0376           D19291010M0376           D19291010M0376           D19291010M0376           D19291010M0340           D19291010M0333           D19291010M0266           D19291010M0226           D19291010M0226           D19291010M0226	Search         Cl           DEVICE SCORE         966 ↔           966 ↔         966 ↔           983 ↔         966 ↔           983 ↓         733 ¥           983 ↓         736 ¥	ear NO FAULT FOUND 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	<ul> <li>PHYSICAL DAMAGE</li> <li>0</li> <li>0</li></ul>	OTHER FAILURE           0	TOTAL REPAIRS           1	TOTAL N 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

Click a device serial (SR) number to go to the details page for that device.

#### See Also

**Displaying Mobile Computer Details** 

# **Connectivity Health**

The connectivity health vital tells you your network scores. Knowing the quality of Cellular (WWAN) and Wi-Fi (WLAN) communication from the devices' perspectives aids you in diagnosing device communication issues or possible physical obstructions within the work environment.

#### Tile

The tile shows the top five sites with the highest connectivity health scores for the current and previous months. Click the heading to go to the expanded view.



#### **Expanded View**

The expanded view shows additional information about Cellular (WWAN) and Wi-Fi (WLAN) issues.

VITALS > C LAST REFR	CONNECTIVIT CONNECTIVIT ESHED 128 MI	TIVITY HI Y HEALTH NUTES AGO	EALTH								
TOTAL CO	NNECTIVITY H	HEAL WV	VAN HEALTH SCORE	WLAN HEA	TH SCORE	SUMMARY			INDUST	RY RANK	
LAST 30 DAYS	AST 30 DAYS (59)						Critical: There are 5 critical sites.     92.0       Warning: There are 11 warning sites.     Your company's health score in 92.0% of all industry customers.       Optimal: There are 43 optimal sites.     92.0% of all industry customers.				
Set Filter						Set Filter					
Select C	Column	▼ Search t	iext s	earch Clear		Select C	olumn	▼ Search te	ext	Search Clear	
SITES WITH	H WWAN CON	INECTIVITY ISS	UES, LAST 30 DAYS (59)			SITES WIT	H WLAN CON	INECTIVITY ISSU	JES, LAST 30 DAYS (59)		
SITE	SITE SCORE	NO OF INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	TOTAL DEVICES	SITE	SITE	NO OF INCIDENTS	PERCENTAGE CHANG	E DEVICES	TOTAL DEVICES
STORE157	772 🔺	1,081	1	16	20	STORE157	772 🔺	1,081	1	16	20
STORE101	781 🗡	903	2	12	20	STORE101	782 🔶	903	2	12	20
STORE160	788 🗡	983	0	15	21	STORE160	788 🗡	983	0	15	21
STORE124	777 븢	771	3	13	23	STORE124	781 💙	771	3	13	23
STORE155	762 🔺	1,287	3	20	25	STORE155	793 🗡	1,287	3	20	25
STORE158	784 🔶	1,261	2	20	25	STORE158	784 🔶	1,261	2	20	25
STORE159	762 🔺	1,190	2	19	26	STORE159	768 🗡	1,190	2	19	26
STORE147	785 🗡	1,246	1	18	28	STORE147	785 🗡	1,246	1	18	28
STORE145	768 🗡	1,069	0	18	28	STORE145	762 🔺	1,069	0	18	28
STORE136	782 🔶	1,343	2	18	28	STORE136	777 👗	1,343	2	18	28
« < <b>1</b> 2	3456≯≫				Rows 1-10	« < <b>1</b> 2	3456≯≫				Rows 1-10
Set Filter						Set Filter					
Select (	Column	<ul> <li>✓ Search t</li> </ul>	text	earch Clear		Select C	Column	<ul> <li>✓ Search te</li> </ul>	ext	Search Clear	
MODELS V	VITH WWAN C	ONNECTIVITY	ISSUES, LAST 30 DAYS (4)			MODELS W	/ITH WLAN C	ONNECTIVITY IS	SUES, LAST 30 DAYS (4	)	
MODEL	MODEL SCORE	NO OF INCIDENTS	PERCENTAGE CHANGE A	DEVICES IMPACTED	TOTAL DEVICES	MODEL	MODEL SCORE	NO OF INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	A DEVICES IMPACTED	TOTAL DEVICES
MC95	778 \leftrightarrow	21,106	1	325	690	MC95	783 🗡	19,726	-15	325	690
TC51	782 🖶	21,317	1	327	697	TC51	778 🗡	20,780	-15	327	697
TC52	782 🗡	19,976	2	299	656	TC52	762 🔺	22,126	-13	299	656
TC75X	784 🔶	22,705	2	341	718	TC75X	780 🗡	21,098	-13	341	718
						« < 1 >	>>				Rows 1-4

# **Connectivity Health Scores**

These health scores are calculated by device model, physical location, and application. The data range is for the previous full day of data (usually yesterday). A score of zero typically indicates that Cellular or Wi-Fi connectivity is not available, either temporarily or by design.



## **Percentile Score**

This section tells you how your connectivity health score ranks compared to other VIQ users. The data range is for the previous full day of data (usually yesterday).



# **Sites with Connectivity Issues**

This section of the report shows the sites with connectivity issues in the last 30 days. Click on a site in the table to access the site details.

This table shows sites with connectivity issues (such as low signal strength) in the last 30 days. It includes the total number of incidents per site, the percentage of change in the number of incidents compared to last month, and the total number of devices per site that experienced the incidents.

- For WWAN issues, investigate potential connectivity issues and downtime related to the service provider(s).
- For WLAN issues, go to the site details report to investigate potential internet and connectivity issues at different sites. Are certain access points at specific sites causing problems?
- For all connectivity issues, check for recent or missing software updates that could be affecting the performance of certain models or devices.

SITES WITH WWAN CONNECTIVITY ISSUES, LAST 30 DAYS (1635)						SITES WITH WLAN CONNECTIVITY ISSUES, LAST 30 DAYS (1648)					
SITE NAME	SITE A	NO OF INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	TOTAL DEVICES	SITE NAME	SITE A SCORE	NO OF INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	TOTAL DEVICES
STORE126	з 🗡	78	-99	6	90	STORE109	0 <del>()</del>	860	0	2	4
STORE119	з 🗡	28	-83	6	62	STORE157	o \leftrightarrow	572	-40	2	4
STORE145	4 💙	46	-32	12	70	STORE126	o \leftrightarrow	1,078	-4	2	4
STORE125	4 💙	24	-73	6	32	STORE125	o \leftrightarrow	4,832	-4	8	10
STORE109	4 💙	100	-95	18	144	STORE145	o ↔	1,216	-5	6	8
STORE111	5 💙	18	-90	2	10	STORE119	0 🗡	700	-19	2	4
STORE115	5 🔺	60	88	6	54	STORE115	o 🔶	1,748	-38	6	16
STORE157	5 🔺	76	6	6	54	STORE111	o \leftrightarrow	1,866	1	6	10
STORE105	5 💙	38	-72	10	50	STORE105	o 🔶	1,046	-19	6	8
STORE137	5 💙	74	-45	6	54	STORE137	o 🗡	2,596	-8	4	6

The site details page displays the health scores, site rank, and location on a map for the specific site. The site's health scores can indicate issues that need to be addressed with the site. Devices with WWAN and WLAN issues and the top five worst access points are also included.

- For WWAN issues, investigate potential connectivity issues and downtime related to the service provider(s).
- For WLAN issues, investigate potential internet and connectivity issues at the site.
- For all connectivity issues, check for recent or missing software updates that could be affecting the performance of certain models or devices.





Click a device serial (SR) number to go to the details page for that device.

#### See Also

**Displaying Device Details** 

## **Models with Connectivity Issues**

This section of the report shows the models with connectivity issues in the last 30 days.

This table shows models with connectivity issues (such as low signal strength) in the last 30 days. It includes the total number of incidents per model, the percentage of change in the number of incidents compared to last month, and the total number of devices that experienced the incidents.

 For WWAN issues, investigate potential connectivity issues and downtime related to the service provider(s).

- For WLAN issues, click on a model to go to the model report to investigate potential internet and connectivity issues at different sites or with specific devices.
- For all connectivity issues, check for recent or missing software updates that could be affecting the performance of certain models.

		INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	TOTAL DEVICES
TC58	472 ¥	23,456	-17	559	1,211
TC78	473 🔲	121,581	-1	2,910	6,323
TC26	490 💙	68,496	-13	1,383	5,289
TC77	490 💙	557,950	-12	11,319	72,304

Click on a device type in the table to go to its model details page. The model details page displays the model's connectivity, WWAN health, and WLAN health scores; the model rank; and the location on a map for the specific models. Devices with WWAN and WLAN issues and the top five worst access points are also included.

- For WWAN issues, investigate potential connectivity issues and downtime related to the service provider(s).
- For WLAN issues, investigate potential internet and connectivity issues at different sites or with specific devices.
- For all connectivity issues, check for recent or missing software updates that could be affecting the performance of certain models.

**VIQ** Vitals





Click a device serial (SR) number to go to the details page for that device.

#### See Also

**Displaying Device Details** 

# Visibility IQ OneCare Glossary

Report	Term	Definition
Repair Lifecycle	Open Orders	Devices for which an RMA is created; however, the repaired or replaced device is not yet shipped to the customer. This indicates a pending action by Zebra.
	Expected	Devices for which an RMA is created; however, the defective device is not yet received at the Repair Depot. This indicates a pending action by the customer.
	In Repair	The defective device is received at the Repair Center, however, the repair is incomplete, and the close date does not exist.
	Repaired	The repair of the defective device is completed.
	Shipped	The repaired or replacement device is shipped from the repair center.
	Spare Pool	Device resides within a customer-owned/ dedicated spare pool.
Case Lifecycle	Type Code	This field is used in the Case Lifecycle Report. It identifies whether the case is opened for a hardware-related issue, software-related issue, to open a Return RMA, or for other classifications.
Contracts	Visibility Entitlement	Visibility Entitlement is a type of entitlement assigned to a Zebra contract that indicates a contract can show data in the VIQ dashboards and control the data displayed.
		Possible values: Online Repair Dashboard, Operation Visibility Service, Operation Visibility Connect, TSS Core HW/SW.
LifeGuard Analytics	Туре	This field indicates if the BSP is of type GMS or non-GMS. GMS stands for Google Mobile Services, and non-GMS can also be referred to as AOSP (Android Open-Source Project). GMS SW includes the Google suite of applications (Gmail, Play Store, Maps, etc.), whereas non- GMS does not include these added services and applications).

Report	Term	Definition
	BSP Version	BSP stands for Board Support Package and generally refers to the software image currently on the device. The BSP Version is also referred to by the EMC team (zebra.com) as the Baseline. Any software image (known as BSP) is uniquely identified by the duple of Baseline and Update Levels.
	Lifeguard Update Level	The update level refers to the <b>patch</b> version associated with a specific BSP. For example, a BSP Version might be 01.03.39, and this package can be modified by applying an update. Update levels start at 0, indicating no modifications, and are incremented sequentially (1, 2, 3). Patches are cumulative, meaning an update level of 5 includes all the fixes from levels 1 through 4. Installation of updates need not follow a sequential order; one can jump from level 1 to level 5 to level 3 as desired.
	Android Security Patch Level	The date that indicates how many fixes or vulnerabilities are repaired in each BSP. The dates and required fixes are given by Google as part of Android Security Bulletins.
On Time Delivery	On Time %	For all repairs that are due to ship in a given month, how many were actually shipped on time.
Repair Return Rate	NTF	<b>No Trouble Found:</b> Devices returned for repair, per the reported period, with no hardware malfunction found or problem and any requirement for preventive maintenance.
	NTF Rate	Calculated by-product, the number of devices with NTF classification for a particular product divided by the number of repairs for that product. This rate aggregates for each calendar quarter.
	Damage	Physically damaged units.
	Damage Rate	Calculated by-product, the number of devices with damage classification for a particular product divided by the number of units under contract for that product. This rate aggregates for the calendar year.
	Failure	Devices returned for repair, per the reported period, with material/component malfunction.
Repair Repeat Rate	Repeat Net	Units returned for repair within 30 days after its last repair; excluding physically damaged units and units with NTF (No Trouble Found). Only genuine failures.
	Repeat Gross	Units returned for repair within 30 days after its last repair; excluding physically damaged units.
Top Repair Metrics	Fault	Device defect determined by Zebra repair depot.
	Problem	Device defect reported by the customer at the time the RMA was created.



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