VisibilityIQ™ Foresight and OneCare

User Guide

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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.

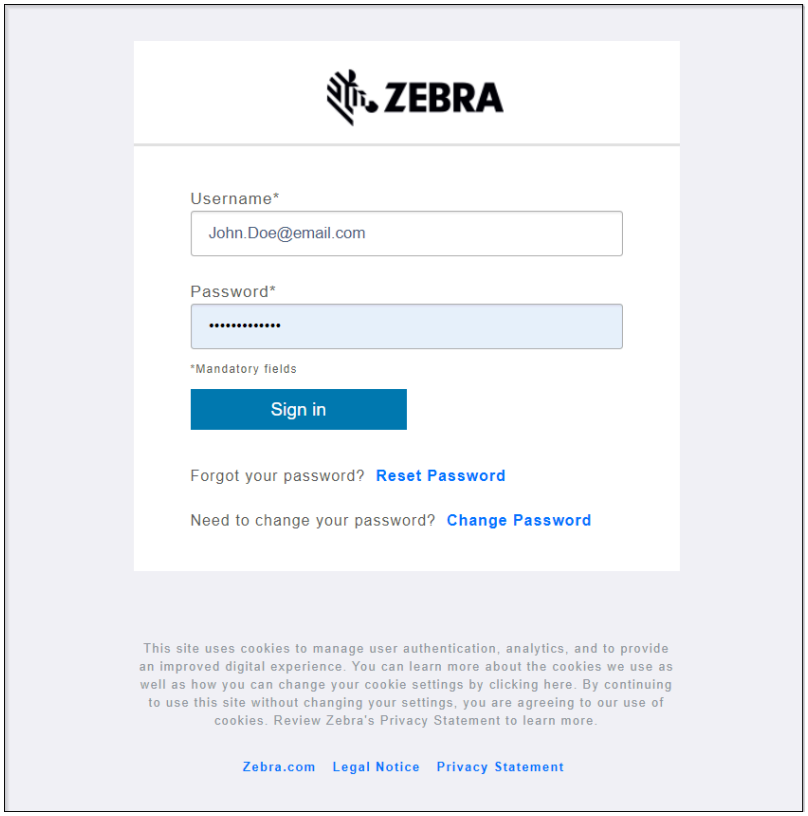
Accessing the VIQ Portal

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.



3. Click **Sign in**.

Login Assistance / Support

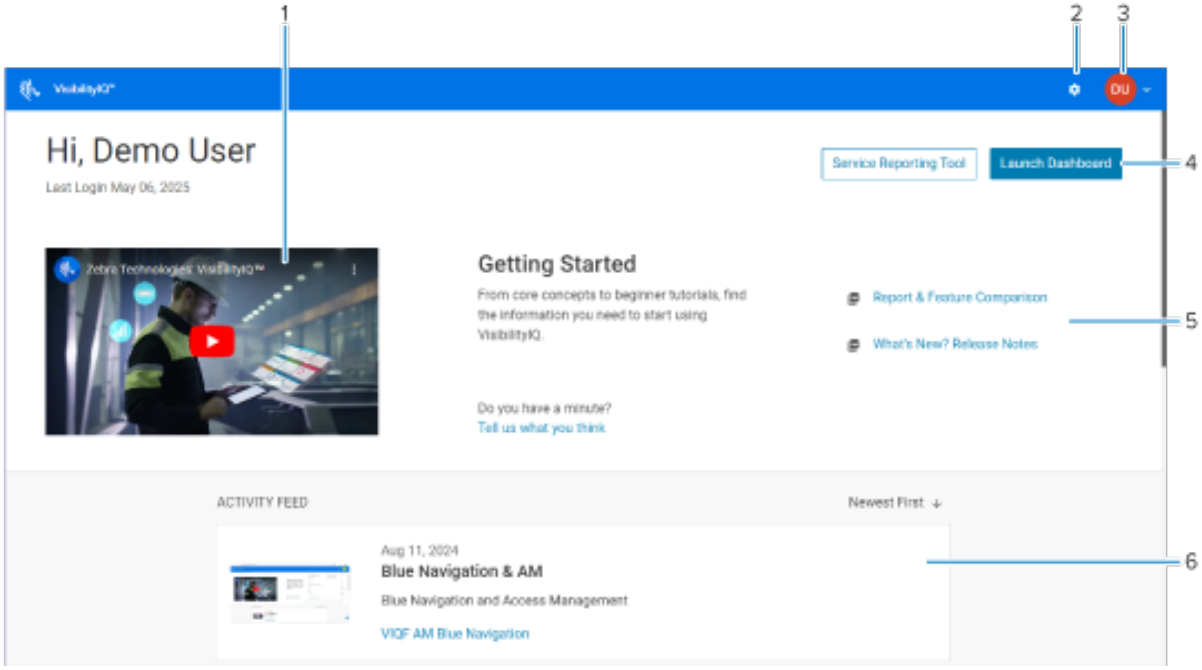
If you need assistance, contact the Zebra OneCare help desk.

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:

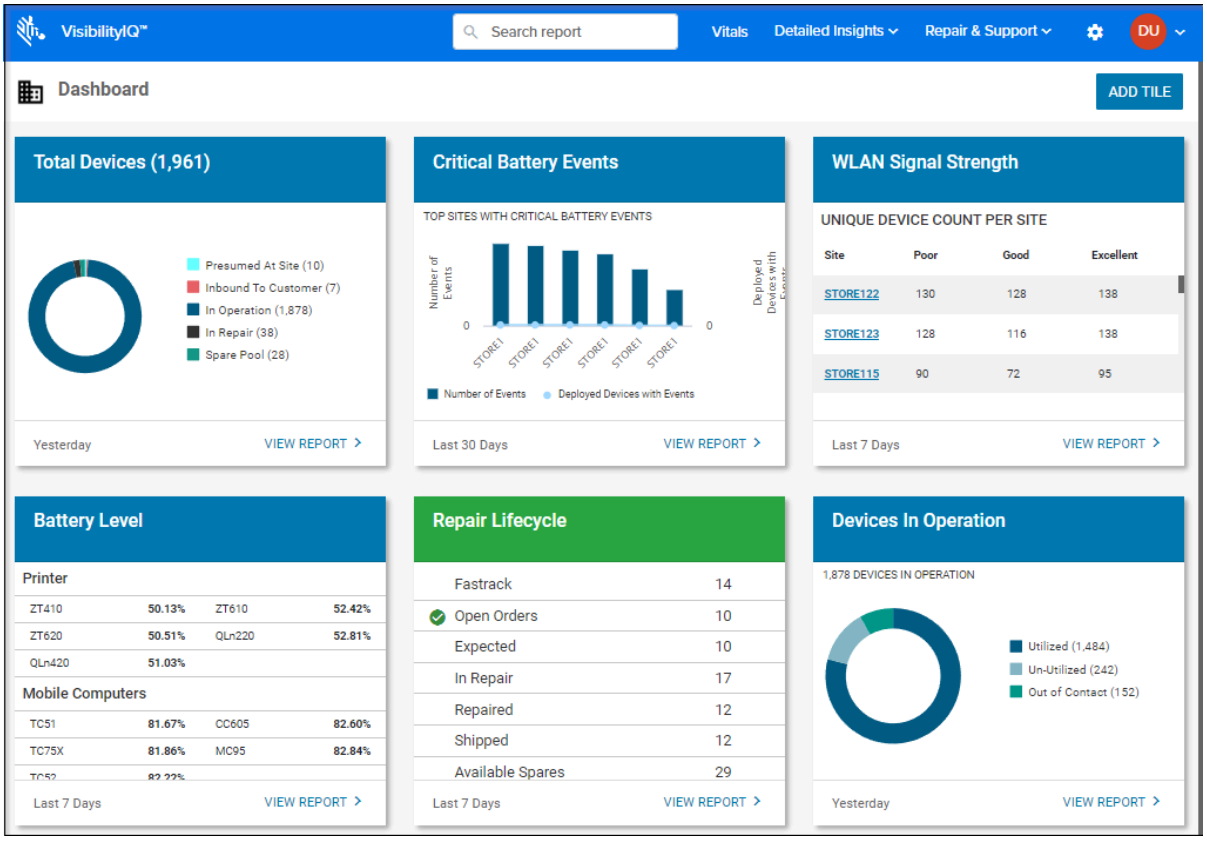
- Viewing a short introductory video for an overview of VIQ.
- Checking the activity feed for the latest updates on VIQ.
- Providing feedback on VIQ.
- Launching the dashboard to access the VIQ dashboard and reports.



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.

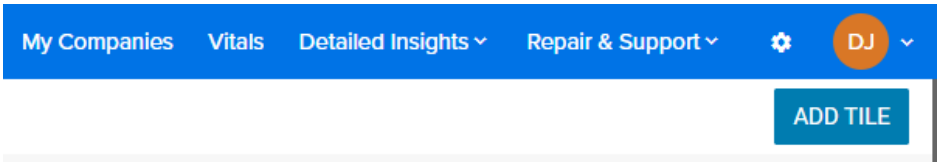


NOTE: Upon first login, there may be no report tiles displayed on the dashboard. To add necessary reports, go to Adding Report Tiles to the Dashboard section.

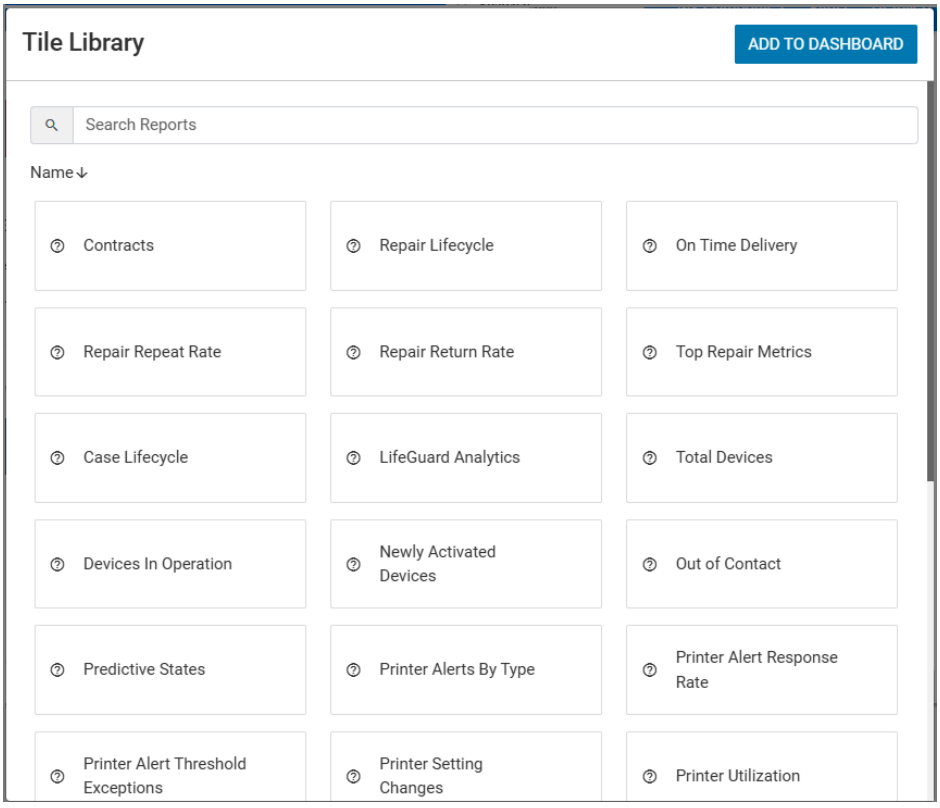
Adding Report Tiles to the Dashboard

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**.



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



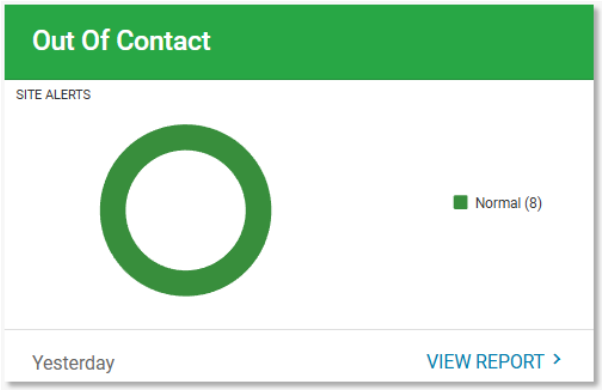
The report tiles that you selected display on your dashboard.

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

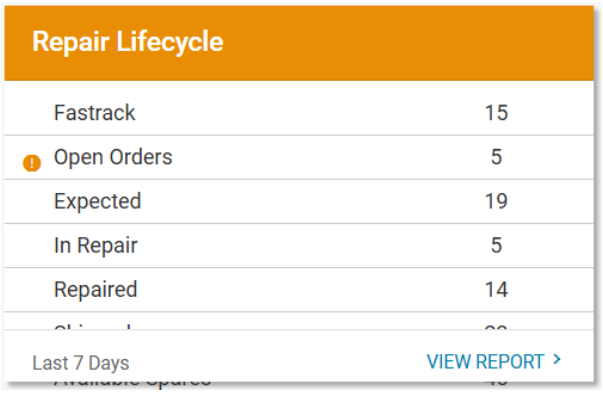
Color Alerts / Indicators

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

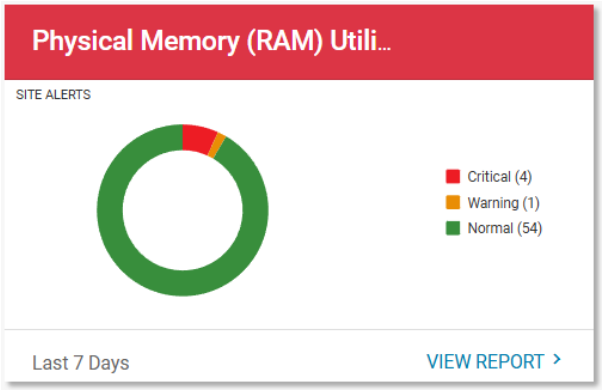
- Green indicates a normal status.



- Amber indicates a warning status.



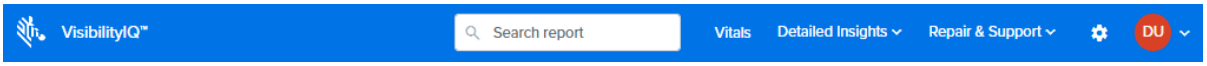
- Red indicates a critical status.



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.



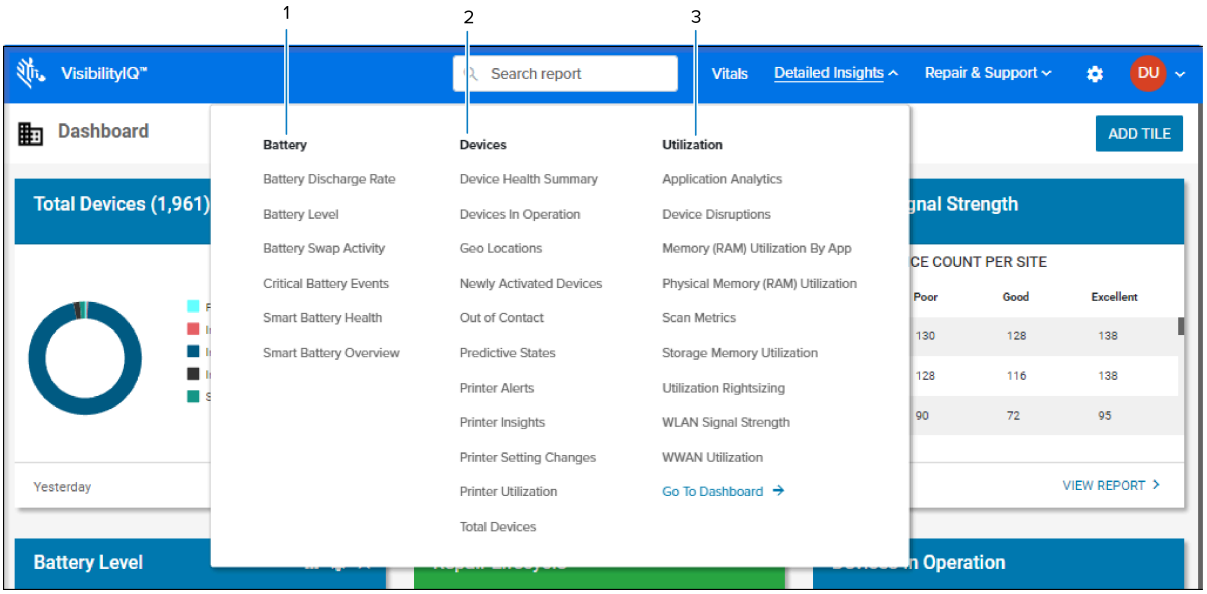
NOTE: What you see in the global navigation bar depends on the permissions assigned to you. You may not see everything documented in this guide. If you need additional permissions, follow your standard support process or send an email to mscustomeronboarding@zebra.com.

Vitals Menu

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.



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

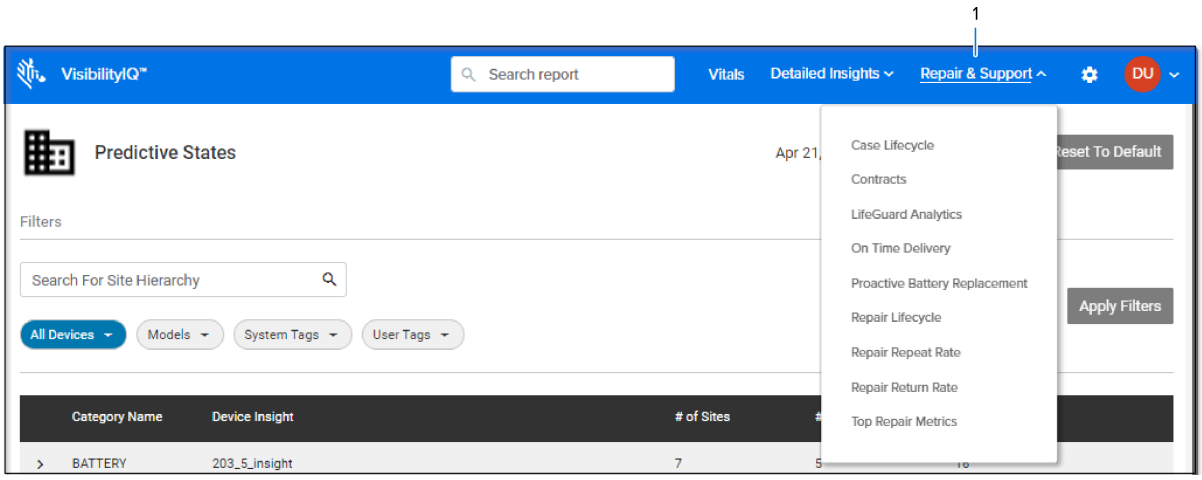
Battery	Devices	Utilization
Battery Discharge Rate	Device Health Summary	Application Analytics
Battery Level	Devices in Operation	Device Disruptions
Battery Swap Activity	Geo Locations	Memory (RAM) Utilization by App
Critical Battery Events	Newly Activated Devices	Physical Memory (RAM) Utilization
Smart 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 (Click this link to return to your user dashboard.)
	Total Devices	

Repair & Support Menu

Click an option to view a detailed report.

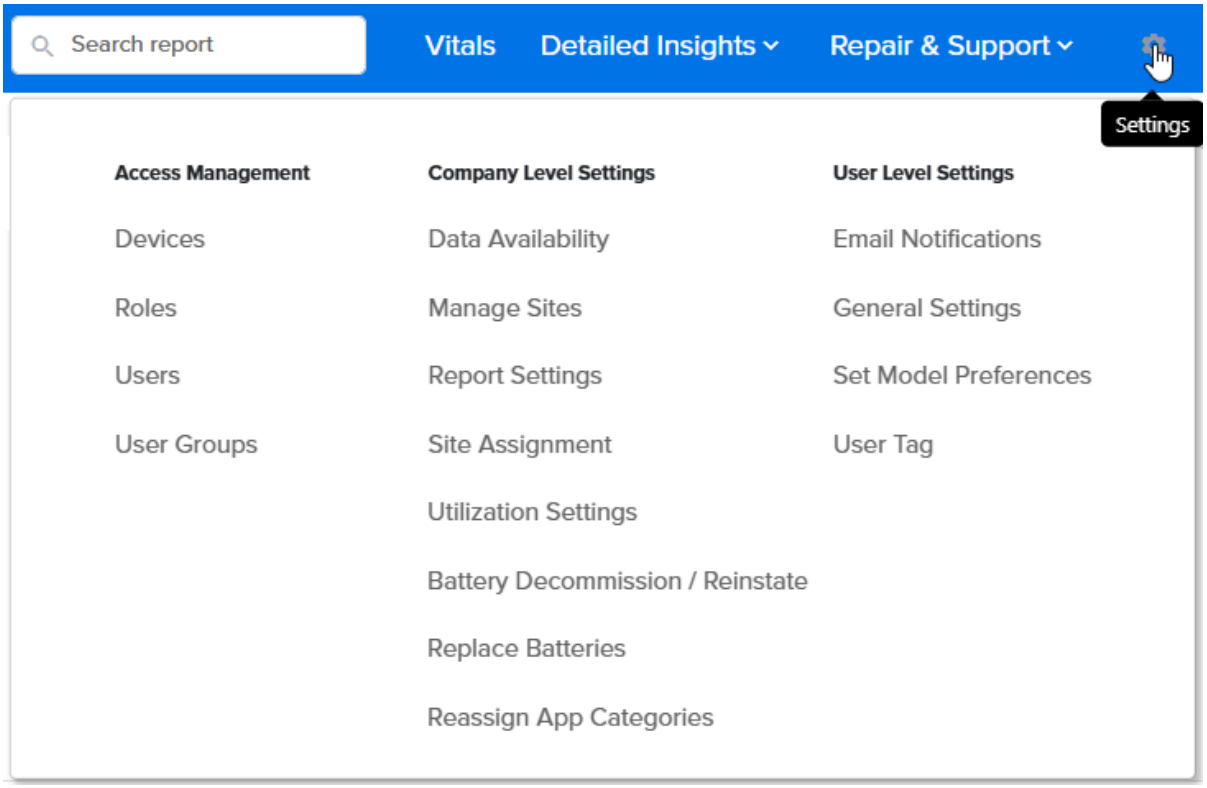
The **Repair & Support** menu contains the following:



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

Settings Menu

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.

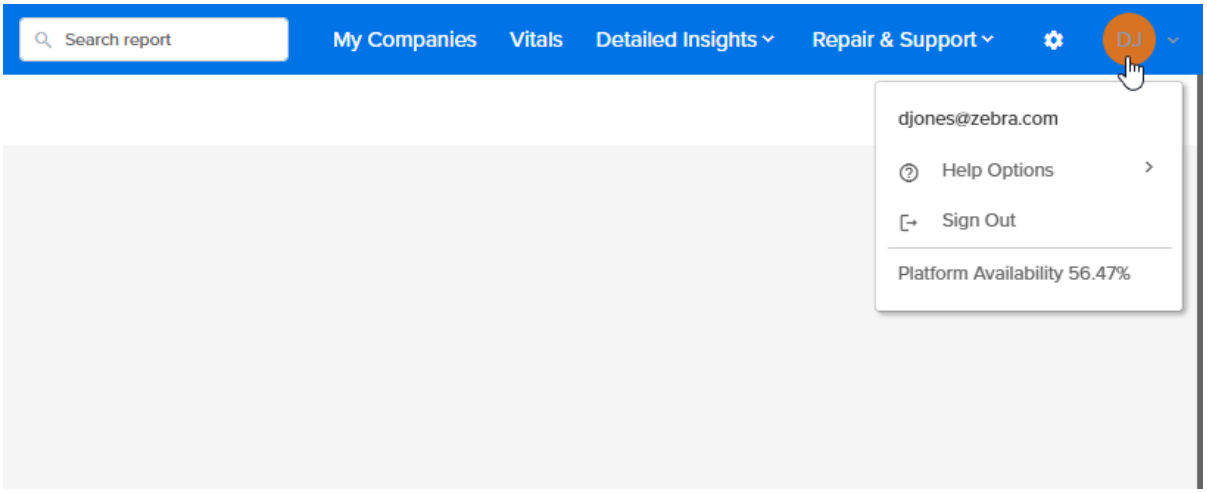
NOTE: What you see under these menus depends on your level of access.

- 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.

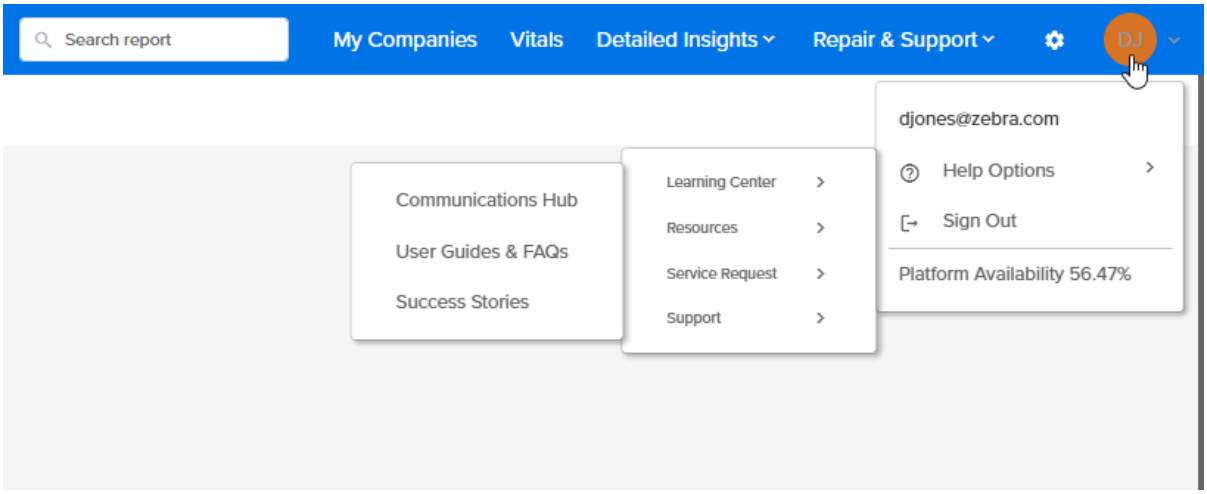
Access the Help Options or Sign Out

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

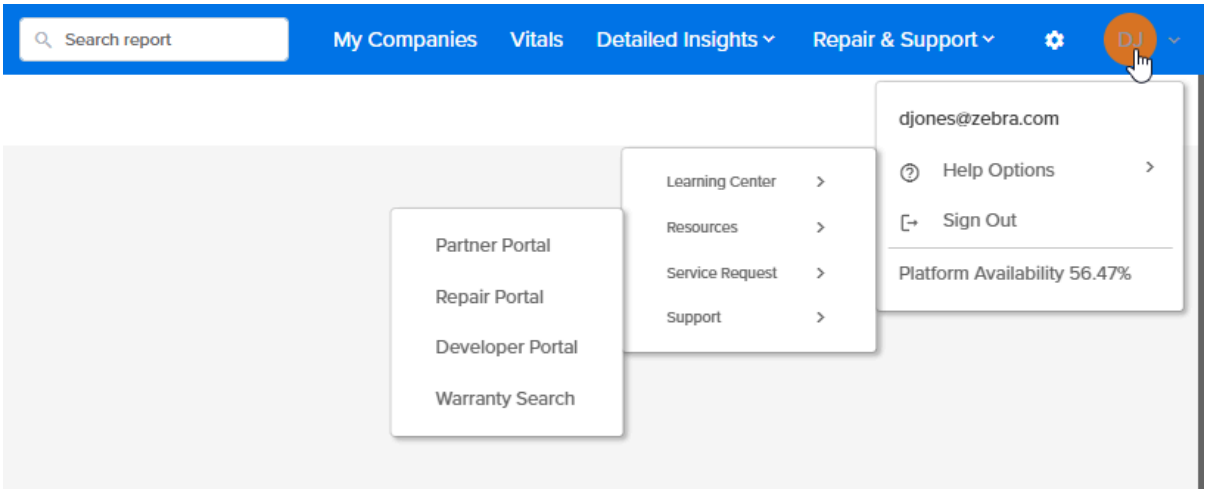


The Help Options include the following:

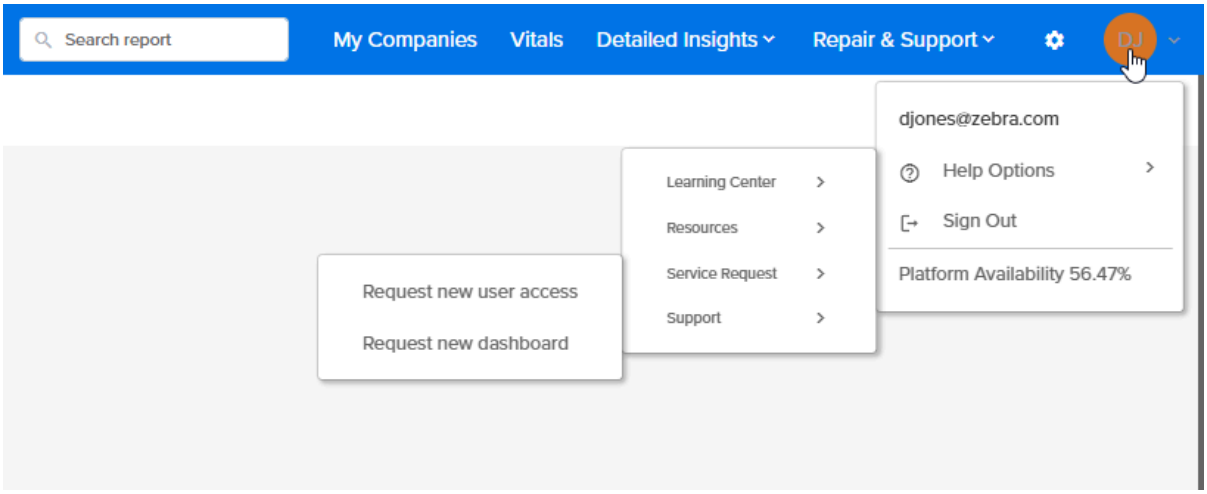
- Learning Center



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

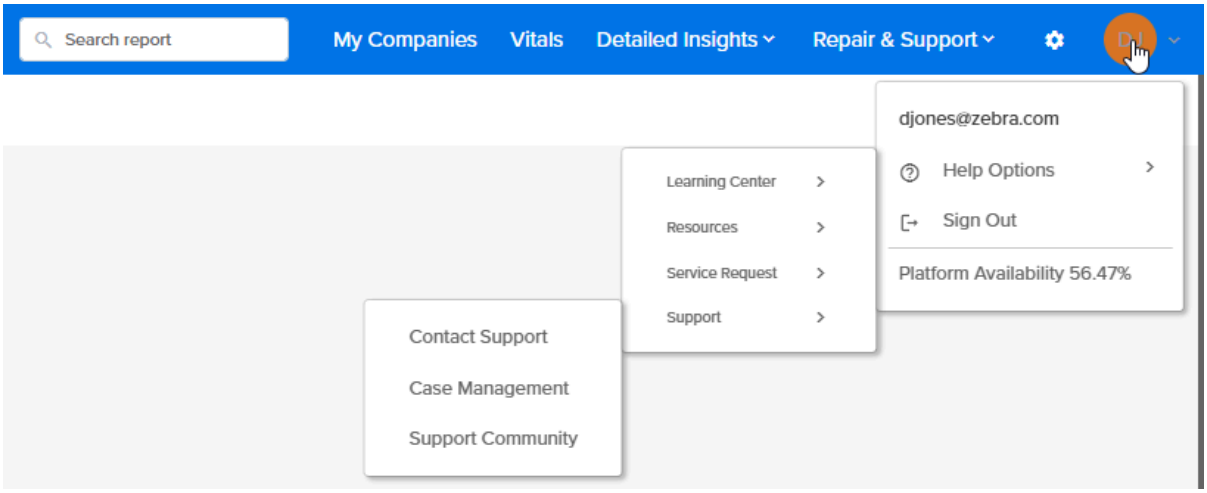


  - Partner Portal—Takes you to the Zebra Partner Gateway.
  - Repair Portal—Takes you to the Zebra Repairs page.
  - Developer Portal—Takes you to the Zebra Developers page.
  - Warranty Search—Takes you to the Zebra Product Warranty Check page.
- Service Request



- Request new user access—Takes you to the VIQ OneCare New User Request form.
- Request new dashboard—Takes you to the VIQ Online Dashboard Request form.

- Support



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

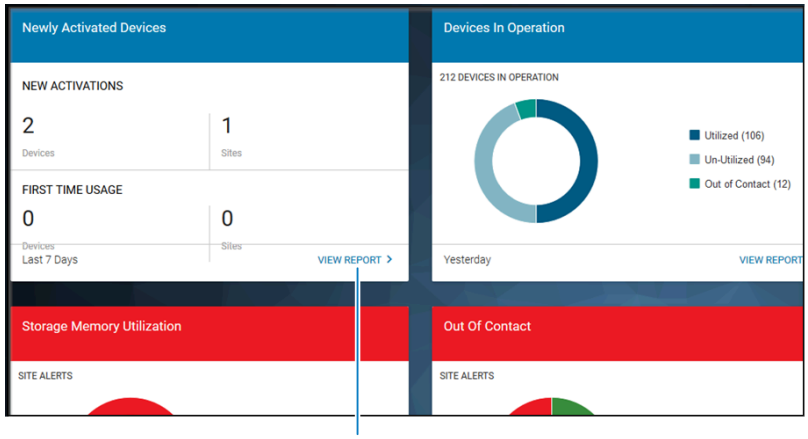
Viewing Reports

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.



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

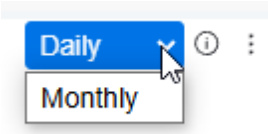
1	**Data grid filter** - Set filters in this area to filter the data in the table below.
2	**Data grid section** - Information such as device serial (SR) number, site, and model provide more details of device metrics. Click the table headers to sort the fields in ascending or descending order.
3	**Graph section** - One or more graphs show the relevant insight in a report.
4	**Date picker** - Select a time range for the data.
5	**Report Filters** - 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

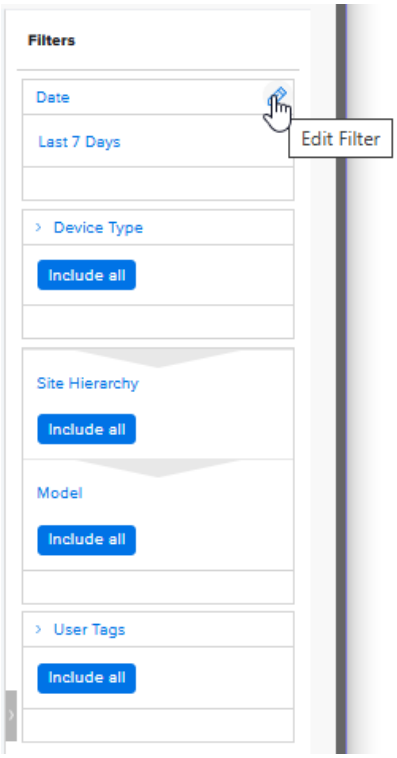
For some reports, you can toggle between date settings using the date picker at the top of the report. Click the drop-down to see what the options are. For other date options, click the Date filter on the far right side of the screen.



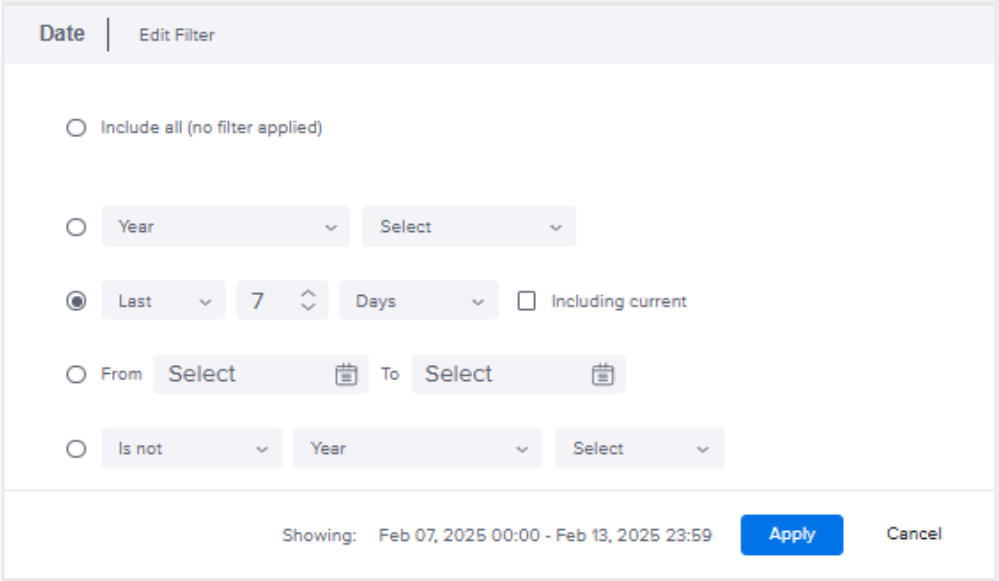
Setting a Filter for a Report

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.



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

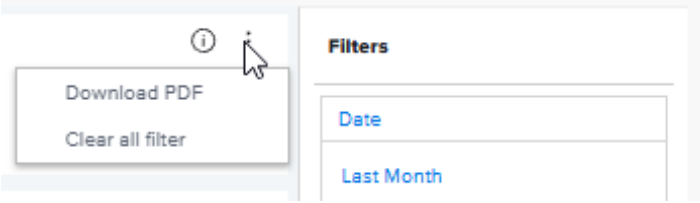


NOTE: If some areas in a report appear blank, try using the **Date** filter to broaden the dates shown. This may provide data for the blank areas. Also check that you have not set other filters that result in no data (such as searching for information that your system does not include).

Clearing Filters for a Report

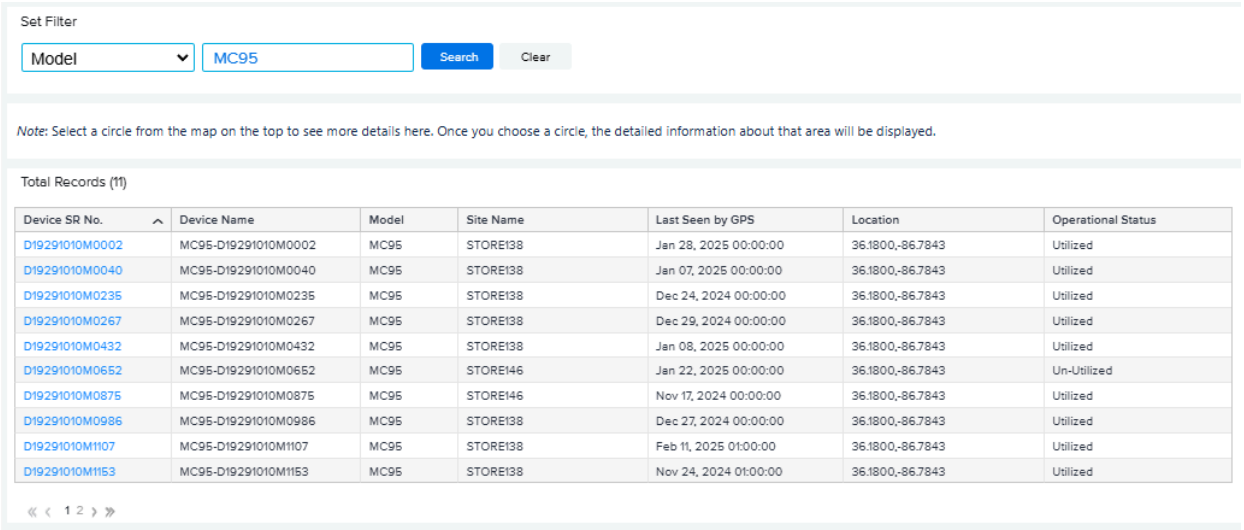
IMPORTANT: If you set a value for a global filter (including site hierarchy, models, system tag, and user tag), the filter remains in effect even after you sign out. Clear the filter to return the report to the default for that item.

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**.



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.



Device SR No.	Device Name	Model	Site Name	Last Seen by GPS	Location	Operational Status
D19291010M0002	MC95-D19291010M0002	MC95	STORE138	Jan 28, 2025 00:00:00	36.1800,-86.7843	Utilized
D19291010M0040	MC95-D19291010M0040	MC95	STORE138	Jan 07, 2025 00:00:00	36.1800,-86.7843	Utilized
D19291010M0235	MC95-D19291010M0235	MC95	STORE138	Dec 24, 2024 00:00:00	36.1800,-86.7843	Utilized
D19291010M0267	MC95-D19291010M0267	MC95	STORE138	Dec 29, 2024 00:00:00	36.1800,-86.7843	Utilized
D19291010M0432	MC95-D19291010M0432	MC95	STORE138	Jan 08, 2025 00:00:00	36.1800,-86.7843	Utilized
D19291010M0652	MC95-D19291010M0652	MC95	STORE146	Jan 22, 2025 00:00:00	36.1800,-86.7843	Un-Utilized
D19291010M0875	MC95-D19291010M0875	MC95	STORE146	Nov 17, 2024 00:00:00	36.1800,-86.7843	Utilized
D19291010M0986	MC95-D19291010M0986	MC95	STORE138	Dec 27, 2024 00:00:00	36.1800,-86.7843	Utilized
D19291010M1107	MC95-D19291010M1107	MC95	STORE138	Feb 11, 2025 01:00:00	36.1800,-86.7843	Utilized
D19291010M1153	MC95-D19291010M1153	MC95	STORE138	Nov 24, 2024 01:00:00	36.1800,-86.7843	Utilized

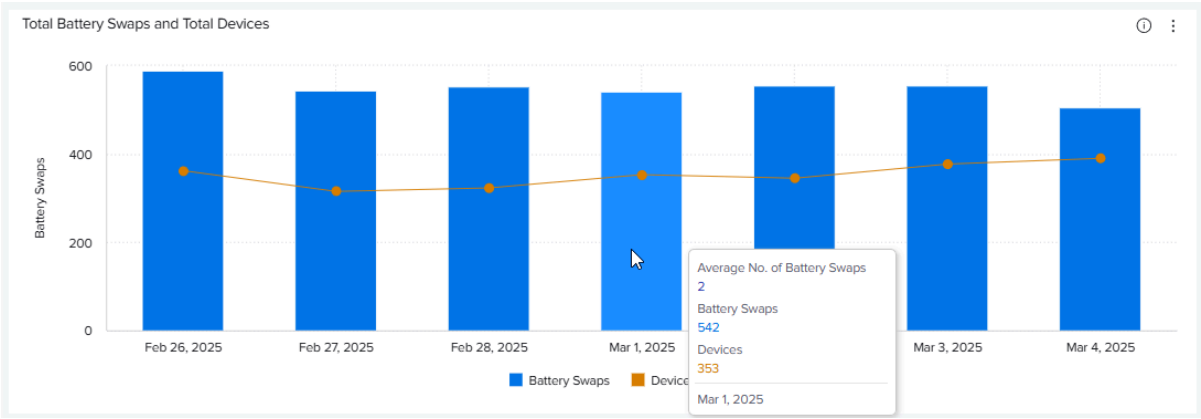
« ‹ 1 2 › »

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.



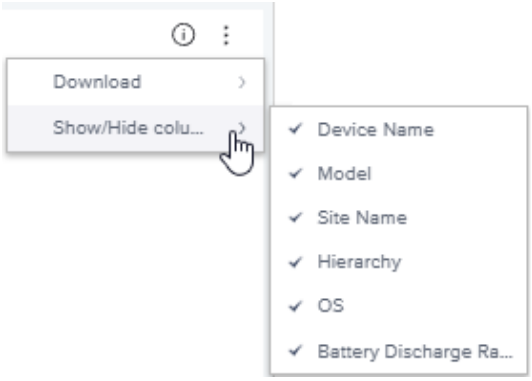
Controlling Data Displayed in Report Tables

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.

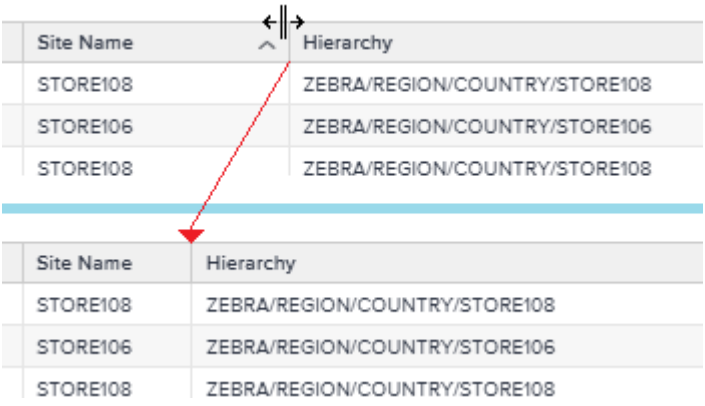


3. Select or deselect columns, as desired.

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.

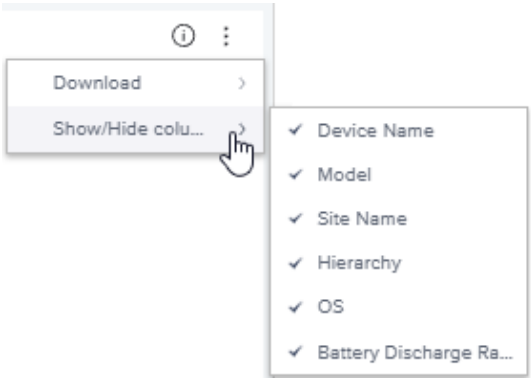


Exporting Report Data

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.

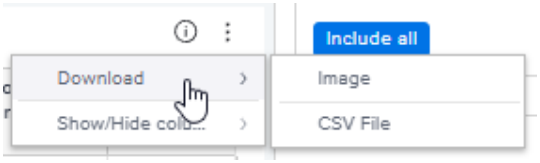
Exporting a Report to PDF

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.



Saving Table Data

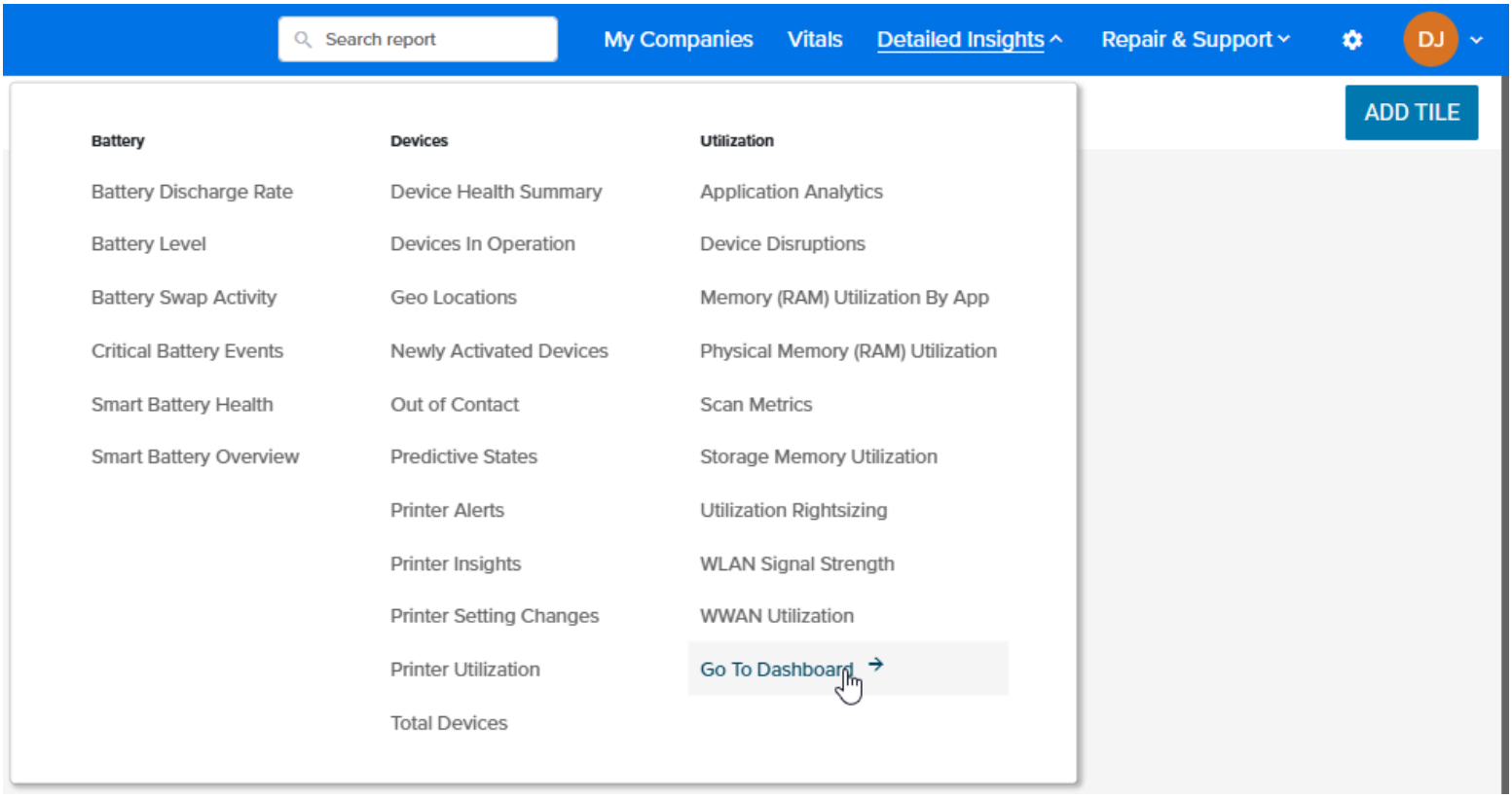
1. Mouse over the right side of a report table tile to see a drop-down list.
2. Click **Download** to see the export options.



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**



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

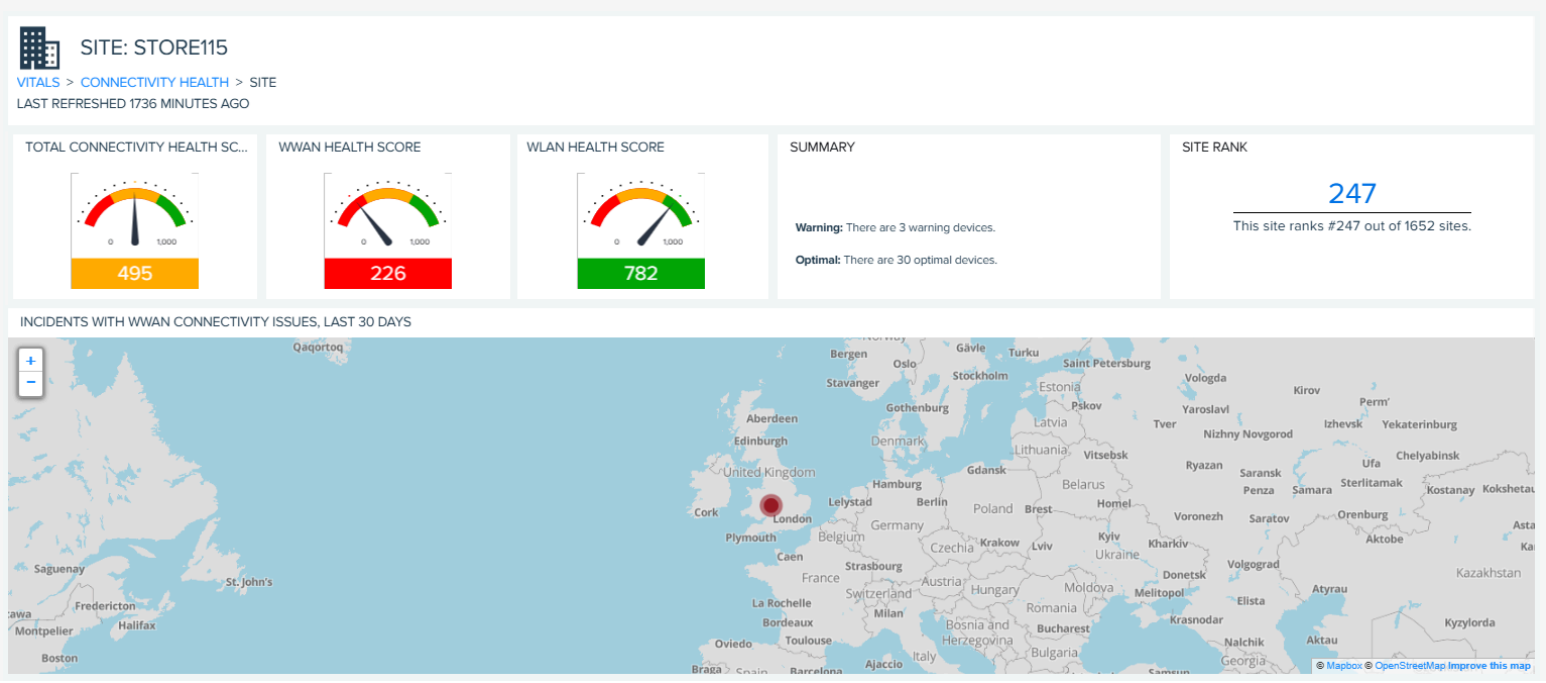
   The fifth level of information is software-related. Click on an application, version, or other software-related item in a report table to access the related report. See these examples:

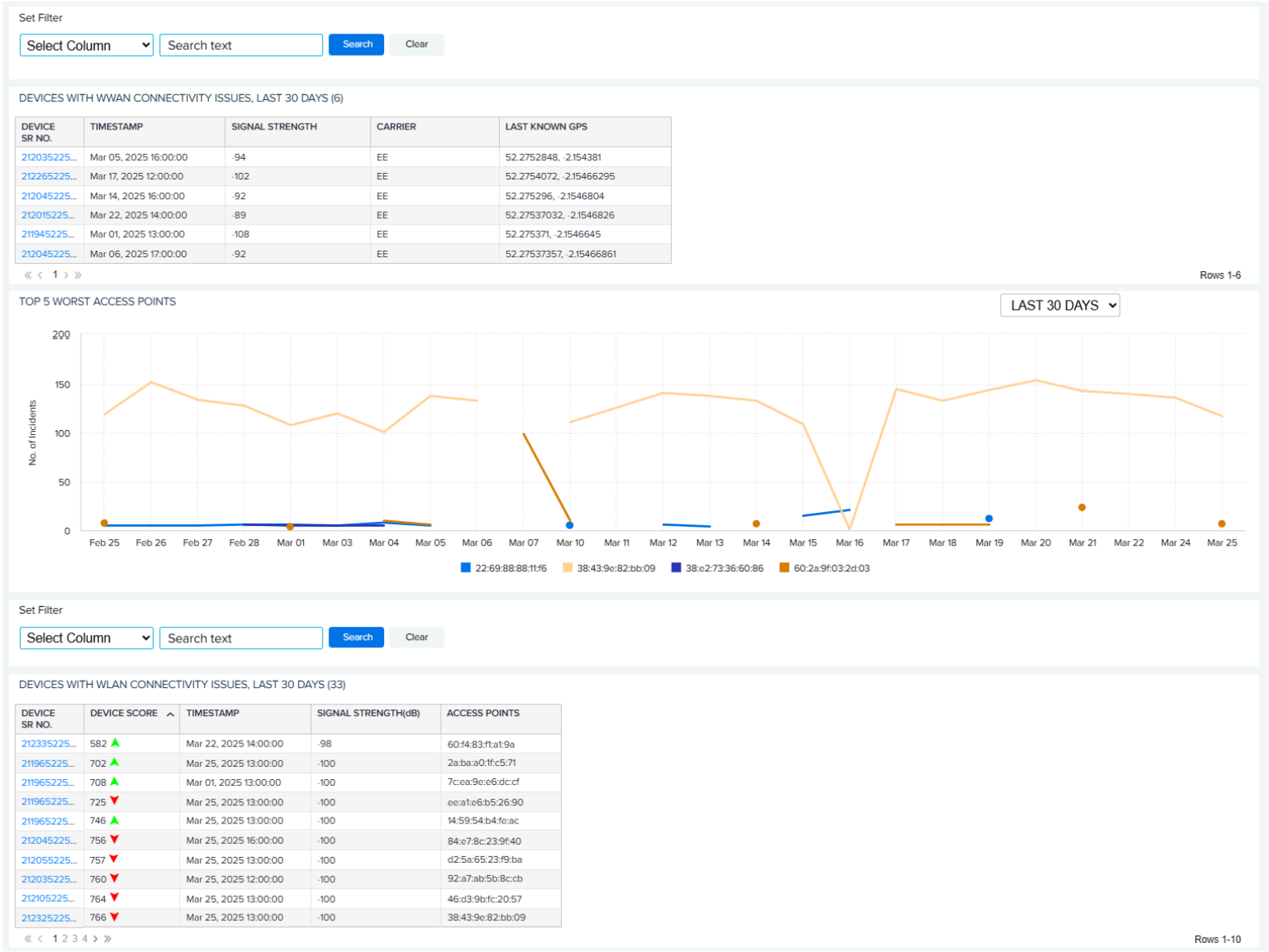
   - Displaying App Details on page 42
   - Displaying App Details by Version on page 43

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.



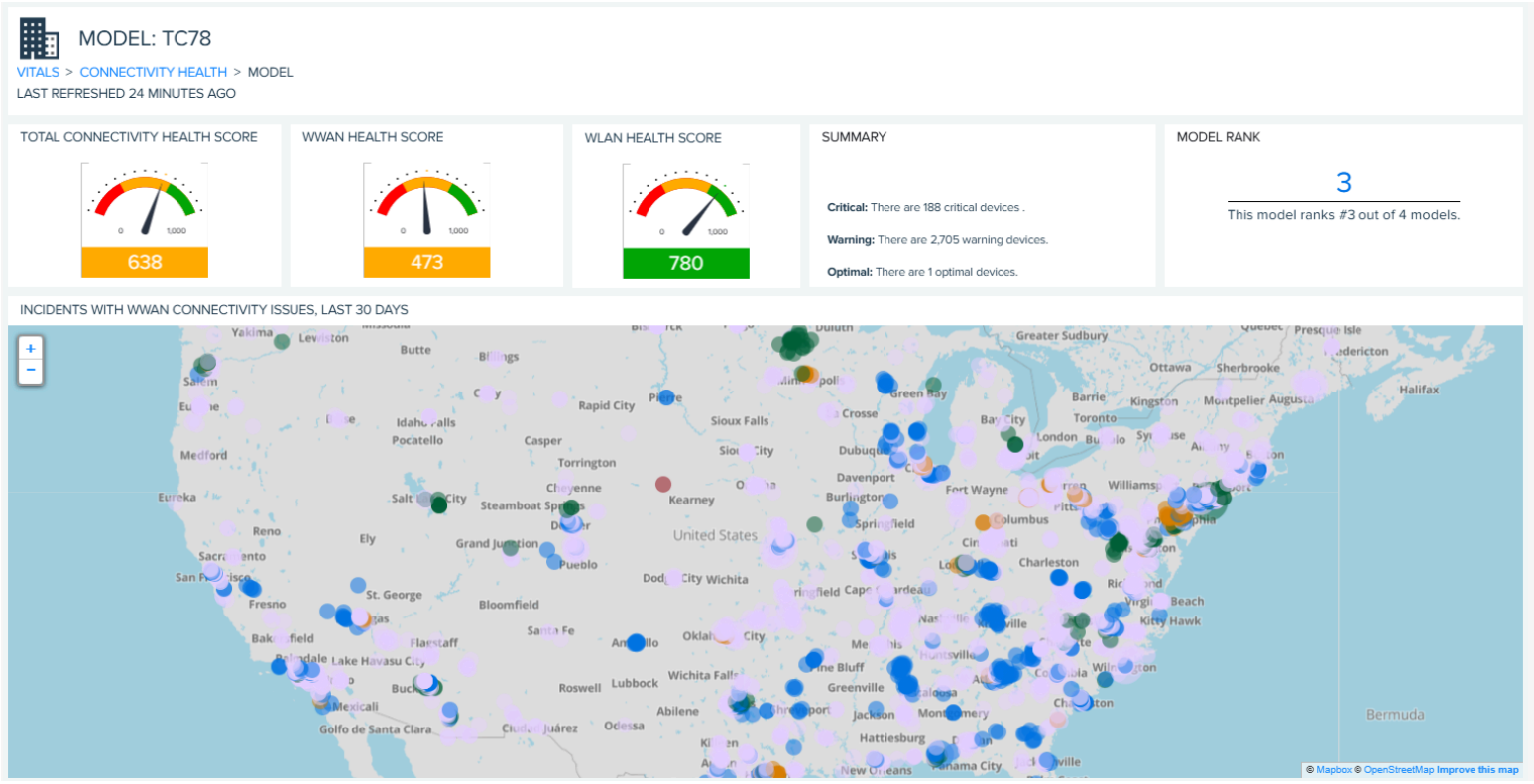


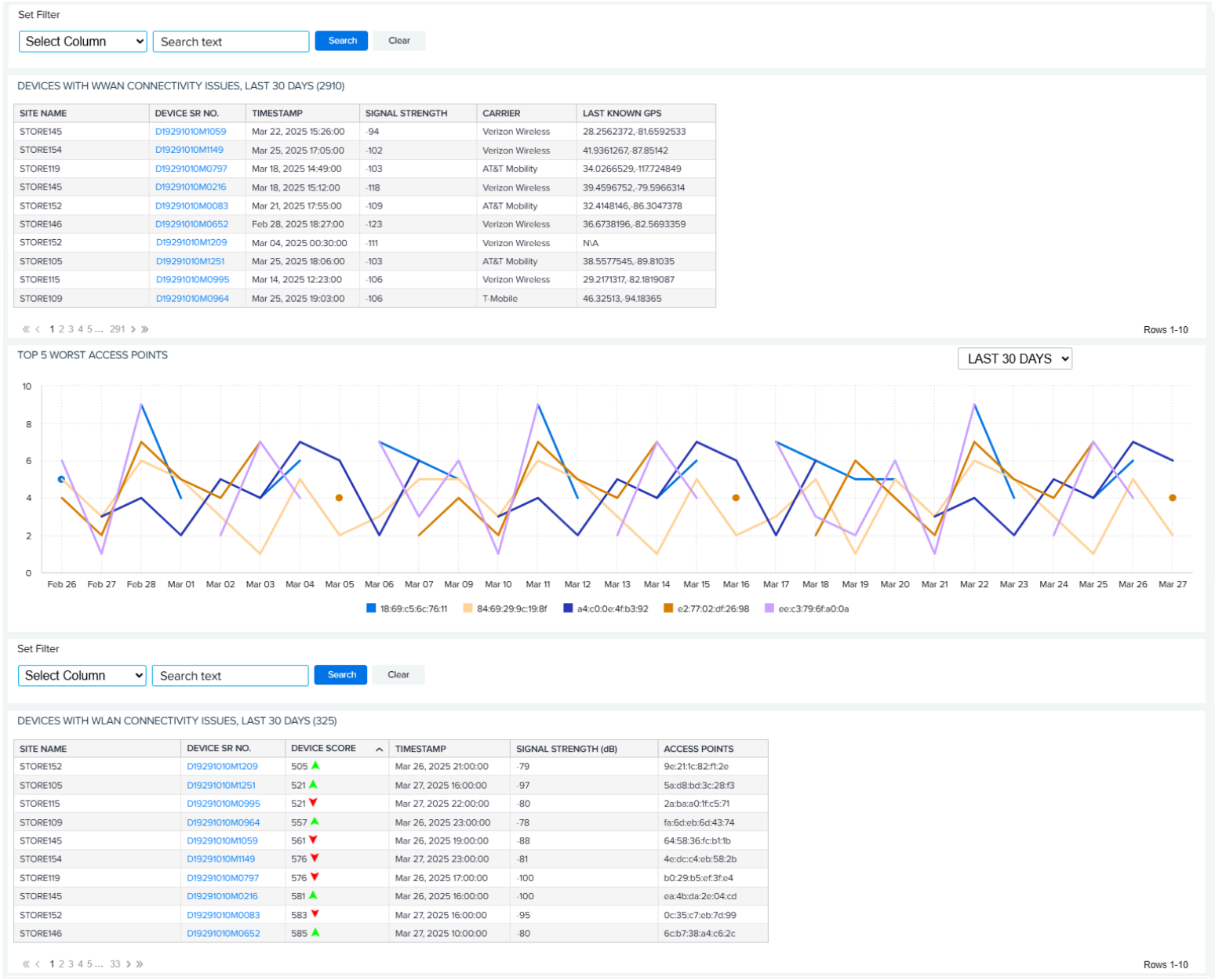
Click a device serial (SR) number to go to the details page for that device.

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.





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

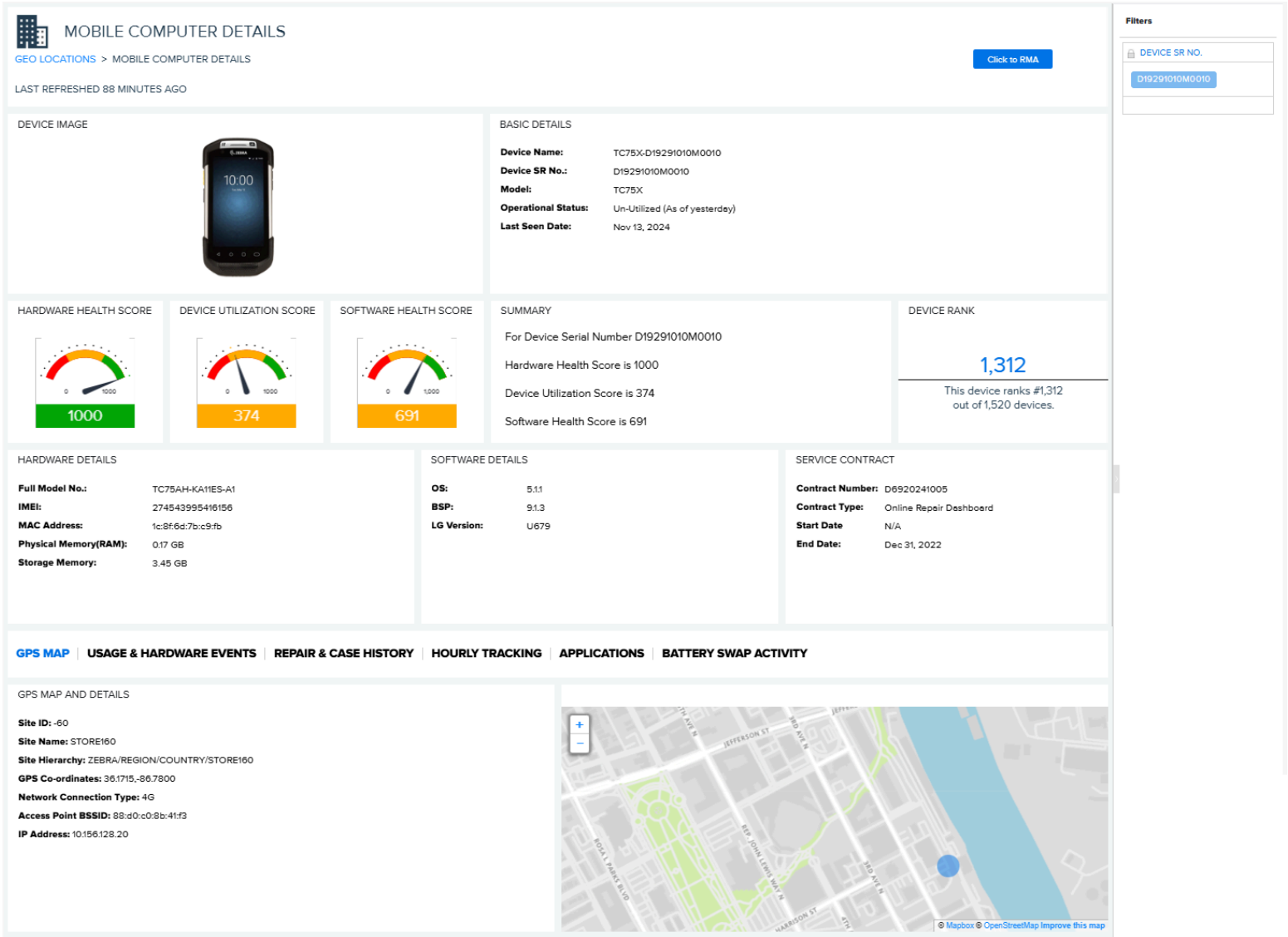
Displaying Device Details

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.



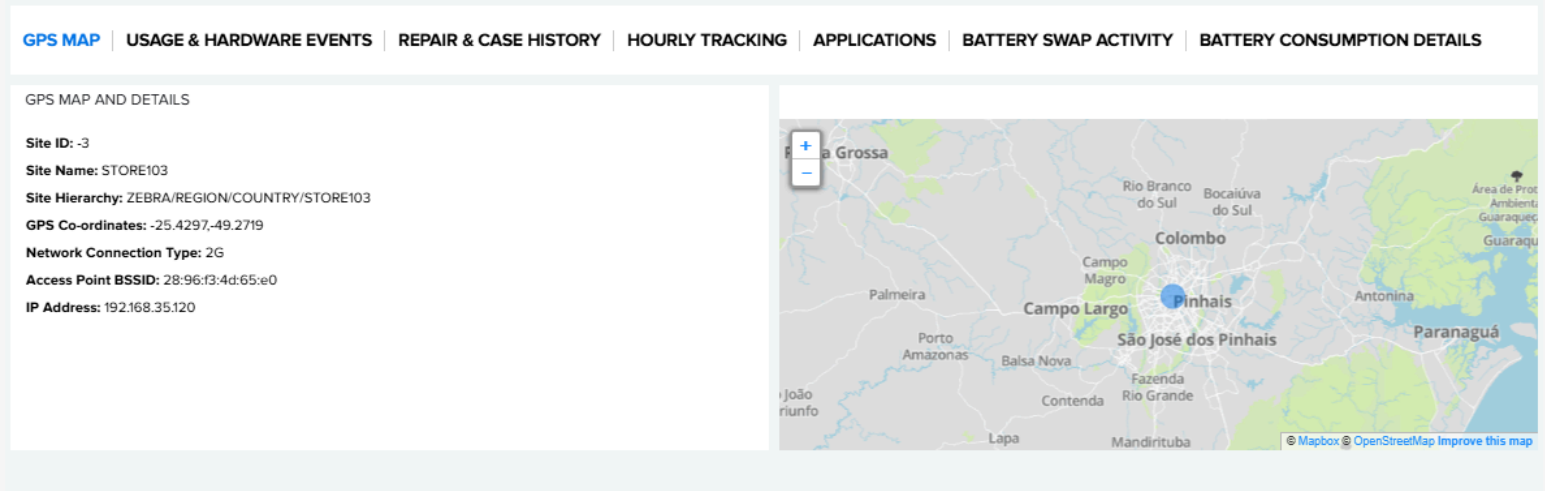
The tabs at the bottom of the screen allow you to view additional information, such as when the device was first seen and last used, the repair history, hourly tracking for the previous day, applications installed and used, battery swap activity, and battery consumption details.

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.

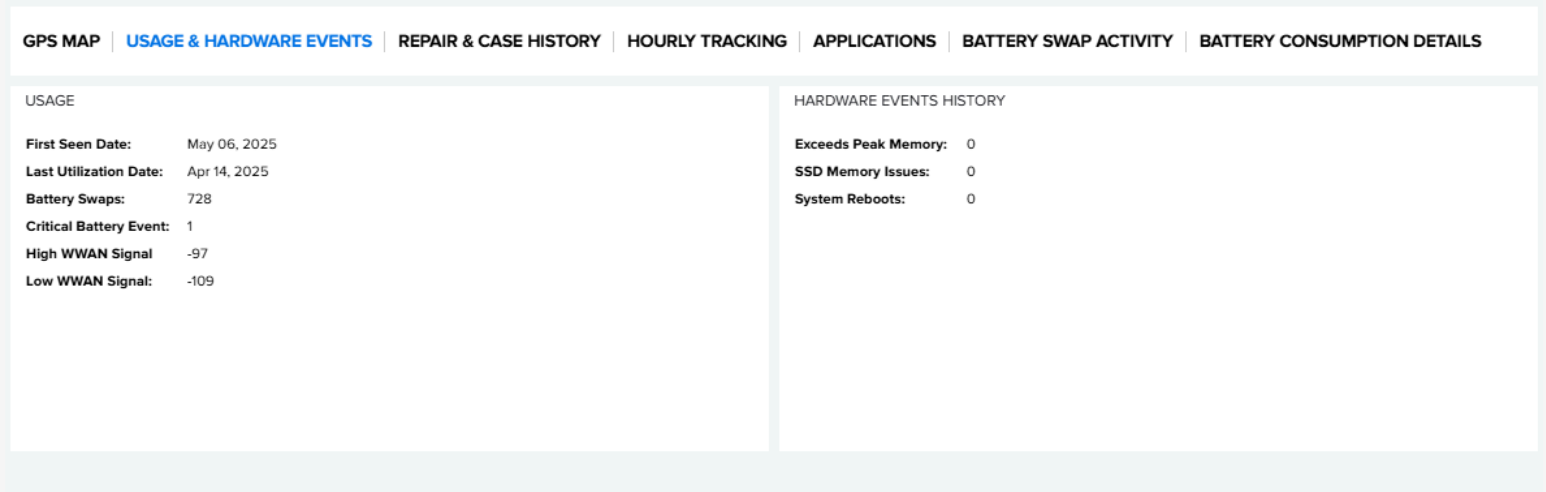
GPS Map

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.



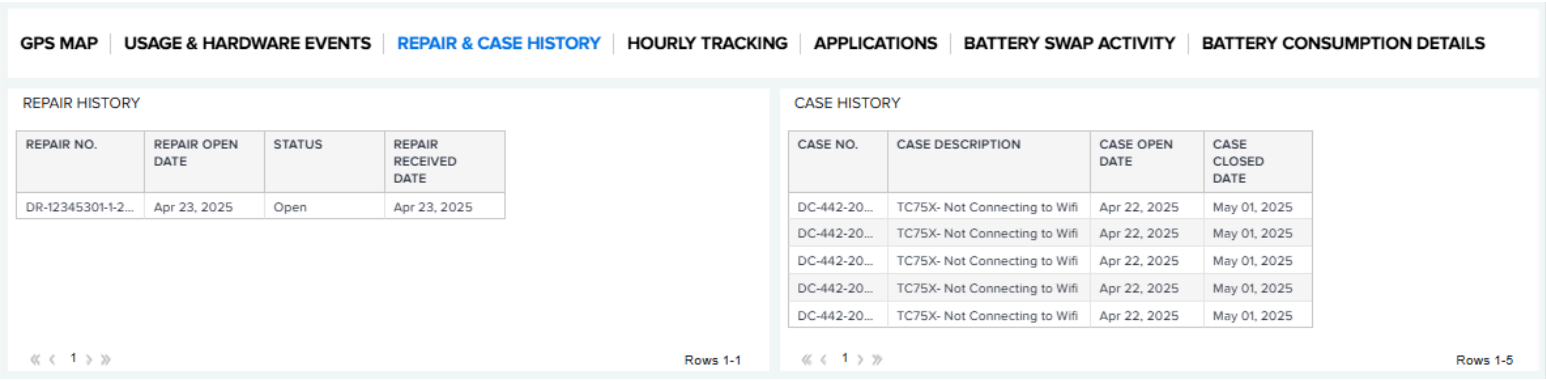
Usage & Hardware Events

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.



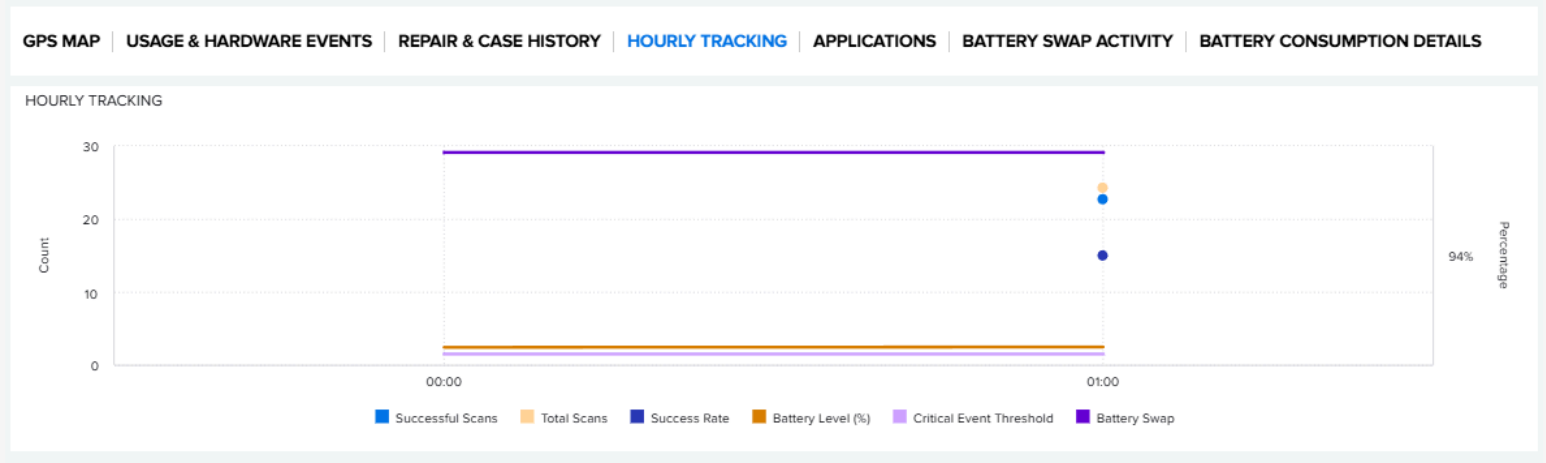
Repair & Case History

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.



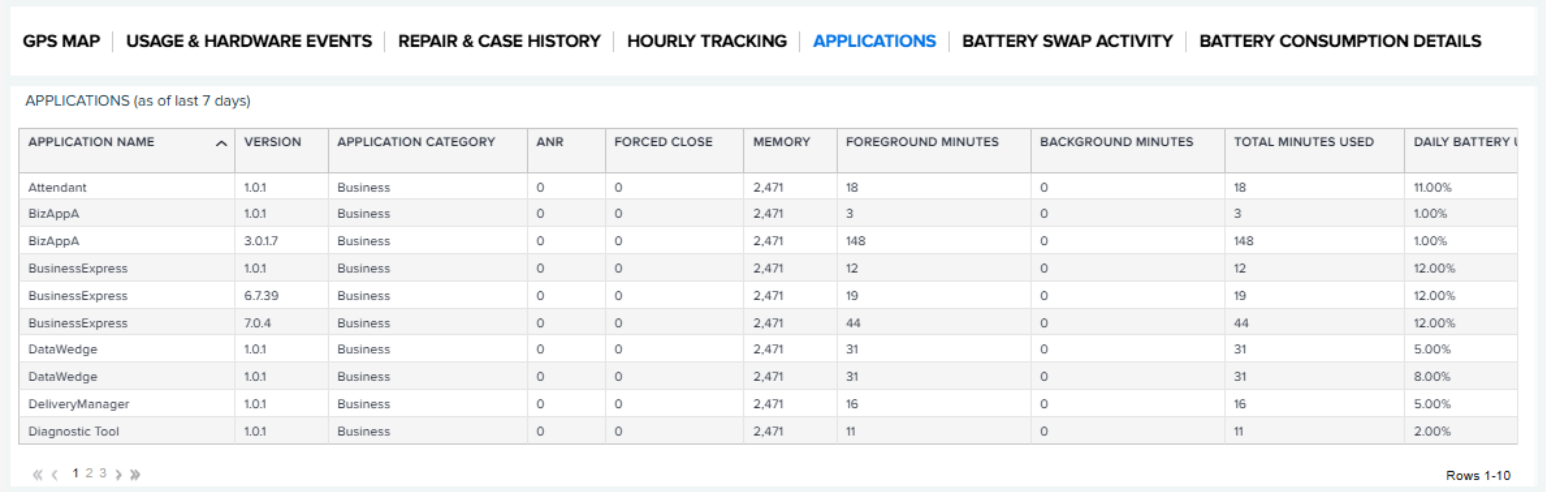
Hourly Tracking

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



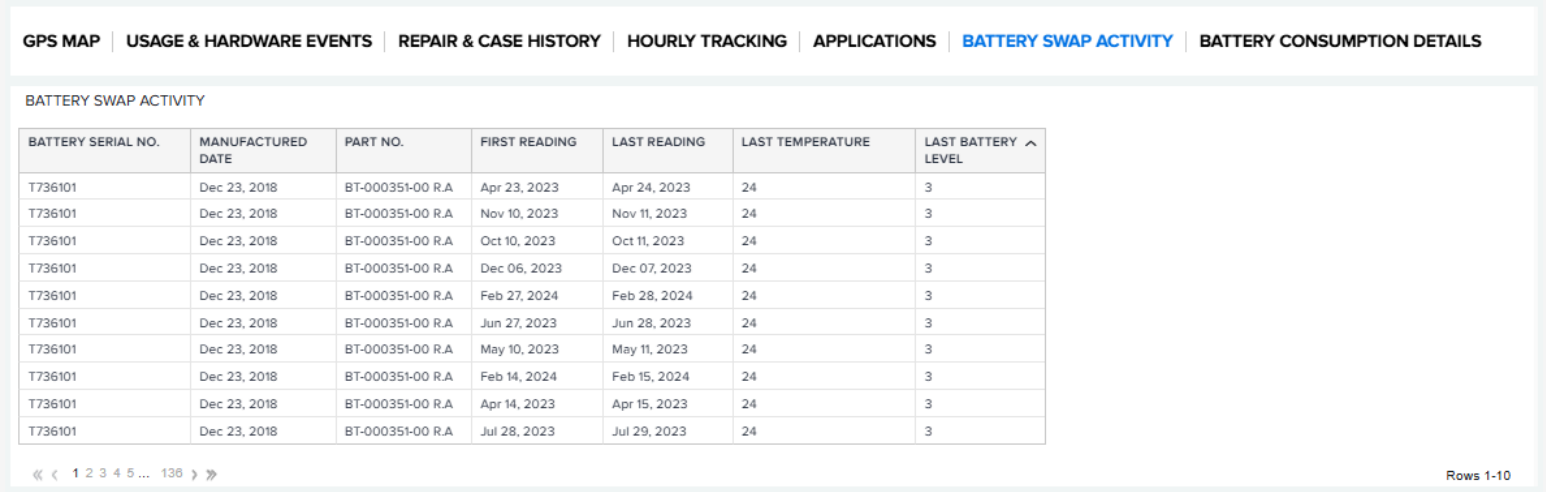
Applications

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



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 EVENTS | REPAIR & CASE HISTORY | HOURLY TRACKING | APPLICATIONS | BATTERY SWAP ACTIVITY | BATTERY CONSUMPTION DETAILS

BATTERY SWAP ACTIVITY

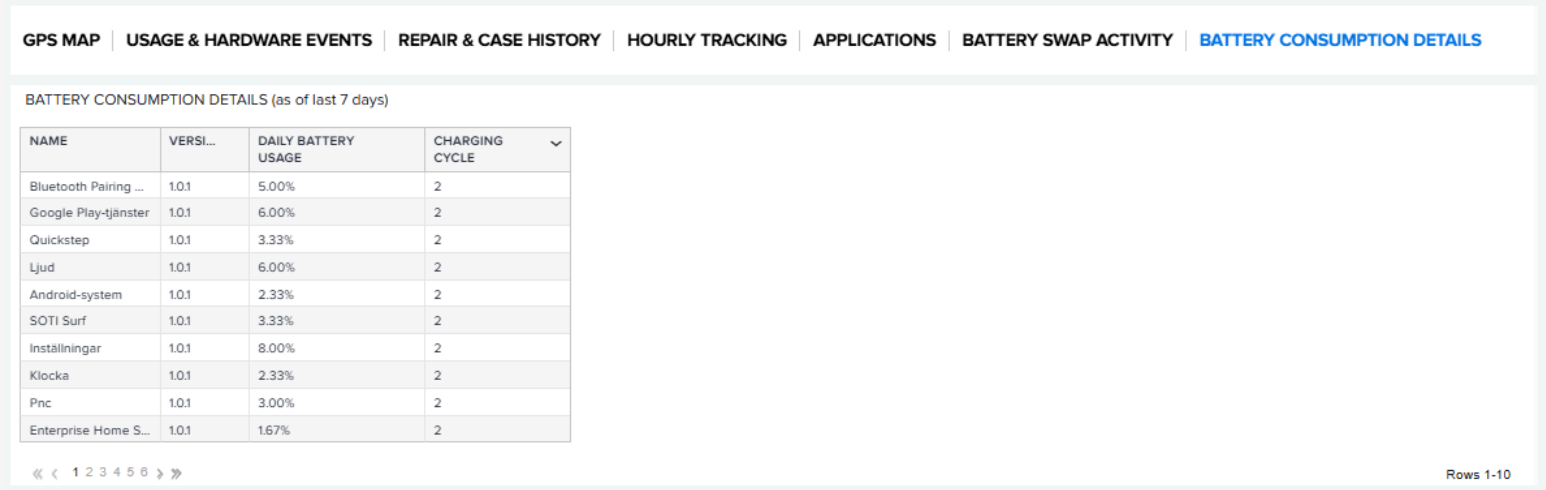
BATTERY SERIAL NO.	MANUFACTURED DATE	PART NO.	FIRST READING	LAST READING	LAST TEMPERATURE	LAST BATTERY LEVEL
T736101	Dec 23, 2018	BT-000351-00 R.A	Apr 23, 2023	Apr 24, 2023	24	3
T736101	Dec 23, 2018	BT-000351-00 R.A	Nov 10, 2023	Nov 11, 2023	24	3
T736101	Dec 23, 2018	BT-000351-00 R.A	Oct 10, 2023	Oct 11, 2023	24	3
T736101	Dec 23, 2018	BT-000351-00 R.A	Dec 06, 2023	Dec 07, 2023	24	3
T736101	Dec 23, 2018	BT-000351-00 R.A	Feb 27, 2024	Feb 28, 2024	24	3
T736101	Dec 23, 2018	BT-000351-00 R.A	Jun 27, 2023	Jun 28, 2023	24	3
T736101	Dec 23, 2018	BT-000351-00 R.A	May 10, 2023	May 11, 2023	24	3
T736101	Dec 23, 2018	BT-000351-00 R.A	Feb 14, 2024	Feb 15, 2024	24	3
T736101	Dec 23, 2018	BT-000351-00 R.A	Apr 14, 2023	Apr 15, 2023	24	3
T736101	Dec 23, 2018	BT-000351-00 R.A	Jul 28, 2023	Jul 29, 2023	24	3

« ‹ 1 2 3 4 5 … 136 › »

Rows 1-10

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 | USAGE & HARDWARE EVENTS | REPAIR & CASE HISTORY | HOURLY TRACKING | APPLICATIONS | BATTERY SWAP ACTIVITY | BATTERY CONSUMPTION DETAILS

BATTERY CONSUMPTION DETAILS (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

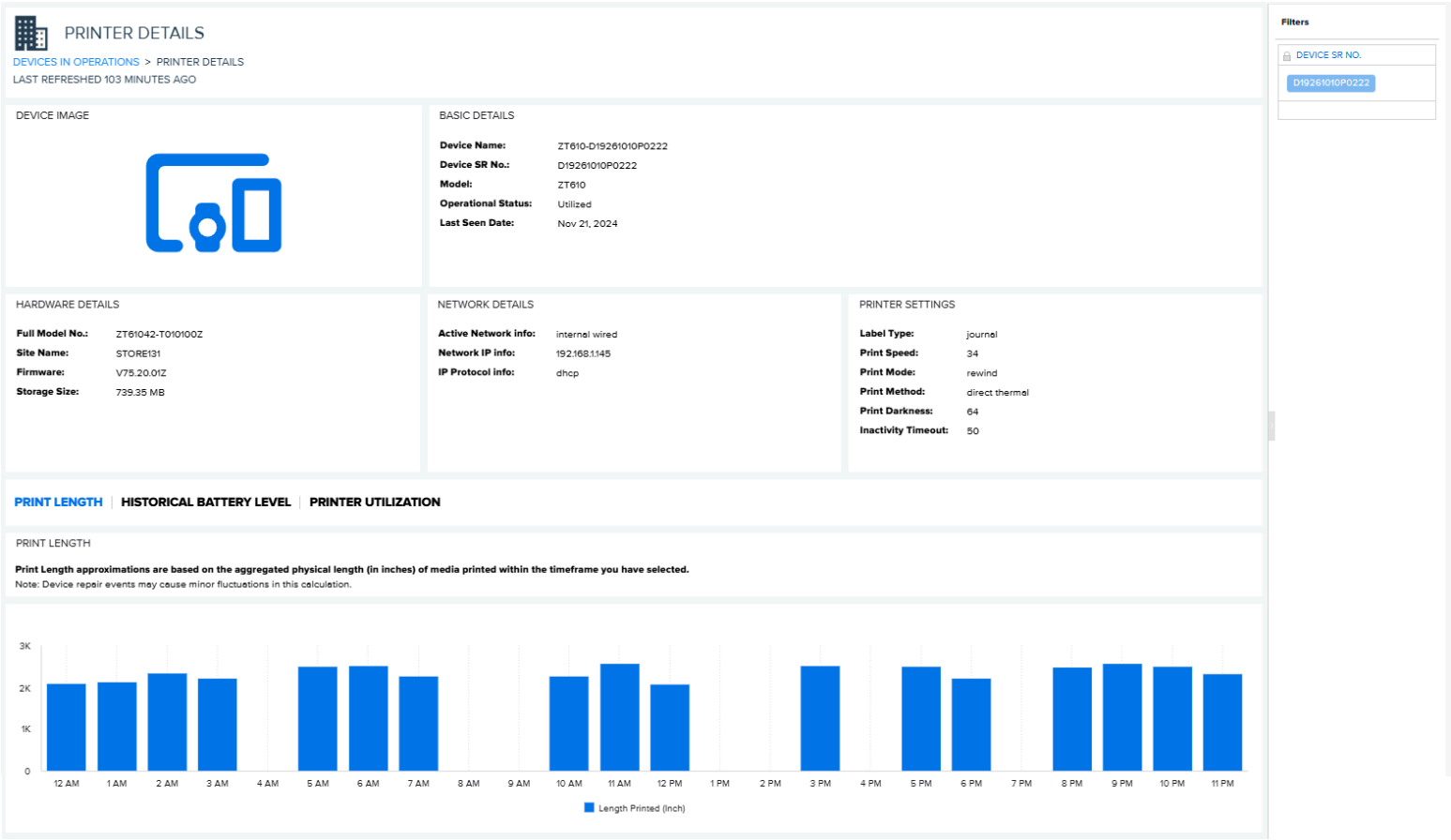
« ‹ 1 2 3 4 5 6 › »

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.

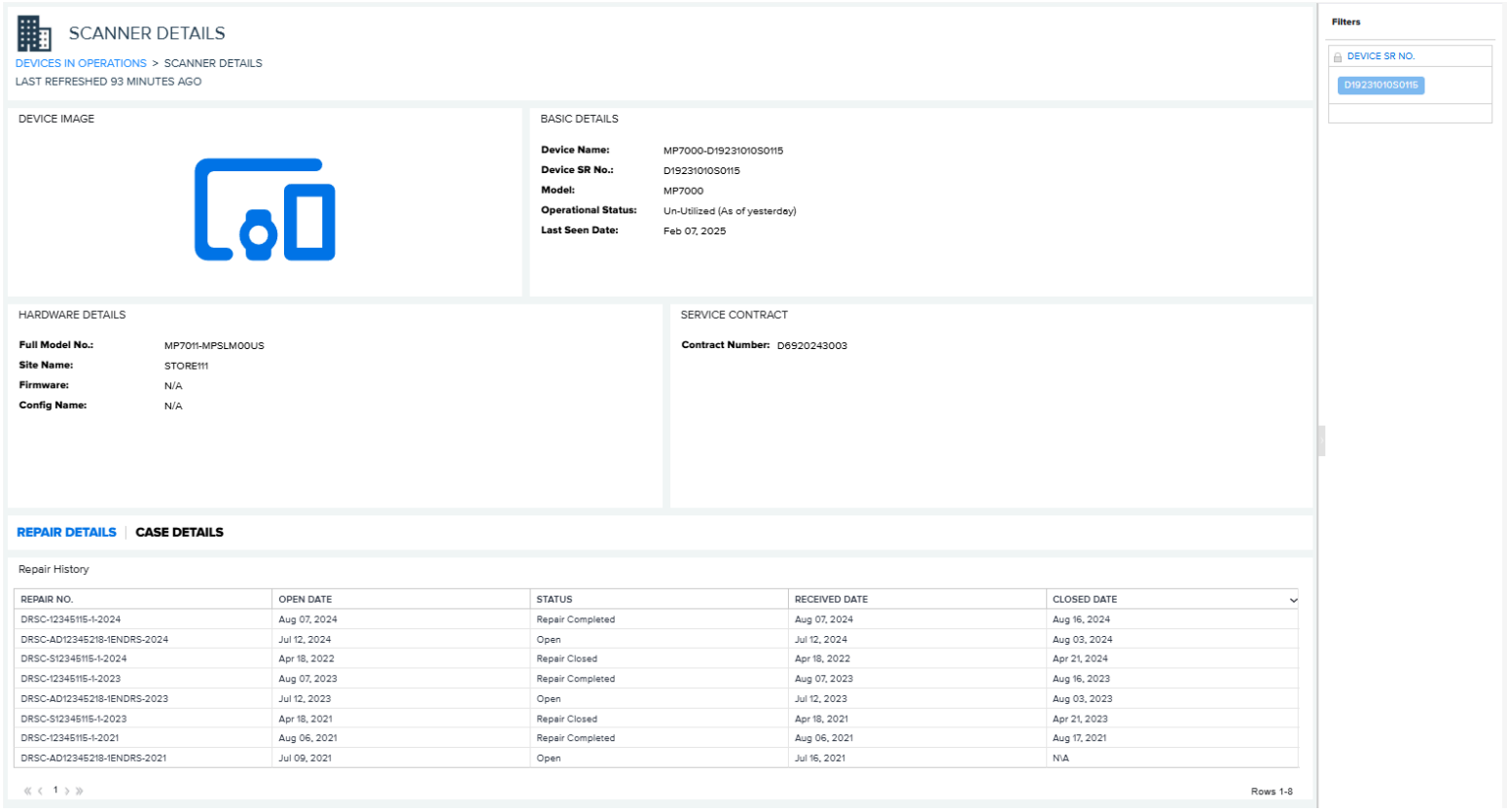
The tabs at the bottom of the screen allow you to view additional information, such the length of media printed per hour (in inches), the historical battery level, and printer utilization information.



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.

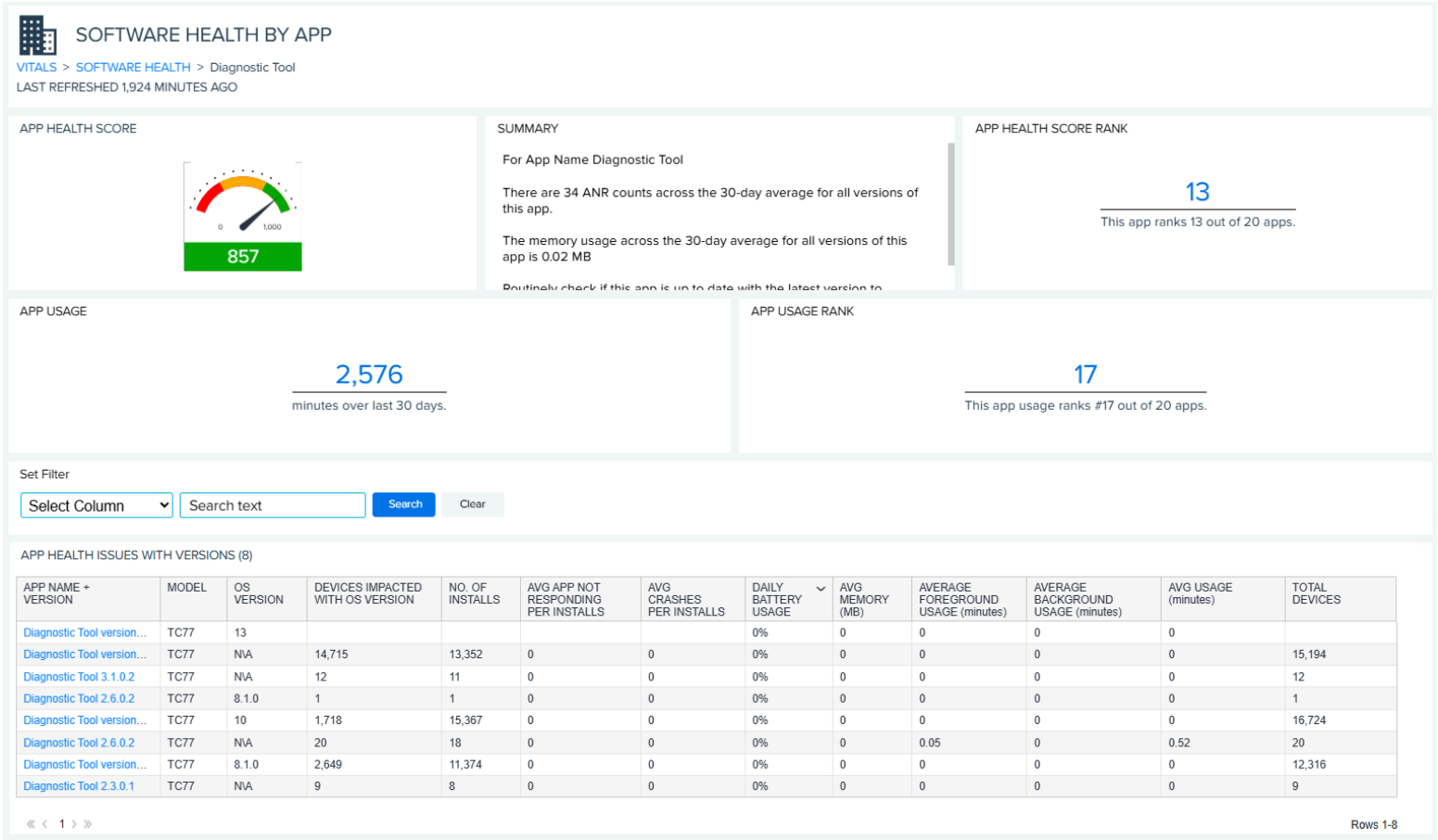
The tabs at the bottom of the screen allow you to view additional information about repairs and case details.



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.



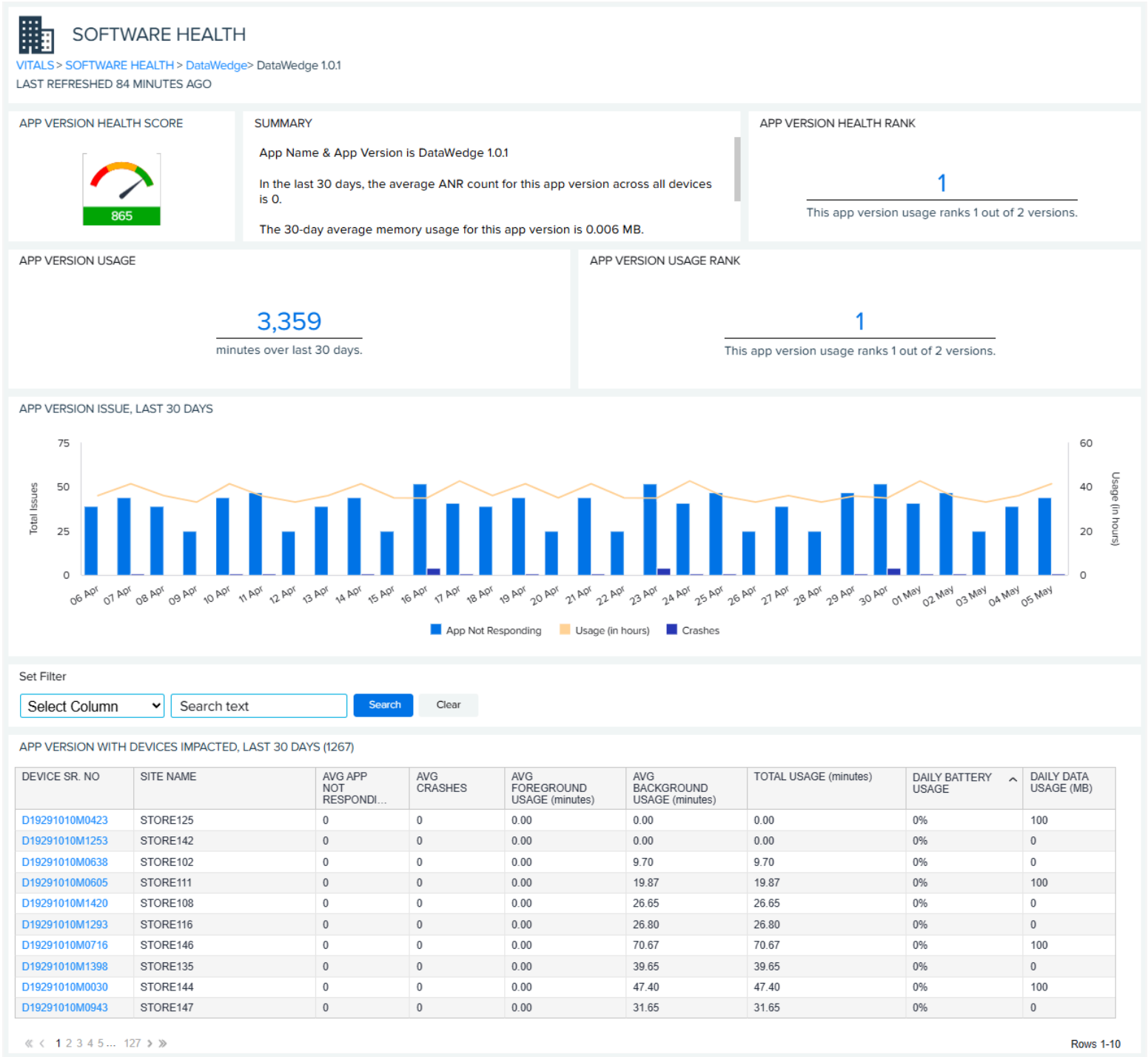
See Also

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.



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.

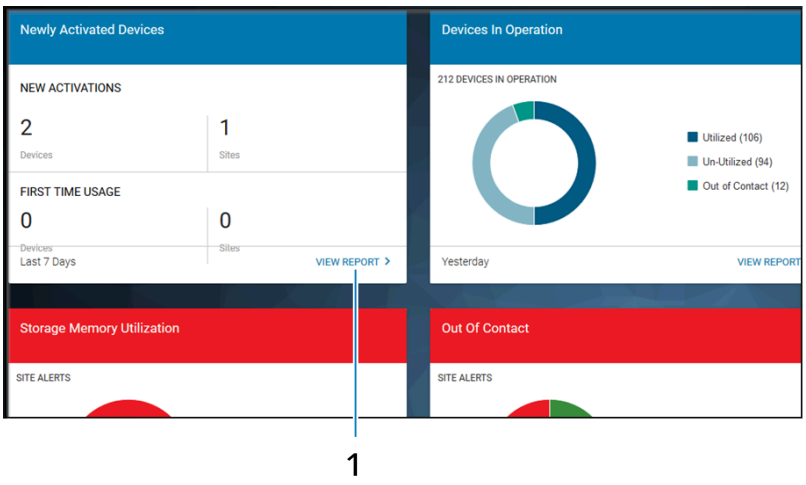
See Also

Displaying Mobile Computer Details
Displaying Printer Details
Displaying Scanner Details

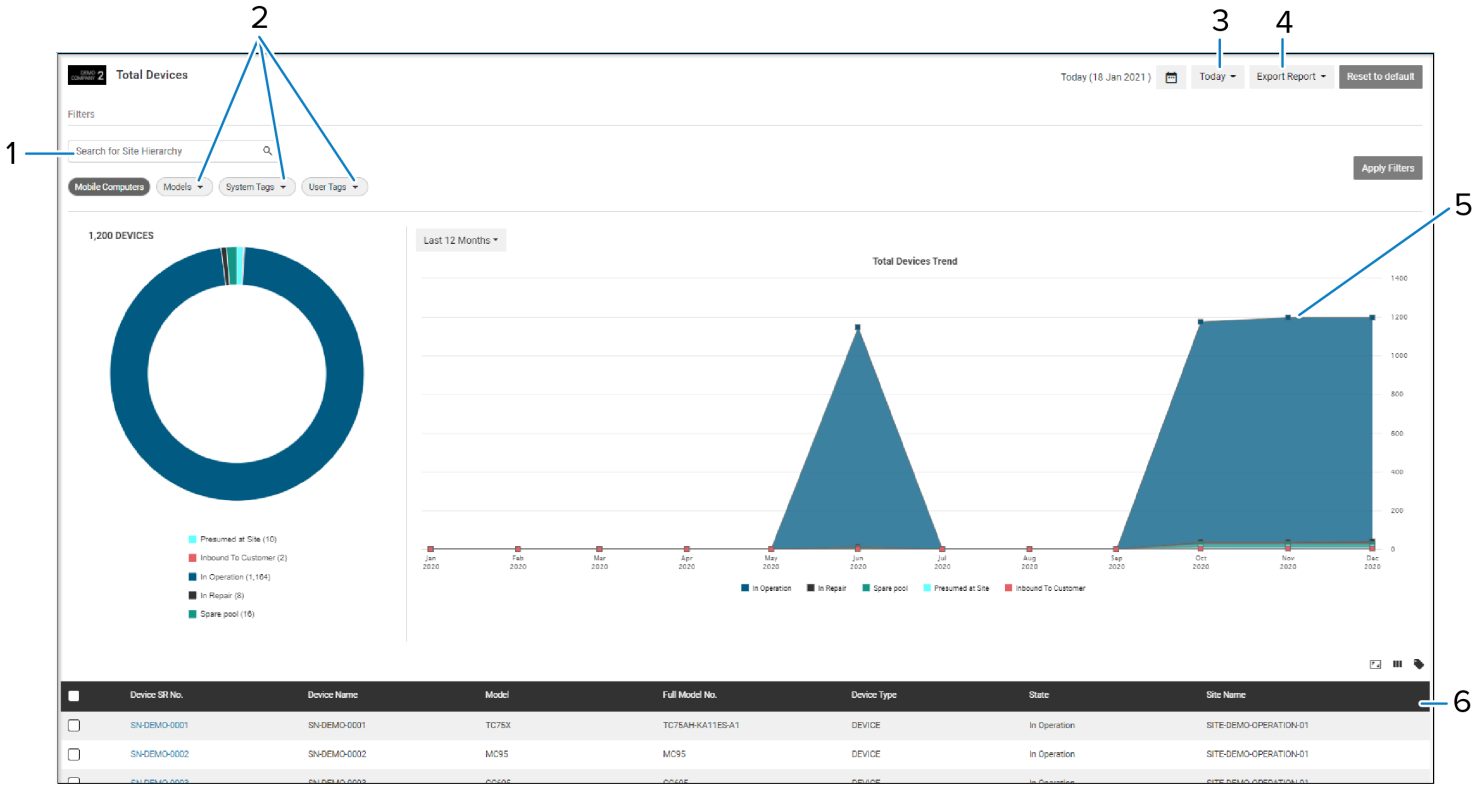
Legacy VIQ Report Features

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	**Filters** - Each group of data can be further narrowed down using filters. The filters available vary depending on the report.

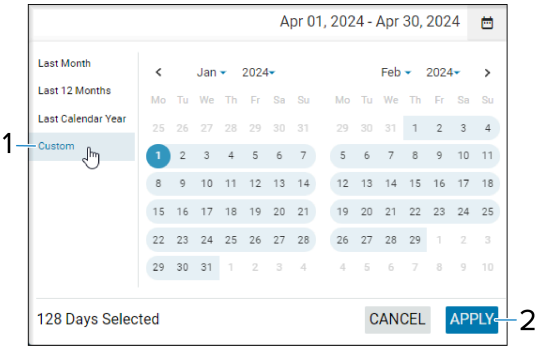
3	**Date picker** - Select a different time range to view the report.
4	**Export Report** - Export a report to Excel (data grid only) or PDF (graphs only).
5	**Graph section** - One or more graphs show the relevant insight in a report.
6	**Data grid section** - Information such as devices, site, and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

Date Picker

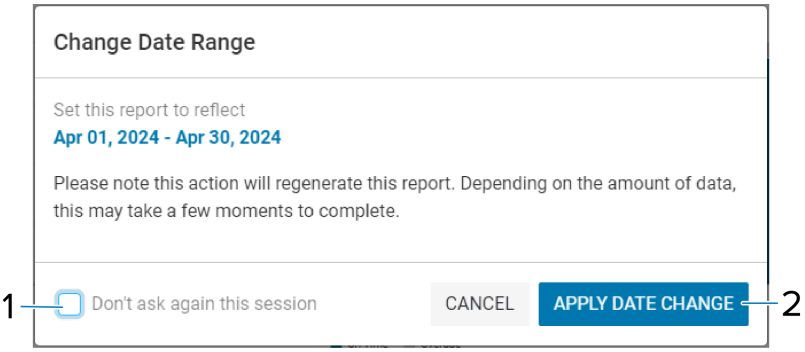
In the report view, select different date ranges (if applicable) via the date picker icon located in the top-right corner of the page.

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.



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

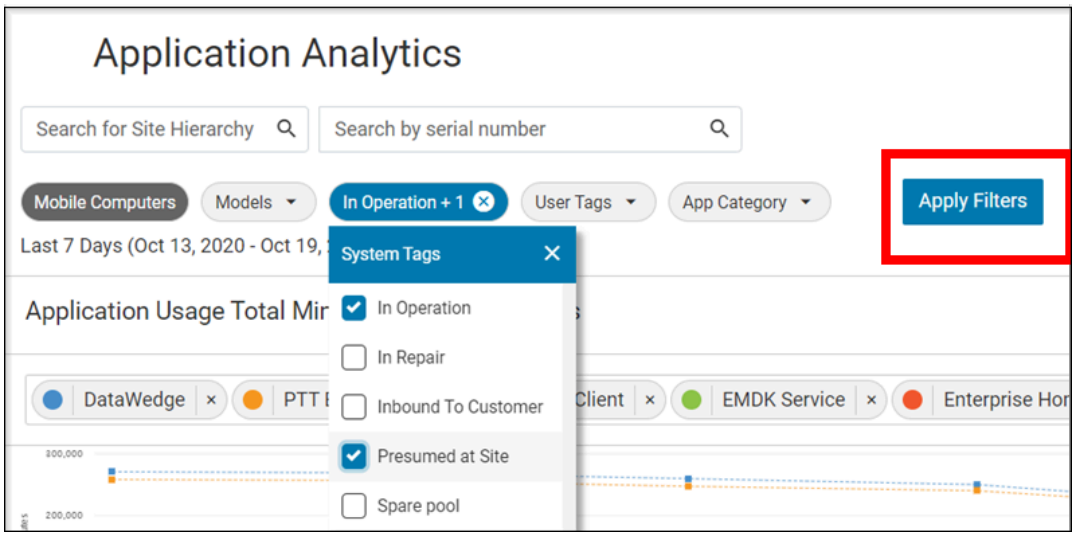


1. Select **Don't ask again this session (1)** to prevent the dialog box from displaying for each new date selection.
2. Click **APPLY DATE CHANGE (2)** to confirm the new date selection.

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.

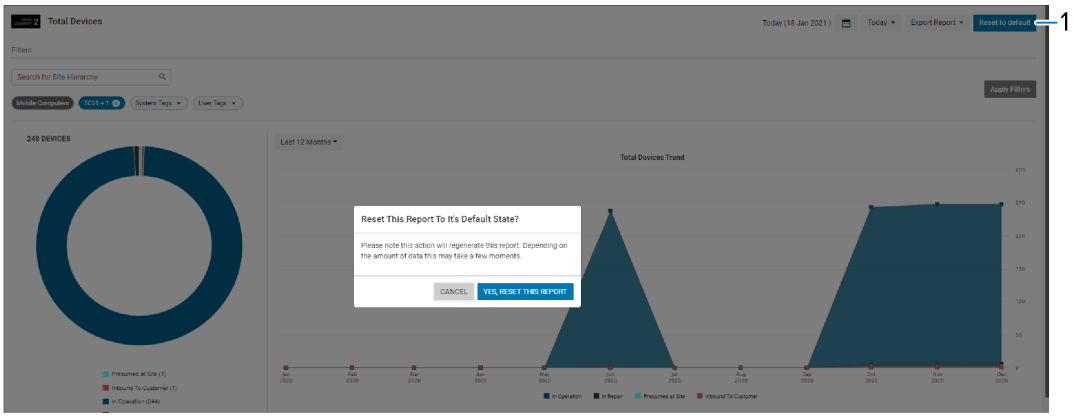
1. Select or deselect the desired filter(s).
2. Click **Apply Filters**.



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.



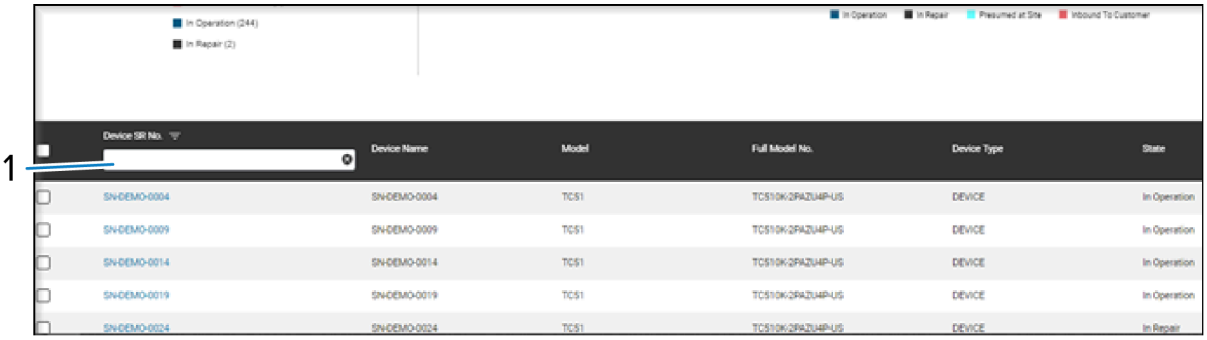
Data Grid

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.

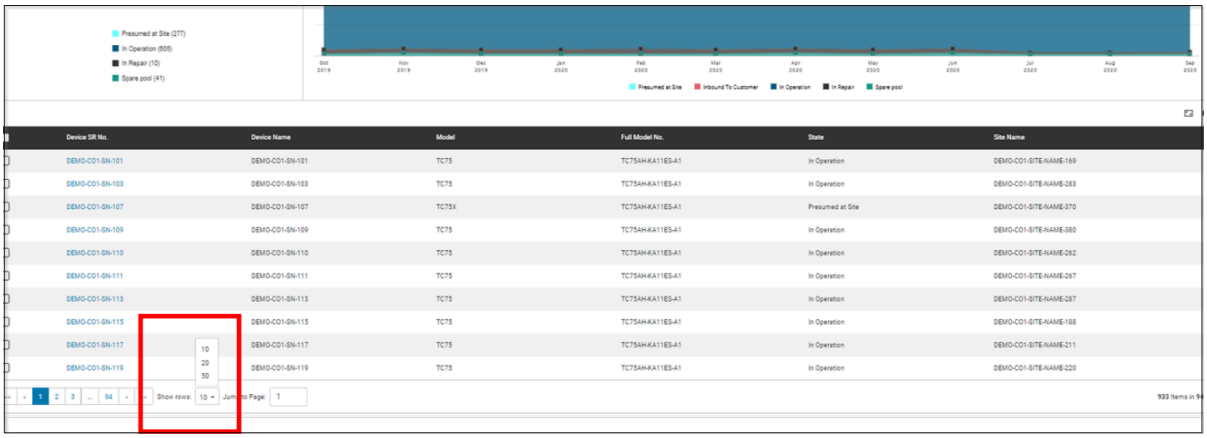
Data Grid Column

The data grid column shows additional information.

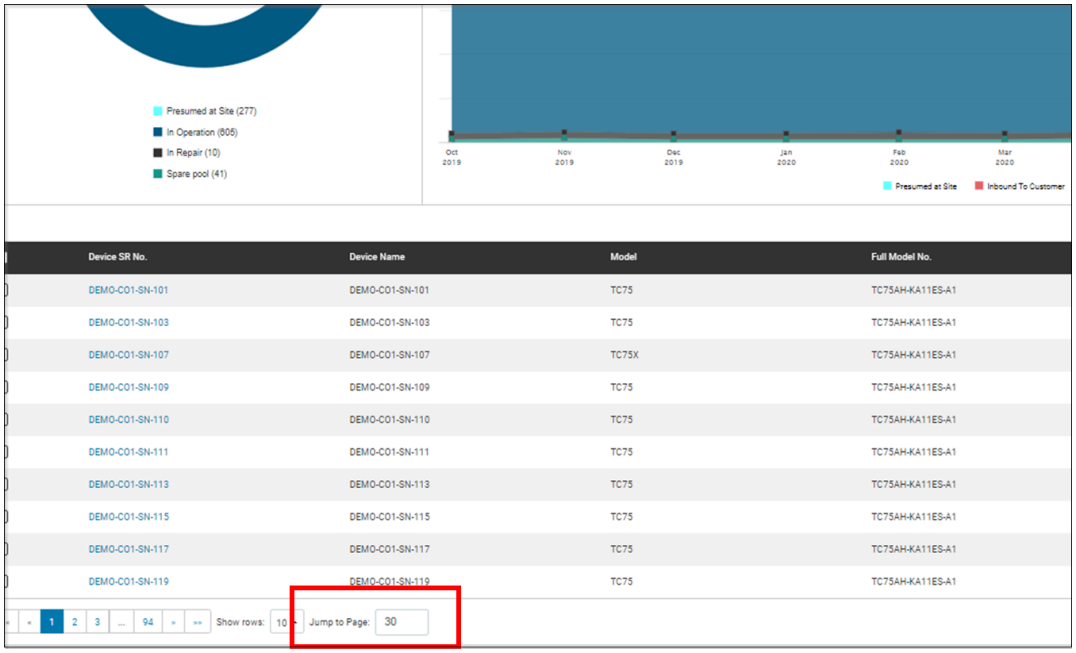
- All columns can be sorted in descending to ascending order or vice versa when the user clicks on the column title.
- All columns are searchable by activating the **Search Box (1)**.



- 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.

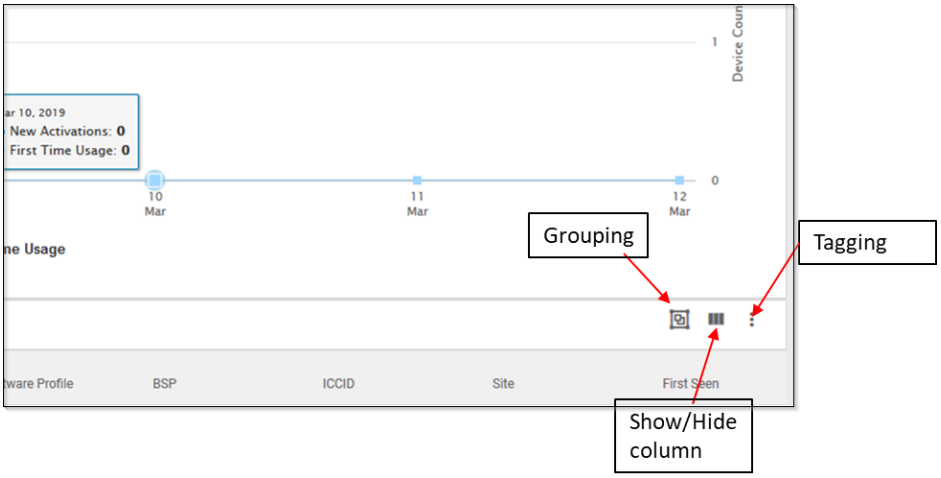


- For a data grid with multiple pages, entering the page number in the **Jump to Page** field and pressing enter allows for swift navigation to a specific page. The selection of the page remains until a different page is chosen.



Data Grid Functions

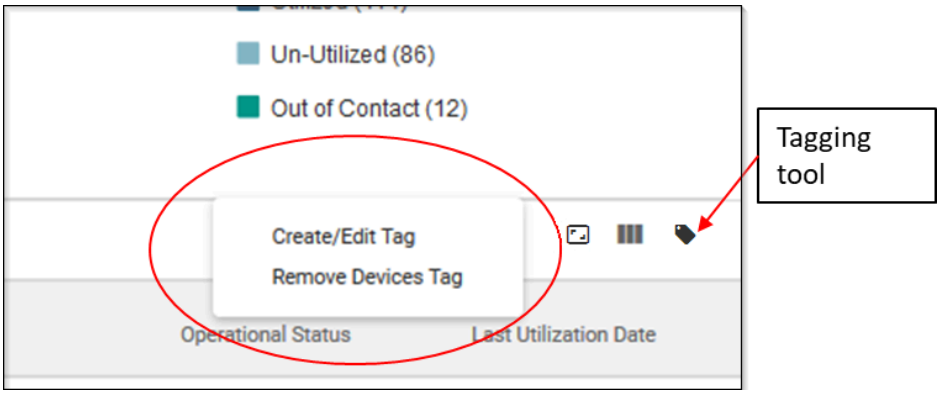
There are three functions available in the right-hand corner of the data grid that affect how the data is presented on the data grid.



- **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.

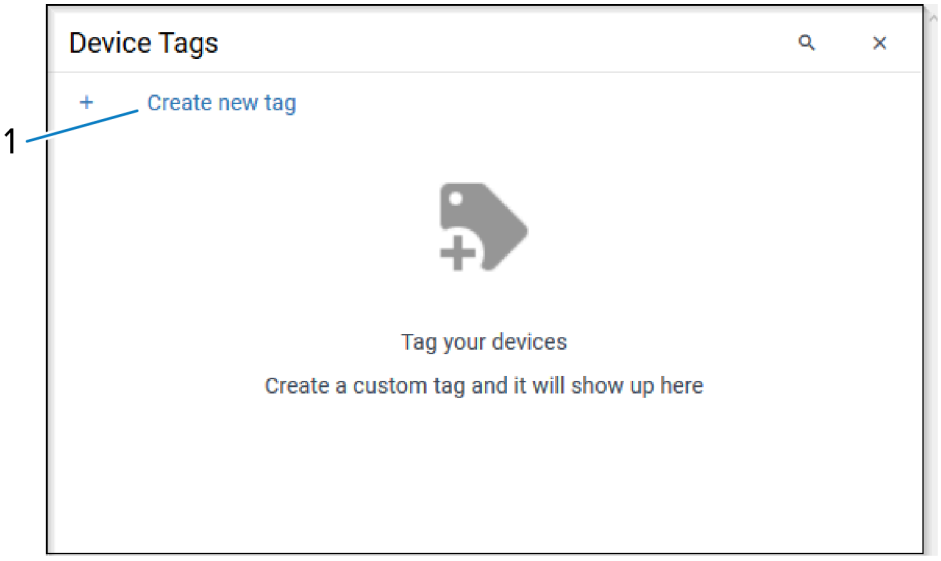
Creating or Editing Tags

The Creating or Editing Tags show additional information.

1. Click **Create/Edit Tag**.

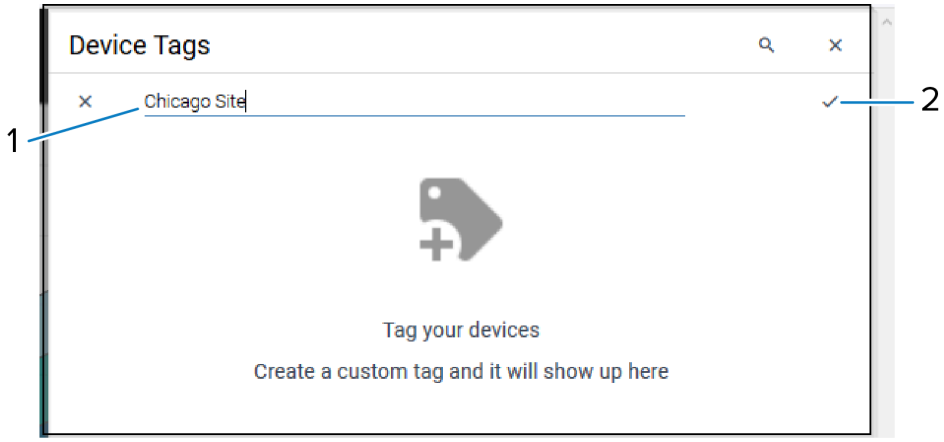
   The **Device Tags** window displays.

2. Click **Create new tag** (1).



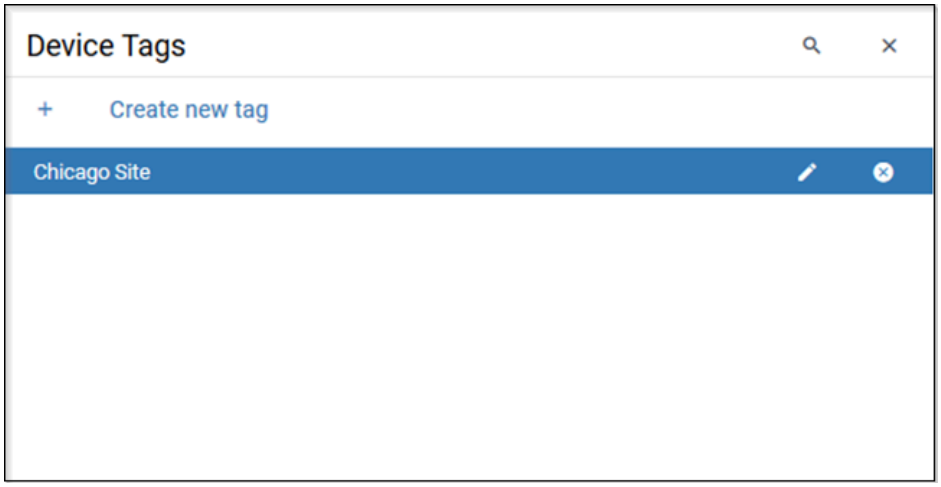
The tag name window displays.

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



The device window displays the updated tag name.

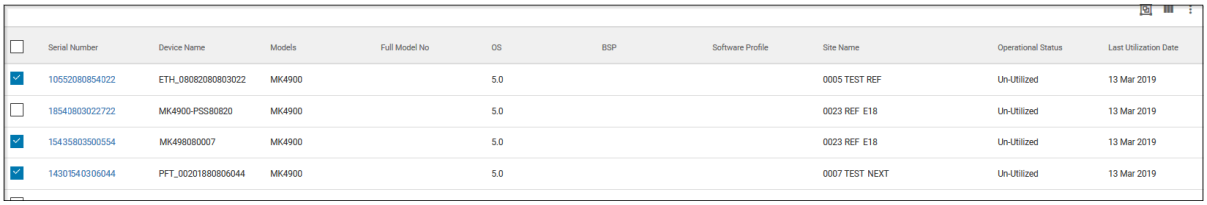
4. Move the cursor to the tag listed and use the **#** icon to edit the tag or the **#** icon to delete the tag.



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.

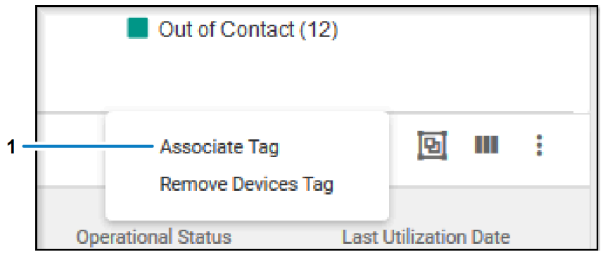


Serial Number	Device Name	Models	Full Model No	OS	BSP	Software Profile	Site Name	Operational Status	Last Utilization Date
10552080854022	ETH_08082080803022	MK4900		5.0			0005 TEST REF	Un-Utilized	13 Mar 2019
18540803022722	MK4900-PSS80820	MK4900		5.0			0023 REF E18	Un-Utilized	13 Mar 2019
15435803500554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

2. Click the **Tagging tool**.

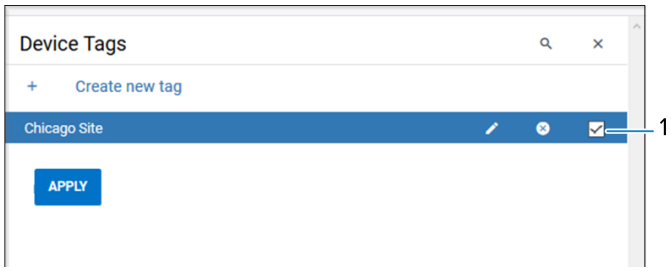
   The tagging options display.

3. Click **Associate Tag** (1).



   The **Device Tags** window displays.

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



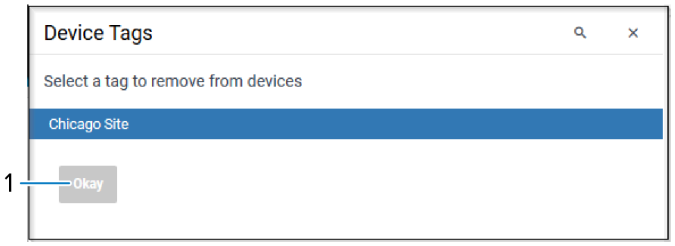
5. Click **APPLY** to associate the tags to the devices selected.

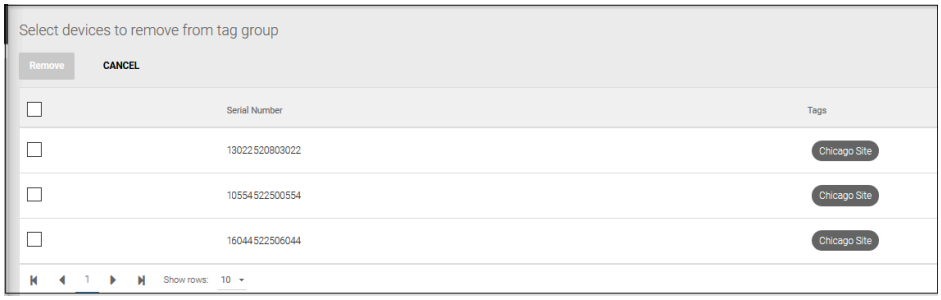
Removing Tags from Devices

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).

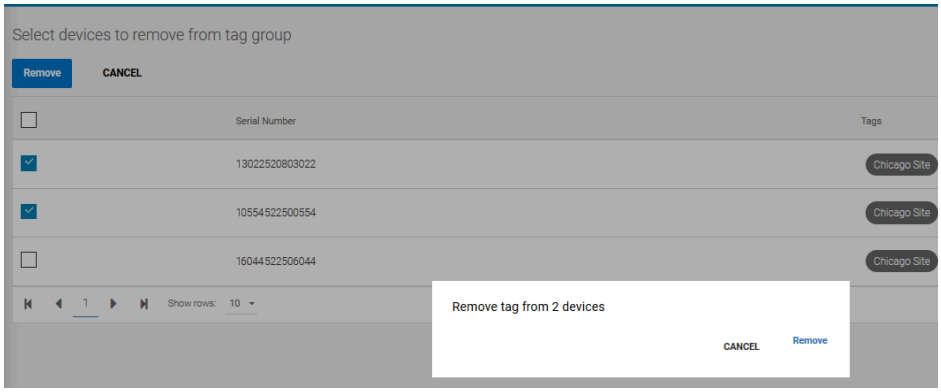




The devices display.

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

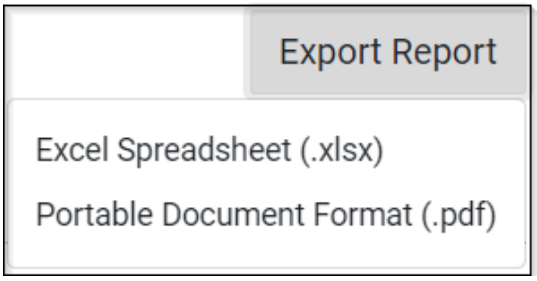
5. Click **Remove** on the confirmation prompt.



The tag gets removed from the selected devices.

Report Export Function

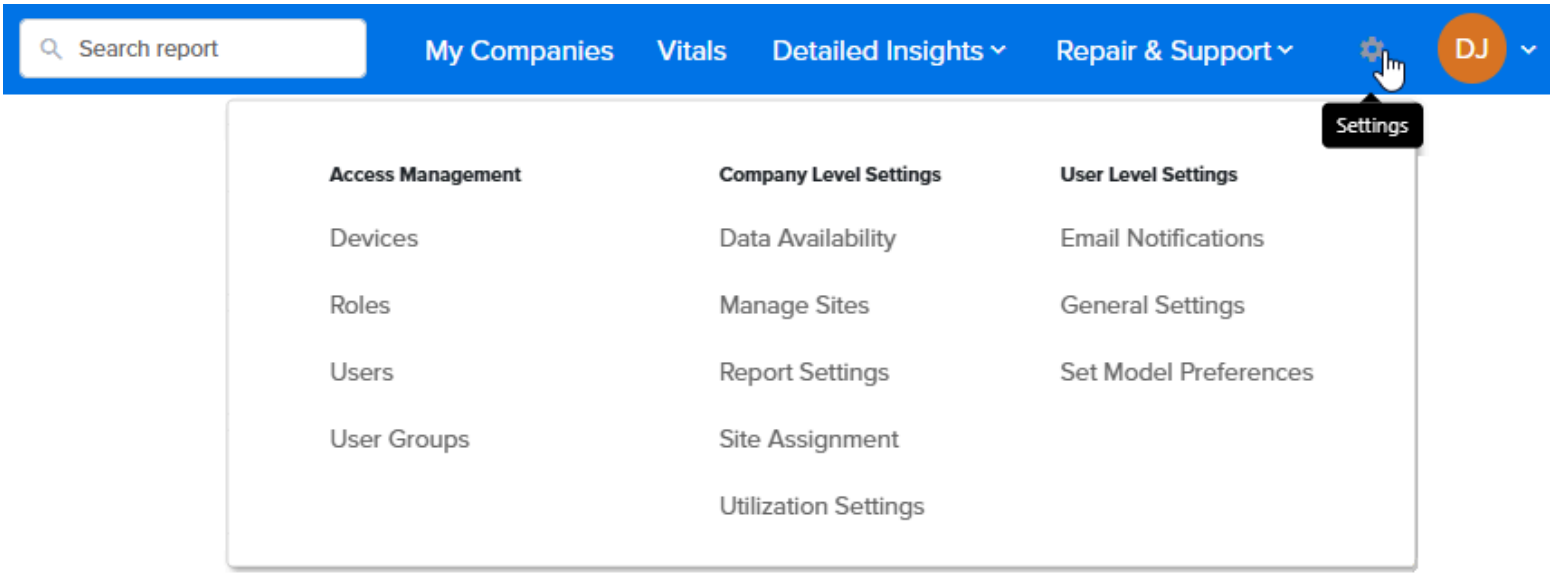
The Export Report feature, available within each report, allows you to export page information to a PDF or an Excel spreadsheet.



- **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.



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

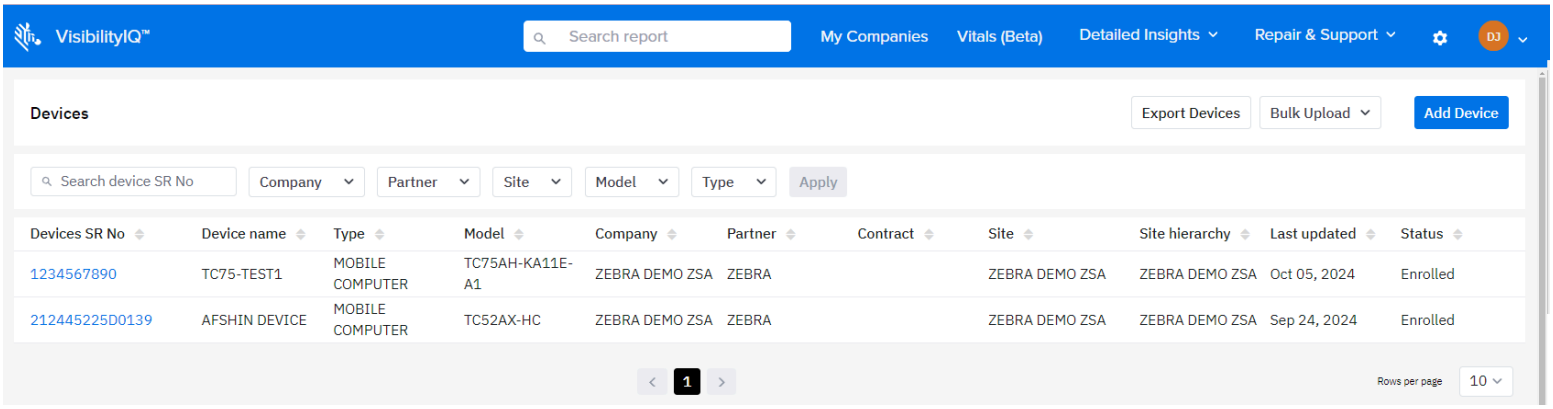
The device management option allows you to enroll and unenroll specific devices in the VIQ system. The devices are tracked by their individual serial numbers.

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

Adding a Device

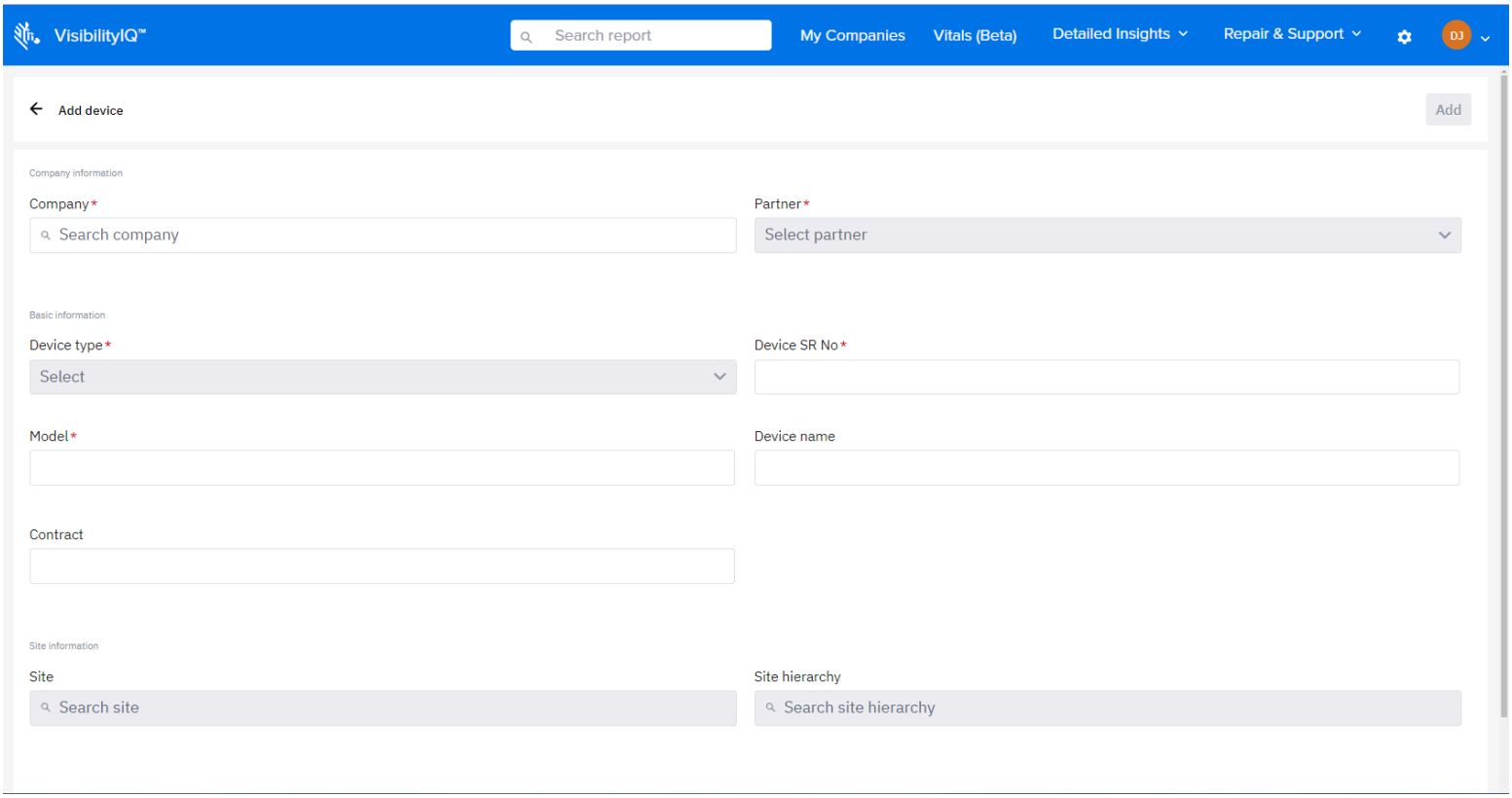
This procedure describes adding a device by serial number (applicable to both Zebra and non-Zebra devices).

1. Click **Settings** > **Access Management** > **Devices**.



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

2. Click **Add Device**.



The **Add Device** screen displays.

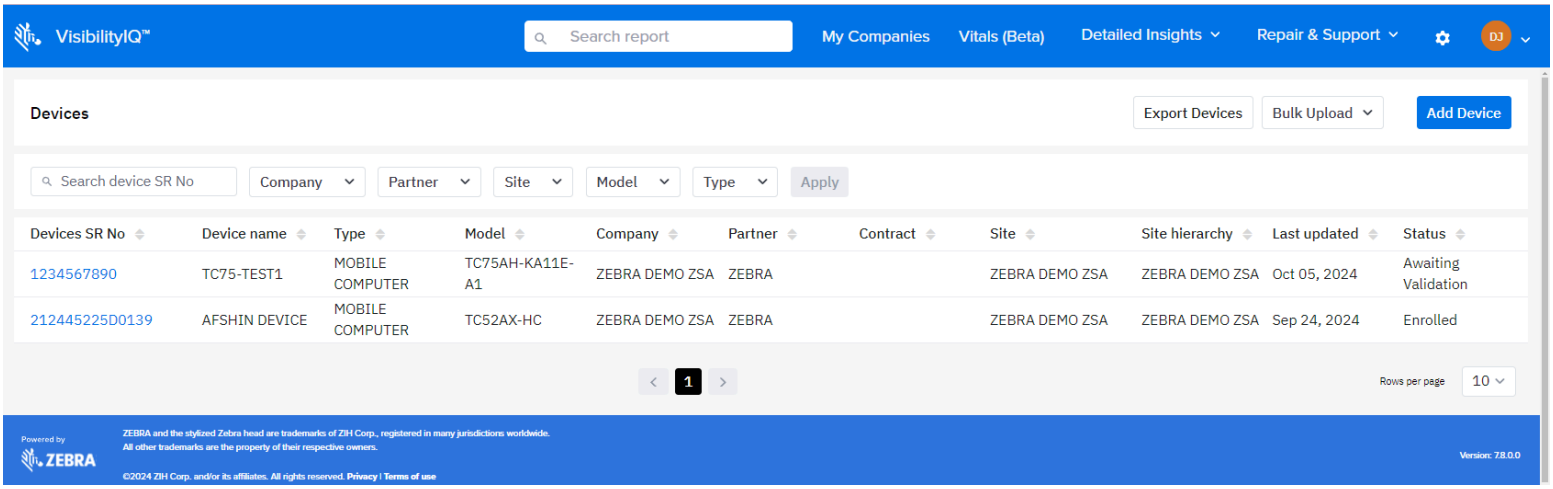
3. Type the first few letters of the company name, and then select the company from the resulting list.
4. Click the **Partner** drop-down, and select a partner.
5. Click the **Device type** drop-down, and select MOBILE COMPUTER, SCANNER, or PRINTER.
6. Enter the device's serial number.
7. Enter the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

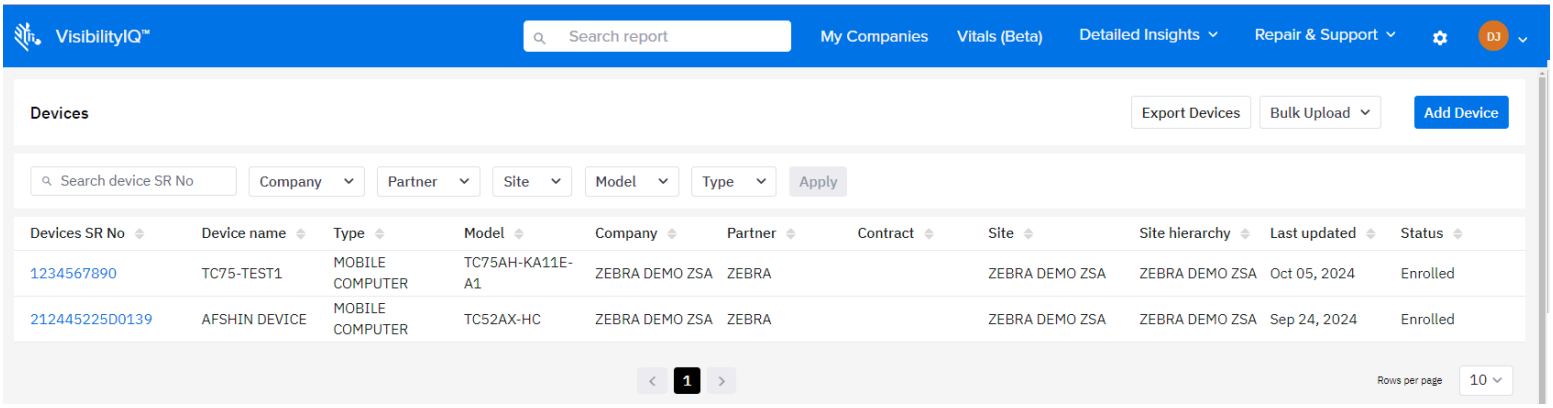
   The device is added to the **Devices** screen with the status **Awaiting Validation**. Validation can take up to 1 hour. Following successful validation, the status changes to **Enrolled**, and the device becomes visible in the operational reports.



Updating a Device

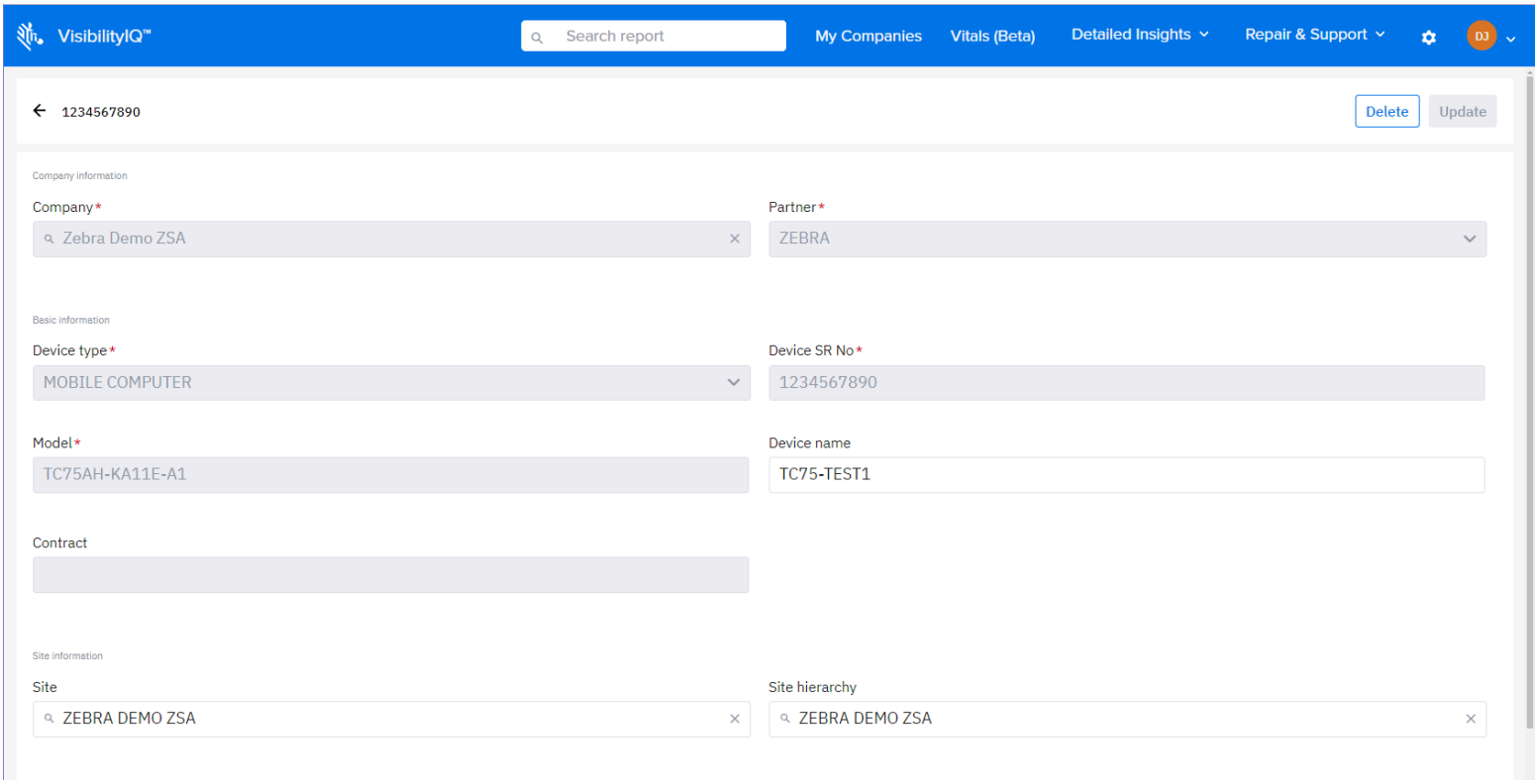
You can update a device's name, site, or site hierarchy as needed.

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



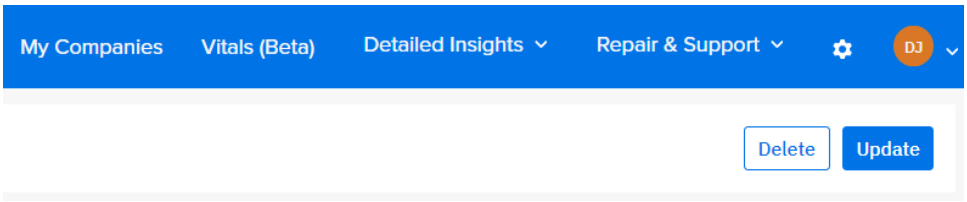
   The **Devices** screen displays, listing existing devices.

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



The information displays for that device.

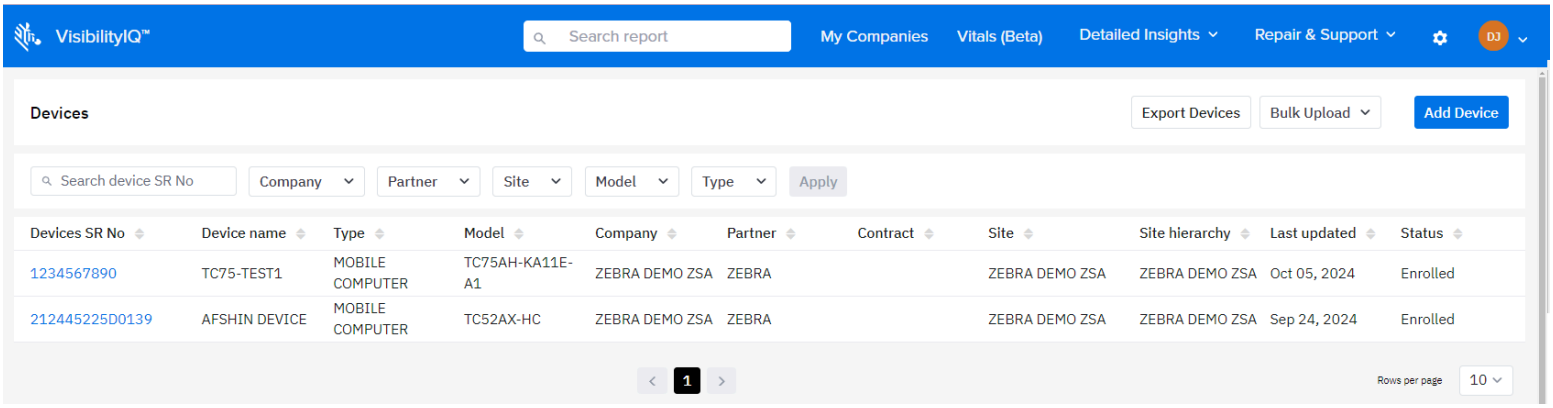
3. Update the desired information, and then click **Update**.
   - Device Name - Assign a name to the device.
   - Site - Modify the site's name. If no site name is set, the company name will be used by default.
   - Site Hierarchy - Assign a name to the Site Hierarchy.



Exporting Devices

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

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



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

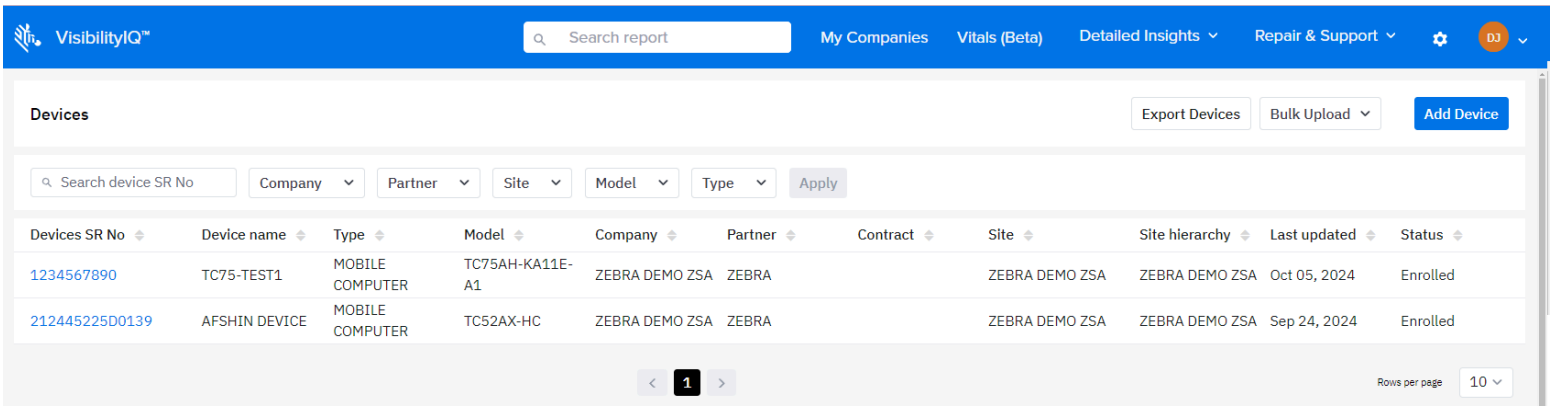
2. Click **Export Devices**.

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

Deleting a Device

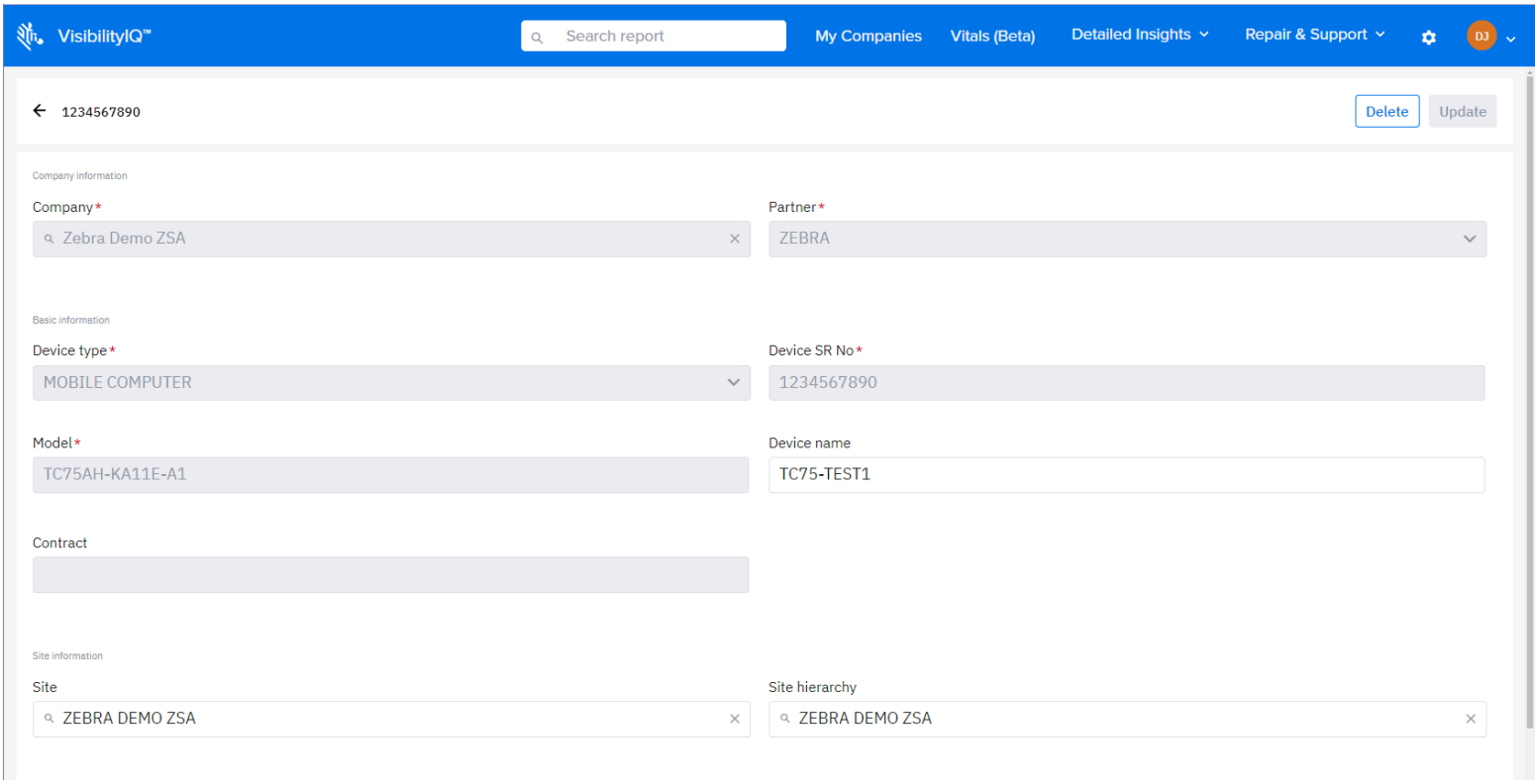
A **User Admin** may delete (unenroll) a device.

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



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

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



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.

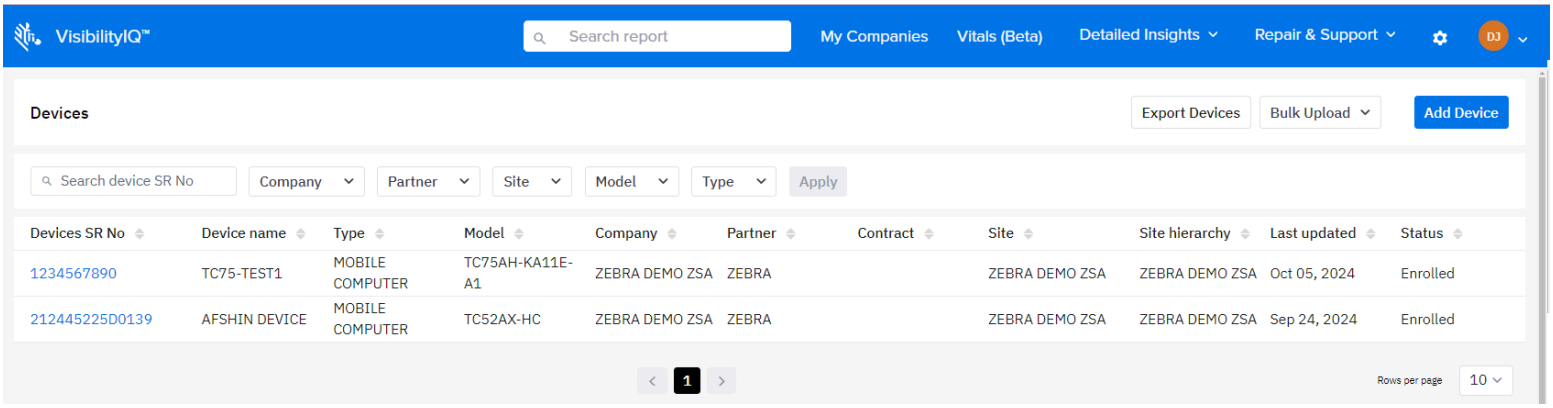
5. Enter the code, and then click **Confirm**.

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

Bulk Uploading to Add New Devices

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

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

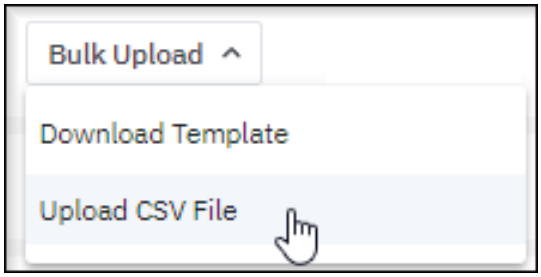


   The **Devices** screen displays, listing existing devices.

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

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

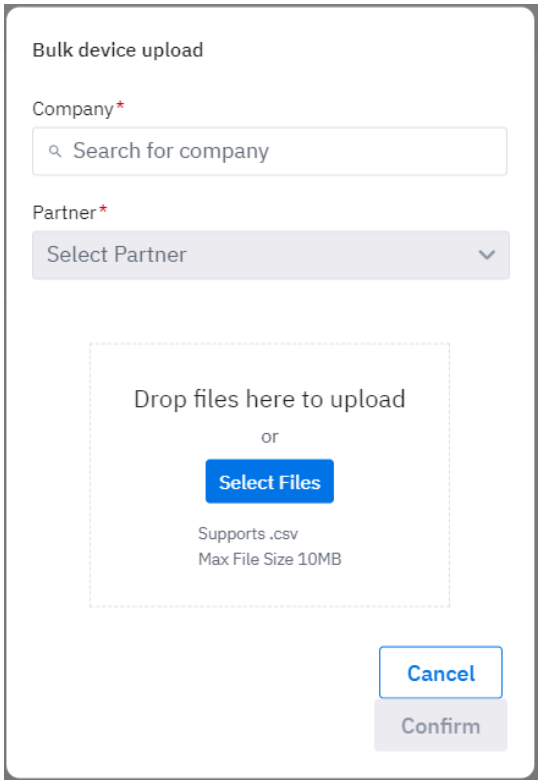
3. In the file, add the devices to be bulk added. The following are the required fields:
   - Device serial number
   - Type (MOBILE COMPUTER, PRINTER, or SCANNER)
   - Model (full model number)
4. Save and close the file.
5. On the Devices screen, click **Bulk Upload** > **Upload CSV File**.



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

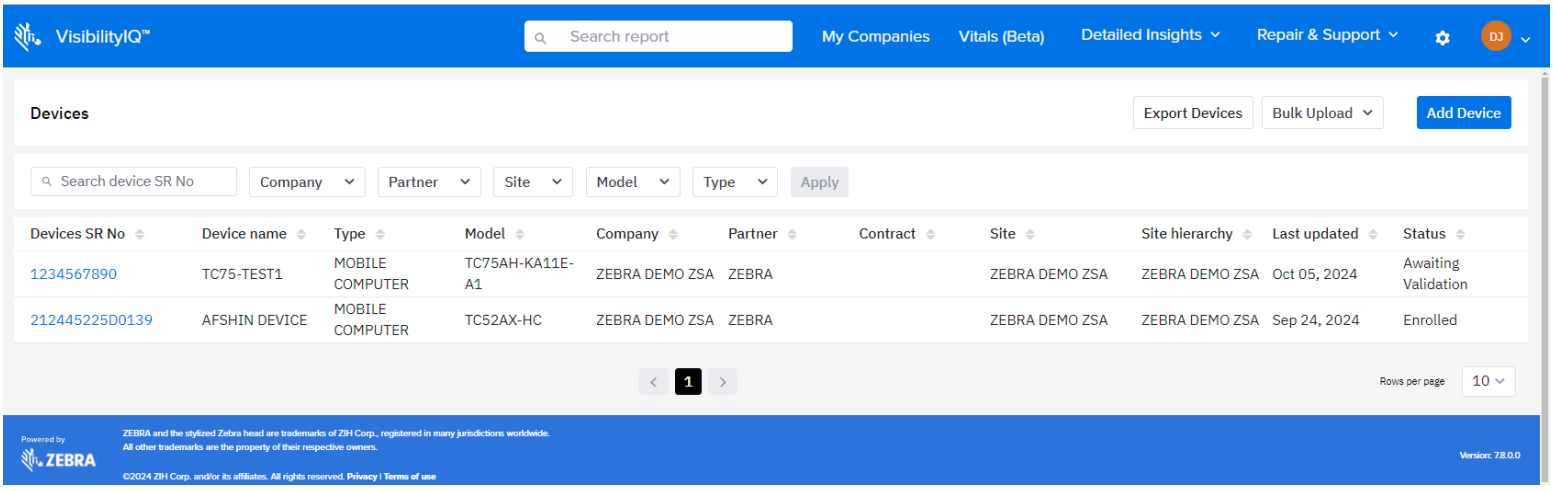
6. Enter the code, and then click **Confirm**.

7. Select the **Company** and **Partner**.



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.



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.

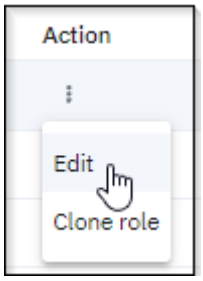
- **User Admin (Read, Write, Delete)** - Fully administer users, user groups, and roles.
- **User Viewer (Read)** - View what roles and groups a user has been assigned/administered by the User Admin.
- **OneCare Admin** - Set or administer OneCare report settings.
- **OneCare Reporting** - View OneCare 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**.



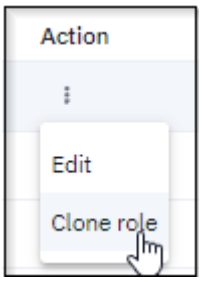
4. Update the basic details, permission groups, or user groups, and then click **Update**.

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.
5. 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.

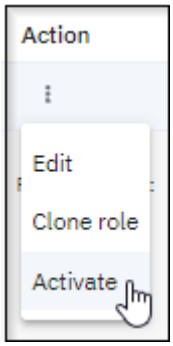
Activating a Role

Activating a role with permission groups and user groups.

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

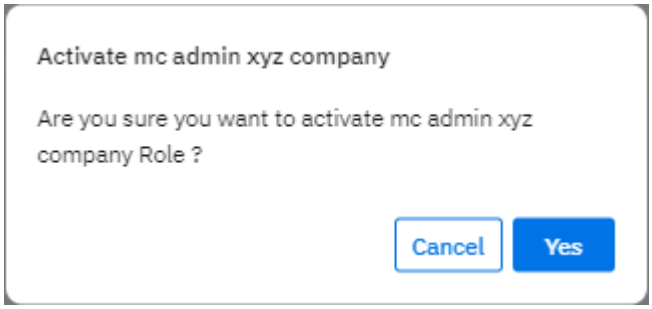
1. Click > **Roles**.

   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**.



The system prompts for confirmation.

4. Click **Yes**.



The role is activated.

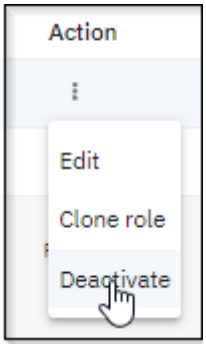
Deactivating a Role

A **User Admin** may deactivate a role.

1. Click > **Roles**.

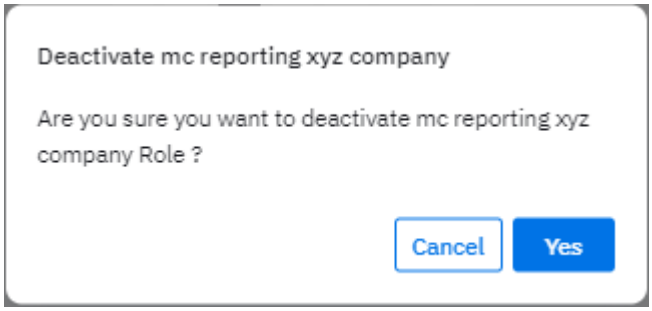
   The **Roles** screen displays, listing existing users.

2. Click the **Roles** tab.
3. Click the three dots in the **Action** column for 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.

Users (Coming Soon)

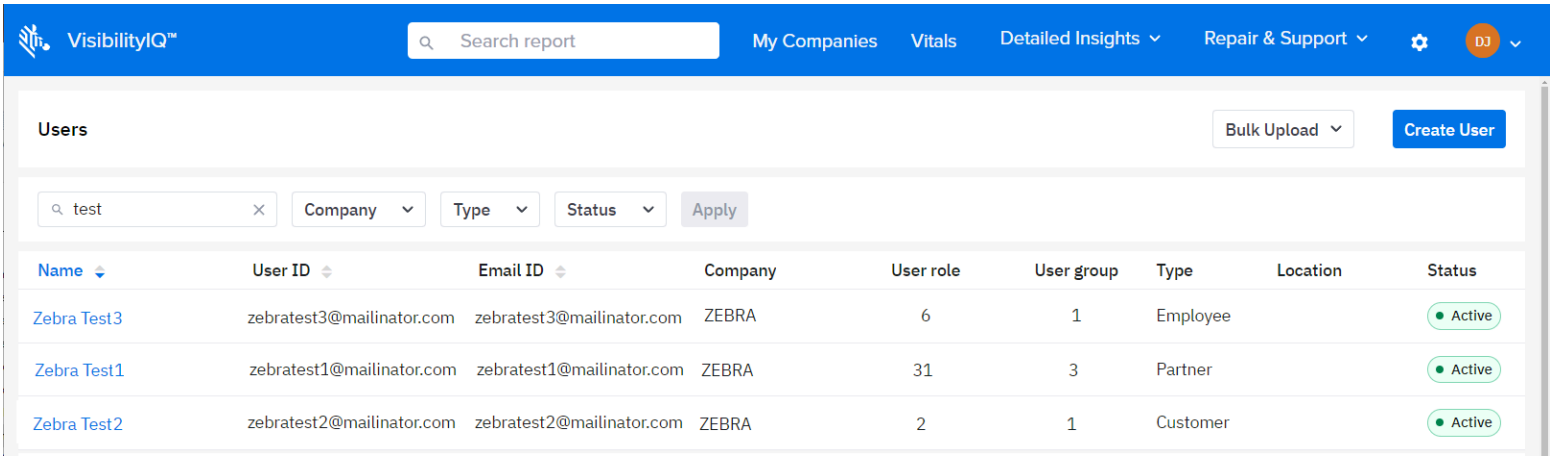
Users are employees in any organization who will use VIQ based on the access and permissions provided to them.

Creating a User

This section explains how to create a user.

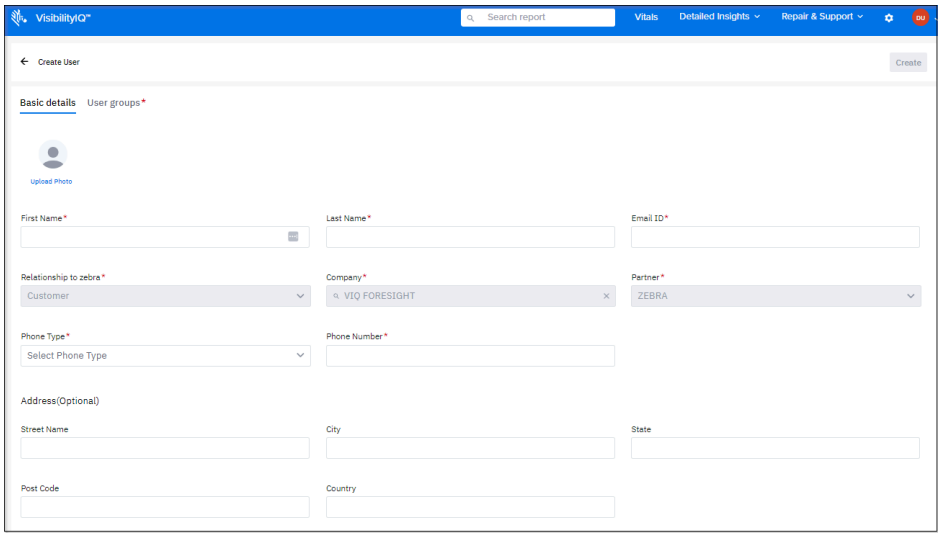
NOTE: A user group must first be created before creating a user. See Creating a User Group.

1. Click **Settings** > **Users**.



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

2. Click **Create User**.



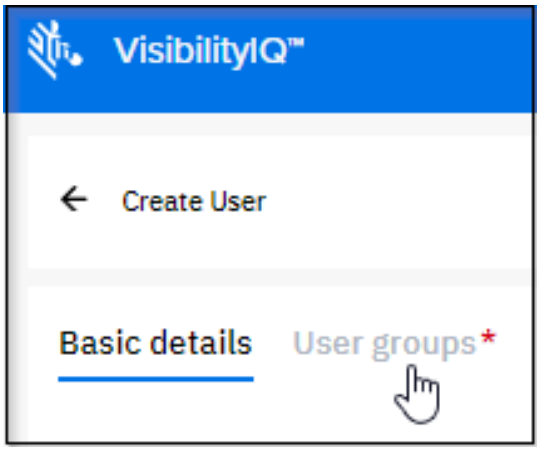
The **Create User** screen displays.

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

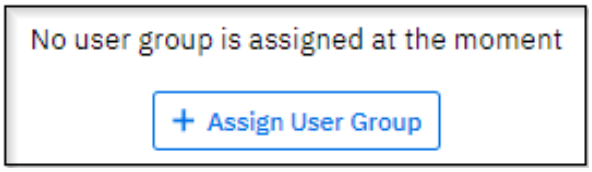
4. Enter a phone number and select the type of phone (landline or mobile).

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.



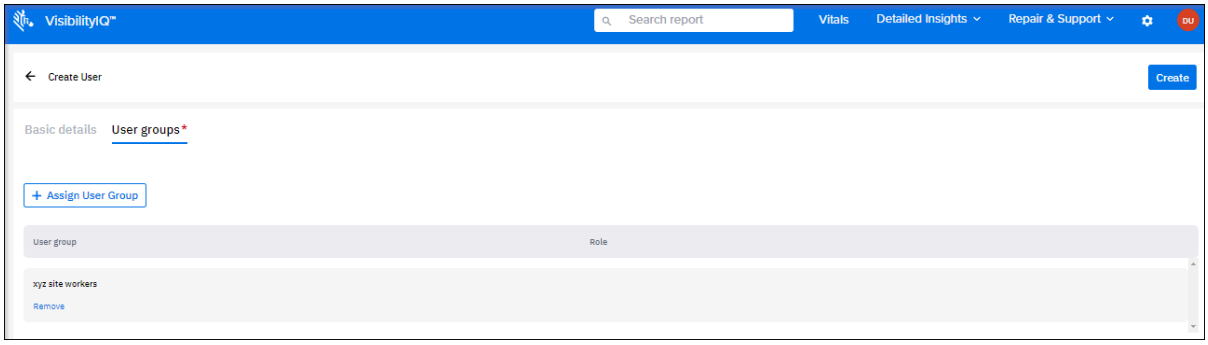
7. Click **Assign User Group**.



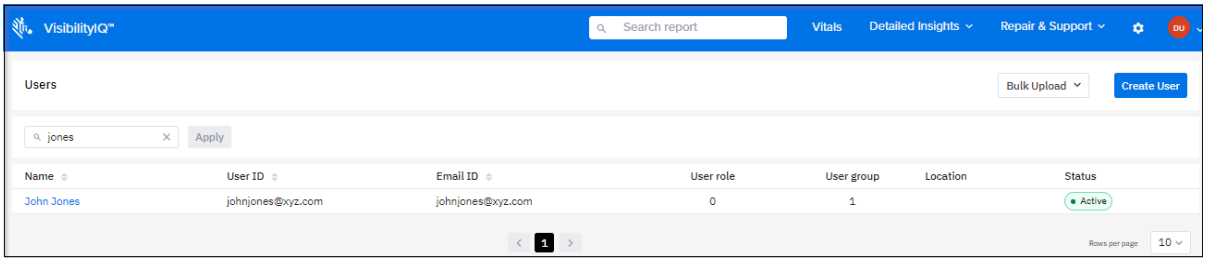
8. Select the user group that is created previously, and then click **Add**.

   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** .



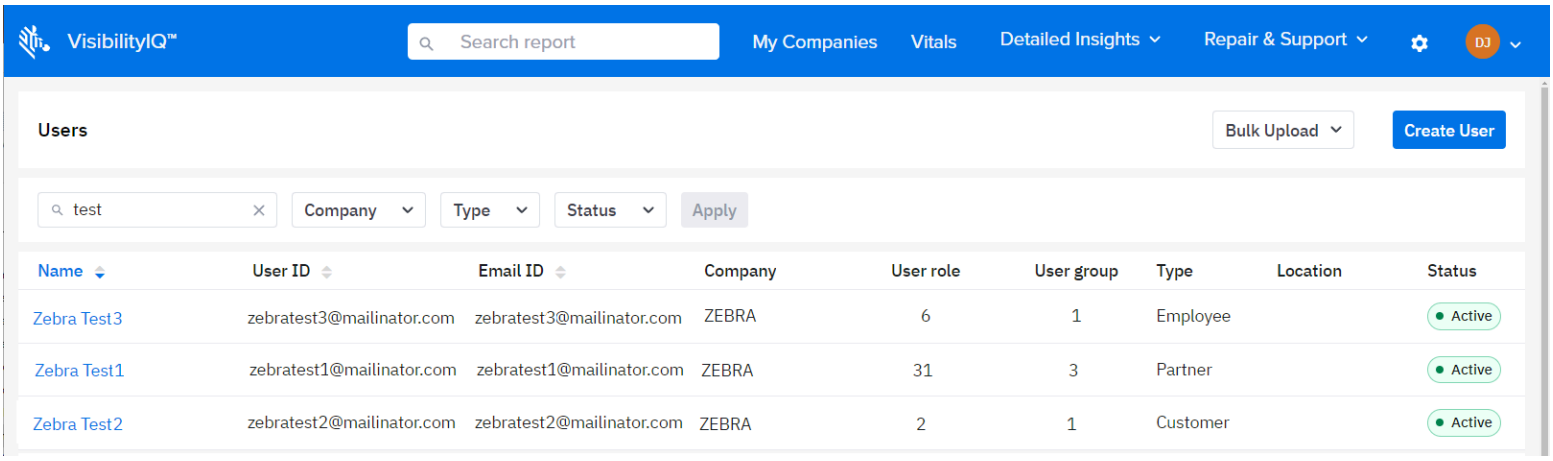
The system creates a new user, which displays in the list with zero user roles, one user group, and an active status. Depending on the number of rows showing per page and the number of users, you may need to search for the new user to view it.



Editing a User

This section explains how to edit a user.

1. Click **Settings** > **Users**.

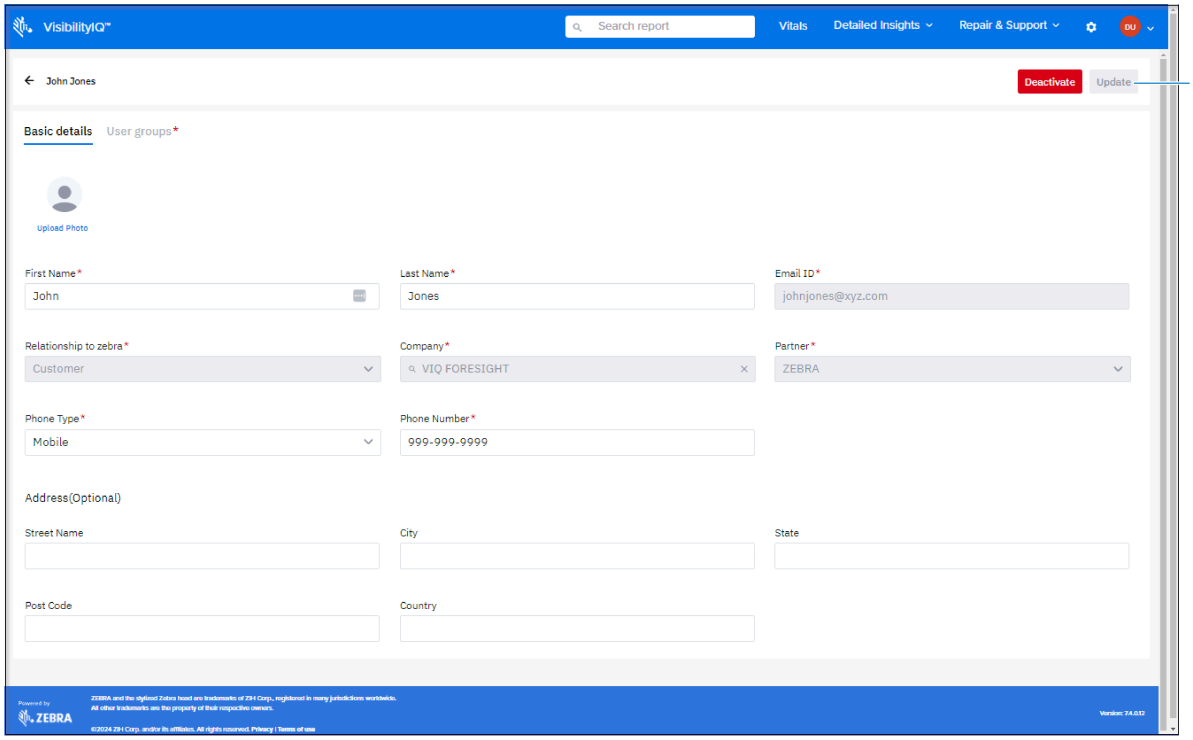


   The **Users** screen displays, listing existing users.

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

   The information displays for that user.

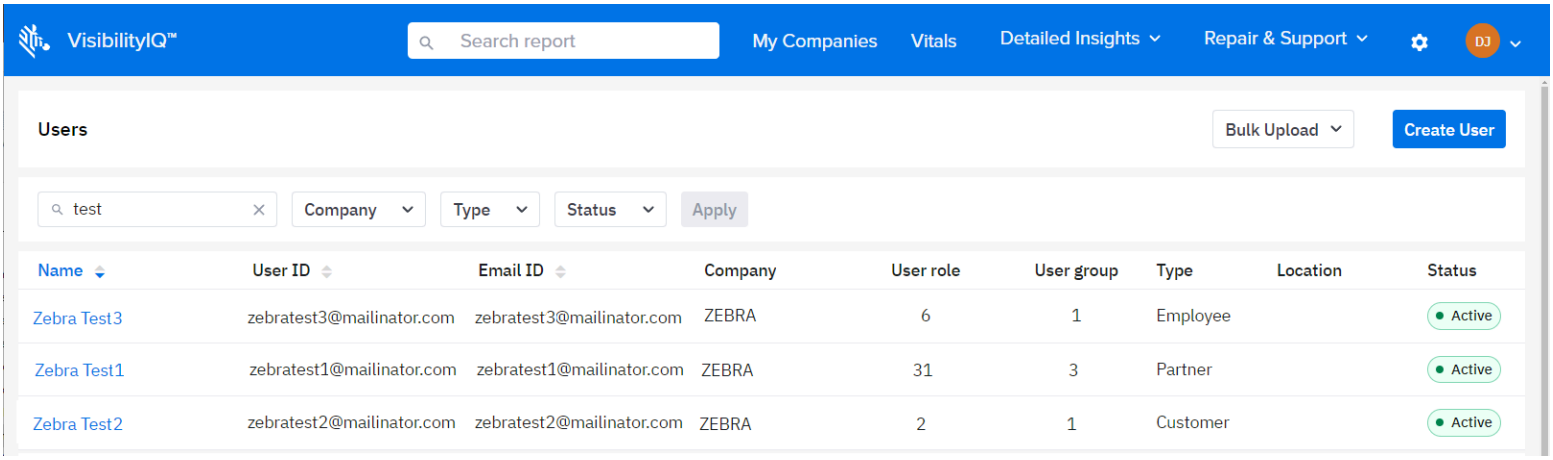
3. Update the **Basic Details** or add or change **User Groups**, and then click **Update** (1).



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**.

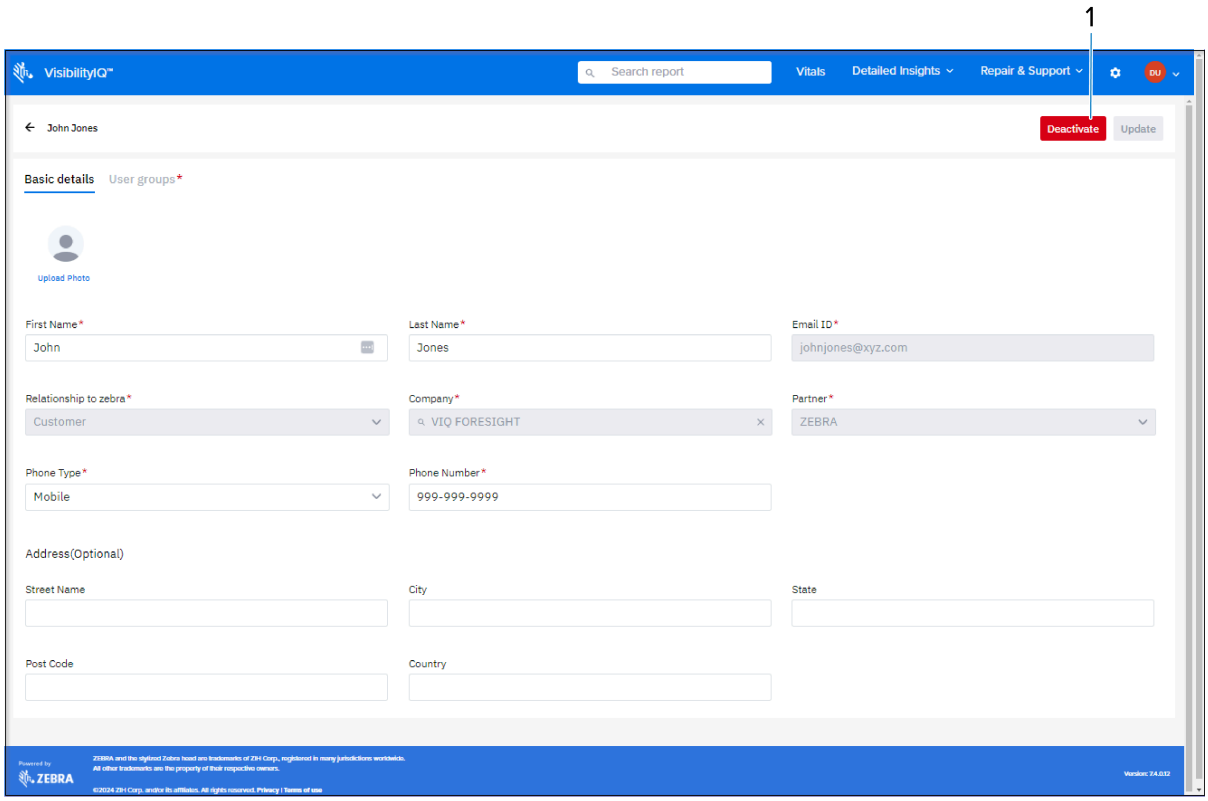


The **Users** screen displays, listing existing users.

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

The information displays for that user.

3. Click **Deactivate**.



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**.

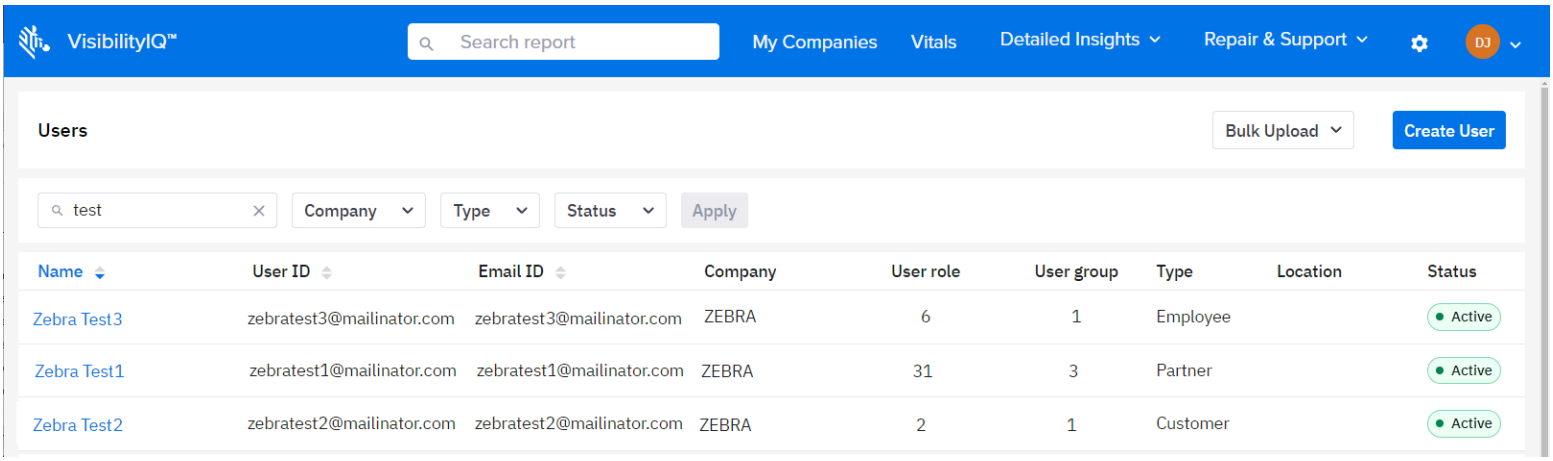
   The system prompts for a verification code, which is sent to your email address.

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 > **Users**.



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

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

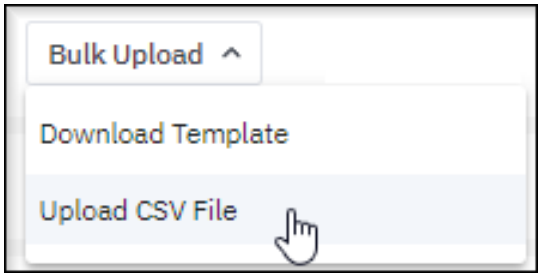
   A file named `users.csv` is saved to the Downloads folder.

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

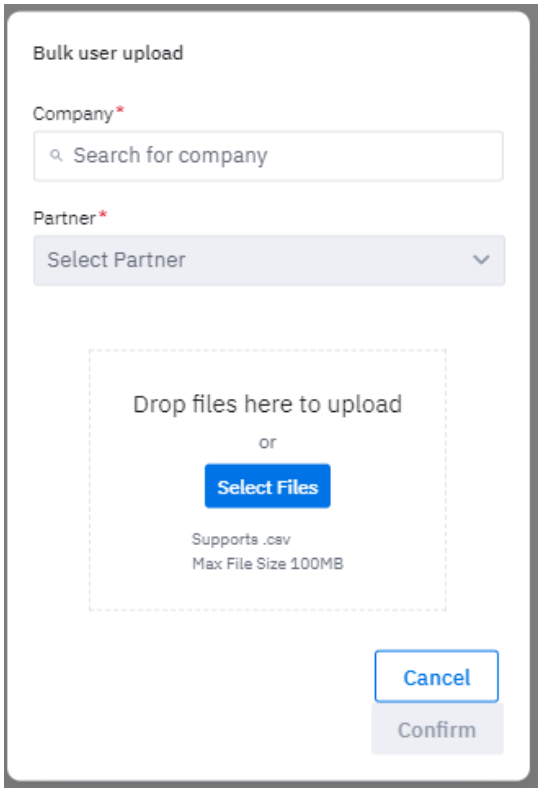
4. Save and close the file.

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**.



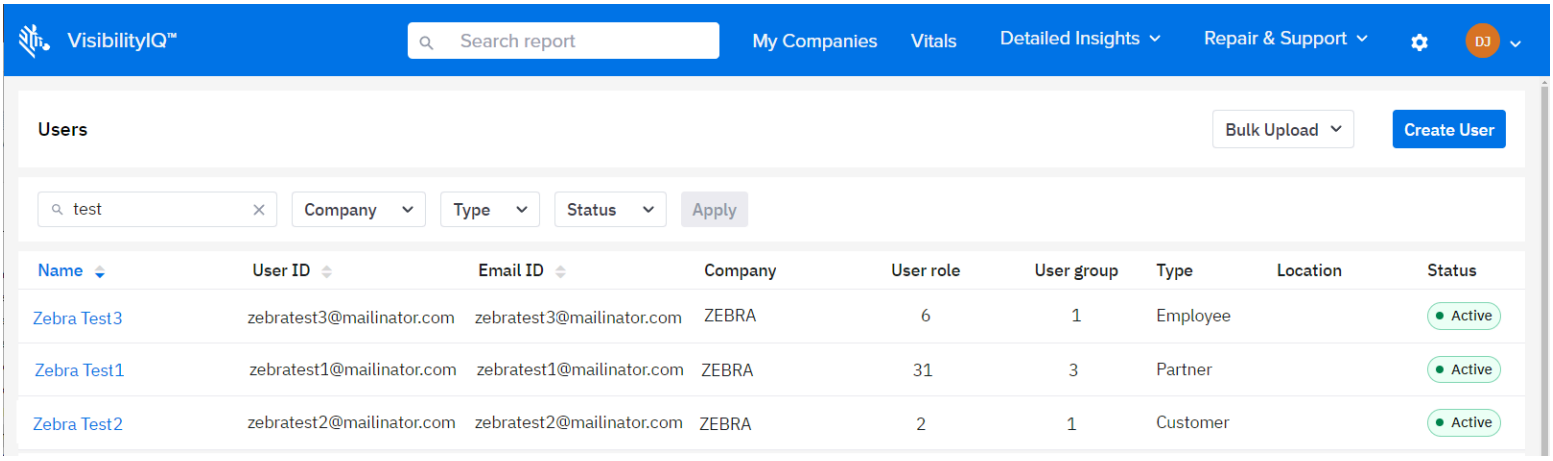
8. Select the file to be uploaded, and then click **Confirm**.

The users in the file are added to the system.

Filtering Users

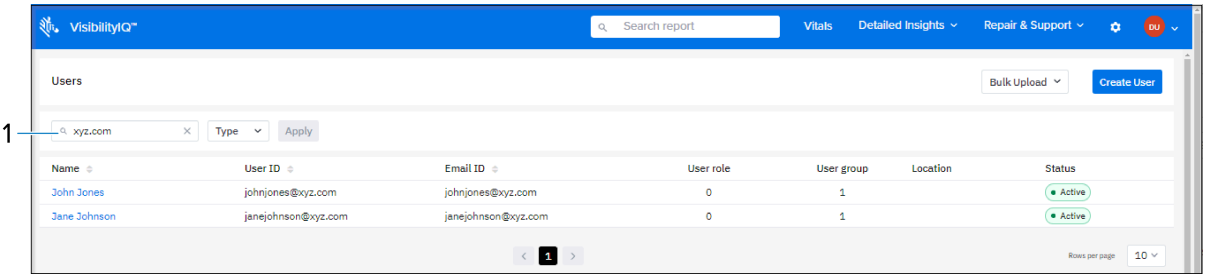
Existing users can be filtered using the search field at the top of the user's screen. Searching for any fields populated for the users, including name, email address, location, or user group.

1. Click > **Users**.



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

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



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.

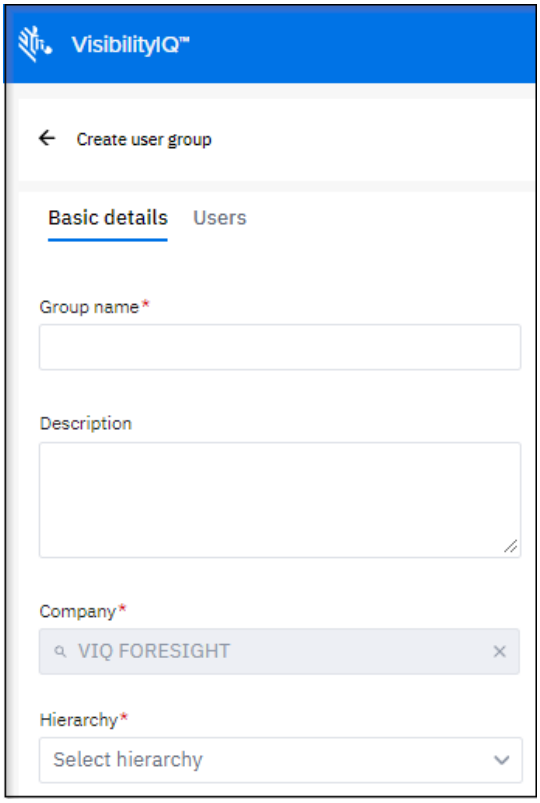
Creating a User Group

This section explains how to create a user group.

1. Click > **User Groups**.

   The **User Groups** screen displays.

2. Click **Create User Group**.



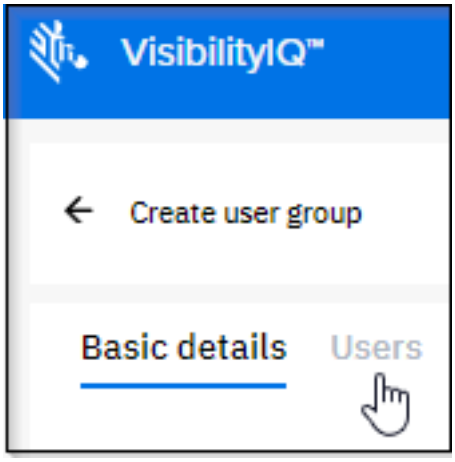
The **Create User Groups** screen displays.

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

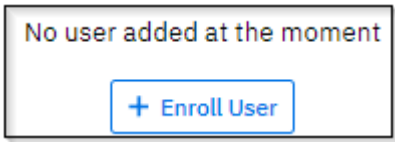
The new user group displays in the list with zero users and an active status.

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.



   b) Click **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.

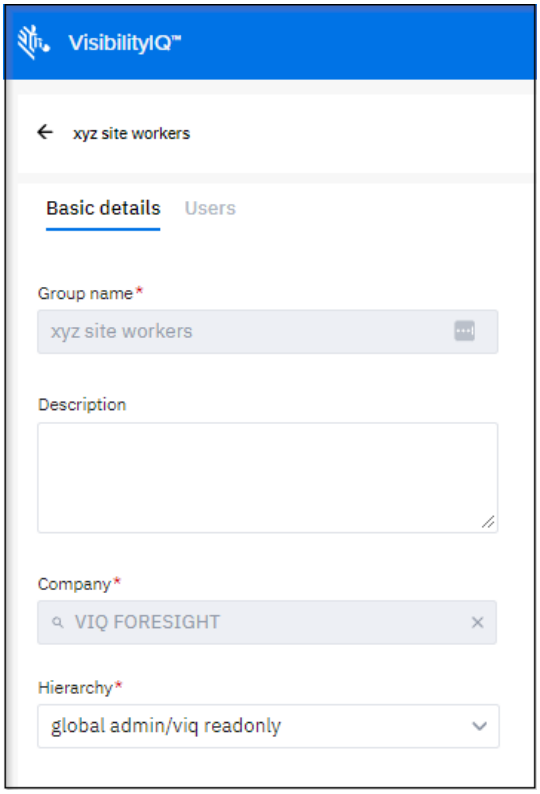
Editing a User Group

This section explains how to edit a user group.

1. Click > **User Groups**.

   The **User Groups** screen displays.

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



   The information displays for that user group.

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

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 the**Name**.

   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**.

Bulk Uploading to Create New Users

Creating user groups in bulk using a spreadsheet.

1. Click > **User Groups**.

   The **User Groups** screen displays.

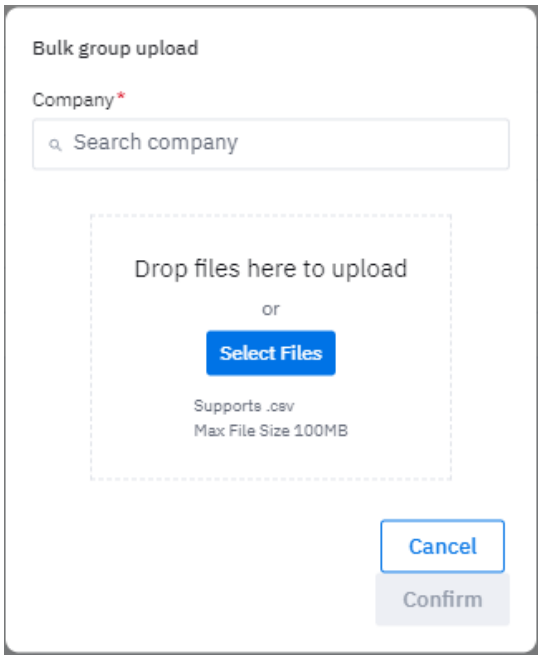
2. Click **Bulk Upload** > **Download Template**.

   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.



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.

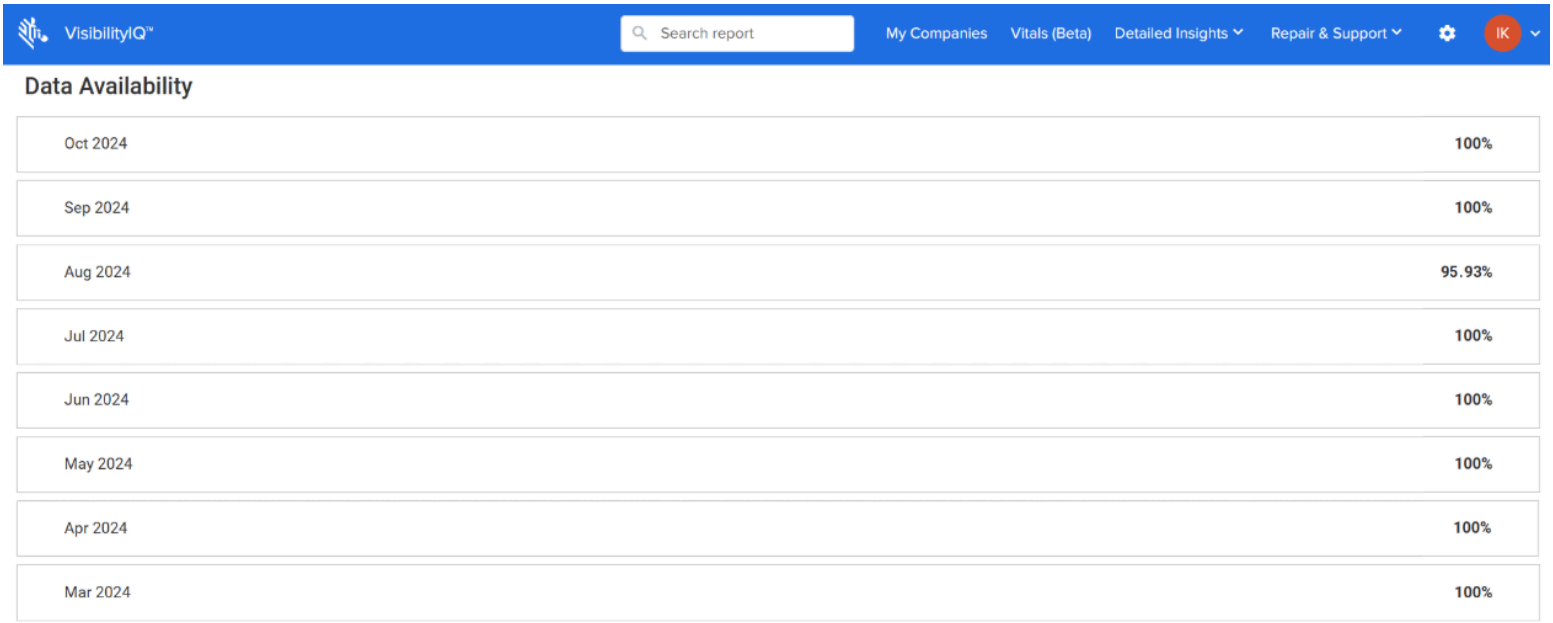
NOTE: This menu can be viewed only by user admins and reporting admins. Depending on their permissions, some admins may not see all options.

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.



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 here.

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

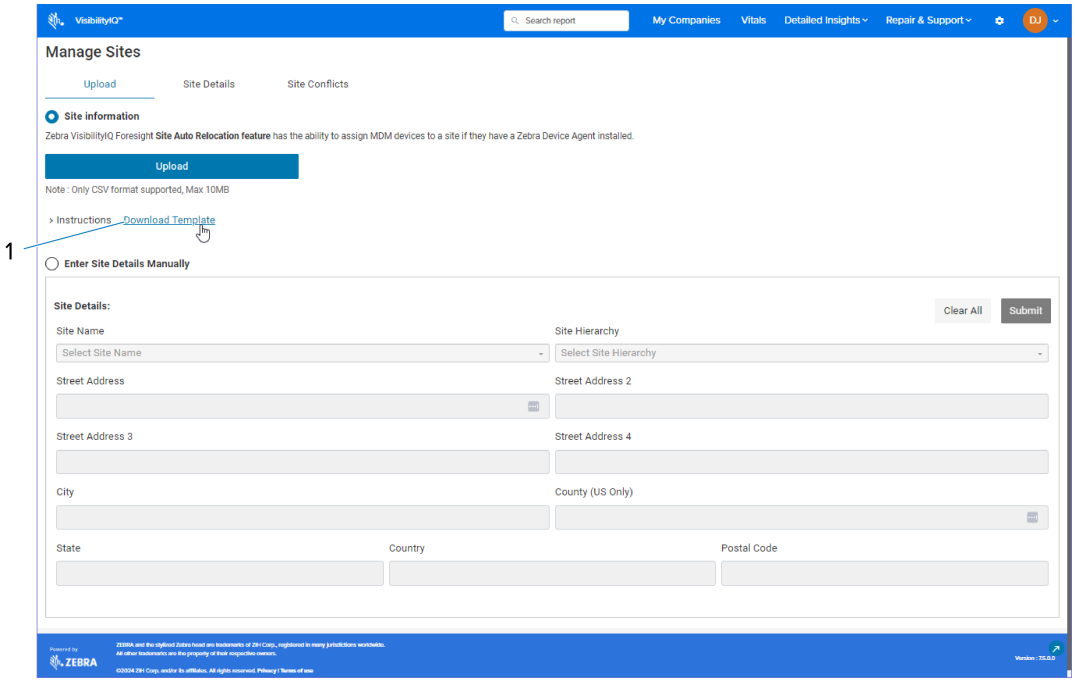
This section describes the upload Process for IoT or MDM sites.

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

1. Click > **Manage Sites**.

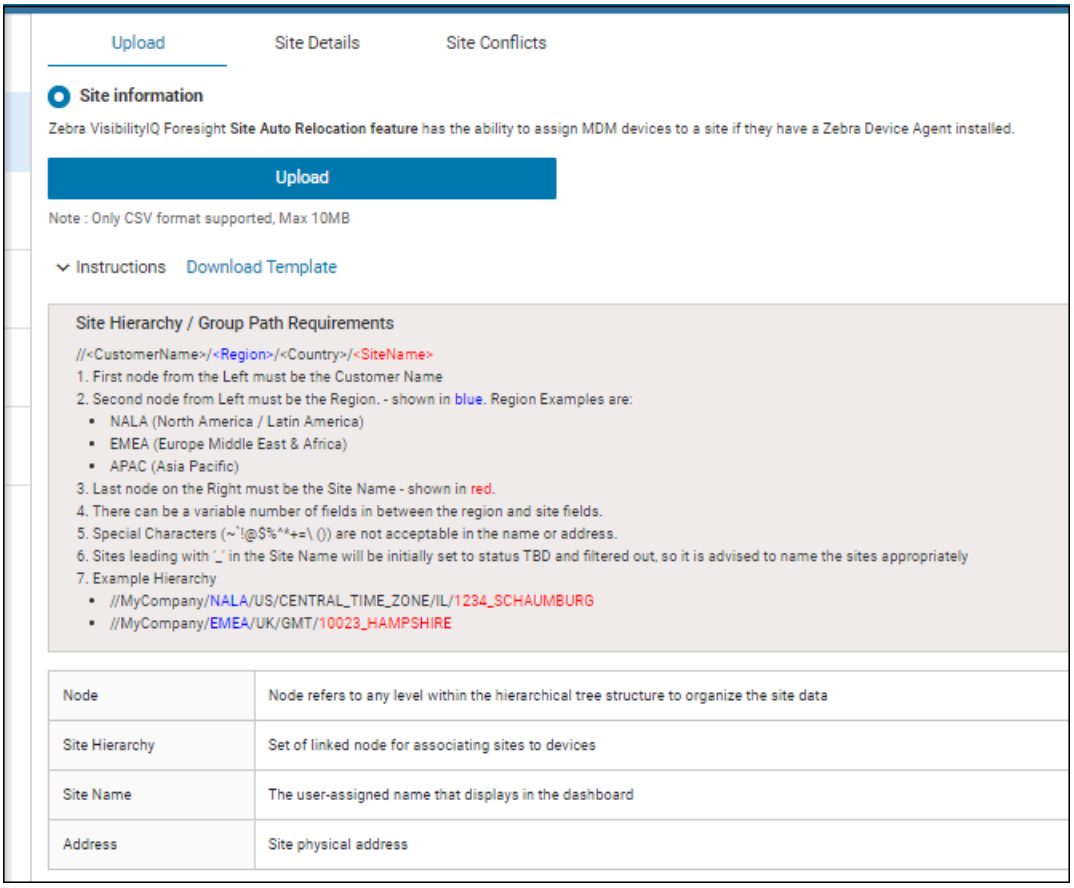
   The **Manage Site** screen displays.

2. Click **Download Template (1)**.

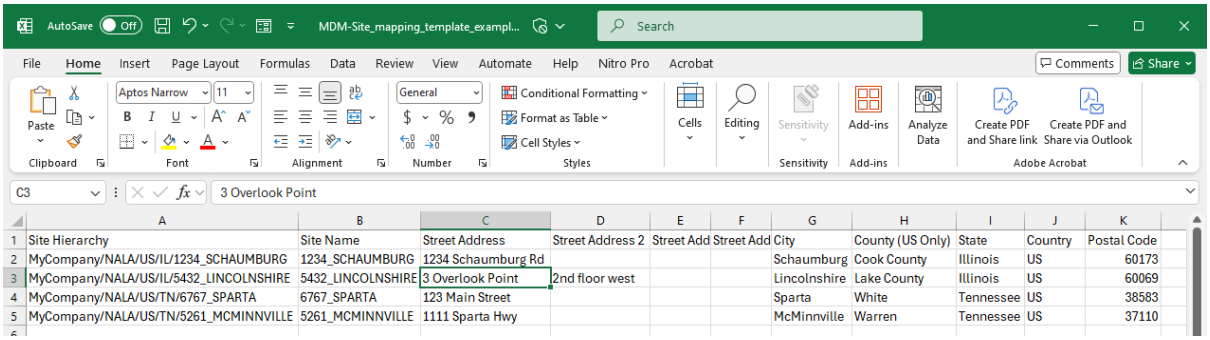


Depending on the dashboard setup, you will download an IoT-specific or MDM template.

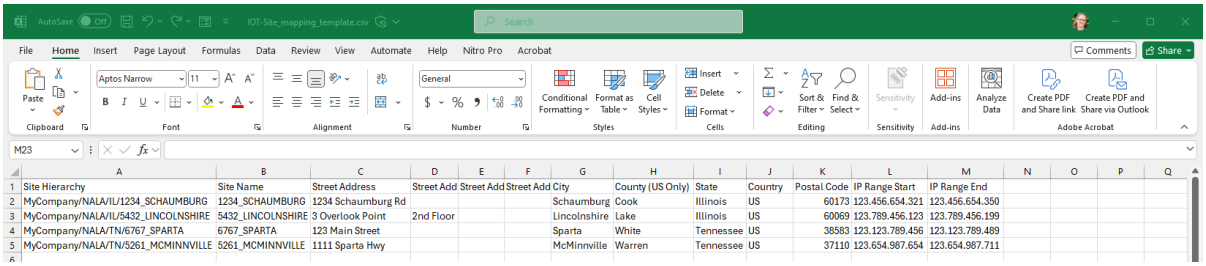
3. Follow the instructions provided in VIQ regarding the format of the template.



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.



	A	B	C	D	E	F	G	H	I	J	K
1	Site Hierarchy	Site Name	Street Address	Street Address 2	Street Add	Street Add	City	County (US Only)	State	Country	Postal Code
2	MyCompany/NALA/US/IL/1234_SCHAUMBURG	1234_SCHAUMBURG	1234 Schaumburg Rd				Schaumburg	Cook County	Illinois	US	60173
3	MyCompany/NALA/US/IL/5432_LINCOLNSHIRE	5432_LINCOLNSHIRE	3 Overlook Point	2nd floor west			Lincolnshire	Lake County	Illinois	US	60069
4	MyCompany/NALA/US/TN/6767_SPARTA	6767_SPARTA	123 Main Street				Sparta	White	Tennessee	US	38583
5	MyCompany/NALA/US/TN/5261_MCMINNVILLE	5261_MCMINNVILLE	1111 Sparta Hwy				McMinnville	Warren	Tennessee	US	37110

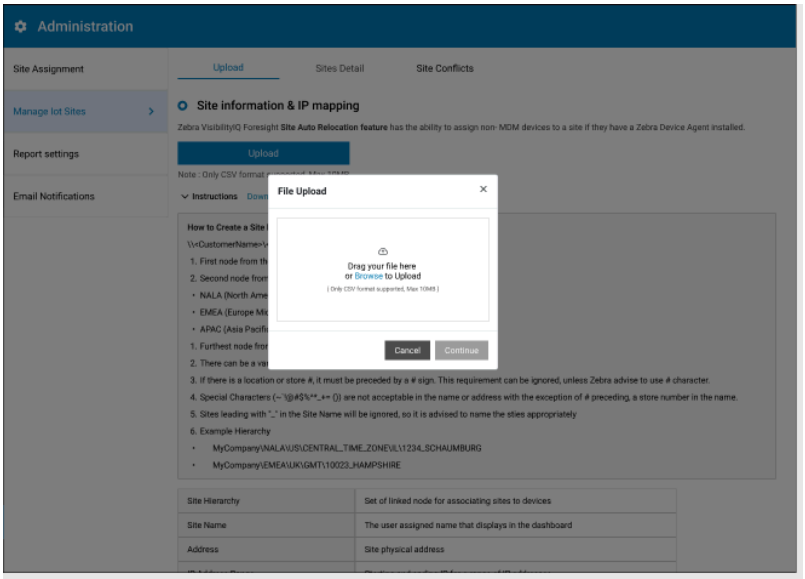


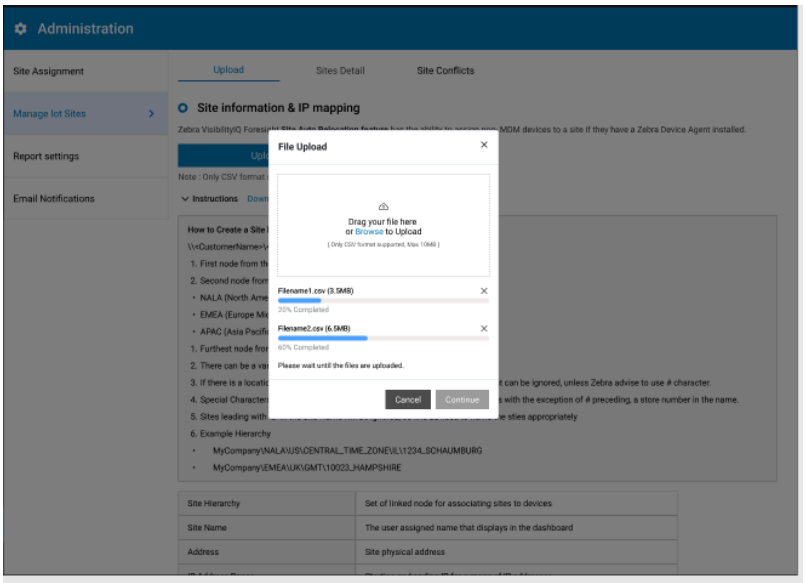
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Site Hierarchy	Site Name	Street Address	Street Add	Street Add	Street Add	City	County (US Only)	State	Country	Postal Code	IP Range Start	IP Range End				
2	MyCompany/NALA/IL/1234_SCHAUMBURG	1234_SCHAUMBURG	1234 Schaumburg Rd				Schaumburg	Cook	Illinois	US	60173	123.456.654.321	123.456.654.350				
3	MyCompany/NALA/IL/5432_LINCOLNSHIRE	5432_LINCOLNSHIRE	3 Overlook Point	2nd Floor			Lincolnshire	Lake	Illinois	US	60069	123.789.456.123	123.789.456.199				
4	MyCompany/NALA/TN/6767_SPARTA	6767_SPARTA	123 Main Street				Sparta	White	Tennessee	US	38583	123.123.789.456	123.123.789.489				
5	MyCompany/NALA/TN/5261_MCMINNVILLE	5261_MCMINNVILLE	1111 Sparta Hwy				McMinnville	Warren	Tennessee	US	37110	123.654.987.654	123.654.987.711				

- 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.

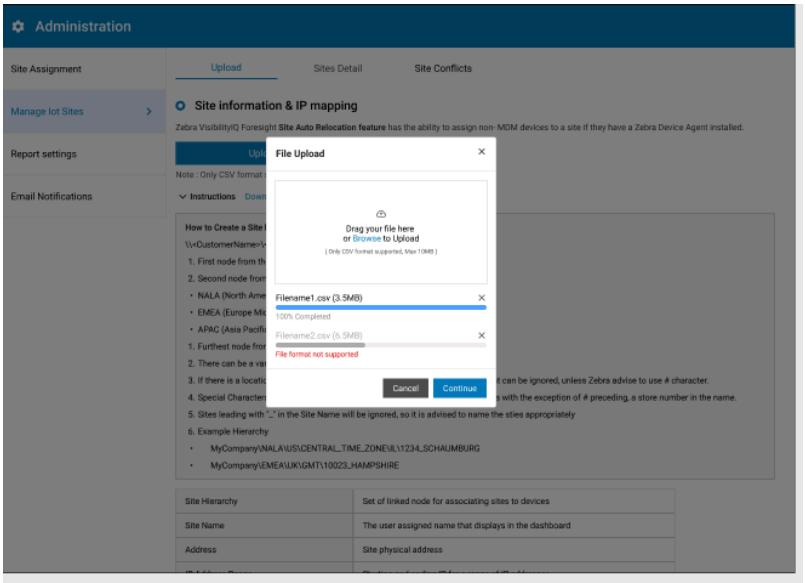


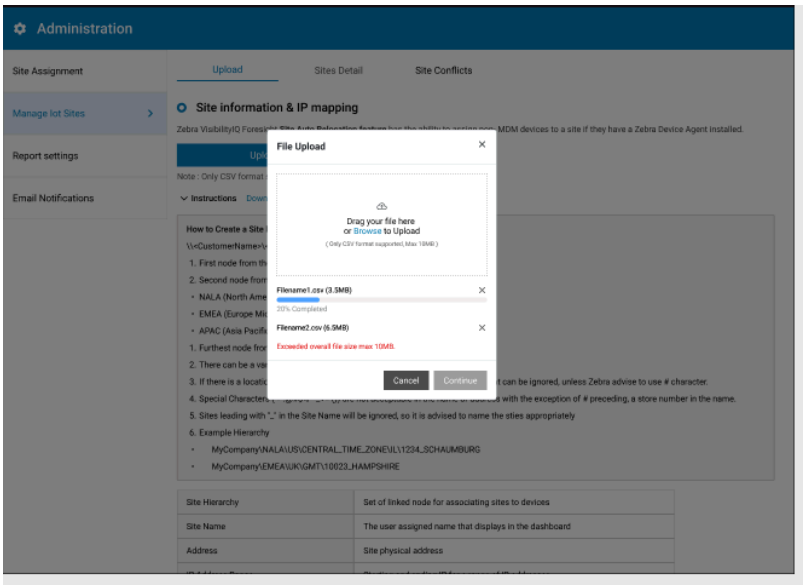


The status of uploading displays.

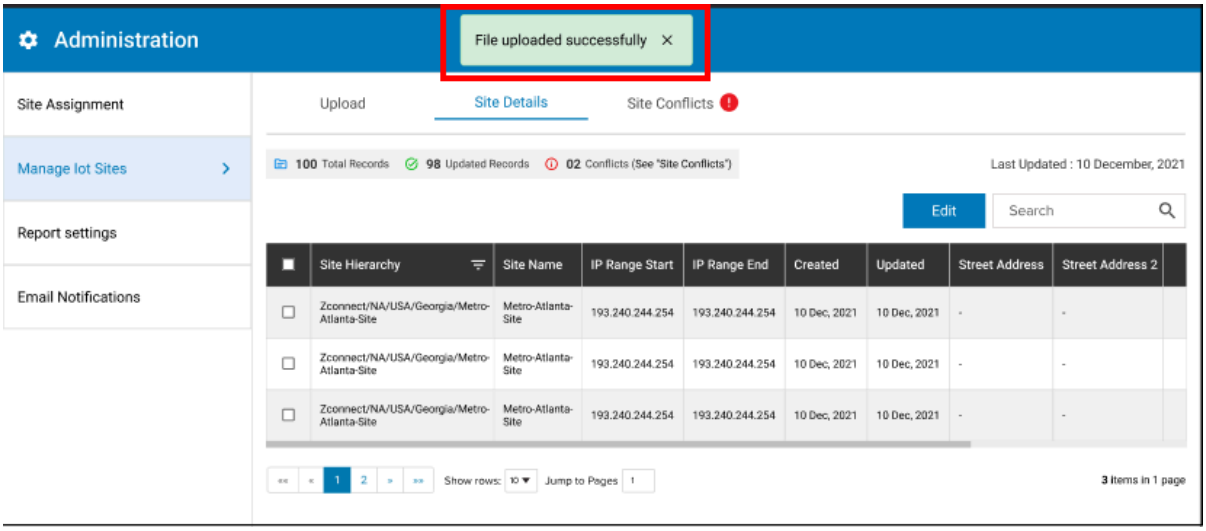
7. If the data format supplied in the template is not supported by the upload process or the combined size of files to be uploaded exceeds the limit of 10 MG, an error message displays. You can make changes to the template by reducing the number of lines in the file so that the file size is smaller and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

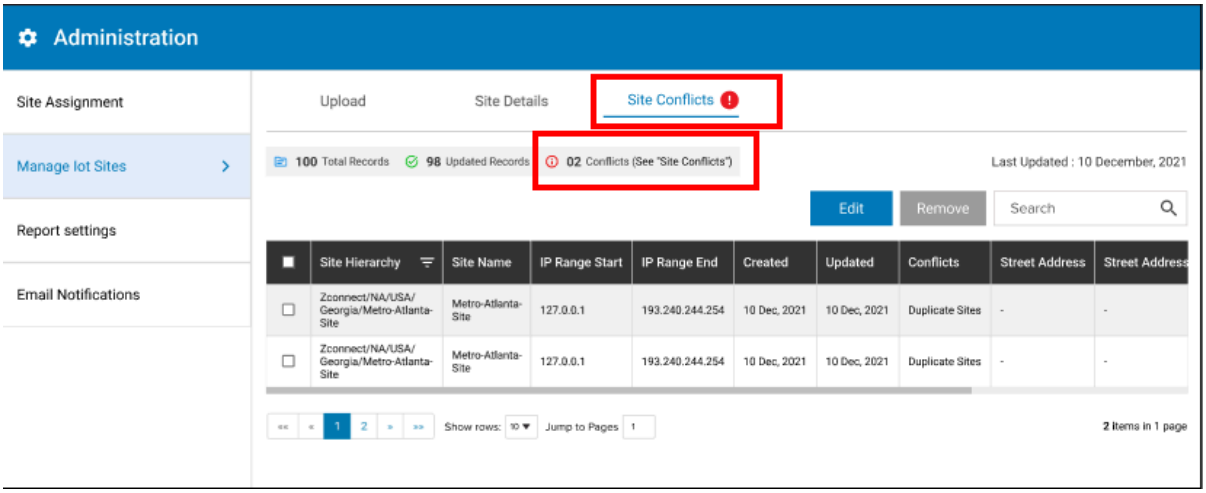




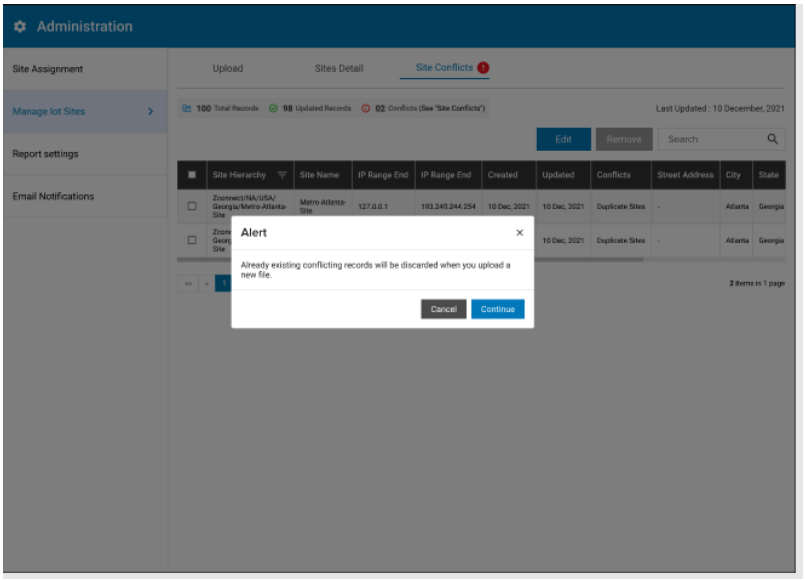
8. When the file is uploaded successfully, a confirmation message displays.



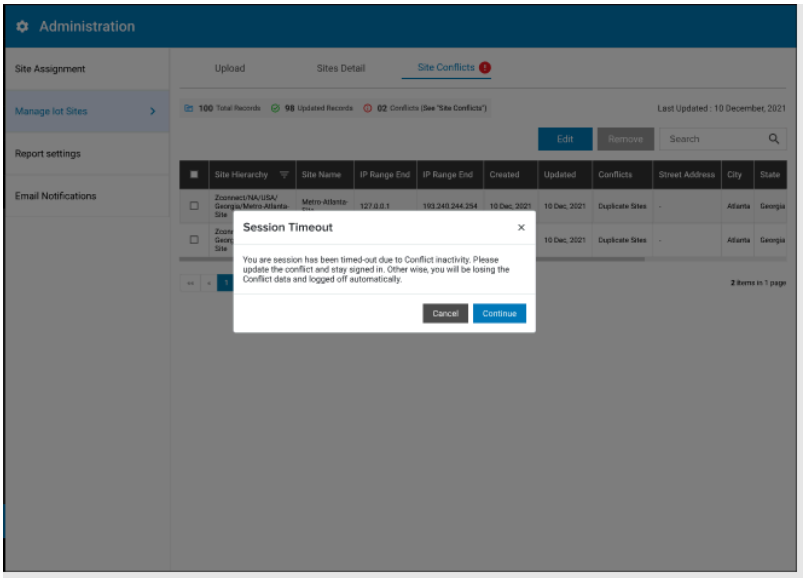
9. During the file upload process, site validation checks the formatting and content of the information in the Site Template file. Additionally, the tool compares the new site information against existing sites in the dashboard. If there is an issue, the tool identifies the problem in the **Site Conflict**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

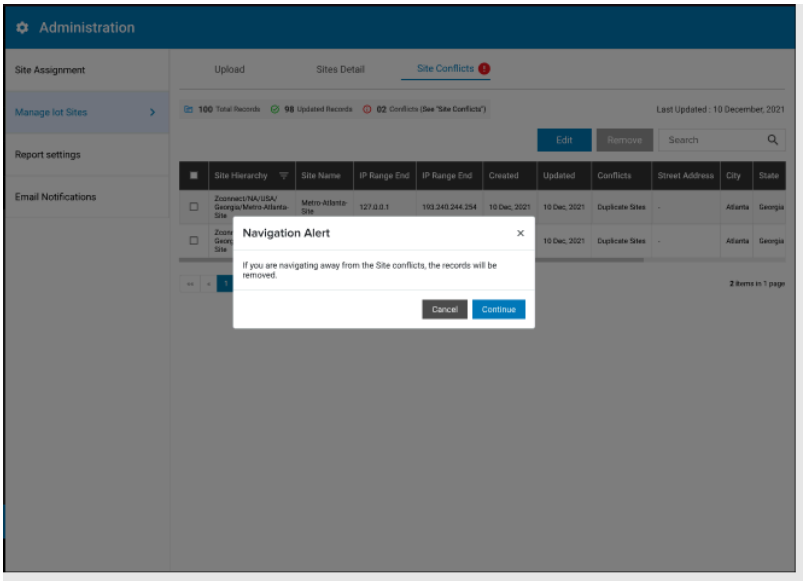


10. If you attempt to upload a new file before resolving existing conflicts, an alert notifies you that previously identified conflicts get discarded, and the data for those conflicted sites does not get uploaded to the dashboard.



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.

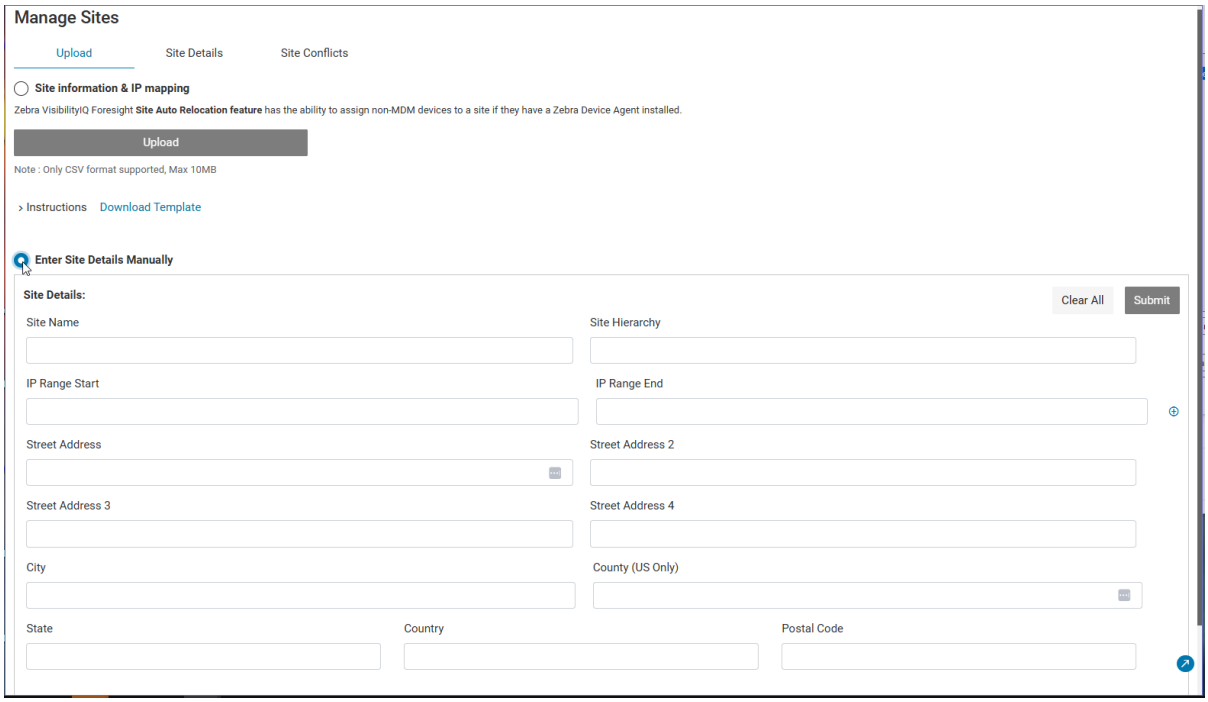




Manual Site Entry

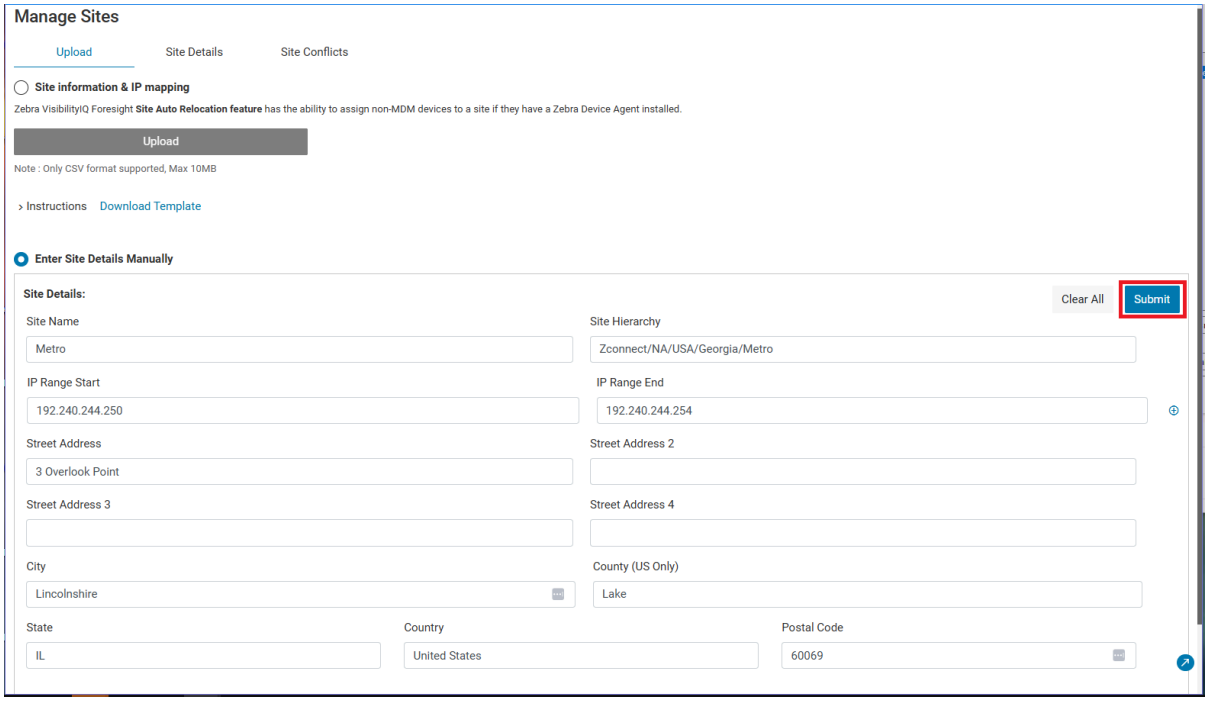
The section explains manual site entry.

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

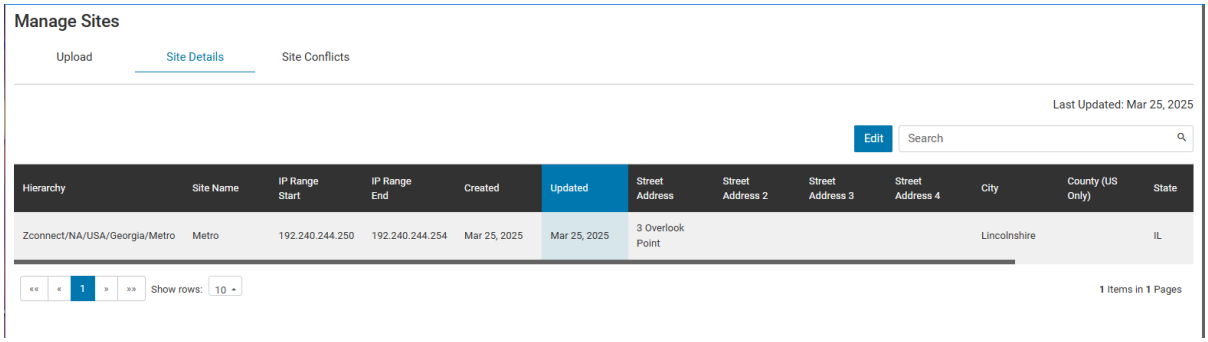


2. For IOT setup, the user must enter all the relevant site information, including the IP address range. For MDM setup, click the drop-down to populate the **Site Hierarchy** and **Site Name** for the site you want to make changes to.

3. When the site details are entered in the form, click **Submit** to submit the information.



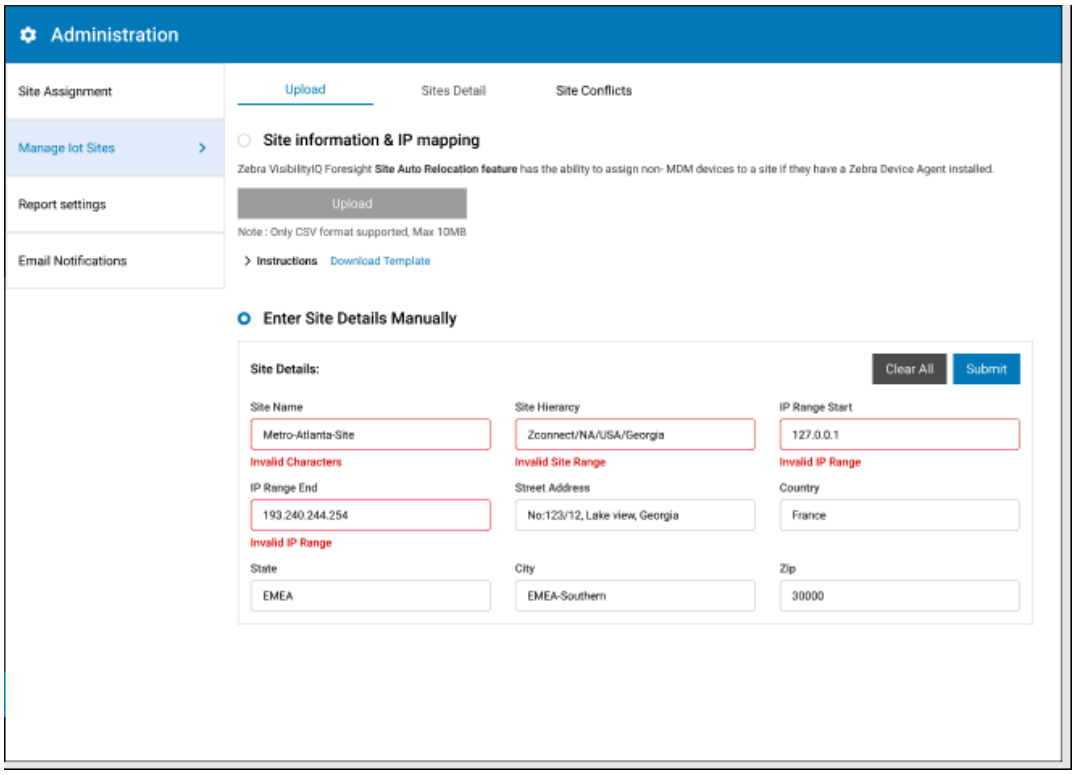
4. View the newly updated site in the **Site Details** tab.



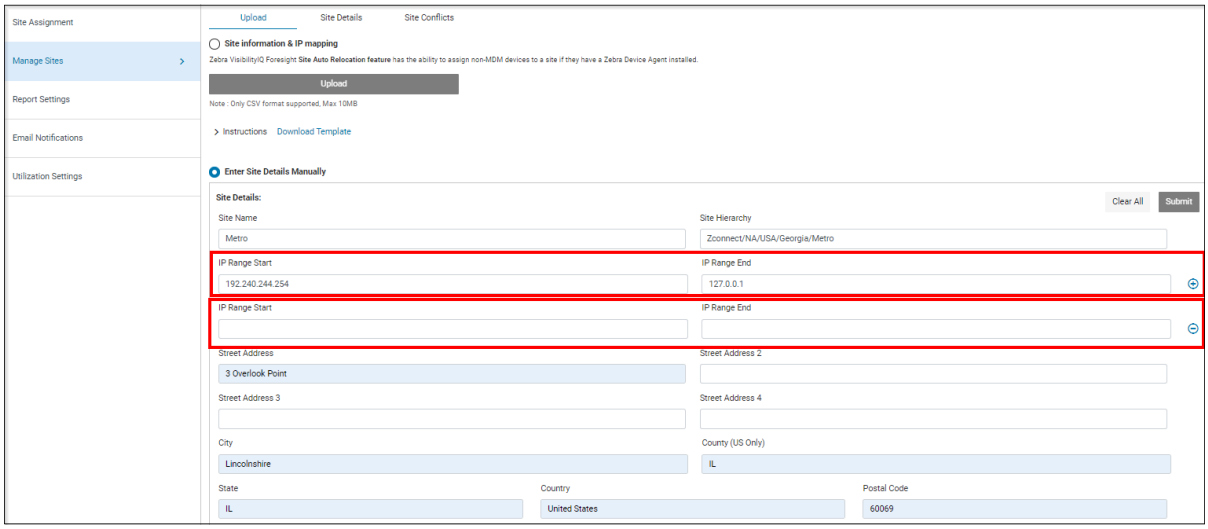
Manual Upload Form Validation Errors

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.



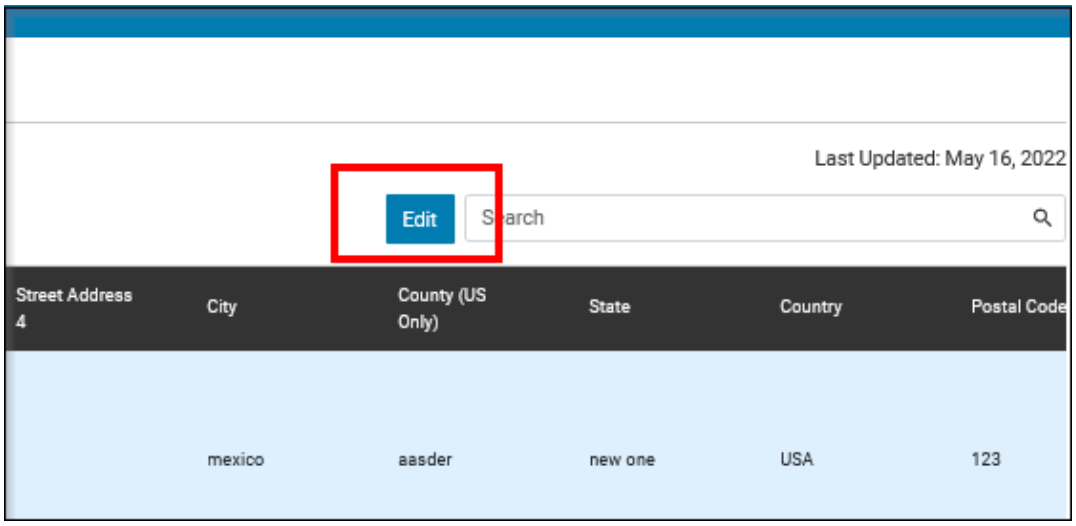
2. Multiple new sites can be added manually, and manual entry can also accommodate cases where a single site possesses multiple IP ranges (IoT setups only).



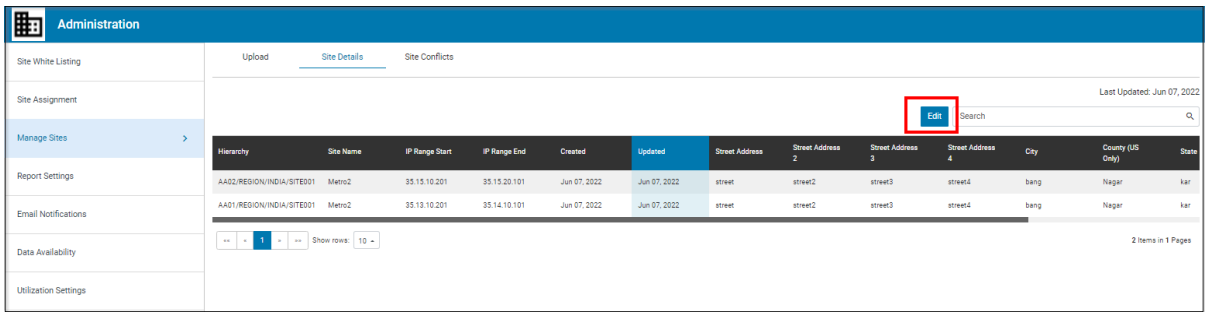
Site Details

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

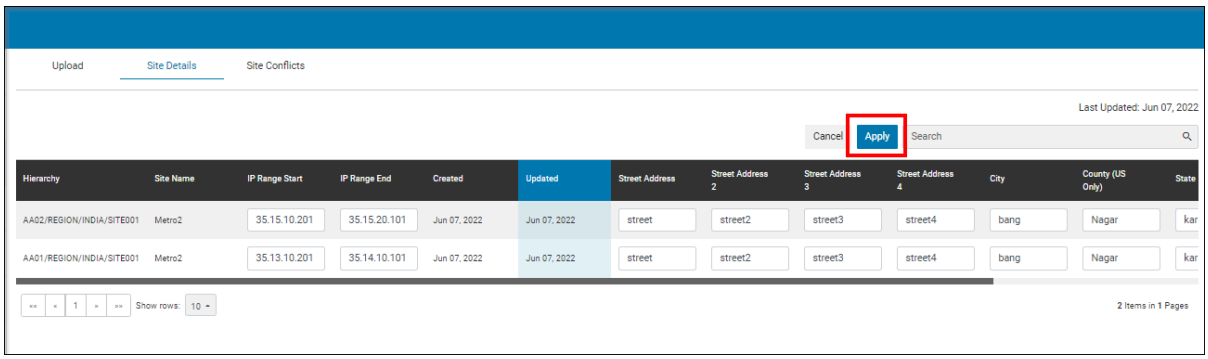
1. Click **Edit** to modify any of the address fields for a site.



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

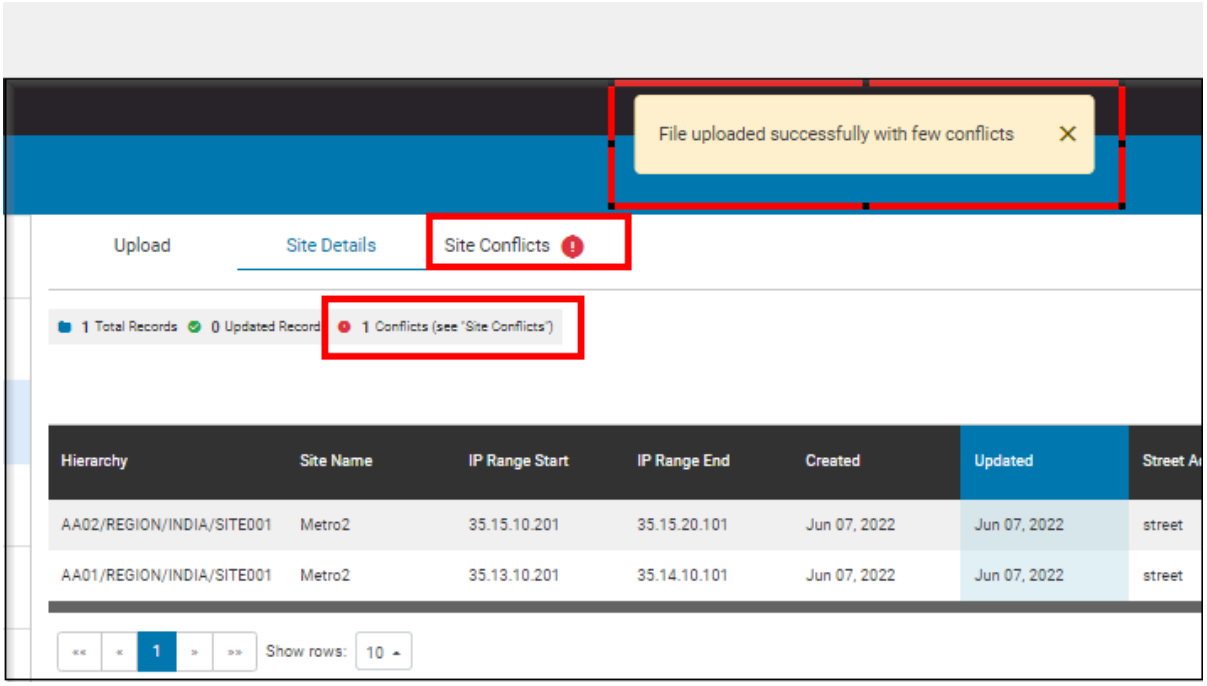


2. Click **Apply** to save the changes.



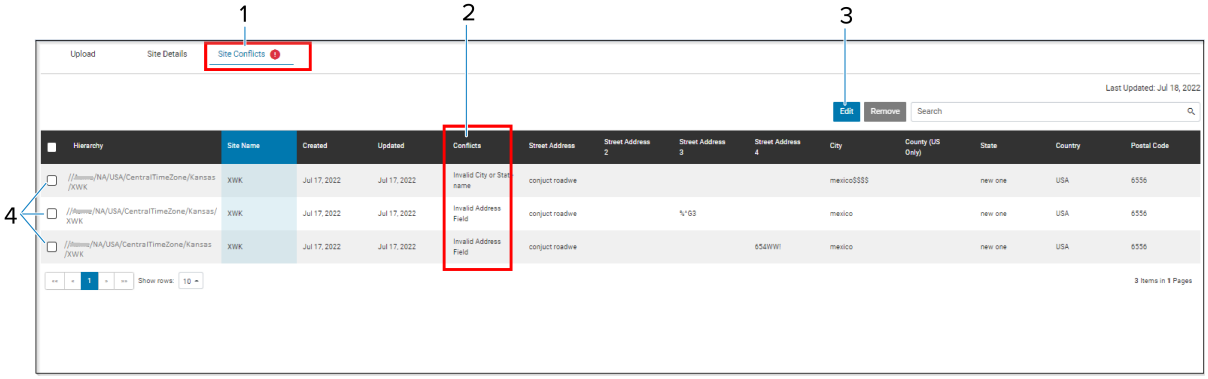
Site Conflicts

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.



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.

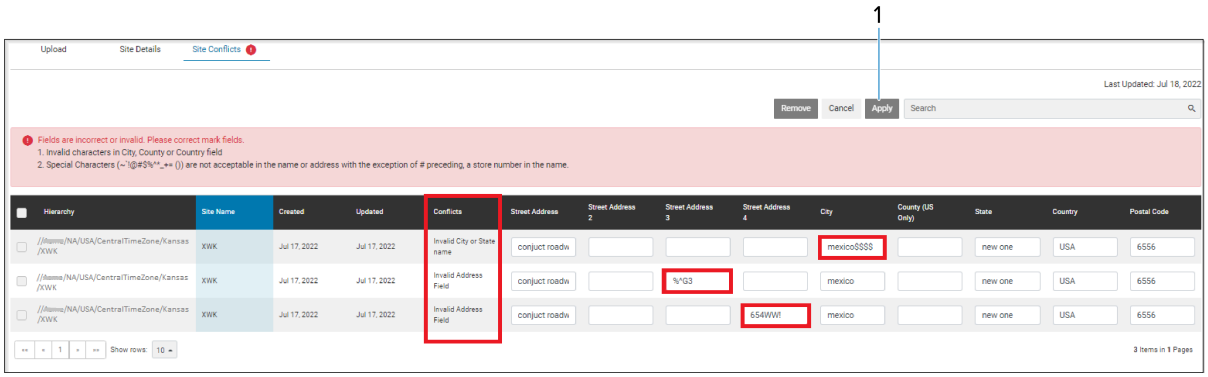
1. Click **Site Conflicts** (1) to resolve the identified issues.



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).



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:

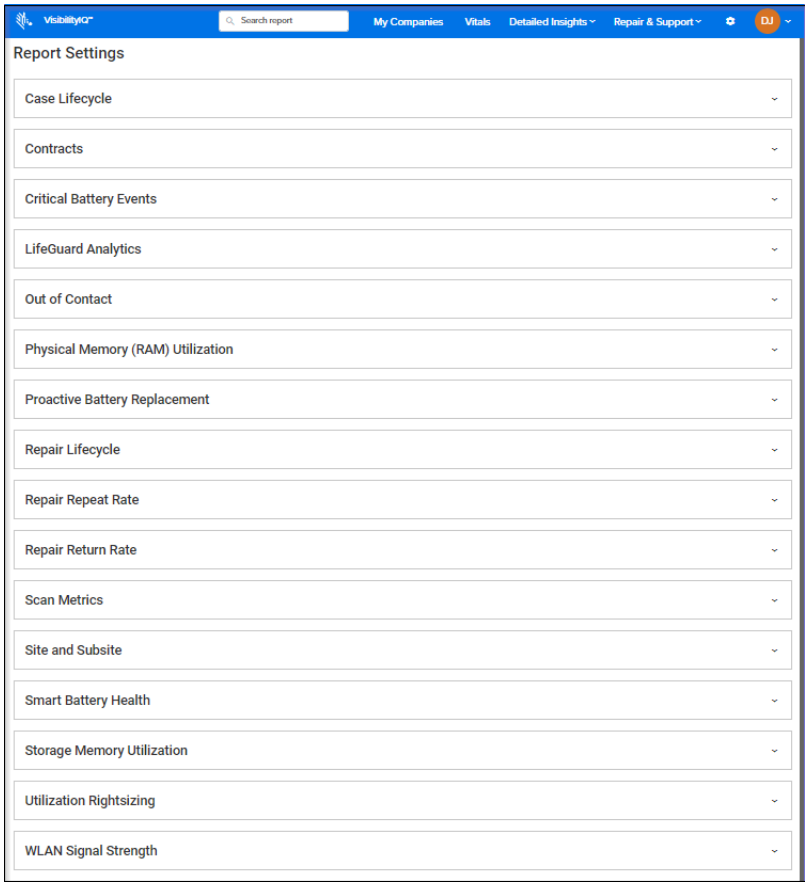
- Duplicate Sites
- Hierarchy or Site Name does not exist
- Formatting inconsistencies
- IP ranges overlap (IoT only)

4. Make the appropriate corrections.
5. Click **Apply** (1).

Report Settings

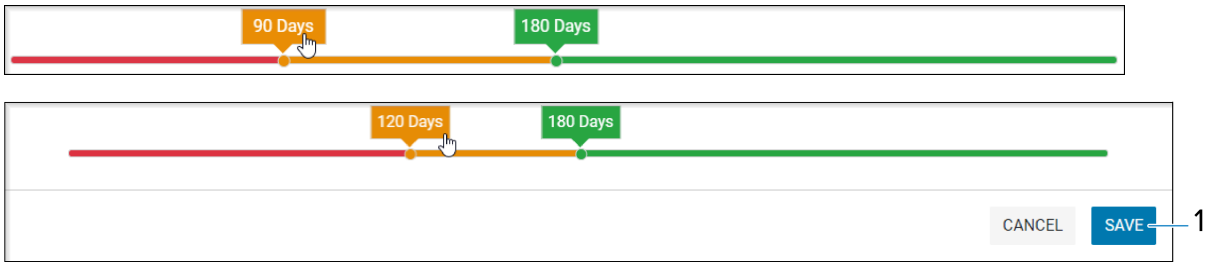
This section allows you to change the thresholds for various reports. Some thresholds are based on percentages, and others on the number of days.

1. Click > **Manage Sites** > **Report Settings**.



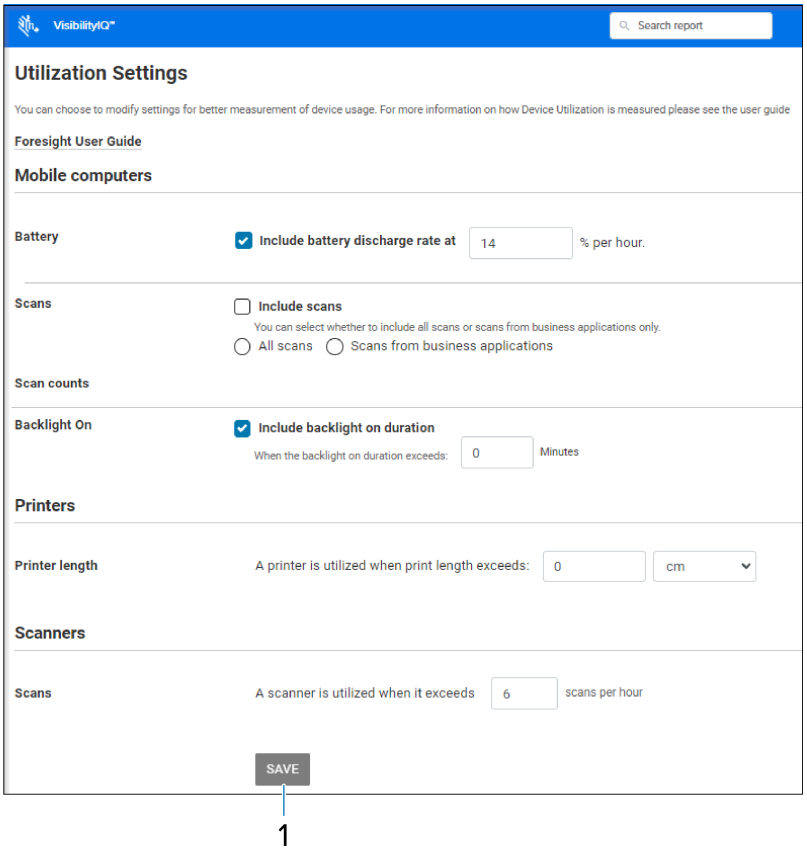
The **Report Settings** screen displays.

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).



Utilization Settings

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

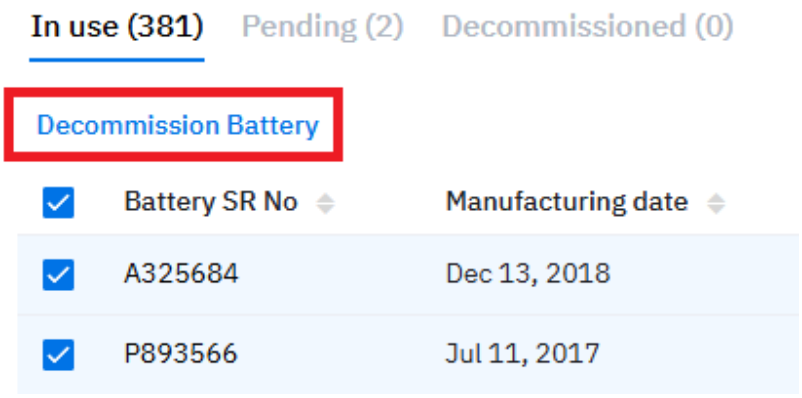


Battery Decommission/Reinstate

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.

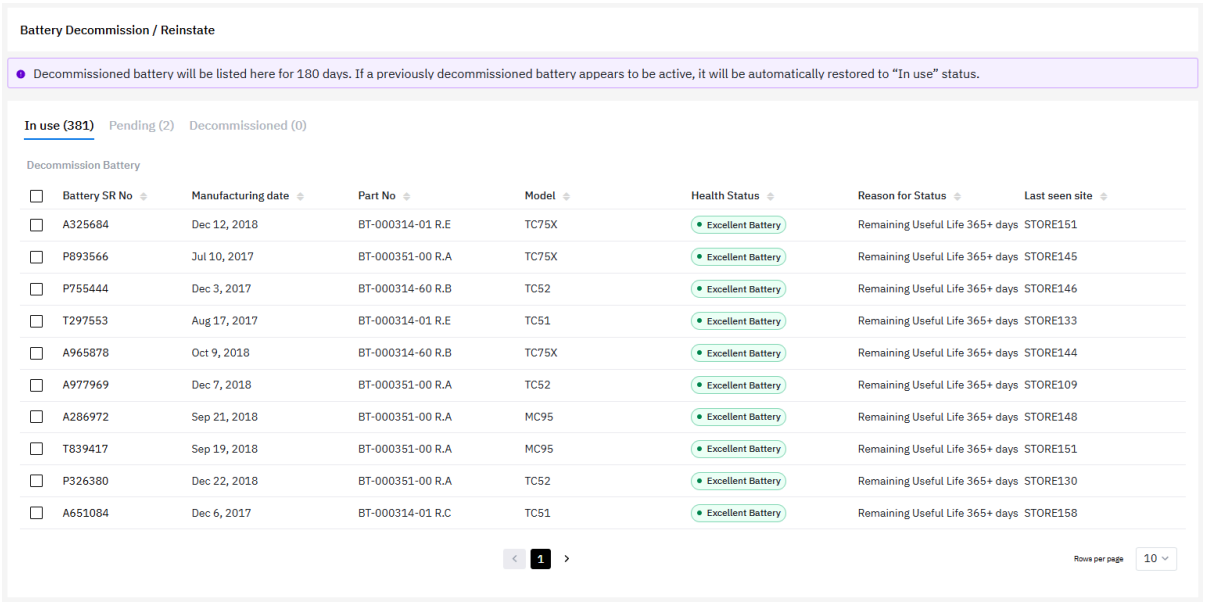
NOTE: Click the box to the left of a battery to select an individual battery, or click the box at the top of the battery list to select all batteries in the current view.

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



1. **In Use** Tab

   This tab displays all active batteries.



   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

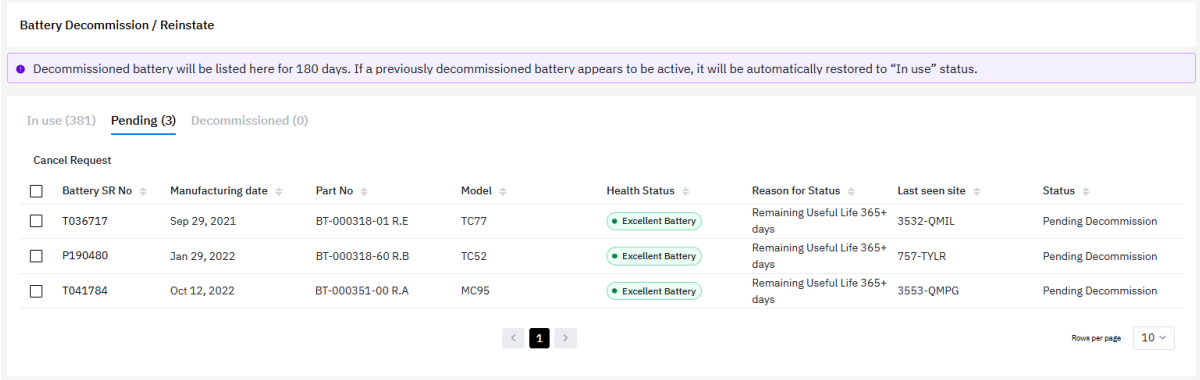
or cancel the request. The change takes effect following the next data load, and you have the option to cancel the decommissioning on the Pending tab before the change takes effect.

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.



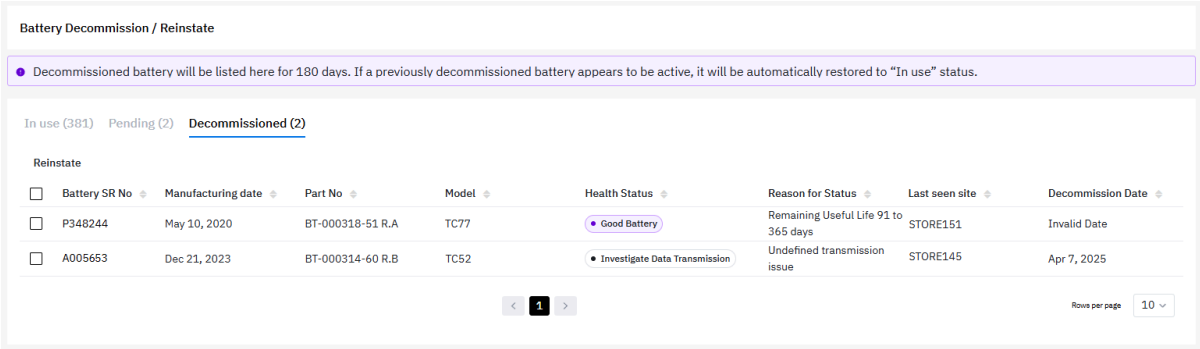
To remove batteries from the **Pending** view and return them to their previous service status, select one or more batteries from the list and click **Cancel Request**. A prompt appears, providing the option to either apply the action or cancel the request. Canceling the request immediately moves the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



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)

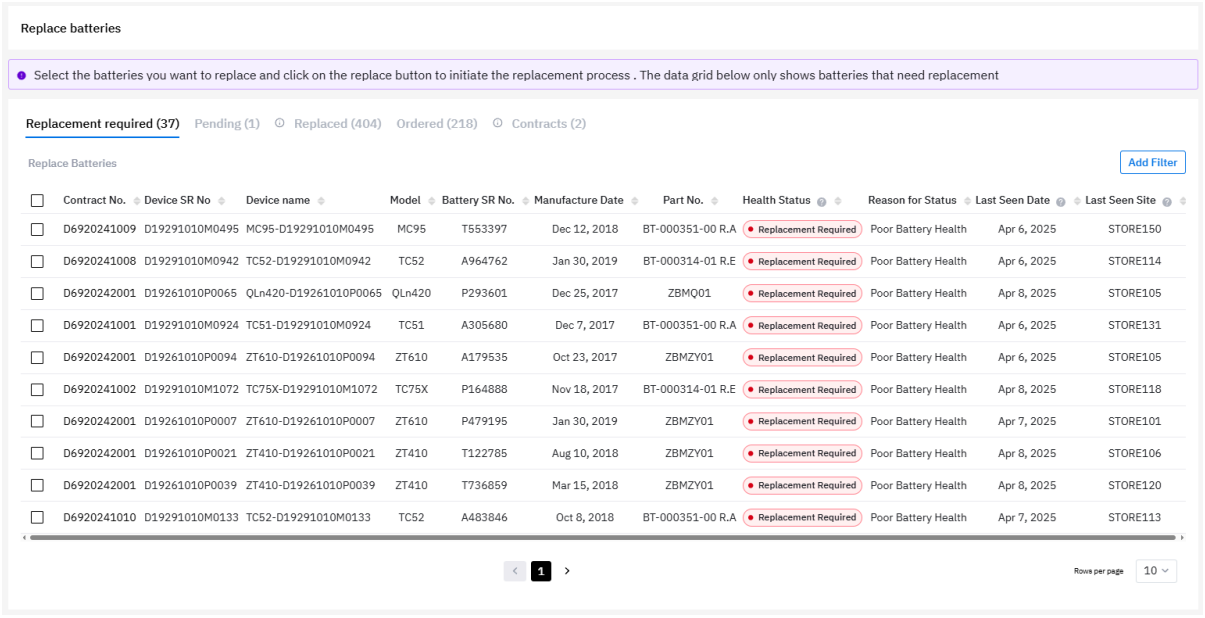
NOTE: This view will not allow you to pick a custom date because of the limitation of the algorithm used to generate the Remaining Useful Life for batteries. When there is no data available for today, the system checks for data from the past three days and displays the data from the most recent of those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

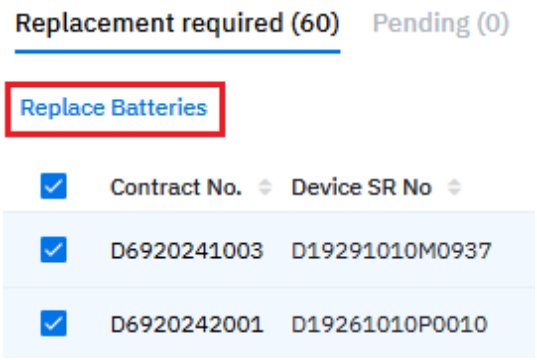
1. **Replacement Required** Tab



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.

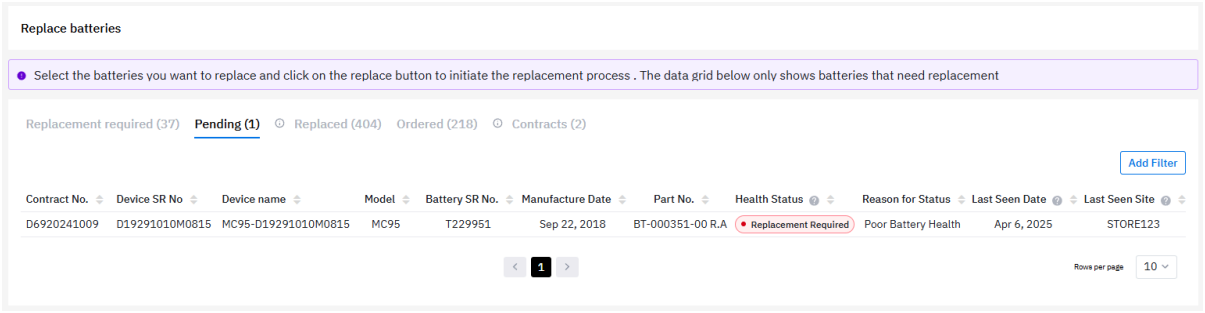
When you select one or more batteries, the available action for that tab activates above the list of batteries.



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

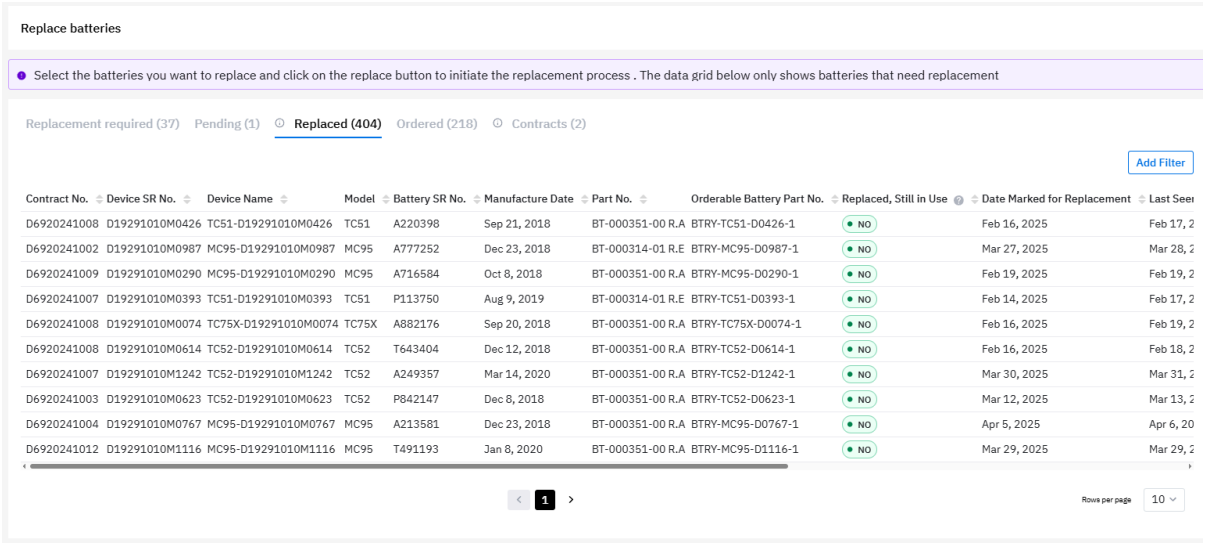


The **Pending** tab displays batteries for which the replacement process has been initiated.

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

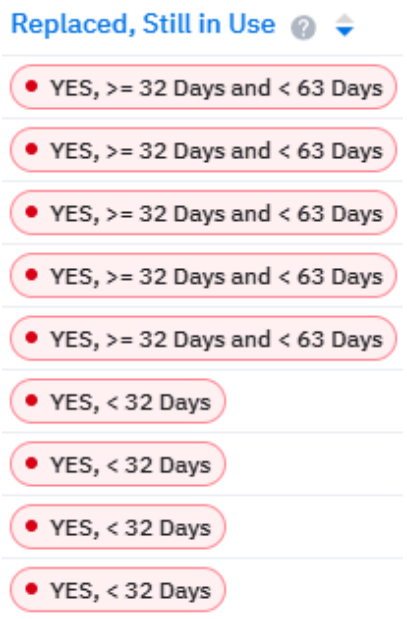


The **Replaced** tab displays batteries that have been replaced, including the dates that they were marked for replacement and the last seen date.

Data Grid Column

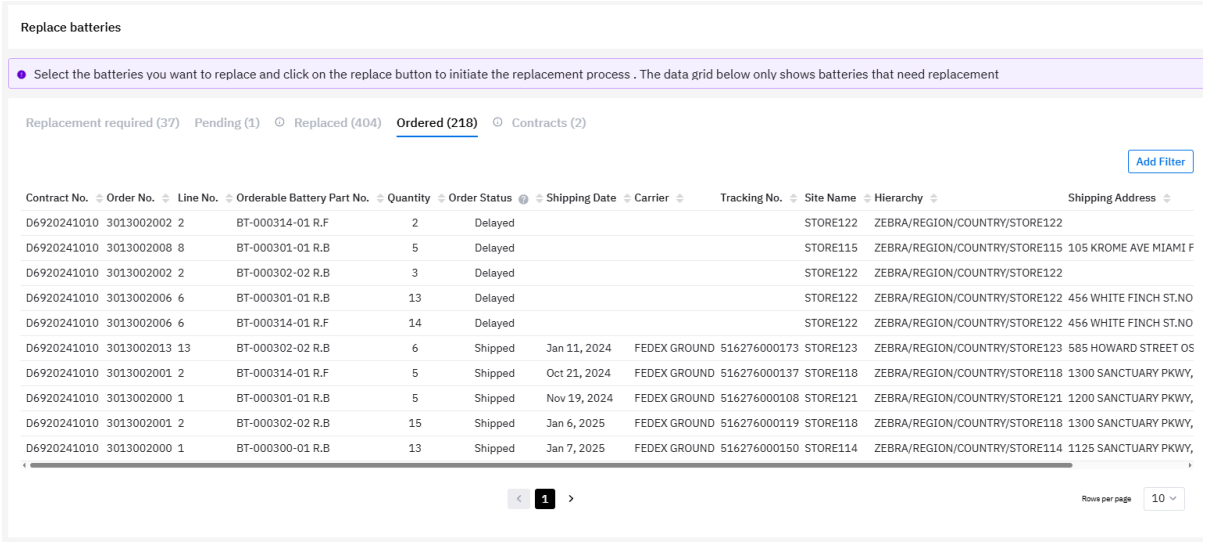
- Contract No, Device Serial (SR) No, Device Name, Model, Battery Serial (SR) No, Manufacture Date, Part No, Orderable Battery Part No, Replaced but Still in Use, Date Marked for Replacement, Last Seen Date, Last Seen Site, Hierarchy, and Shipped to Address.

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



4. **Ordered** Tab

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

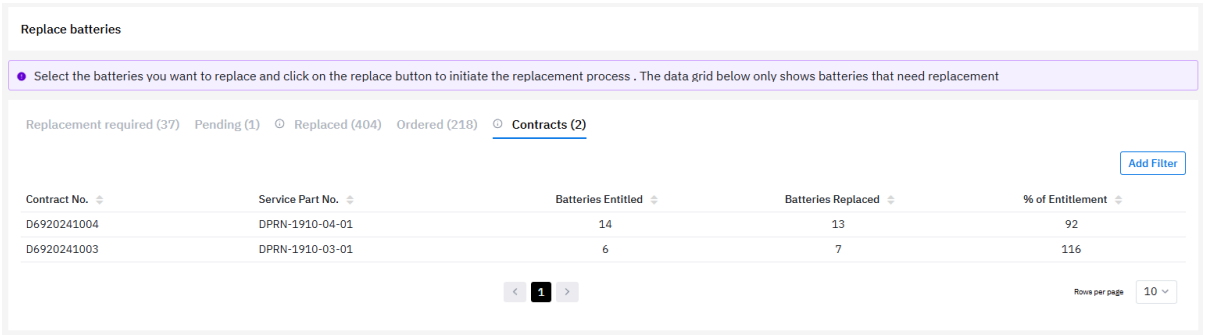


   Data Grid Column

   - 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.



   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.

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.

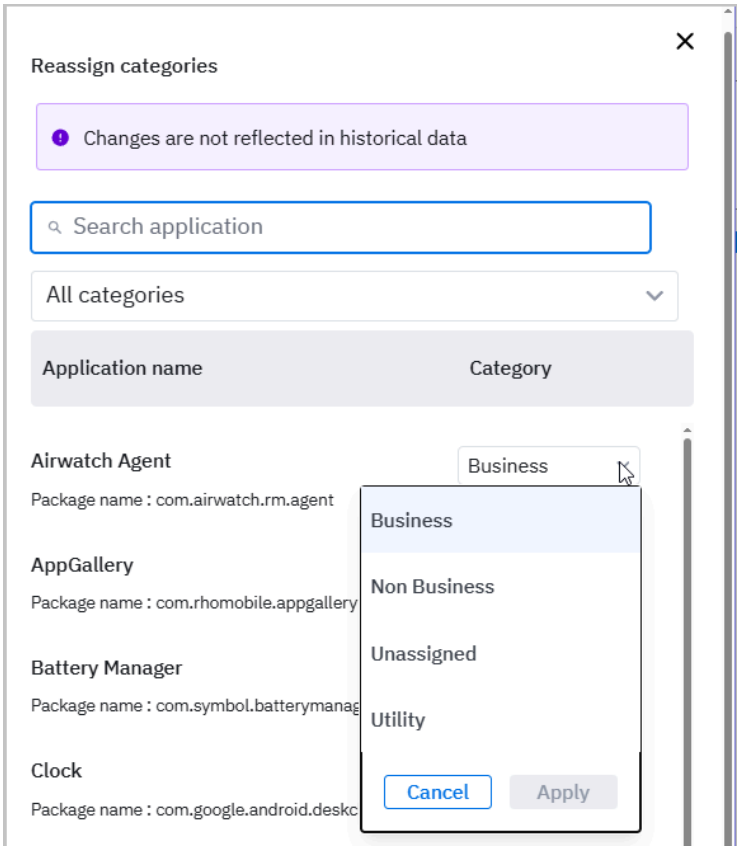
These are the available values for the application category:

- **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.
4. 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.



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

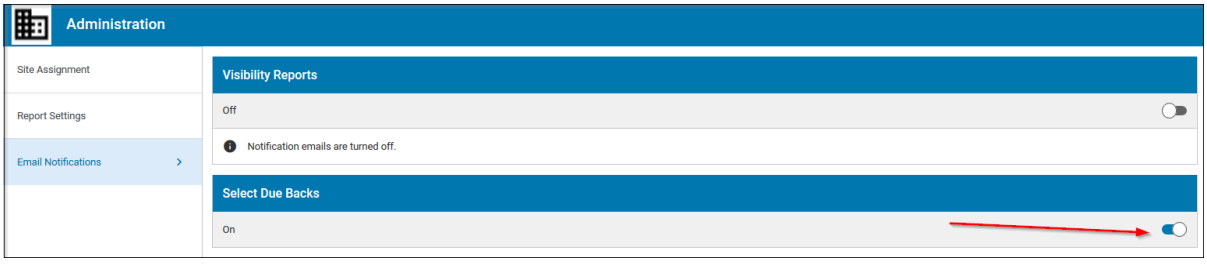
Due backs occur when you've received a repaired or replacement device but haven't returned the faulty one yet, and enabling **Select Due Back Notification** allows you to receive alerts about this. It is enabled by default for users with the **Partner Role** access. They can opt out of receiving the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



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.

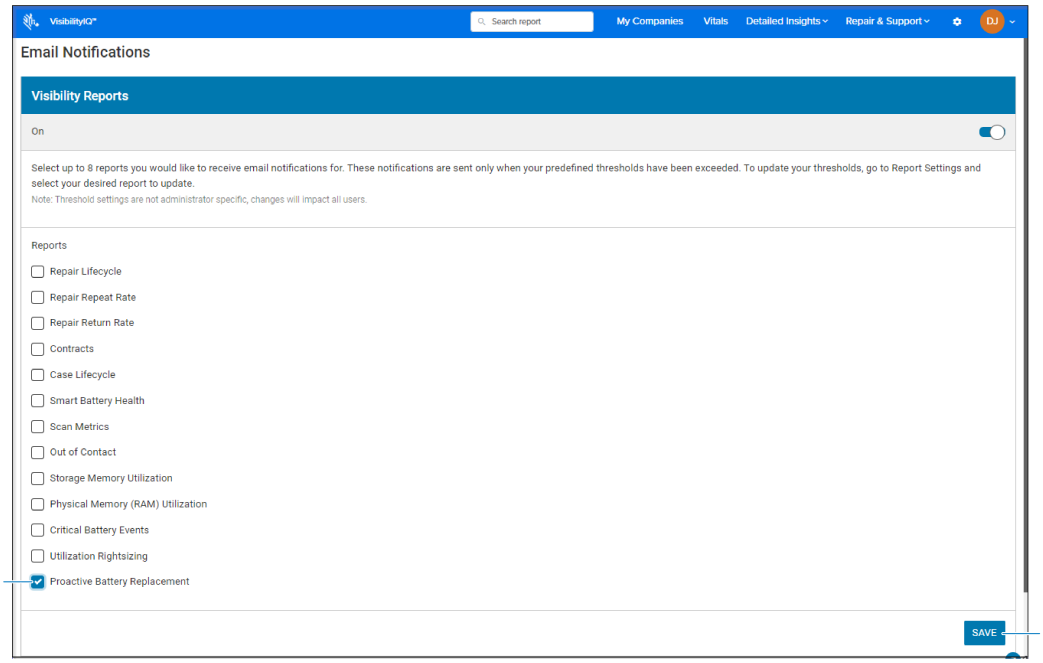
To enable this alert:

1. Click > **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).



4. Click **Save** (2).

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 > **User Level Settings** > **Email Notifications**.

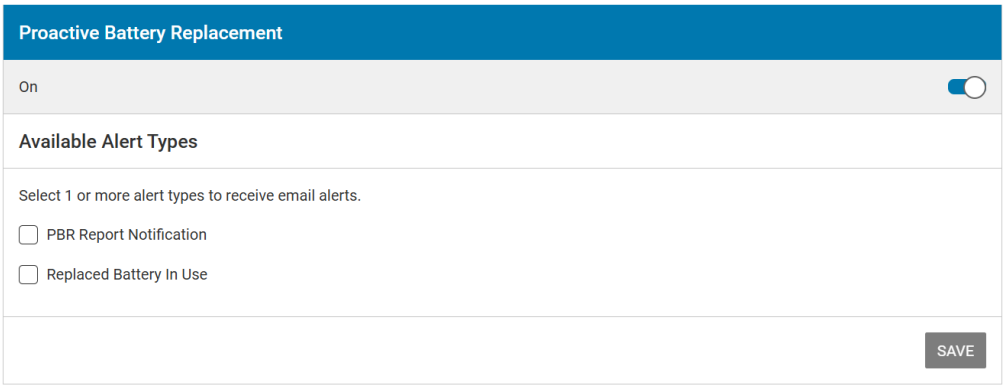
   The **Email Notifications** screen displays.

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:

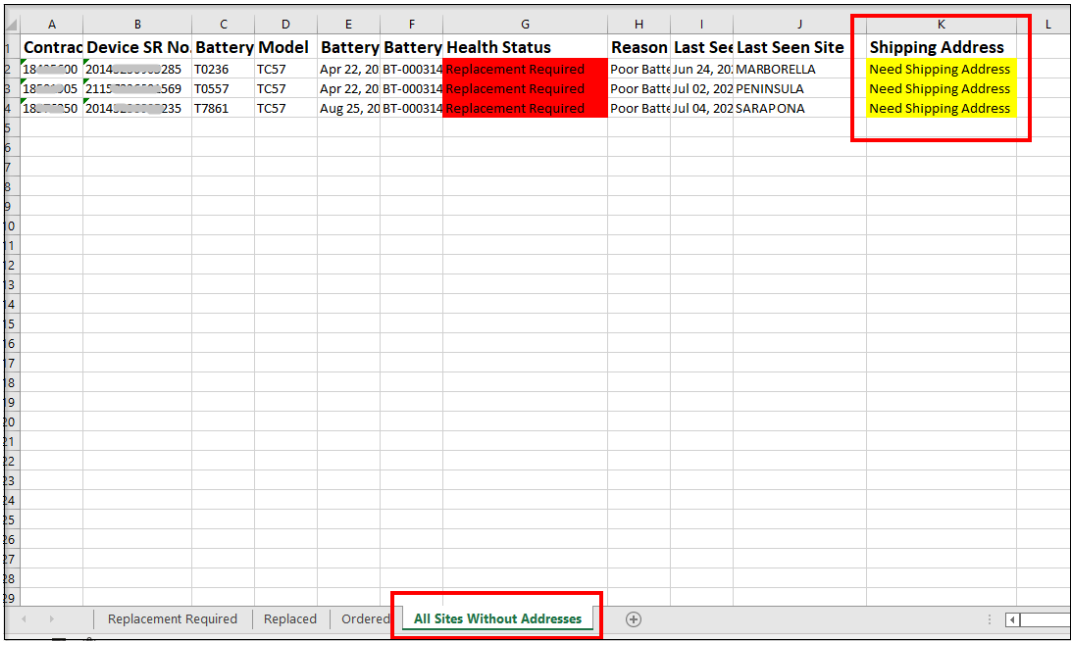


- **PBR Report Notification**
- **Replaced Battery in Use**

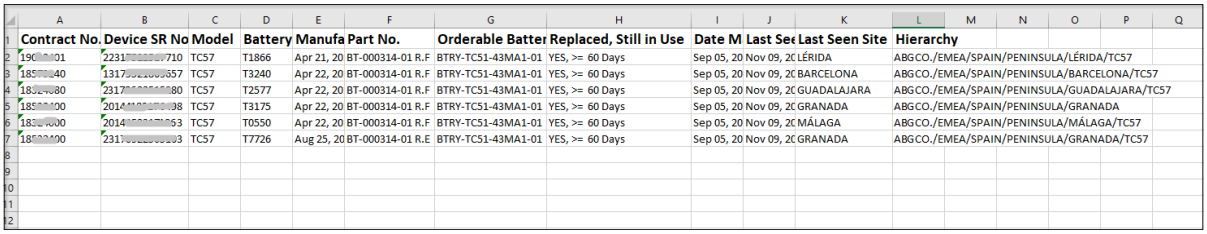
5. Click **Save**.

   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.



- Sample Replaced Battery In Use attachment.



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.

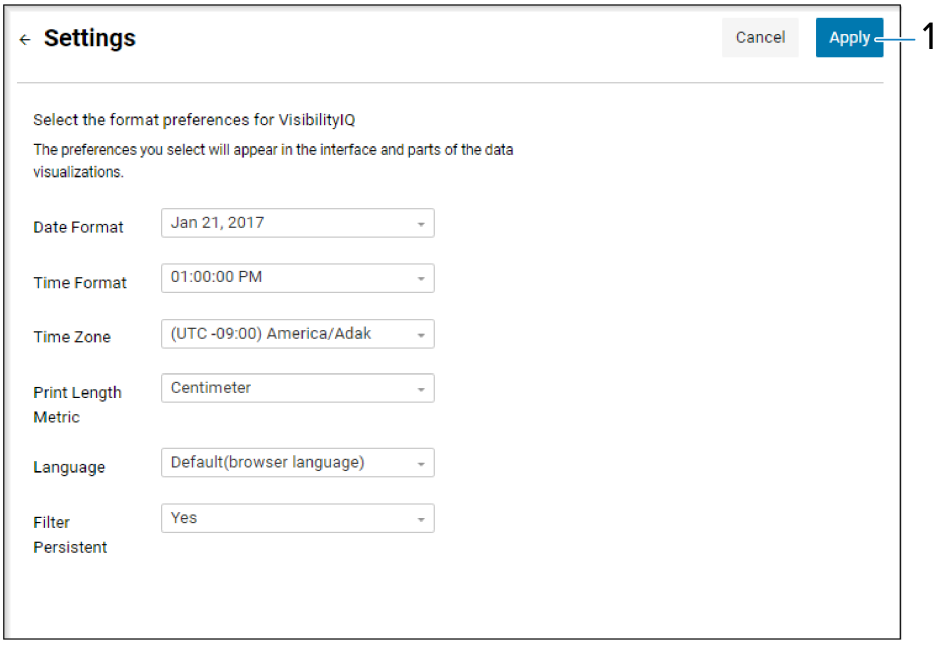
2. Click the toggle to enable the IP Range Gap Report.

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).

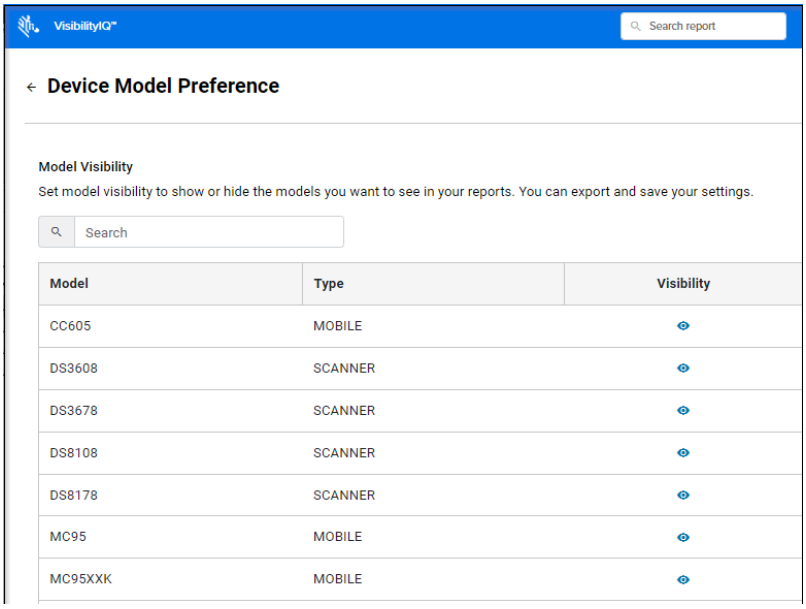
NOTE: With Filter Persistent enabled, the filters you set for your reports will automatically apply the next time you view the report. It is set to enable by default.



Set Model Preferences

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

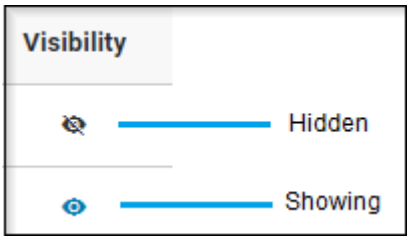
1. Select > **User Level Settings** > **Set Model Preferences** to set the model preferences.



Show or Hide Models

The Show or Hide Models show additional information.

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



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

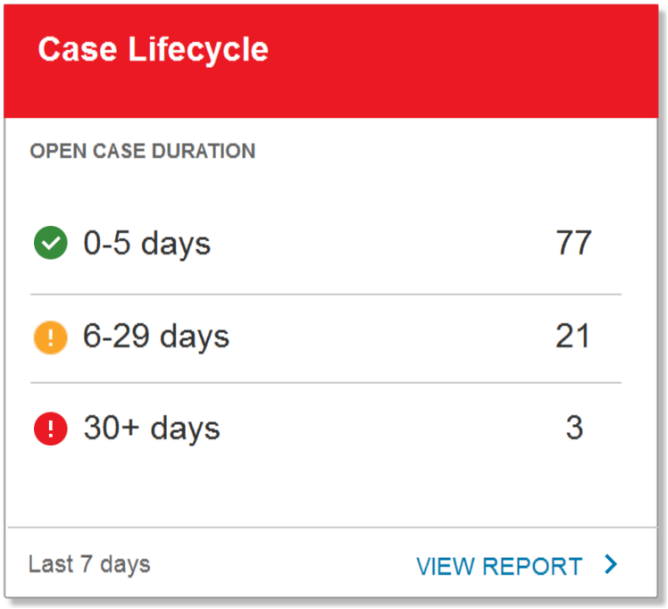
The **Repair & Support** menu provides reports related to device repairs and other system support. These reports are available only for devices covered by a Zebra OneCare contract.

Case Lifecycle

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

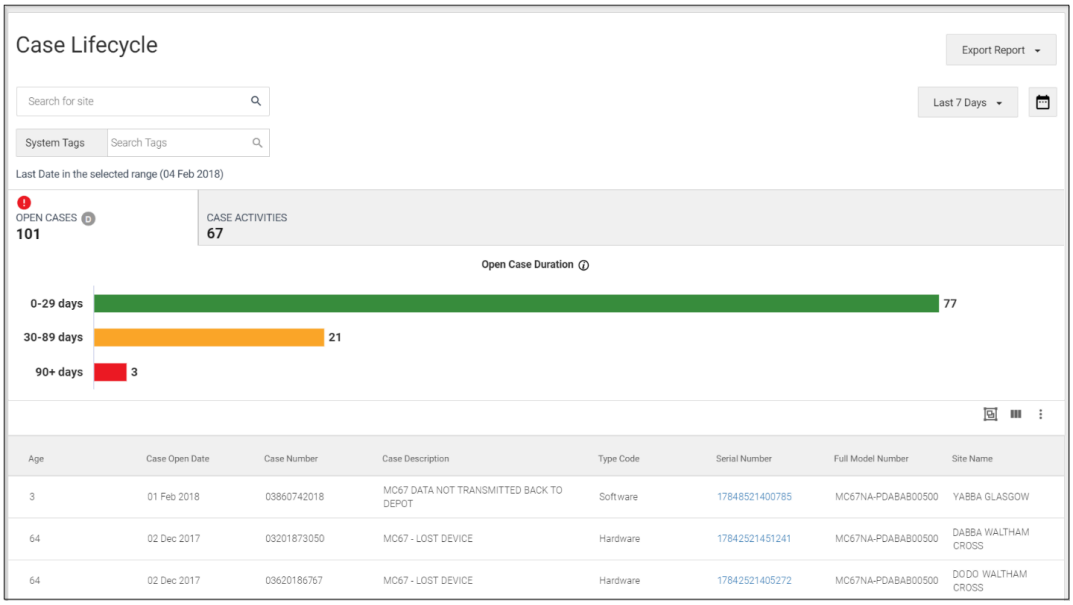
Tile View

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



Expanded View

The expanded view displays additional information.



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.

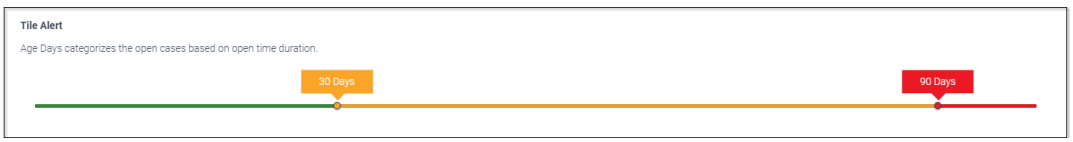
2. **Case Activities** Tab

   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.



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)

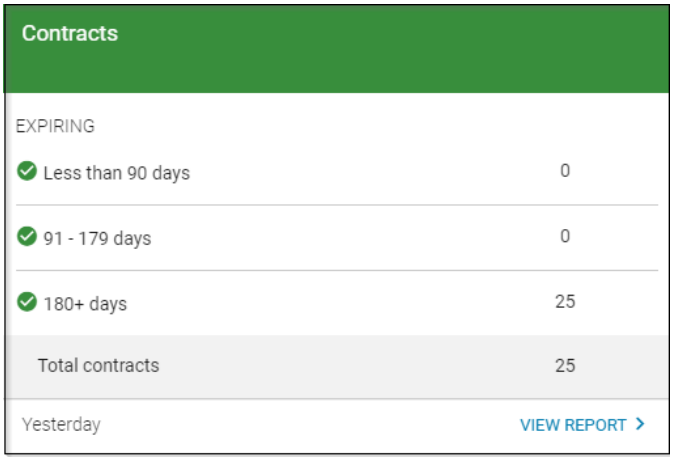
- Verify the duration of open cases.
- Track monthly cases open/closed.
- Identify cases resulting in a repair.

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.

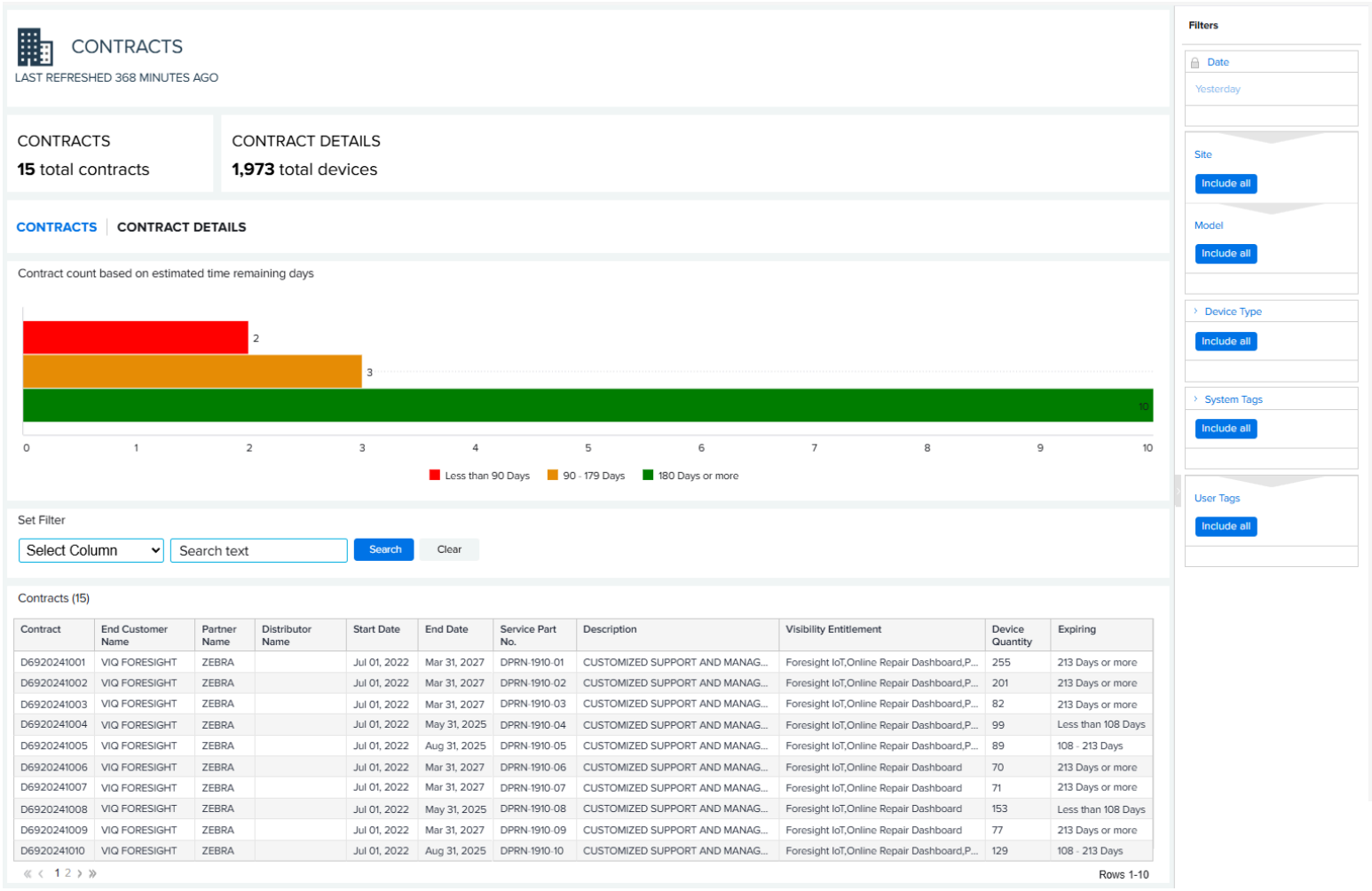
Tile View

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



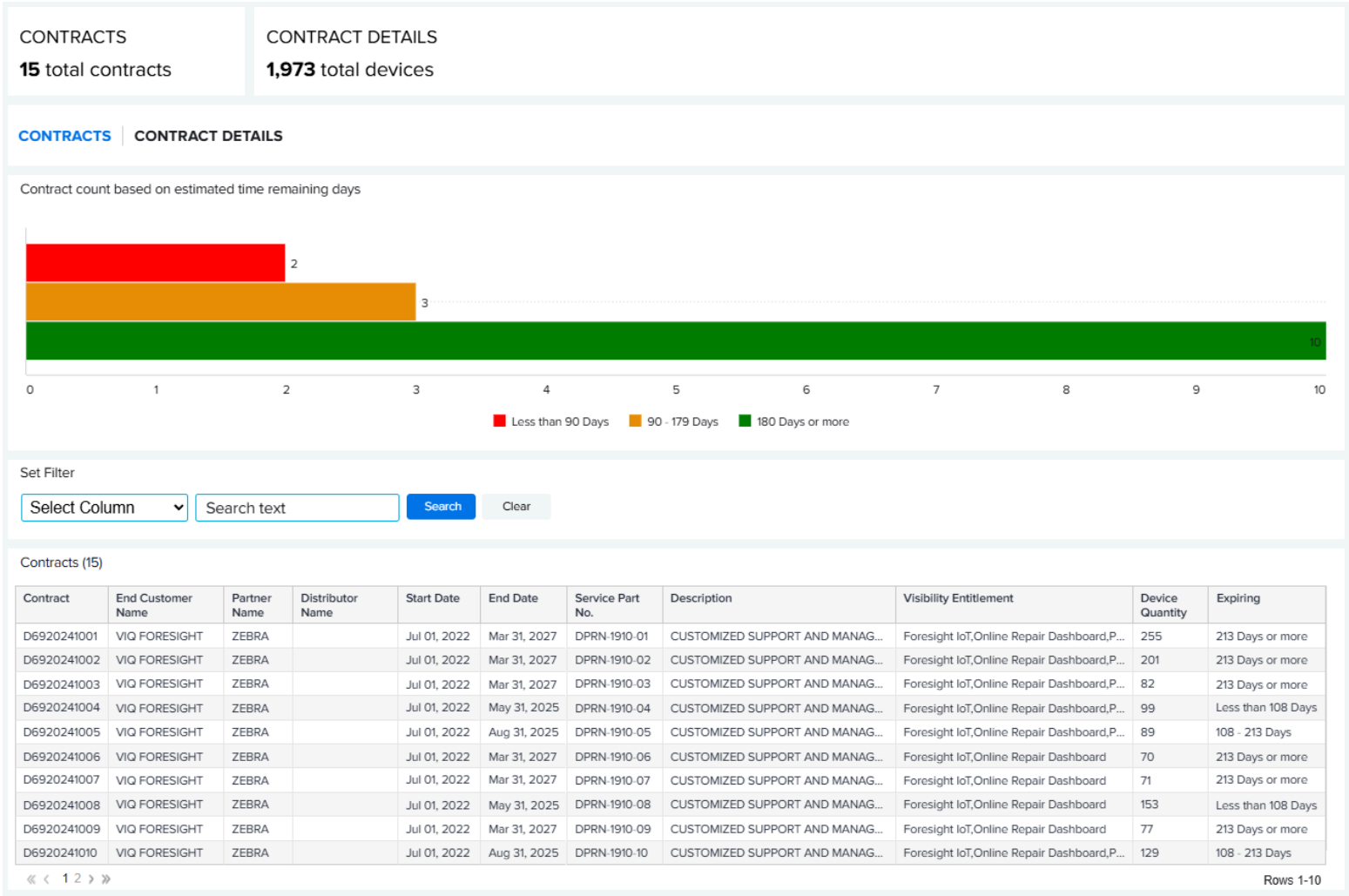
Expanded View

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.

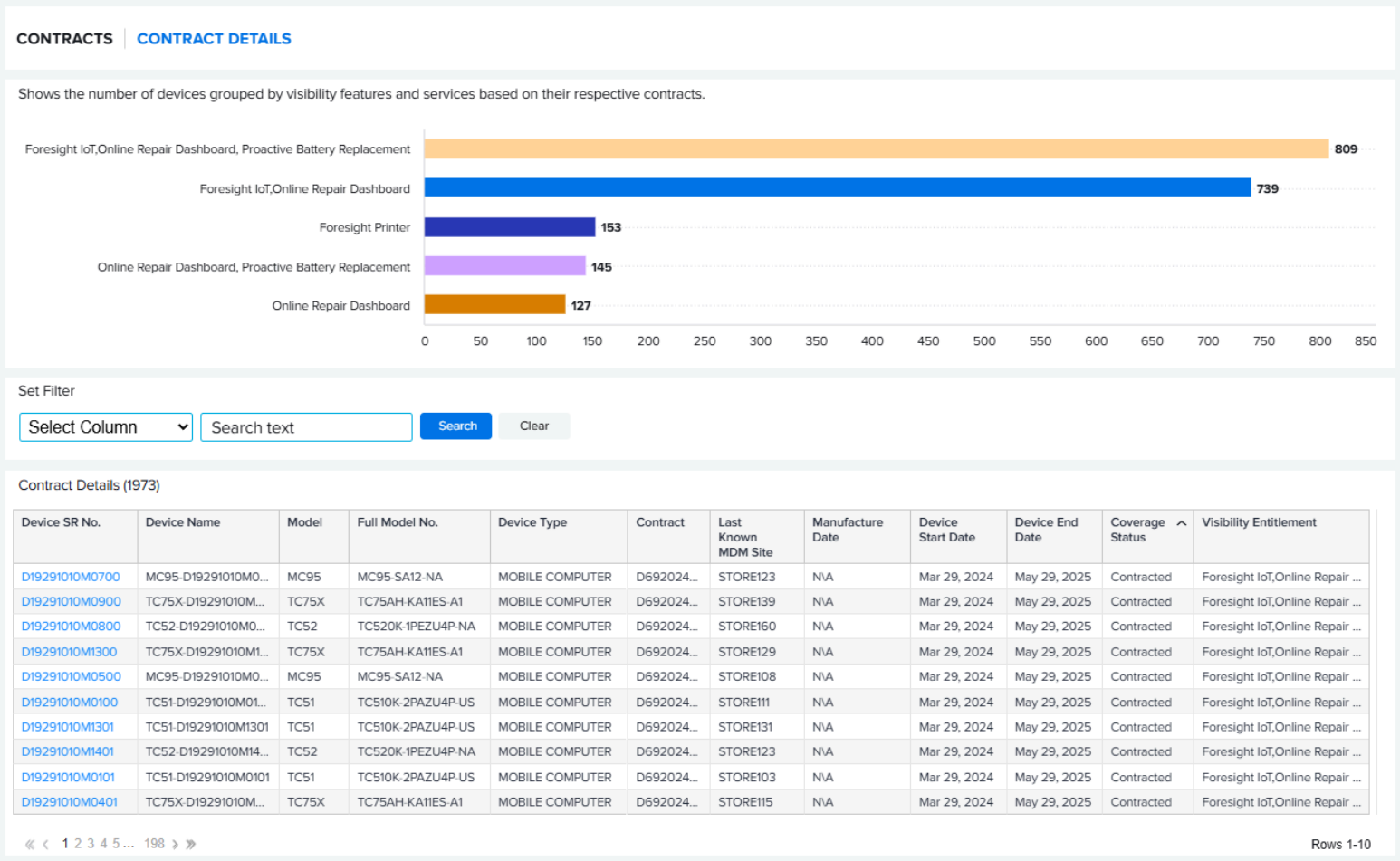


- A graph shows the number of contracts and the number of the days until expiration (less than 90 days, 90 to 179 days, or 180 days or more).
- The grid displays an entry for each service part number (SKU) available on the contract, along with the details of the part number. However, the count displayed 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).

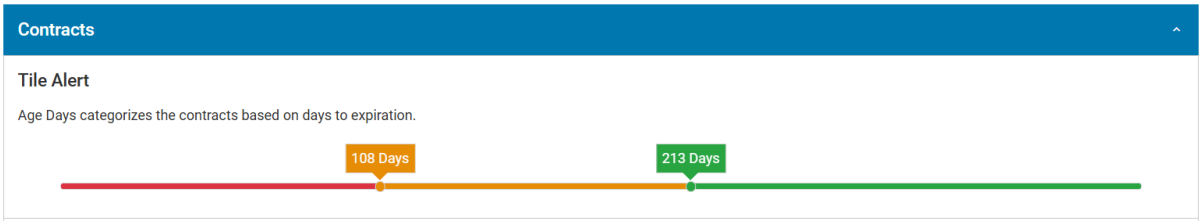


- A graph shows the number of devices grouped by visibility features and services, based on their respective contracts.
- The grid displays each device available on the contract.
  - Data Grid Columns

    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.



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.

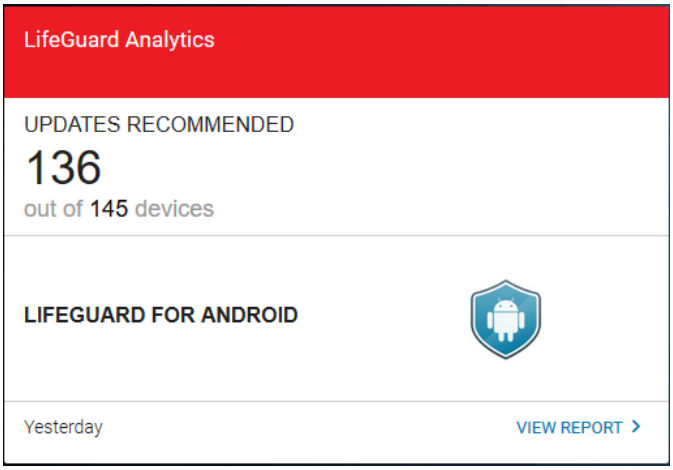
Lifeguard Analytics

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 zebra.com 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.



Expanded View

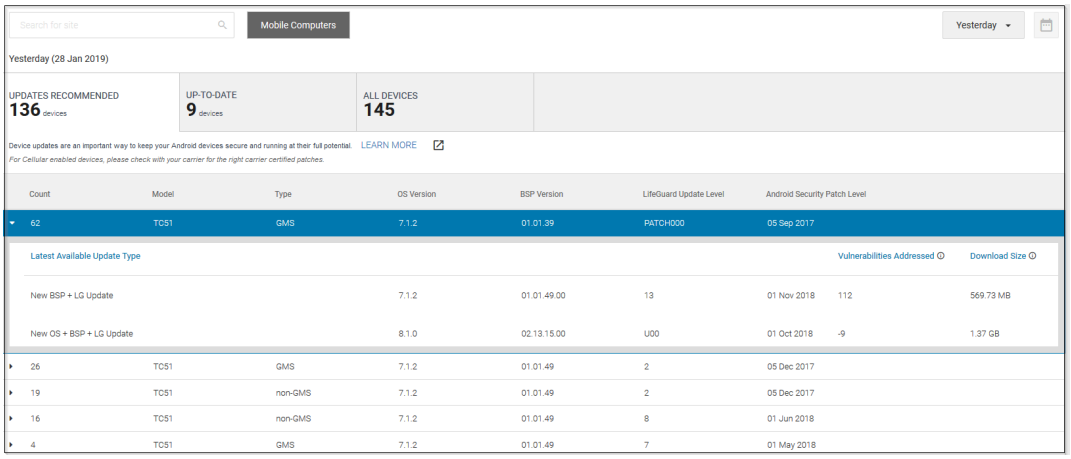
The expanded view shows additional information.

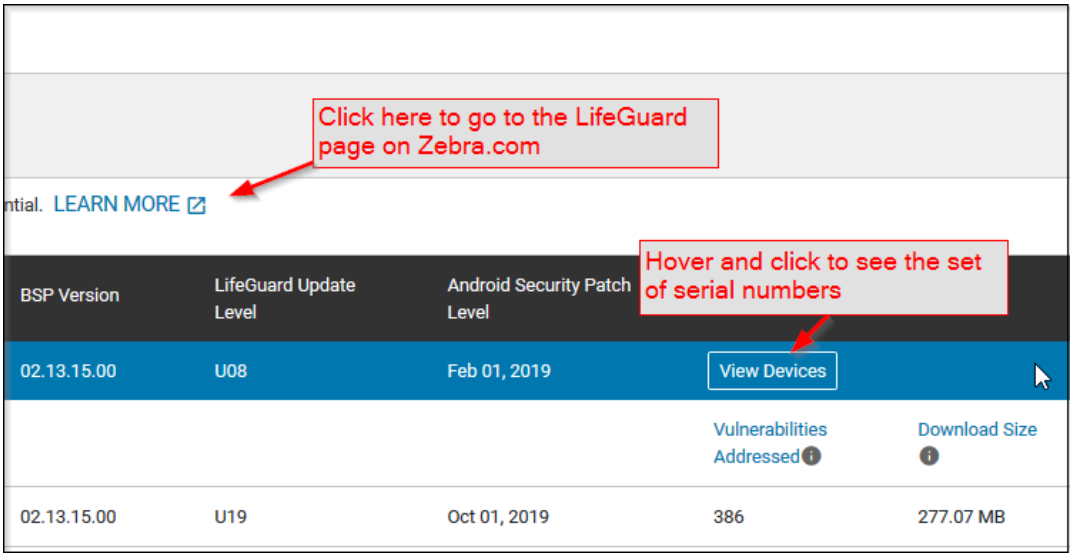
1. **Updates Recommended** Tab

   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.

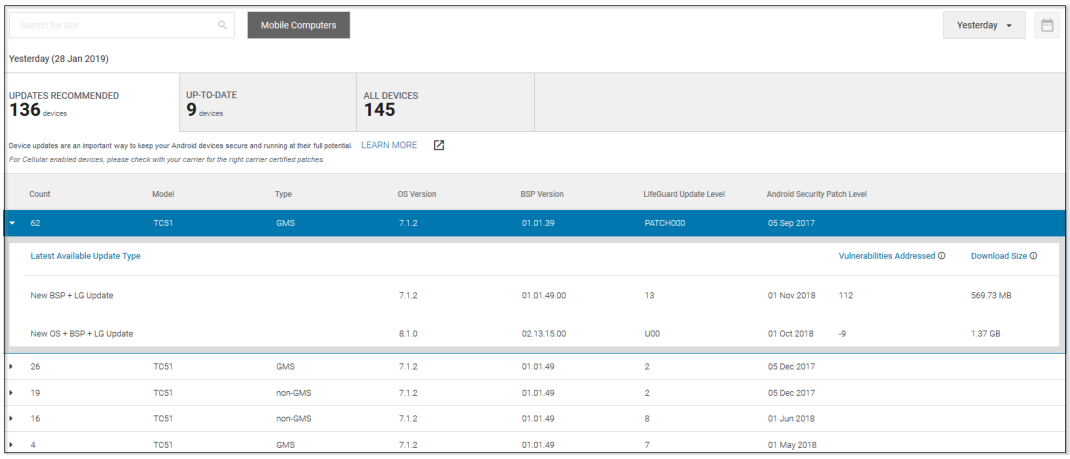
- Data Grid Columns





- 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).

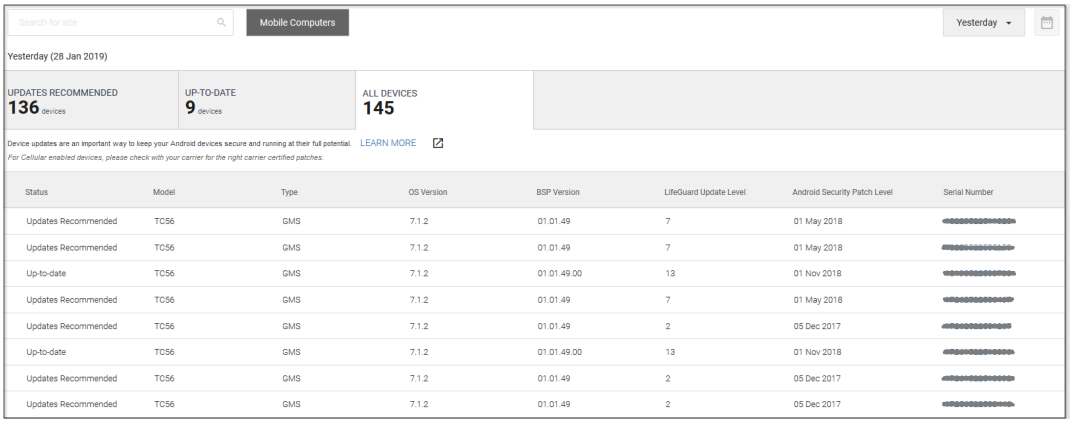
2. **Up-To-Date** Tab



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



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.

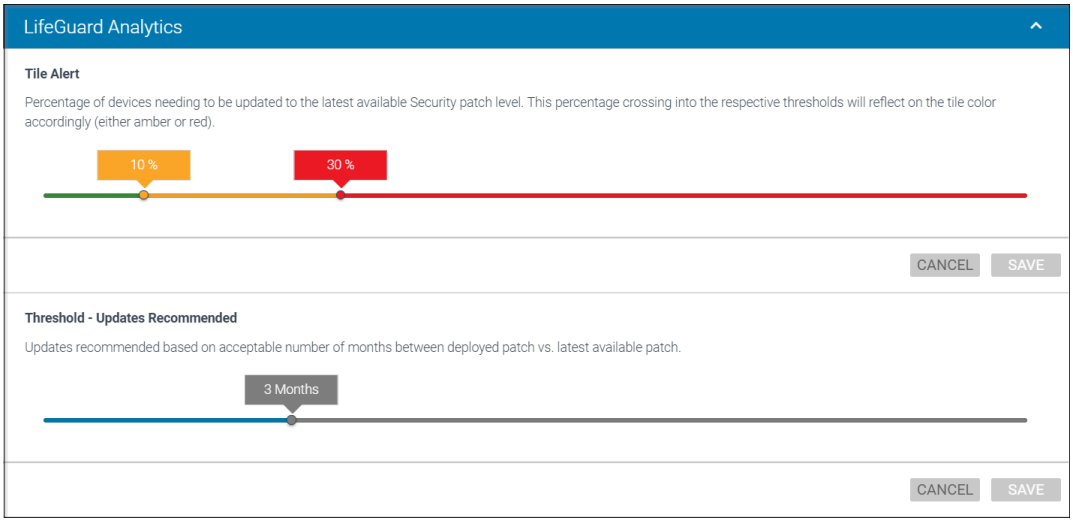
- Devices must be part of a support contract.
- Requires internet access with firewall opened on port 443.

See the ZDS Agent Configuration Guide for a full list of requirements.

Additional Features

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

Tile Alert Thresholds



- **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)

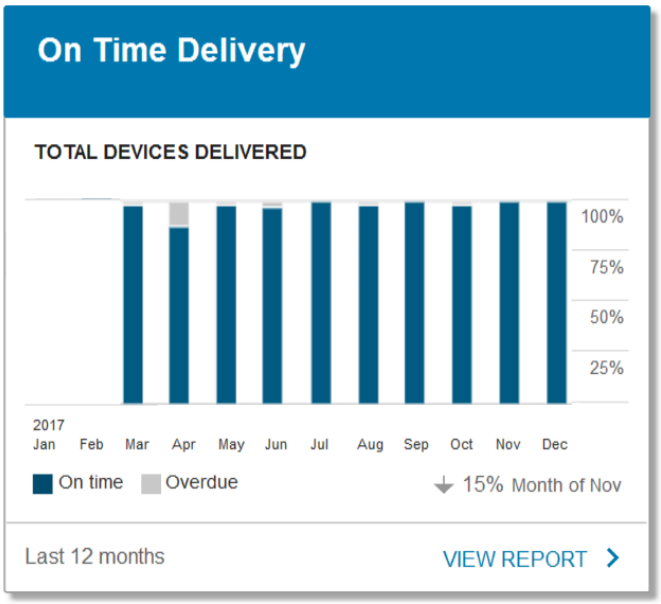
- Identify potential security issues in Android. Utilize the percentage of Android devices not up to date with their security patches to identify needed patches and address potential vulnerabilities. Export a list of serial numbers with updates available to utilize in a deployment plan.

On-Time Delivery

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

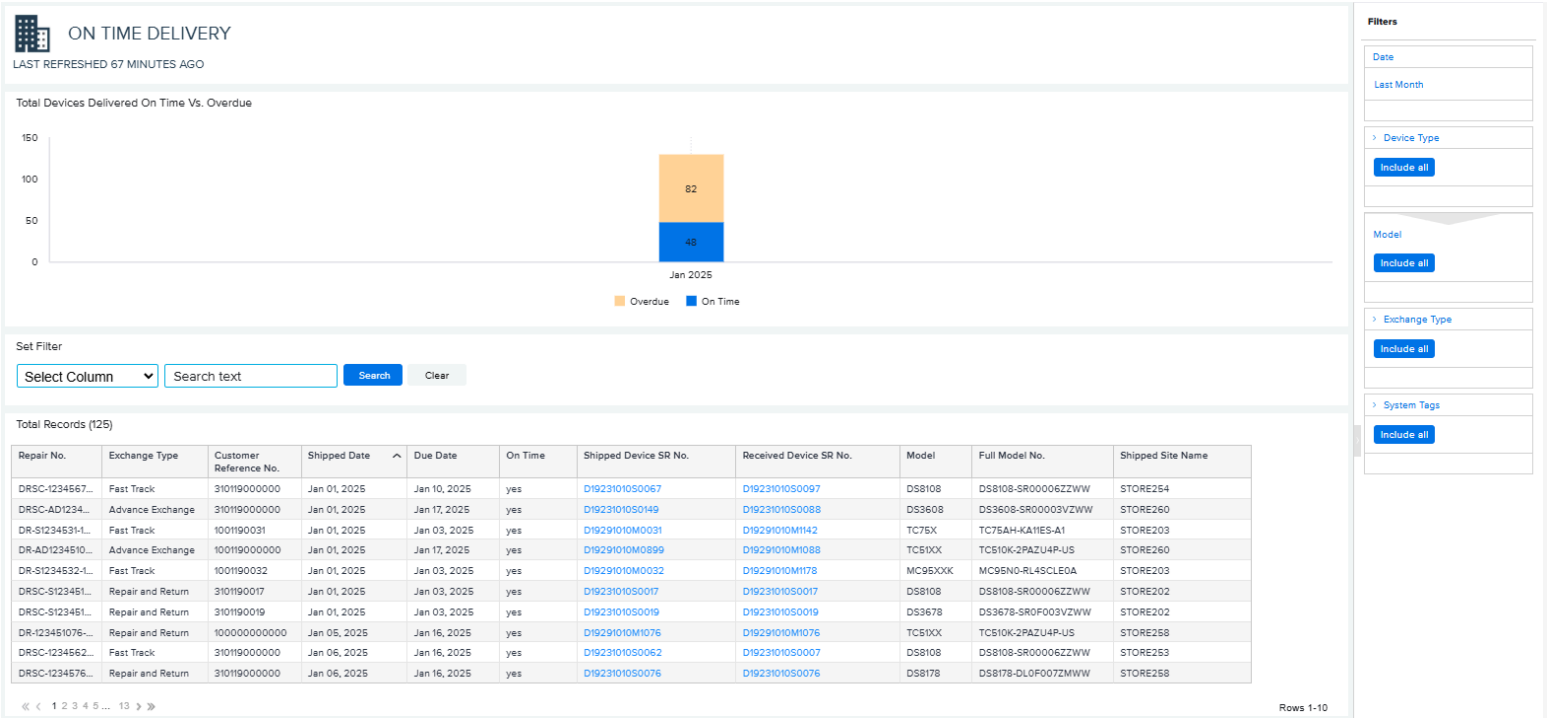
Tile View

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.



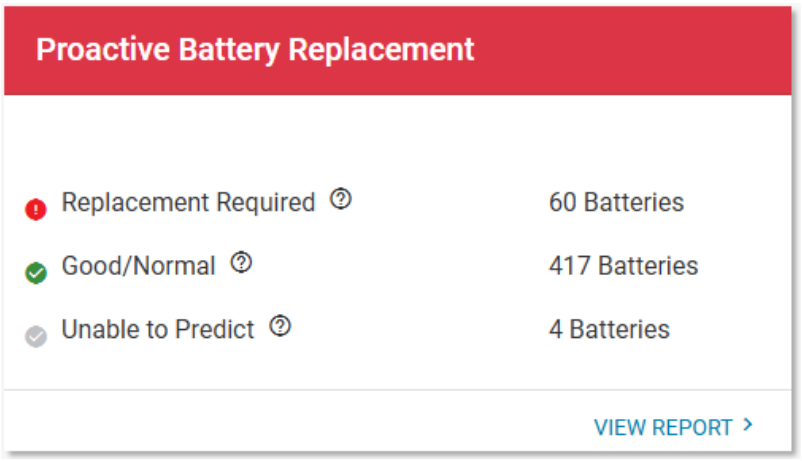
1. Data Grid Columns
   - Repair Number, Exchange Type, Customer Reference Number, Shipped Date, Due Date, On-Time, Shipped Device Serial (SR) Number, Received Device Serial (SR) Number, Model, Full Model Number, and Shipped Site Name.
2. Date Range Options
   - Last Month (Default)
   - Custom Range
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.

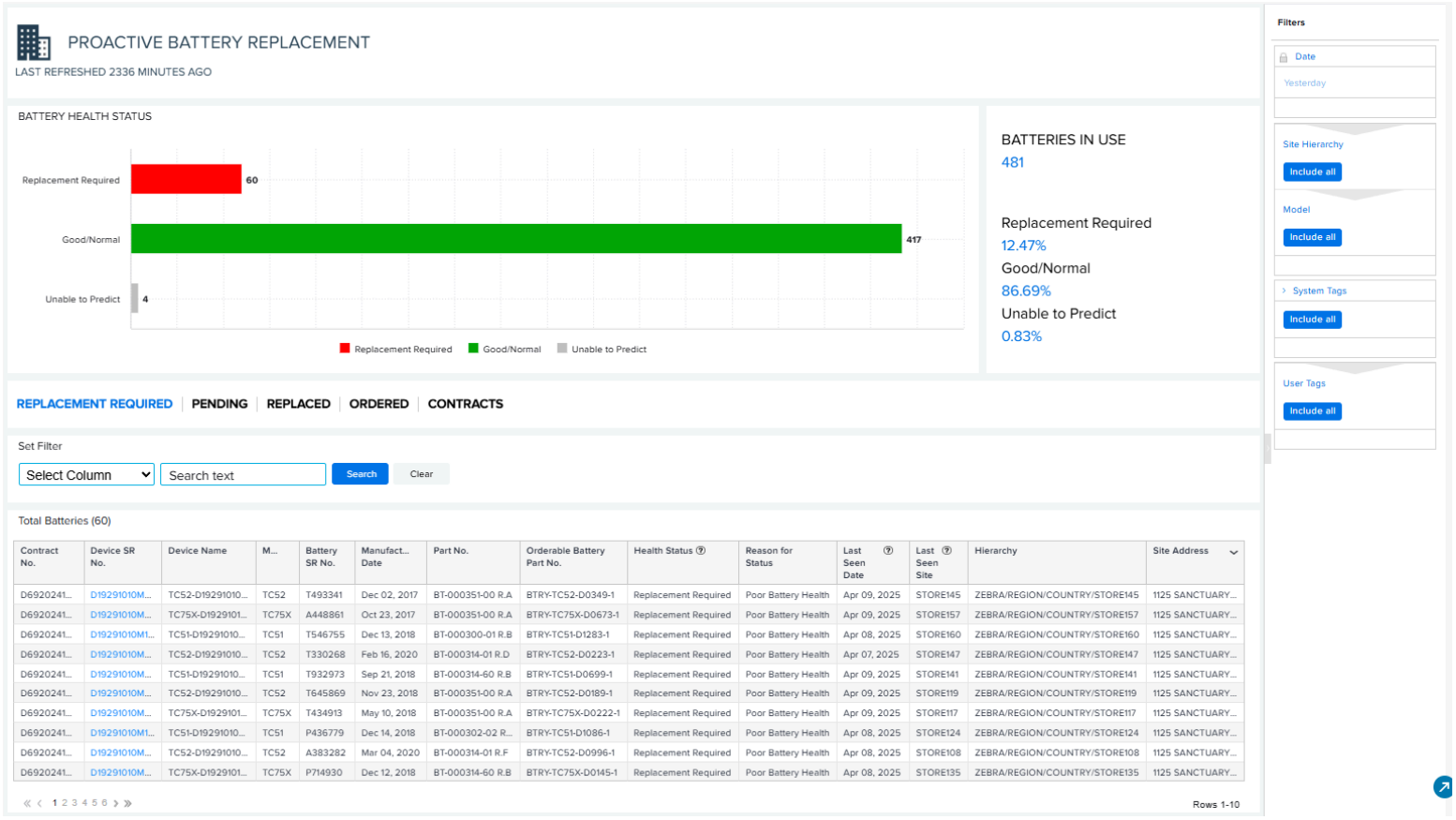
Tile View

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



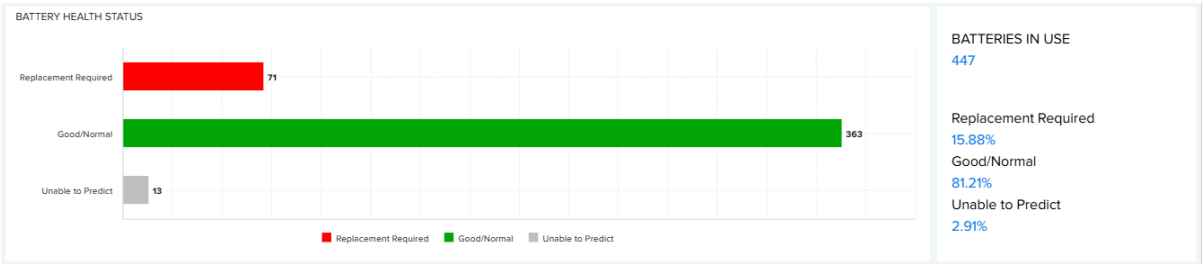
Expanded View

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.

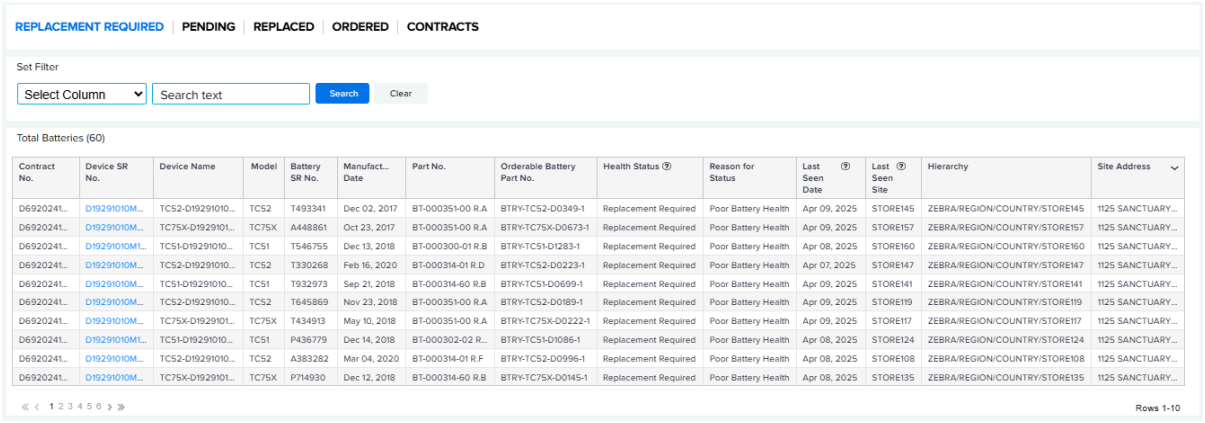


1. **Battery Health Status** Area

   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



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

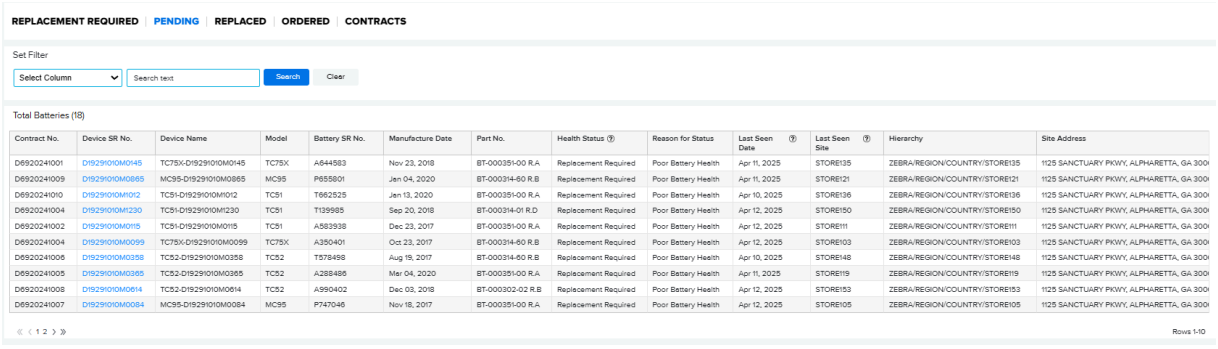
- Default sorting is based on the date marked for replacement.

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.

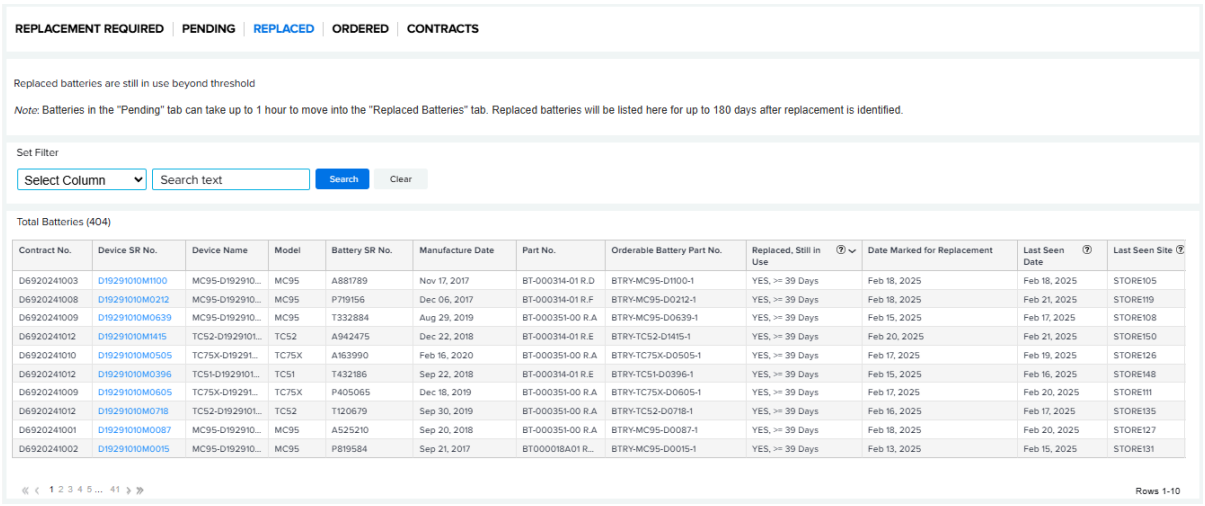


Data Grid Column

- 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.

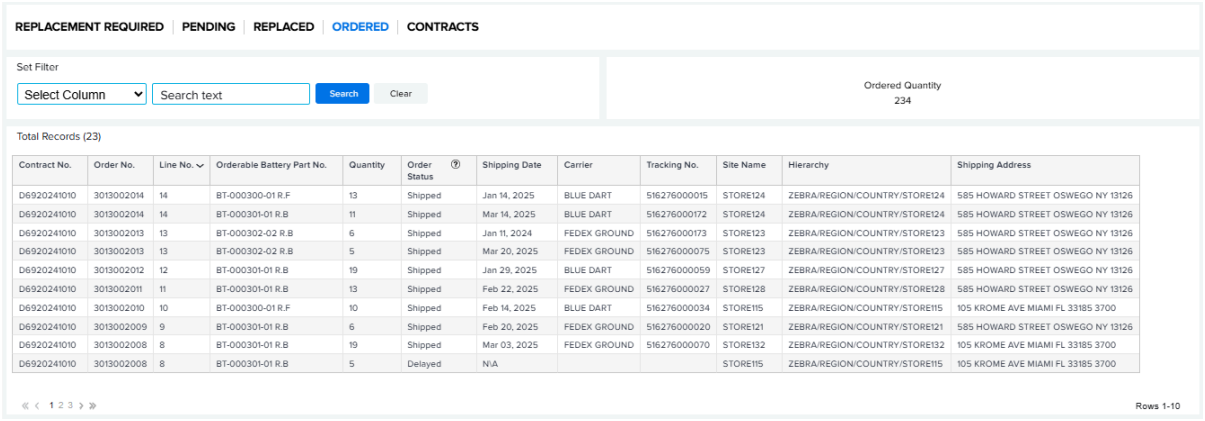


Data Grid Column

- 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.

5. **Ordered** Tab



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

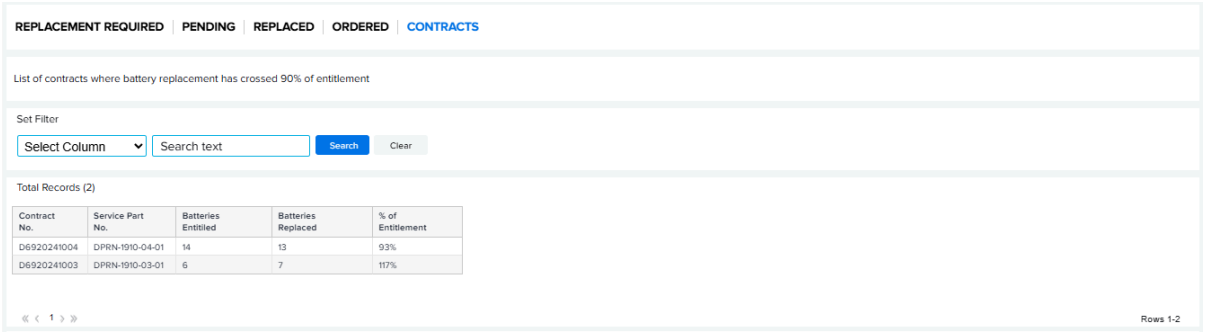
- Default sorting is based on the shipped date.

Use Case(s)

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

6. **Contracts** Tab

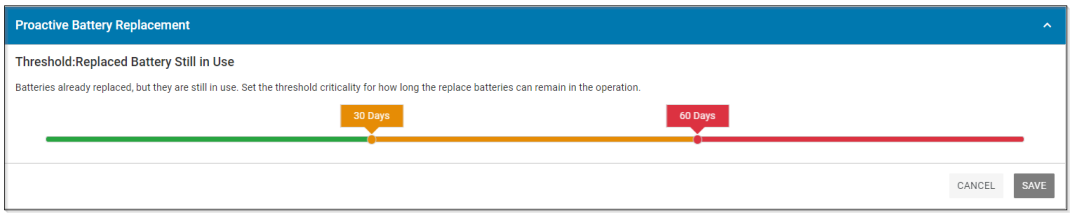
This tab lists contracts where battery replacement has crossed 90% of entitlement. Consider a new contract for those listed on this tab.



Data Grid Column

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

7. Tile Alert Threshold



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

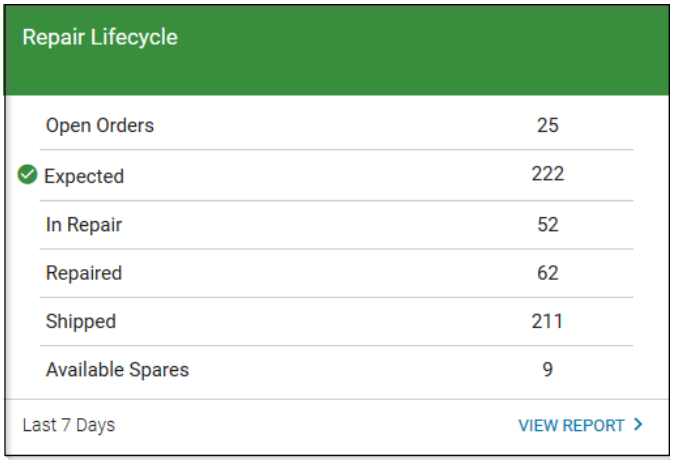
Replace Batteries

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.

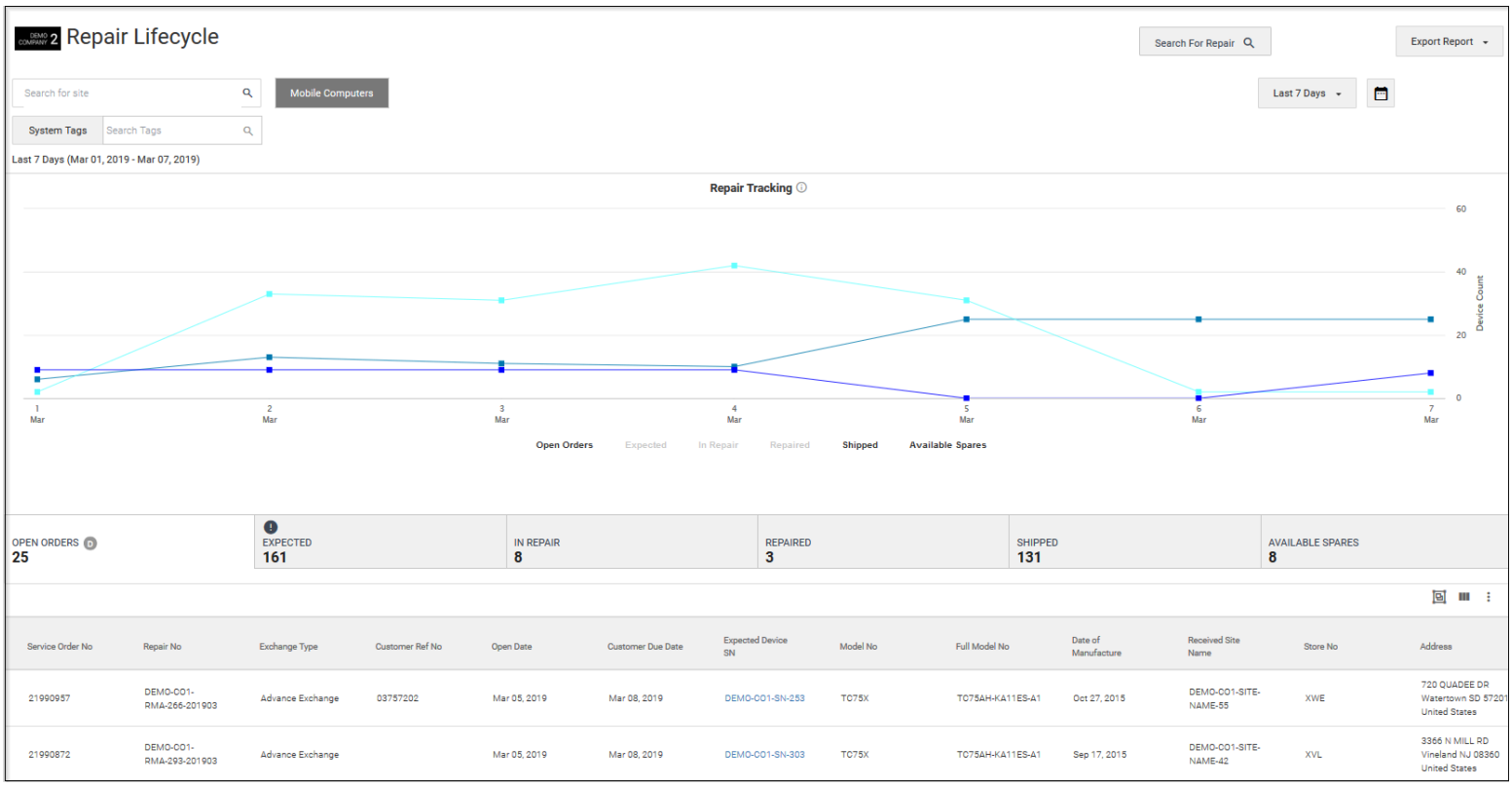
Tile View

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

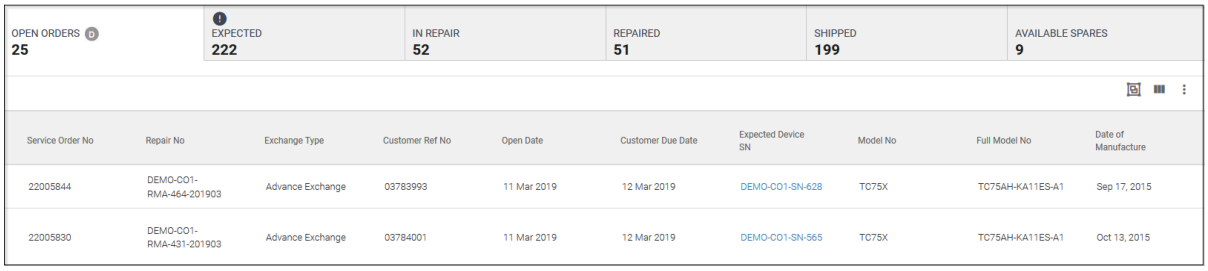


Expanded View

The expanded view shows additional information



1. **Open Orders** Tab



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.

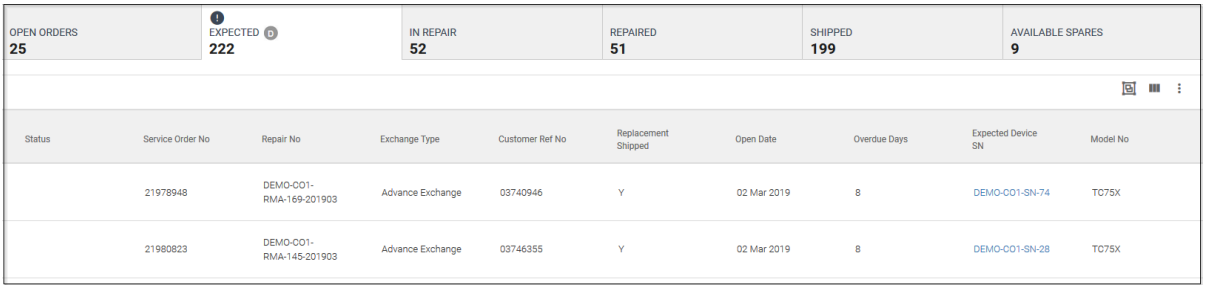
Data Grid Columns

- 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



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.

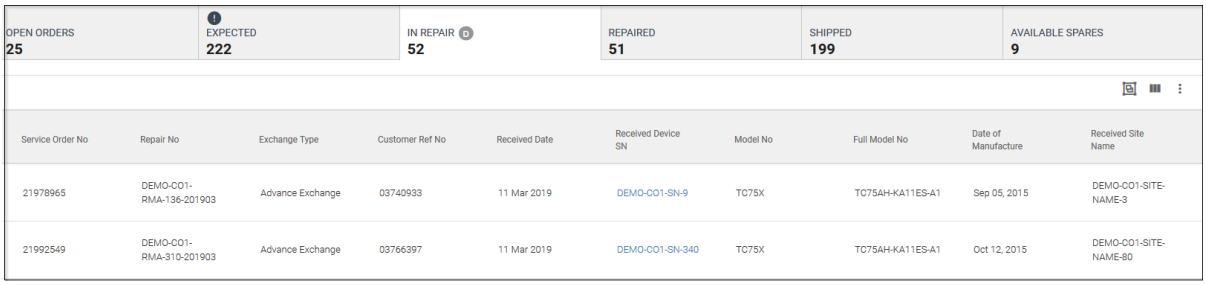
Data Grid Columns

- 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



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.

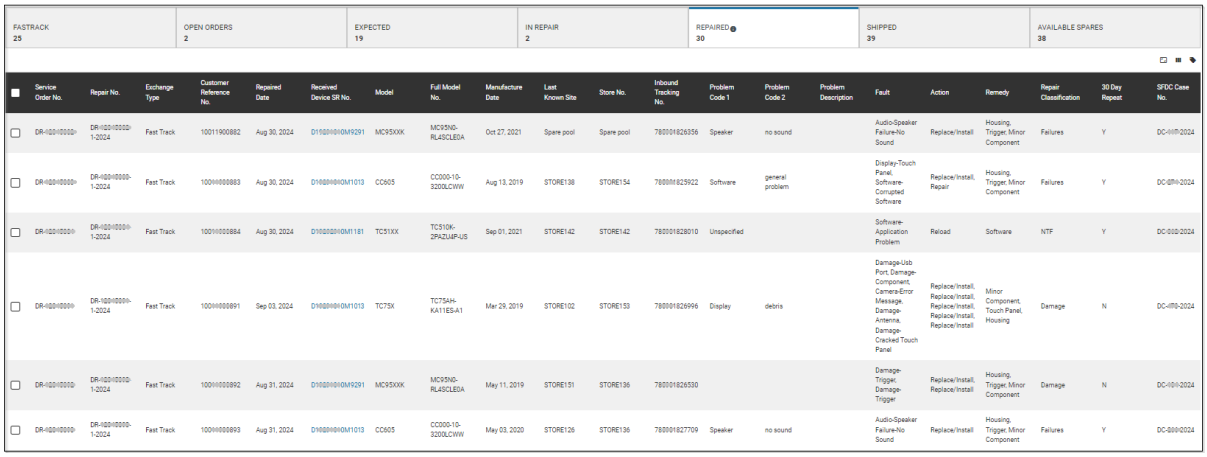
Data Grid Columns

- 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



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.

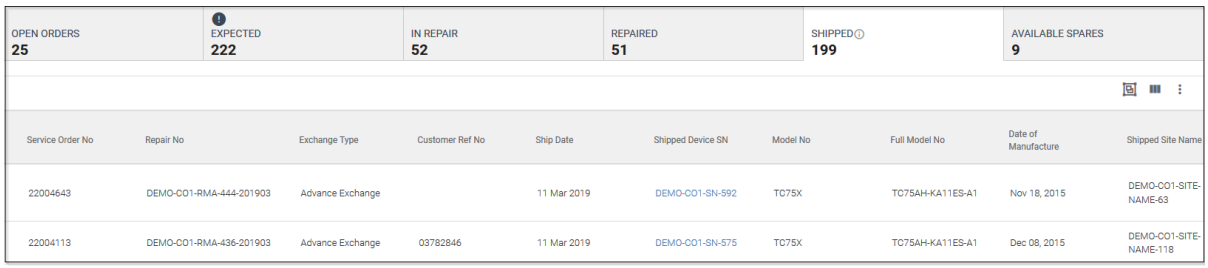
Data Grid Columns

- 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



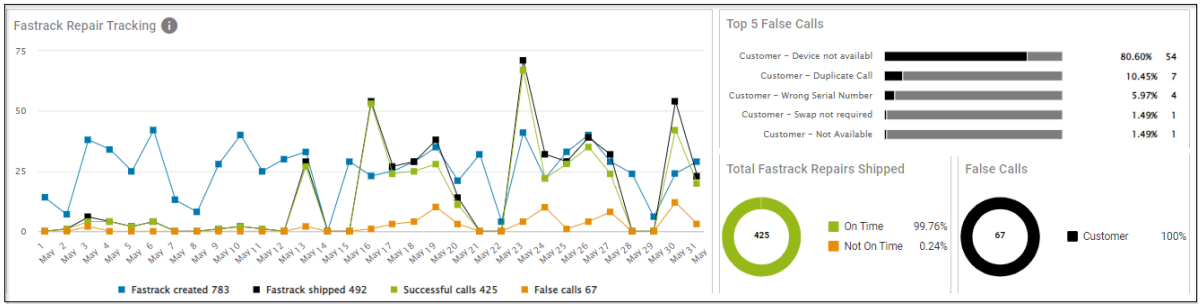
The Shipped tab shows devices returned to the customer over a specified date range.#For Advanced Exchange customers, this will be a replacement device. For Repair and Return devices, this will be the original device that is sent in for repair (unless otherwise specified).

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.

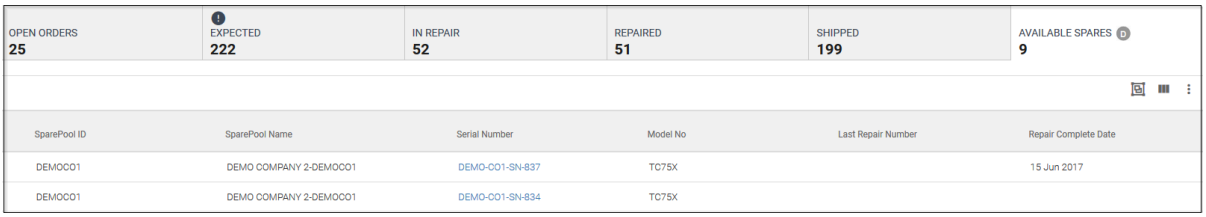


Data Grid Column

- 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



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.

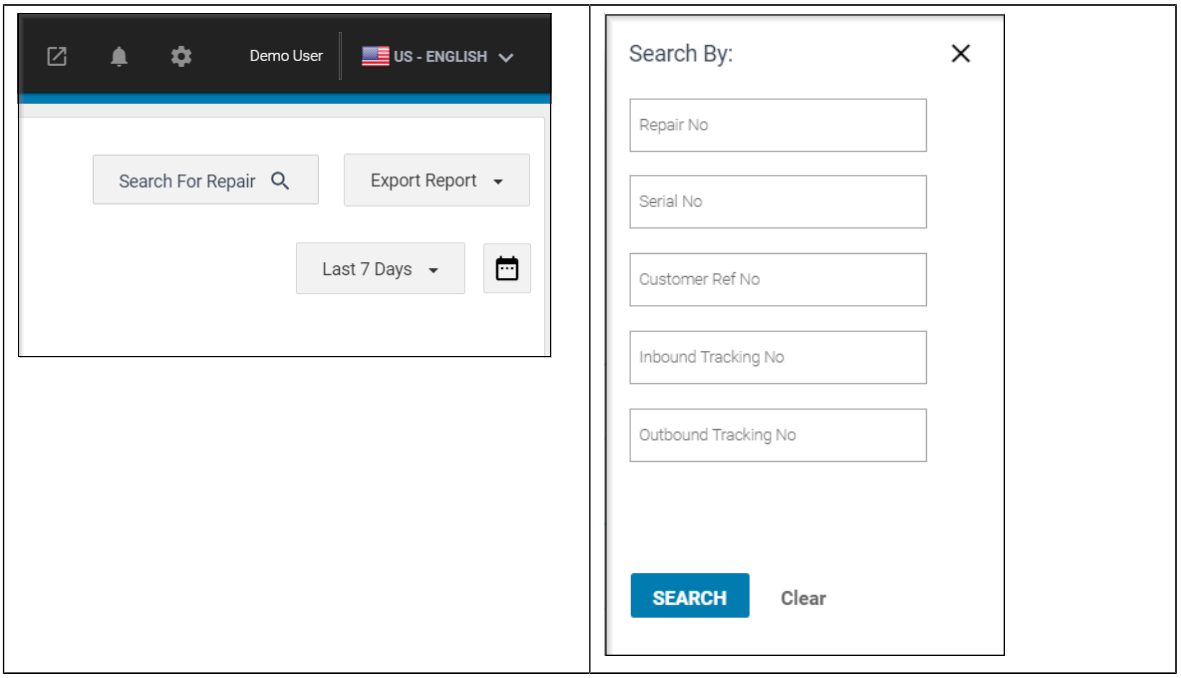
Use Case(s)

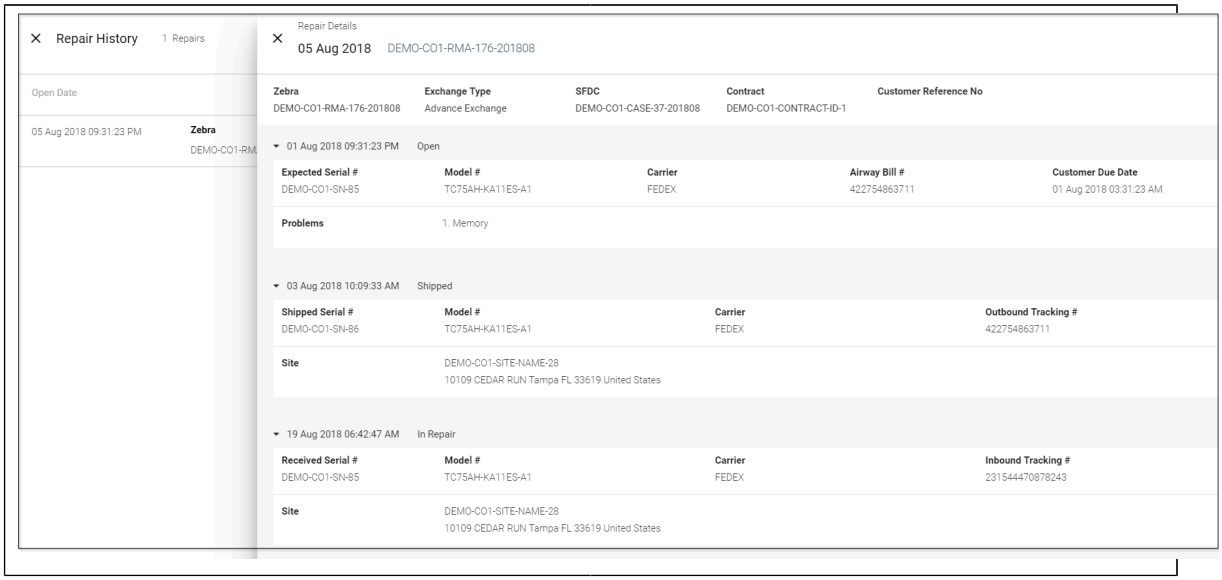
- Monitor the health of the customer-owned spare pool and the number of devices available.
- By viewing the last repaired date, able to understand how spares are being circulated through the spare pool.

- Additional Features
  - **Search for Repair**

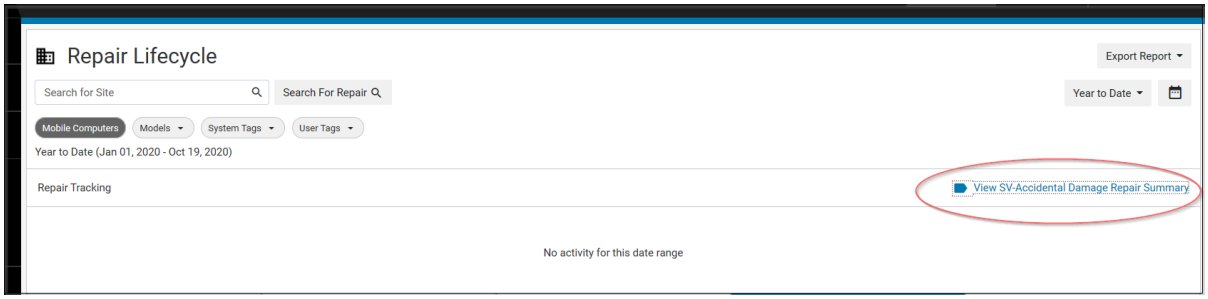
    Allows search for repairs that are in the dashboard by repair no, serial number, customer reference number, inbound tracking no and outbound tracking no. The search returns the repairs associated

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





- **SV + Accidental Damage Feature**



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.

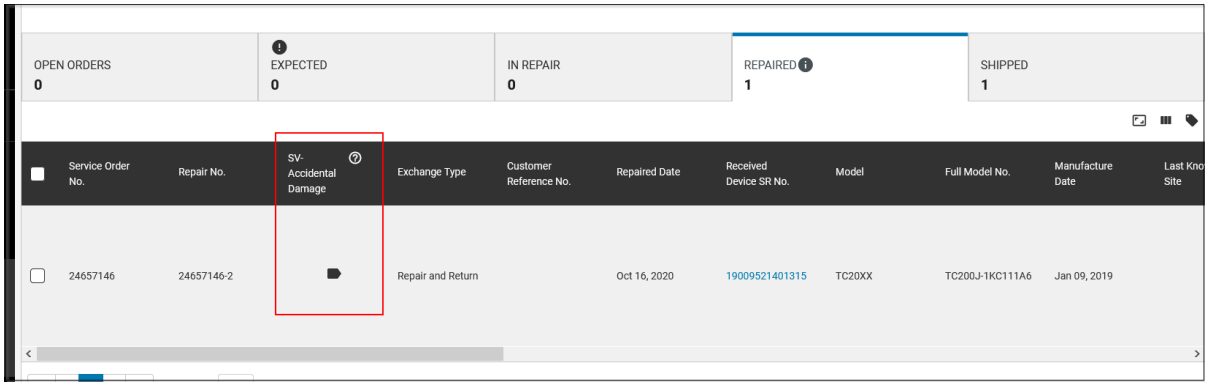
Clicking the **View SV-Accidental Damage Report Summary** link summarizes the contracts with this specific offer.

SV+Accidental Damage Summary

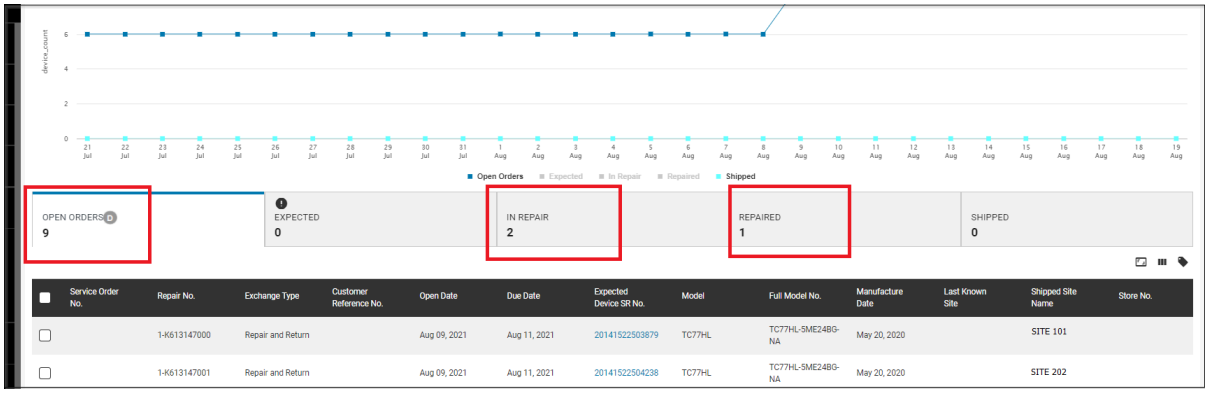
Contract	SKU	Start Date	End Date	Repairs Entitled	Repairs Used	Repairs Remaining
28478564	Z1AV-TC2020-3000	Apr 13, 2020	Apr 12, 2023	25	0	25
28481356	Z1AV-TC2020-3000	Jun 23, 2019	Jun 22, 2022	64	10	54
28481914	Z1AV-TC2020-3000	Mar 26, 2019	Mar 25, 2022	32	0	32

*Specific SV Repair information can be found by filtering the SV+Accidental Damage column on the Repaired tab in the Repair Lifecycle report

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.



- **On-Site Repair Data**



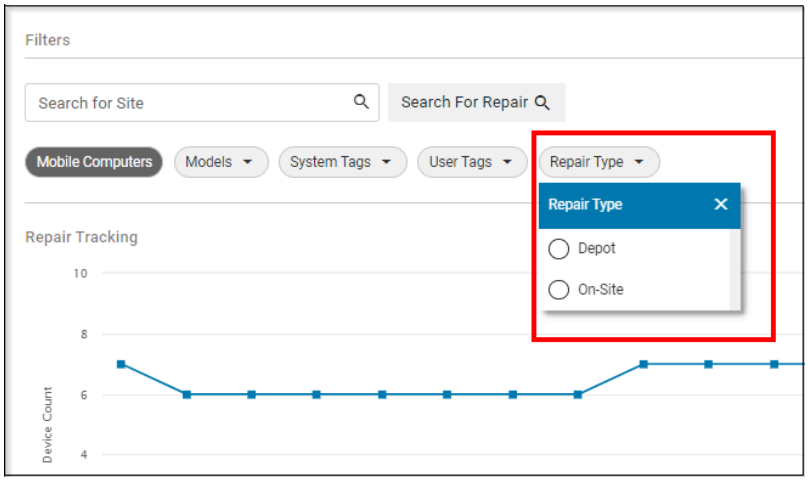
Repairs created via Zebra OneCare Central OnSite service are visible in the Repair Lifecycle report. Users that subscribe to this service can view the stages of the On-site repair in the **Open Orders** tab, **In Repair** tab, and **Repaired** tab of the report.

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).



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.

Date Range Options

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

Use Case(s)

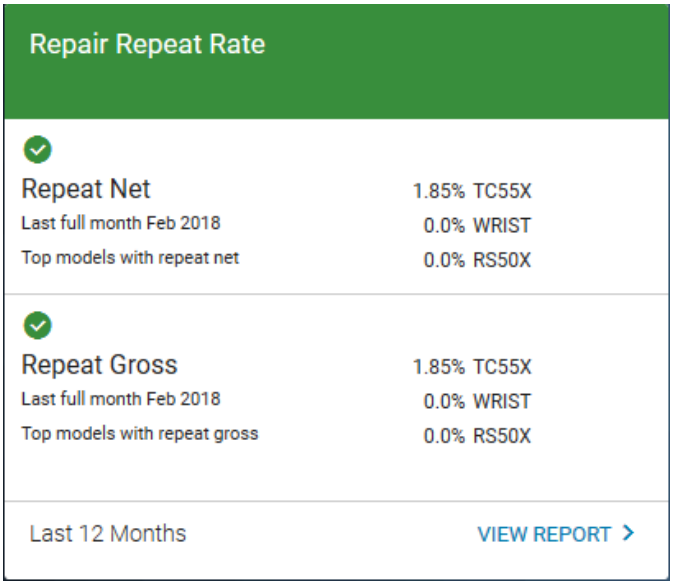
- End-to-end tracking of the progression of RMAs via the repair process.

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).

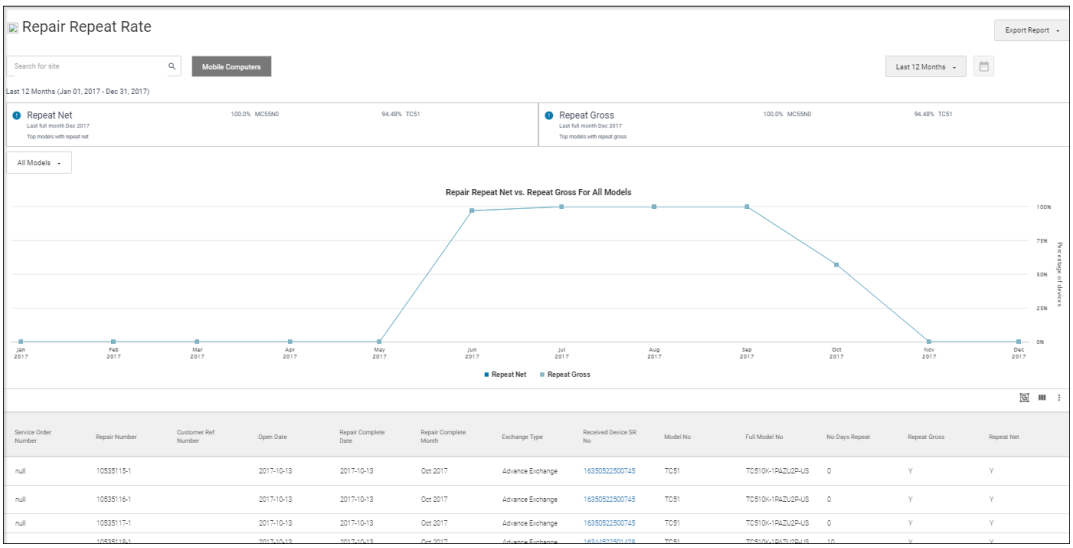
Tile View

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



Expanded View

The expanded view shows additional information.



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

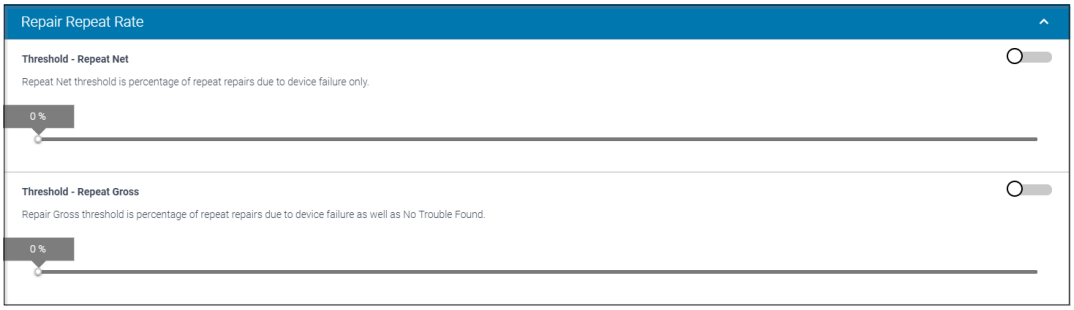
   Repeat Gross

   - 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



   - 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.

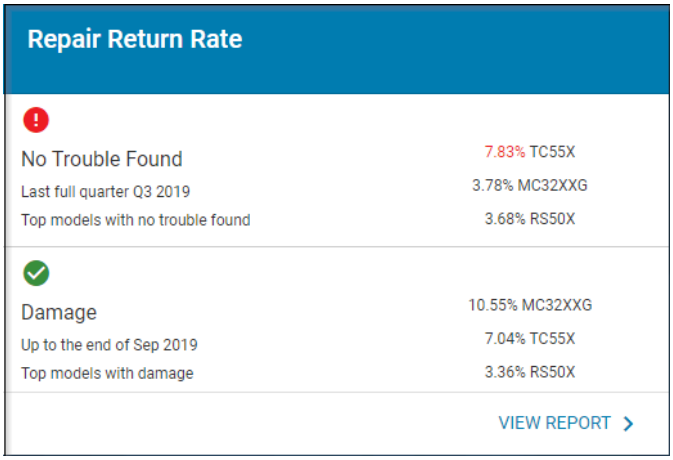
4. Date Range Options
   - Last 12 Months (Default)
   - Last 3 Months
   - Last 6 Months
   - Last 9 Months
5. Use Case(s)
   - Understand what devices are being sent back within 30 days of being repaired. This can indicate an issue with the repair depot.
   - Aide customers in understanding their triage 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.

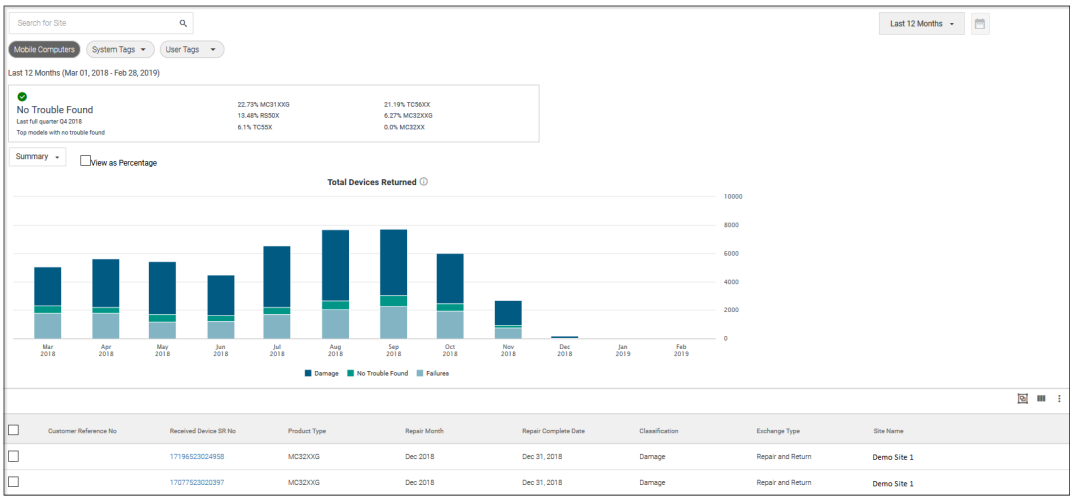
Tile View

The tile displays the repair return rate.



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.

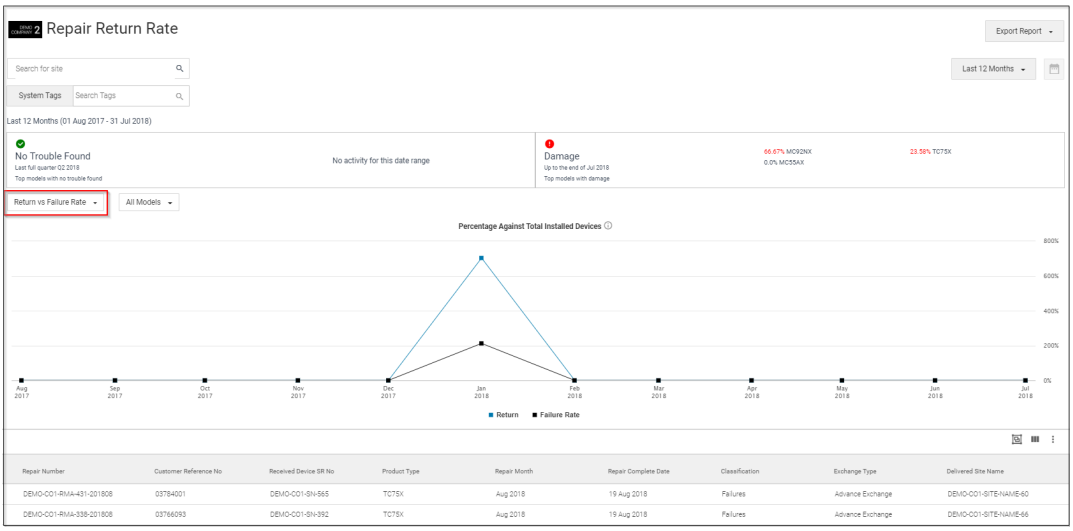
   Data Grid Columns

   - 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.

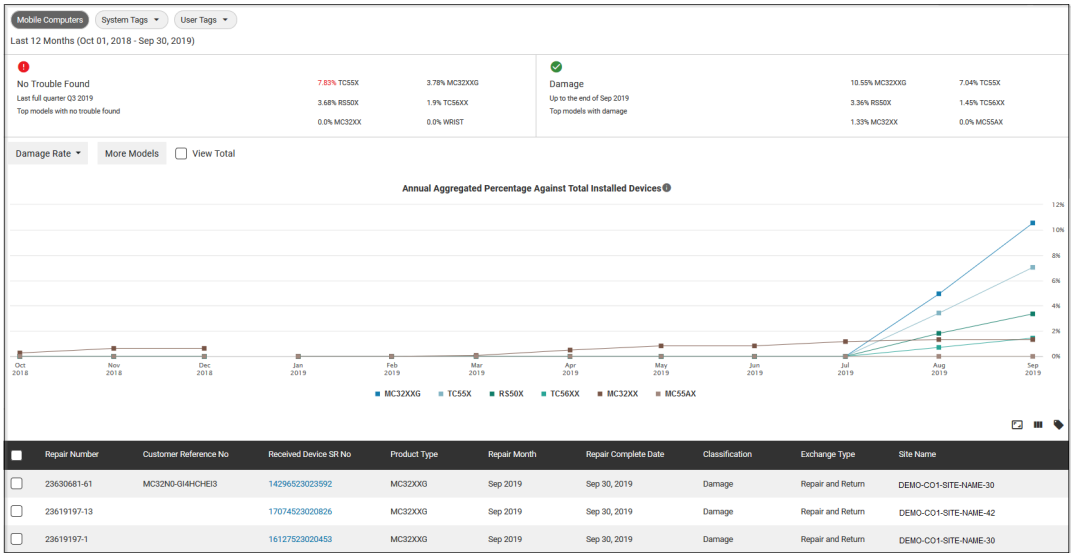
   Data Grid Columns

   - 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.

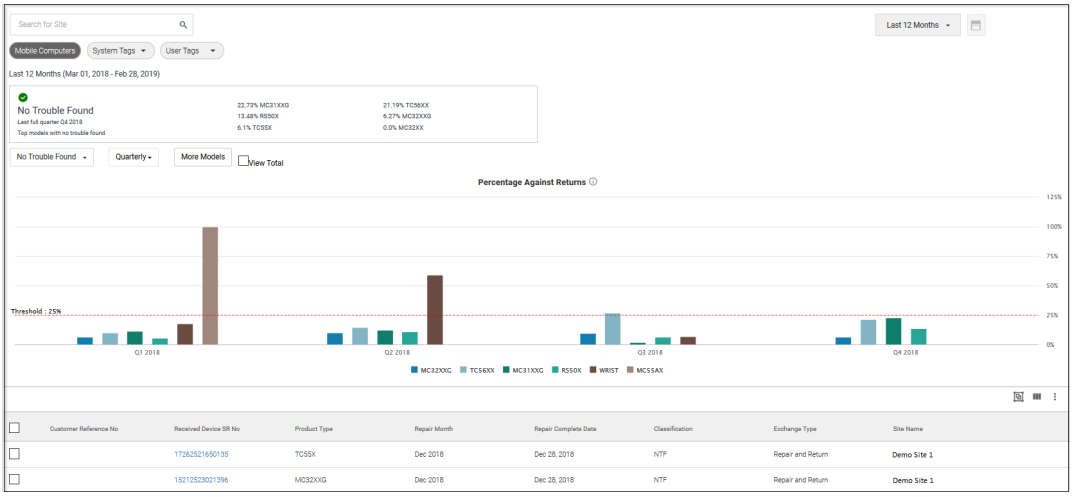
Data Grid Columns

- 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

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.

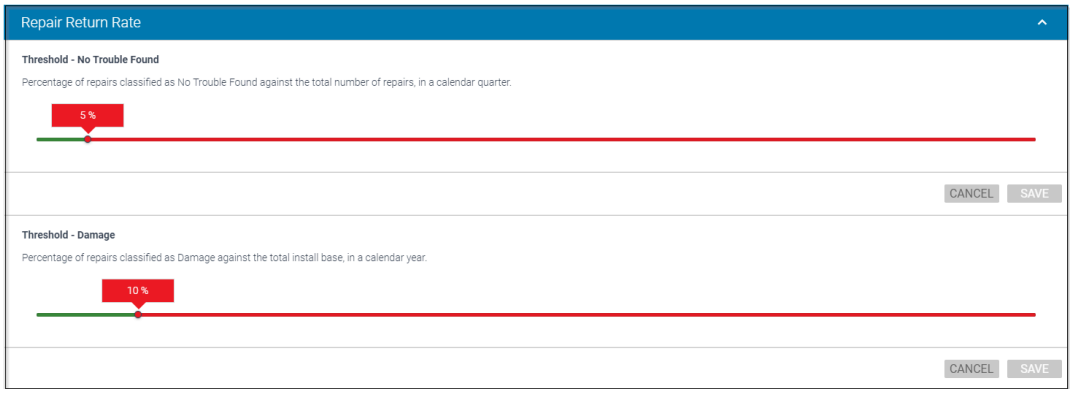
Use Case(s)

- 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.



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.

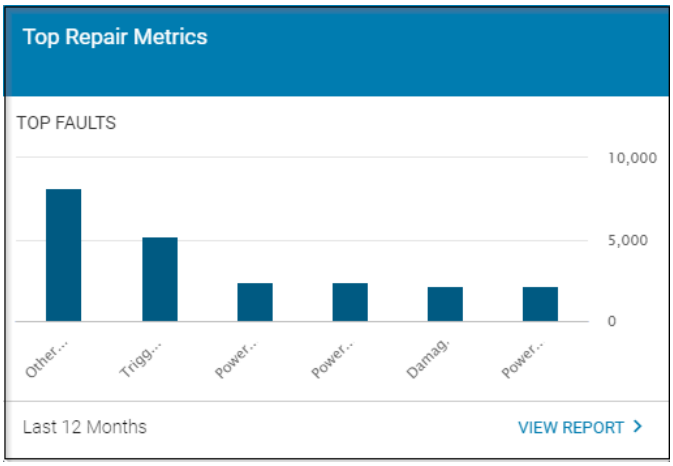
It helps understand repair trends and identify potential problem areas to address. Data is presented graphically and ranked for customer repair data, which can be filtered by site, model, system tags, or exchange type. Graphs can be presented online or exported to PDF for use in other report formats.

Data Grid Columns

- Data grid is not available for this report.

Tile View

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

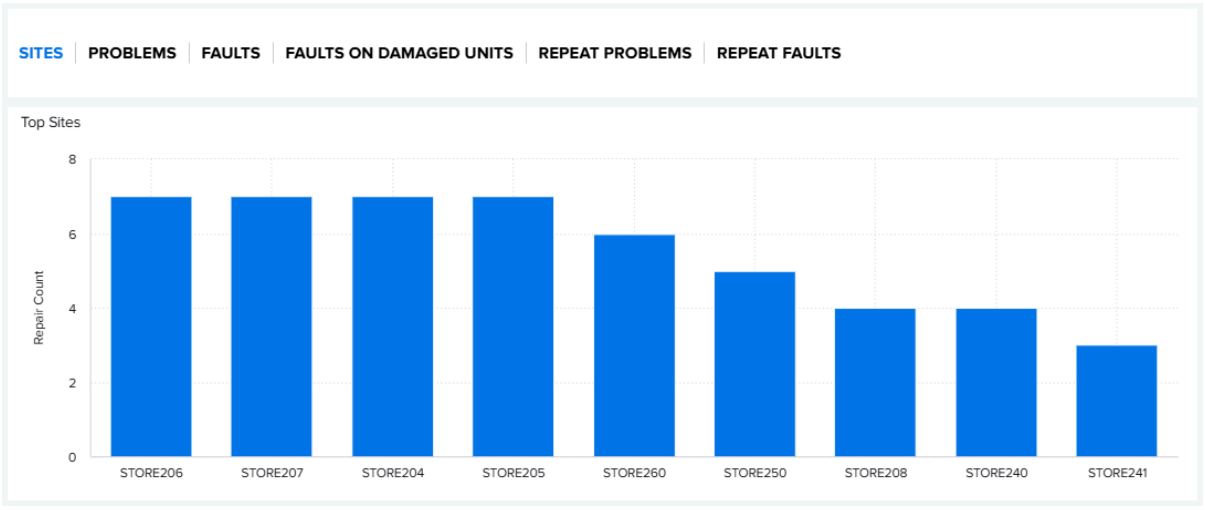


Expanded View

The expanded view shows additional information.

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

1. Top Sites

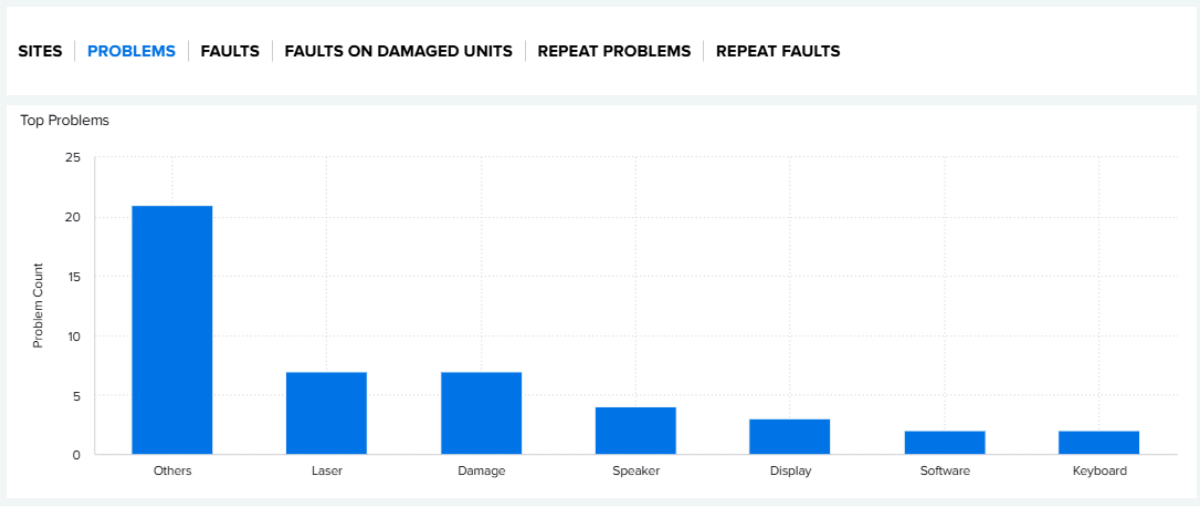


Provides a Pareto bar chart ranking of Top Sites with repairs completed during the selected date range.

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

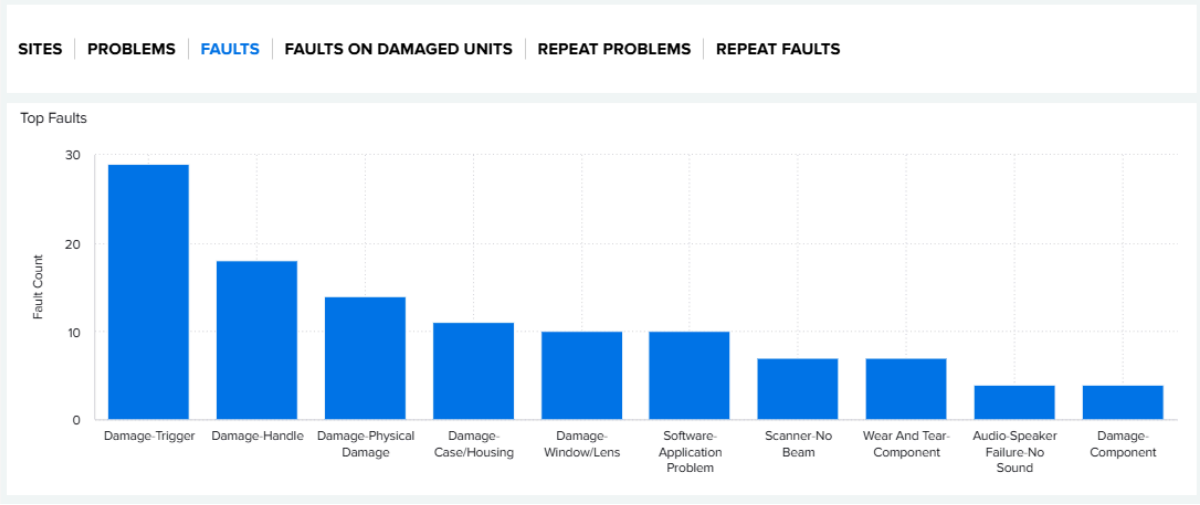


Provides a Pareto bar chart ranking of Top Problems identified for repairs completed during the selected date range.

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

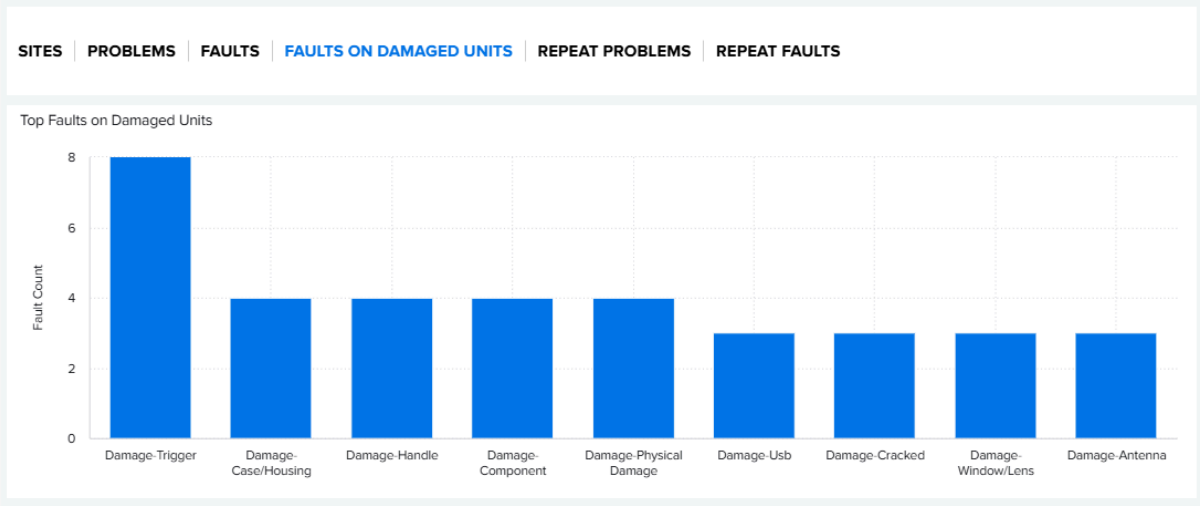


Provides a Pareto bar chart ranking of Top Faults for repairs done during the selected date range.

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

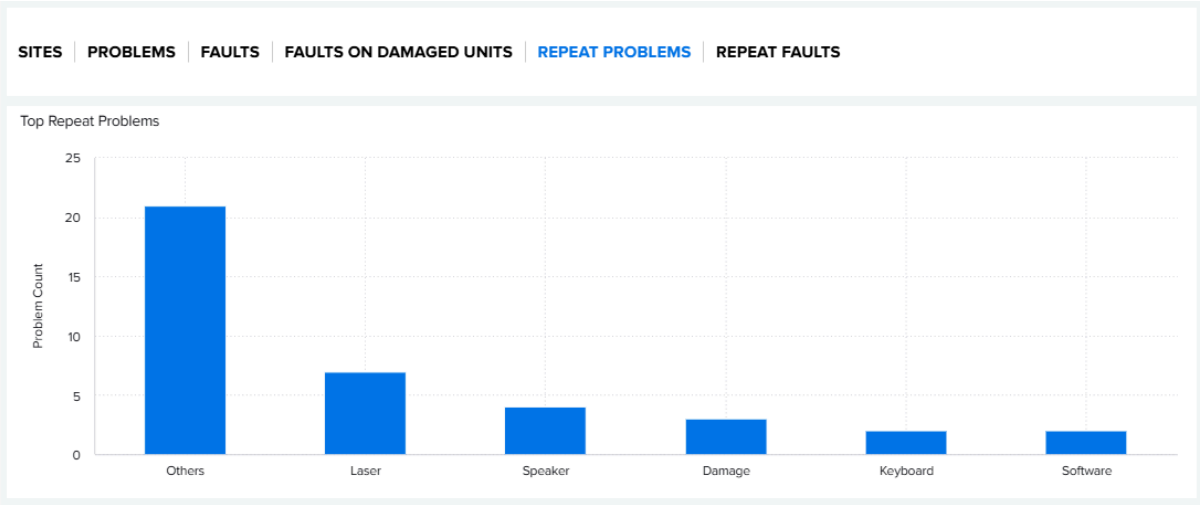


Provides a Pareto bar chart ranking of Top Faults on Damage Units identified for repairs completed during the selected date range.

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

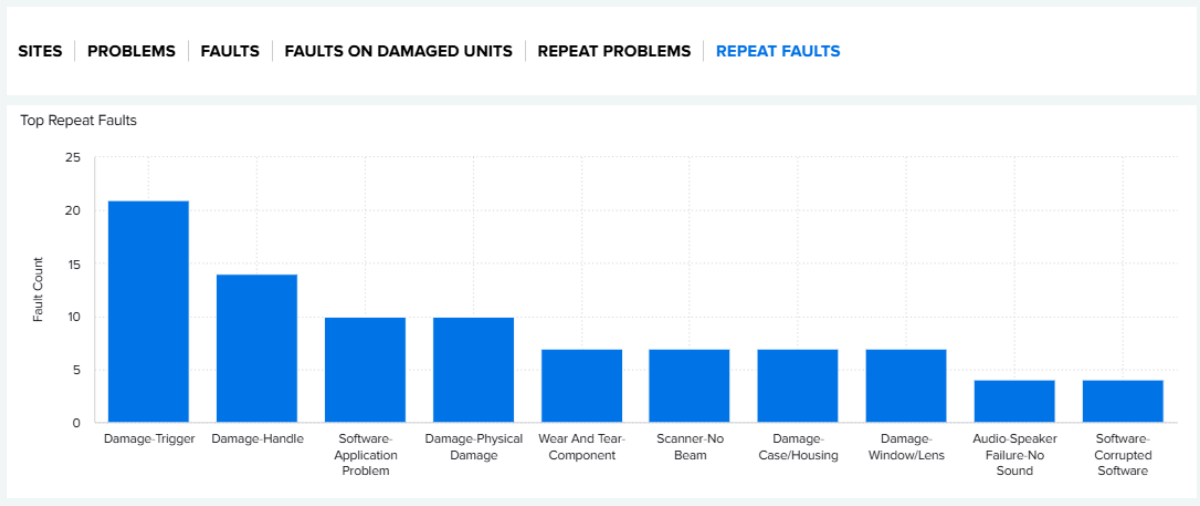


Provides a Pareto bar chart ranking of Top Problems identified for repeat repairs completed during the selected date range.

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.	• Available with VisibilityIQ Foresight.
		• Data available for mobile computers and Zebra Link-OS mobile printers, when applicable.
		• For printers
		  • Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.
		  • Zebra Link-OS printers only.

Battery Level	Provides insights on the average battery level reported by Site, Device Model, and Individual Device for the specified date range.	• Data available for mobile computers and Zebra Link-OS mobile printers, when applicable.
		• For printers
		  • Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.
		  • Zebra 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.	• Available with VisibilityIQ Foresight. • Requires Zebra Data Analytics (ZDS) agent enabled on Zebra Android devices and Internet access from devices. • Zebra Android devices only.

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.	• Provide top sites with the most events reported.
		• Available with Visibility Foresight.
		• Data available for mobile computers and Zebra Link-OS printers, when applicable.
		• For printers
		  • Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.
		  • Zebra Link-OS printers only.

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.	• Available with VisibilityIQ Foresight.
		• For mobile computers
		  • Requires Zebra Data Analytics (ZDS) agent enabled on Zebra Android devices and Internet access from devices.
		  • Zebra Android devices only.
		• For printers
		  • Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.
		  • Zebra Link-OS printers only.

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 **decommission** 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 Summary		• Available with Visibility Foresight.
		• Data available for mobile computers, scanners, and Zebra Link-OS printers, when applicable.
		• For printers
		  • Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.
		  • Zebra Link-OS printers only.
		• For scanners
		  • Requires Zebra IoT Connector enabled on Windows or Linux which must first be installed and running.
		  • Supports MP7000, DS36 and DS81 Series Scanners

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 **Utilized**, **Un-Utilized**, and **Out of Contact**.	• Available with Visibility Foresight.
		• Data available for mobile computers, scanners, and Zebra Link-OS printers, when applicable.
		• For printers
		  • Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.
		  • Zebra Link-OS printers only.
		• For scanners
		  • Requires Zebra IoT Connector enabled on Windows or Linux which must first be installed and running.
		  • Supports MP7000, DS36 and DS81 Series Scanners.

Geo Locations	A Geo map shows the last known GPS location of devices.	• Available with VisibilityIQ Foresight. • Requires devices to enable GPS function. • 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.

Newly Activated Devices	Provides insights on newly activated 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.	• Available with Visibility Foresight.
		• Data available for mobile computers and Zebra Link-OS printers, when applicable.
		• For printers
		  • Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.
		  • 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 sites with high number of OOC devices are alerted.	• Provides top sites with the most out of contact devices.
		• 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
		  • Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.
		  • Zebra Link-OS printers only.
		• For scanners
		  • Requires Zebra IoT Connector enabled on Windows or Linux which must first be installed and running.
		  • Supports MP7000, DS36 and DS81 Series Scanners.

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	Provides insight on alerts received from printers and whether the alerts are cleared within specified threshold time limit.	• Available with VisibilityIQ Foresight. • Data available for Zebra Link-OS printers. • 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 Changes	Provides insights on setting changes on printers at company, site, model and individual printer level.	• Available with VisibilityIQ Foresight. • Data available for Zebra Link-OS printers. • Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.
Printer Utilization	Provides insights on the utilization of printers in terms of length printed and label printed.	• Available with VisibilityIQ Foresight. • Data available for Zebra Link-OS printers. • Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.

Total 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.
		• Data available for mobile computers, scanners, and Zebra Link-OS printers, when applicable.
		• For printers
		  • Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.
		  • Zebra Link-OS printers only.
		• For scanners
		  • Requires Zebra IoT Connector enabled on Windows or Linux which must first be installed and running.
		  • Supports MP7000, DS36 and DS81 Series Scanners

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.	• Available with VisibilityIQ Foresight. • Requires Zebra Data Analytics (ZDS) agent enabled on Zebra Android devices and Internet access from devices. • Zebra Android devices only.

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).	• Available with VisibilityIQ Foresight. • Requires Zebra Data Analytics (ZDS) agent enabled on Zebra Android devices and Internet access from devices. • Zebra Android devices only.
Memory (RAM) Utilization by App	Provides insights and recommendations based on last 90 days of memory usage activity.	• Available with VisibilityIQ Foresight. • Requires Zebra Data Analytics (ZDS) agent enabled on Zebra Android devices and Internet access from devices. • Requires Proc Stats to be enabled. • Supports A11 and above and A10 with latest LifeGuard Analytics version. • Zebra Android devices only.
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.	• Alert on top sites with physical memory issues. • Available with Visibility Foresight. • Data available for mobile computers and Zebra Link-OS mobile printers, when applicable.
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.	• Available with VisibilityIQ Foresight. • Requires Zebra Data Analytics (ZDS) agent enabled on Zebra Android devices and Internet access from devices. • Zebra Android devices only.
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.	• Alert on top sites with storage memory issue. • Data available for mobile computers.
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.	• Alert on sites with too much or too little device utilization. • Data available for mobile computers.

Table 3 Detailed Insights > Utilization Menu (Continued)

Report Name	Description	Highlights
WLAN Signal Strength	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. • Friendly names for Access Points (APs) can be uploaded through the report settings. • Data available for mobile computers. • 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.
WWAN (Cellular) Utilization	Provides insights and recommendations based on last 90 days of cellular usage activity.	• Available with VisibilityIQ Foresight. • Requires Zebra Data Services (ZDS) agent enabled on Zebra Android devices and Internet access from devices. • Zebra Android devices only.

Battery

The Battery menu displays additional information.

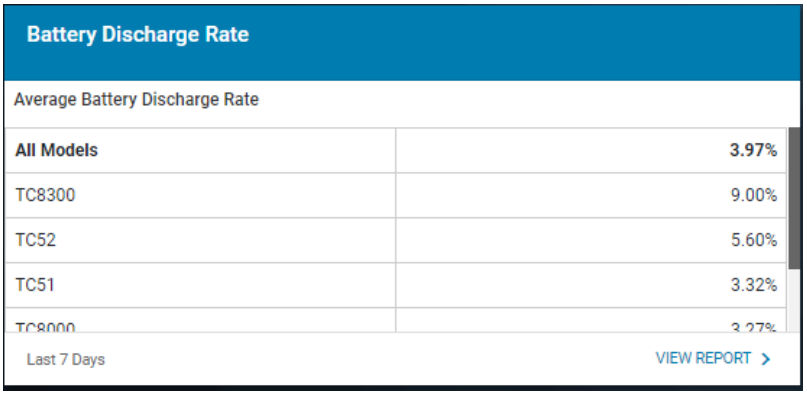
Battery Discharge Rate

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.

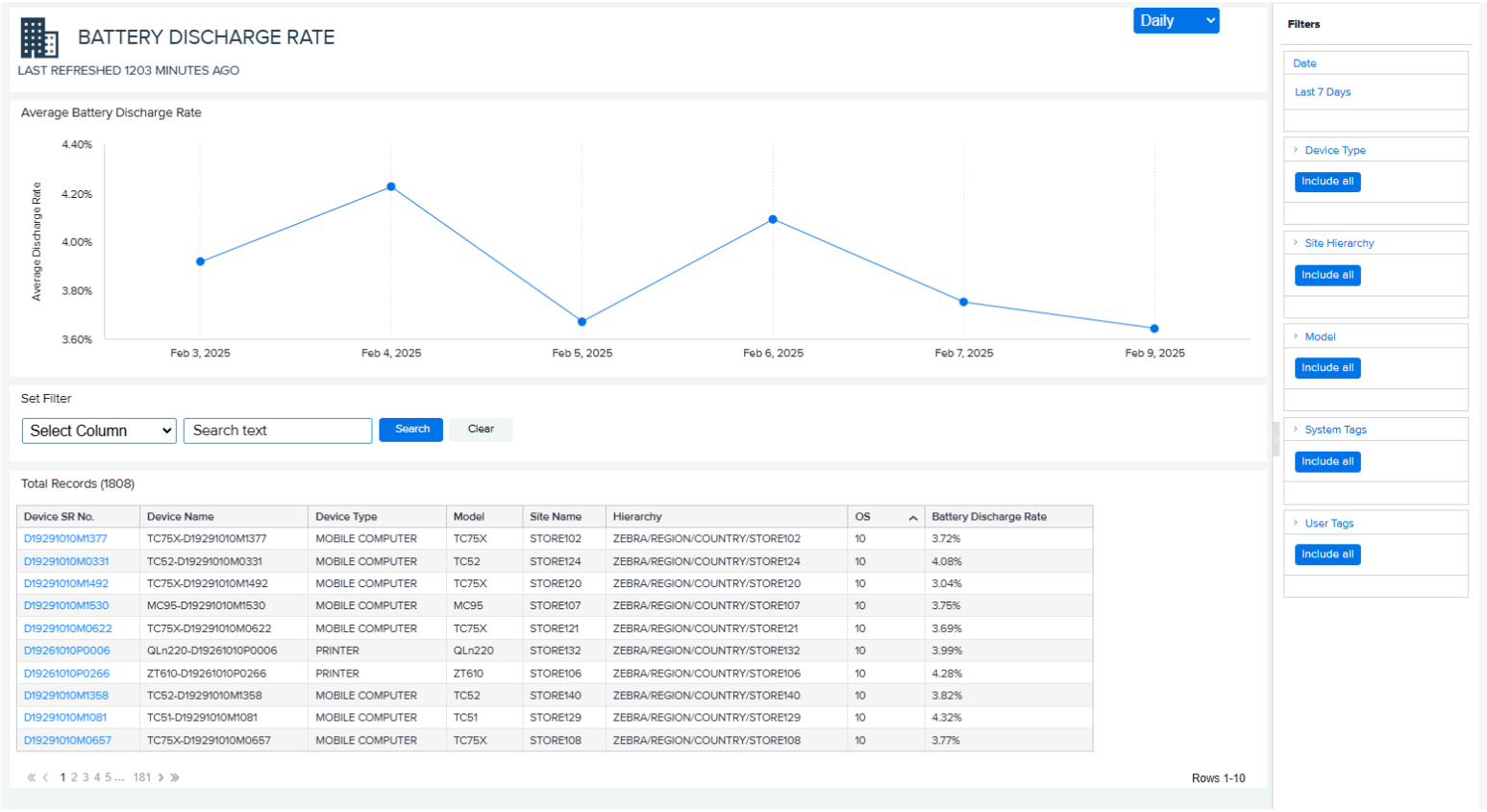
Tile View

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.



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.

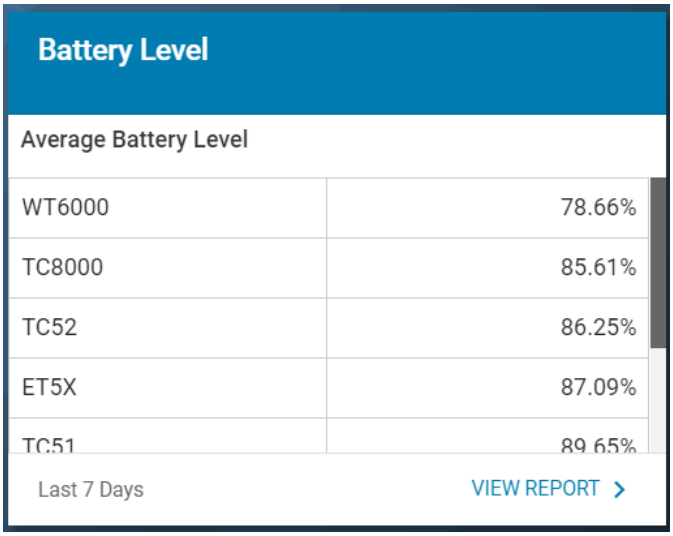
Battery Level

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.

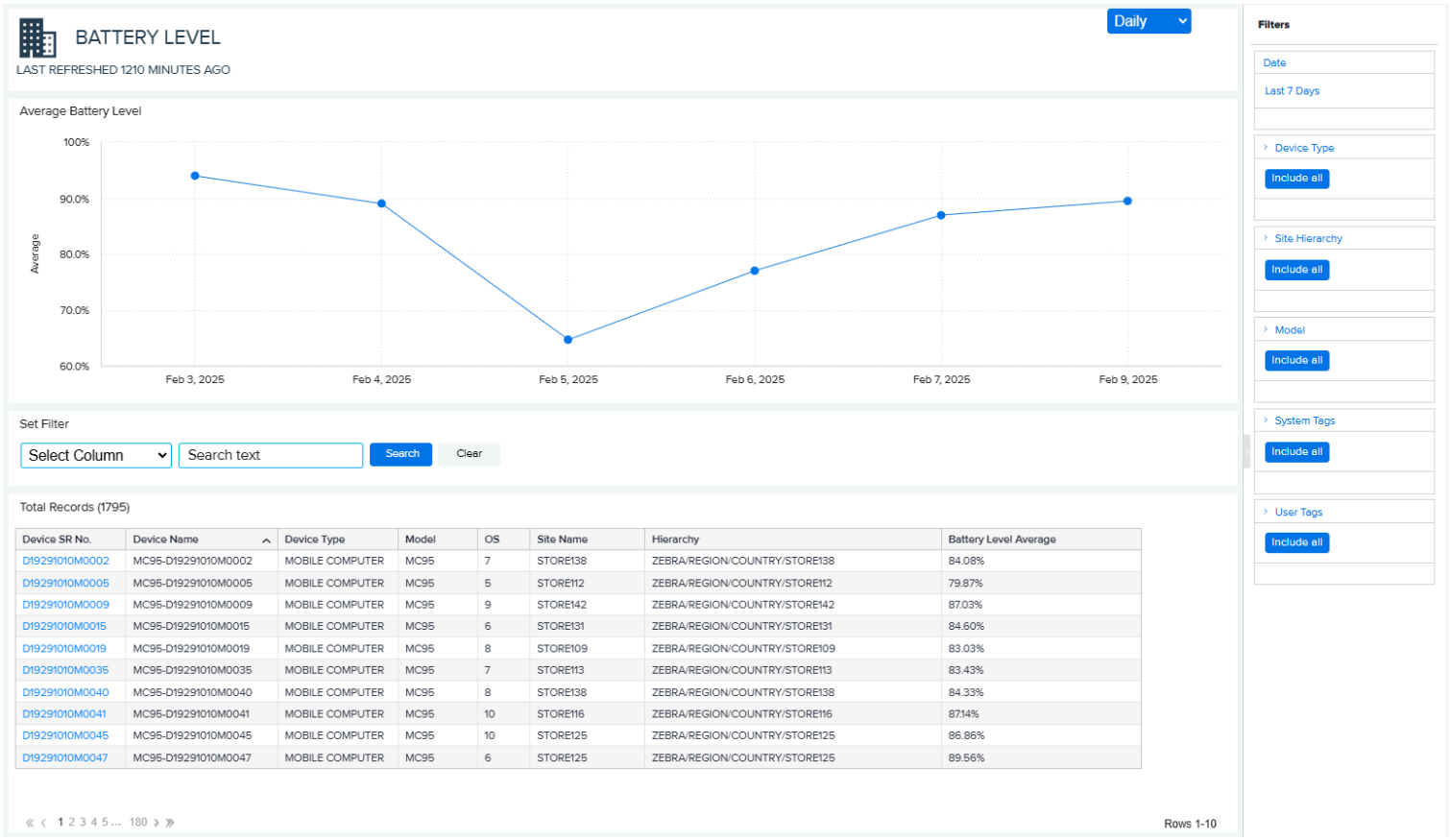
Tile View

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.



Expanded View

The expanded view shows additional information.



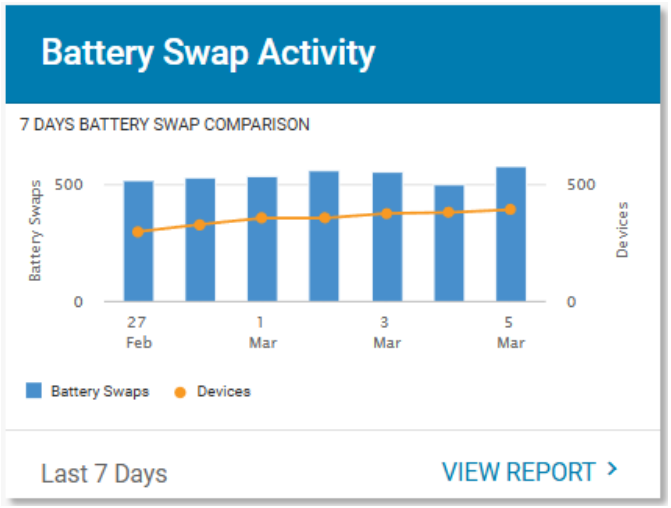
1. Graph
   - The default reflects the average battery level across all models at an enterprise level. Selecting any other model from the model filter on the right allows you to view battery-level data for that model.
   - Additional filters, such as device type, site hierarchy, system tags, and user 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.

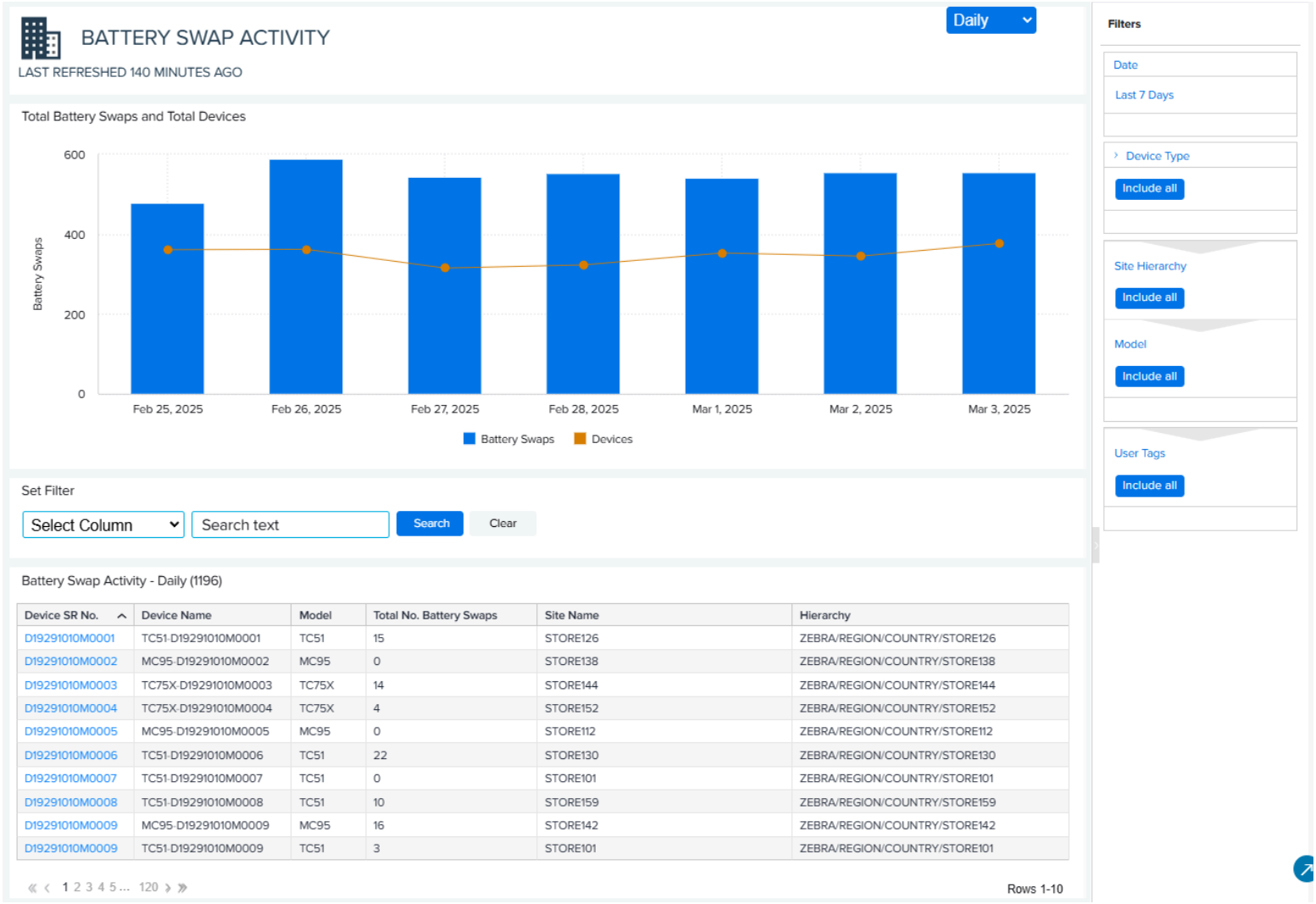
Tile View

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

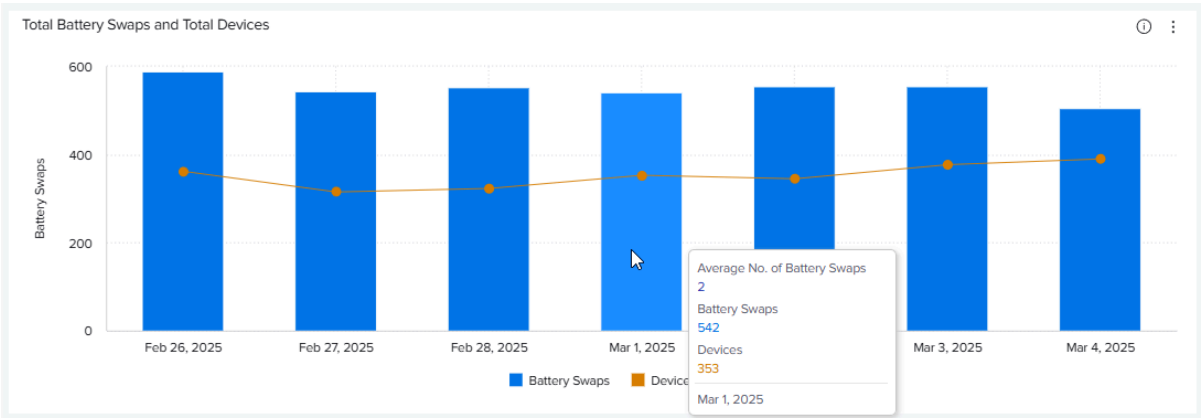


Expanded View

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.

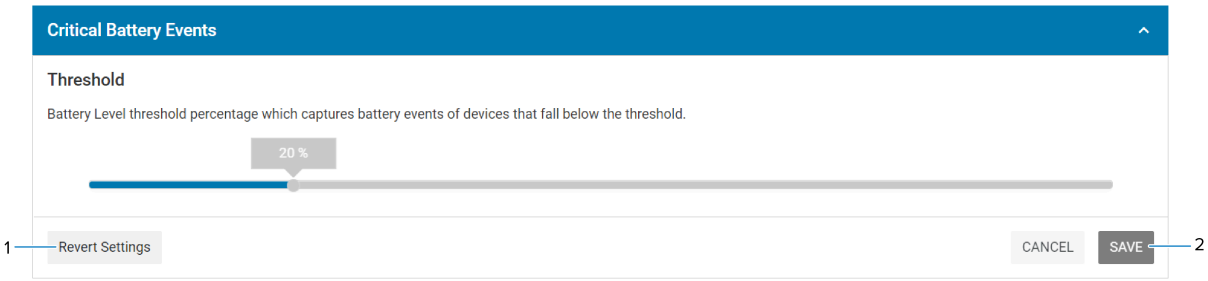
Report Settings

An admin can modify the report threshold values.

1. Click **Settings** > **Report Settings**.

   The **Report Settings** screen displays.

2. Click **Critical Battery Events**.



   The **Threshold** settings screen displays.

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

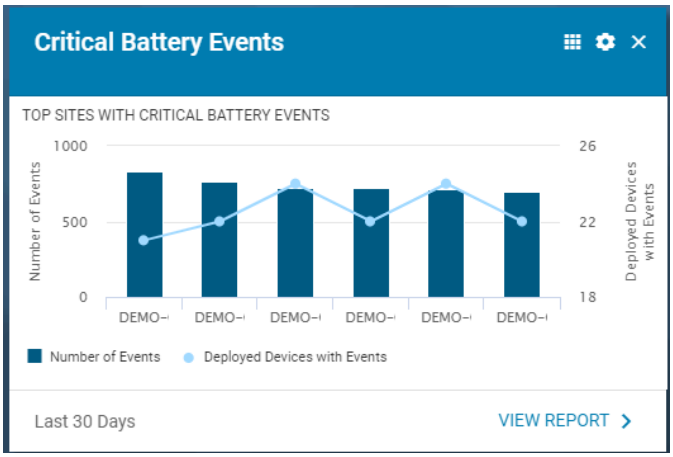
   The change is set to be reflected in the upcoming data load, and the count of critical battery events is to be determined by the new value.

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)**.

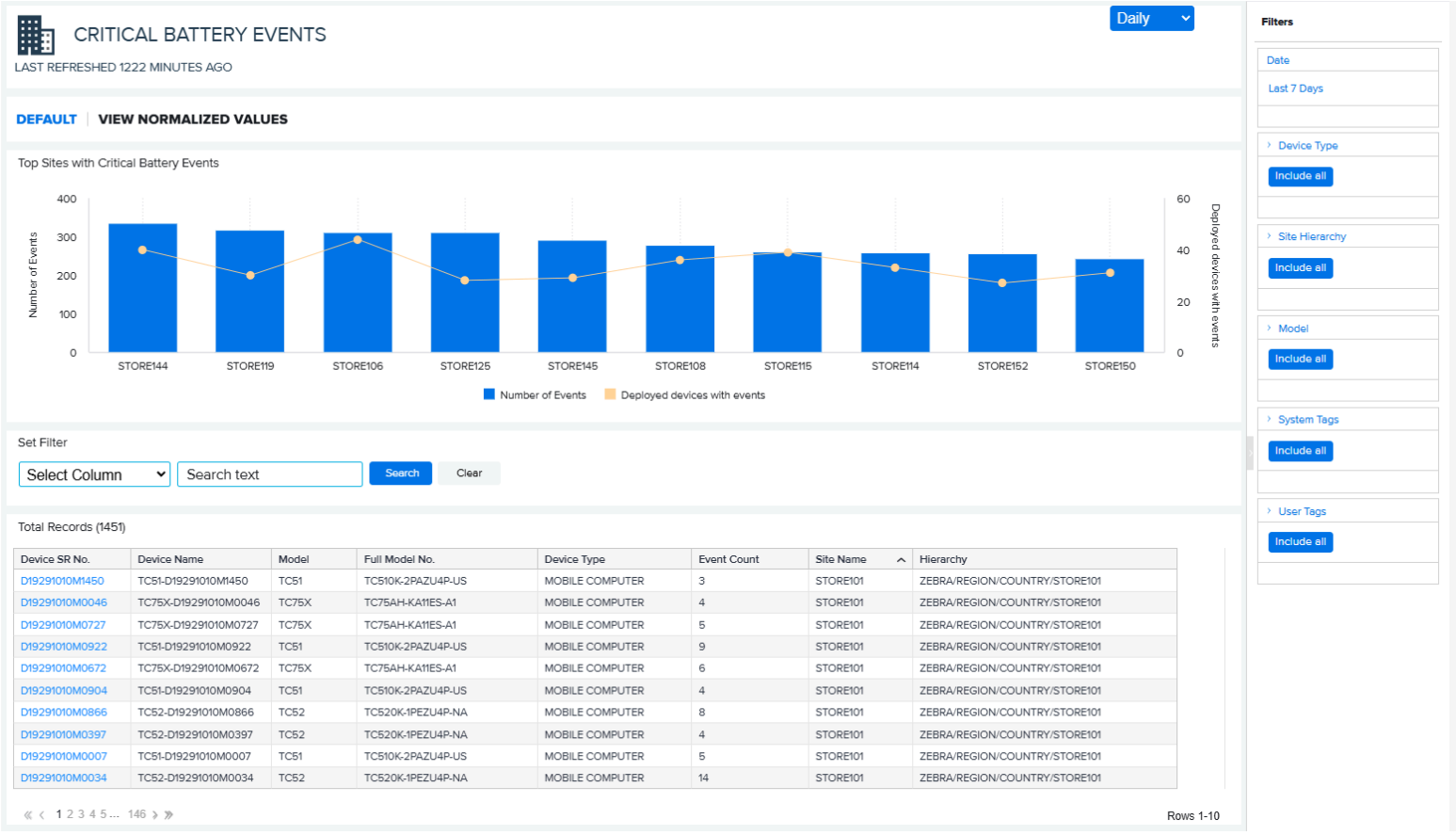
Tile View

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

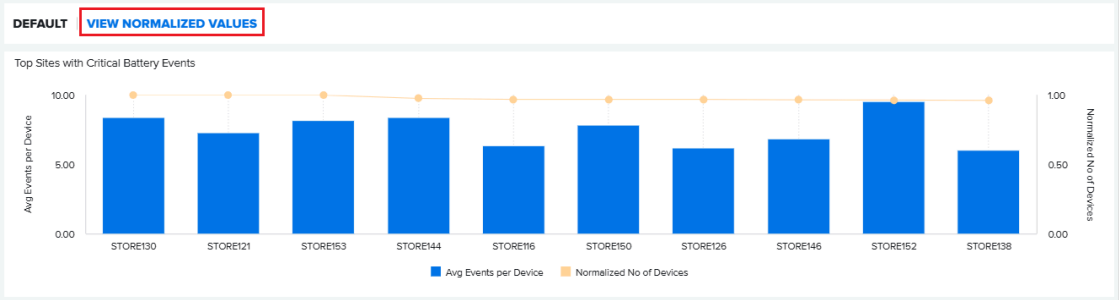


Expanded View

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.

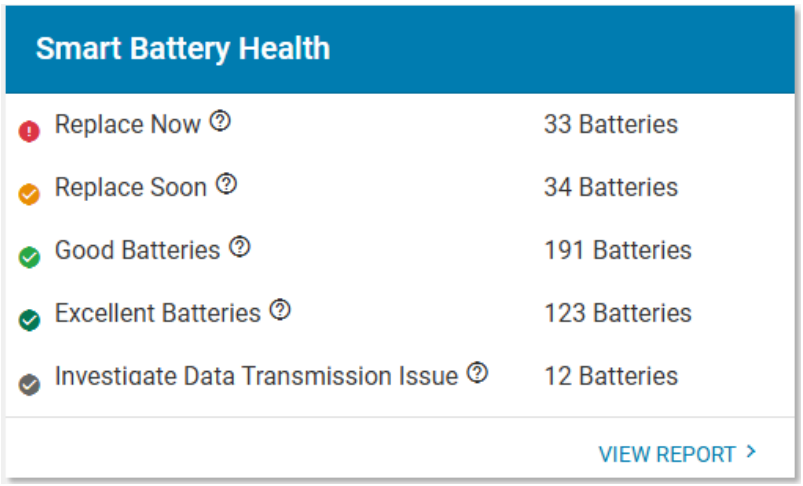
Smart Battery Health

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.



Tile Alert Threshold Settings

An admin can modify the report threshold values.

The default values for the tile settings are as shown:

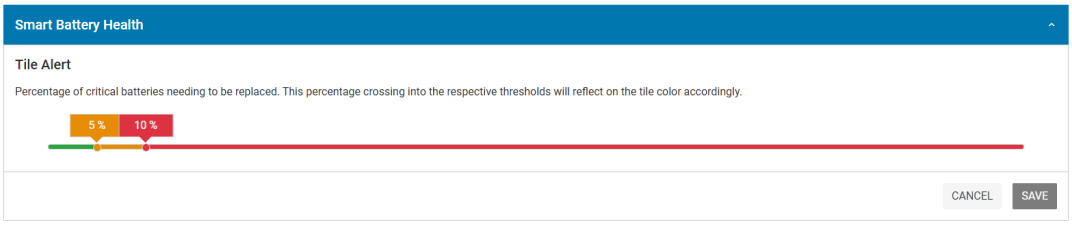
- **Red** - The number of batteries in the **Replace Now** condition is greater than 10% of all batteries.
- **Amber** - The number of batteries in the **Replace Now** condition is between 5% and 10% of all batteries.
- **Green** - The number of batteries in the **Replace Now** condition is less than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

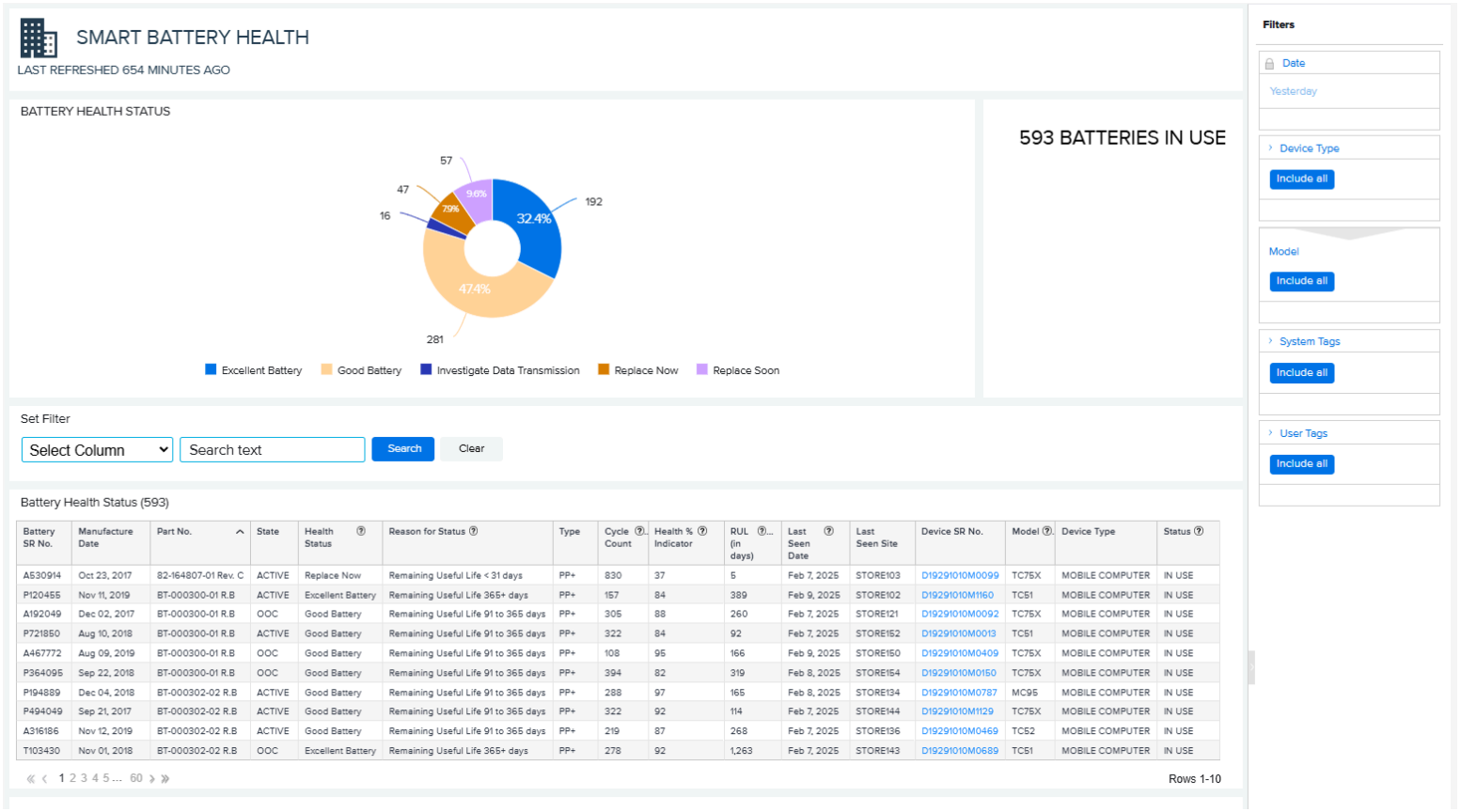


The **Threshold** settings screen displays.

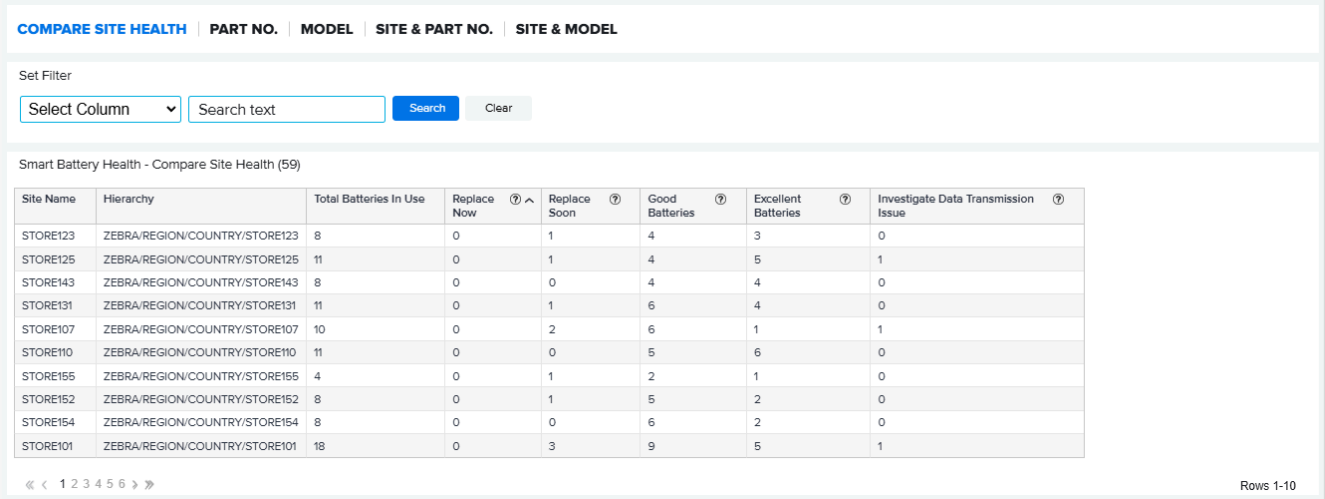
3. Drag the sliders to the desired value, and then click **Save**.
4. To reset the value back to the default, click **Revert Settings**.

Expanded View

The expanded view shows additional information.



Battery SR No.	Manufacture Date	Part No.	State	Health Status	Reason for Status	Type	Cycle Count	Health % Indicator	RUL (in days)	Last Seen Date	Last Seen Site	Device SR No.	Model	Device Type	Status
A530914	Oct 23, 2017	82-164807-01 Rev. C	ACTIVE	Replace Now	Remaining Useful Life < 31 days	PP+	830	37	5	Feb 7, 2025	STORE103	D19291010M0099	TC75X	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	OOC	Good Battery	Remaining Useful Life 91 to 365 days	PP+	305	88	260	Feb 7, 2025	STORE121	D19291010M0092	TC75X	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	OOC	Good Battery	Remaining Useful Life 91 to 365 days	PP+	108	95	166	Feb 9, 2025	STORE150	D19291010M0409	TC75X	MOBILE COMPUTER	IN USE
P364095	Sep 22, 2018	BT-000300-01 R.B	OOC	Good Battery	Remaining Useful Life 91 to 365 days	PP+	394	82	319	Feb 8, 2025	STORE154	D19291010M0150	TC75X	MOBILE COMPUTER	IN USE
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	MC95	MOBILE COMPUTER	IN USE
P494049	Sep 21, 2017	BT-000302-02 R.B	ACTIVE	Good Battery	Remaining Useful Life 91 to 365 days	PP+	322	92	114	Feb 7, 2025	STORE144	D19291010M1129	TC75X	MOBILE COMPUTER	IN USE
A316186	Nov 12, 2019	BT-000302-02 R.B	ACTIVE	Good Battery	Remaining Useful Life 91 to 365 days	PP+	219	87	268	Feb 7, 2025	STORE136	D19291010M0469	TC52	MOBILE COMPUTER	IN USE
T103430	Nov 01, 2018	BT-000302-02 R.B	OOC	Excellent Battery	Remaining Useful Life 365+ days	PP+	278	92	1,263	Feb 7, 2025	STORE143	D19291010M0689	TC51	MOBILE COMPUTER	IN USE



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

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.

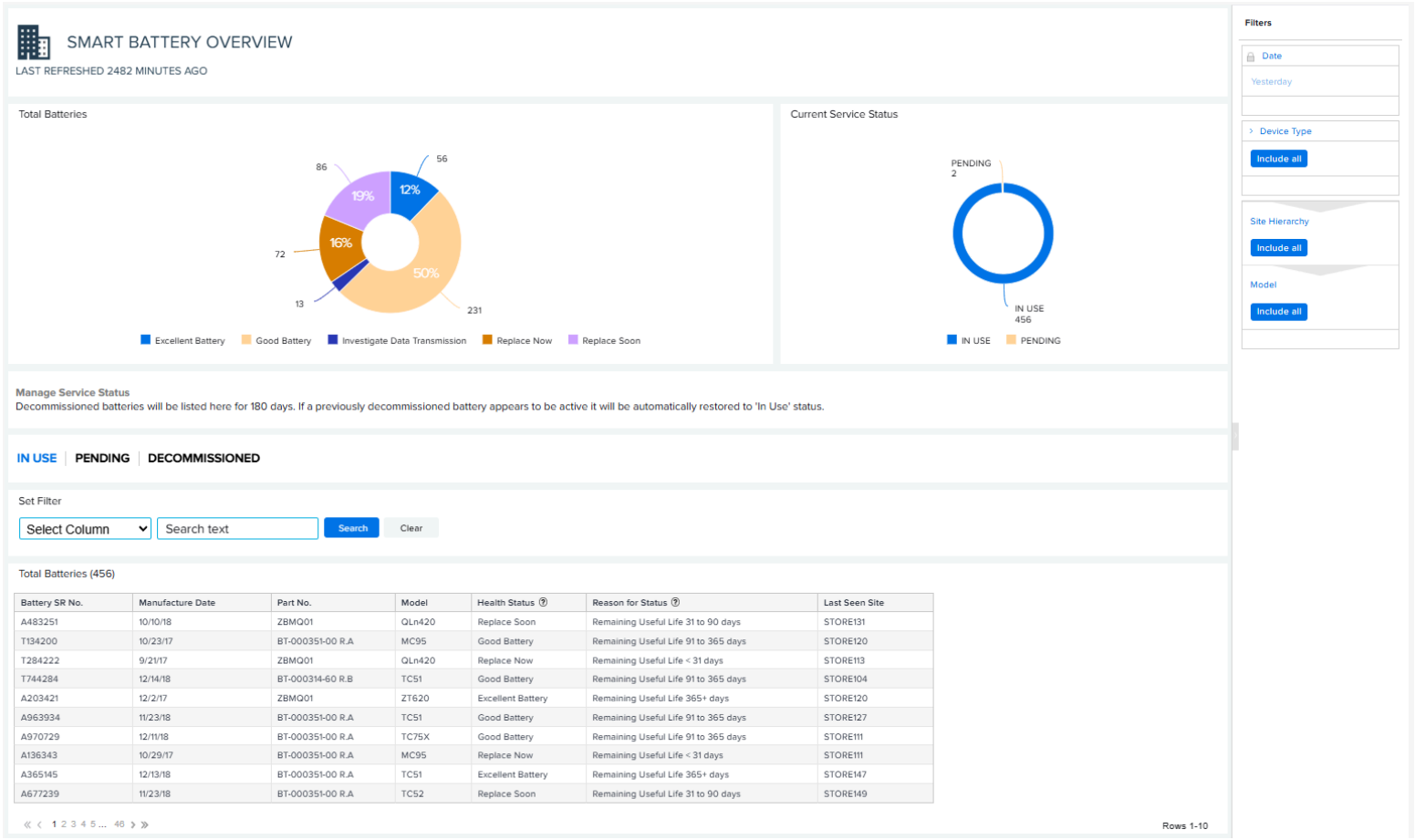
A battery is considered **bad** when it reaches a decommissioning threshold, such as a health percentage limit (for example, 80%) or a charge cycle count limit (for example, 500), both may vary and depend on manufacturer recommendations. Whichever threshold is reached first, it can be recommended that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

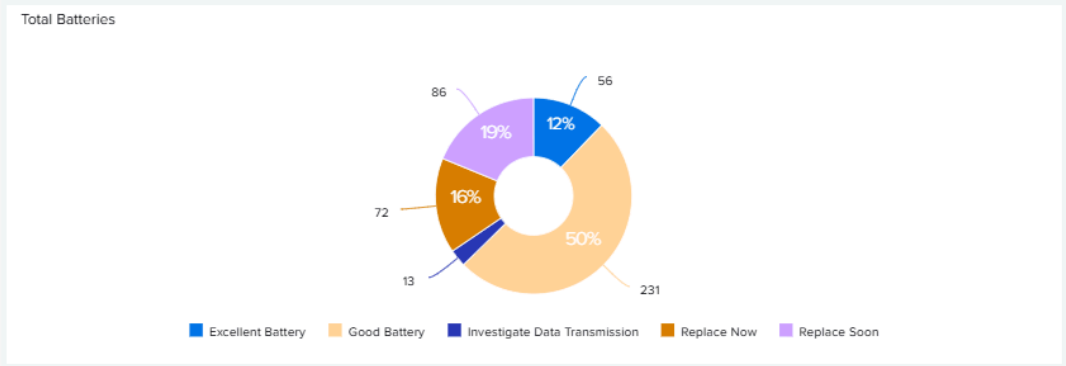


Total Batteries and Current Service Status

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**



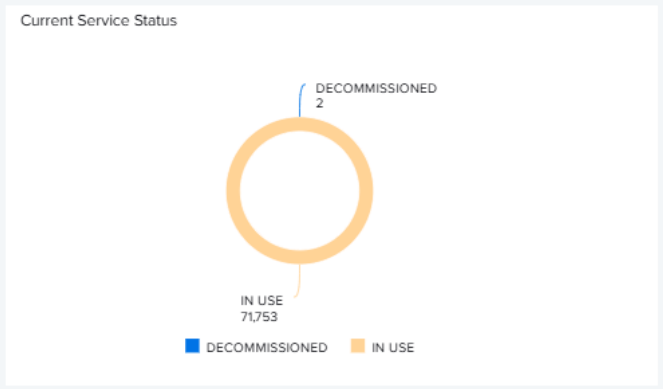
This chart shows the number and percentage breakdown of batteries in different health categories based on the RUL algorithm:

- **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



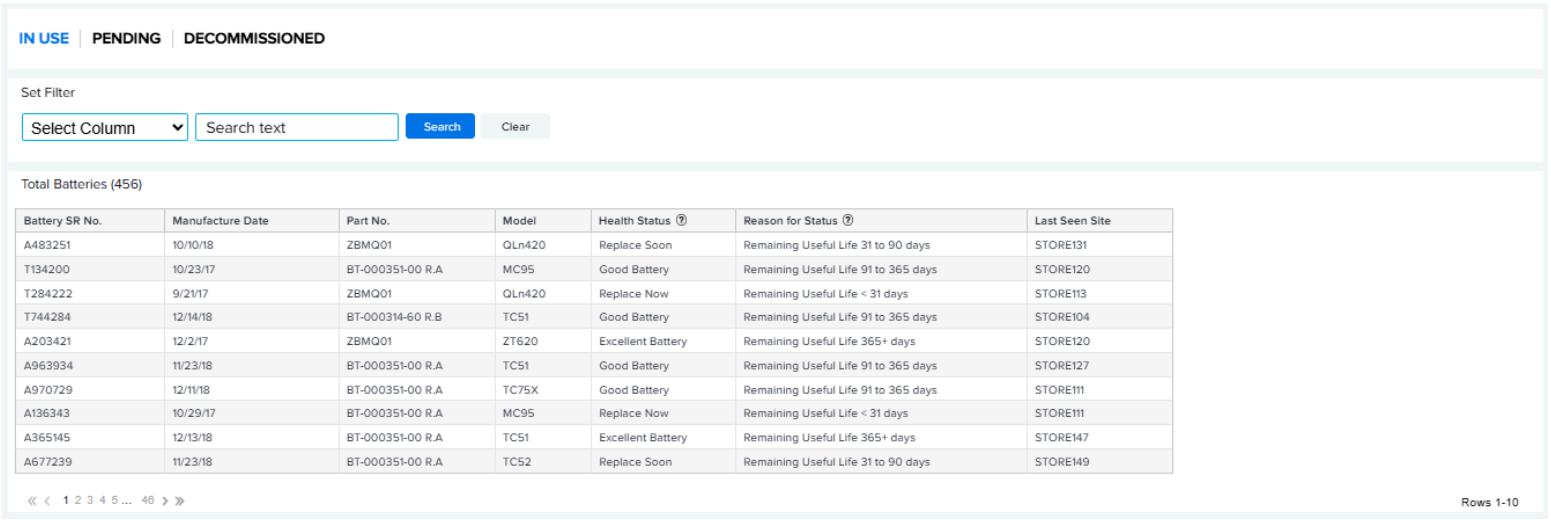
This chart displays the percentage breakdown of batteries in different service status categories:

- **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).

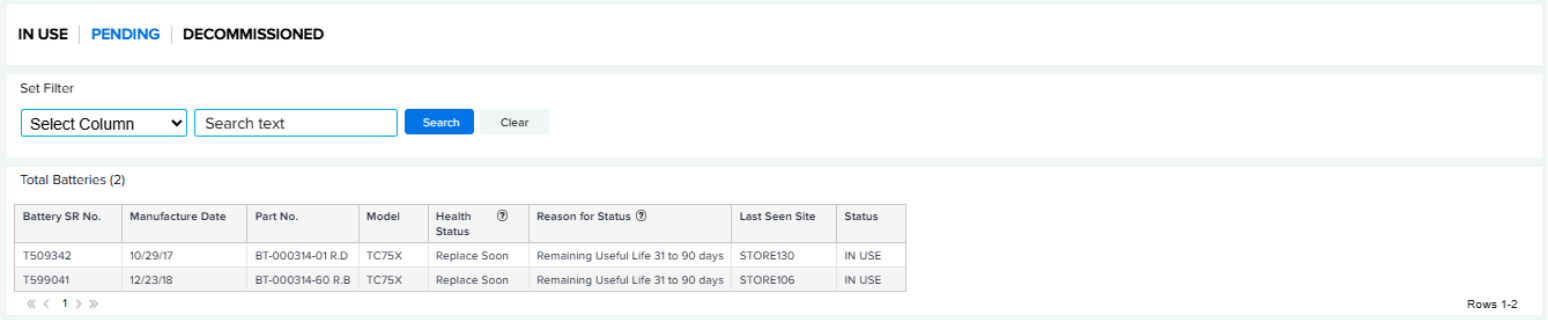


Data Grid Columns:

- 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).



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.

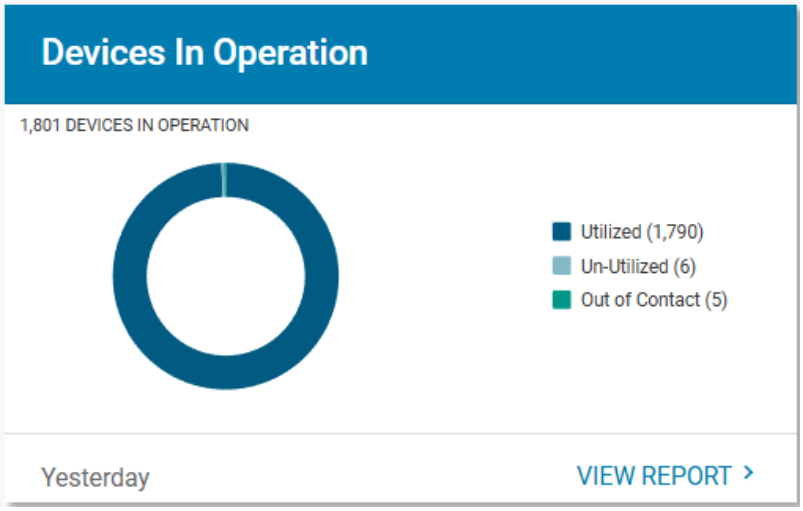
Devices in Operation

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.



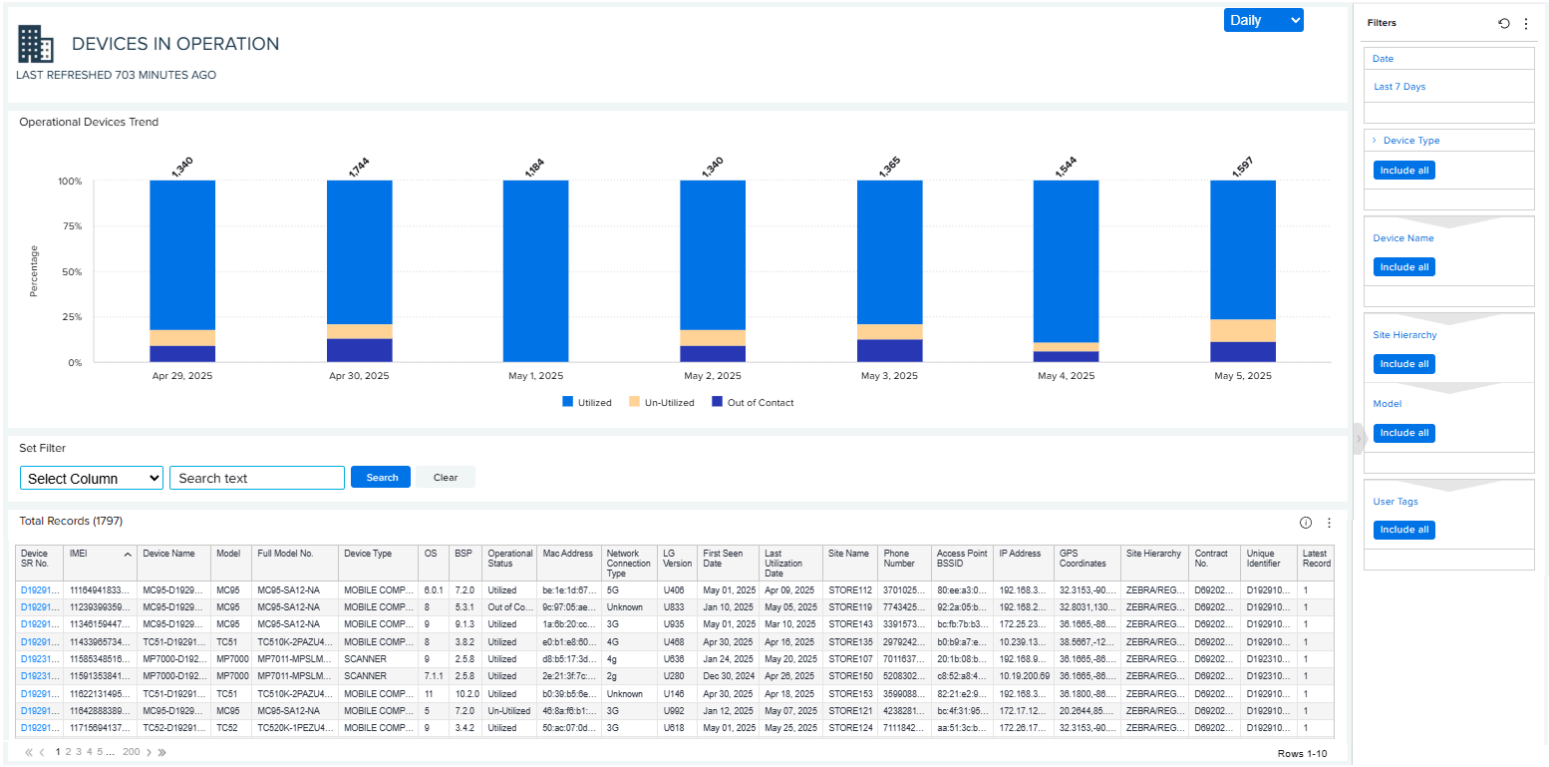
- **Utilized** - A utilized device is a device that meets the criteria defined by the user in the **Utilization Settings** section.

  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.

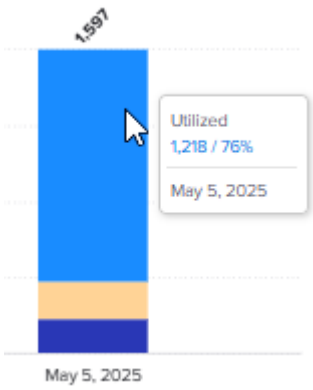
Expanded View

The expanded view shows additional information.

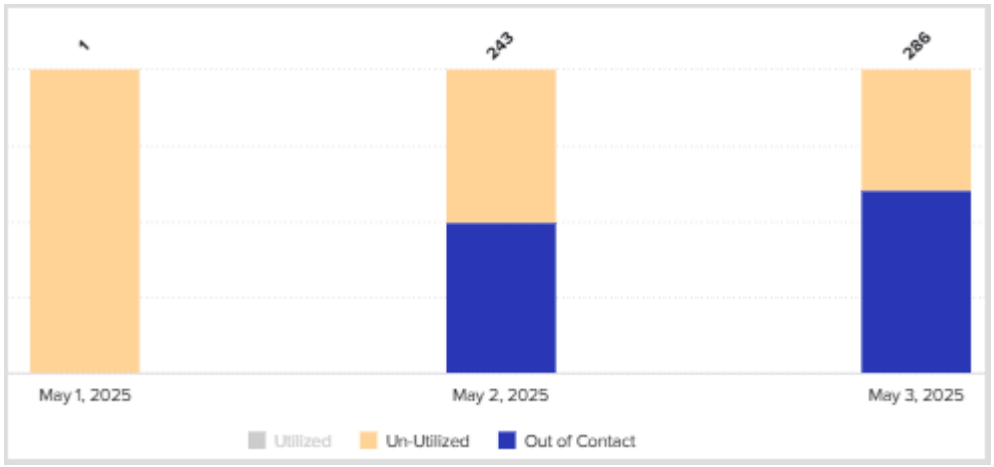


1. Graph
   - Operational Device Trend

     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.

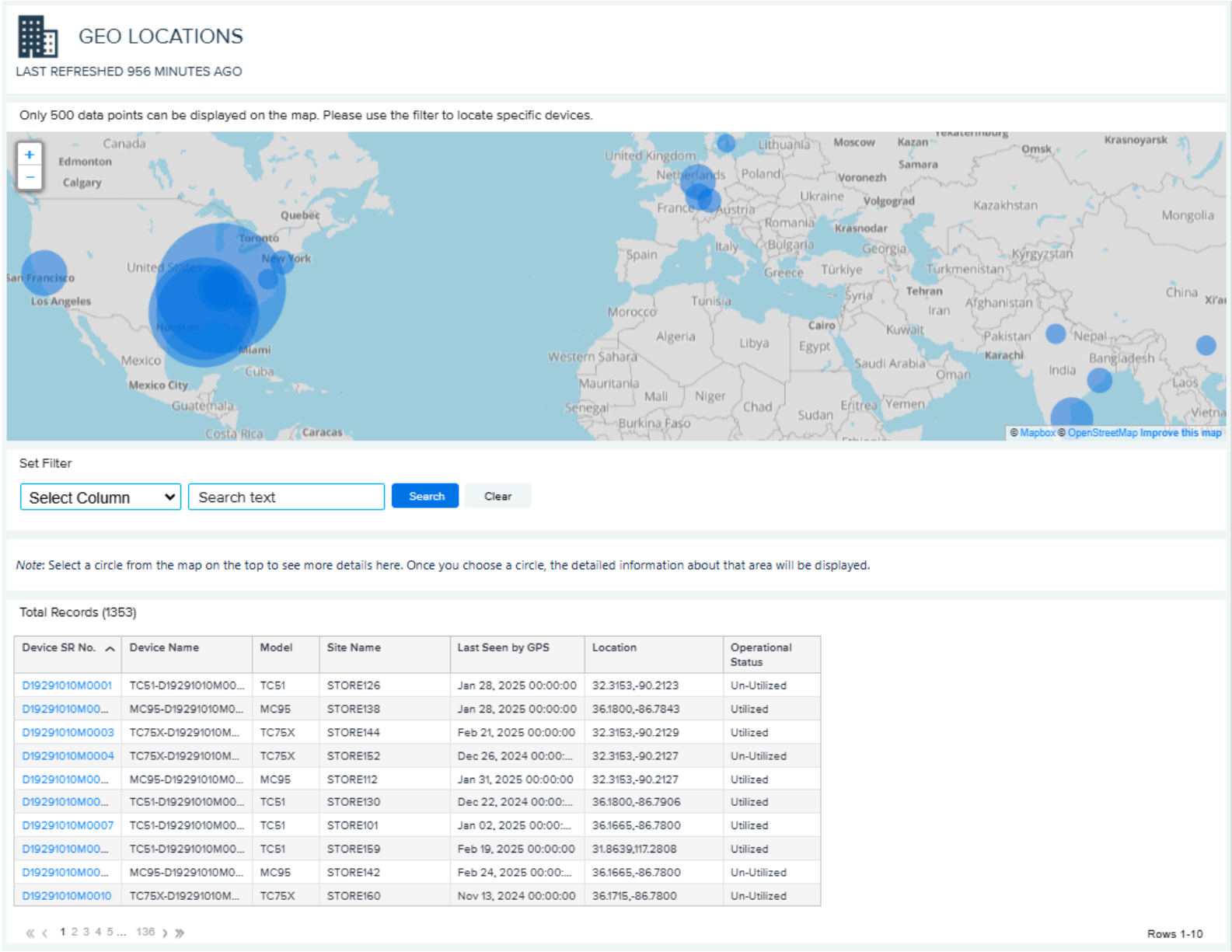
Geo Locations

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.



Date Range Options:

- Yesterday (Default)
- Custom Range

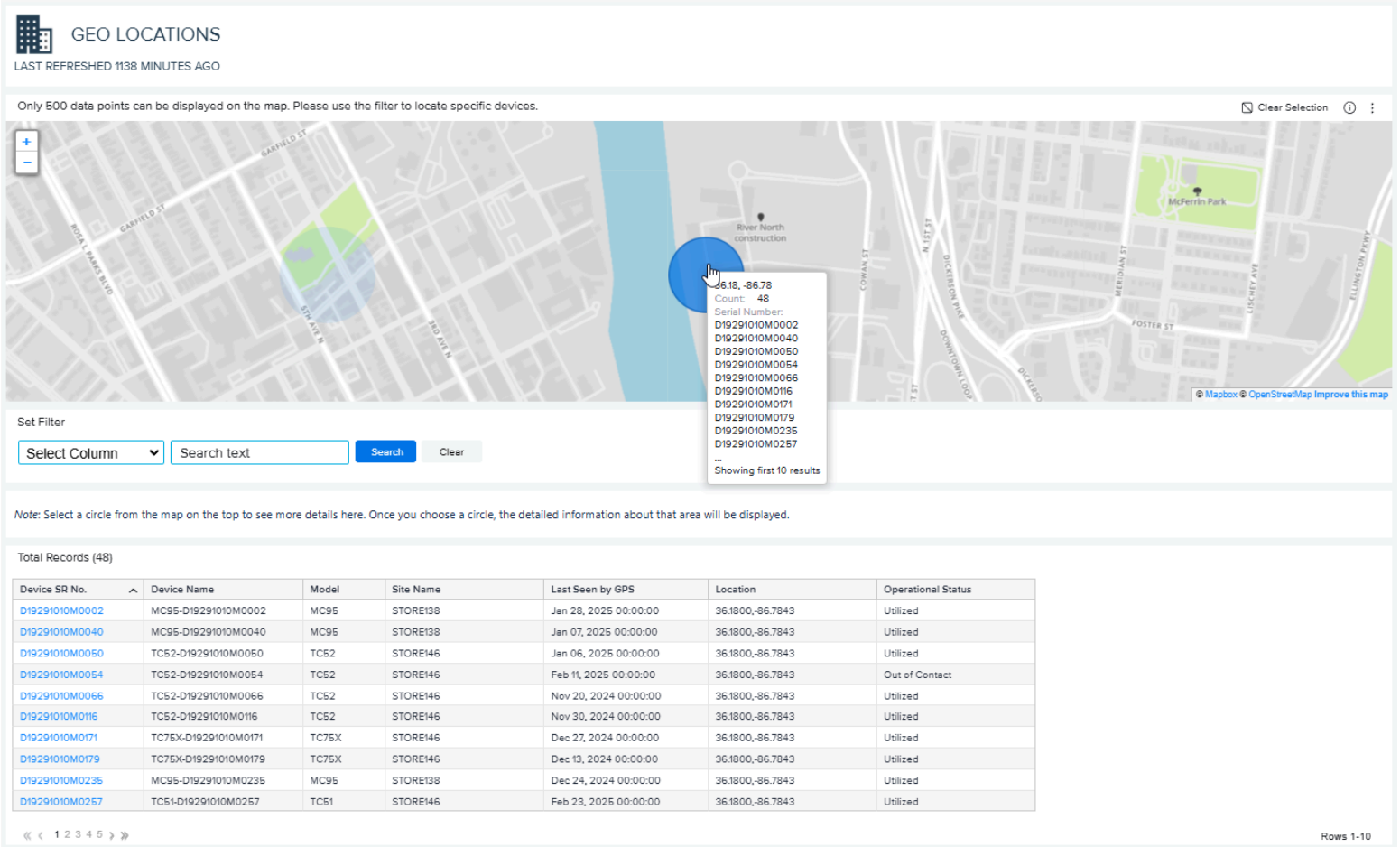
Use Case(s)

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

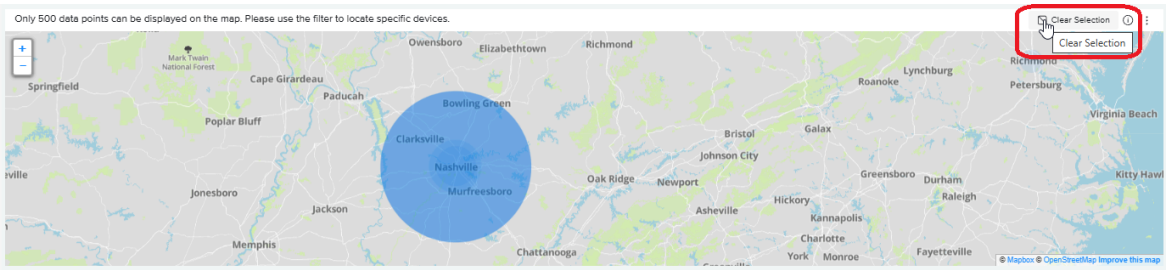
NOTE: This report requires GPS data collection from MDM (for devices enrolled in MDM) and/or from Zebra Data Services (ZDS) agent on Zebra Android devices with Internet access. To enable the data collection on your devices and/or to increase the data collection frequency, use the GPS Data Collection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

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.


Only 500 data points can be displayed on the map. Please use the filter to locate specific devices.
Clear Selection
Clear Selection
Owensboro
Elizabethtown
Richmond
Springfield
Cape Girardeau
Paducah
Bowling Green
Poplar Bluff
Clarksville
Nashville
Murfreesboro
Jonesboro
Jackson
Memphis
Chattanooga
Oak Ridge
Newport
Asheville
Bristol
Johnson City
Galax
Roanoke
Lynchburg
Petersburg
Virginia Beach
Greensboro
Durham
Raleigh
Hickory
Kannapolis
Charlotte
York
Monroe
Fayetteville
© Mapbox © OpenStreetMap Improve this map

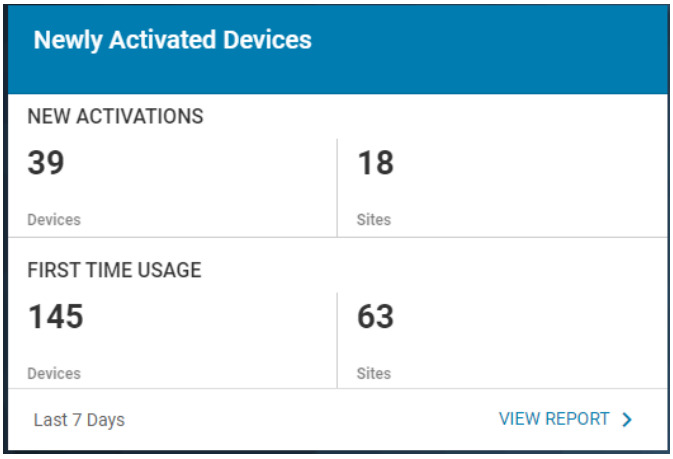
Newly Activated Devices

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.

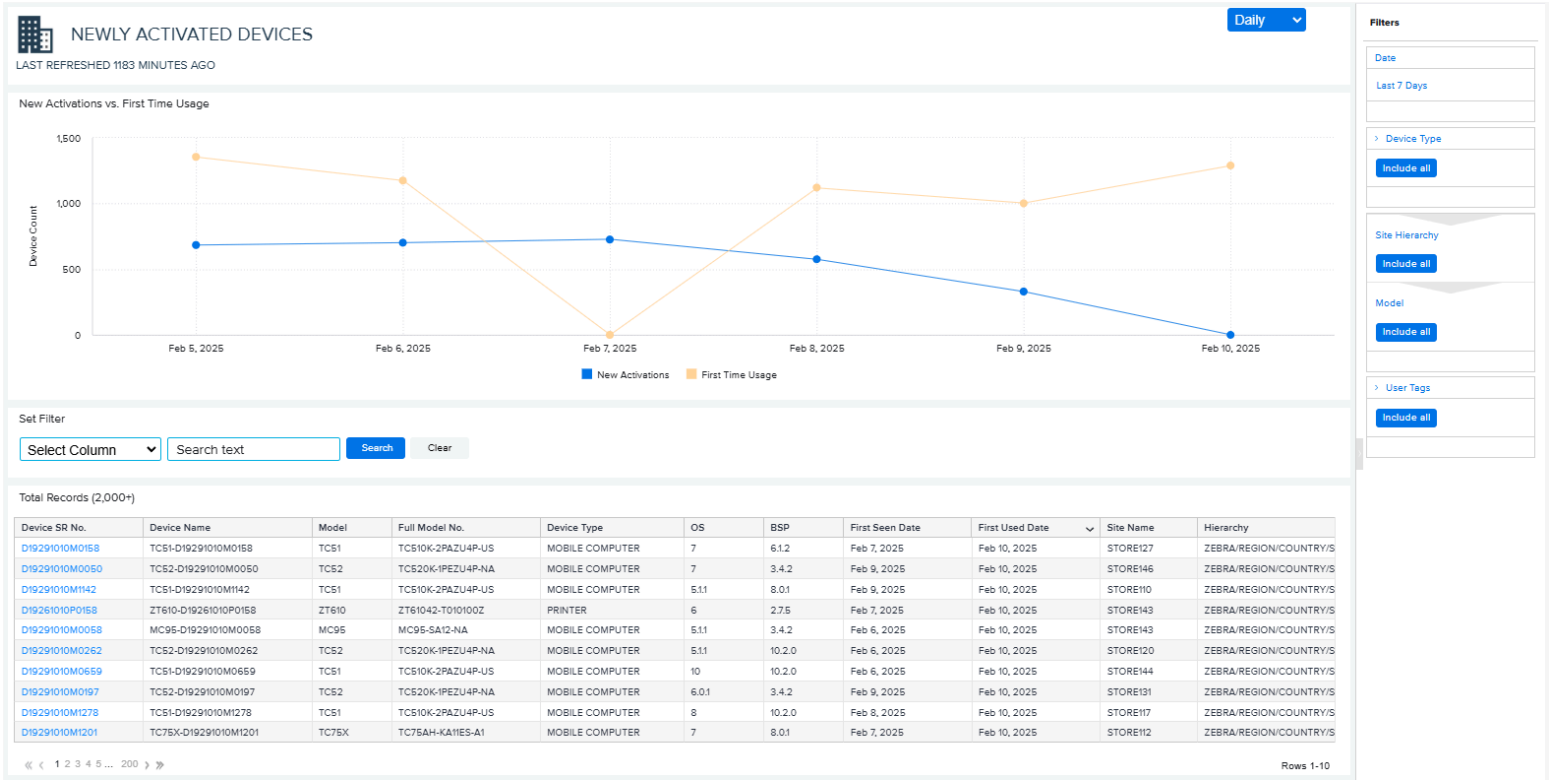
Tile View

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.



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.

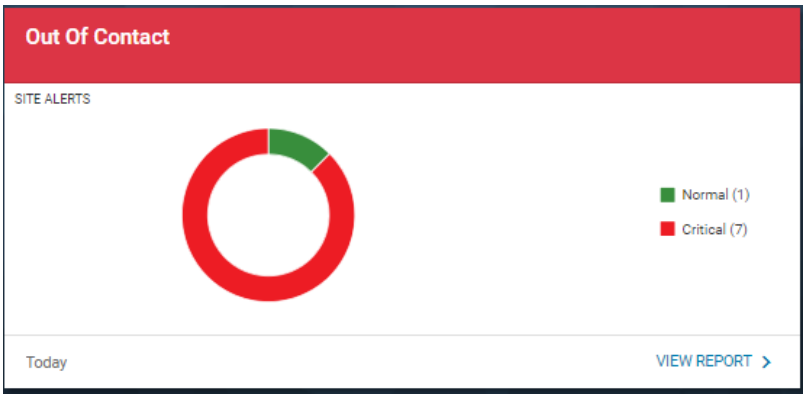
Out of Contact

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.



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

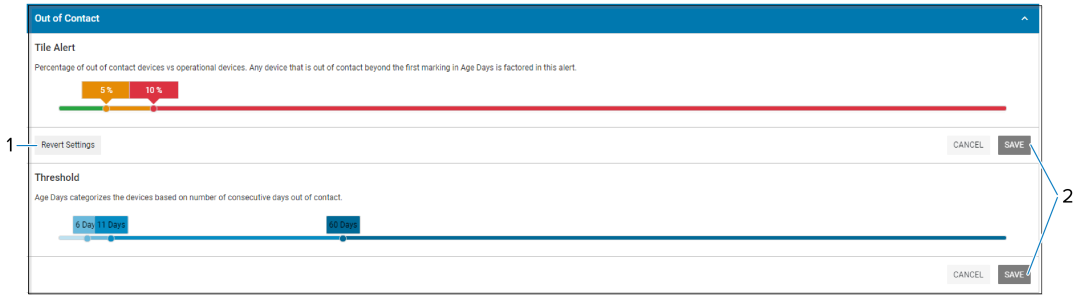
The aging bucket information is displayed on the expanded view of the report, making it easy to view the distribution of the OOC devices with different aging days.

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**.



   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.

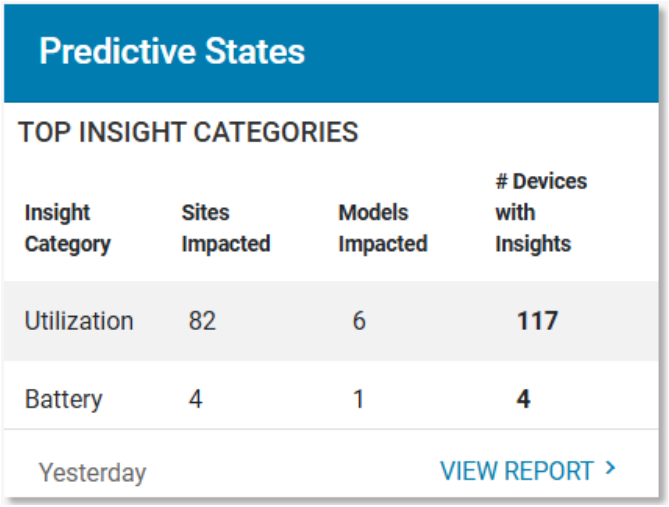
Predictive States

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.

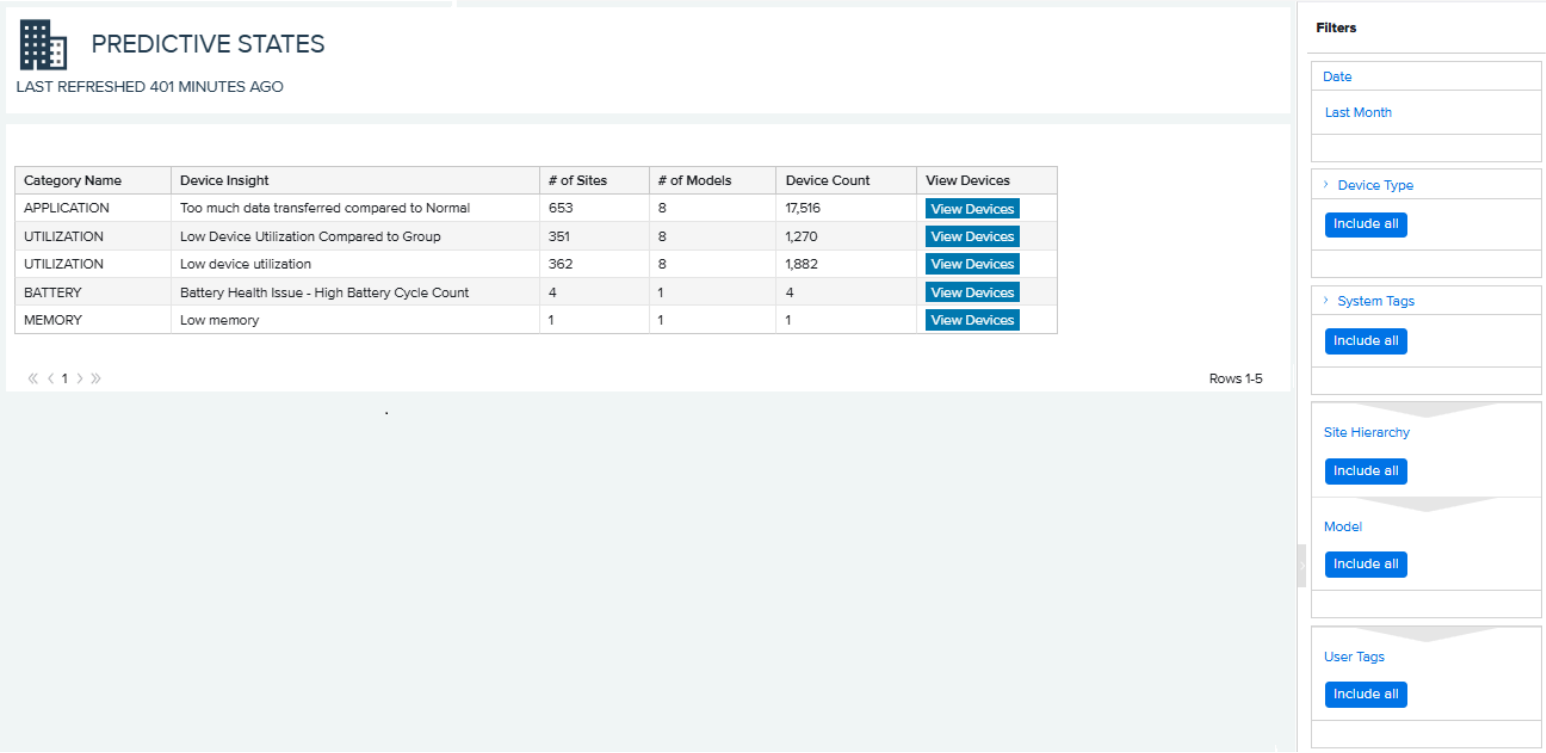
Tile View

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



Expanded View

The expanded view shows additional information.



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.

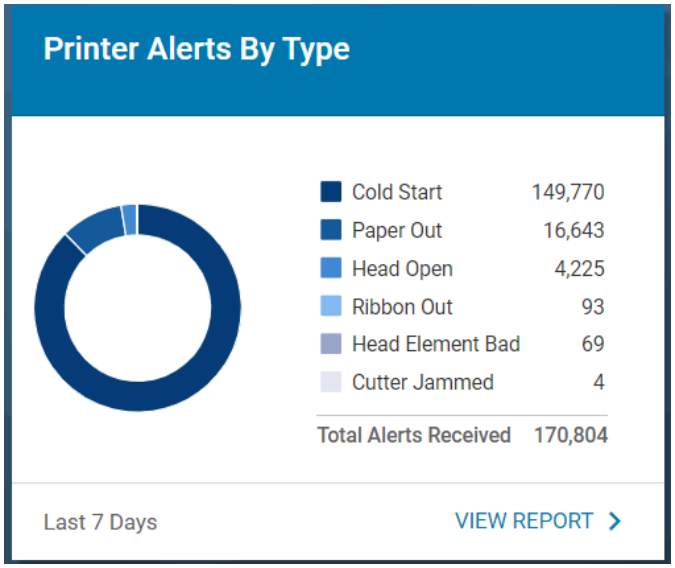
There are nine types of alerts reported from the printer dataset available in this report.

- 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

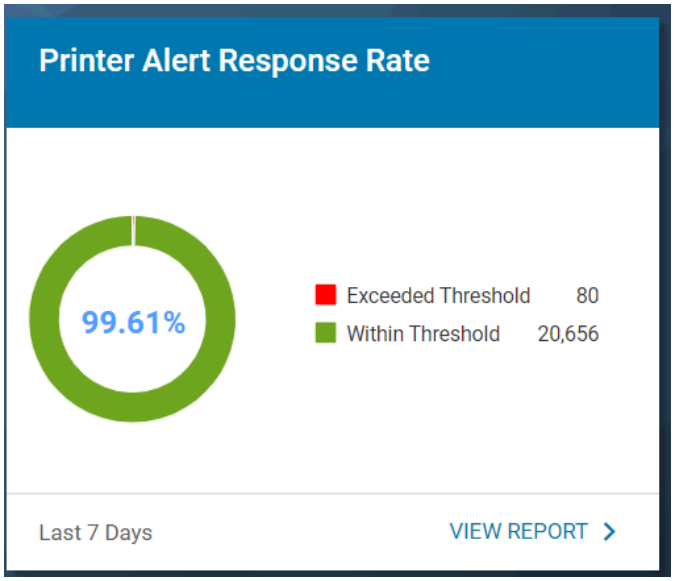
This report provides three tiles to add to the dashboard per needs. Each of the three tiles corresponds to a tab in this report.

1. Printer Alerts by Type



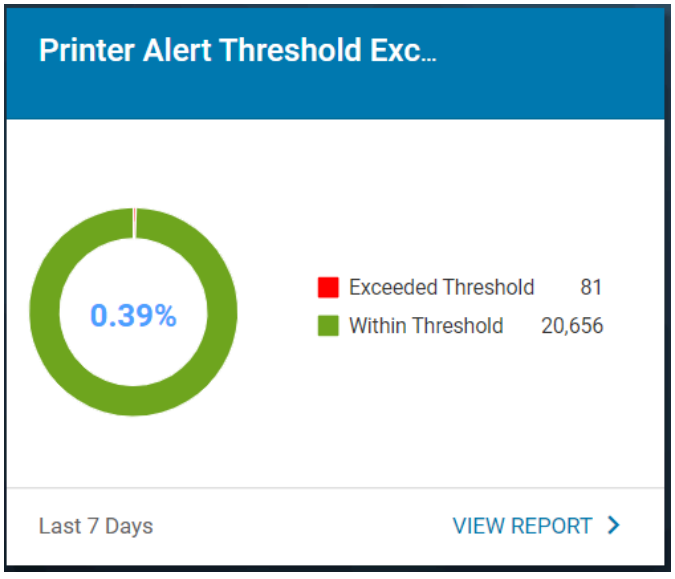
- This tile displays an overview pie chart of all alerts received from the printers in the customer's device fleet. The top 6 alert types with the number of alerts received are displayed for each, and the rest are aggregated into the **+X more** category with the total number of alerts displayed during 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.

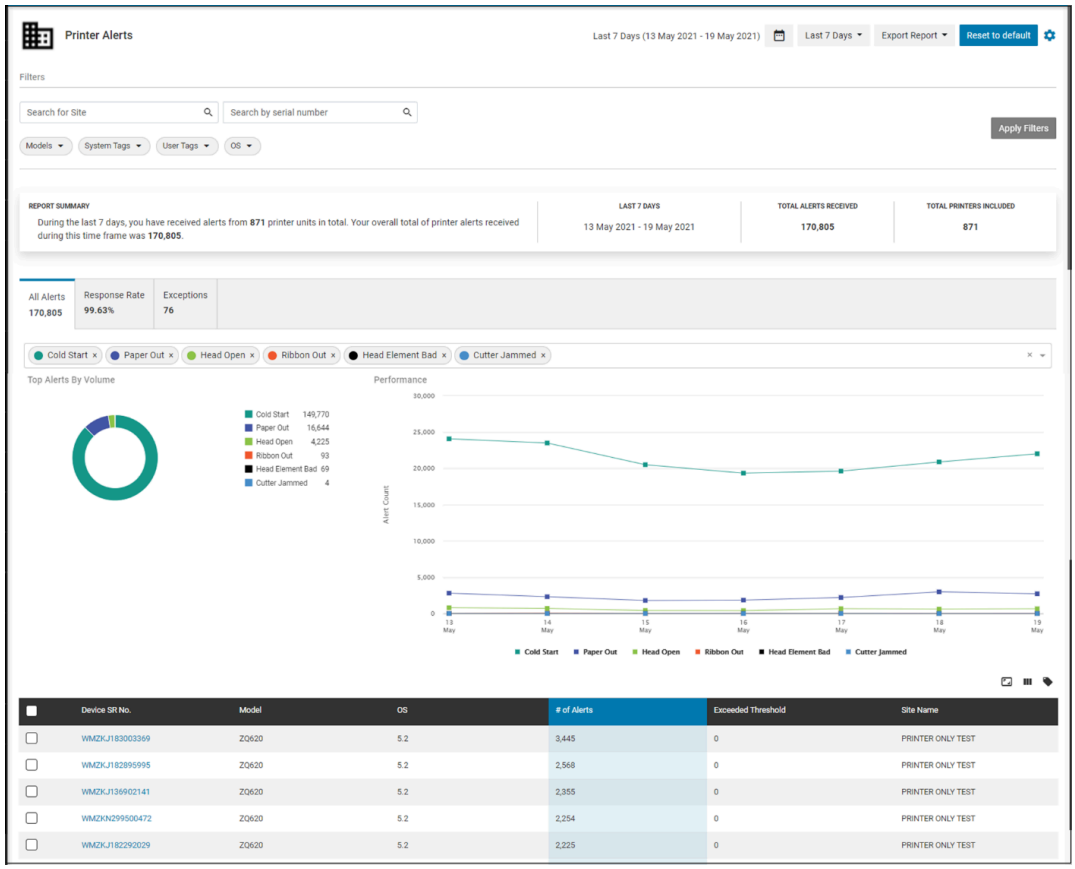
3. Printer Alerts Threshold Exceptions



- 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.



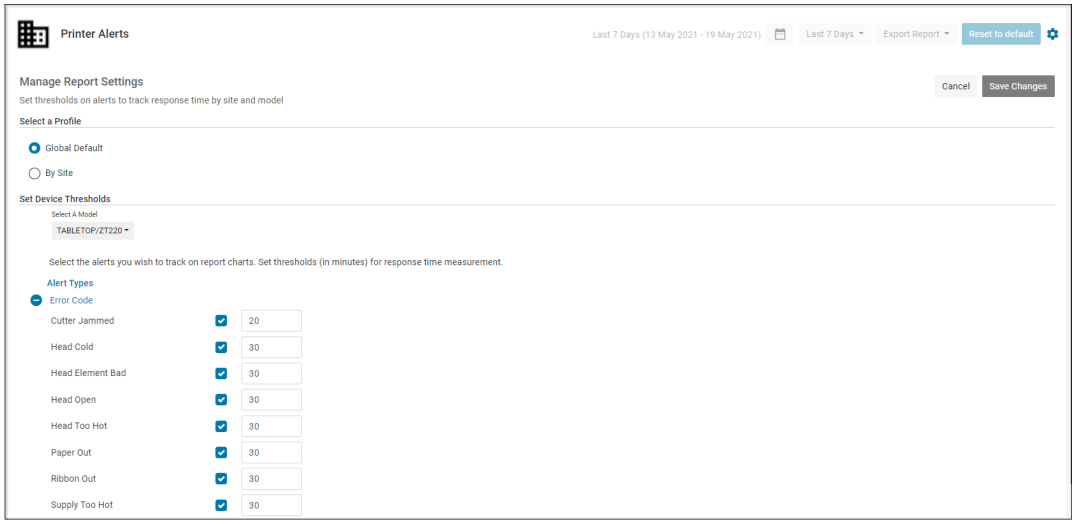
Report Settings

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.

- 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.



- 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).

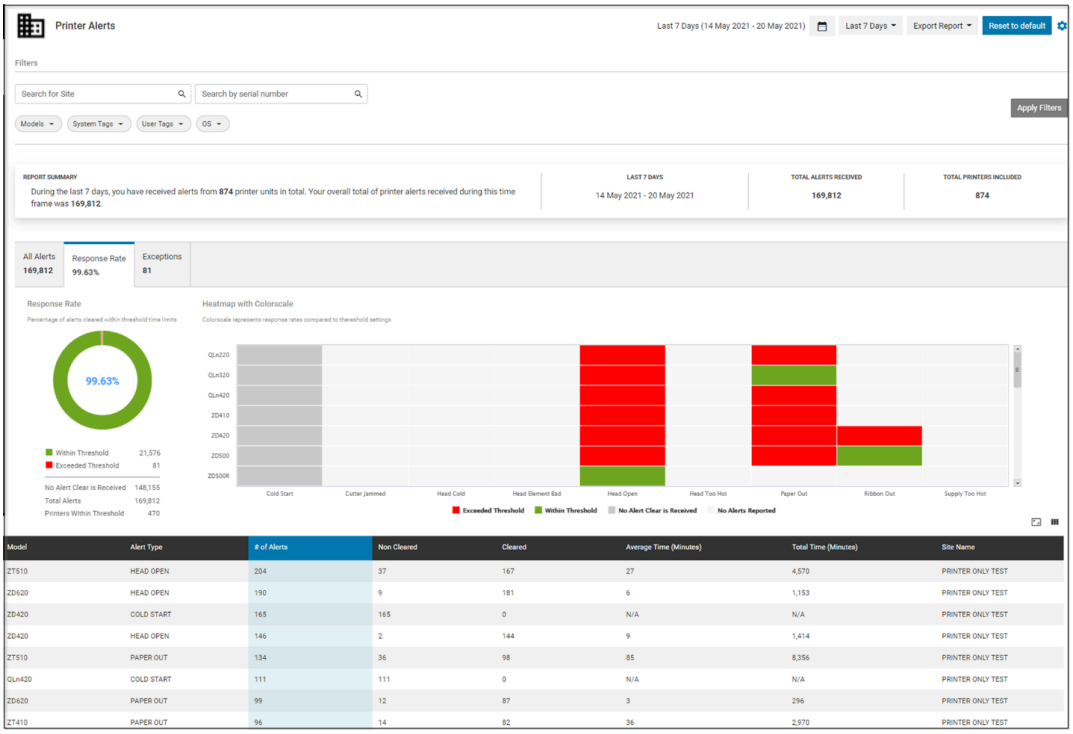
Date Range Options

- 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).

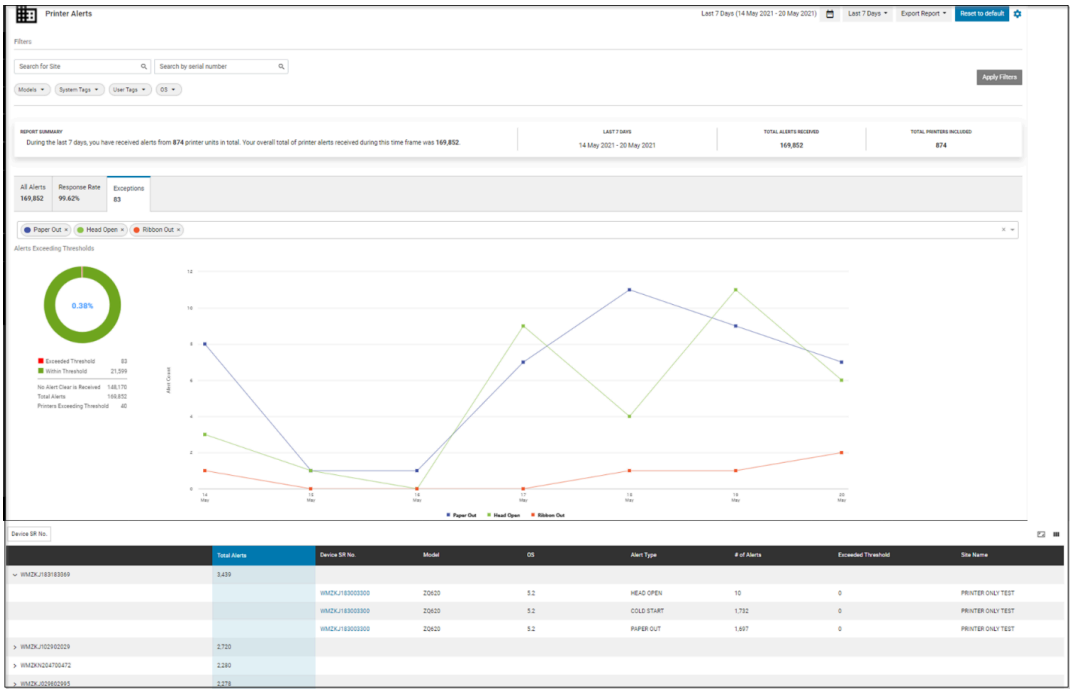
Date Range Options

- 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.

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.

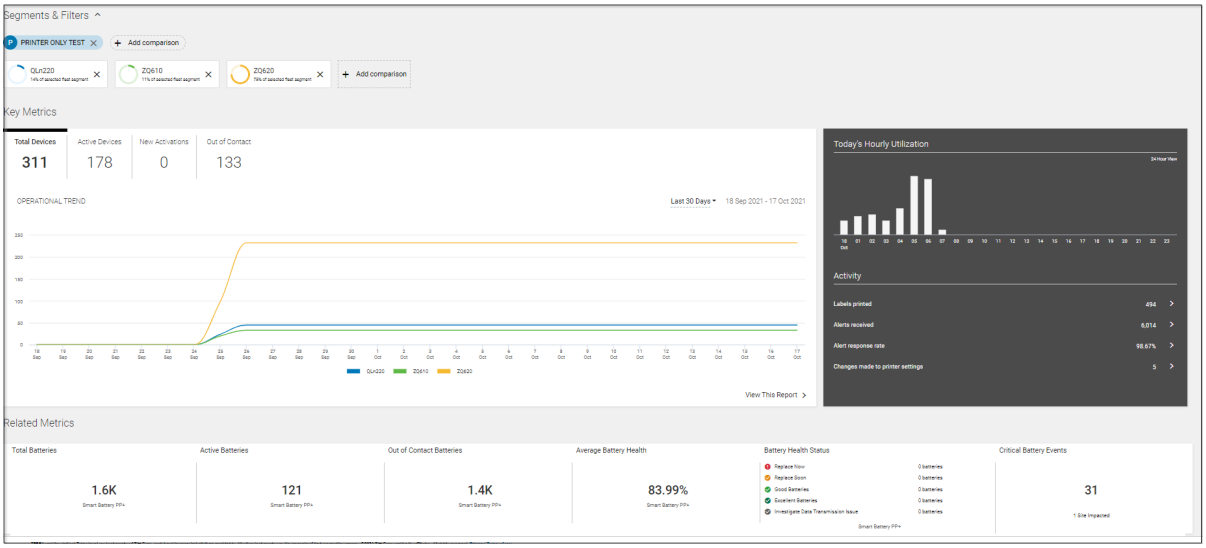
The printer insight summary view empowers technical and non-technical users to understand and leverage business intelligence so that printers can make more informed decisions.

Access the Printer Insights Summary

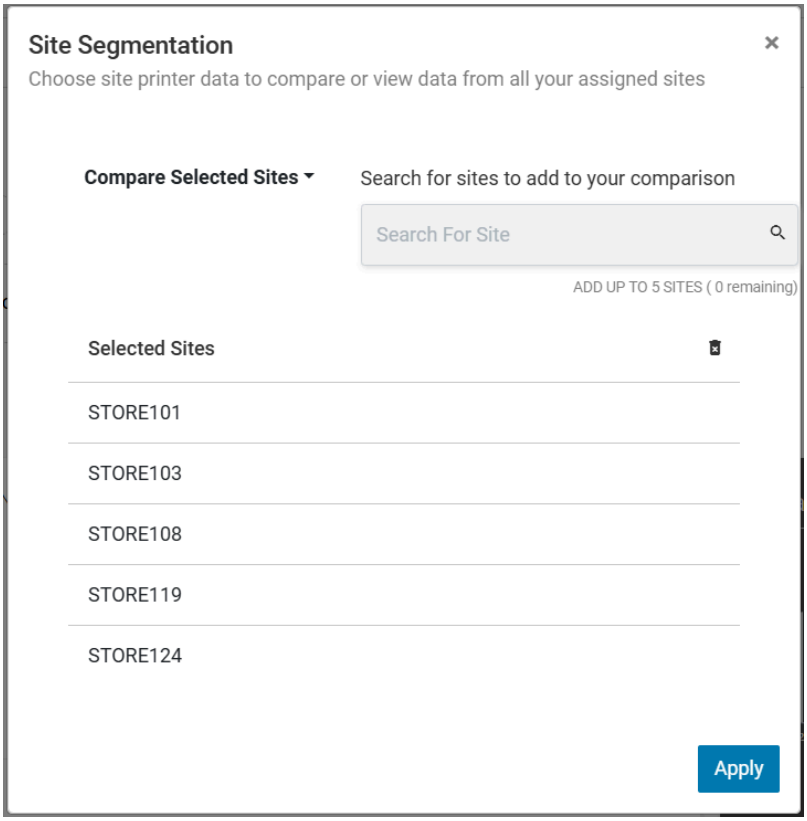
There is no tile view for the printer insights summary page. To access this page, go to **Detailed Insights** > **Printer Insights**.

Expanded View

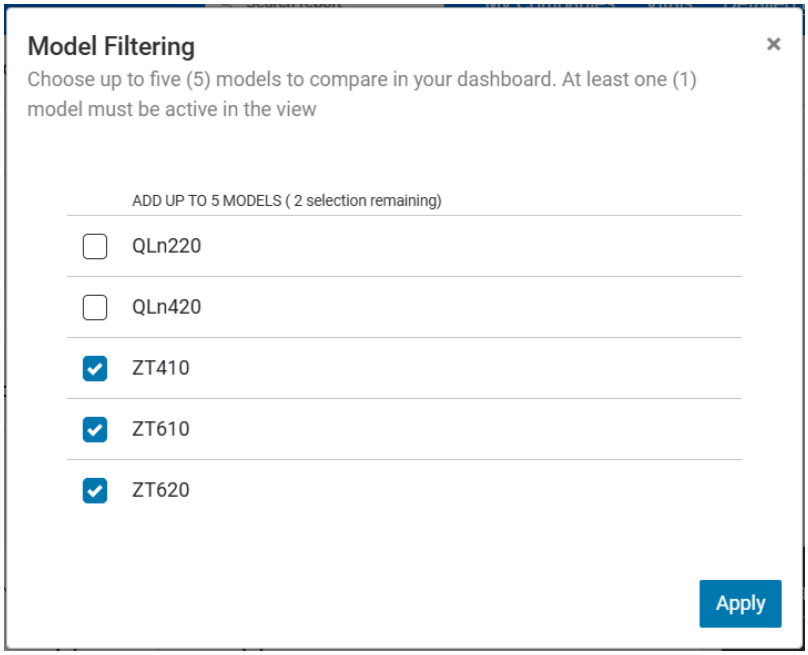
The expanded view of the printer insights summary provides a snapshot of printer insights on the day when the user visits the dashboard.



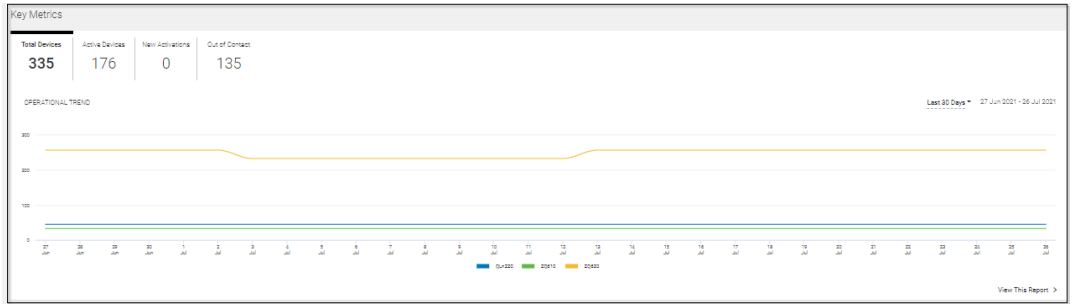
1. It contains four sections as described below:
   a. Segments & Filters Section - Allows for selecting the specific site(s) and model(s) to display related insights and make comparisons based on the chosen printers. Click **+ Add comparison** next to the site name to view the Site Segmentation window.



   - 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.



b. Key Metrics Section - Presents inventory-related insights for printers, categorized into several tabs based on the selection of sites and models:



- 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.

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)

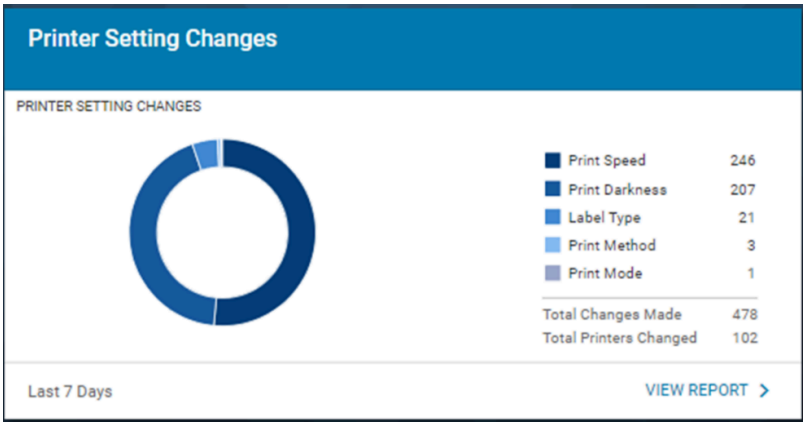
- Providing a summary view of printers in the customer's fleet for a quick understanding of operational insights.
- Selection and comparison between sites and models are allowed.
- Drilling down to next-level details is enabled via shortcuts to access detailed printer reports.

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.

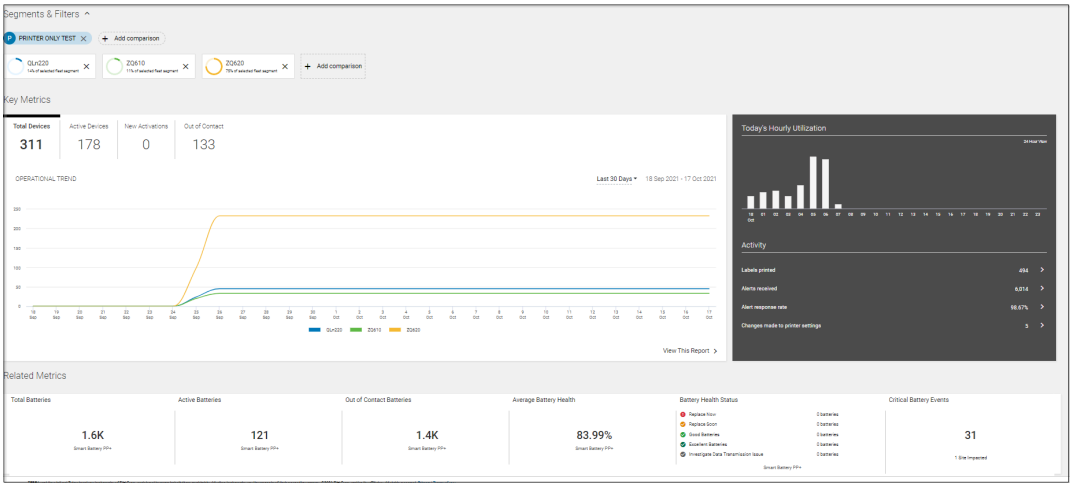
Tile View

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.



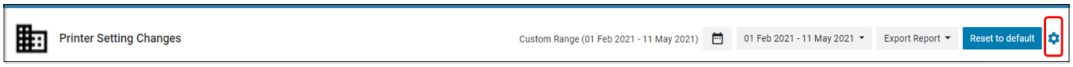
Expanded View

The expanded view displays the printer settings change information.

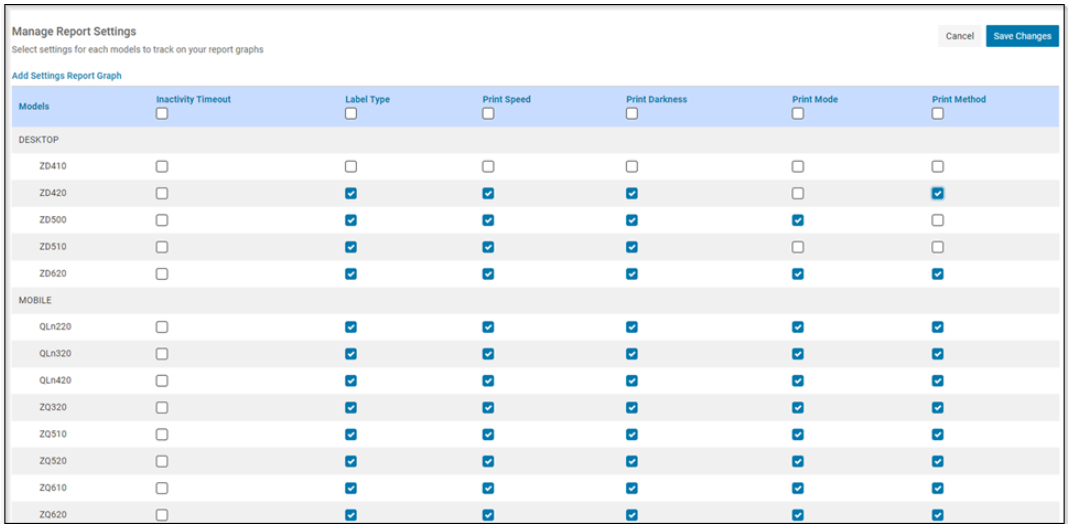


Report Settings

In the expanded view, click the gear icon at the top right corner to access the settings page for this report.



When the settings page displays, select any model and printer settings to monitor.



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
   - 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)

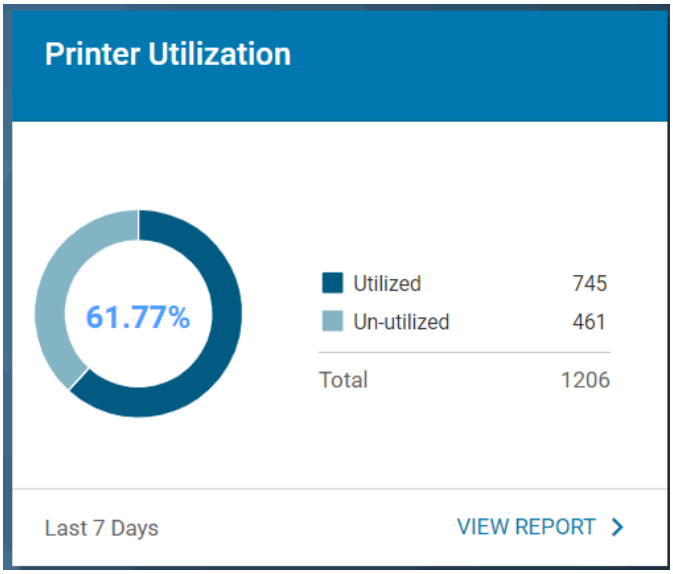
- This report provides descriptive analytics from a comprehensive model or individual printer view. It also tracks the trend of setting changes, both in total and by setting type, to help identify if the settings are changed too often or outside the normal range. As a result, it helps customers to identify 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.

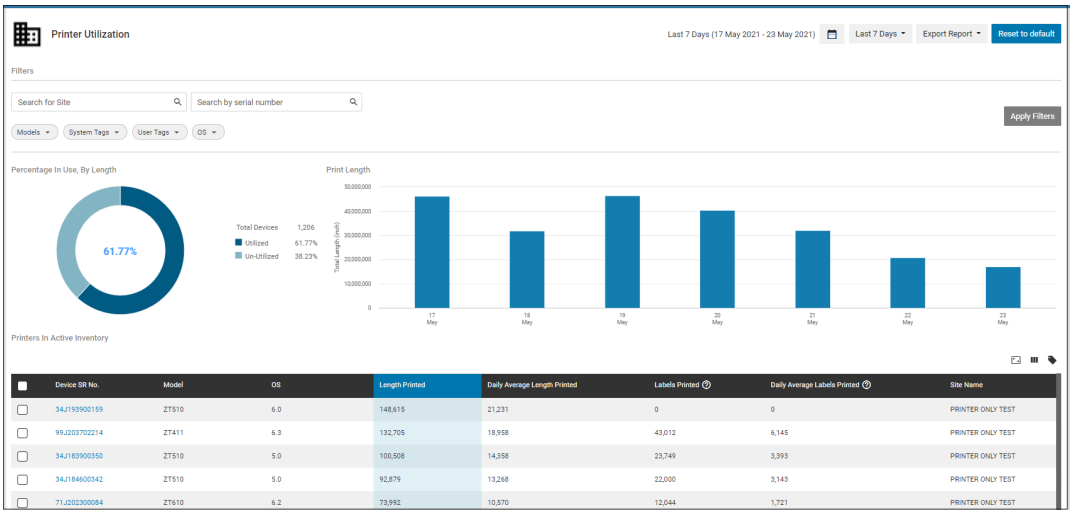


Utilized Printer

- 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.



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.

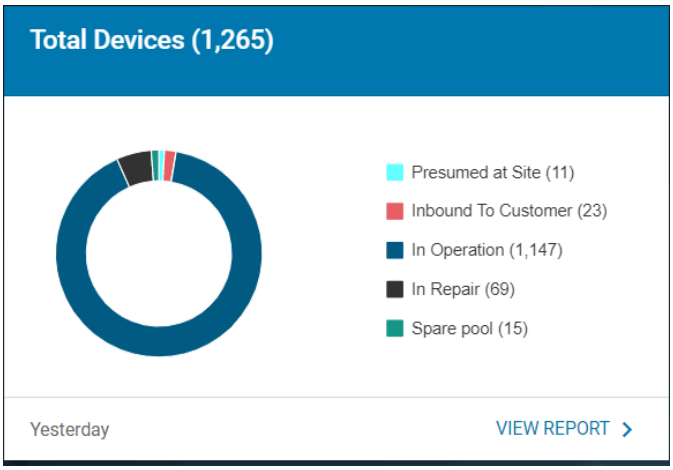
Total Devices

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

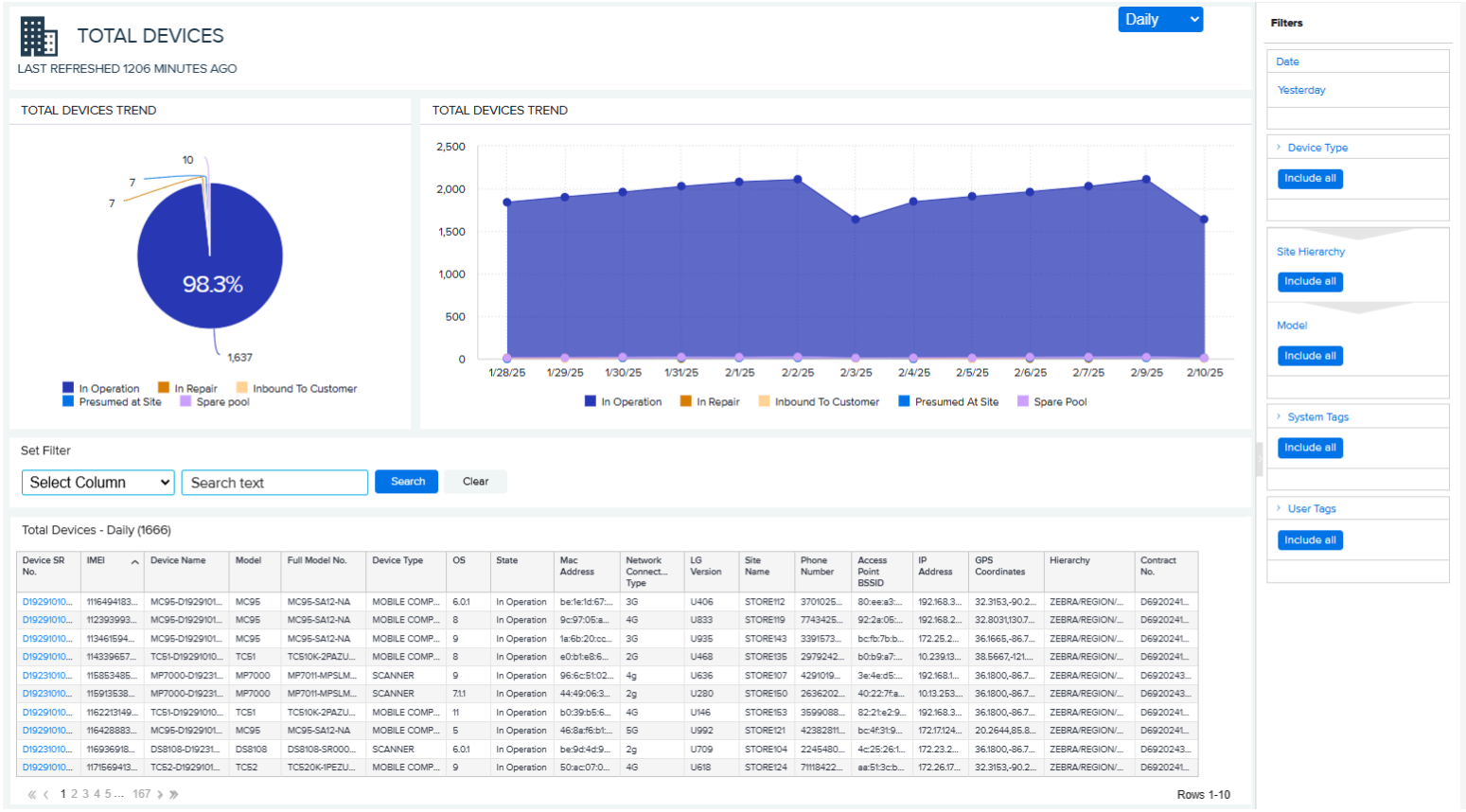
The tile provides a summary view of the total devices for a customer and the device distribution in the following categories:



- 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

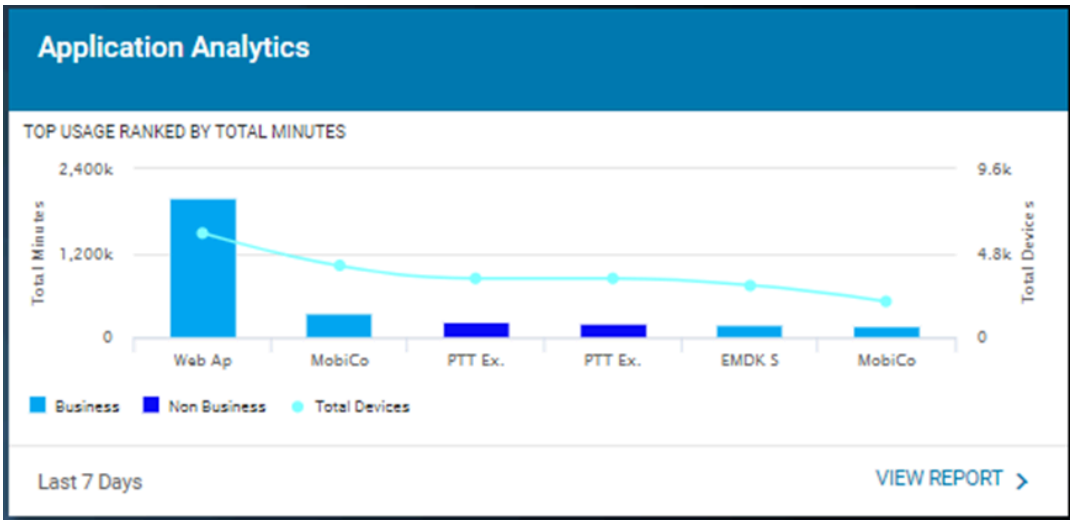
The Utilization menu displays additional information.

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.

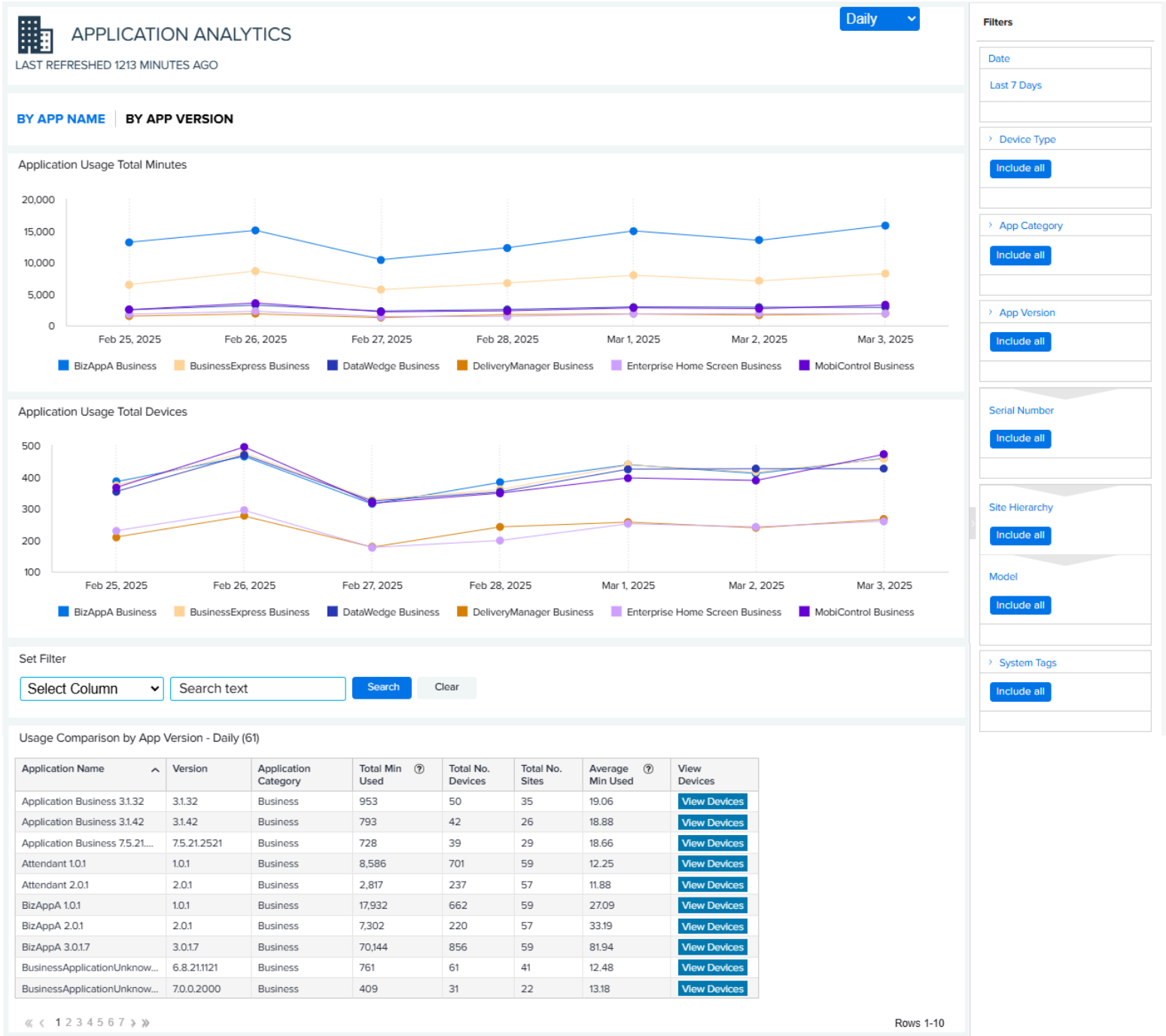
Tile View

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

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.

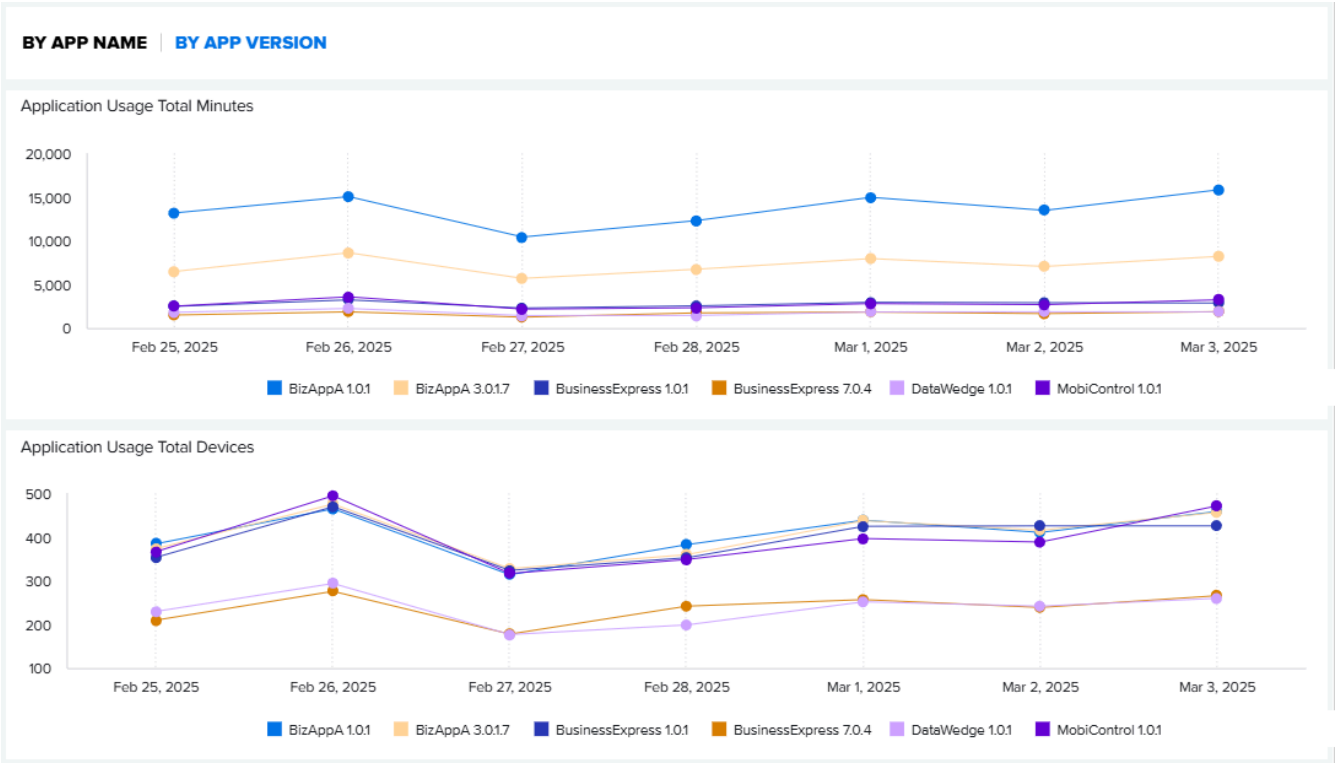
   a. Application Usage Total Minutes and Total Devices Graphs (sorted by app name):

   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.

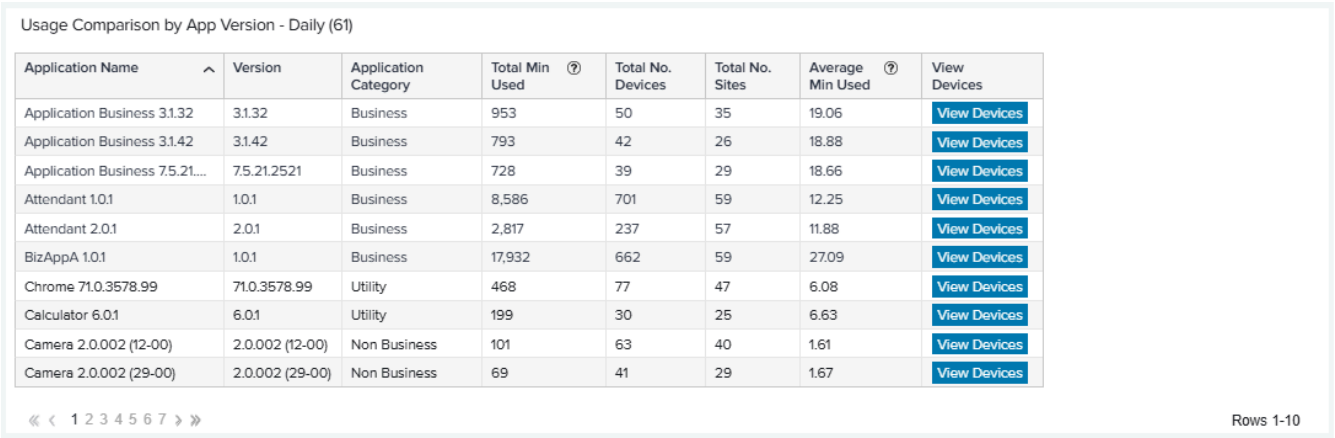
   b. Application Usage Total Minutes and Total Devices Graphs (sorted by app version):

   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:



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)

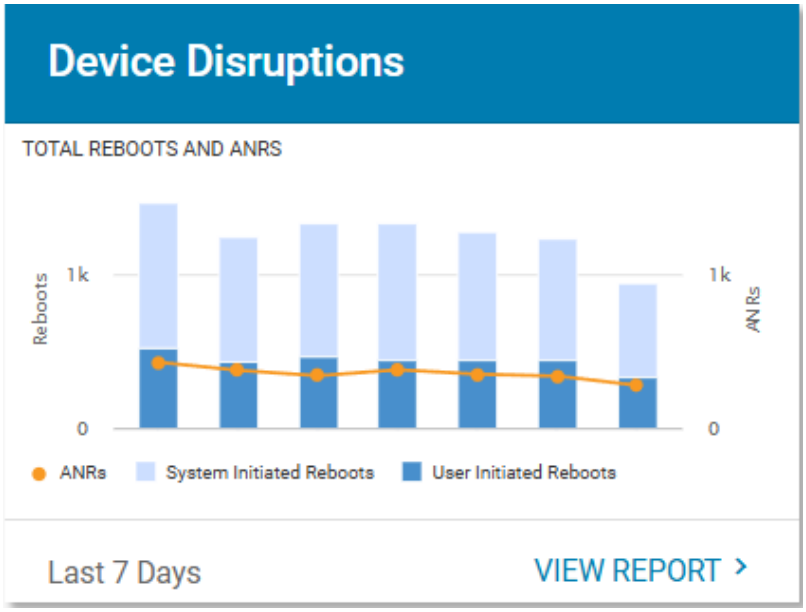
   - Track if the business applications are used as intended.
   - Identify if there are non-business applications installed on the devices and their usage to evaluate if operation is impacted by too much use of non-business applications.
   - Establish the processes to ensure appropriate user behavior 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.

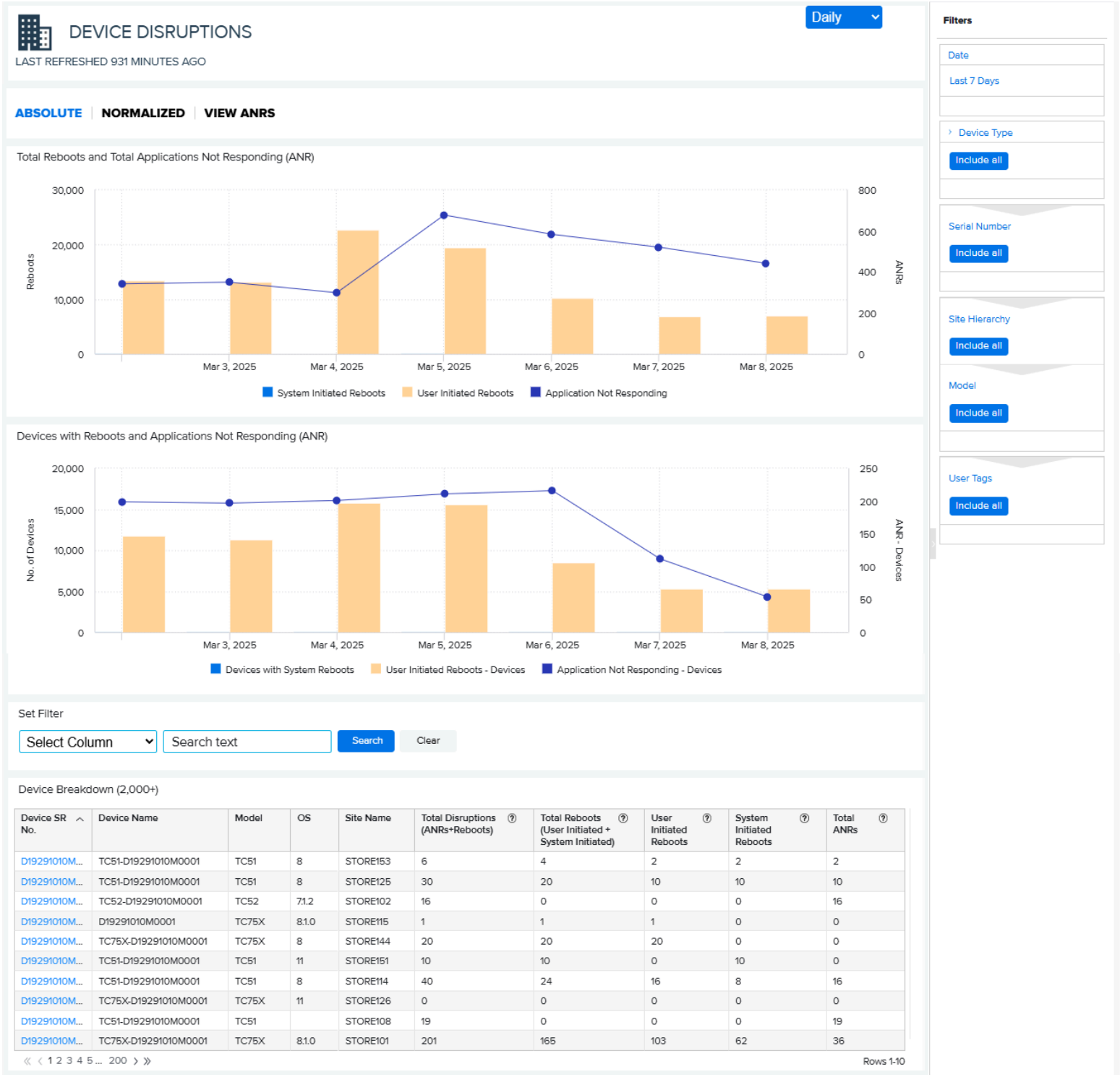
Tile View

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.



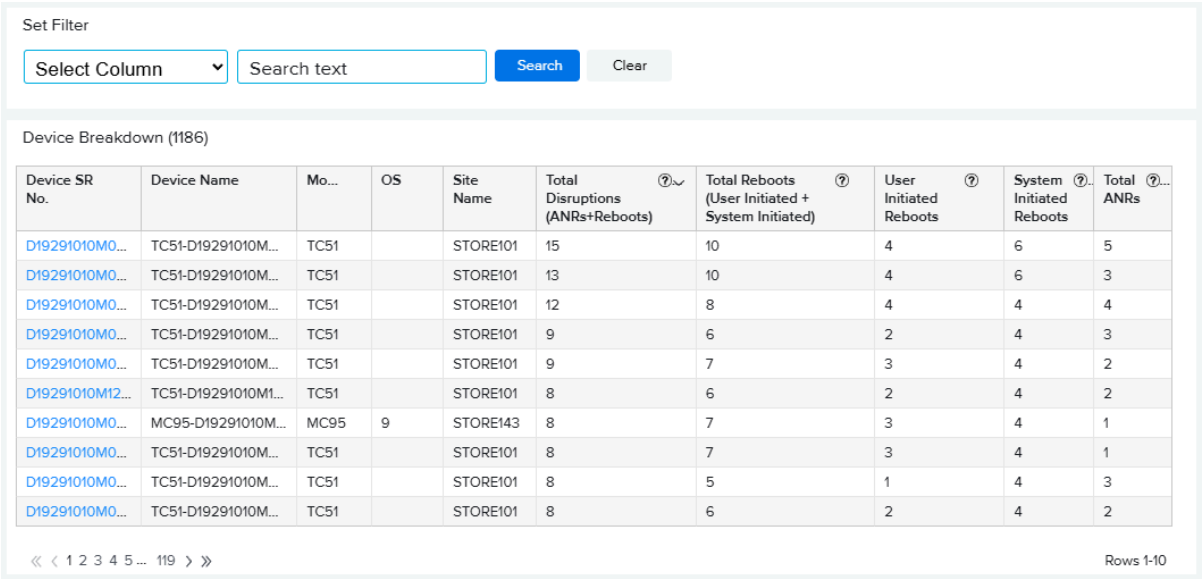
1. Total Reboots and Total Application Not Responding (ANRs) Overview Graph (Absolute Totals)

- 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.

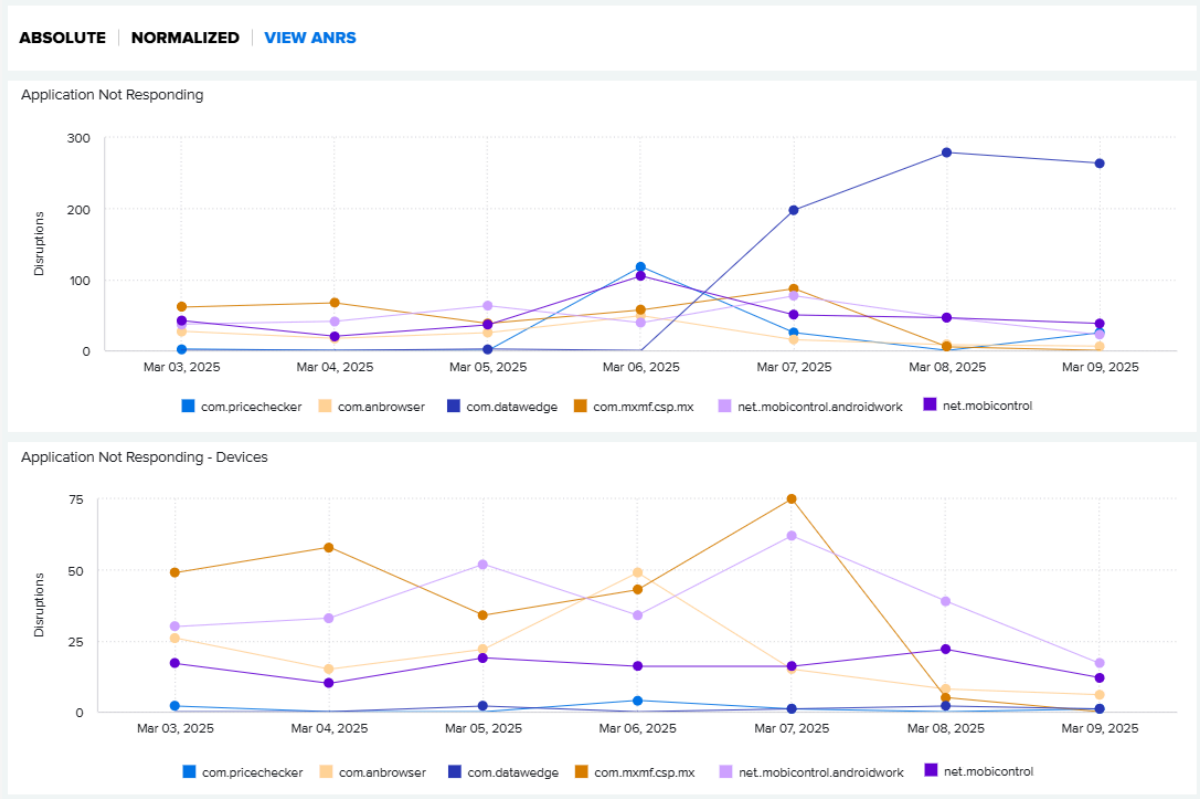
3. Device Breakdown Table (available when **Absolute** or **Normalized** is selected)



Device SR No.	Device Name	Mo...	OS	Site Name	Total Disruptions (ANRs+Reboots)	Total Reboots (User Initiated + System Initiated)	User Initiated Reboots	System Initiated Reboots	Total 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
D19291010M0...	TC51-D19291010M...	TC51		STORE101	8	6	2	4	2

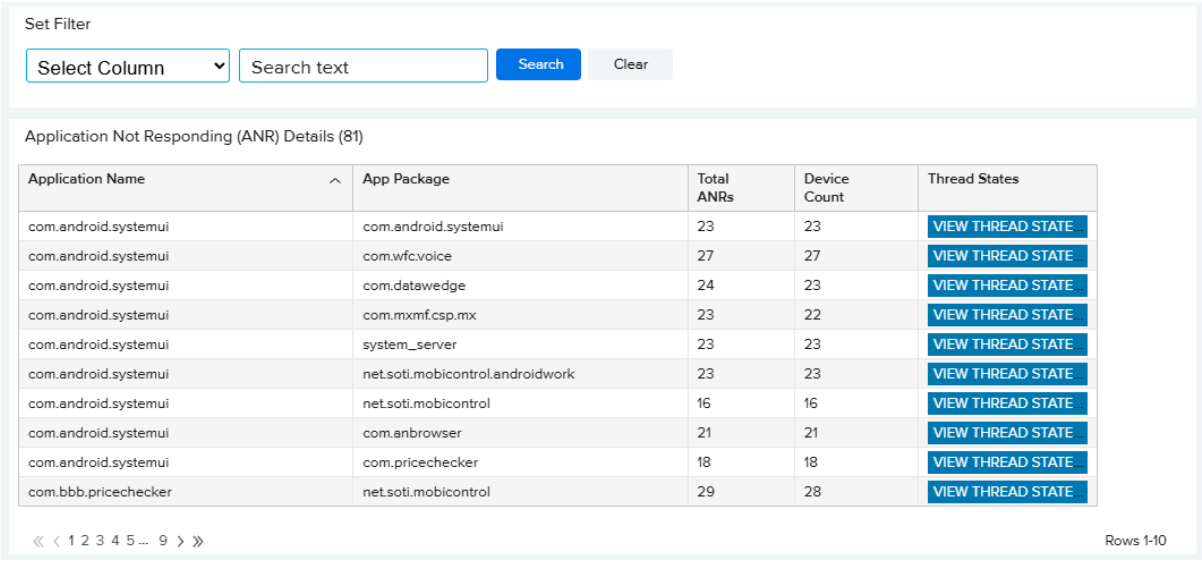
- Data Grid Columns: Device Serial (SR) No., Device Name, Model, OS, Site Name, Total Disruptions (ANRs + Reboots), Total Reboots (User Initiated + System Initiated), User Initiated Reboots, System Initiated Reboots, Total ANRs.
- Click on a device serial number to view the device details page.

4. View ANRs Graph

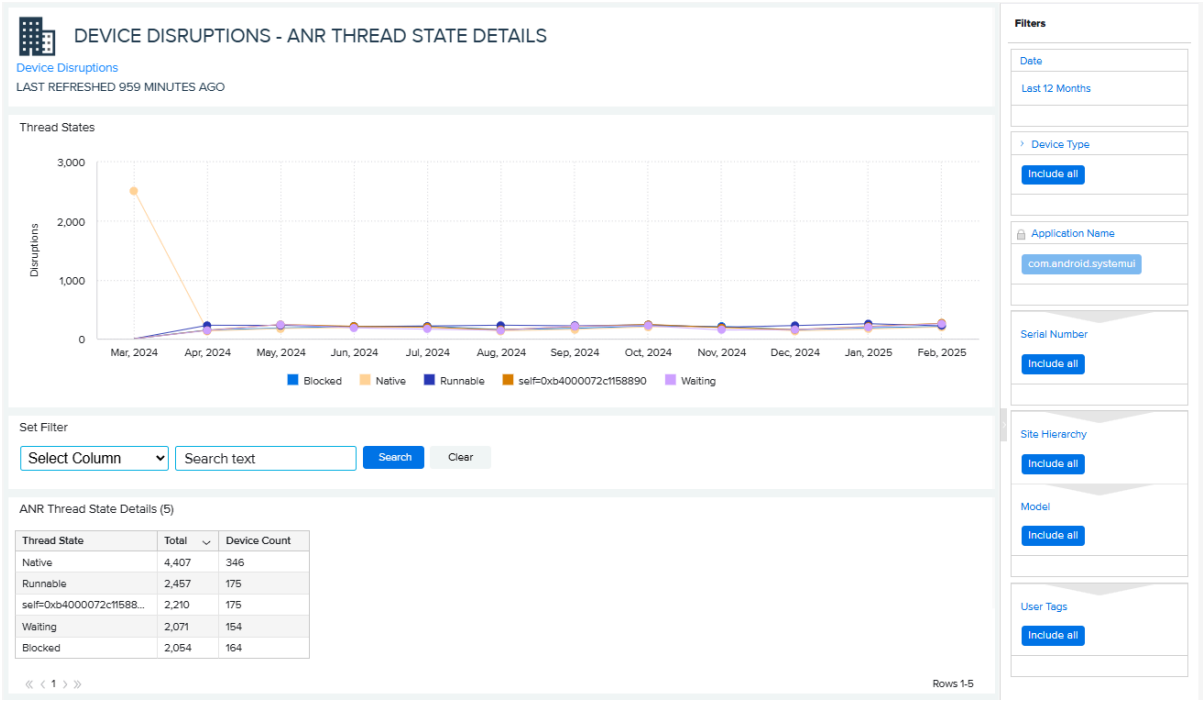


- Displays the top six applications reporting the most ANRs.
- Mouse over the data point of any application on the graph to view the number of ANRs for the selected application for a specific time period.

5. Application Not Responding (ANR) Details Table (Available when **View ANRS** is selected)



- 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 system-generated 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

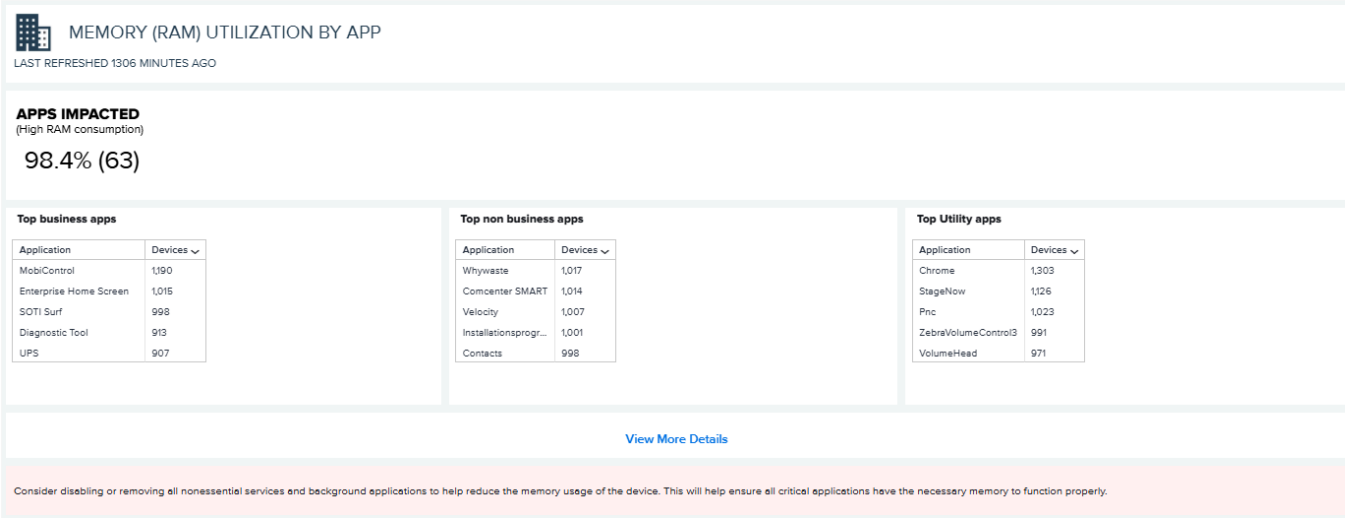
This report displays the day of Memory (RAM) usage activity to provide insight into applications' high Memory utilization.

- 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.



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

Apps Impacted (High RAM Consumption) (2,000+)

Application	Device SR No.	Device Name	Application Category	Model	Site	RAM Usage (in MB)
Gboard	D19291010M0490	TC75X-D19291010M0490	Non Business	TC75X	STORE160	35
Inställningar	D19291010M0490	TC75X-D19291010M0490	Non Business	TC75X	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	TC75X	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	TC75X	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	TC75X	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

« ‹ 1 2 3 4 5 ... 80 › »

Rows 1-25

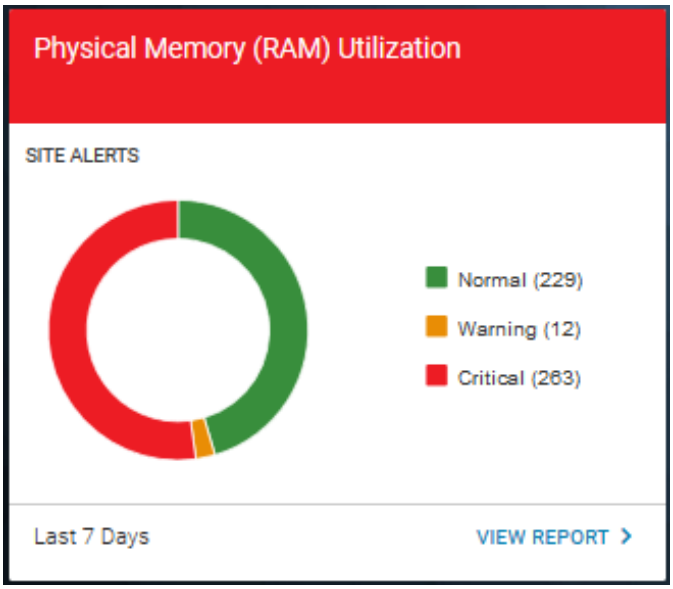
Physical Memory (RAM) Utilization

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:

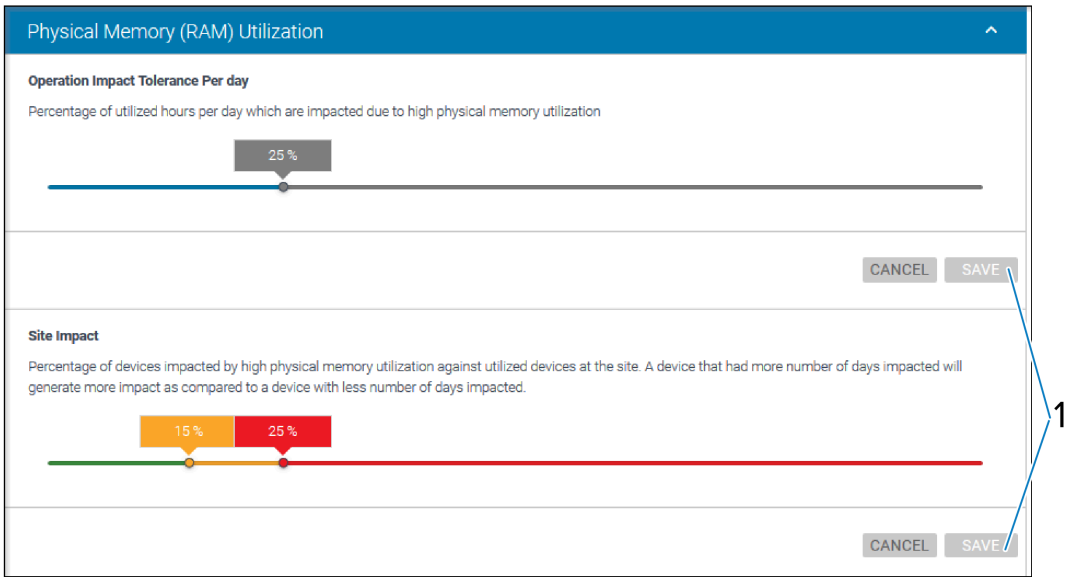
  - Normal: The site contains less than 15% of devices impacted.
  - Warning: The site contains 15% - 24% of devices impacted.
  - Critical: The site contains more than 25% of devices impacted.

The settings can be modified to align with individual standards.

1. Click > **Report Settings**.

   The **Report Settings** screen displays.

2. Click **Physical Memory (RAM) Utilization**.



   The **Threshold** settings screen displays.

3. Drag the sliders to the desired value, and then click **Save** (1).

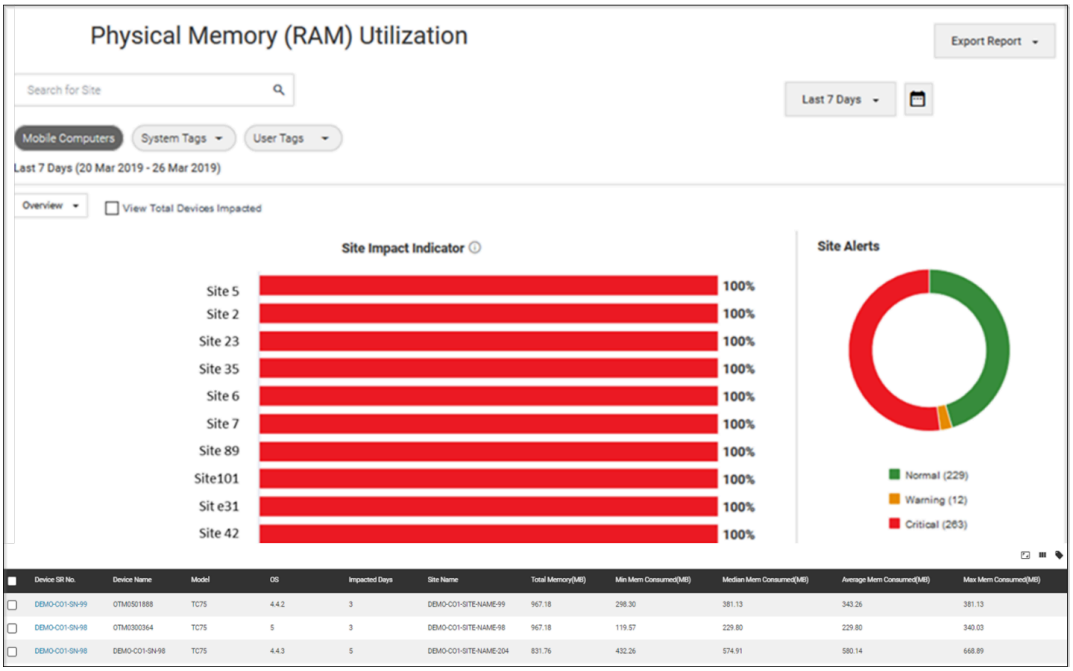
   The change picks up in the next data load, and the count of the critical battery events is based on the new value.

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).

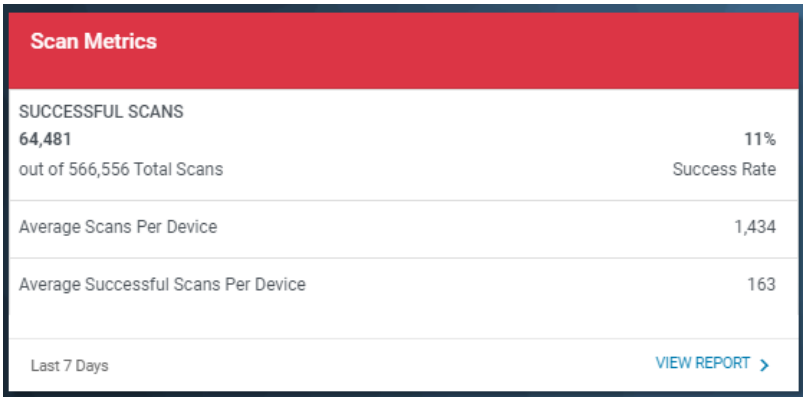
3. Date Range Options
    - Today
    - Last 7 Days (Default)
    - Last 30 Days
    - Month to Date
    - Year to Date
    - Last Months
    - Custom Range
4. Use Case(s)
    - Proactively track sites and devices impacted by high physical memory utilization issues and assess the impact on operations 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.



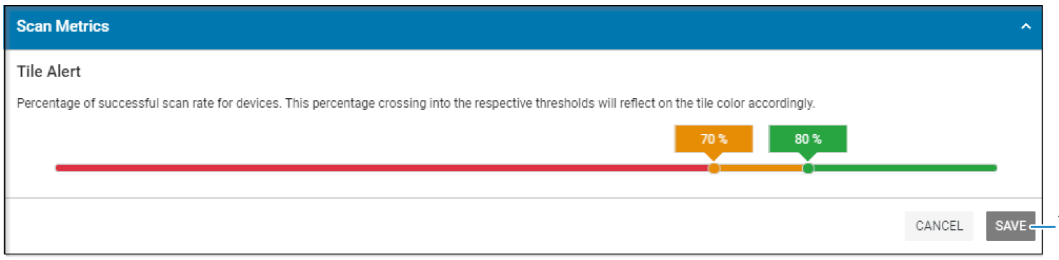
Tile Alert Threshold Settings

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**.



   The **Threshold** settings screen displays.

3. Drag the sliders to the desired values, and then click **Save** (1).

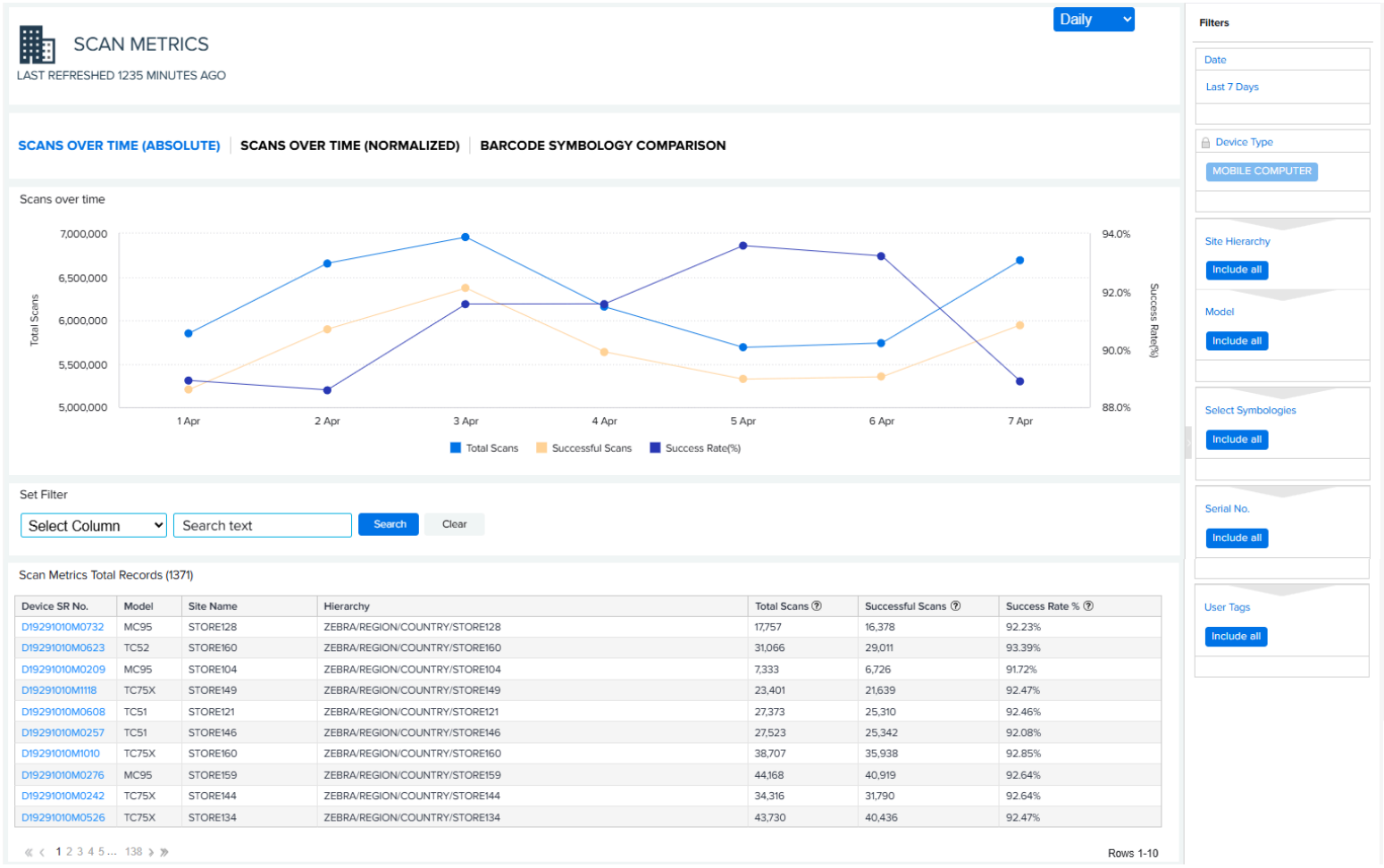
   The change picks up in the next data load, and the count of the successful scan rates is based on the new value.

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**.

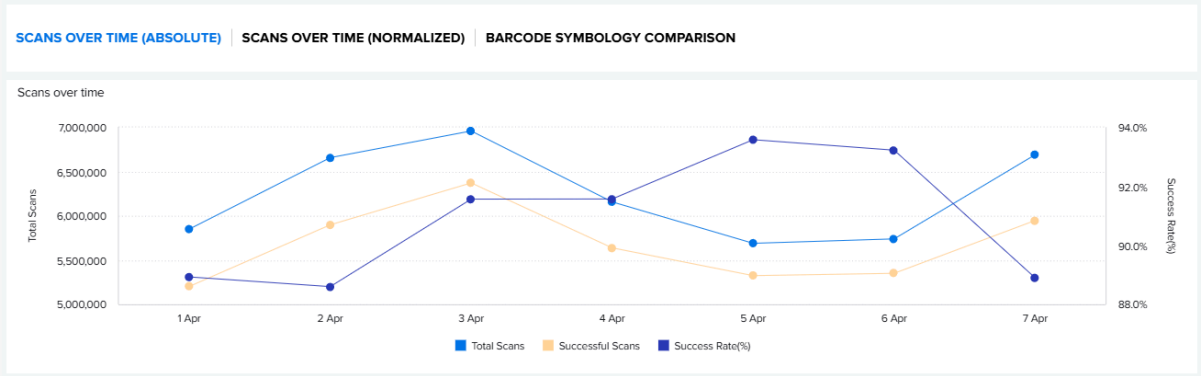
Expanded View

The expanded view shows additional information.



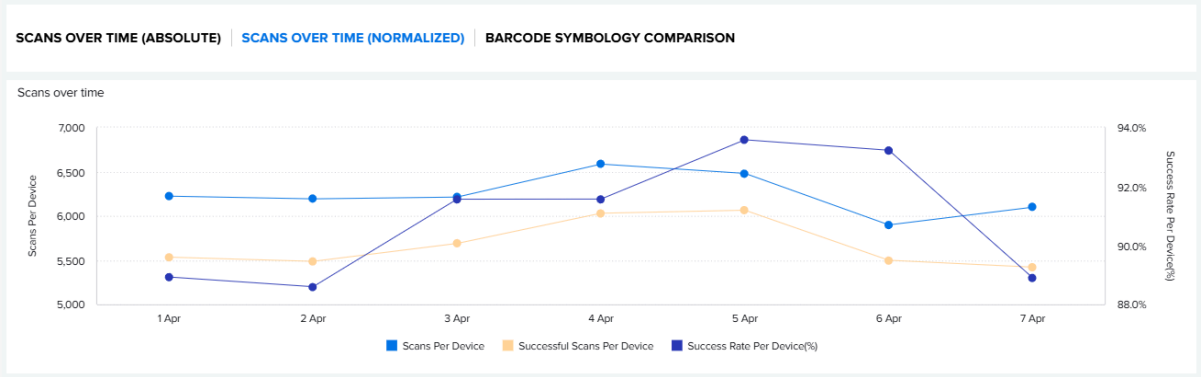
1. Graphs

   a. Scans Over Time (Absolute Totals):



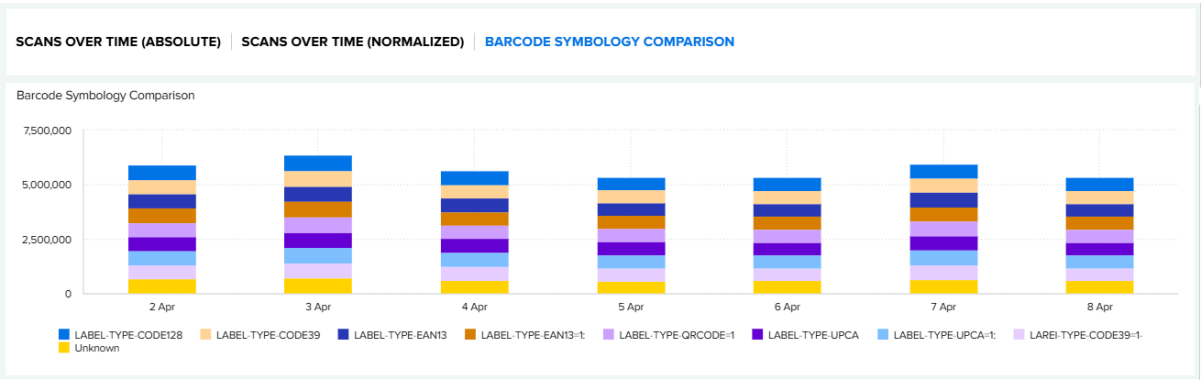
   - Displays the Total Scans, Successful Scans and Success Rate (%) from all mobile computers performing scans during the last 7 days (default) or a time range specified by the user.

   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.

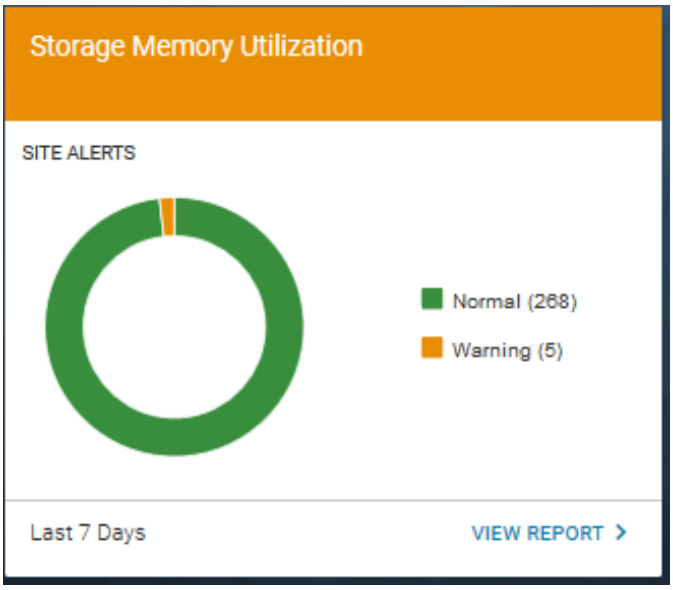
Storage Memory Utilization

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



NOTE: Only sites with devices identified with physical memory issues are included in the report.

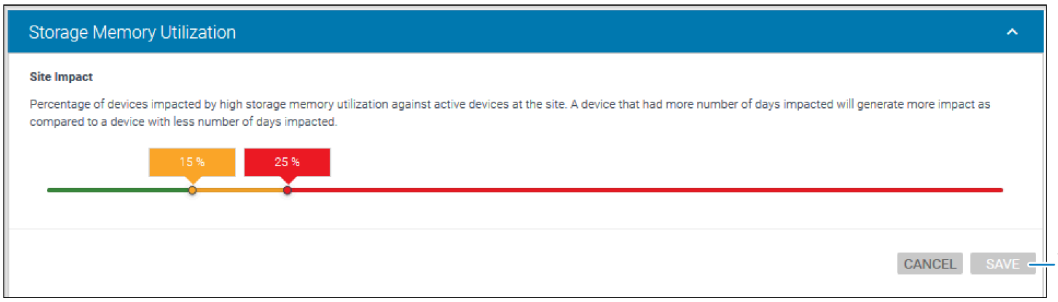
Tile Alert Threshold Settings

An admin can modify the report threshold values.

1. Click **Settings** > **Report Settings**.

   The **Report Settings** screen displays.

2. Click **Storage Memory Utilization**.



The **Threshold** settings screen displays.

3. Drag the sliders to the desired value, and then click **Save (1)**.

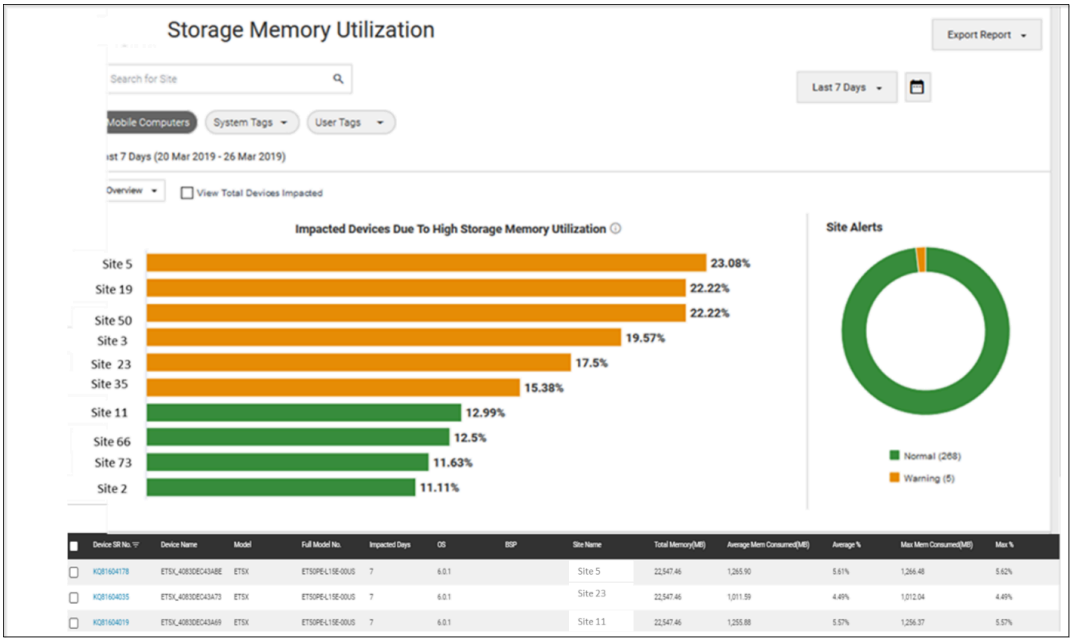
   The change picks up in the next data load, and the count of the critical battery events is based on the new value.

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

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 %.

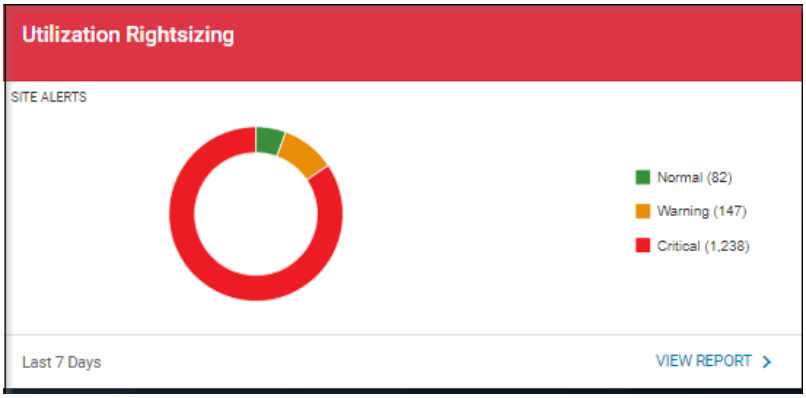
3. Date Range Options
    - Today
    - Last 7 Days (Default)
    - Last 30 Days
    - Month to Date
    - Year to Date
    - Last Months
    - Custom Range
4. Use Case(s)
    - Proactively track sites and devices impacted by high storage memory utilization issues and assess the impact on operations 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.



Tile Alert Threshold Settings

An admin can modify the report threshold values.

The default settings are:

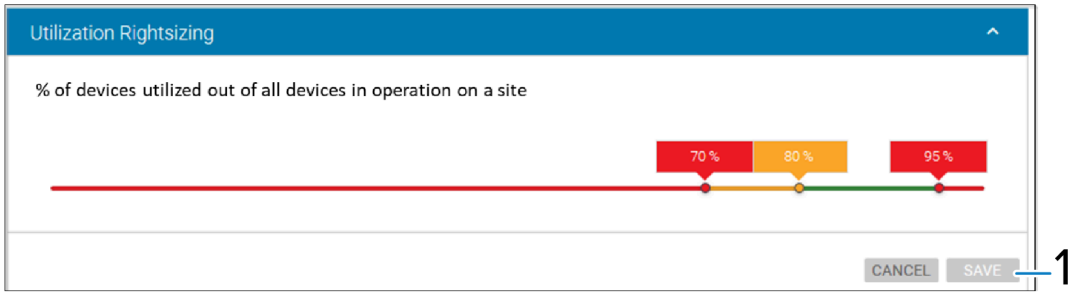
- **Red (under-utilized, critical)** - Less than 70% of devices on a site are utilized on a site.
- **Amber (under-utilized, warning)** - Greater than or equal to 70% and less than 80% of devices on a site are utilized on a site.
- **Green (utilized at right level)** - Greater than or equal to 80% and 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**.



   The **Threshold** settings screen displays.

3. Drag the sliders to the desired value, and then click **Save (1)**.

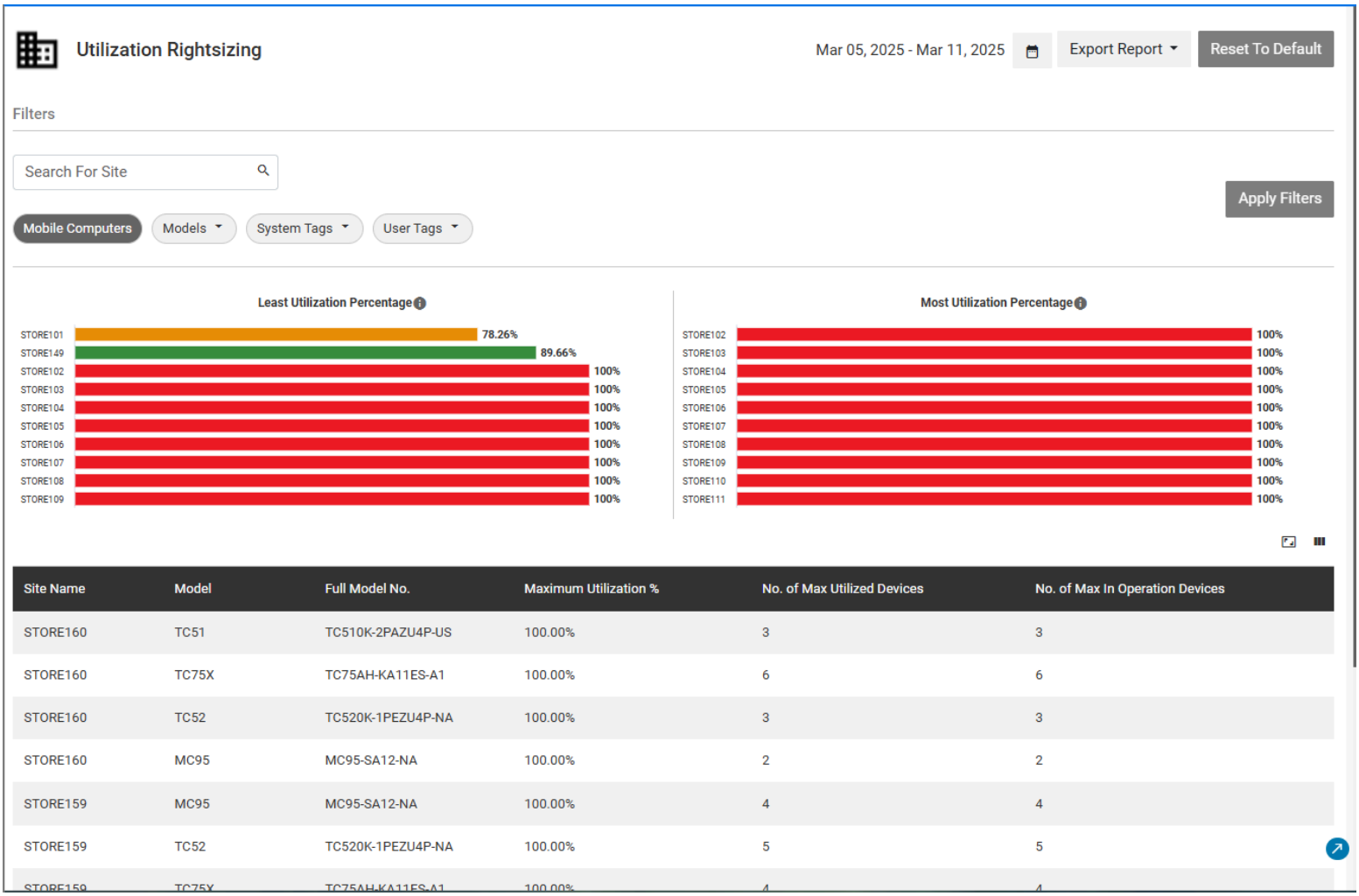
   The next data load reflects the change, and the count of critical battery events is based on the new value.

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.



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.

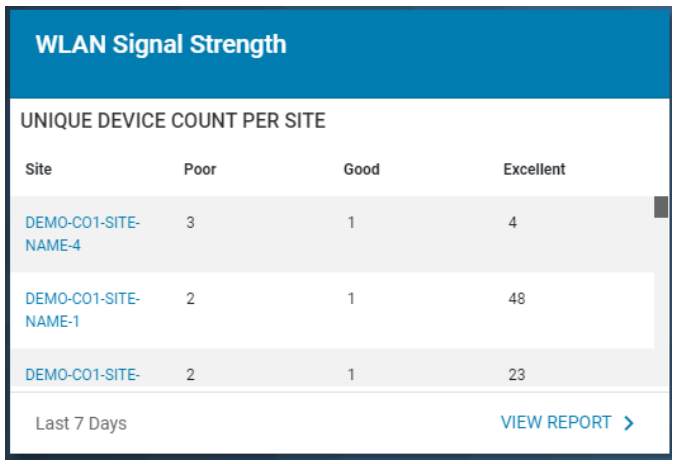
NOTE:

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 here.

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.



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)
  - 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**.

   The **Threshold** settings screen displays.

3. Drag the sliders to the desired value, and then click **Save (1)**.

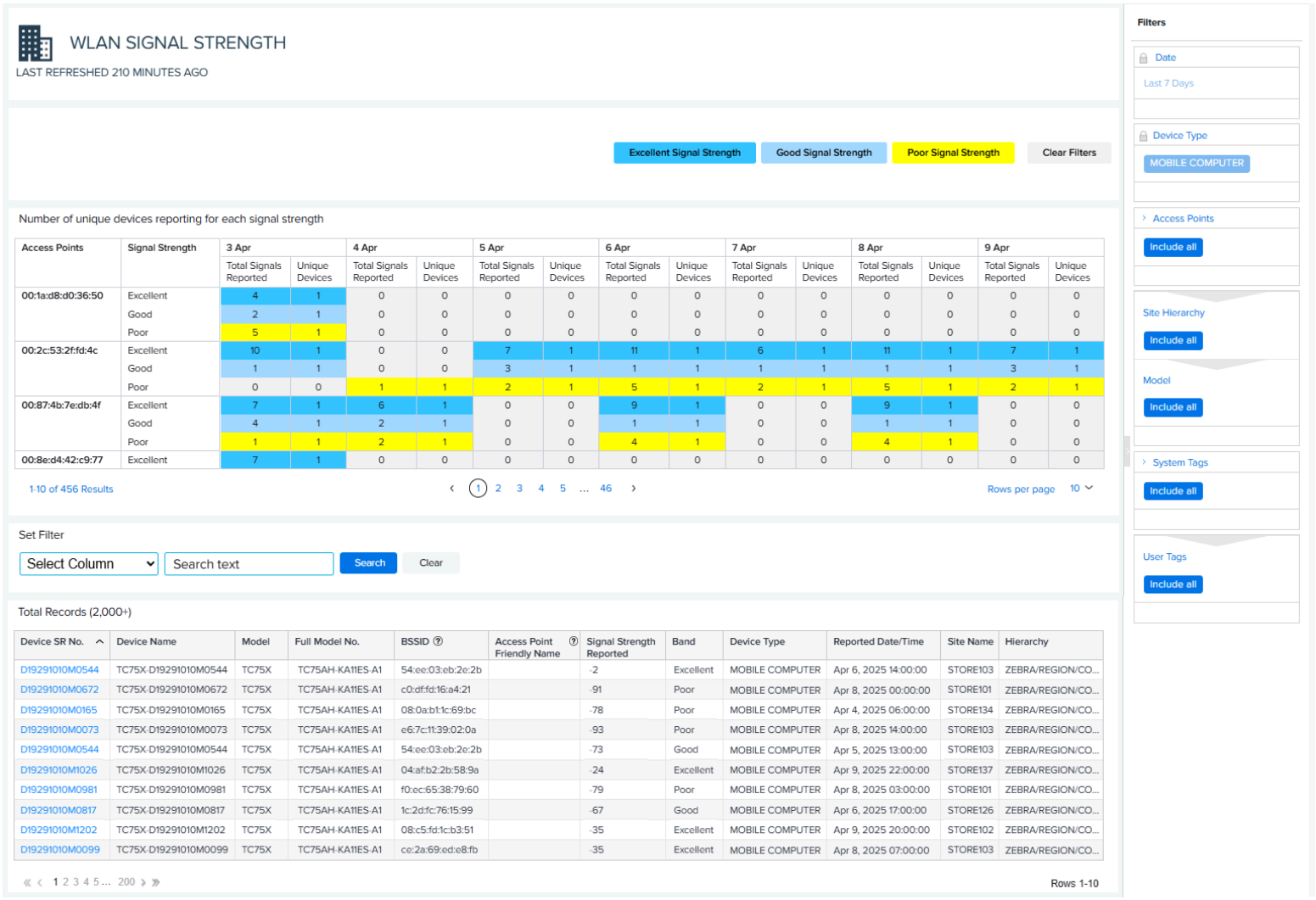
   The change is set to be reflected in the upcoming data load.

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**.

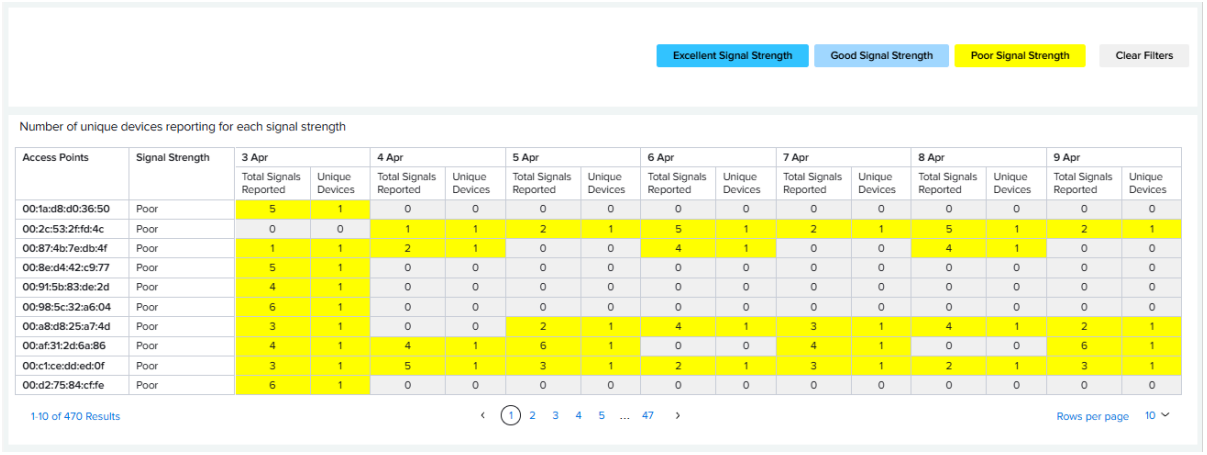
Expanded View

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

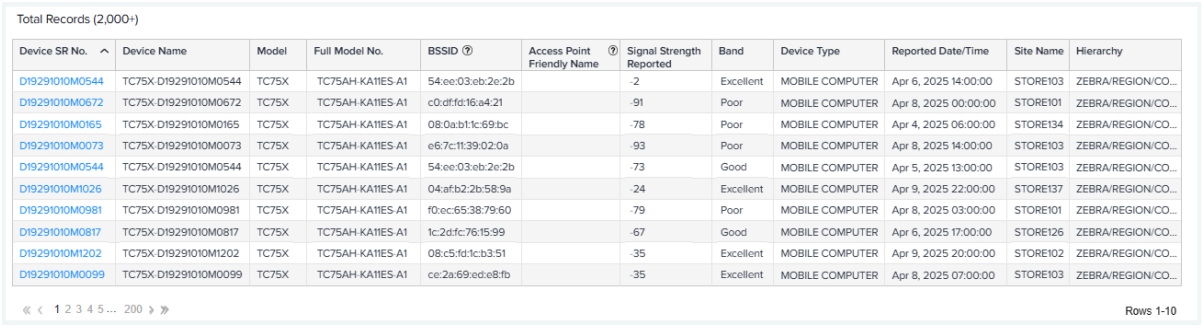
      Click on a signal strength filter above the graph to limit the data to just that signal strength. This example shows just poor signal strength.



Access Points	Signal Strength	3 Apr		4 Apr		5 Apr		6 Apr		7 Apr		8 Apr		9 Apr	
		Total Signals Reported	Unique Devices	Total Signals Reported	Unique Devices	Total Signals Reported	Unique Devices	Total Signals Reported	Unique Devices	Total Signals Reported	Unique Devices	Total Signals Reported	Unique Devices	Total Signals Reported	Unique Devices
00:1a:d8:d0:36:50	Poor	5	1	0	0	0	0	0	0	0	0	0	0	0	0
00:2c:53:2f:fd:4c	Poor	0	0	1	1	2	1	5	1	2	1	5	1	2	1
00:87:4b:7e:db:4f	Poor	1	1	2	1	0	0	4	1	0	0	4	1	0	0
00:8e:d4:42:c9:77	Poor	5	1	0	0	0	0	0	0	0	0	0	0	0	0
00:91:5b:83:de:2d	Poor	4	1	0	0	0	0	0	0	0	0	0	0	0	0
00:98:5c:32:a6:04	Poor	6	1	0	0	0	0	0	0	0	0	0	0	0	0
00:a8:d8:25:a7:4d	Poor	3	1	0	0	2	1	4	1	3	1	4	1	2	1
00:af:31:2d:6a:86	Poor	4	1	4	1	6	1	0	0	4	1	0	0	6	1
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

1-10 of 470 Results ‹ 1 2 3 4 5 ... 47 › Rows per page 10

   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.	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...
D19291010M0099	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...

« ‹ 1 2 3 4 5 ... 200 › » Rows 1-10

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

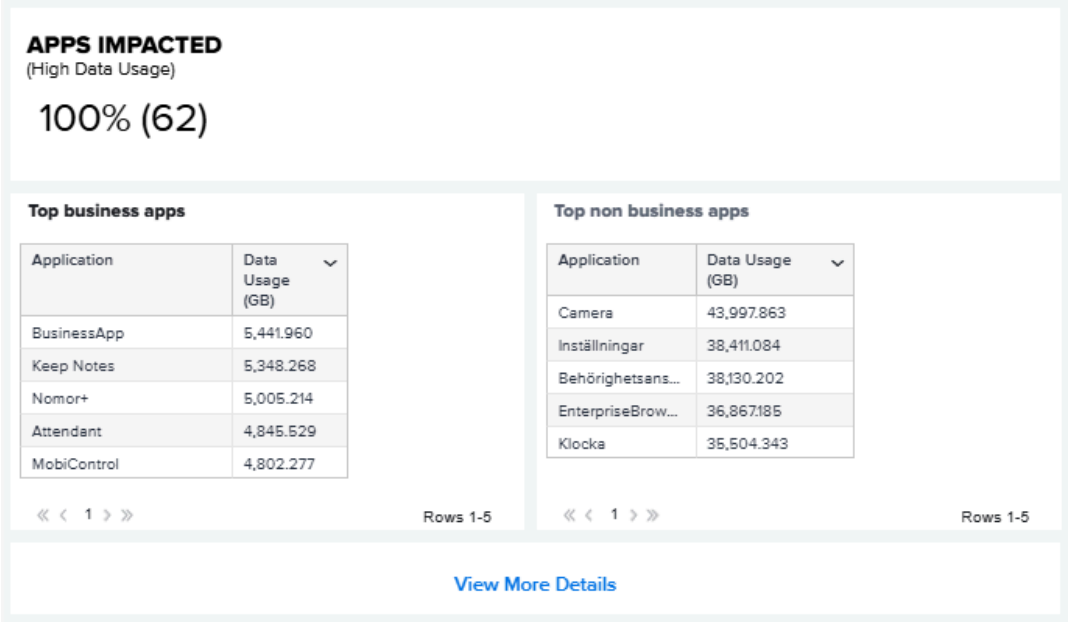
This report displays the last 7 days of WWAN (Cellular) usage activity to provide insight into high WWAN utilization. Any applications, devices, or sites that are identified with higher than normal data consumption should be further investigated to ensure that the devices are operating with the correct 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.

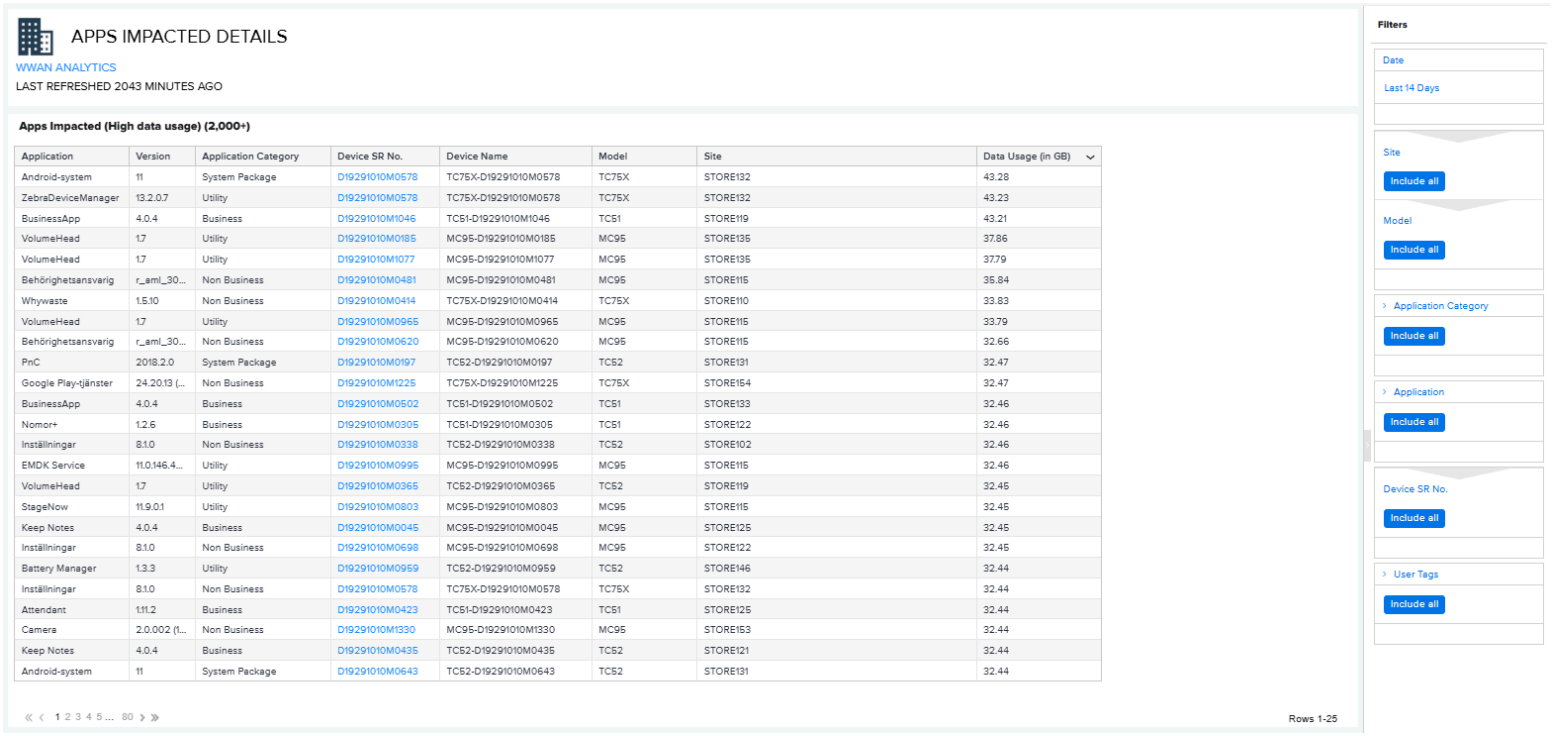


Click **View More Details** to see data usage sorted by specific apps. Any applications that are identified with higher than normal data consumption should be further investigated to ensure that all devices are operating with the correct applications and operating system versions.

The data usage table includes the following fields:

- Application
- Version
- Application Category
- Device Serial (SR) No

- Device Name
- Model
- Site
- Data Usage (in GB)



APPS IMPACTED DETAILS

WWAN ANALYTICS

LAST REFRESHED 2043 MINUTES AGO

Apps Impacted (High data usage) (2,000+)

Application	Version	Application Category	Device SR No.	Device Name	Model	Site	Data Usage (in GB)
Android-system	11	System Package	D19291010M0578	TC75X-D19291010M0578	TC75X	STORE132	43.28
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
VolumeHead	1.7	Utility	D19291010M0185	MC95-D19291010M0185	MC95	STORE135	37.86
VolumeHead	1.7	Utility	D19291010M1077	MC95-D19291010M1077	MC95	STORE135	37.79
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
VolumeHead	1.7	Utility	D19291010M0965	MC95-D19291010M0965	MC95	STORE115	33.79
Behörighetsansvarig	r_aml_30...	Non Business	D19291010M0620	MC95-D19291010M0620	MC95	STORE115	32.66
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
Nomor+	1.2.6	Business	D19291010M0305	TC51-D19291010M0305	TC51	STORE122	32.46
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
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
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
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
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

« ‹ 1 2 3 4 5 ... 80 › »

Rows 1-25

Filters

Date

Last 14 Days

Site

Include all

Model

Include all

Application Category

Include all

Application

Include all

Device SR No.

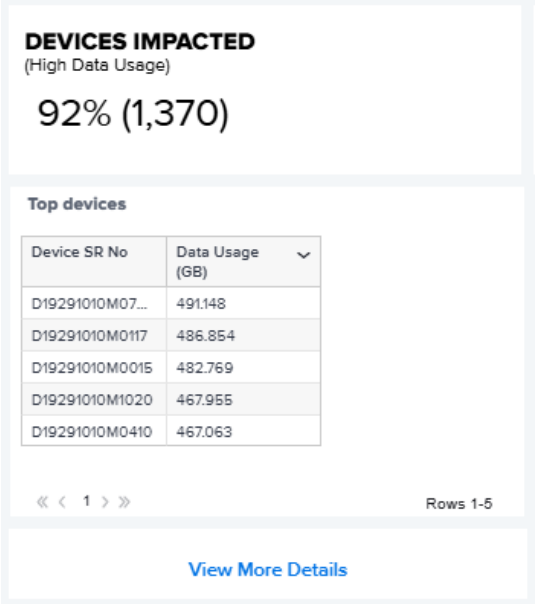
Include all

User Tags

Include all

Devices Impacted

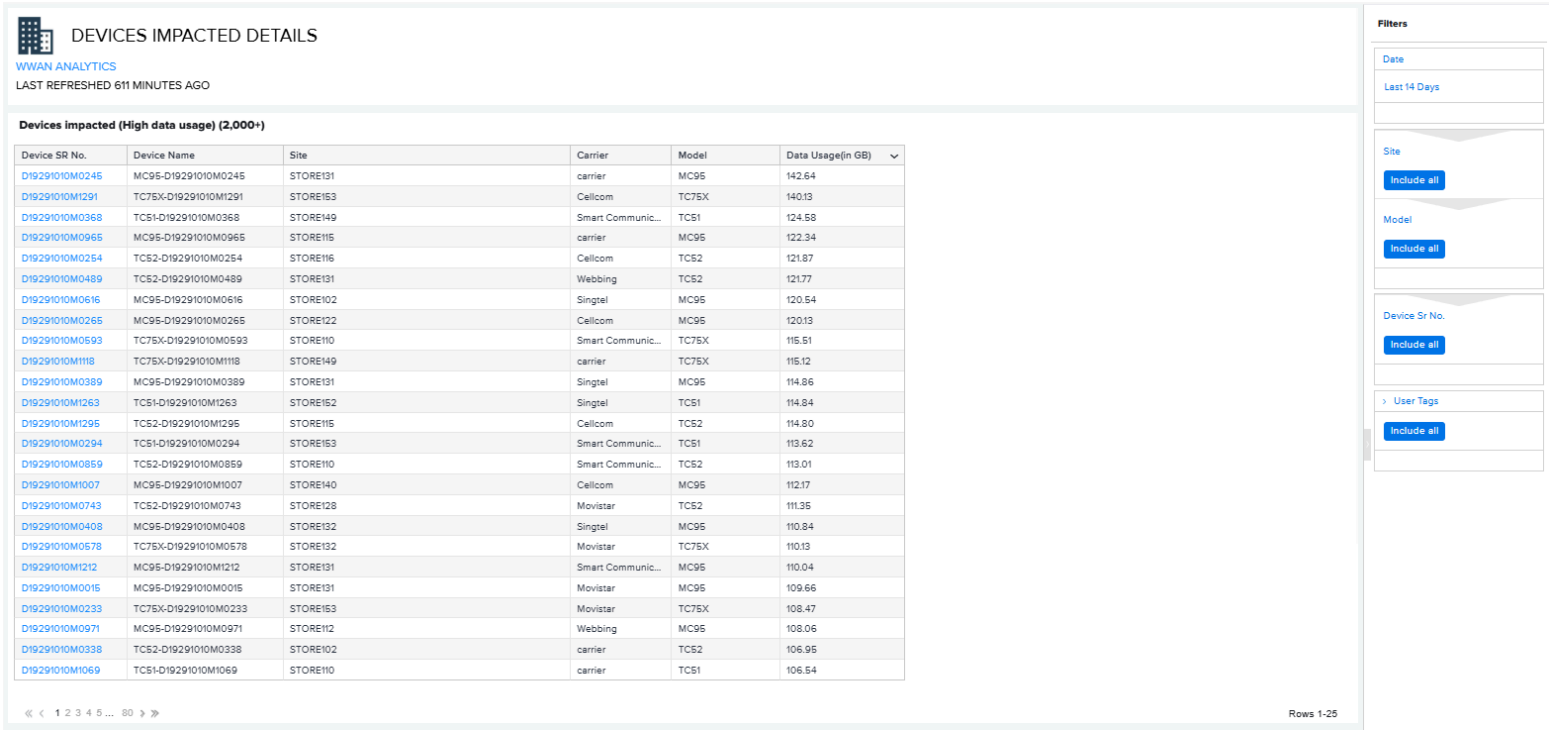
The Devices Impacted tile provides insight into the devices with high WWAN usage based on filter selections. This tile lists the top devices with high data usage.



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.

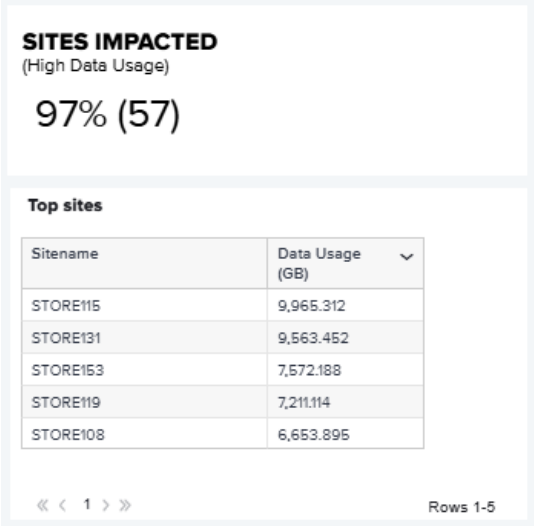
The data usage table includes the following fields:

- Device Serial (SR) No
- Device Name
- Site
- Carrier
- Model
- Data Usage (in GB)



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.

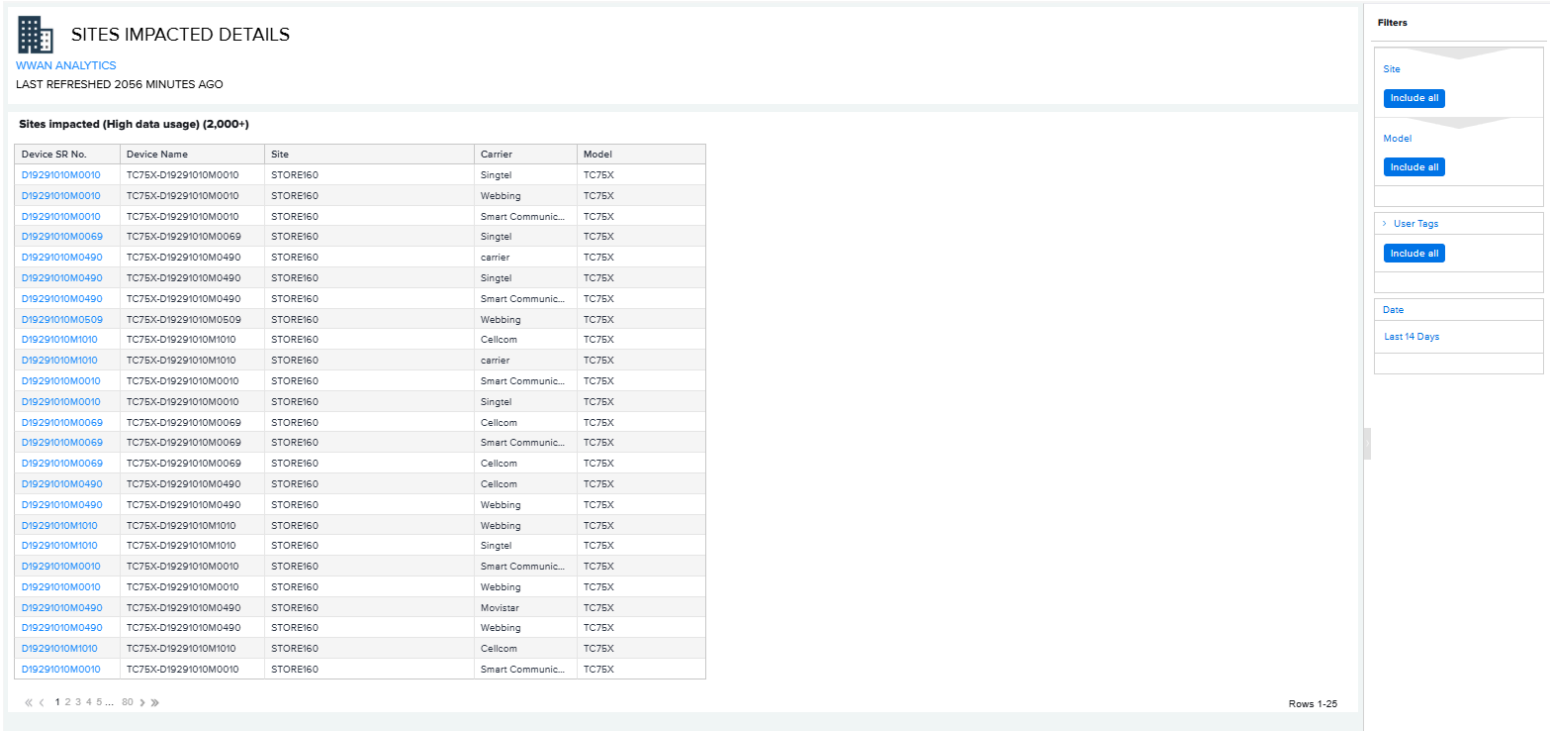


Click **View More Details** to see data usage sorted by specific sites. Any sites that are identified with higher than normal data consumption should be further investigated to ensure that the devices are operating with the correct applications and operating system versions.

The data usage table includes the following fields:

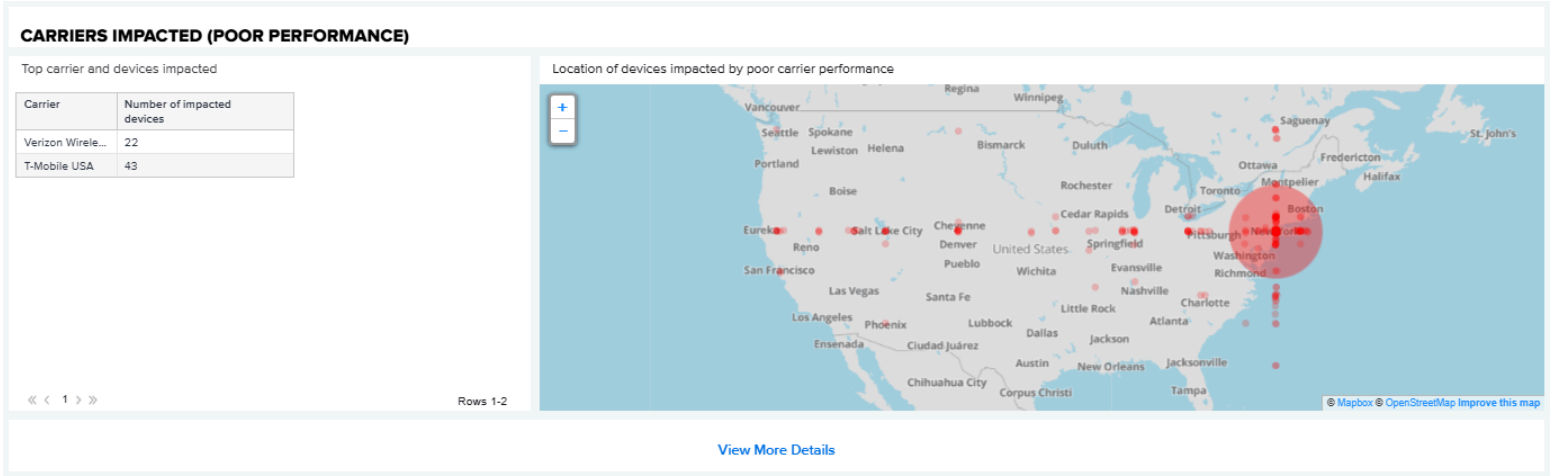
- Device Serial (SR) No
- Device Name

- Site
- Carrier
- Model

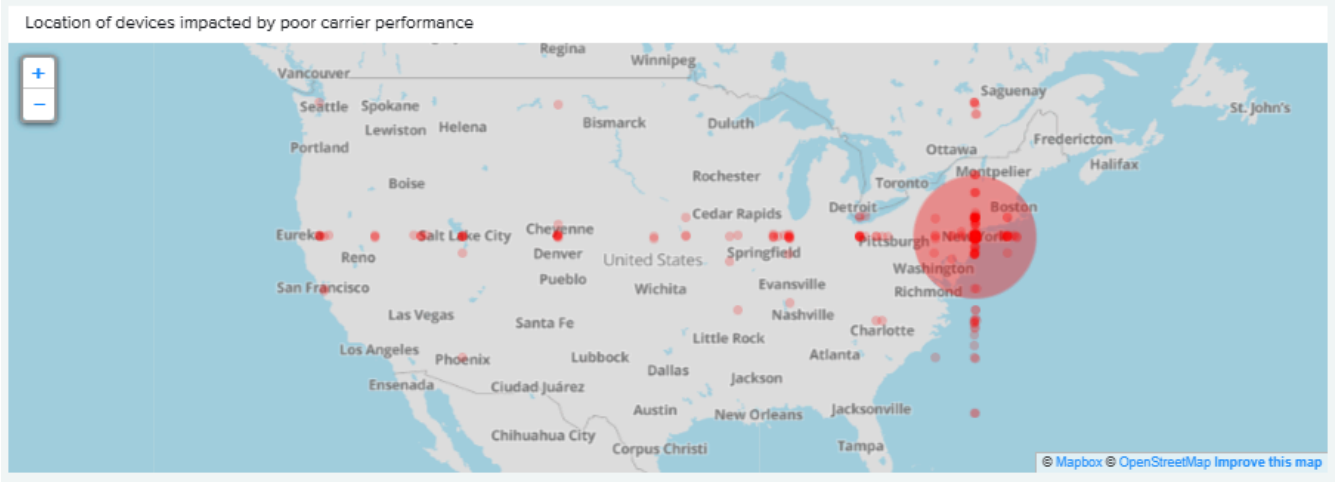


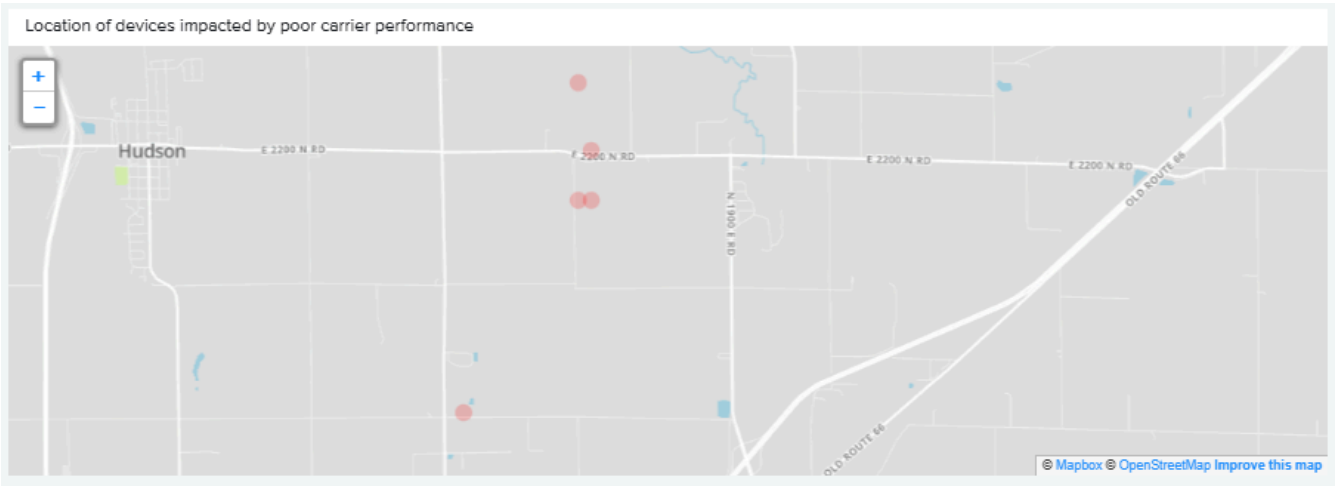
Carriers Impacted (Poor Performance)

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.



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.



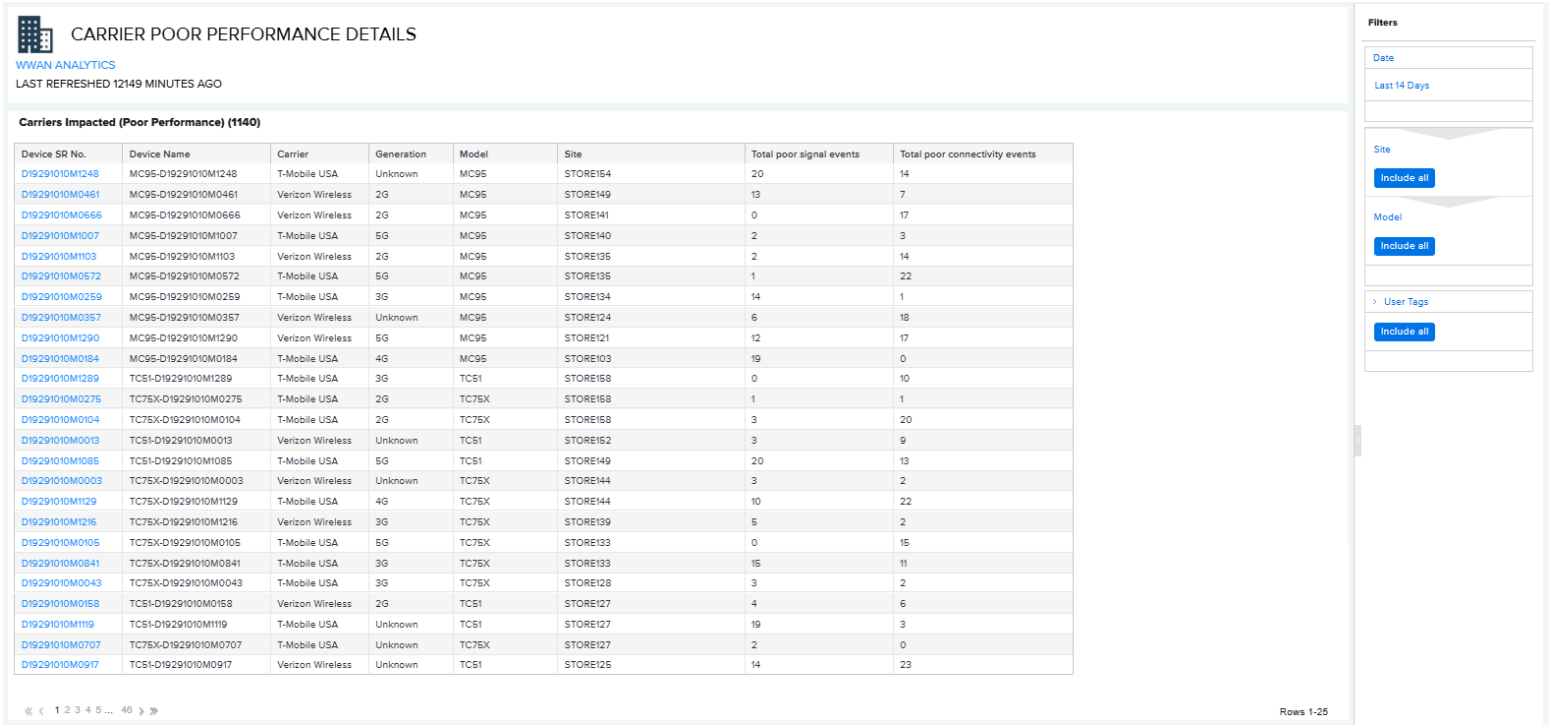


NOTE: This feature requires the collection of GPS coordinates, which is disabled by default. To enable the data collection on your devices, use the GPS Data Collection configuration files available for download here.

Click **View More Details** to see Carrier Poor Performance details.

The carriers impacted table includes the following fields:

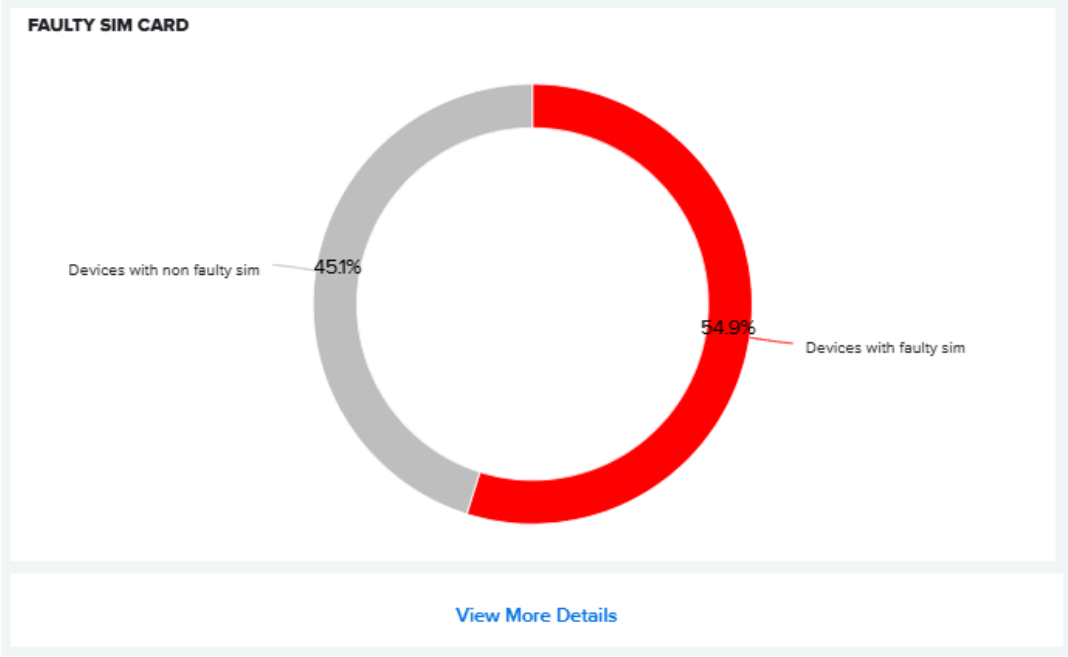
- Device Serial (SR) No
- Device Name
- Carrier
- Generation
- Model
- Site
- Total Poor Signal Events
- Total Poor Connectivity Events



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	5G	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	5	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.

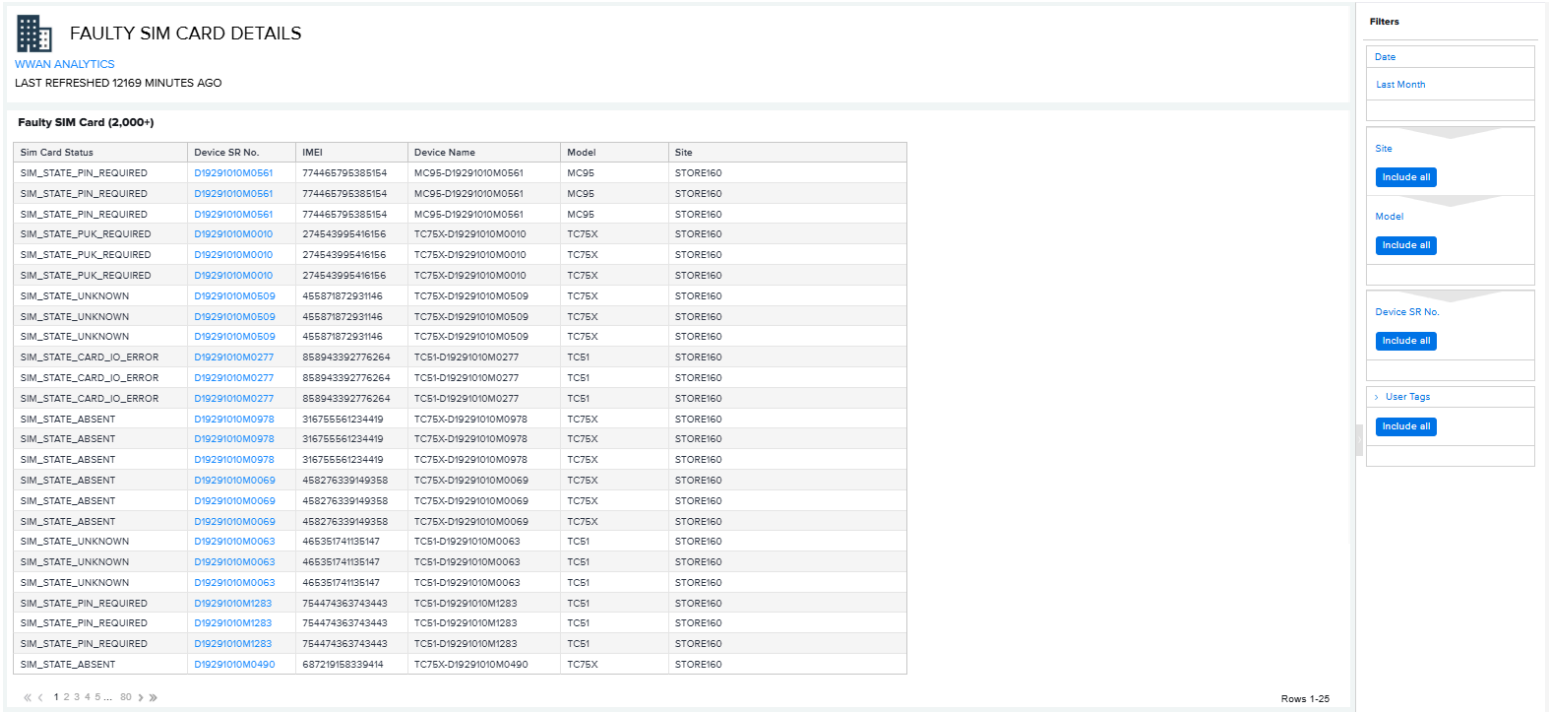


Click **View More Details** to see specific error messages and the devices that they occurred on.

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



FAULTY SIM CARD DETAILS

WWAN ANALYTICS

LAST REFRESHED 12169 MINUTES AGO

Faulty SIM Card (2,000+)

Sim Card Status	Device SR No.	IMEI	Device Name	Model	Site
SIM_STATE_PIN_REQUIRED	D19291010M0561	774465795385154	MC95-D19291010M0561	MC95	STORE160
SIM_STATE_PIN_REQUIRED	D19291010M0561	774465795385154	MC95-D19291010M0561	MC95	STORE160
SIM_STATE_PIN_REQUIRED	D19291010M0561	774465795385154	MC95-D19291010M0561	MC95	STORE160
SIM_STATE_PUK_REQUIRED	D19291010M0010	274543995416156	TC75X-D19291010M0010	TC75X	STORE160
SIM_STATE_PUK_REQUIRED	D19291010M0010	274543995416156	TC75X-D19291010M0010	TC75X	STORE160
SIM_STATE_PUK_REQUIRED	D19291010M0010	274543995416156	TC75X-D19291010M0010	TC75X	STORE160
SIM_STATE_UNKNOWN	D19291010M0509	455871872931146	TC75X-D19291010M0509	TC75X	STORE160
SIM_STATE_UNKNOWN	D19291010M0509	455871872931146	TC75X-D19291010M0509	TC75X	STORE160
SIM_STATE_UNKNOWN	D19291010M0509	455871872931146	TC75X-D19291010M0509	TC75X	STORE160
SIM_STATE_CARD_IO_ERROR	D19291010M0277	858943392776264	TC51-D19291010M0277	TC51	STORE160
SIM_STATE_CARD_IO_ERROR	D19291010M0277	858943392776264	TC51-D19291010M0277	TC51	STORE160
SIM_STATE_CARD_IO_ERROR	D19291010M0277	858943392776264	TC51-D19291010M0277	TC51	STORE160
SIM_STATE_ABSENT	D19291010M0978	316755561234419	TC75X-D19291010M0978	TC75X	STORE160
SIM_STATE_ABSENT	D19291010M0978	316755561234419	TC75X-D19291010M0978	TC75X	STORE160
SIM_STATE_ABSENT	D19291010M0978	316755561234419	TC75X-D19291010M0978	TC75X	STORE160
SIM_STATE_ABSENT	D19291010M0069	458276339149358	TC75X-D19291010M0069	TC75X	STORE160
SIM_STATE_ABSENT	D19291010M0069	458276339149358	TC75X-D19291010M0069	TC75X	STORE160
SIM_STATE_ABSENT	D19291010M0069	458276339149358	TC75X-D19291010M0069	TC75X	STORE160
SIM_STATE_UNKNOWN	D19291010M0063	465351741135147	TC51-D19291010M0063	TC51	STORE160
SIM_STATE_UNKNOWN	D19291010M0063	465351741135147	TC51-D19291010M0063	TC51	STORE160
SIM_STATE_UNKNOWN	D19291010M0063	465351741135147	TC51-D19291010M0063	TC51	STORE160
SIM_STATE_PIN_REQUIRED	D19291010M1283	754474363743443	TC51-D19291010M1283	TC51	STORE160
SIM_STATE_PIN_REQUIRED	D19291010M1283	754474363743443	TC51-D19291010M1283	TC51	STORE160
SIM_STATE_PIN_REQUIRED	D19291010M1283	754474363743443	TC51-D19291010M1283	TC51	STORE160
SIM_STATE_ABSENT	D19291010M0490	687219158339414	TC75X-D19291010M0490	TC75X	STORE160

« ‹ 1 2 3 4 5 ... 80 › »

Rows 1-25

Filters

Date

Last Month

Site

Include all

Model

Include all

Device SR No.

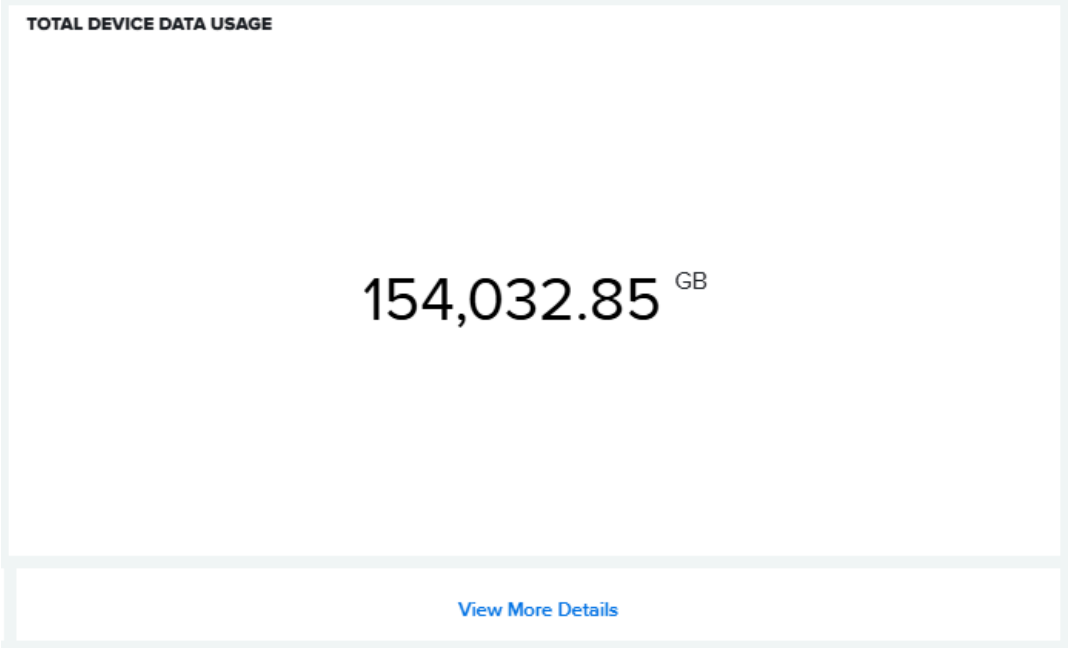
Include all

› User Tags

Include all

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

« ‹ 1 2 3 4 5 ... 80 › »

Rows 1-25

Filters

Date

Last Month

Site

Include all

Model

Include all

Device SR No.

Include all

› User Tags

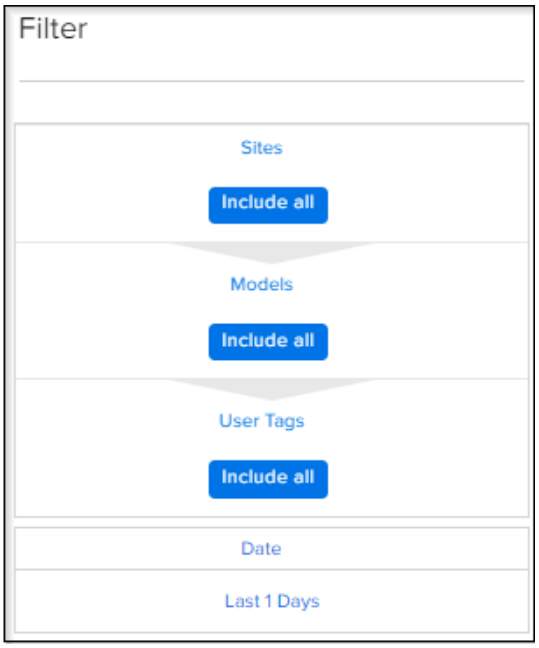
Include all

Additional Options

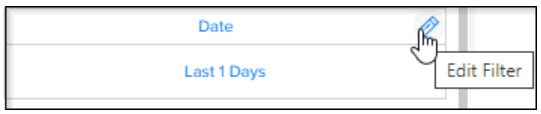
The additional options display additional information.

1. Date Range Options
   a. Click the filter to access the date picker.

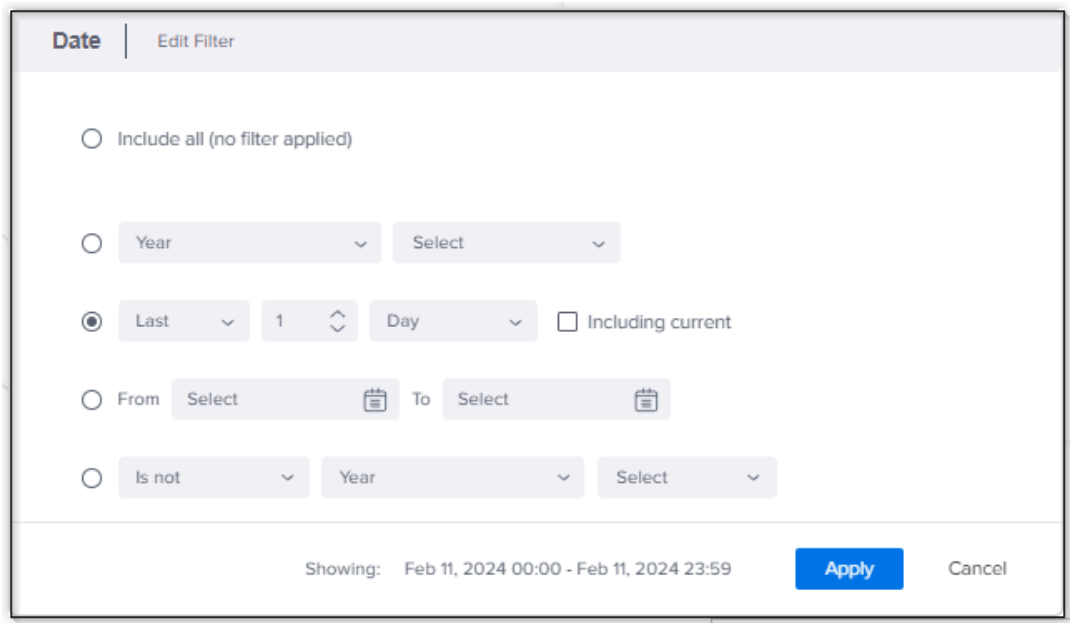
The filter options display.



   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**.



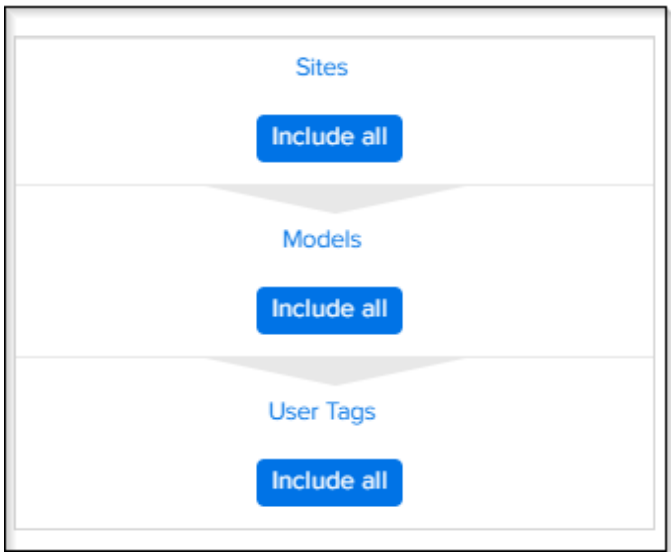
d. The date picker selections include:

- 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.

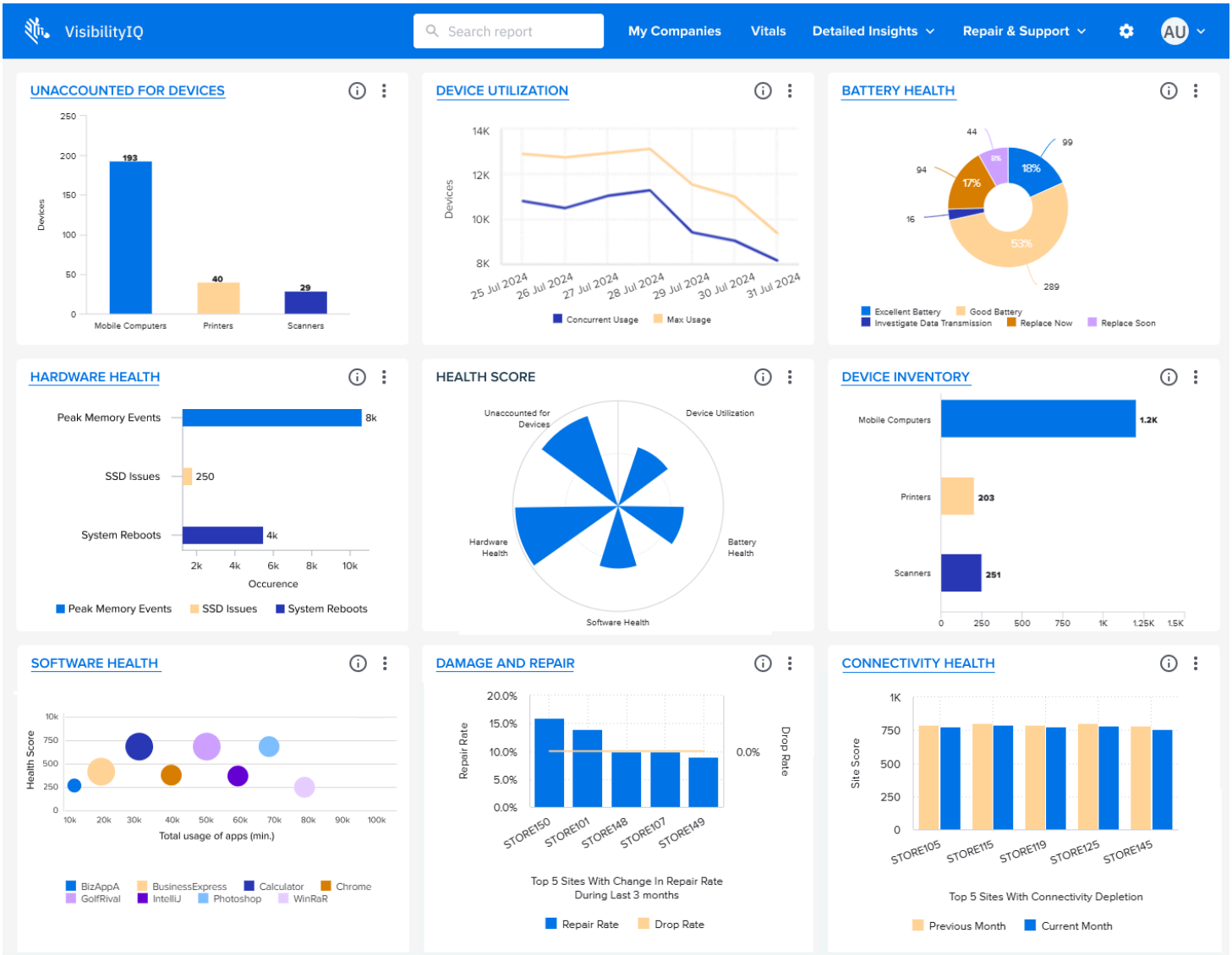
3. Filter
   - Use this option to further filter down the selection. Note that the filters are dependent from the top down.



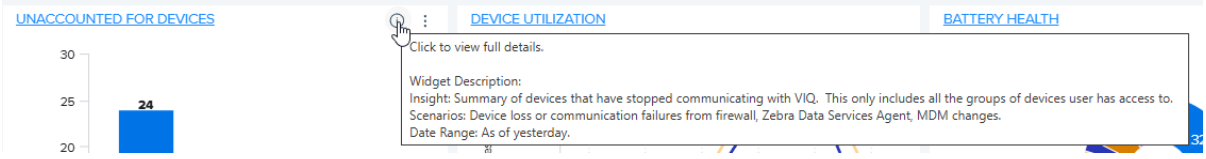
4. Languages Supported
   - English
5. Additional Requirements
   - To request insight, email to mscustomeronboarding@zebra.com. Ensure to request **Enable WWAN Utilization Insight** in your request.

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.



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.

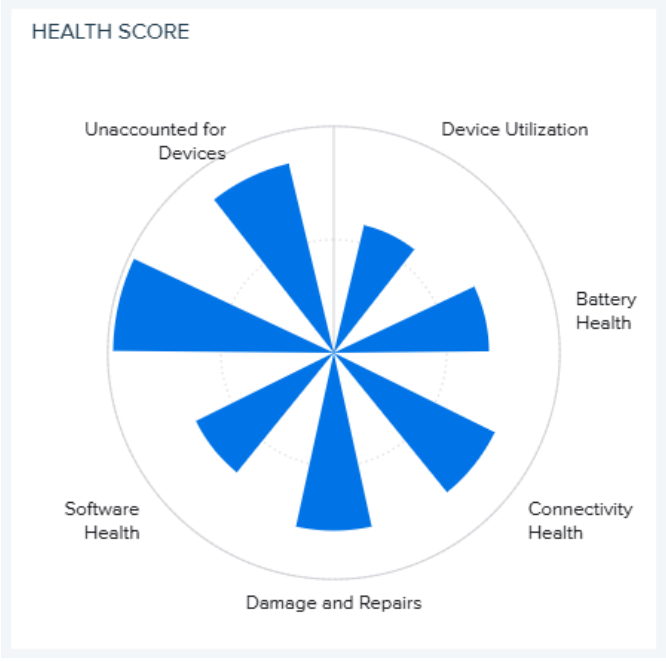
More details related to the categories covered by VIQ Vitals can be found in corresponding reports under the VIQ Detailed Insights menu.

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)

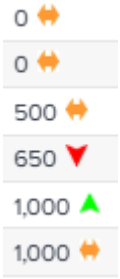
  Amber indicates that there is a potential problem. Look into any issues related to this report, and try to resolve them to prevent this situation from turning into something critical.

- 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.

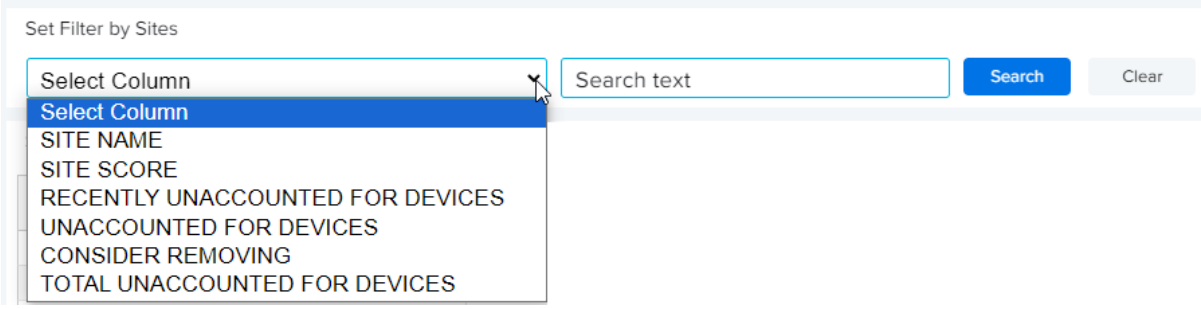


- A green arrow pointing upward indicates a positive trend for the number.
- An amber horizontal line indicates that the number is unchanged.
- A red arrow pointing downward indicates a negative trend for the number.

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.



Unaccounted for Devices

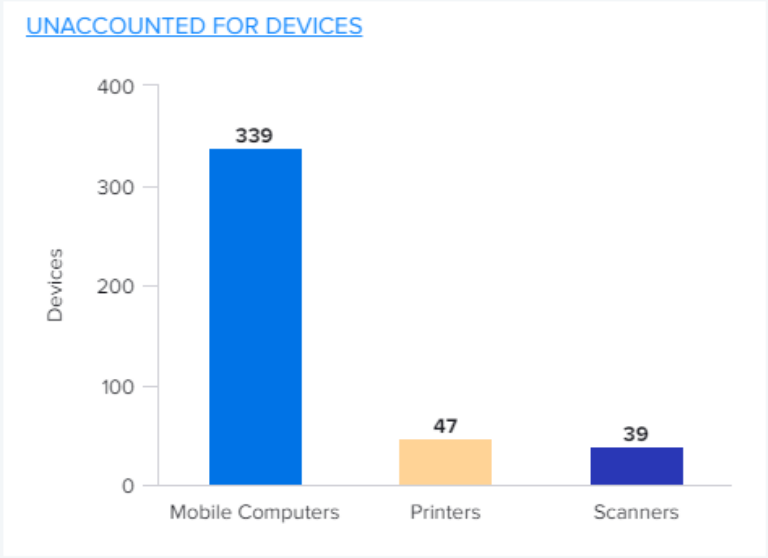
Knowing where your devices are is the best way to protect your investments. The longer a device is missing, the higher the risk that it will not be recovered. This vital helps you to reduce lost, stolen, and misplaced devices by indicating when the devices lost communication with the network and where 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**).

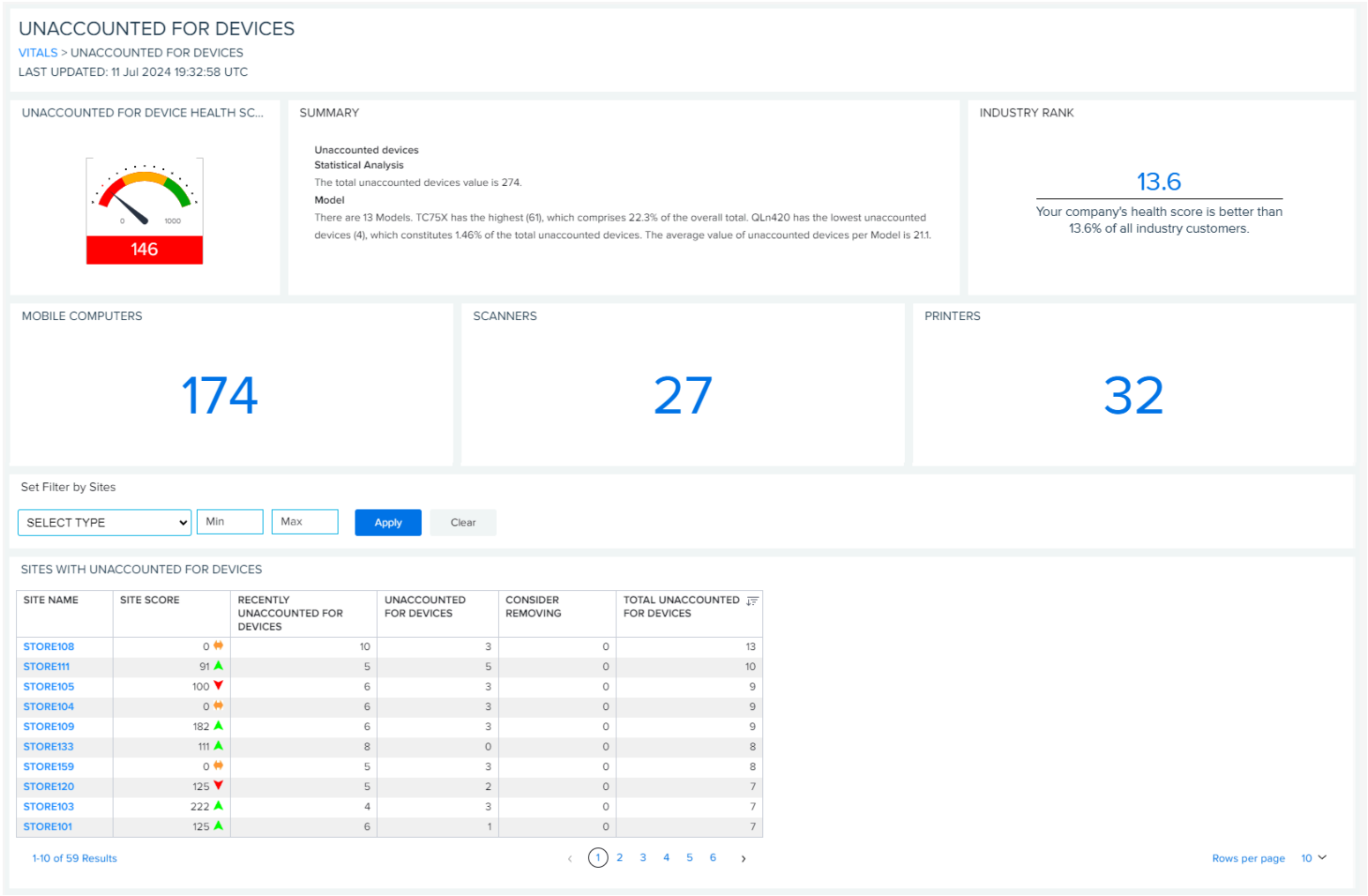
Tile

The tile shows the number of devices in each category that are unaccounted for. Click the heading to go to the expanded view.



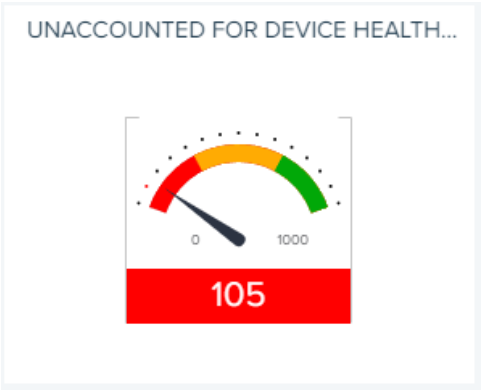
Expanded View

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.



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.

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).

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	0	2	1	0	3
STORE152	0 ▼	1	3	0	4
STORE140	0	4	1	0	5
STORE119	0	5	1	0	6
STORE138	200	2	2	0	4
STORE157	0	1	0	0	1
STORE114	0	3	1	0	4
STORE105	250 ▲	2	1	0	3

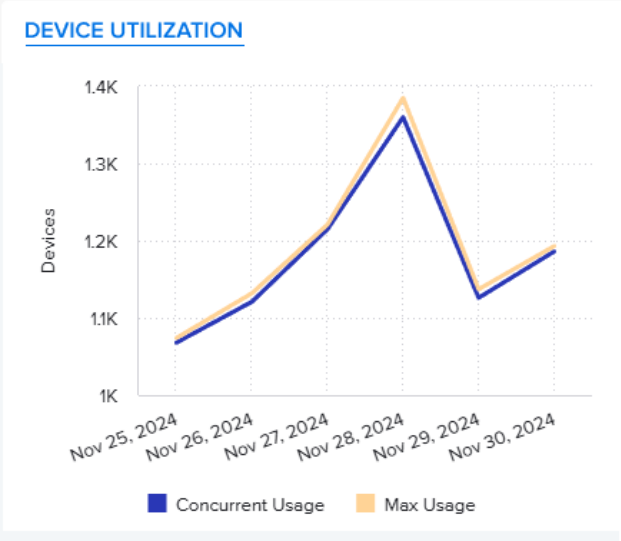
Device Utilization

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.

DEVICE UTILIZATION

VITALS > DEVICE UTILIZATION

LAST REFRESHED 24 MINUTES AGO

DEVICE UTILIZATION SCORE

SUMMARY

Devices are **overutilized** in 118 sites. Zebra recommends keeping overall device utilization under 120% to allow for operating resilience. More devices should be ordered or shift from some other sites.

Devices are **optimally utilized** in 1,363 sites. No action is recommended at this time.

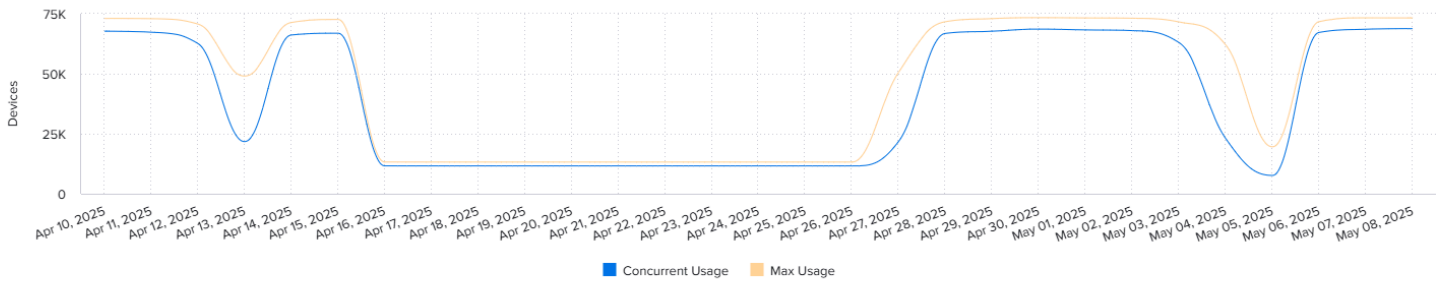
Devices are **underutilized** in 172 sites. If this is not a seasonal effect, then consider repurposing idle devices or retiring older devices.

INDUSTRY RANK

60.6

Your company's health score is better than 60.6% of all Industry customers.

DEVICES IN USE



MINIMUM NO. OF DEVICES REQUIRED

2,669

UNDER UTILIZED DEVICES

61

Set Filter by Sites

Select Column | Search text | Search | Clear

SITES WITH UTILIZATION ISSUES, LAST 30 DAYS (1653)

SITE NAME	SITE SCORE	SITE UTILIZATION	TOTAL DEVICES IN OPERATION	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

« ‹ 1 2 3 4 5 ... 166 › »

Rows 1-10

Set Filter by Models

Select Column | Search text | Search | Clear

MODELS WITH UTILIZATION ISSUES, LAST 30 DAYS (26)

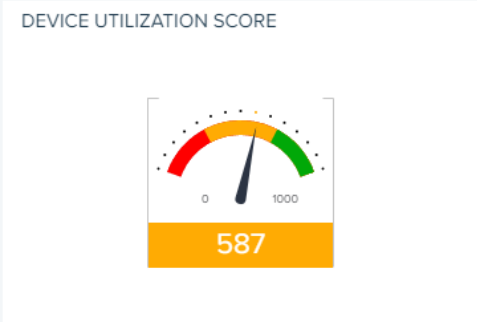
MODEL	MODEL SCORE	TOTAL DEVICES IN OPERATION	AVERAGE OPERATIONAL DEVICES	MAX CONCURRENT USED DEVICES	MAX TOTAL DEVICES USED DAILY	AVERAGE OF DEVICES NOT USED DAILY	AVERAGE OF DAILY UNACCOUNTED FOR DEVICES
CC605	0	1	1	0	0	0	1
ZT410	0	1	1	0	0	0	1
QLn420	0	4	3	0	0	0	3
QLn220	0	2	2	0	0	0	2
ZT620	0	1	1	0	0	0	1
DS3678	0	1	1	0	0	0	1
DS3608	0	1	1	0	0	0	1
MP7000	0	1	1	0	0	0	1
DS8108	0	0	0	0	0	0	0
DS8178	0	1	1	0	0	0	1

« ‹ 1 2 › »

Rows 1-10

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

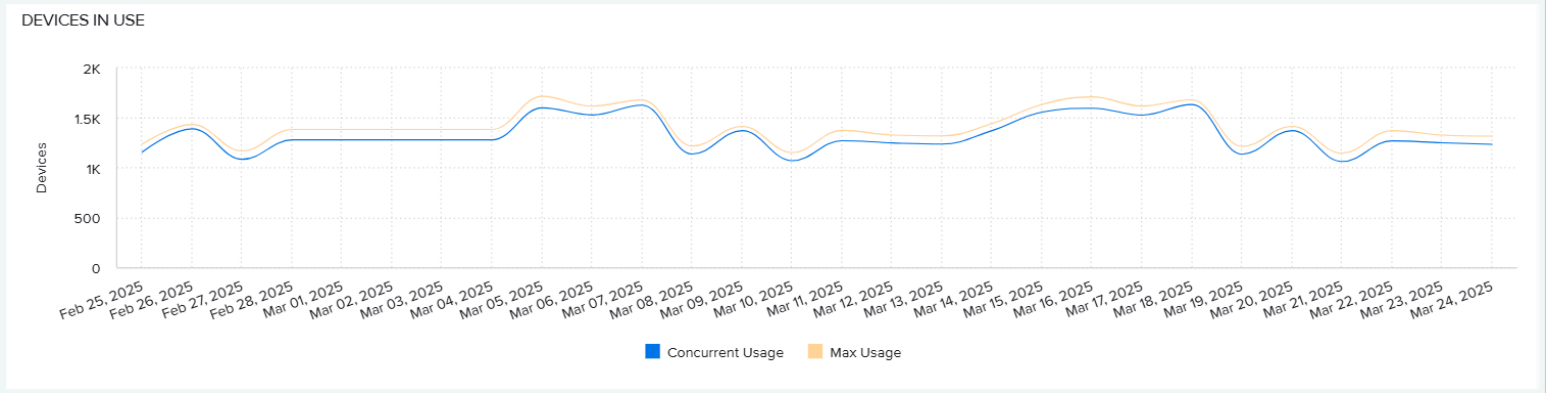
This section tells you how your device utilization score ranks compared to other VIQ users. The data range is for the previous full day of data (usually yesterday).

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.

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.

SITES WITH UTILIZATION ISSUES, LAST 30 DAYS (59)

SITE NAME	SITE SCORE	TOTAL DEVICES IN OPERATION	AVERAGE OPERATIONAL DEVICES	MAX CONCURRENT 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

« ‹ 1 2 3 4 5 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 IN OPERATION	AVERAGE OPERATIONAL DEVICES	MAX CONCURRENT USED DEVICES	MAX TOTAL DEVICES USED DAILY	AVERAGE OF DEVICES NOT USED DAILY	AVERAGE OF DEVICES DAILY UNACCOUNTED FOR
CC605	0	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

« ‹ 1 2 › »

Rows 1-10

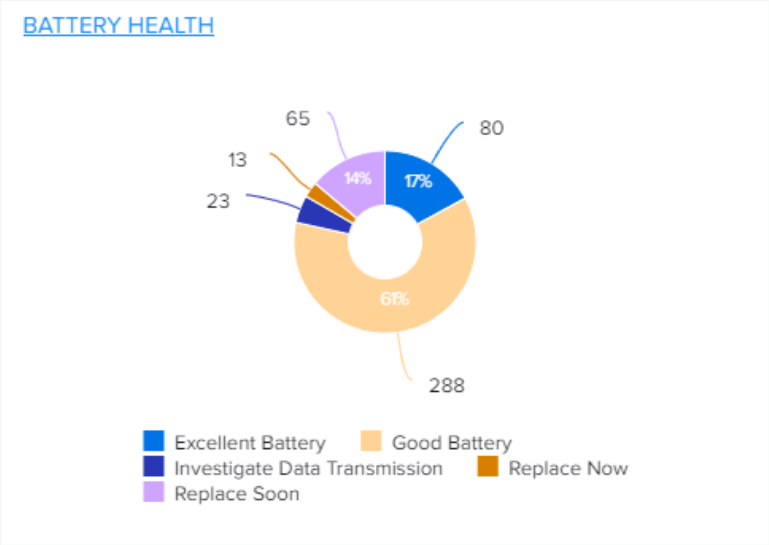
Battery Health

The Battery Health vital helps you to improve employee productivity and safety by eliminating mid-shift 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

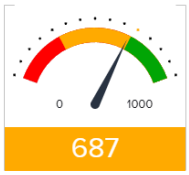
The expanded view shows additional information about the batteries for each site and model.

BATTERY HEALTH

VITALS > BATTERY HEALTH

LAST REFRESHED 50 MINUTES AGO

BATTERY HEALTH SCORE

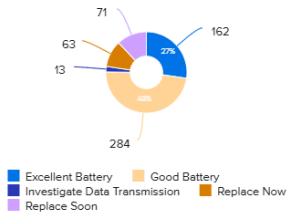


INDUSTRY RANK

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	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

« ‹ 1 2 3 4 › »

Rows 1-10

Set Filter by Models

Select Column | Search text | Search | Clear

MODELS NEEDING REPLACEMENT (9)

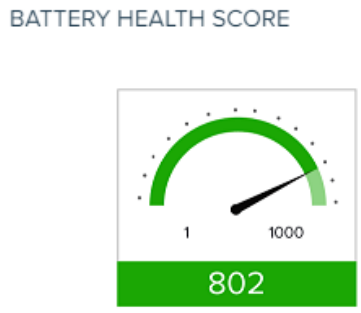
MODEL	MODEL SCORE	REPLACE NOW	REPLACE SOON	GOOD BATTERIES	EXCELLENT BATTERIES	DECOMMISSIONED	INVESTIGATE DATA TRANSMISSION	TOTAL BATTERIES
ZT610	633 ▼	5	6	19	8	0	1	39
QLn220	662 ▼	3	6	18	8	0	1	36
MC95	667 ▲	17	14	47	29	0	0	107
TC52	674 ▲	12	12	42	28	0	1	95
QLn420	688 ▲	3	7	22	10	0	0	42
TC75X	690 ▲	7	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

« ‹ 1 › »

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).

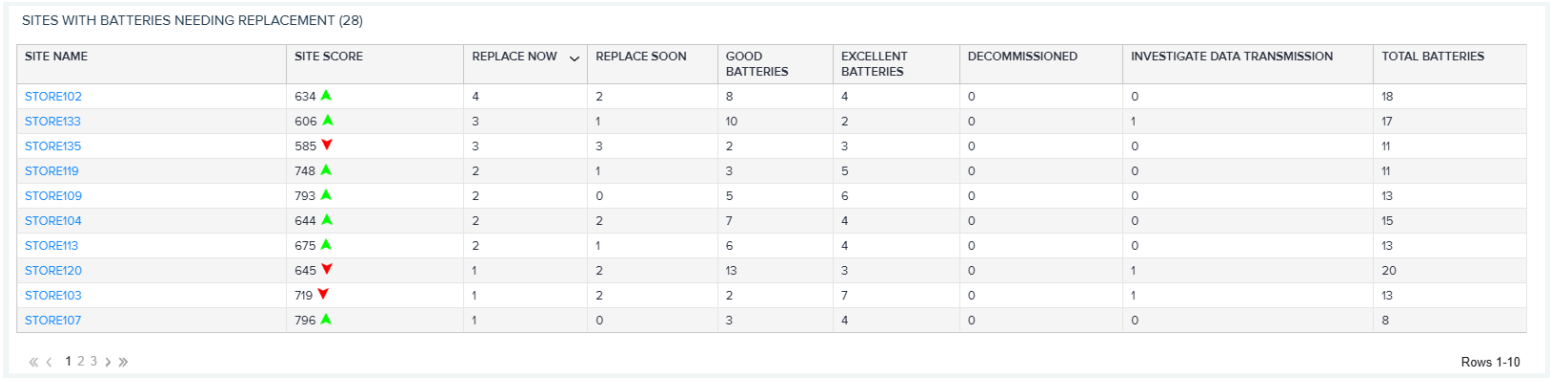


Industry Rank

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)

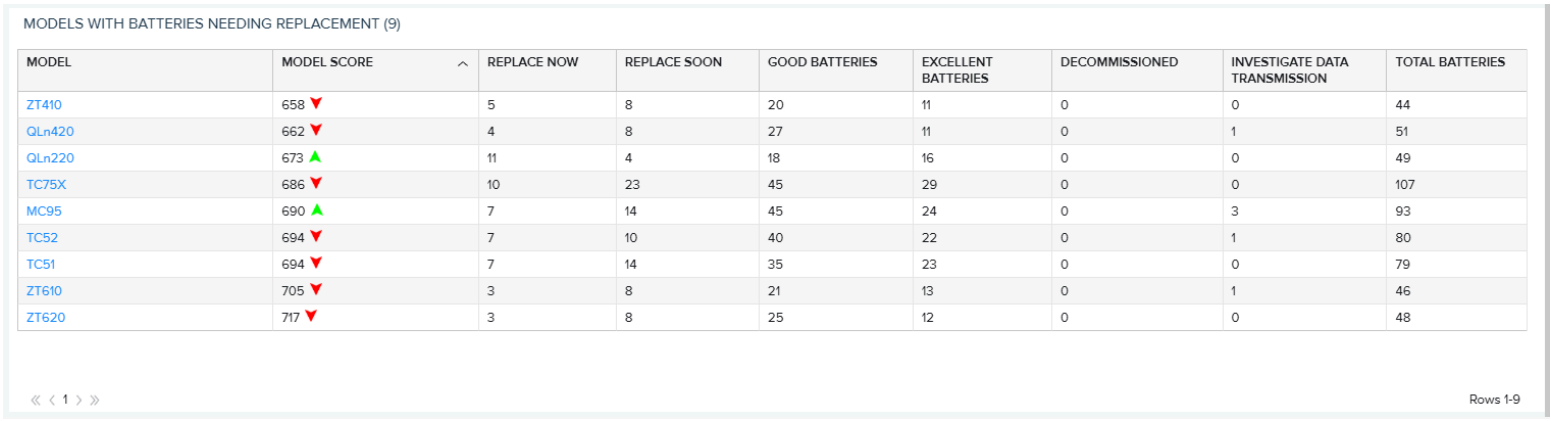
SITE NAME	SITE SCORE	REPLACE NOW	REPLACE SOON	GOOD BATTERIES	EXCELLENT BATTERIES	DECOMMISSIONED	INVESTIGATE DATA TRANSMISSION	TOTAL BATTERIES
STORE102	634 ▲	4	2	8	4	0	0	18
STORE133	606 ▲	3	1	10	2	0	1	17
STORE135	585 ▼	3	3	2	3	0	0	11
STORE119	748 ▲	2	1	3	5	0	0	11
STORE109	793 ▲	2	0	5	6	0	0	13
STORE104	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

« ‹ 1 2 3 › »

Rows 1-10

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.



MODELS WITH BATTERIES NEEDING REPLACEMENT (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

« ‹ 1 › »

Rows 1-9

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.

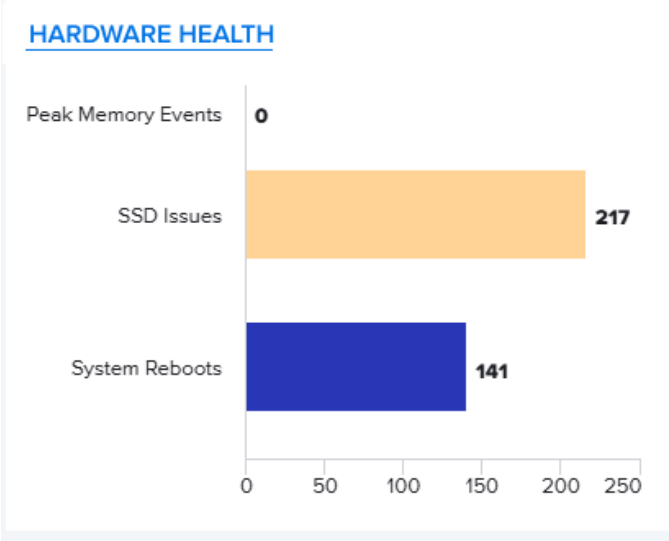
Knowing the health of all devices and how they are performing at each site can help IT leaders make decisions such as:

- 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.

HARDWARE HEALTH

VITALS > HARDWARE HEALTH

LAST REFRESHED 28 MINUTES AGO

Export PDF

HARDWARE HEALTH SCORE

SUMMARY

Devices with hardware issues
The total value for devices with hardware issues is 66.
SSD issues
The total value for SSD issues is 150.
System Reboots
The total System Reboots value is 95.

INDUSTRY RANK

73.1

Your health score is better than 73% of all Industry customers.

Set Filter by Sites

Select Column | Search text | Search | Clear

SITES WITH HARDWARE ISSUES (38)

SITE NAME	SITE SCORE	DEVICES WITH HARDWARE ISSUES	PEAK MEMORY EVENTS	SSD ISSUES	SYSTEM REBOOTS
STORE131	993 ▲	1	0	0	1
STORE133	989 ▬	1	0	0	1
STORE102	988 ▲	1	0	14	0
STORE111	988 ▲	1	0	0	2
STORE126	988 ▲	1	0	0	2
STORE154	987 ▲	1	0	0	2
STORE149	986 ▲	1	0	0	2
STORE155	986 ▼	1	0	0	2
STORE140	986 ▼	1	0	0	1
STORE107	985 ▲	2	0	23	0

« ‹ 1 2 3 4 › »

Set Filter by Models

Select Column | Search text | Search | Clear

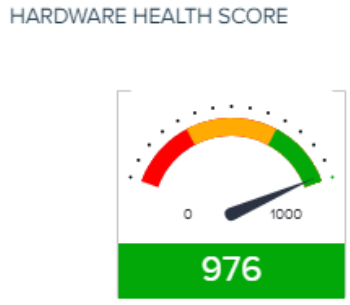
MODELS WITH HARDWARE ISSUES (4)

MODEL	MODEL SCORE	DEVICES WITH HARDWARE ISSUES	PEAK MEMORY EVENTS	SSD ISSUES	SYSTEM REBOOTS
TC51	985 ▲	15	0	36	21
MC95	984 ▲	17	0	75	20
TC52	983 ▲	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.



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.

SITES WITH HARDWARE ISSUES (59)

SITE NAME	SITE SCORE	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

« ‹ 1 2 3 4 5 6 › »

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

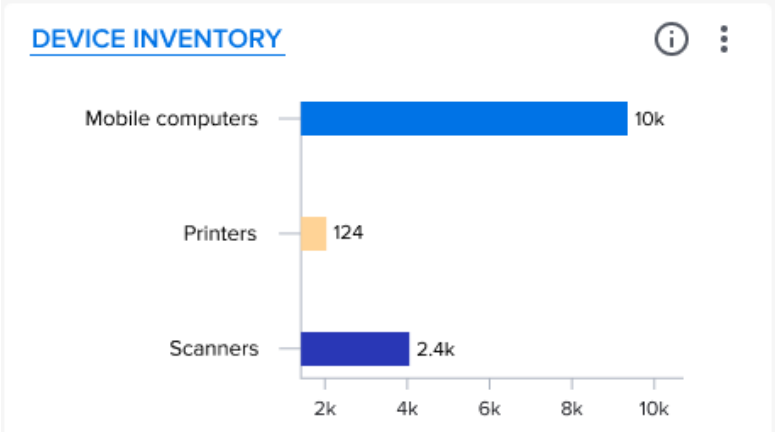
« ‹ 1 › »

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

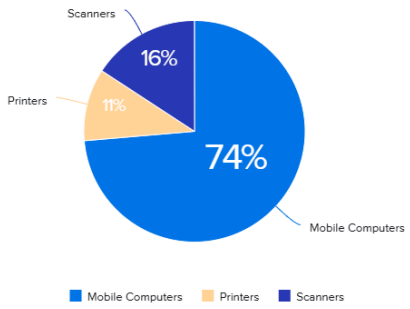
The expanded view shows additional information about each category of devices.

DEVICE INVENTORY

VITALS > DEVICE INVENTORY

LAST REFRESHED 92 MINUTES AGO

DEVICE INVENTORY



SUMMARY

Total Devices

Statistical Analysis

The Total Devices value is 1.8K.

Device type

There are three device types. Mobile Computers has the highest (1.3K), which comprises 73.7% of the overall total. Printers has the lowest Total Devices (189), which constitutes 10.5% of the Total Devices. The average value of Total Devices per device type is 597.3.

Total Devices by device model for Mobile Computers

There are five device models. TC75X makes the most significant contribution (346), which comprises 26.2% of the overall total. CC605 has the lowest Total Devices (3), which constitutes 0.227% of the Total Devices. The average value of Total Devices per device model is 264.

Total Devices by device model for Scanners

There are five device models. MP7000 has the highest (64), which comprises 22.6% of the overall total. DS3608 has the lowest Total Devices (49), which constitutes 17.3% of the Total Devices. The average value of Total Devices per device model is 56.6.

Total Devices by device model for Printers

There are five device models. QLn420 makes the most significant contribution (42), which comprises 22.2% of the overall total. ZT410 has the lowest Total Devices (33), which constitutes 17.5% of the Total Devices. The average value of Total Devices... Show

MOBILE COMPUTERS	PRINTERS	SCANNERS	BATTERIES
1,320	189	283	14,655
Newly Activated **228**	Newly Activated **17**	Newly Activated **35**	

Set Filter by Sites

Select Column | Search text | Search | Clear

DEVICE INVENTORY BY SITE (59)

SITE NAME	MOBILE COMPUTERS	PRINTE...	SCANNERS	NEWLY ACTIVATED	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	17	8	14	16	339
STORE116	20	8	0	20	345
STORE110	16	8	13	15	333
STORE102	17	8	15	15	395
STORE111	29	7	8	29	387

« ‹ 1 2 3 4 5 6 › »

Rows 1-10

Set Filter by Models

Select Column | Search text | Search | Clear

DEVICE INVENTORY BY MODEL (15)

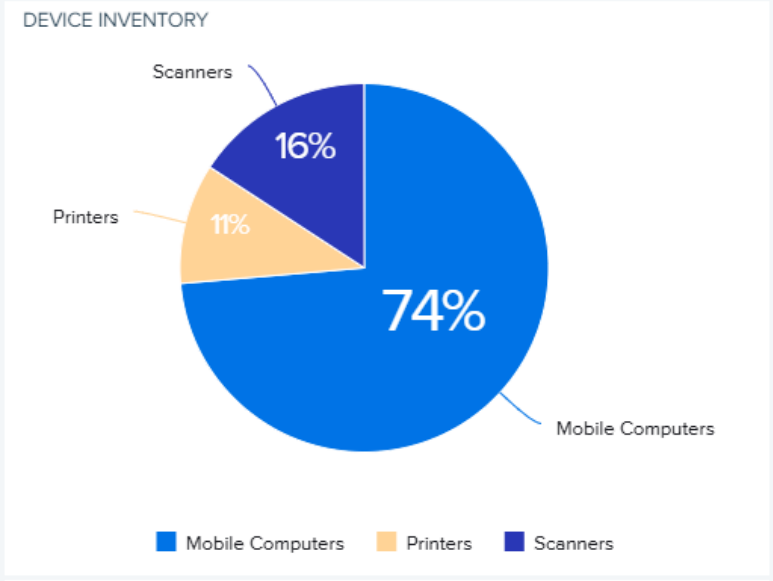
DEVICE TYPE	MODEL	QUANTITY	AVERAGE AGE (IN DAYS)	NEWLY ACTIVATED
Mobile Computers	TC75X	346	2,250	239
Mobile Computers	TC51	332	2,252	217
Mobile Computers	MC95	332	2,278	213
Mobile Computers	TC52	307	2,284	200
Scanners	MP7000	64	2,204	7
Scanners	DS8178	59	2,210	7
Scanners	DS8108	57	2,237	7
Scanners	DS3678	54	2,225	7
Scanners	DS3608	49	2,203	7
Printers	QLn420	42	2,288	24

« ‹ 1 2 › »

Rows 1-10

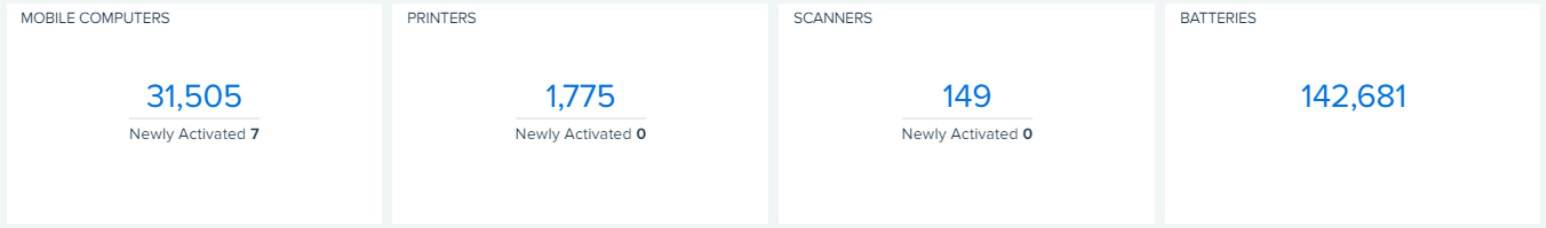
Device Inventory

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.



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.

DEVICE INVENTORY BY SITE (1011)

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

« ‹ 1 2 3 4 5 … 102 › »

Rows 1-10

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 INVENTORY BY MODEL (26)

DEVICE TYPE	MODEL	QUANTITY	AVERAGE AGE (IN DAYS)	NEWLY ACTIVATED
Mobile Compute...	MC67XX	40	1,974	0
Mobile Compute...	TC56XX	14	1,940	0
Mobile Compute...	TC57	1	1,883	0
Mobile Compute...	TC57XX	6,185	1,518	0
Mobile Compute...	TC77X	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

« ‹ 1 2 3 › »

Rows 1-10

Software Health

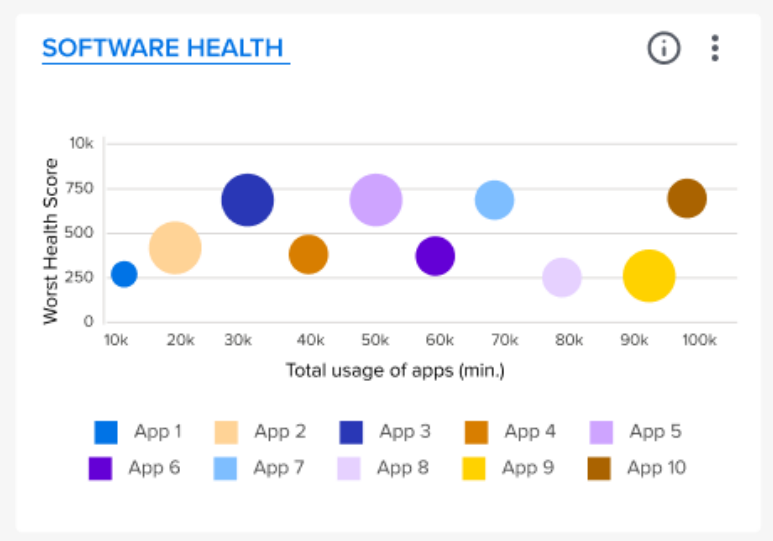
This vital helps you to improve employee productivity and worker accuracy by ensuring that the right version of software is running on the right model, at the right site, and with the right OS and board support package (BSP) for each job role.

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.

SOFTWARE HEALTH

VITALS > SOFTWARE HEALTH

LAST REFRESHED 41 MINUTES AGO

APP HEALTH SCORE

SUMMARY

Average ANR Count
The total Average ANR Count value is 6.2. Waze, GPS Maps, Camera, V-Track and Visual Voicemail are significant positive outliers among App Names, contributing 80.6% (5), 14.8% (0.9), 2.17% (0.1), 1.58... Show

INDUSTRY RANK

60

Your company's health score is better than 60% of all Zebra customers

Set Filter

Select Column | Search text | Search | Clear

APP HEALTH ISSUE, LAST 30 DAYS (144)

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
Visual Voicemail	994	1	0	0	1
Facebook	997	6	0	0	4
Firefox	997	3	0	0	2

« ‹ 1 2 3 4 5 ... 15 › »

Rows 1-10

Set Filter

Select Column | Search text | Search | Clear

APP USAGE ISSUE, LAST 30 DAYS (144)

APP NAME	FOREGROUND USAGE (minutes)	BACKGROUND USAGE (minutes)	TOTAL USAGE (minutes)	AVG MEMORY (MB)
Waze	115hrs 49mins	0hrs 0mins	115hrs 49mins	571,159.06
V-Track	13hrs 30mins	0hrs 0mins	13hrs 30mins	83,394.97
Samsara Driv...	3hrs 53mins	0hrs 0mins	3hrs 53mins	2,251.23
SmartPODPlus	1hrs 1mins	0hrs 0mins	1hrs 1mins	0
Camera	0hrs 48mins	0hrs 0mins	0hrs 48mins	146.5
Launcher	0hrs 8mins	0hrs 0mins	0hrs 8mins	0
Print Station	0hrs 7mins	0hrs 0mins	0hrs 7mins	0
Mentor	0hrs 5mins	0hrs 0mins	0hrs 5mins	0
Fuelman	0hrs 2mins	0hrs 0mins	0hrs 2mins	0
GM Driver	0hrs 1mins	0hrs 0mins	0hrs 1mins	251.42

« ‹ 1 2 3 4 5 ... 15 › »

Rows 1-10

Set Filter

Select Column | Search text | Search | Clear

OS HEALTH ISSUE, LAST 30 DAYS (20)

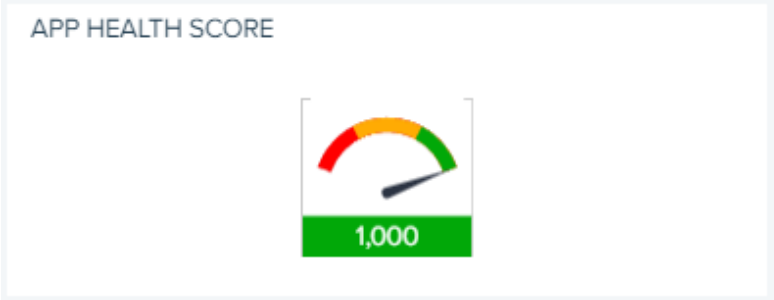
MODEL	OS VERSION	DEVICES IMPACTED WITH OS VERSION	TOTAL DEVICES WITH LATEST BSP (UP TO DATE VS NOT UP TO DATE)	
CC605	11	65	01.21.04.1	65
CC605	7.1.2	45	01.01.49	45
CC605	8.1.0	137	01.21.04.1	137
CC605	10	63	01.21.04.1	63
MC95	8.1.0	126	01.21.04.1	126
MC95	10	64	01.21.04.1	64
MC95	7.1.2	40	01.01.49	40
MC95	11	71	01.21.04.1	71
TC51	7.1.2	47	01.01.49	47
TC51	10	67	01.21.04.1	67

« ‹ 1 2 › »

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).



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).

App Health Issues

This table shows the apps with health issues in the last 30 days.

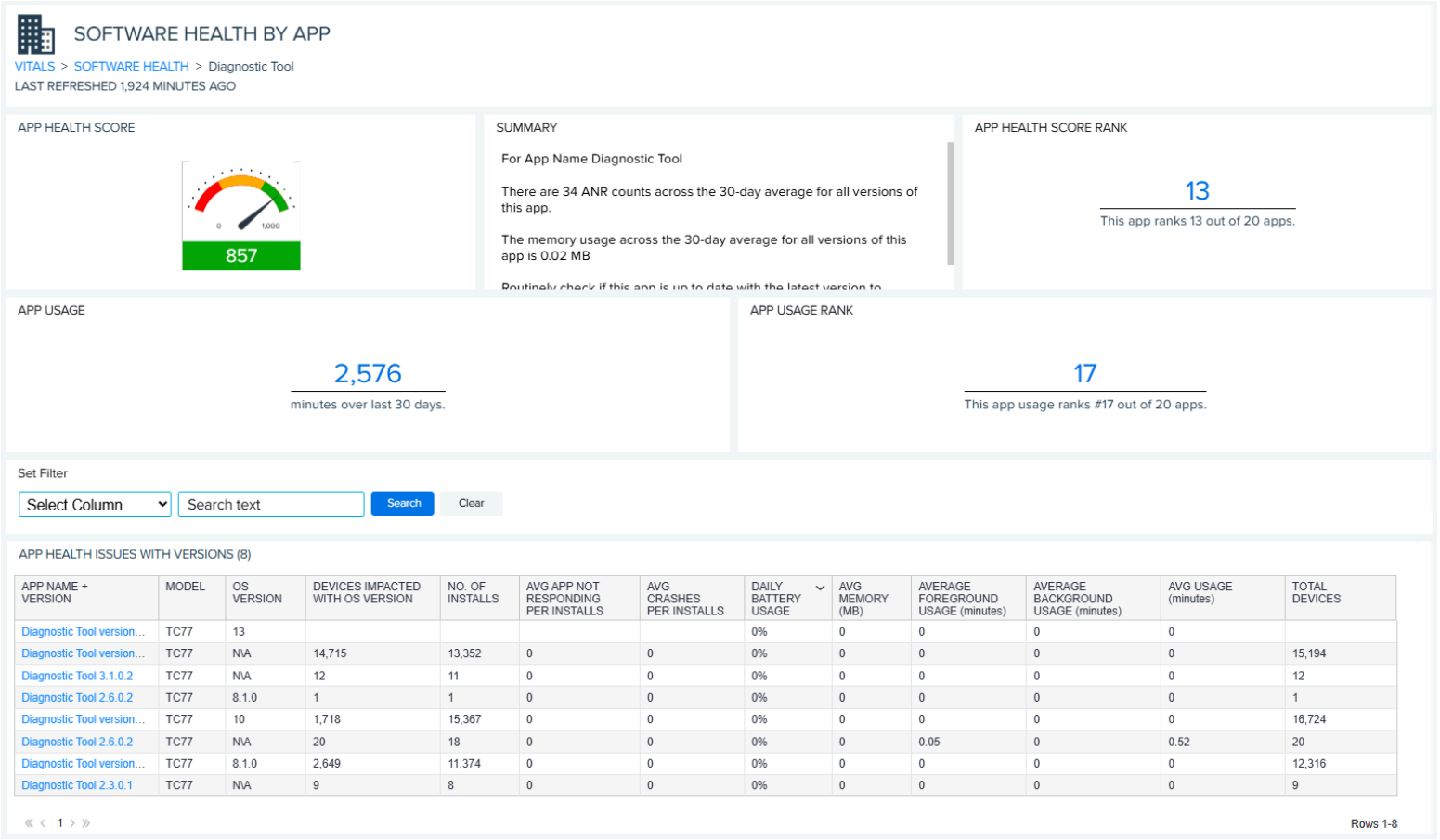
APP HEALTH ISSUE, LAST 30 DAYS (144)

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
Visual Voicemail	994	1	0	0	1
Facebook	997	6	0	0	4
Firefox	997	3	0	0	2

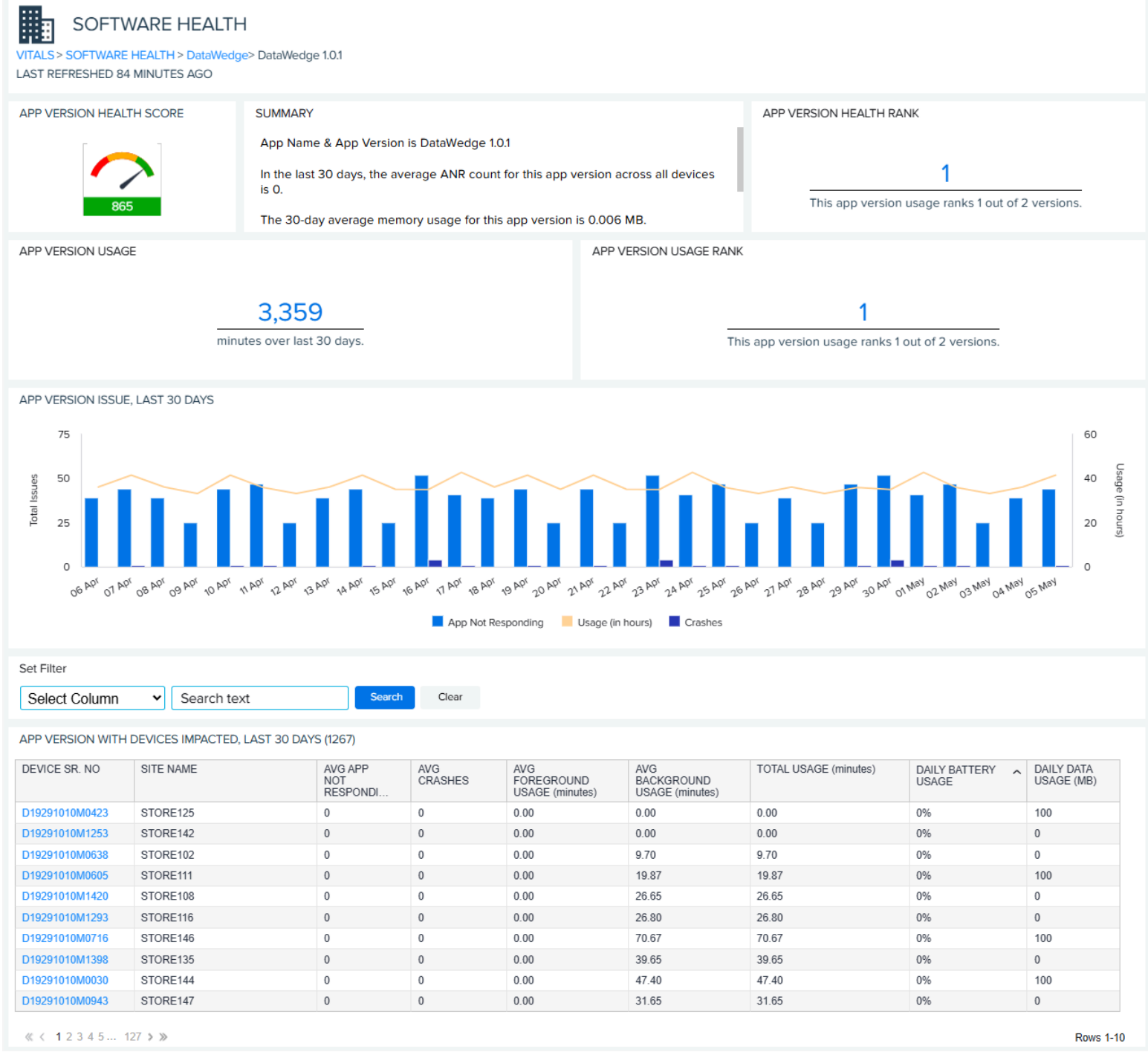
« ‹ 1 2 3 4 5 ... 15 › »

Rows 1-10

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.



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 Device Details

App Usage Issues

This table shows the apps with usage issues in the last 30 days.

APP USAGE ISSUE, LAST 30 DAYS (144)

APP NAME	FOREGROUND USAGE	BACKGROUND USAGE	TOTAL USAGE	AVG MEMORY
Waze	115hrs 49mins	0hrs 0mins	115hrs 49mins	571,159.06
V-Track	13hrs 30mins	0hrs 0mins	13hrs 30mins	83,394.97
Samsara Driv...	3hrs 53mins	0hrs 0mins	3hrs 53mins	2,251.23
SmartPODPlus	1hrs 1mins	0hrs 0mins	1hrs 1mins	0
Camera	0hrs 48mins	0hrs 0mins	0hrs 48mins	146.5
Launcher	0hrs 8mins	0hrs 0mins	0hrs 8mins	0
Print Station	0hrs 7mins	0hrs 0mins	0hrs 7mins	0
Mentor	0hrs 5mins	0hrs 0mins	0hrs 5mins	0
Fuelman	0hrs 2mins	0hrs 0mins	0hrs 2mins	0
GM Driver	0hrs 1mins	0hrs 0mins	0hrs 1mins	251.42

« ‹ 1 2 3 4 5 ... 15 › » 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)

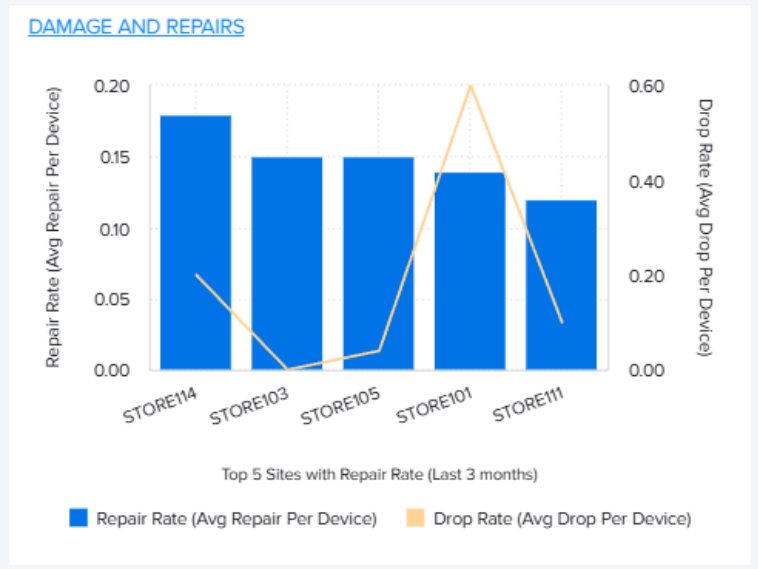
MODEL	OS VERSION	DEVICES IMPACTED WITH OS VERSION	TOTAL DEVICES WITH LATEST BSP (UP TO DATE VS NOT UP TO DATE)	
TC51	11	70	01.21.04.1	70
TC51	8.1.0	134	01.21.04.1	134
TC52	10	63	01.21.04.1	63
TC52	8.1.0	113	01.21.04.1	113
TC52	7.1.2	41	01.01.49	41
TC52	11	53	01.21.04.1	53
TC75X	10	61	01.21.04.1	61
TC75X	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.

LAST 30 DAYS

DAMAGE AND REPAIRS

VITALS > DAMAGE AND REPAIRS

LAST REFRESHED 67 MINUTES AGO

DAMAGE AND REPAIR HEALTH SCORE

SUMMARY

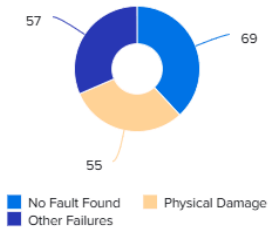
There are 9 number of models and 51 number of sites for the company, VIQ FORESIGHT.

The Total Repair Count and the Total Drop Count for the company is 181 and 254 respectively in the last 30 days.

The average value of Repair Rate (avg repair per device) per site is 0.13 and the average value of Drop Rate (avg drop per device) per site is 0.16 in the last 30 days.

The average value of Repair Rate (avg repair per device) per model is 0.14 and the average value of Drop Rate (avg drop per device) per model is 0.17 in the last 30 days.

REPAIR ISSUES



REPAIR RATE (AVG REPAIR PER DEVICE - Last 30 days)

0.10

DROP RATE (AVG DROP PER DEVICE - Last 30 days)

0.14

Set Filter by Sites

Select Column | Search text | Search | Clear

SITES WITH DAMAGE AND REPAIR ISSUES, LAST 30 DAYS (51)

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

« ‹ 1 2 3 4 5 6 › »

Rows 1-10

Set Filters By Model

Select Column | Search text | Search | Clear

MODELS WITH DAMAGE AND REPAIRS, LAST 30 DAYS (10)

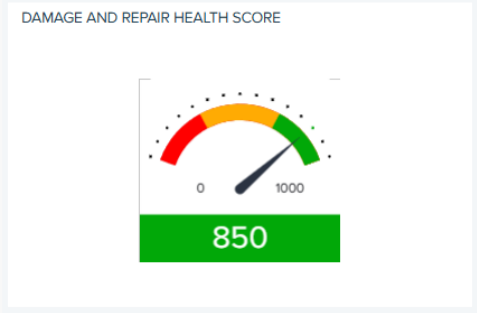
MODEL NAME	MODEL SCORE ^	NO FAULT FOUND	PHYSICAL DAMAGE	OTHER FAILURE	REPAIR RATE (AVG PER DEVICE)	TOTAL NO. OF DROPS	DROP RATE (AVG PER DEVICE)	AVG DROP PER DEVICE PER DAY	TOTAL DEVICES
CC605	500 ▼	0	2	0	2.00	15	15.00	0.5	1
DS3608	776 ▲	3	2	5	0.45	0	0.00	0	22
TC52	799 ▼	6	8	9	0.24	12	0.13	0	95
MP7000	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

« ‹ 1 › »

Rows 1-10

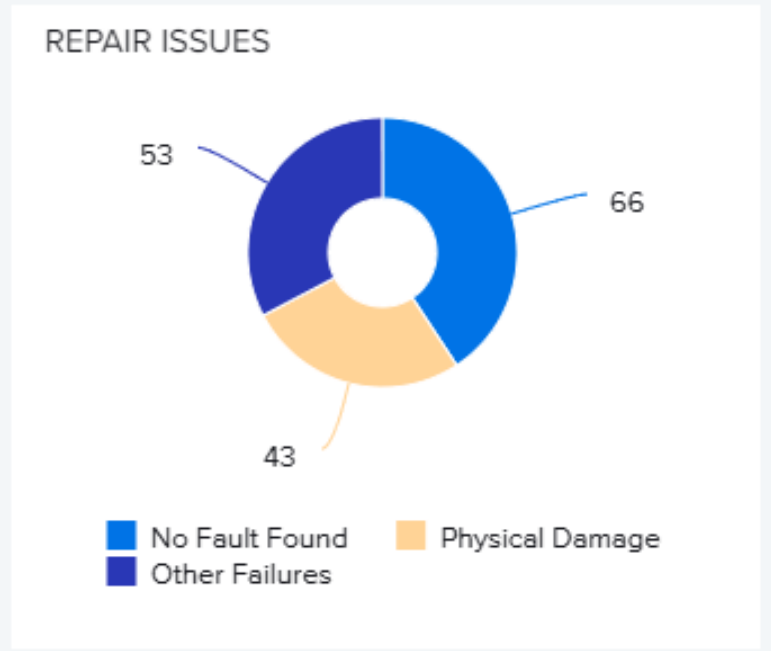
Damage and Repair Health Score

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.

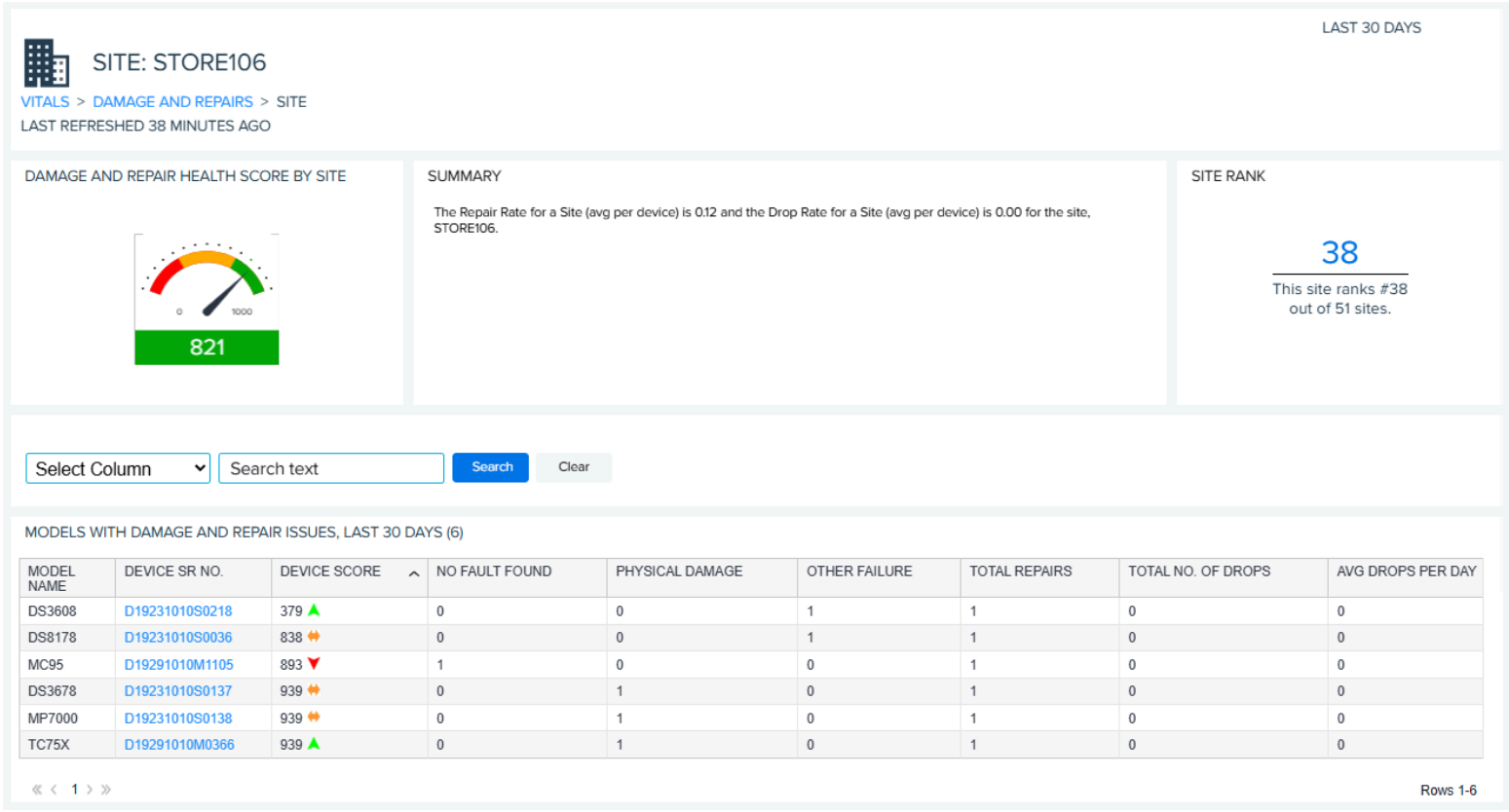
SITES WITH DAMAGE AND REPAIR ISSUES, LAST 30 DAYS (51)

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

« ‹ 1 2 3 4 5 6 › »

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.



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

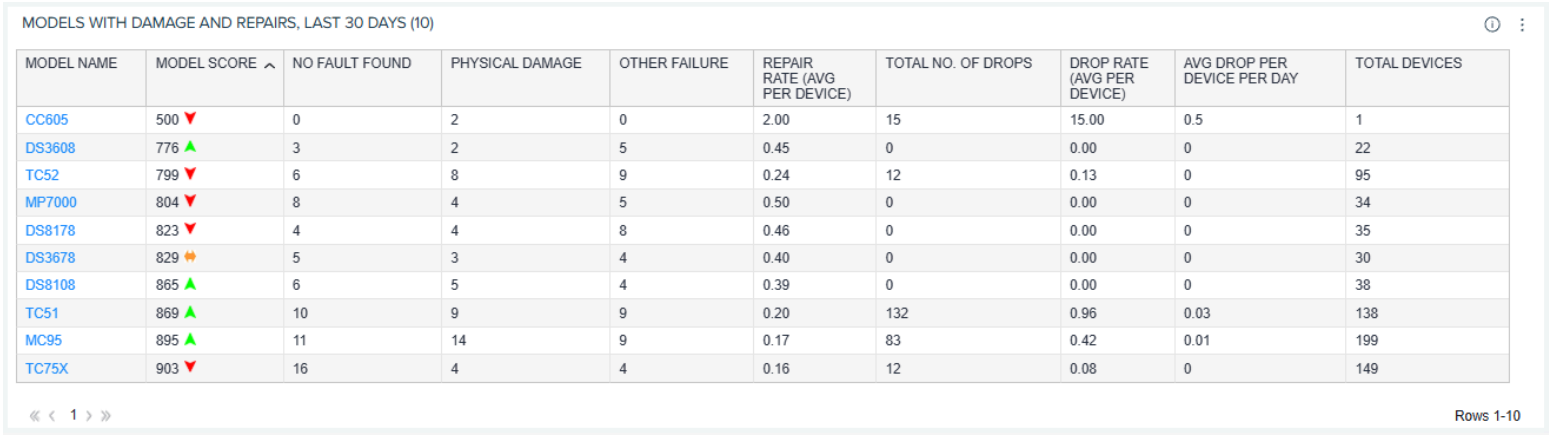
See Also

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.

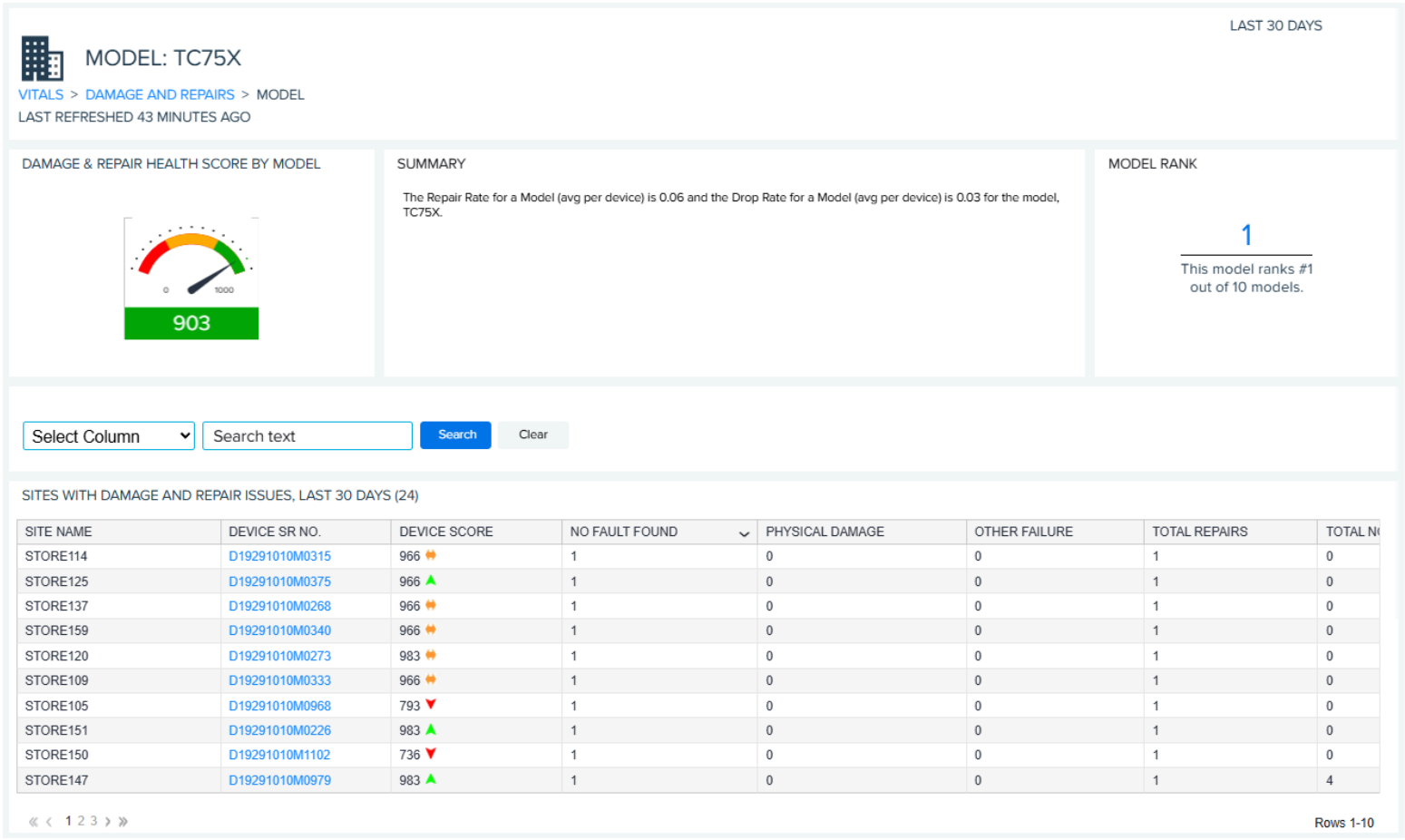
If only one site has issues with a particular model, consider investigating the circumstances at the site. If multiple sites have issues with a particular mobile computer model, look for the commonalities between them, including how and where the devices are used. Is this model suited to these sites, or would a more rugged model have fewer issues?


MODELS WITH DAMAGE AND REPAIRS, LAST 30 DAYS (10)

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

« ‹ 1 › » Rows 1-10

Click on a model to see the individual devices with issues in the last 30 days.



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

See Also

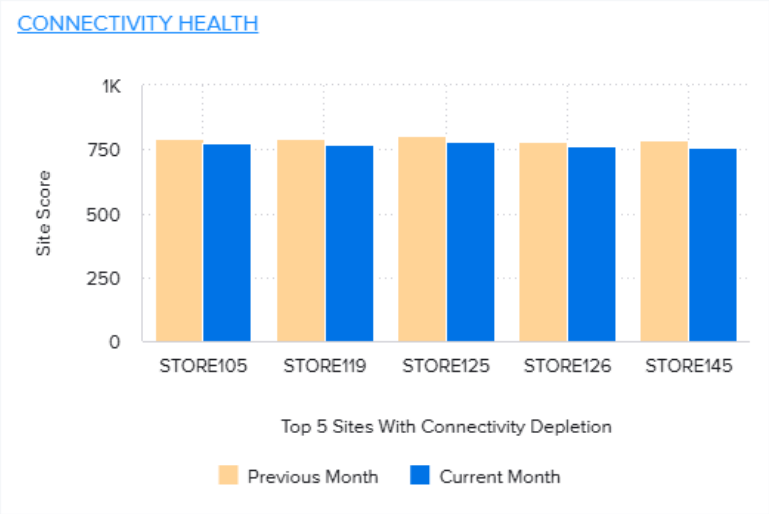
Displaying Mobile Computer Details

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.

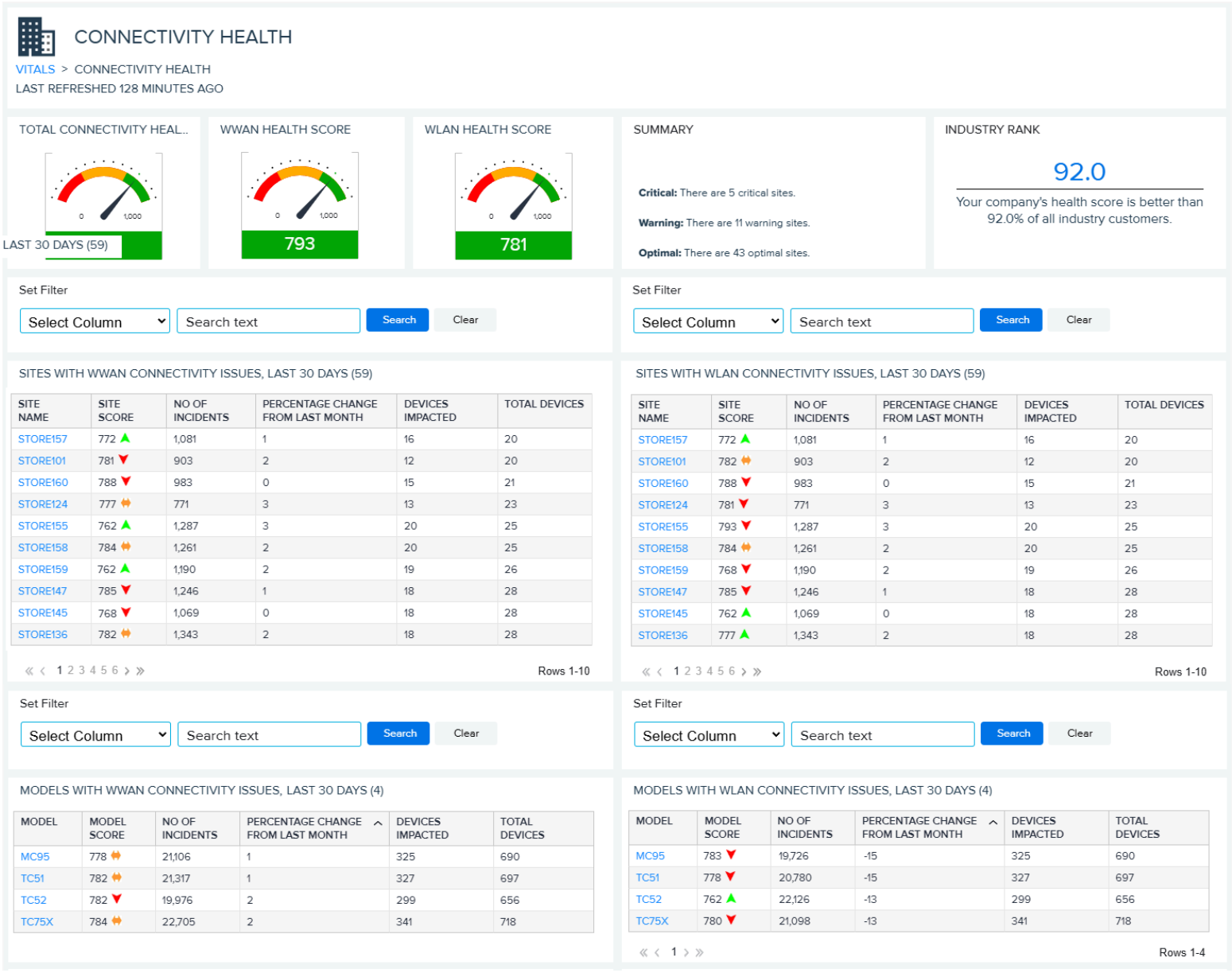
Tile

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.



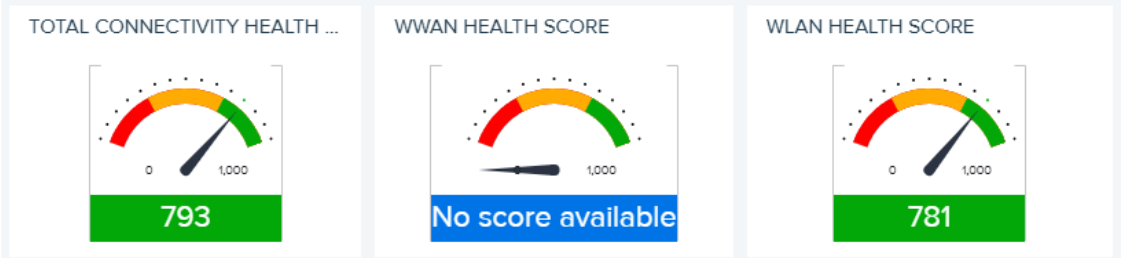
Expanded View

The expanded view shows additional information about Cellular (WWAN) and Wi-Fi (WLAN) issues.



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)

SITE NAME	SITE SCORE	NO OF INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	TOTAL DEVICES
STORE126	3 ▼	78	-99	6	90
STORE119	3 ▼	28	-83	6	62
STORE145	4 ▼	46	-32	12	70
STORE125	4 ▼	24	-73	6	32
STORE109	4 ▼	100	-95	18	144
STORE111	5 ▼	18	-90	2	10
STORE115	5 ▲	60	88	6	54
STORE157	5 ▲	76	6	6	54
STORE105	5 ▼	38	-72	10	50
STORE137	5 ▼	74	-45	6	54

« ‹ 1 2 3 4 5 … 164 › » Rows 1-10

SITES WITH WLAN CONNECTIVITY ISSUES, LAST 30 DAYS (1648)

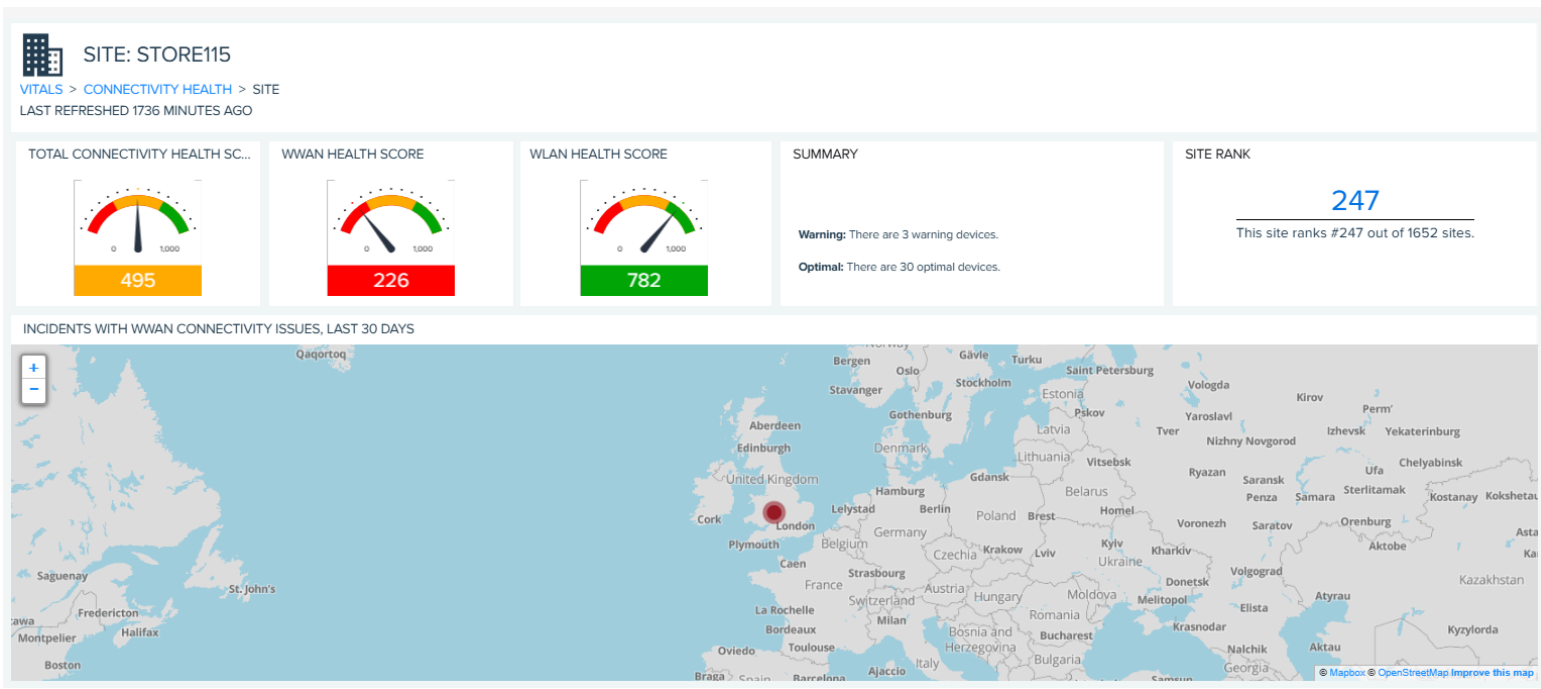
SITE NAME	SITE SCORE	NO OF INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	TOTAL DEVICES
STORE109	0 ⇔	860	0	2	4
STORE157	0 ⇔	572	-40	2	4
STORE126	0 ⇔	1,078	-4	2	4
STORE125	0 ⇔	4,832	-4	8	10
STORE145	0 ⇔	1,216	-5	6	8
STORE119	0 ▼	700	-19	2	4
STORE115	0 ⇔	1,748	-38	6	16
STORE111	0 ⇔	1,866	1	6	10
STORE105	0 ⇔	1,046	-19	6	8
STORE137	0 ▼	2,596	-8	4	6

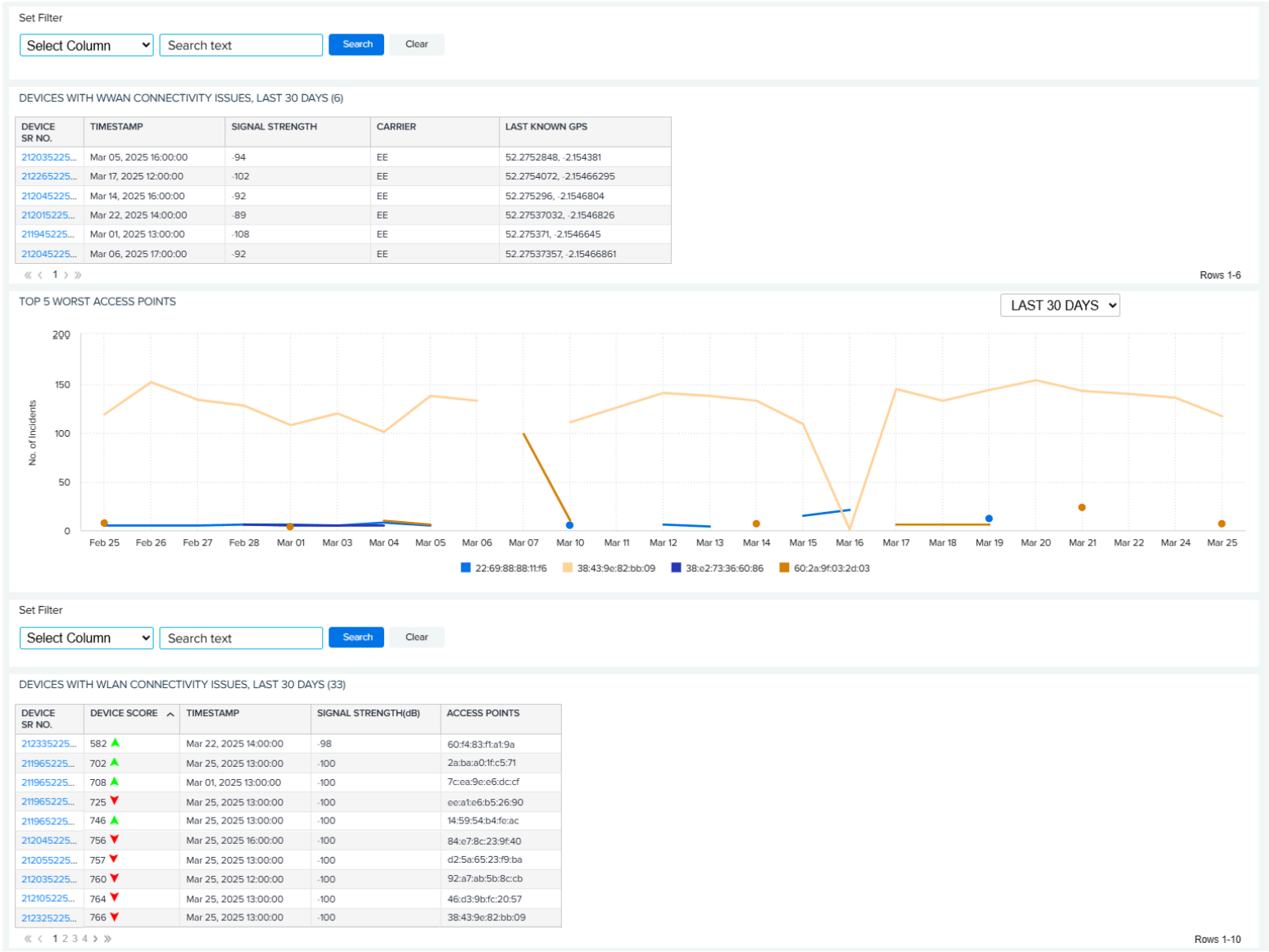
« ‹ 1 2 3 4 5 … 165 › » Rows 1-10

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.

VIQ Vitals


SITE: STORE115
VITALS > CONNECTIVITY HEALTH > SITE
LAST REFRESHED 1736 MINUTES AGO
TOTAL CONNECTIVITY HEALTH SC...
495
WWAN HEALTH SCORE
226
WLAN HEALTH SCORE
782
SUMMARY
Warning: There are 3 warning devices.
Optimal: There are 30 optimal devices.
SITE RANK
247
This site ranks #247 out of 1652 sites.
INCIDENTS WITH WWAN CONNECTIVITY ISSUES, LAST 30 DAYS
Qaqortoq
Bergen
Oslo
Gävle
Turku
Saint Petersburg
Stavanger
Stockholm
Estonia
Vologda
Kirov
Perm'
Gothenburg
Pskov
Yaroslavl
Aberdeen
Latvia
Tver
Izhevsk
Yekaterinburg
Edinburgh
Denmark
Nizhny Novgorod
Lithuania
Vitsebsk
Chelyabinsk
United Kingdom
Gdansk
Ryazan
Saransk
Ufa
Hamburg
Belarus
Penza
Samara
Sterlitamak
Kostanay
Kokshetau
Lelystad
Berlin
Homel
Cork
London
Poland
Brest
Voronezh
Saratov
Orenburg
Germany
Plymouth
Belgium
Kyiv
Aktobe
Czechia
Krakow
Lviv
Kharkiv
Caen
Ukraine
Volgograd
Saguenay
Strasbourg
Donetsk
Kazakhstan
St. John's
France
Austria
Moldova
Atyrau
Switzerland
Hungary
Melitopol
Fredericton
La Rochelle
Romania
Elista
Milan
Halifax
Bordeaux
Bosnia and Herzegovina
Bucharest
Krasnodar
Kyzylorda
Montpelier
Toulouse
Oviedo
Nalchik
Aktau
Boston
Italy
Bulgaria
Ajaccio
Georgia
Braga
Barcelona
© Mapbox © OpenStreetMap Improve this map



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

See Also

Displaying Device Details

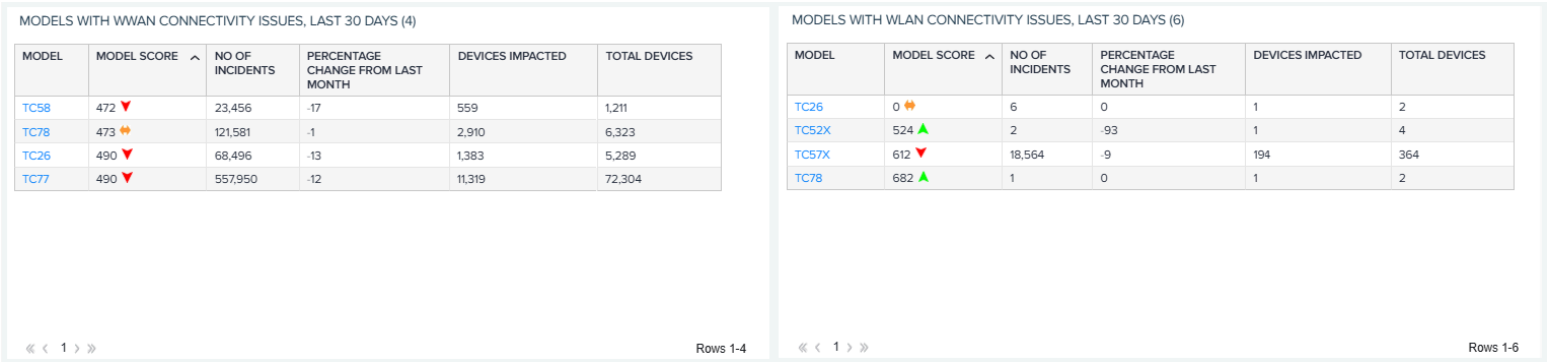
Models with Connectivity Issues

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.



MODELS WITH WWAN CONNECTIVITY ISSUES, LAST 30 DAYS (4)

MODEL	MODEL SCORE	NO OF 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

« ‹ 1 › » Rows 1-4

MODELS WITH WLAN CONNECTIVITY ISSUES, LAST 30 DAYS (6)

MODEL	MODEL SCORE	NO OF INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	TOTAL DEVICES
TC26	0	6	0	1	2
TC52X	524	2	-93	1	4
TC57X	612	18,564	-9	194	364
TC78	682	1	0	1	2

« ‹ 1 › » Rows 1-6

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

MODEL: TC78

VITALS > CONNECTIVITY HEALTH > MODEL

LAST REFRESHED 24 MINUTES AGO

TOTAL CONNECTIVITY HEALTH SCORE

WWAN HEALTH SCORE

WLAN HEALTH SCORE

SUMMARY

Critical: There are 188 critical devices .

Warning: There are 2,705 warning devices.

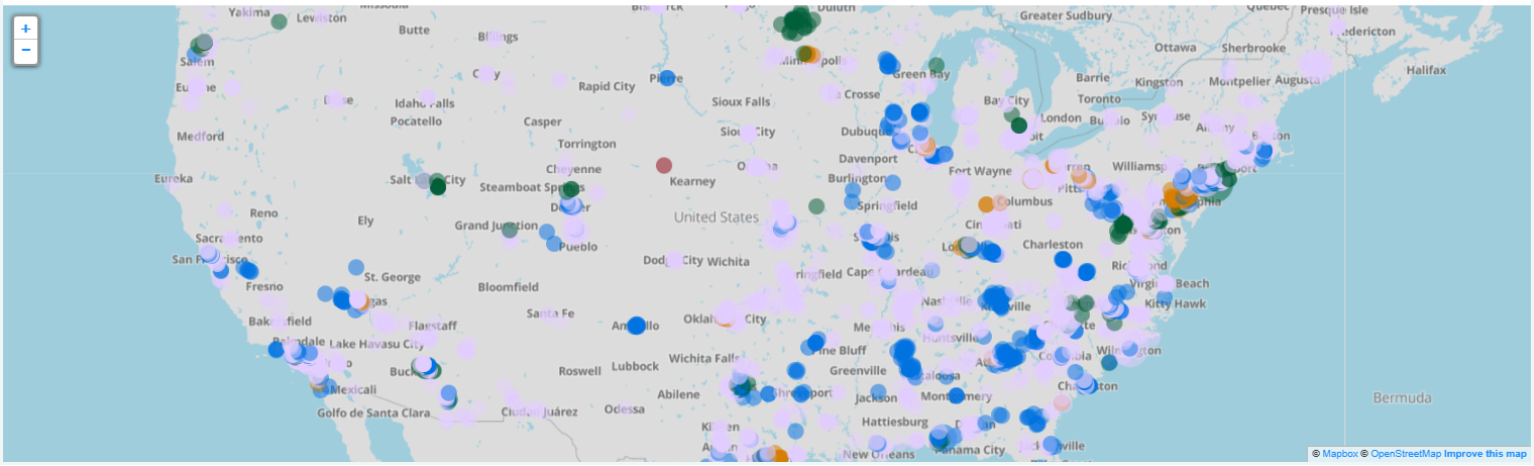
Optimal: There are 1 optimal devices.

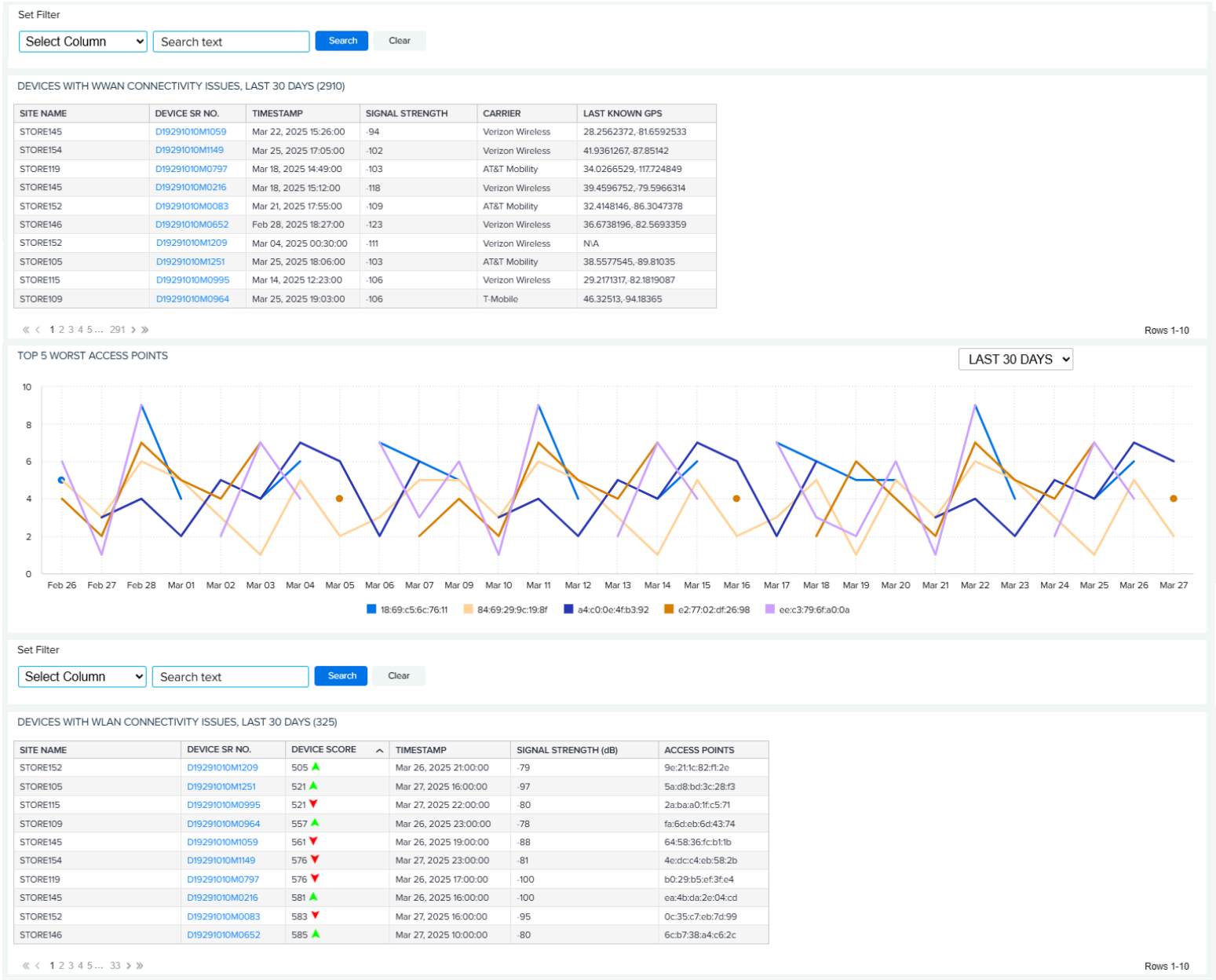
MODEL RANK

3

This model ranks #3 out of 4 models.

INCIDENTS WITH WWAN CONNECTIVITY ISSUES, LAST 30 DAYS





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	Type	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 **patch** 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	**No Trouble Found:** 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.