

# VIQF Connect with AirWatch - Onboarding Guide:

## 1. Complete the Technical form

Once Zebra receives the purchase order, we kindly recommend that you complete the following [Technical Form](#). This form collects the essential information required for the setup of the VIQF service.

## 2. Enable Zebra Data Service (ZDS)

ZDS is essential for gathering and uploading analytics from Zebra and third-party apps. Enabling ZDS on your devices is crucial for accessing the following VIQF reports and insights:

- |                           |                       |
|---------------------------|-----------------------|
| o Critical Battery Events | o Physical Memory     |
| o Battery Swap Activity   | o Scan Metrics        |
| o Smart Battery Health    | o Storage Memory      |
| o Battery Level           | o Scan Metrics        |
| o Battery Discharge Rate  | o Geo Locations       |
| o Applications Analytics  | o Battery Health      |
| o Device Disruptions      | o Hardware Health     |
| o Utilization Rightsizing | o Software Health     |
| o WLAN Signal Strength    | o Damage and Repairs  |
|                           | o Connectivity Health |

Steps to Enable can be found on [ZDS Agent Configuration Guide](#):

- Ensure devices have network connectivity (WWAN or WLAN) and internet access.
- If using a corporate firewall, allow access to Zebra's cloud servers:
  - o Server 1: <https://analytics.zebra.com>, IP: 104.198.59.61, Port: 443
  - o Server 2: <https://device-https.savannacore.zebra.com>, IP: 34.68.84.87, Port: 443
- Use network tools like Ping to verify connectivity to the servers. Ensure the following are accessible:
  - o [connectivitycheck.android.com](https://connectivitycheck.android.com)
  - o [connectivitycheck.gstatic.com](https://connectivitycheck.gstatic.com)
  - o [google.com](https://google.com)

By default, data is uploaded every 24 hours. We recommend increasing this to at least four times daily for optimal data accuracy. Configuration files are available [here](#).



### 3. Enable WLAN / GPS data collection enablement

To protect your privacy, WLAN and GPS data collection are turned off by default. To access Geo Locations and WLAN Signal Strength reports, enable this data collection in your 42Gears environment using ZDS configuration files available [here](#).

- o GPS data is needed for the *Geo Locations* report.
- o WLAN data is needed for the *WLAN Signal Strength* report.

### 4. OneCare Contract

To see data on the OneCare Dashboard (*Repairs, Contracts, Lifeguard Analytics*) the customer needs to purchase a Zebra OneCare contract and provide its number to [VIQF Onboarding team](#).

## Onboarding steps:

Upon fulfillment of all the above requirements, a **VIQF connector script installation** session is arranged, and a VIQF connector script installation is performed. If the server is hosted on cloud, the installation session can be performed without customer participation. However, the customer must attend a remote Microsoft Teams installation session if the server is hosted on premises.

**VIQF Onboarding PM team** will proceed with the preparation of the VIQF dashboard. Once the VIQF Dashboard is set up the connectivity between the MDM server and the VIQF Dashboard is verified, and basic Dashboard checks are performed, access to VIQF **is provided to the customer**.

Once a minimum of 10% of devices are actively in use, the VIQF Onboarding PM team will proceed with **the validation of data within selected VIQF reports**. Upon completion of this validation process, the VIQF Onboarding team will conclude the onboarding phase by providing you with a service summary and contact information for technical support during the operational phase.

Additionally, you will be registered for a brief VIQ Learning Series designed to help you effectively utilize the VIQF reports and insights.

## Let us know what you think

We would love to hear from you about your experience with VIQF via anonymous [CSAT review](#)!

If you have any questions, feel free to contact us at [onboarding.pm@zebra.com](mailto:onboarding.pm@zebra.com).



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