

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 supports both Zebra and non-Zebra Android mobile devices (Datalogic, Honeywell, and Samsung), printers, and scanners.

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.

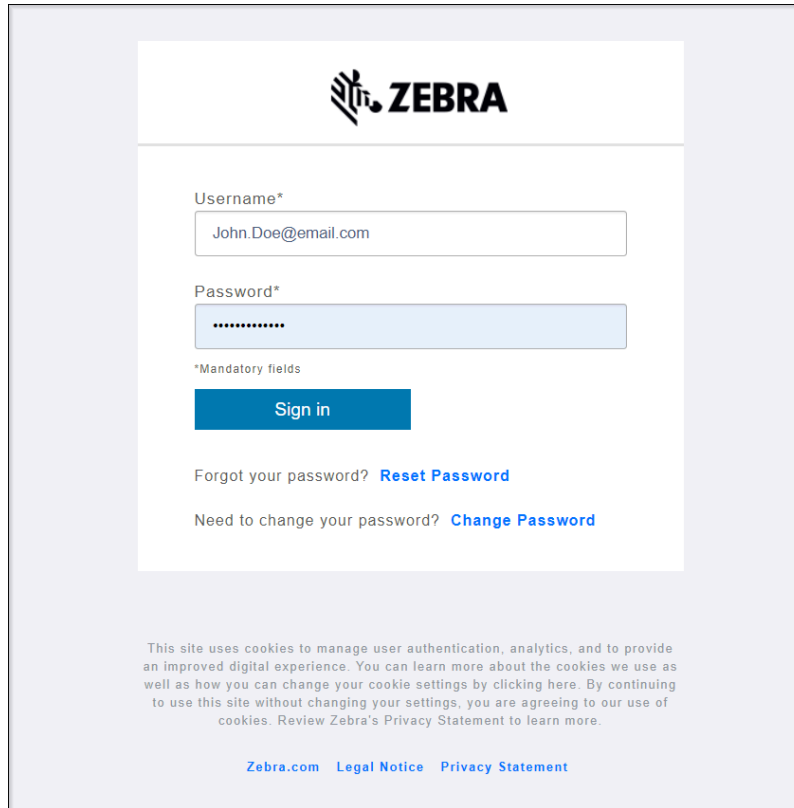
Accessing the VIQ Portal

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.

A screenshot of the Zebra login page. At the top is the Zebra logo. Below it are two input fields: 'Username*' with the text 'John.Doe@email.com' and 'Password*' with masked characters. A blue 'Sign in' button is below the password field. Underneath the button are two links: 'Forgot your password? Reset Password' and 'Need to change your password? Change Password'. At the bottom, there is a cookie consent notice and three links: 'Zebra.com', 'Legal Notice', and 'Privacy Statement'.

3. Click **Sign in**.

Login Assistance / Support

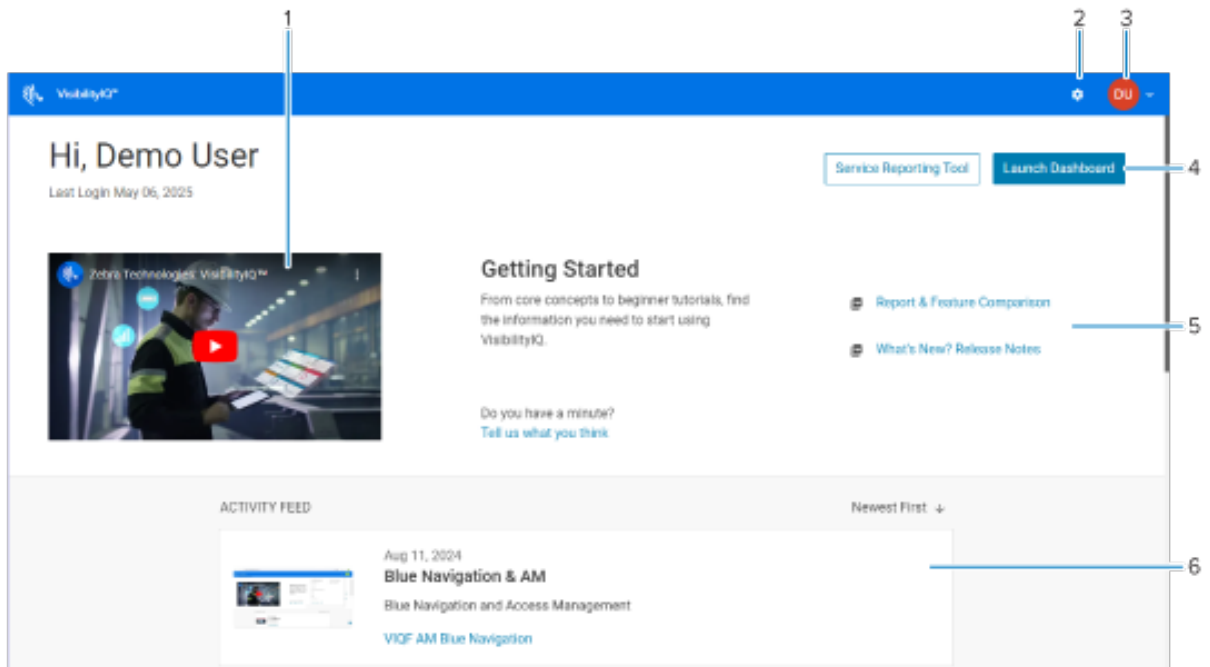
If you need assistance, contact the [Zebra OneCare](#) help desk.

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:

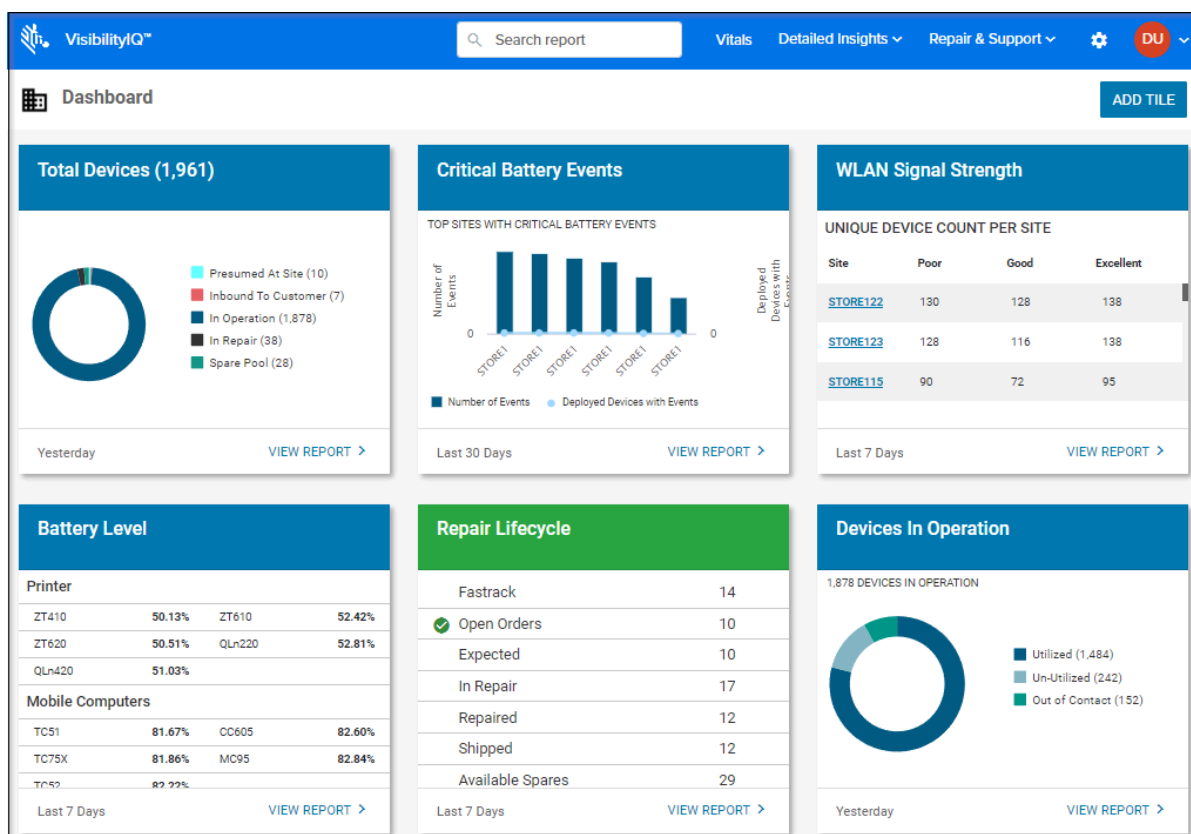
- Viewing a short introductory video for an overview of VIQ.
- Checking the activity feed for the latest updates on VIQ.
- Providing feedback on VIQ.
- Launching the dashboard to access the VIQ dashboard and reports.



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

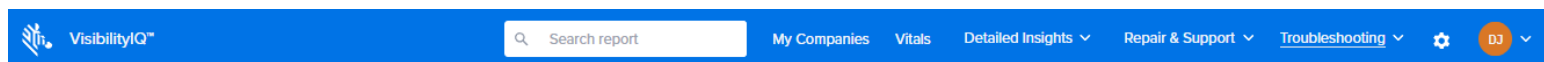
To display a specific VisibilityIQ OneCare view or VisibilityIQ Foresight view, click **Launch Dashboard** in the top-right corner of the Communications Hub. If access is available to multiple companies, a selection must be made before proceeding to the user dashboard.



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.

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.



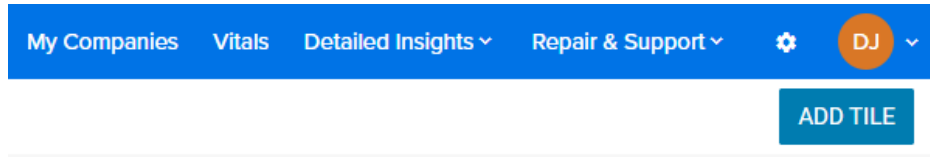
NOTE: What you see in the global navigation bar depends on the permissions assigned to you. You may not see everything documented in this guide. If you need additional permissions, follow your standard support process or send an email to mscustomeronboarding@zebra.com.

- 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](#).
- The **Detailed Insights** menu contains information on Batteries, Devices, Utilization, and Geo Locations. For more details, go to [Detailed Insights](#) on page 197.
- 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. For more details, go to [Repair & Support](#) on page 158.
- The **Troubleshooting** menu provides the Indoor Location tracking feature. Additional features may be added in future releases. For more details, go to [Troubleshooting](#) on page 147.
- The **Settings** menu provides Access Management functions, company-level settings, and user-level settings. For more details, go to [Settings](#) on page 58.
- The **Profile Manager** menu allows you to access the help options or to sign out. For more details, go to [Profile Manager](#) on page 17.

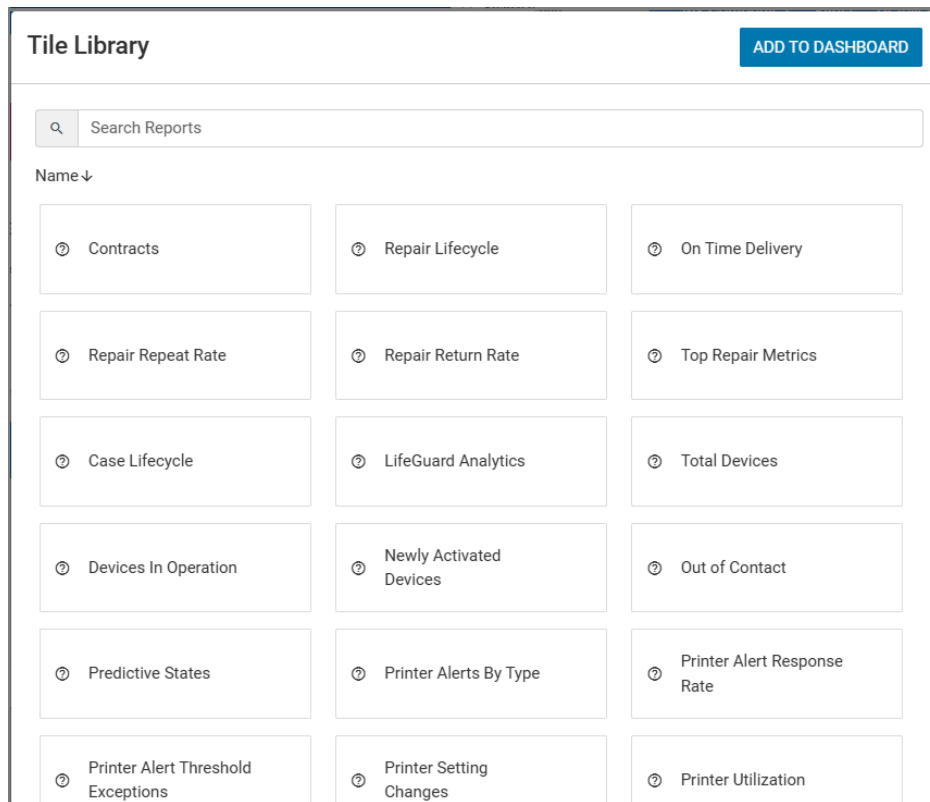
Adding Report Tiles to the Dashboard

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**.



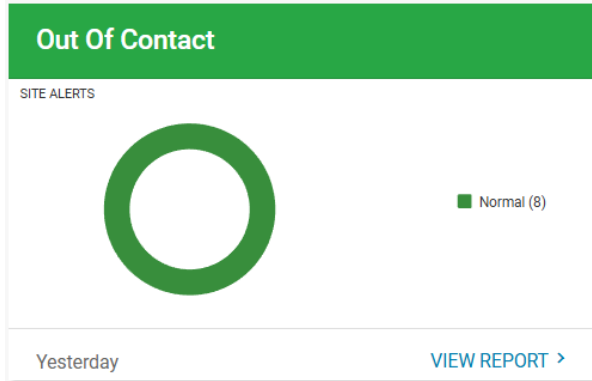
The report tiles that you selected display on your dashboard.

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.

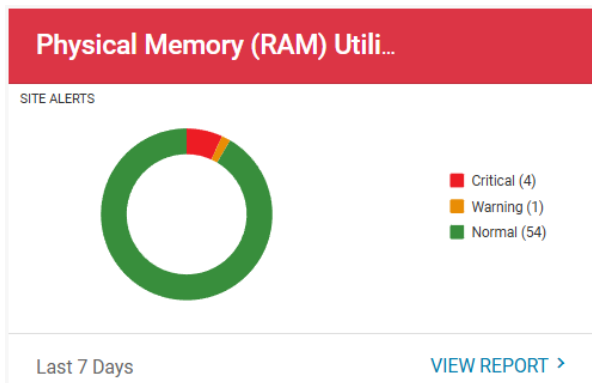


- Amber indicates a warning status.

Repair Lifecycle

Fastrack	15
Open Orders	5
Expected	19
In Repair	5
Repaired	14
Shipped	22
Last 7 Days	VIEW REPORT >

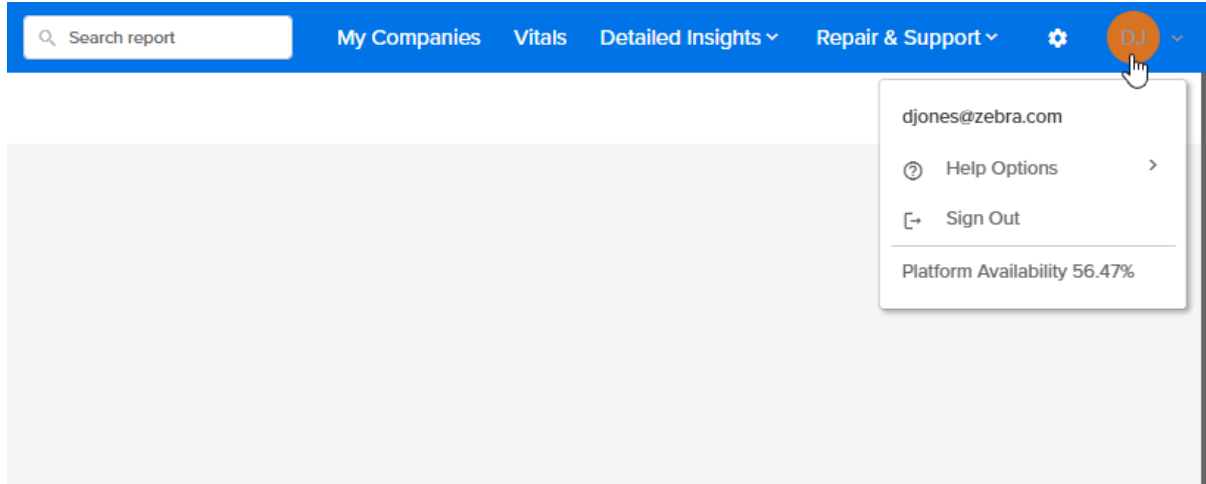
- Red indicates a critical status.



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

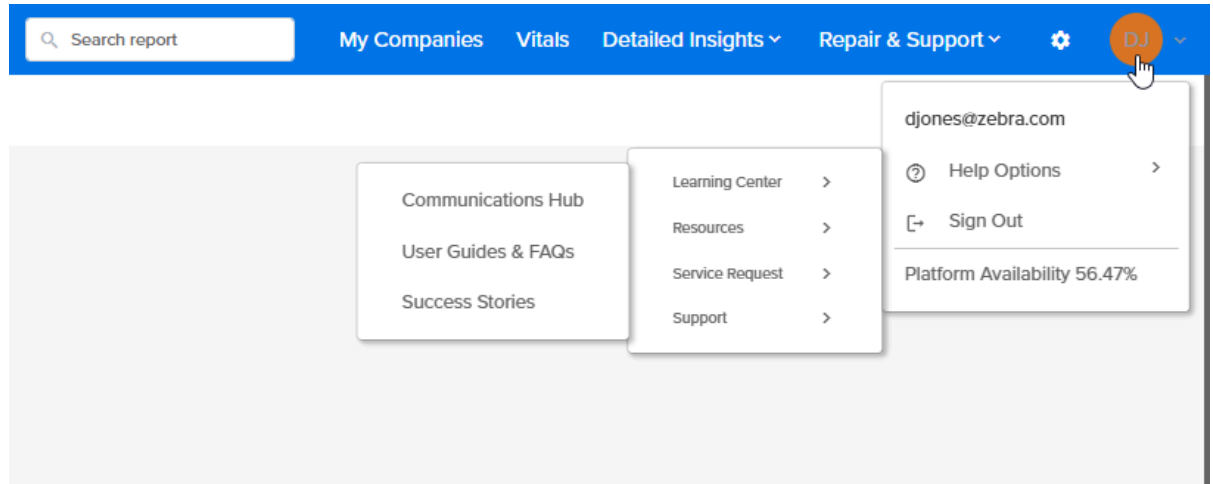
Profile Manager

Access the profile manager by clicking the circle with login initials in the top-right corner of the VIQ window. This menu shows your current login and gives you the options to access the help options or to sign out.



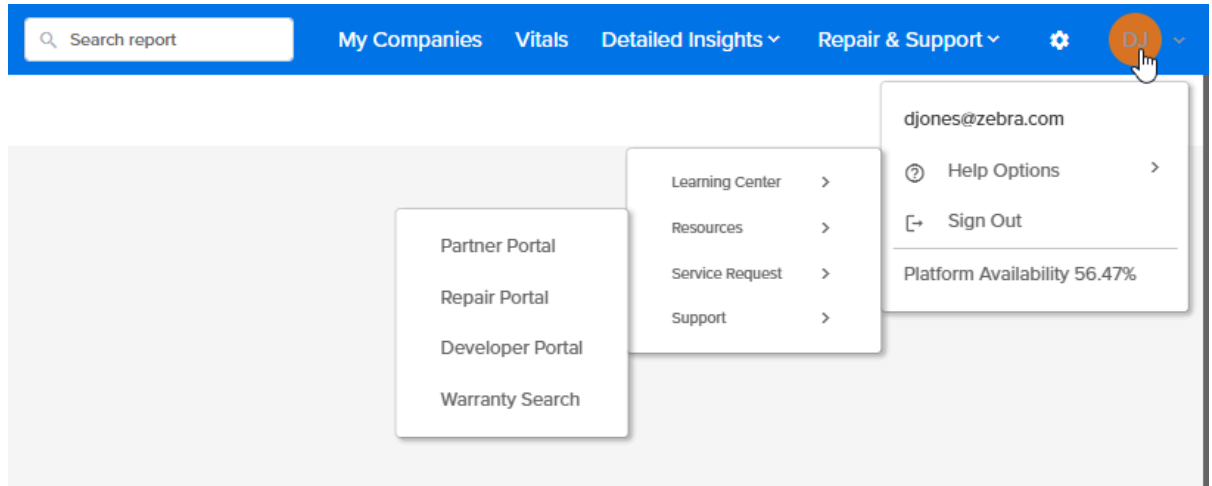
The **Help Options** include the following:

- **Learning Center**

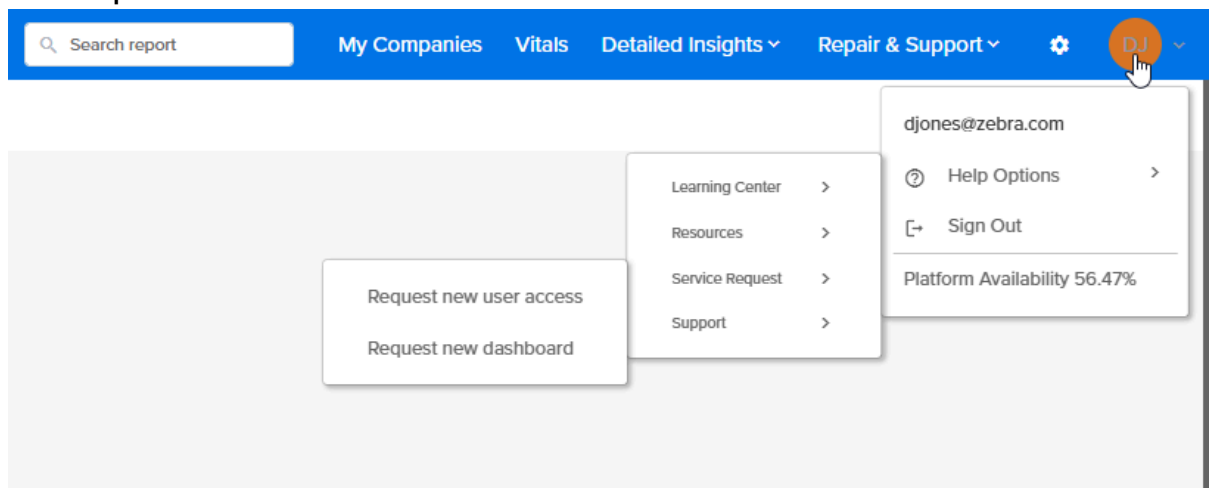


- **Communications Hub**—Return to the [Communications Hub](#)
- **User Guides & FAQs**—Access the [Documentation](#) page, where you can find manuals and videos.
- **Success Stories**—Takes you to the [Success Stories](#) page.
- **Resources**

User Dashboard

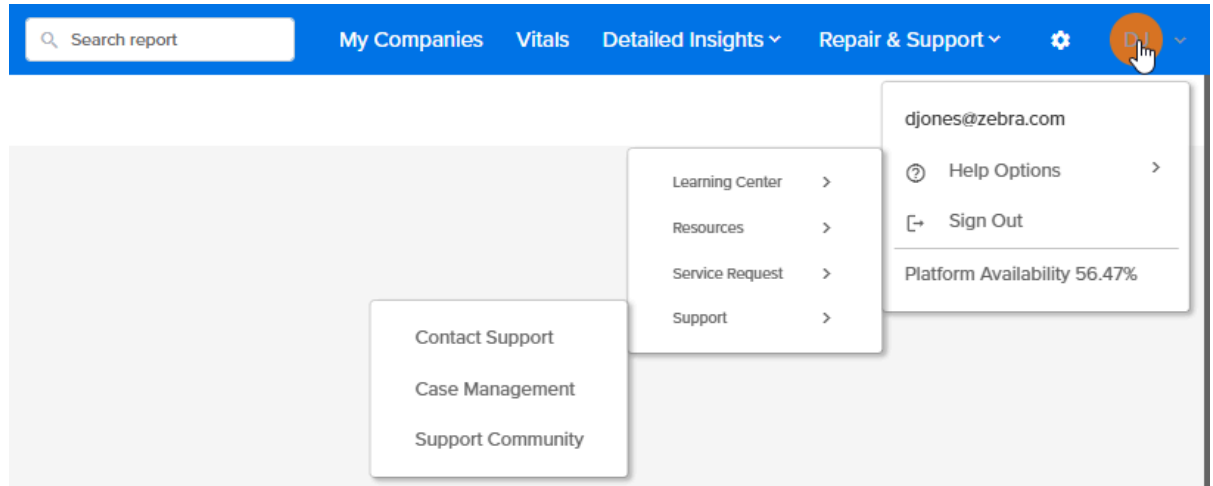


- **Partner Portal**—Takes you to the [Zebra Partner Gateway](#).
- **Repair Portal**—Takes you to the [Zebra Repairs](#) page.
- **Developer Portal**—Takes you to the [Zebra Developers](#) page.
- **Warranty Search**—Takes you to the [Zebra Product Warranty Check](#) page.
- **Service Request**



- **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**

User Dashboard



- **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.

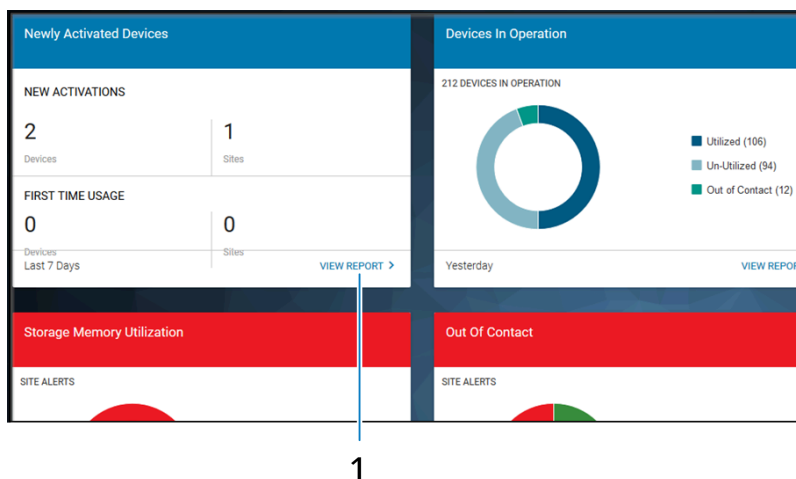
Viewing Reports

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

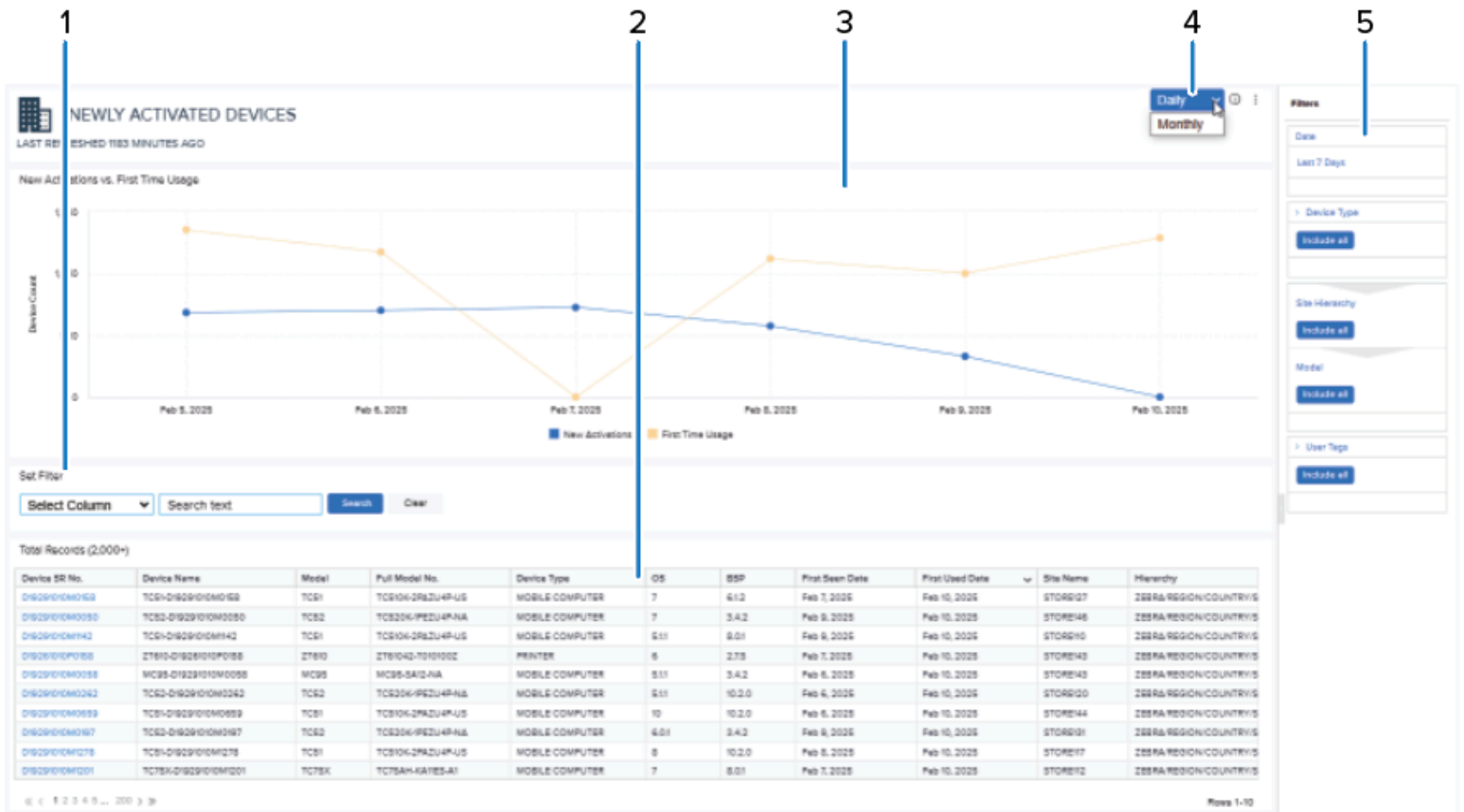
The VIQ Reports are being redesigned. This section describes some of the new features.

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:

Viewing Reports



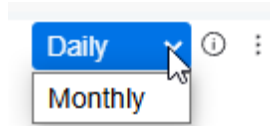
1	Data grid filter - Set filters in this area to filter the data in the table below.
2	Data grid section - Information such as device serial (SR) number, site, and model provide more details of device metrics. Click the table headers to sort the fields in ascending or descending order.
3	Graph section - 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

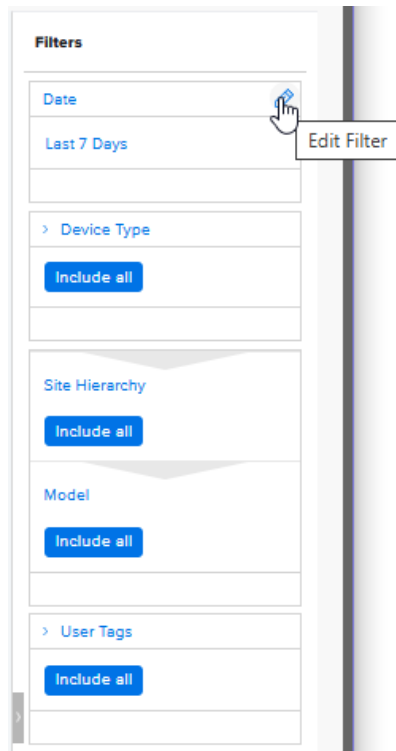
For some reports, you can toggle between date settings using the date picker at the top of the report. Click the drop-down to see what the options are. For other date options, click the Date filter on the far right side of the screen.



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**.



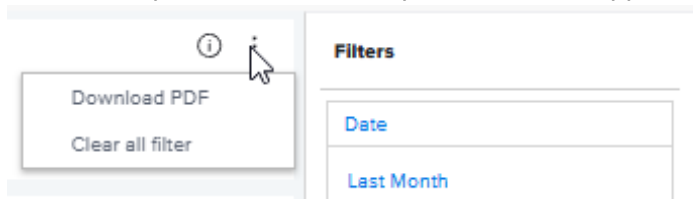
NOTE: If some areas in a report appear blank, try using the **Date** filter to broaden the dates shown. This may provide data for the blank areas. Also check that you have not set other filters that result in no data (such as searching for information that your system does not include).

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.

Viewing Reports

Set Filter

Model

Note: Select a circle from the map on the top to see more details here. Once you choose a circle, the detailed information about that area will be displayed.

Total Records (11)

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

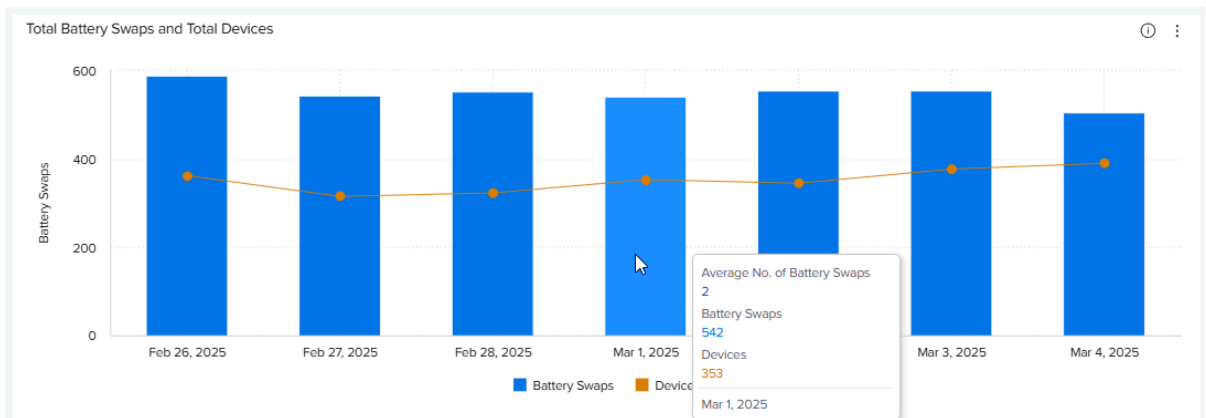
« < 1 2 > »

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.



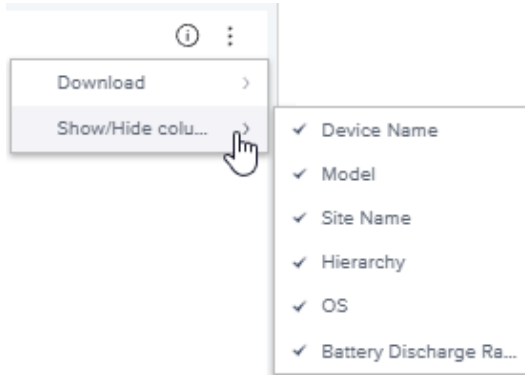
Controlling Data Displayed in Report Tables

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.

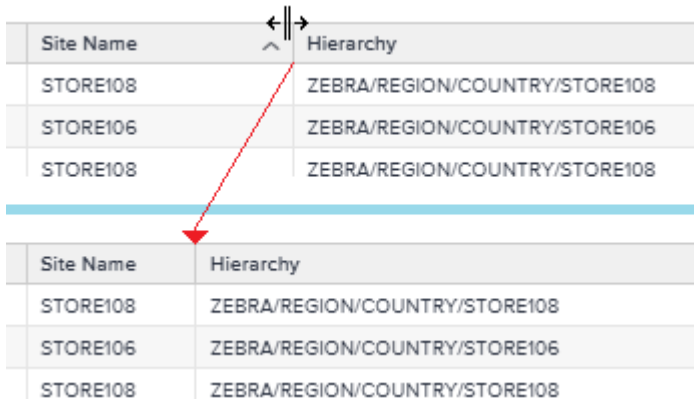


3. Select or deselect columns, as desired.

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.

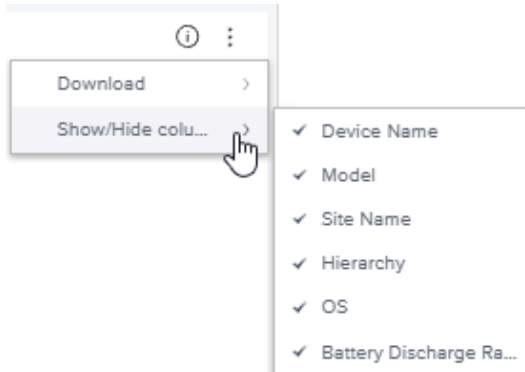


Exporting Report Data

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.

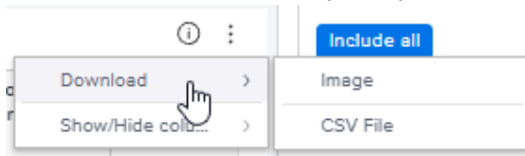
Exporting a Report to PDF

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**

[My Companies](#) [Vitals](#) [Detailed Insights ^](#) [Repair & Support v](#)  

Battery

Battery Discharge Rate

Battery Level

Battery Swap Activity

Critical Battery Events

Smart Battery Health

Smart Battery Overview

Devices

Device Health Summary

Devices In Operation

Geo Locations

Newly Activated Devices

Out of Contact

Predictive States

Printer Alerts

Printer Insights

Printer Setting Changes

Printer Utilization

Total Devices

Utilization

Application Analytics

Device Disruptions

Memory (RAM) Utilization By App

Physical Memory (RAM) Utilization

Scan Metrics

Storage Memory Utilization

Utilization Rightsizing

WLAN Signal Strength

WWAN Utilization

[Go To Dashboard →](#)

ADD TILE

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 29
- [Displaying Model Details](#) on page 31

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 37
- [Displaying Printer Details](#) on page 43
- [Displaying Scanner Details](#) on page 44

5. Level 5

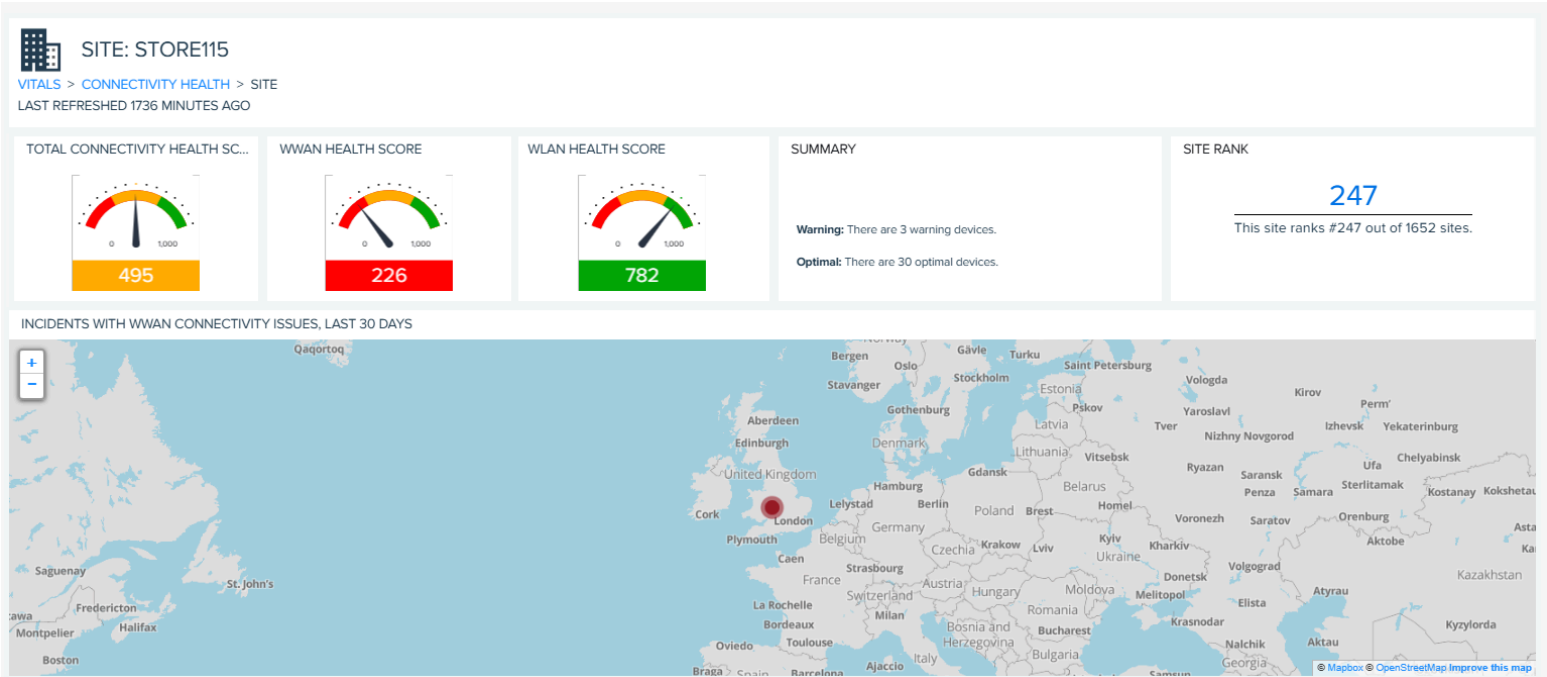
The fifth level of information is software-related. Click on an application, version, or other software-related item in a report table to access the related report. See these examples:

- [Displaying App Details](#) on page 45
- [Displaying App Details by Version](#) on page 46

Displaying Site Details

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

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



Viewing Reports

Set Filter

Select Column

Search text

Search

Clear

DEVICES WITH WWAN CONNECTIVITY ISSUES, LAST 30 DAYS (6)

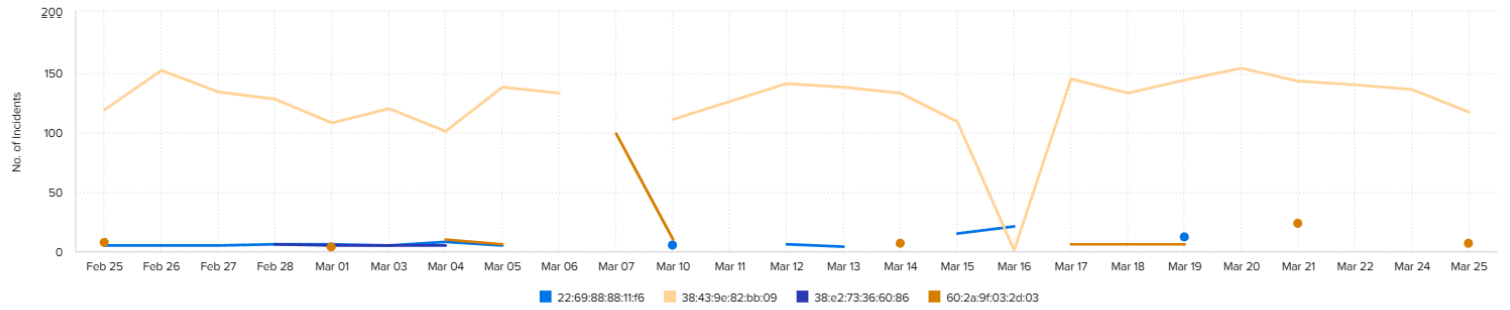
DEVICE SR NO.	TIMESTAMP	SIGNAL STRENGTH	CARRIER	LAST KNOWN GPS
212035225...	Mar 05, 2025 16:00:00	-94	EE	52.2752848, -2.154381
212265225...	Mar 17, 2025 12:00:00	-102	EE	52.2754072, -2.15466295
212045225...	Mar 14, 2025 16:00:00	-92	EE	52.275296, -2.1546804
212015225...	Mar 22, 2025 14:00:00	-89	EE	52.27537032, -2.1546826
211945225...	Mar 01, 2025 13:00:00	-108	EE	52.275371, -2.1546645
212045225...	Mar 06, 2025 17:00:00	-92	EE	52.27537357, -2.15466861

« < 1 > »

Rows 1-6

TOP 5 WORST ACCESS POINTS

LAST 30 DAYS



Set Filter

Select Column

Search text

Search

Clear

DEVICES WITH WLAN CONNECTIVITY ISSUES, LAST 30 DAYS (33)

DEVICE SR NO.	DEVICE SCORE	TIMESTAMP	SIGNAL STRENGTH(dB)	ACCESS POINTS
212335225...	582	Mar 22, 2025 14:00:00	-98	60:f4:83:f1:a1:9a
211965225...	702	Mar 25, 2025 13:00:00	-100	2a:ba:a0:1f:c5:71
211965225...	708	Mar 01, 2025 13:00:00	-100	7c:ea:9e:e6:dc:cf
211965225...	725	Mar 25, 2025 13:00:00	-100	ee:a1:e6:b5:26:90
211965225...	746	Mar 25, 2025 13:00:00	-100	14:59:54:b4:fe:ac
212045225...	756	Mar 25, 2025 16:00:00	-100	84:e7:8c:23:9f:40
212055225...	757	Mar 25, 2025 13:00:00	-100	d2:5a:65:23:f9:ba
212035225...	760	Mar 25, 2025 12:00:00	-100	92:a7:ab:5b:8c:cb
212105225...	764	Mar 25, 2025 13:00:00	-100	46:d3:9b:fc:20:57
212325225...	766	Mar 25, 2025 13:00:00	-100	38:43:9e:82:bb:09

« < 1 2 3 4 > »

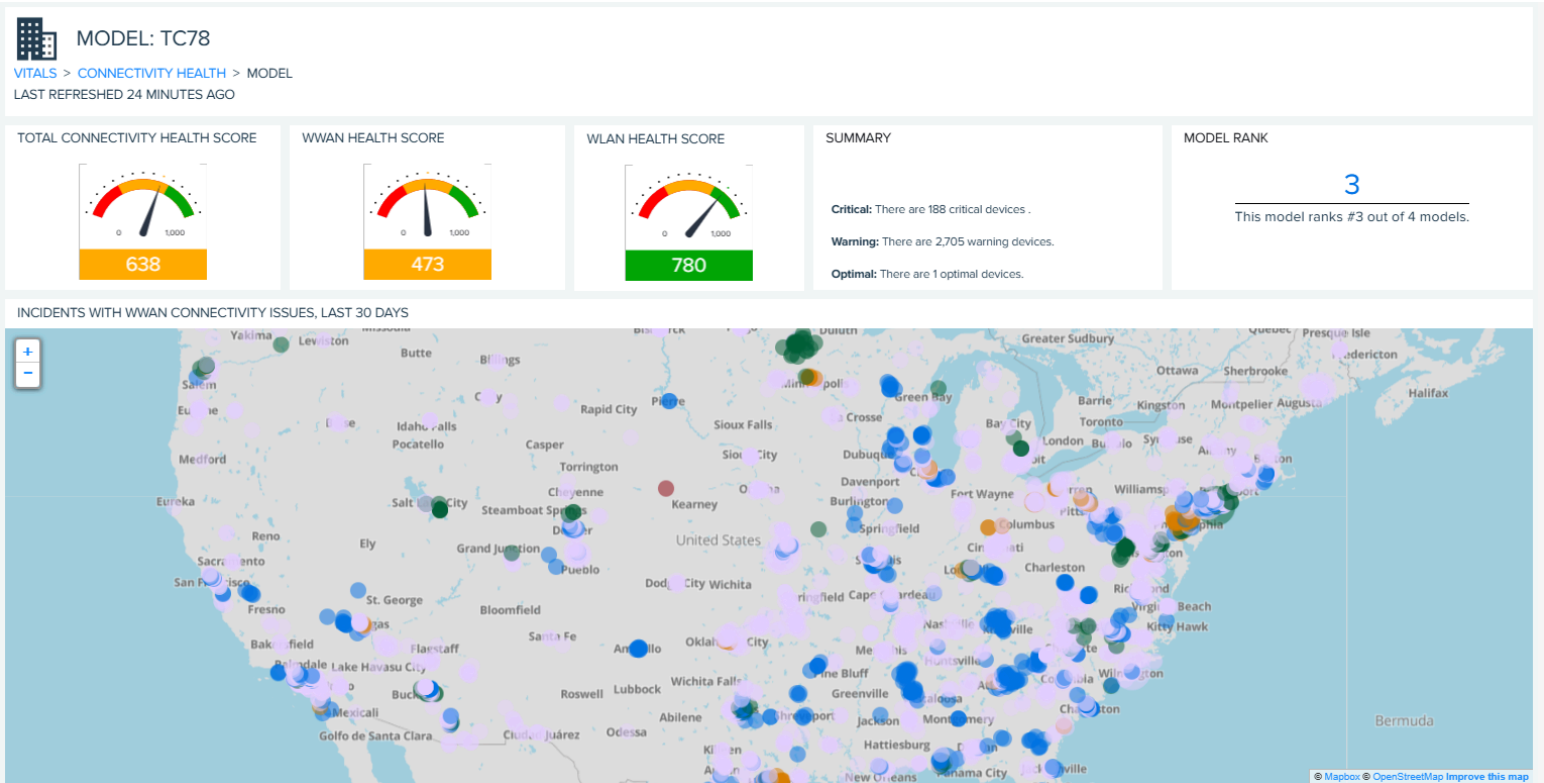
Rows 1-10

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

Displaying Model Details

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

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



Viewing Reports

Set Filter

Select Column

Search text

Search

Clear

DEVICES WITH WWAN CONNECTIVITY ISSUES, LAST 30 DAYS (2910)

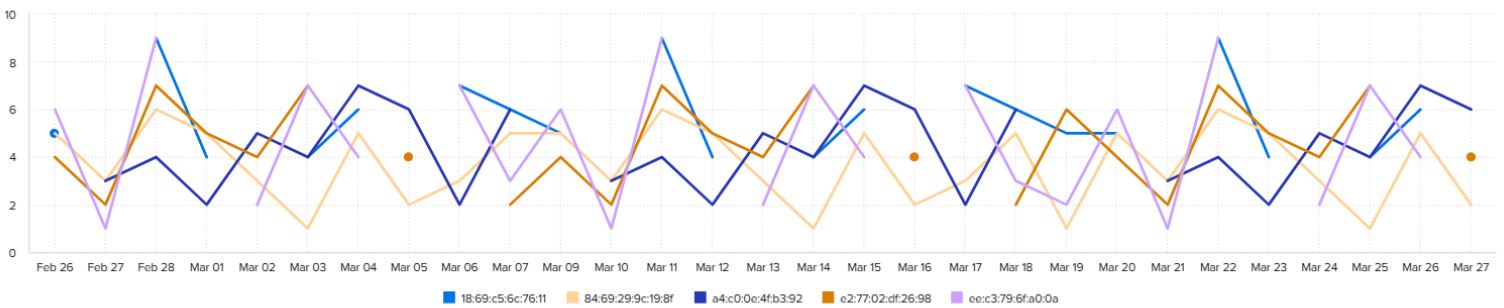
SITE NAME	DEVICE SR NO.	TIMESTAMP	SIGNAL STRENGTH	CARRIER	LAST KNOWN GPS
STORE145	D19291010M1059	Mar 22, 2025 15:26:00	-94	Verizon Wireless	28.2562372, 81.6592533
STORE154	D19291010M1149	Mar 25, 2025 17:05:00	-102	Verizon Wireless	41.9361267, 87.85142
STORE119	D19291010M0797	Mar 18, 2025 14:49:00	-103	AT&T Mobility	34.0266529, 117.724849
STORE145	D19291010M0216	Mar 18, 2025 15:12:00	-118	Verizon Wireless	39.4596752, 79.5966314
STORE152	D19291010M0083	Mar 21, 2025 17:55:00	-109	AT&T Mobility	32.4148146, 86.3047378
STORE146	D19291010M0652	Feb 28, 2025 18:27:00	-123	Verizon Wireless	36.6738196, 82.5693359
STORE152	D19291010M1209	Mar 04, 2025 00:30:00	-111	Verizon Wireless	N/A
STORE105	D19291010M1251	Mar 25, 2025 18:06:00	-103	AT&T Mobility	38.5577545, 89.81035
STORE115	D19291010M0995	Mar 14, 2025 12:23:00	-106	Verizon Wireless	29.2171317, 82.1819087
STORE109	D19291010M0964	Mar 25, 2025 19:03:00	-106	T-Mobile	46.32513, 94.18365

« < 1 2 3 4 5 ... 291 > »

Rows 1-10

TOP 5 WORST ACCESS POINTS

LAST 30 DAYS



Set Filter

Select Column

Search text

Search

Clear

DEVICES WITH WLAN CONNECTIVITY ISSUES, LAST 30 DAYS (325)

SITE NAME	DEVICE SR NO.	DEVICE SCORE	TIMESTAMP	SIGNAL STRENGTH (dB)	ACCESS POINTS
STORE152	D19291010M1209	505 ▲	Mar 26, 2025 21:00:00	-79	9e:21:1c:82:ff:2e
STORE105	D19291010M1251	521 ▲	Mar 27, 2025 16:00:00	-97	5a:d8:bd:3c:28:f3
STORE115	D19291010M0995	521 ▼	Mar 27, 2025 22:00:00	-80	2a:ba:a0:1f:c5:71
STORE109	D19291010M0964	557 ▲	Mar 26, 2025 23:00:00	-78	fa:6d:eb:6d:43:74
STORE145	D19291010M1059	561 ▼	Mar 26, 2025 19:00:00	-88	64:58:36:fc:b1:1b
STORE154	D19291010M1149	576 ▼	Mar 27, 2025 23:00:00	-81	4e:dc:c4:eb:58:2b
STORE119	D19291010M0797	576 ▼	Mar 26, 2025 17:00:00	-100	b0:29:b5:ef:3f:e4
STORE145	D19291010M0216	581 ▲	Mar 26, 2025 16:00:00	-100	ea:4b:da:2e:04:cd
STORE152	D19291010M0083	583 ▼	Mar 27, 2025 16:00:00	-95	0c:35:c7:eb:7d:99
STORE146	D19291010M0652	585 ▲	Mar 27, 2025 10:00:00	-80	6cb7:38:a4:c6:2c

« < 1 2 3 4 5 ... 33 > »

Rows 1-10

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 Group Details

In some of the Vitals report screens, you can click on a device group in a table to be taken to a page with details about that specific device group. 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 device group details page. Depending on which report you came from, the content of the page may be different. Refer to the sections on the different Vitals for specific information.

Viewing Reports



DEVICE GROUP: Department

VITALS > [DEVICE UTILIZATION](#) > DEVICE GROUP

LAST REFRESHED 30 MINUTES AGO

DEVICE UTILIZATION SCORE



SUMMARY

Over utilized: This device group has 4,457 devices that are over-utilized. Zebra recommends keeping overall device utilization under 120% to allow for operating resilience.

Optimally utilized: This device group has 2,163 devices that appear to be correctly utilized. No action is recommended at this time.

Under utilized: This device group has 2,492 devices that are under-utilized. If this is not a seasonal effect, then consider repurposing idle devices or retiring older devices.

MOBILE COMPUTERS

9,078

PRINTERS

0

SCANNERS

0

Set Filter

Select Column

Search text

Search

Clear

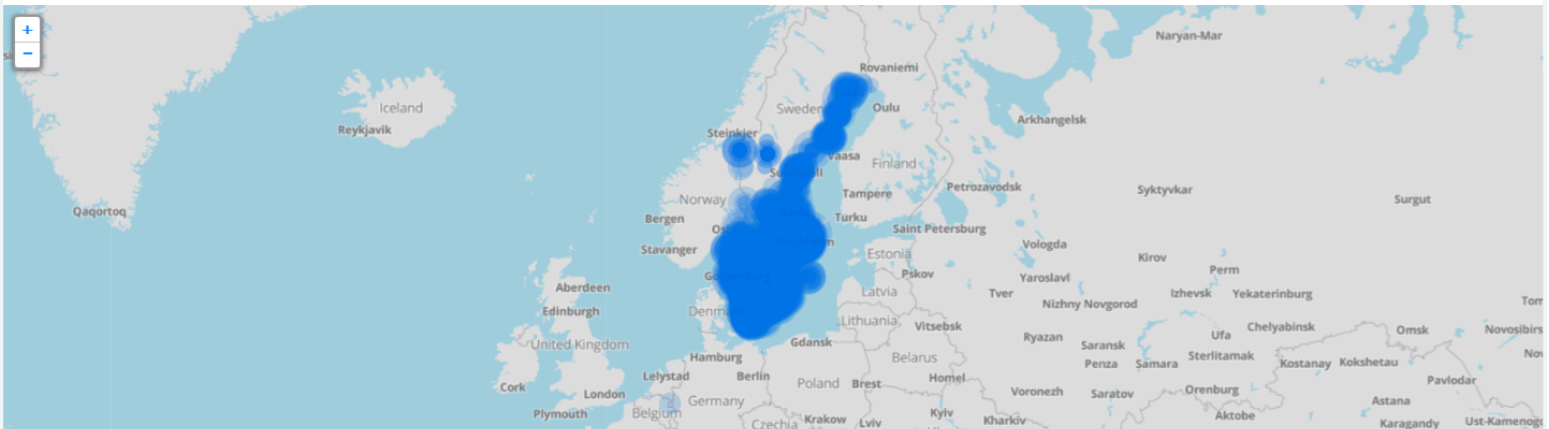
MODELS IN DEVICE GROUP WITH UTILIZATION ISSUES (1187)

MODEL	DEVICE SR NO.	DEVICE SCORE	GROUP LABEL	SITE NAME	USED (IN DAYS)	NOT USED (IN DAYS)	UNACCOUNTED FOR (IN DAYS)	NON OPERATIONAL (IN DAYS)	DIFFERENT LOCATION (IN DAYS)	UNKNOWN STATUS (IN DAYS)
TC52	D19291010M0649	71 ▲	Cardiology	STORE106	1	0	0	0	0	29
MC95	D19291010M0793	77 ▲	Cardiology	STORE106	1	0	0	0	0	29
MC95	D19291010M0228	1,000 ▲	Cardiology	STORE114	1	0	0	0	0	29
TC52	D19291010M0034	0 🚫	Cardiology	STORE101	0	0	1	0	0	29
TC51	D19291010M0445	1,000 ▲	Cardiology	STORE111	1	0	0	0	0	29
TC75X	D19291010M0777	1,000 ▲	Cardiology	STORE105	1	0	0	0	0	29
MC95	D19291010M0941	0 🚫	Cardiology	STORE103	0	0	1	0	0	29
TC51	D19291010M0690	77 ▲	Cardiology	STORE115	1	0	0	0	0	29
TC75X	D19291010M0905	1,000 ▲	Cardiology	STORE107	1	0	0	0	0	29
TC52	D19291010M0956	1,000 ▲	Cardiology	STORE115	1	0	0	0	0	29

« < 1 2 3 4 5 ... 500 »

Rows 1-10

DEVICE LOCATION



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

See Also

[Displaying Mobile Computer Details](#)

Displaying Group Label Details

In some of the Vitals report screens, you can click on a group label in a table to be taken to a page with details about that specific group label. 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 group label details page. Depending on which report you came from, the content of the page may be different. Refer to the sections on the different Vitals for specific information.

Viewing Reports



GROUP LABEL: Cafeteria (Department)

VITALS > DEVICE UTILIZATION > GROUP LABEL

LAST REFRESHED 208 MINUTES AGO

DEVICE UTILIZATION SCORE



SUMMARY

Over utilized: This group label has 4,477 devices that are over-utilized. Zebra recommends keeping overall device utilization under 120% to allow for operating resilience.

Optimally utilized: This group label has 2,135 devices that appear to be correctly utilized. No action is recommended at this time.

Under utilized: This group label has 2,495 devices that are under-utilized. If this is not a seasonal effect, then consider repurposing idle devices or retiring older devices.

GROUP LABEL RANK

1

The Group Label ranks #1 out of 1 Group Labels in 0916 CITY GROSS MANTORP device group.

MOBILE COMPUTERS

9,078

PRINTERS

1

SCANNERS

1

Set Filter

Select Column

Search text

Search

Clear

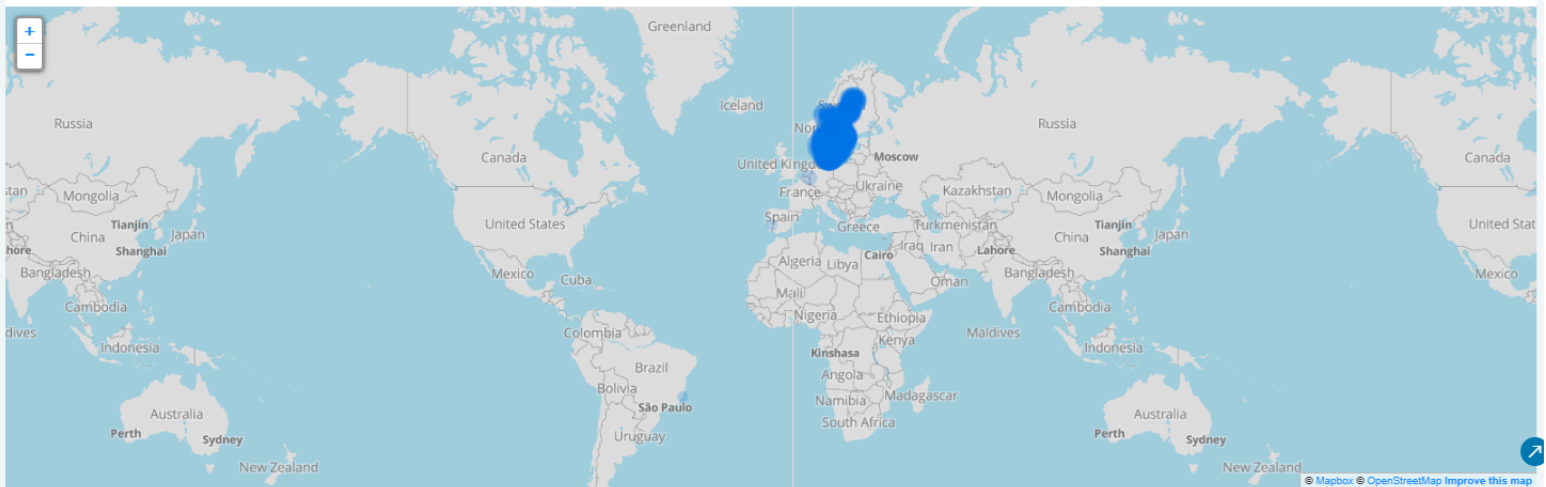
MODELS IN GROUP LABEL WITH UTILIZATION ISSUES (5000)

MODEL	DEVICE SR NO.	DEVICE SCORE	SITE NAME	USED (IN DAYS)	NOT USED (IN DAYS)	UNACCOUNTED FOR (IN DAYS)	NON OPERATIONAL (IN DAYS)	DIFFERENT LOCATION (IN DAYS)	UNKNOWN STATUS (IN DAYS)
CC5000	15224521402552	1,000 ▲	STORE128	0	28	0	0	0	2
CC5000	16145521400090	1,000 ▲	STORE130	0	9	0	0	0	21
CC5000	16145521400633	875 ▲	STORE137	0	1	8	0	0	21
CC5000	16096521400703	1,000 ▲	STORE160	0	9	0	0	0	21
CC5000	16096521400190	1,000 ▲	STORE147	0	19	0	0	0	11
CC5000	15224521402610	1,000 ▲	STORE143	0	21	0	0	0	9
CC5000	15224521402567	417 ▲	STORE139	0	21	0	0	0	9
CC5000	15224521402170	1,000 ▲	STORE138	0	0	31	0	0	-1
CC5000	15224521402157	1,000 ▲	STORE135	0	29	0	0	0	1
CC5000	16145521400163	1,000 ▲	STORE153	0	9	0	0	0	21

« < 1 2 3 4 5 ... 500 > »

Rows 1-10

DEVICE LOCATION



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

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.


MOBILE COMPUTER DETAILS

[GEO LOCATIONS](#) > MOBILE COMPUTER DETAILS

[Track Device](#)
[Click to RMA](#)

LAST REFRESHED 88 MINUTES AGO



BASIC DETAILS
Device Name: TC75X-D19291010M0010
Device SR No.: D19291010M0010
Model: TC75X
Operational Status: Un-Utilized (As of yesterday)
Last Seen Date: Nov 13, 2024

HARDWARE HEALTH SCORE

1000

DEVICE UTILIZATION SCORE

374

SOFTWARE HEALTH SCORE

691

SUMMARY
 For Device Serial Number D19291010M0010
 Hardware Health Score is 1000
 Device Utilization Score is 374
 Software Health Score is 691

DEVICE RANK

1,312

 This device ranks #1,312 out of 1,520 devices.

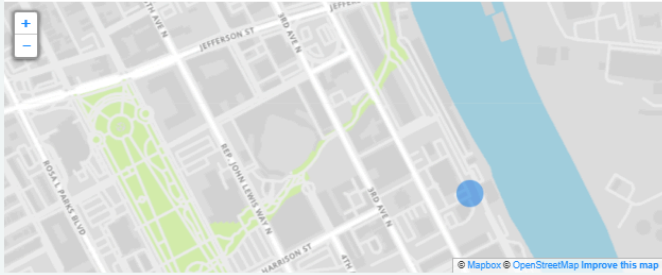
HARDWARE DETAILS
Full Model No.: TC75AH-KA11ES-A1
IMEI: 274543995416156
MAC Address: 1c:8f:6d:7b:c9:fb
Physical Memory(RAM): 0.17 GB
Storage Memory: 3.45 GB

SOFTWARE DETAILS
OS: 5.1.1
BSP: 5.1.3
LG Version: U679

SERVICE CONTRACT
Contract Number: D6920241005
Contract Type: Online Repair Dashboard
Start Date: N/A
End Date: Dec 31, 2022

[GPS MAP](#) | [USAGE & HARDWARE EVENTS](#) | [REPAIR & CASE HISTORY](#) | [HOURLY TRACKING](#) | [APPLICATIONS](#) | [BATTERY SWAP ACTIVITY](#)

GPS MAP AND DETAILS
Site ID: -60
Site Name: STORE160
Site Hierarchy: ZEBRA/REGION/COUNTRY/STORE160
GPS Co-ordinates: 36.1715,-86.7800
Network Connection Type: 4G
Access Point BSSID: 88:d0:c0:8b:41:f3
IP Address: 10.156.128.20



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Viewing Reports

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.

Tracking a Device

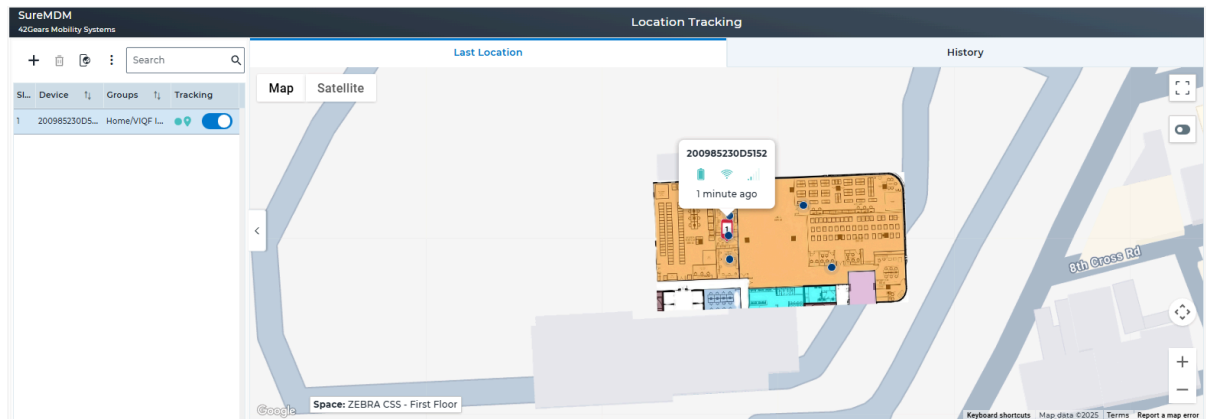
Users who have access to the Indoor Location Tracking feature can track a device directly from the VIQ Device Details page by clicking **Track Device**. The Indoor Location Tracking feature launches in a separate browser window and highlights the device on the map.



NOTE: For this feature to work:

- The device must be enrolled in 42 Gears SureMDM.
- Location Tracking must be enabled on the device.
- The floor plan must be uploaded in 42Gears SureMDM.

Track Device



See Also

[Indoor Location Tracking](#)

Initiating a Repair Request

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

Click to RMA

GPS Map

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

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

GPS MAP AND DETAILS

Site ID: -3
Site Name: STORE103
Site Hierarchy: ZEBRA/REGION/COUNTRY/STORE103
GPS Co-ordinates: -25.4297,-49.2719
Network Connection Type: 2G
Access Point BSSID: 28:96:f3:4d:65:e0
IP Address: 192.168.35.120



Usage & Hardware Events

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

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

USAGE

First Seen Date: May 06, 2025
Last Utilization Date: Apr 14, 2025
Battery Swaps: 728
Critical Battery Event: 1
High WWAN Signal: -97
Low WWAN Signal: -109

HARDWARE EVENTS HISTORY

Exceeds Peak Memory: 0
SSD Memory Issues: 0
System Reboots: 0

Viewing Reports

Repair & Case History

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

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

REPAIR NO.	REPAIR OPEN DATE	STATUS	REPAIR RECEIVED DATE
DR-12345301-1-2...	Apr 23, 2025	Open	Apr 23, 2025

« < 1 > »

Rows 1-1

CASE HISTORY

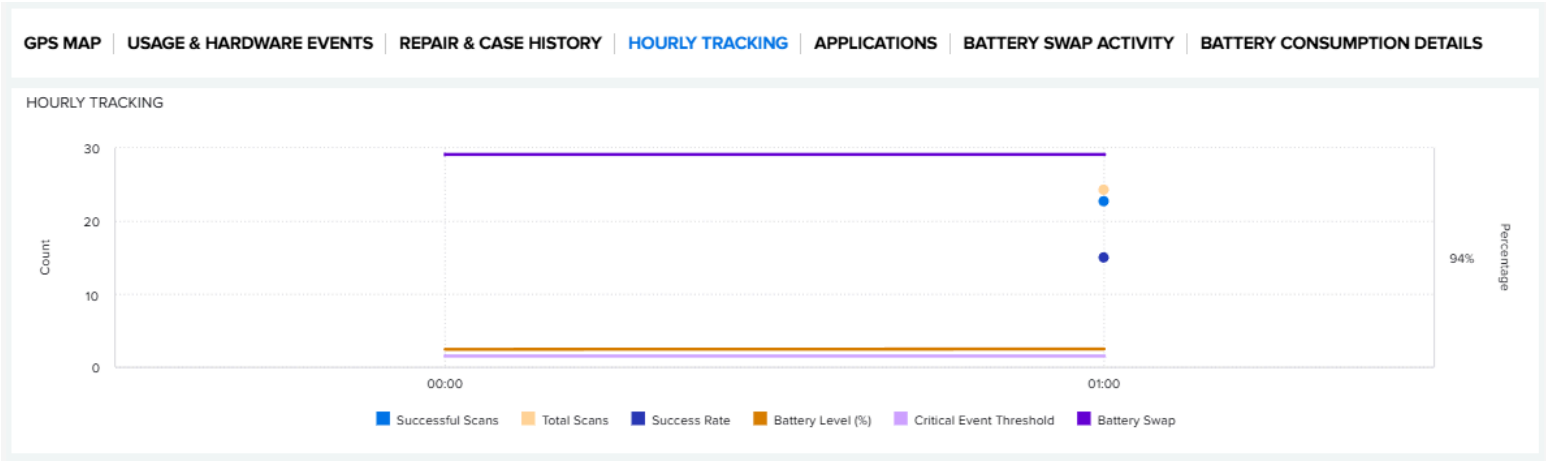
CASE NO.	CASE DESCRIPTION	CASE OPEN DATE	CASE CLOSED DATE
DC-442-20...	TC75X- Not Connecting to Wifi	Apr 22, 2025	May 01, 2025
DC-442-20...	TC75X- Not Connecting to Wifi	Apr 22, 2025	May 01, 2025
DC-442-20...	TC75X- Not Connecting to Wifi	Apr 22, 2025	May 01, 2025
DC-442-20...	TC75X- Not Connecting to Wifi	Apr 22, 2025	May 01, 2025
DC-442-20...	TC75X- Not Connecting to Wifi	Apr 22, 2025	May 01, 2025

« < 1 > »

Rows 1-5

Hourly Tracking

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



Viewing Reports

Applications

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

[GPS MAP](#) | [USAGE & HARDWARE EVENTS](#) | [REPAIR & CASE HISTORY](#) | [HOURLY TRACKING](#) | [APPLICATIONS](#) | [BATTERY SWAP ACTIVITY](#) | [BATTERY CONSUMPTION DETAILS](#)

APPLICATIONS (as of last 7 days)

APPLICATION NAME ^	VERSION	APPLICATION CATEGORY	ANR	FORCED CLOSE	MEMORY	FOREGROUND MINUTES	BACKGROUND MINUTES	TOTAL MINUTES USED	DAILY BATTERY I
Attendant	1.0.1	Business	0	0	2,471	18	0	18	11.00%
BizAppA	1.0.1	Business	0	0	2,471	3	0	3	1.00%
BizAppA	3.0.1.7	Business	0	0	2,471	148	0	148	1.00%
BusinessExpress	1.0.1	Business	0	0	2,471	12	0	12	12.00%
BusinessExpress	6.7.39	Business	0	0	2,471	19	0	19	12.00%
BusinessExpress	7.0.4	Business	0	0	2,471	44	0	44	12.00%
DataWedge	1.0.1	Business	0	0	2,471	31	0	31	5.00%
DataWedge	1.0.1	Business	0	0	2,471	31	0	31	8.00%
DeliveryManager	1.0.1	Business	0	0	2,471	16	0	16	5.00%
Diagnostic Tool	1.0.1	Business	0	0	2,471	11	0	11	2.00%

« < 1 2 3 > »

Rows 1-10

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	

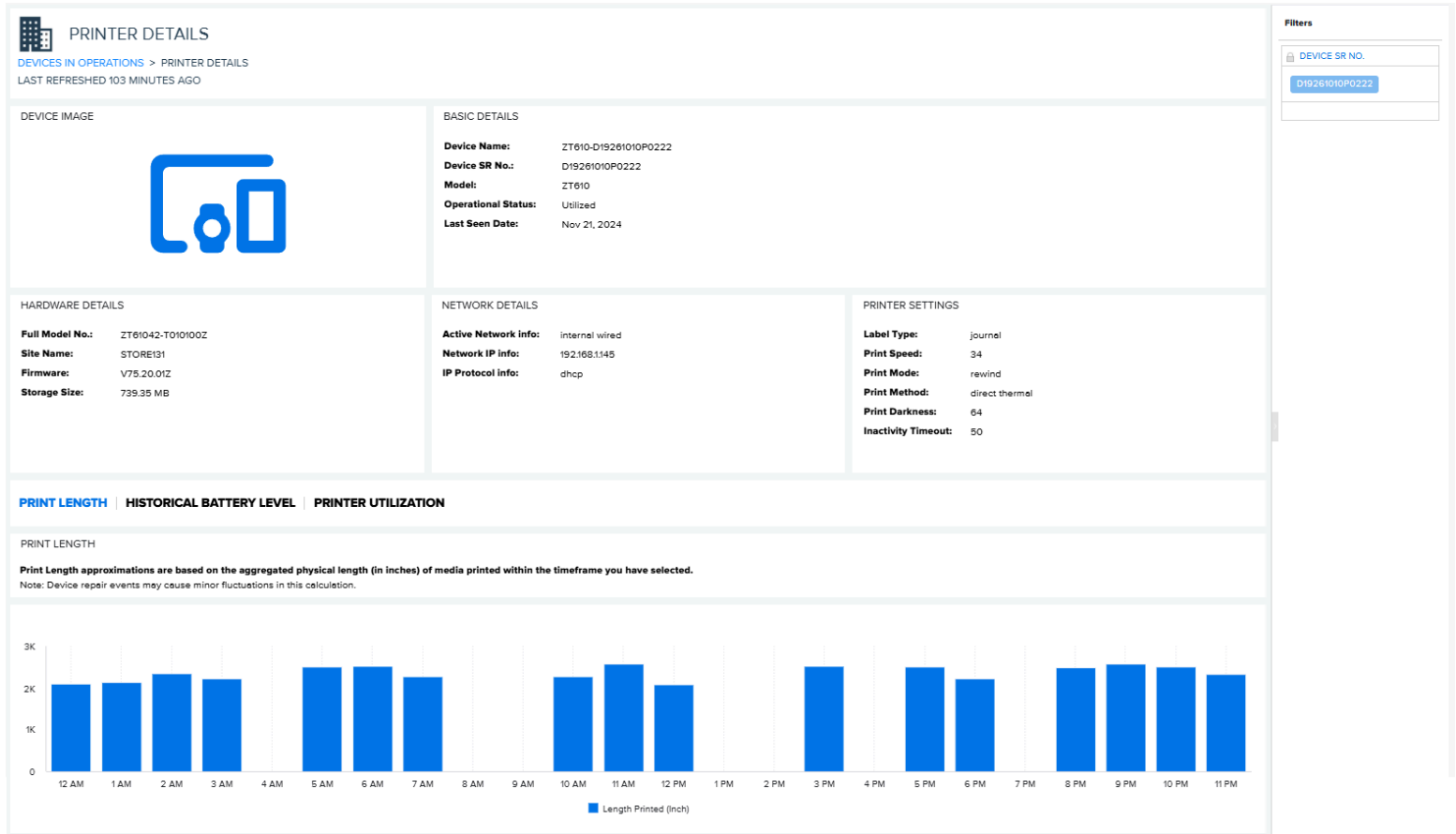
« < 1 2 3 4 5 6 > »

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 as 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.

 **SCANNER DETAILS**

[DEVICES IN OPERATIONS](#) > [SCANNER DETAILS](#)

LAST REFRESHED 93 MINUTES AGO

DEVICE IMAGE



BASIC DETAILS

Device Name:

MP7000-D1923101050212

Device SR No.:

D1923101050212

Model:

MP7000

Operational Status:

Utilized (As of yesterday)

Last Seen Date:

Dec 07, 2025

Device Group / Group Label:

Model / MP7000 , Department / Cardiology

HARDWARE DETAILS

Full Model No.:

MP7011-MP5LM000US

Site Name:

STORE104

Firmware:

2.5.8

Config Name:

(blank)

SERVICE CONTRACT

Contract Number:

D6920243003

Apr 03, 2025

Mar 16, 2025

Mar 25, 2025

[REPAIR DETAILS](#) | [CASE DETAILS](#)

Repair History

REPAIR NO.	OPEN DATE	STATUS	RECEIVED DATE	CLOSED DATE
DRSC-I23451115-1-2024	Aug 07, 2024	Repair Completed	Aug 07, 2024	Aug 16, 2024
DRSC-AD12345218-IENDRS-2024	Jul 12, 2024	Open	Jul 12, 2024	Aug 03, 2024
DRSC-S123451115-1-2024	Apr 18, 2022	Repair Closed	Apr 18, 2022	Apr 21, 2024
DRSC-I23451115-1-2023	Aug 07, 2023	Repair Completed	Aug 07, 2023	Aug 16, 2023
DRSC-AD12345218-IENDRS-2023	Jul 12, 2023	Open	Jul 12, 2023	Aug 03, 2023
DRSC-S123451115-1-2023	Apr 03, 2025	Repair Closed	Apr 03, 2025	Apr 12, 2025
DRSC-I23451115-1-2021	Aug 06, 2021	Repair Completed	Aug 06, 2021	Aug 17, 2021
DRSC-AD12345218-IENDRS-2021	Jul 09, 2025	Open	Jul 16, 2025	N/A

« < 1 > »

Rows 1-8

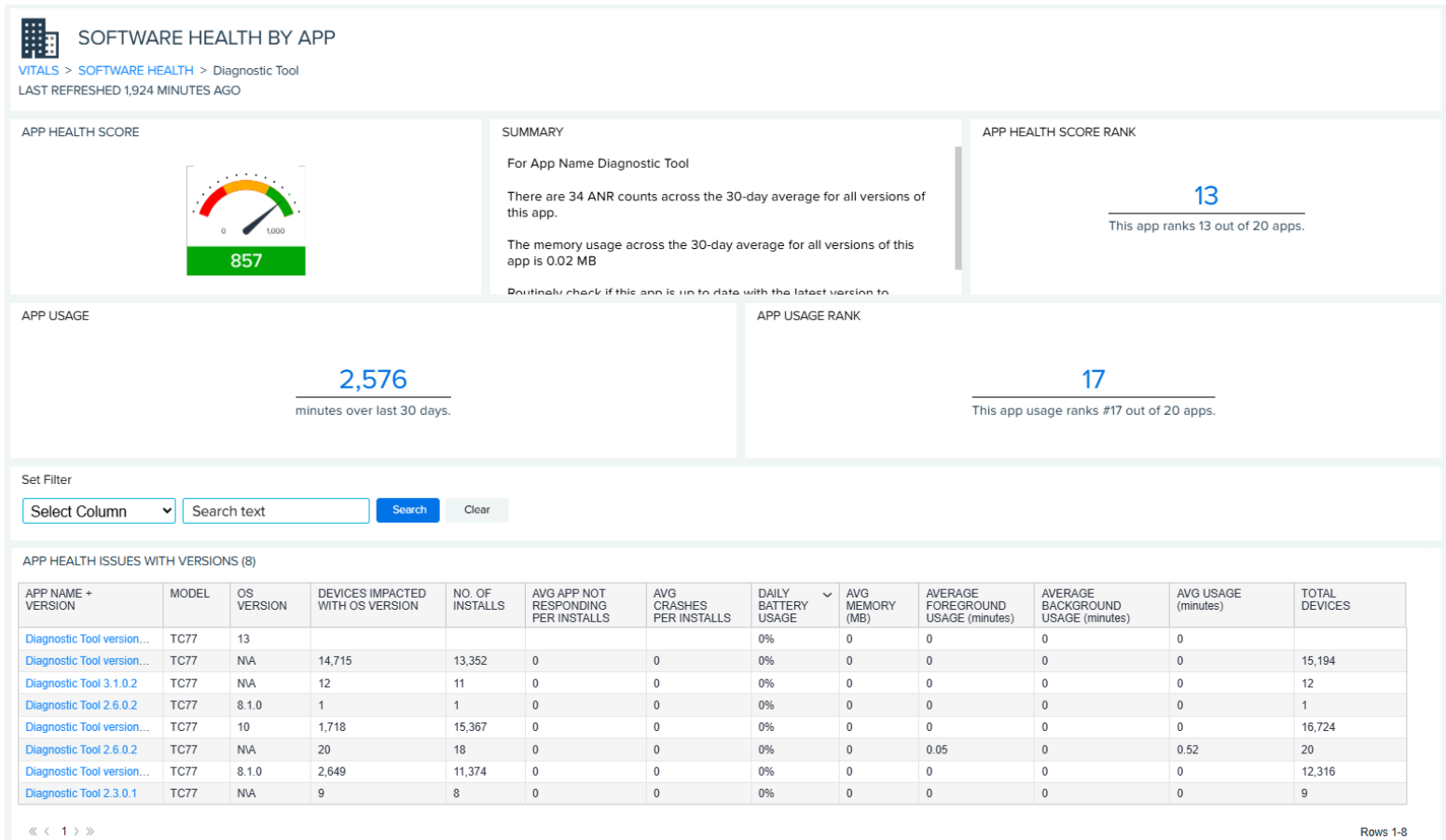
[REPAIR DETAILS](#) | [CASE DETAILS](#)

Case History			
CASE NO.	CASE DESCRIPTION	CASE OPEN DATE	CASE CLOSE DATE
DC-937-2025	DS8108- Frequently Restarting	Apr 01, 2025	Apr 16, 2025
DC-613-2025	DS8108- Frequently Restarting	Mar 11, 2025	Mar 26, 2025
DC-613-2024	DS8108- Frequently Restarting	Mar 11, 2024	Mar 26, 2024
DC-937-2024	DS8108- Frequently Restarting	Apr 01, 2024	Apr 16, 2024

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.



Set Filter

Select Column

Search text

Search

Clear

APP HEALTH ISSUES WITH VERSIONS (8)

APP NAME + VERSION	MODEL	OS VERSION	DEVICES IMPACTED WITH OS VERSION	NO. OF INSTALLS	AVG APP NOT RESPONDING PER INSTALLS	AVG CRASHES PER INSTALLS	DAILY BATTERY USAGE	AVG MEMORY (MB)	AVERAGE FOREGROUND USAGE (minutes)	AVERAGE BACKGROUND USAGE (minutes)	AVG USAGE (minutes)	TOTAL DEVICES
Diagnostic Tool version...	TC77	13					0%	0	0	0	0	
Diagnostic Tool version...	TC77	N/A	14,715	13,352	0	0	0%	0	0	0	0	15,194
Diagnostic Tool 3.1.0.2	TC77	N/A	12	11	0	0	0%	0	0	0	0	12
Diagnostic Tool 2.6.0.2	TC77	8.1.0	1	1	0	0	0%	0	0	0	0	1
Diagnostic Tool version...	TC77	10	1,718	15,367	0	0	0%	0	0	0	0	16,724
Diagnostic Tool 2.6.0.2	TC77	N/A	20	18	0	0	0%	0	0.05	0	0.52	20
Diagnostic Tool version...	TC77	8.1.0	2,649	11,374	0	0	0%	0	0	0	0	12,316
Diagnostic Tool 2.3.0.1	TC77	N/A	9	8	0	0	0%	0	0	0	0	9

« < 1 > »

Rows 1-8

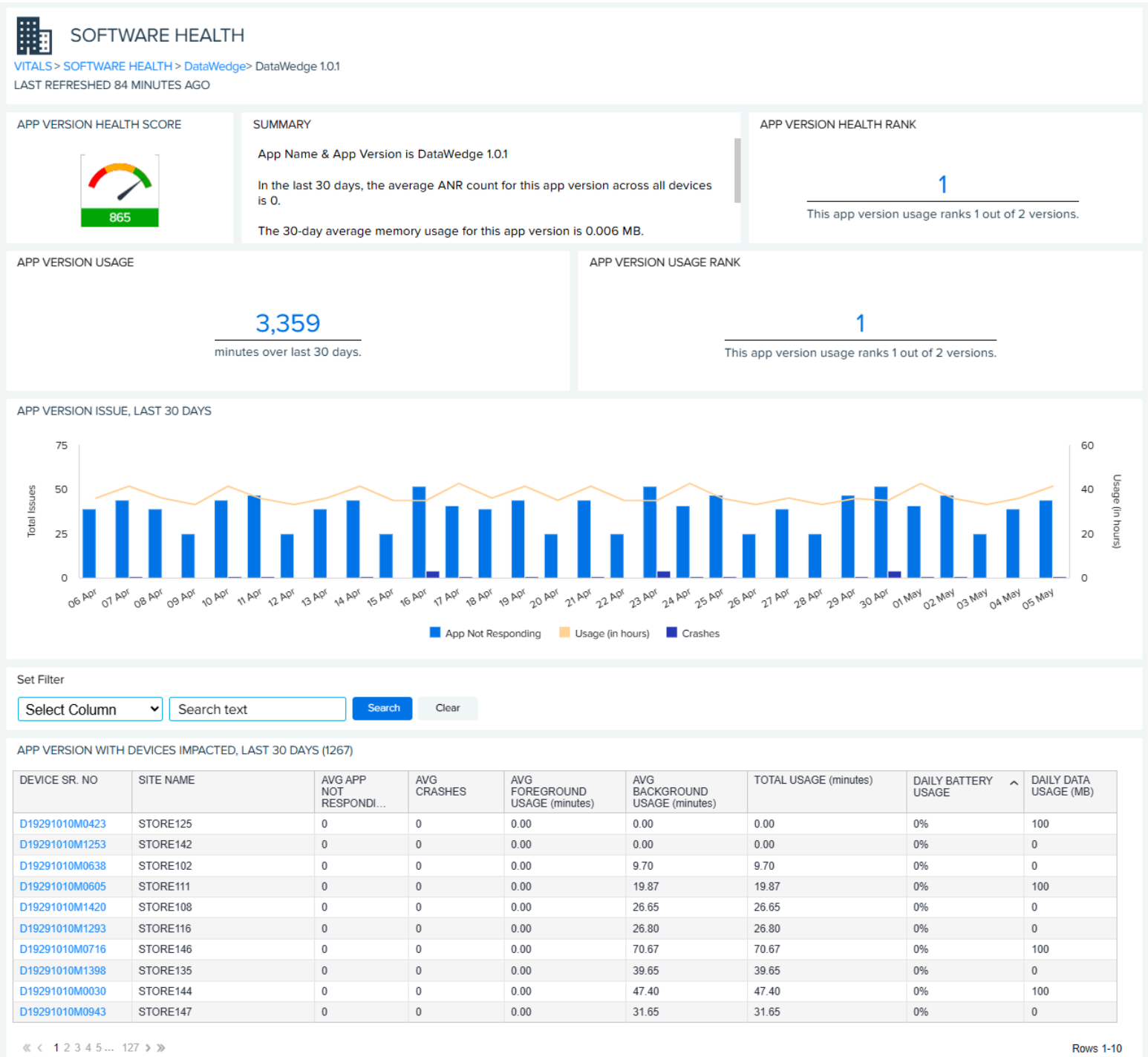
See Also

[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](#)

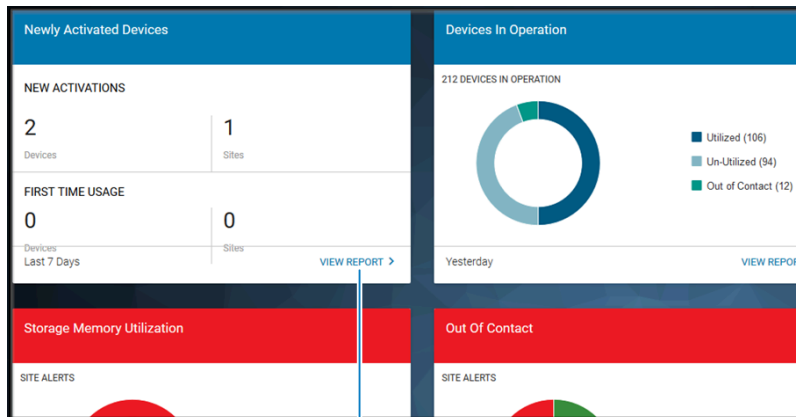
[Displaying Printer Details](#)

[Displaying Scanner Details](#)

Legacy VIQ Report Features

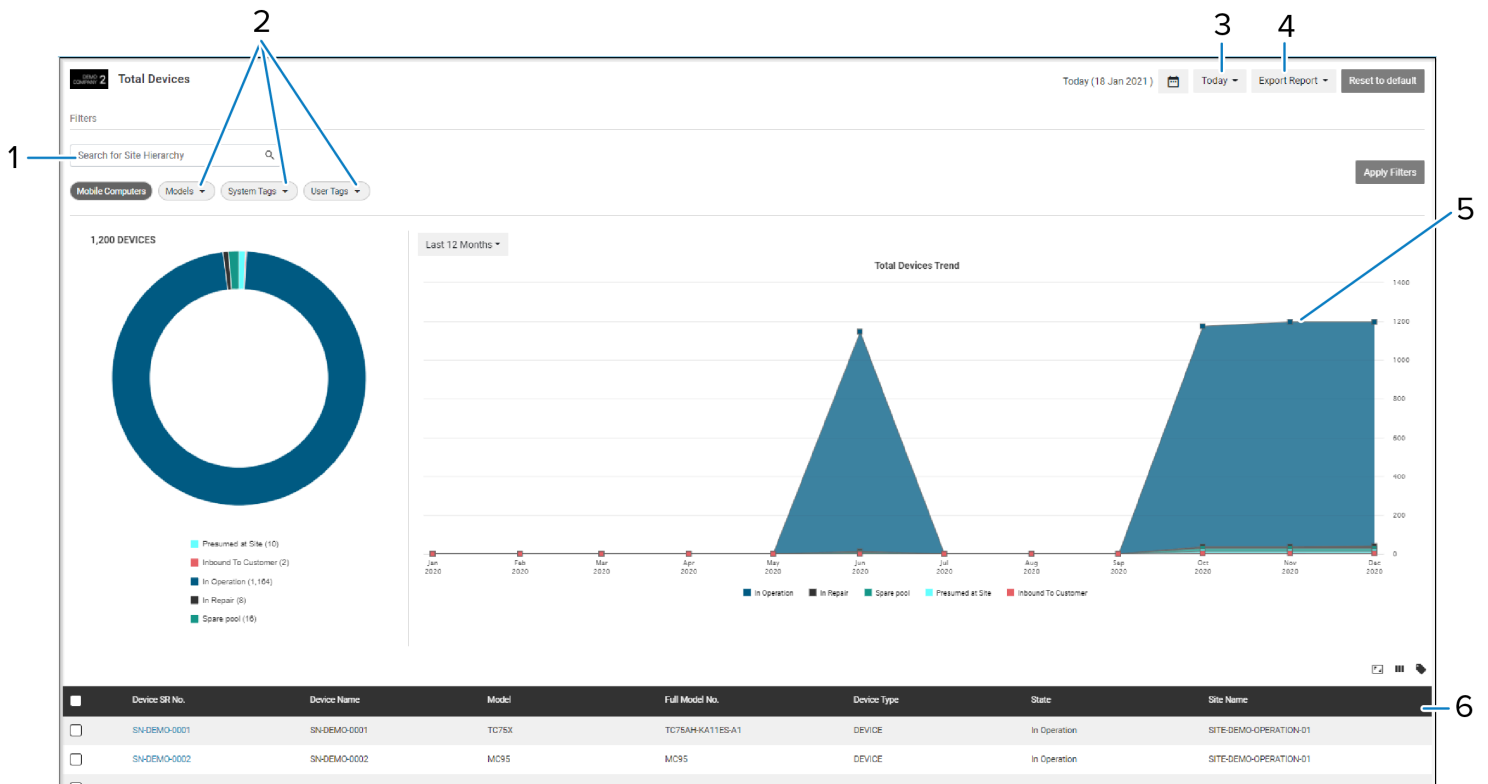
The features in this section may change or be eliminated as the reports get a new look.

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.



1

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.

Viewing Reports

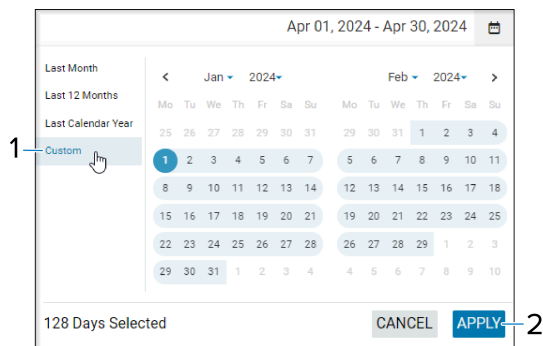
3	Date picker - Select a different time range to view the report.
4	Export Report - Export a report to Excel (data grid only) or PDF (graphs only).
5	Graph section - One or more graphs show the relevant insight in a report.
6	Data grid section - Information such as devices, site, and model provide more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

Date Picker

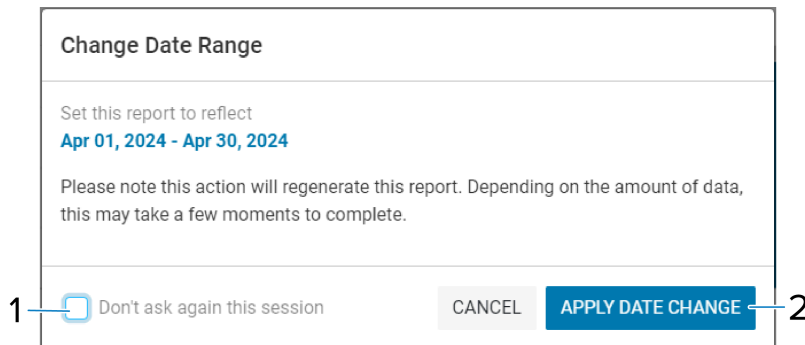
In the report view, select different date ranges (if applicable) via the date picker icon  located in the top-right corner of the page.

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.

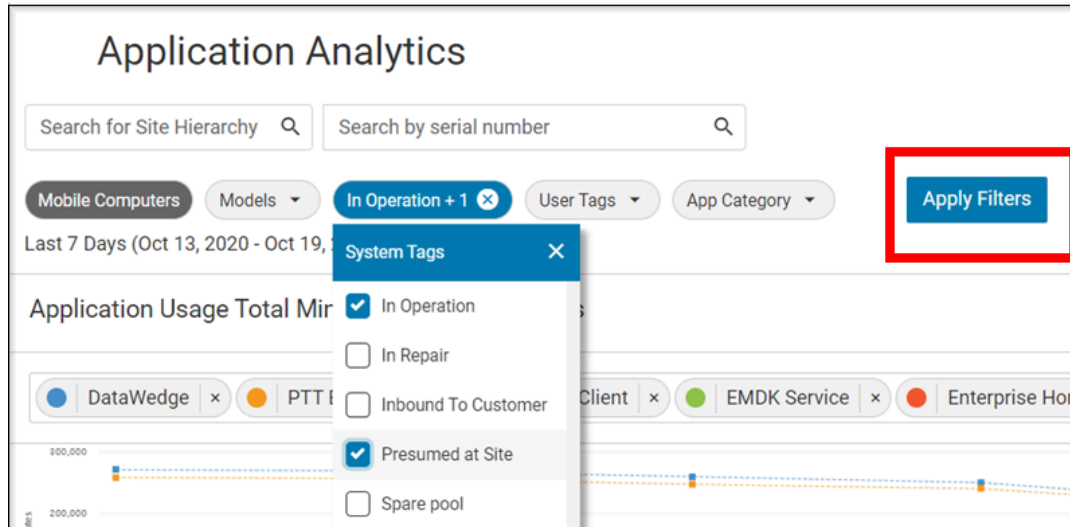


1. Select **Don't ask again this session** (1) to prevent the dialog box from displaying for each new date selection.
2. Click **APPLY DATE CHANGE** (2) to confirm the new date selection.

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.

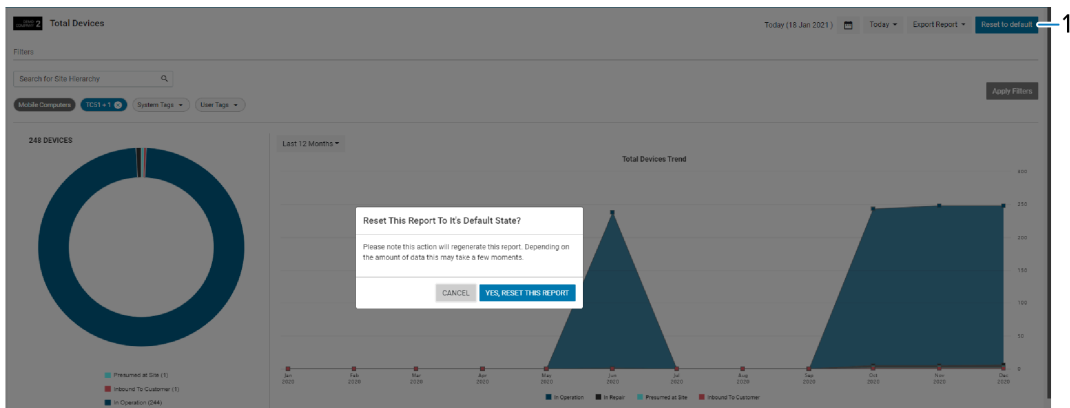
1. Select or deselect the desired filter(s).
2. Click **Apply Filters**.



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.



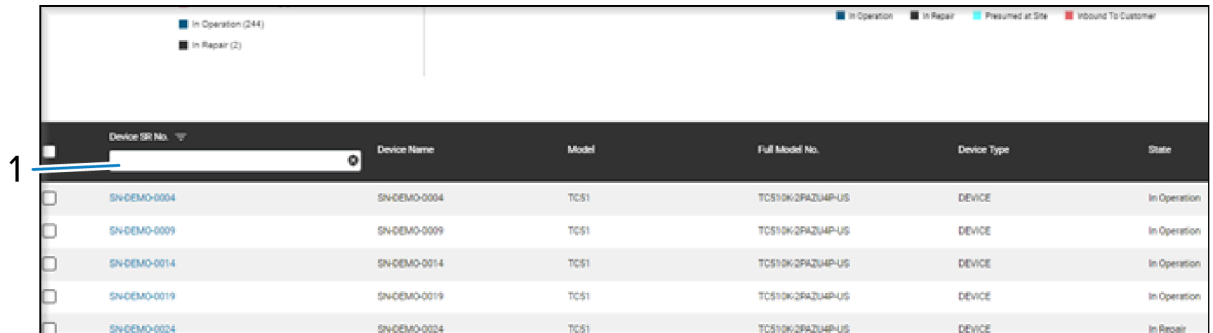
Data Grid

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.

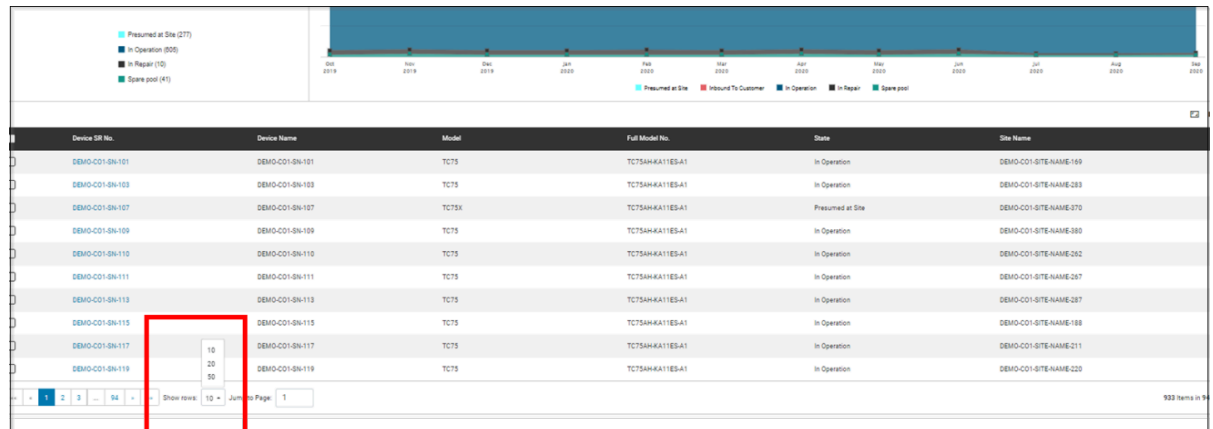
- All columns can be sorted in descending to ascending order or vice versa when the user clicks on the column title.
- All columns are searchable by activating the **Search Box (1)**.



The screenshot shows a data grid with a search box at the top left, labeled 'Device SR No. 10'. The grid has columns: Device SR No., Device Name, Model, Full Model No., Device Type, and State. The data rows show devices in 'In Operation' and 'In Repair' states.

Device SR No.	Device Name	Model	Full Model No.	Device Type	State
SN-DEMO-0004	SN-DEMO-0004	TCS1	TCS10K2PAZU4P-US	DEVICE	In Operation
SN-DEMO-0009	SN-DEMO-0009	TCS1	TCS10K2PAZU4P-US	DEVICE	In Operation
SN-DEMO-0014	SN-DEMO-0014	TCS1	TCS10K2PAZU4P-US	DEVICE	In Operation
SN-DEMO-0019	SN-DEMO-0019	TCS1	TCS10K2PAZU4P-US	DEVICE	In Operation
SN-DEMO-0024	SN-DEMO-0024	TCS1	TCS10K2PAZU4P-US	DEVICE	In Repair

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

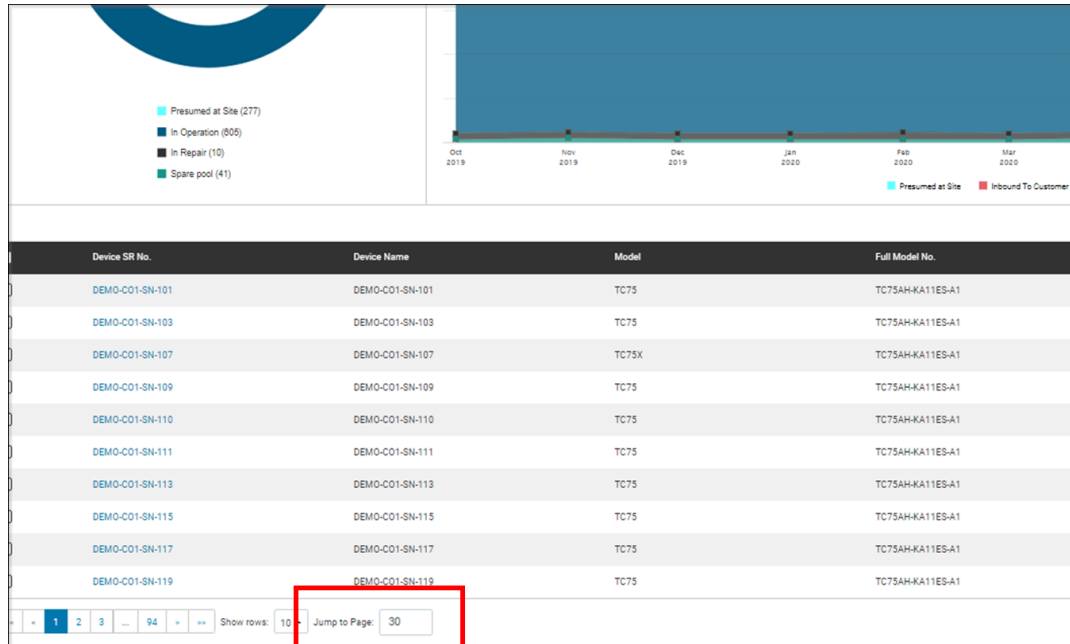


The screenshot shows a data grid with a 'Show Rows' dropdown menu at the bottom left, which is highlighted by a red box. The dropdown menu has options: 10, 20, 50, and 100. The grid has columns: Device SR No., Device Name, Model, Full Model No., State, and Site Name. The data rows show devices in 'In Operation' and 'Presumed at Site' states.

Device SR No.	Device Name	Model	Full Model No.	State	Site Name
DEMO-C01-SN-101	DEMO-C01-SN-101	TCT5	TCT5AHKA1IES-A1	In Operation	DEMO-C01-SITE-NAME-109
DEMO-C01-SN-103	DEMO-C01-SN-103	TCT5	TCT5AHKA1IES-A1	In Operation	DEMO-C01-SITE-NAME-283
DEMO-C01-SN-107	DEMO-C01-SN-107	TCT5K	TCT5AHKA1IES-A1	Presumed at Site	DEMO-C01-SITE-NAME-370
DEMO-C01-SN-109	DEMO-C01-SN-109	TCT5	TCT5AHKA1IES-A1	In Operation	DEMO-C01-SITE-NAME-380
DEMO-C01-SN-110	DEMO-C01-SN-110	TCT5	TCT5AHKA1IES-A1	In Operation	DEMO-C01-SITE-NAME-262
DEMO-C01-SN-111	DEMO-C01-SN-111	TCT5	TCT5AHKA1IES-A1	In Operation	DEMO-C01-SITE-NAME-267
DEMO-C01-SN-113	DEMO-C01-SN-113	TCT5	TCT5AHKA1IES-A1	In Operation	DEMO-C01-SITE-NAME-287
DEMO-C01-SN-115	DEMO-C01-SN-115	TCT5	TCT5AHKA1IES-A1	In Operation	DEMO-C01-SITE-NAME-188
DEMO-C01-SN-117	DEMO-C01-SN-117	TCT5	TCT5AHKA1IES-A1	In Operation	DEMO-C01-SITE-NAME-211
DEMO-C01-SN-119	DEMO-C01-SN-119	TCT5	TCT5AHKA1IES-A1	In Operation	DEMO-C01-SITE-NAME-220

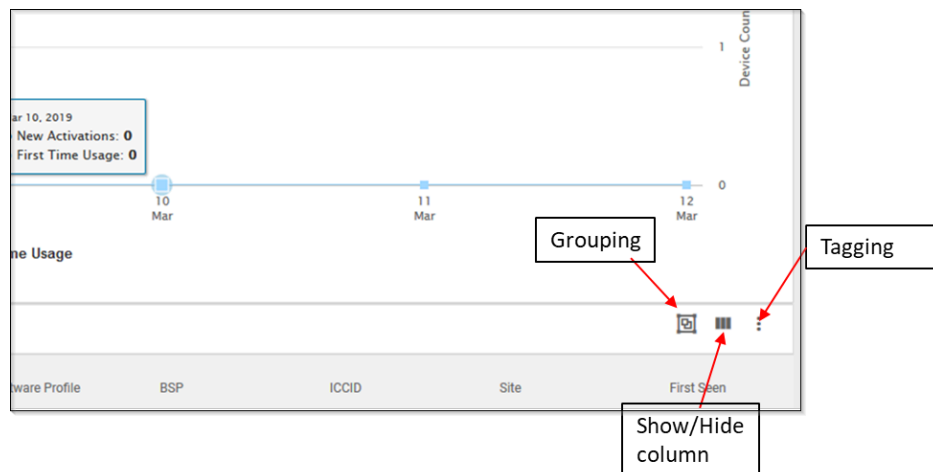
- For a data grid with multiple pages, entering the page number in the **Jump to Page** field and pressing enter allows for swift navigation to a specific page. The selection of the page remains until a different page is chosen.

Viewing Reports



Data Grid Functions

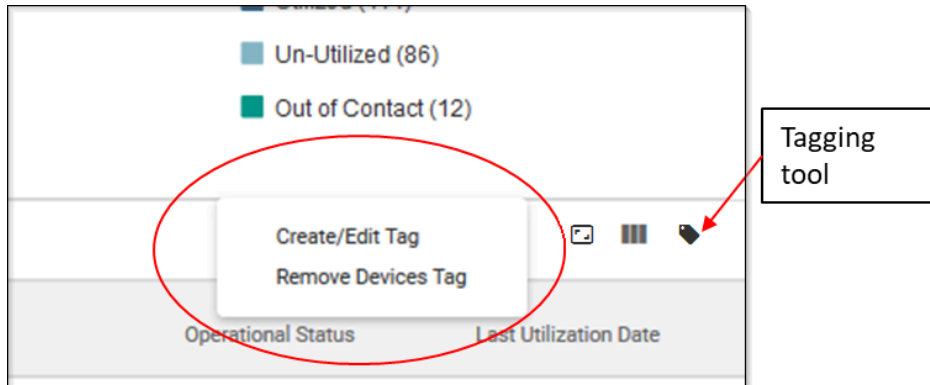
There are three functions available in the right-hand corner of the data grid that affect how the data is presented on the data grid.



- **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.

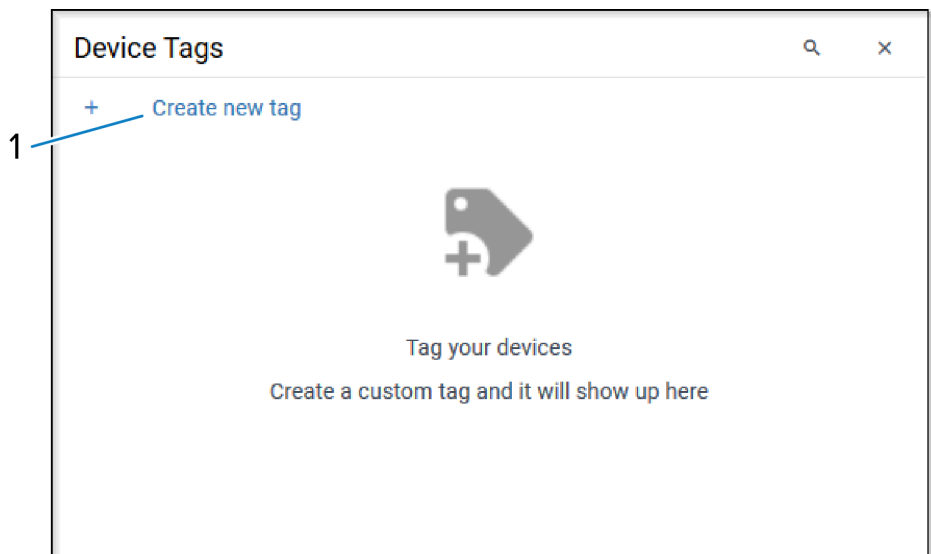
Creating or Editing Tags

The Creating or Editing Tags show additional information.

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

The **Device Tags** window displays.

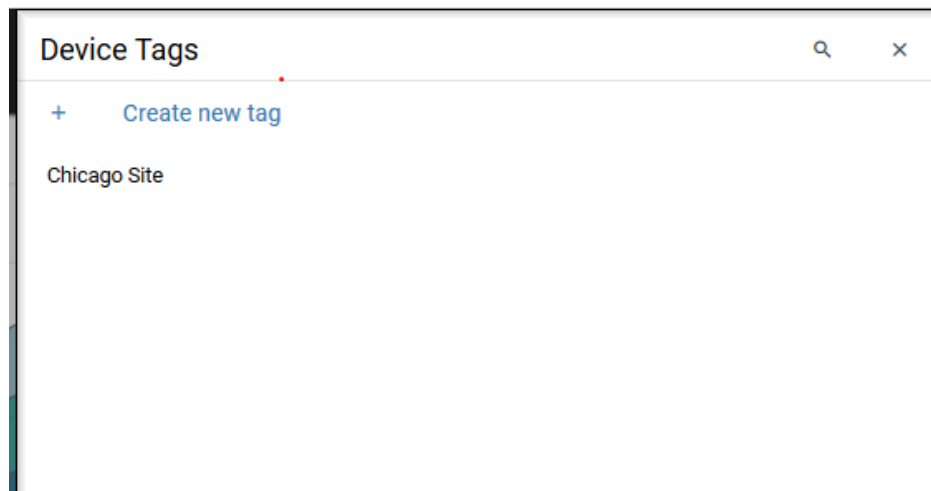
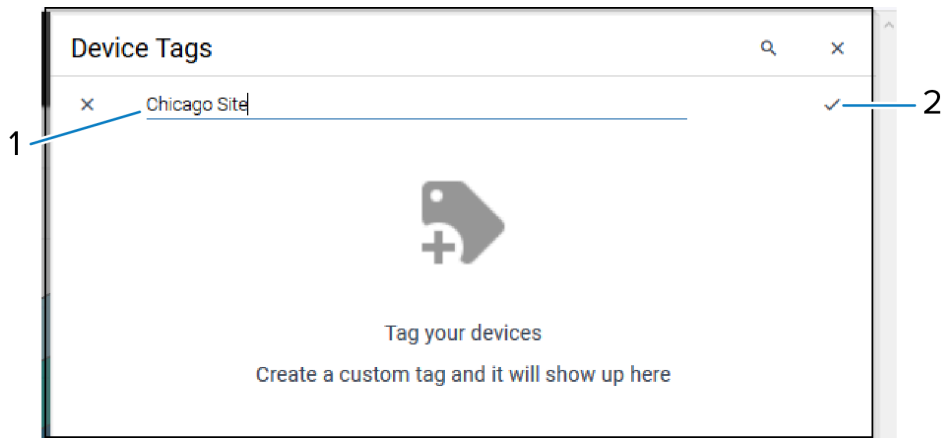
2. Click **Create new tag (1)**.



The tag name window displays.

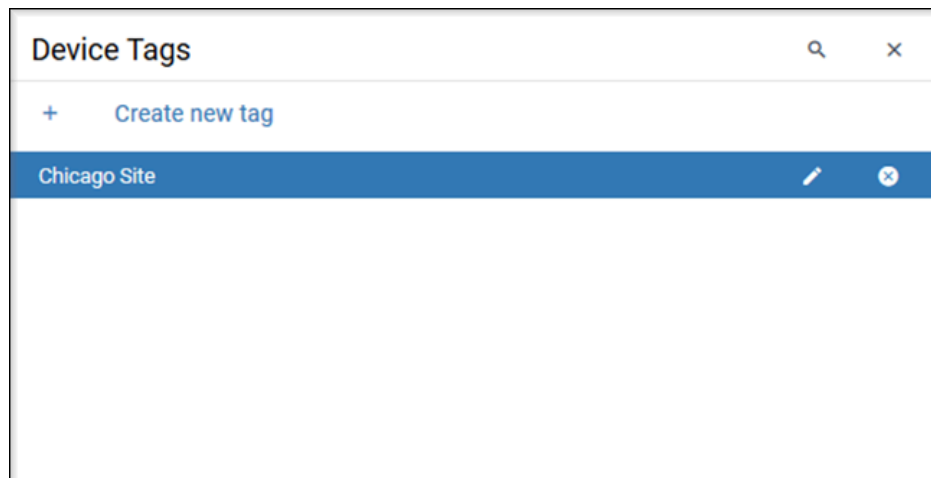
3. Add the **Tag name (1)** in the field and click **# (2)** to create the tag.

Viewing Reports



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.

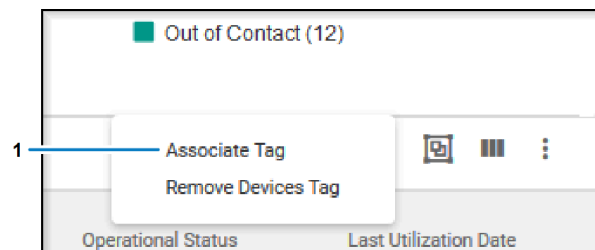
1. On the data grid, select all devices by checking the box at the top or select some devices by checking individual boxes on the left.

☐	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
☐	18543803022722	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.

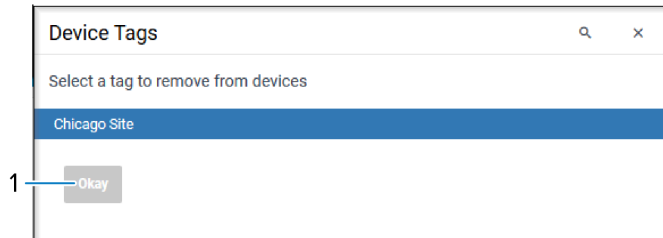
Removing Tags from Devices

The Removing Tags from Devices shows additional information

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

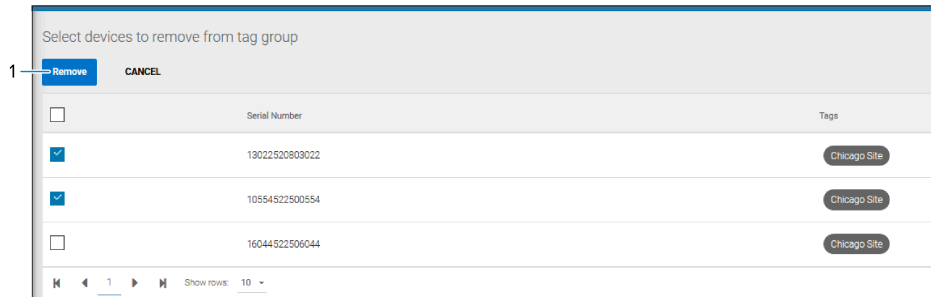
The **Device Tags** window displays.

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

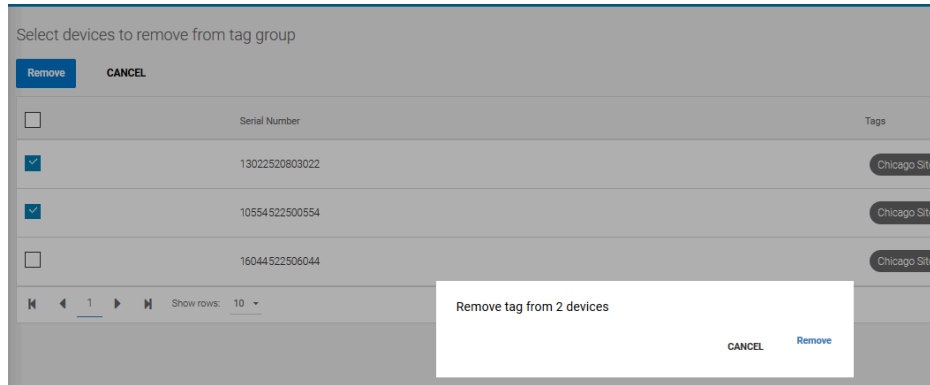


The devices display.

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



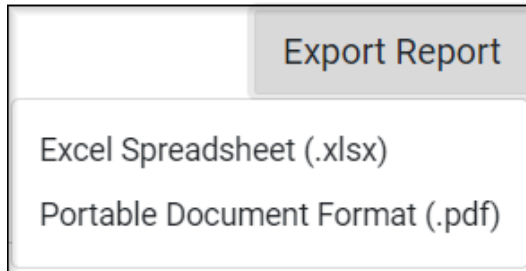
5. Click **Remove** on the confirmation prompt.



The tag gets removed from the selected devices.

Report Export Function

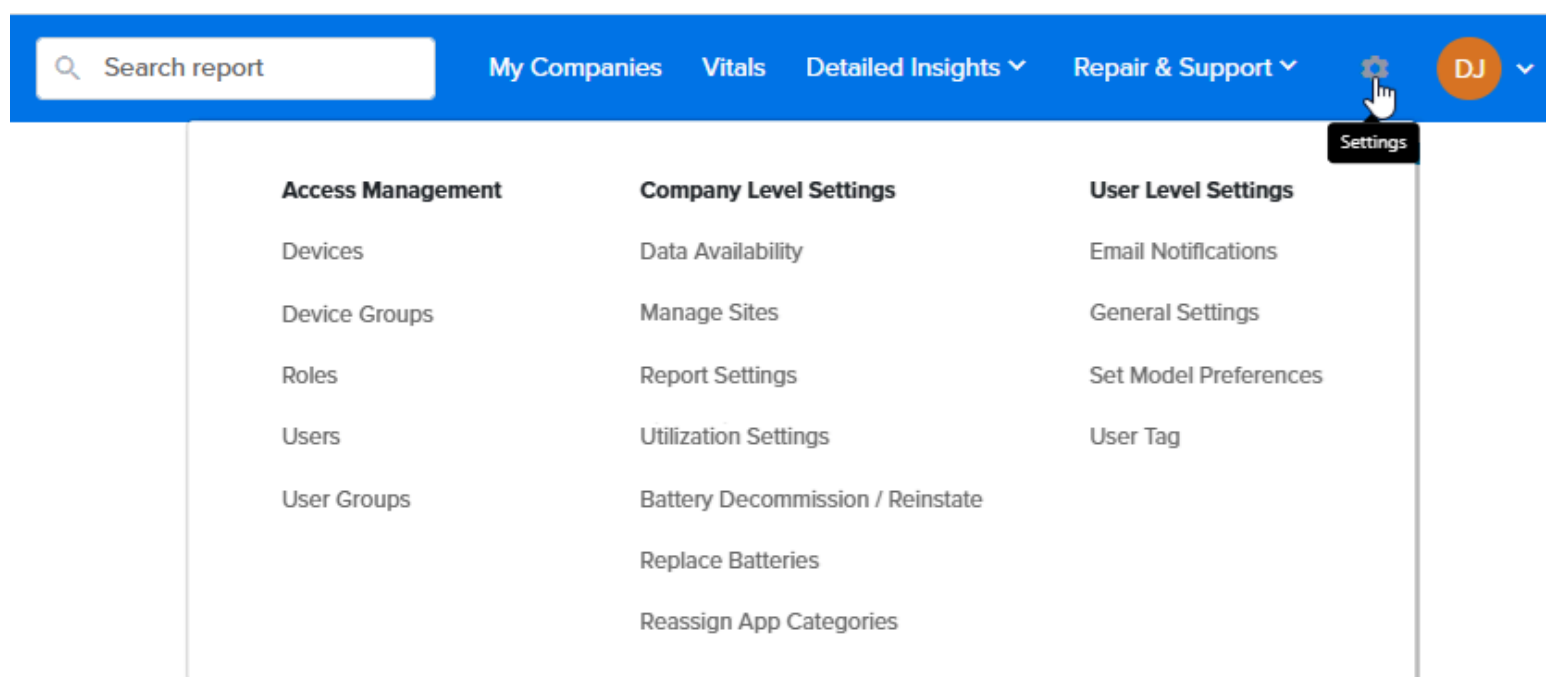
The Export Report feature, available within each report, allows you to export page information to a PDF or an Excel spreadsheet.



- **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

Access system and user configurations via the settings (gear) 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.

See Also

[Access Management](#)

[Company Level Settings](#)

[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](#)
- [Device Groups](#) on page 68
- [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 screenshot shows the 'Devices' management interface in the VisibilityIQ system. At the top, there's a navigation bar with 'VisibilityIQ' logo, a search bar, and links to 'My Companies', 'Vitals (Beta)', 'Detailed Insights', and 'Repair & Support'. Below this, the 'Devices' section has buttons for 'Export Devices', 'Bulk Upload', and 'Add Device'. A filter bar allows searching by device SR No and filtering by Company, Partner, Site, Model, and Type. The main table lists two enrolled devices:

Devices SR No	Device name	Type	Model	Company	Partner	Contract	Site	Site hierarchy	Last updated	Status
1234567890	TC75-TEST1	MOBILE COMPUTER	TC75AH-KA11E-A1	ZEBRA DEMO ZSA	ZEBRA		ZEBRA DEMO ZSA	ZEBRA DEMO ZSA	Oct 05, 2024	Enrolled
212445225D0139	AFSHIN DEVICE	MOBILE COMPUTER	TC52AX-HC	ZEBRA DEMO ZSA	ZEBRA		ZEBRA DEMO ZSA	ZEBRA DEMO ZSA	Sep 24, 2024	Enrolled

At the bottom, there's a pagination control showing page 1 of 1 and a 'Rows per page' dropdown set to 10.

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

2. Click **Add Device**.

Settings

← Add device Add

Company information

Company*

Partner*

Basic information

Device type*

Device SR No*

Model*

Device name

Contract

Site information

Site

Site hierarchy

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.

Settings

Devices

Export Devices

Bulk Upload

Add Device

Search device SR No

Company

Partner

Site

Model

Type

Apply

Devices SR No	Device name	Type	Model	Company	Company Display Name	Partner	Contract	Site	Site hierarchy	Last updated	Status
1234567890	TC75-TEST1	MOBILE COMPUTER	TC75AH-KA11E-A1	ZEBRA DEMO	ZEBRA DEMO	ZEBRA		ZEBRA DEMO ZSA	ZEBRA DEMO ZSA	Oct 05, 2024	Awaiting Validation
212445225D00139	AFSHIN DEVICE	MOBILE COMPUTER	TC52AX-HC	ZEBRA DEMO	ZEBRA DEMO	ZEBRA		ZEBRA DEMO ZSA	ZEBRA DEMO ZSA	Sep 24, 2024	Enrolled

< 1 >

Rows per page 10

Updating a Device

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

1. Click  **Settings > Devices**.

VisibilityIQ™

🔍

Search report

My Companies

Vitals (Beta)

Detailed Insights ▾

Repair & Support ▾

⚙️

03 ▾

Devices

Export Devices

Bulk Upload ▾

Add Device

🔍

Search device SR No

Company ▾

Partner ▾

Site ▾

Model ▾

Type ▾

Apply

Devices SR No ▾	Device name ▾	Type ▾	Model ▾	Company ▾	Partner ▾	Contract ▾	Site ▾	Site hierarchy ▾	Last updated ▾	Status ▾
1234567890	TC75-TEST1	MOBILE COMPUTER	TC75AH-KA11E-A1	ZEBRA DEMO ZSA	ZEBRA		ZEBRA DEMO ZSA	ZEBRA DEMO ZSA	Oct 05, 2024	Enrolled
212445225D00139	AFSHIN DEVICE	MOBILE COMPUTER	TC52AX-HC	ZEBRA DEMO ZSA	ZEBRA		ZEBRA DEMO ZSA	ZEBRA DEMO ZSA	Sep 24, 2024	Enrolled

<

1

>

Rows per page 10 ▾

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

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

Settings

← 1234567890 Delete Update

Company information

Company* Zebra Demo ZSA x Partner* ZEBRA v

Basic information

Device type* MOBILE COMPUTER v Device SR No* 1234567890

Model* TC75AH-KA11E-A1 Device name TC75-TEST1

Contract

Site information

Site ZEBRA DEMO ZSA x Site hierarchy ZEBRA DEMO ZSA x

The information displays for that device.

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

My Companies Vitals (Beta) Detailed Insights v Repair & Support v ⚙️ DJ v

Delete Update

Exporting Devices

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

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

Settings

Devices Export Devices Bulk Upload Add Device

Company Partner Site Model Type Apply

Devices SR No	Device name	Type	Model	Company	Partner	Contract	Site	Site hierarchy	Last updated	Status
1234567890	TC75-TEST1	MOBILE COMPUTER	TC75AH-KA11E-A1	ZEBRA DEMO ZSA	ZEBRA		ZEBRA DEMO ZSA	ZEBRA DEMO ZSA	Oct 05, 2024	Enrolled
212445225D0139	AFSHIN DEVICE	MOBILE COMPUTER	TC52AX-HC	ZEBRA DEMO ZSA	ZEBRA		ZEBRA DEMO ZSA	ZEBRA DEMO ZSA	Sep 24, 2024	Enrolled

< 1 > Rows per page 10

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

2. Click **Export Devices**.

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

Deleting a Device

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

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

Devices Export Devices Bulk Upload Add Device

Company Partner Site Model Type Apply

Devices SR No	Device name	Type	Model	Company	Partner	Contract	Site	Site hierarchy	Last updated	Status
1234567890	TC75-TEST1	MOBILE COMPUTER	TC75AH-KA11E-A1	ZEBRA DEMO ZSA	ZEBRA		ZEBRA DEMO ZSA	ZEBRA DEMO ZSA	Oct 05, 2024	Enrolled
212445225D0139	AFSHIN DEVICE	MOBILE COMPUTER	TC52AX-HC	ZEBRA DEMO ZSA	ZEBRA		ZEBRA DEMO ZSA	ZEBRA DEMO ZSA	Sep 24, 2024	Enrolled

< 1 > Rows per page 10

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

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

Settings

← 1234567890 Delete Update

Company information

Company* Zebra Demo ZSA × Partner* ZEBRA ▼

Basic information

Device type* MOBILE COMPUTER ▼ Device SR No* 1234567890

Model* TC75AH-KA11E-A1 Device name TC75-TEST1

Contract

Site information

Site ZEBRA DEMO ZSA × Site hierarchy ZEBRA DEMO ZSA ×

The information displays for that device.

3. Click **Delete**.

The system prompts for confirmation.

4. Click **Yes**.

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

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

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

Bulk Uploading to Add New Devices

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

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

Settings

Search report My Companies Vitals (Beta) Detailed Insights Repair & Support Settings 03										
Devices Export Devices Bulk Upload Add Device										
Search device SR No Company Partner Site Model Type Apply										
Devices SR No	Device name	Type	Model	Company	Partner	Contract	Site	Site hierarchy	Last updated	Status
1234567890	TC75-TEST1	MOBILE COMPUTER	TC75AH-KA11E-A1	ZEBRA DEMO ZSA	ZEBRA		ZEBRA DEMO ZSA	ZEBRA DEMO ZSA	Oct 05, 2024	Enrolled
212445225D0139	AFSHIN DEVICE	MOBILE COMPUTER	TC52AX-HC	ZEBRA DEMO ZSA	ZEBRA		ZEBRA DEMO ZSA	ZEBRA DEMO ZSA	Sep 24, 2024	Enrolled
< 1 >										Rows per page 10

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

2. Click Bulk Upload > Download Template.

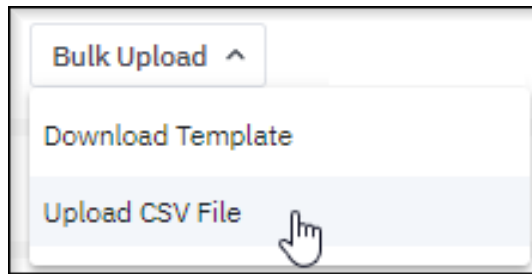
A file named `Devices.csv` is saved to the Downloads folder.

3. In the file, add the devices to be bulk added. The following are the required fields:

- Device serial number
- Type (MOBILE COMPUTER, PRINTER, or SCANNER)
- Model (full model number)

4. Save and close the file.

5. On the Devices screen, click Bulk Upload > Upload CSV File.



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

6. Enter the code, and then click Confirm.

7. Select the Company and Partner.

Settings

Bulk device upload

Company*

Partner*

Select Partner

Drop files here to upload

or

Select Files

Supports .csv
Max File Size 10MB

Cancel

Confirm

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.

VisibilityIQ™

Search report

My Companies

Vitals (Beta)

Detailed Insights

Repair & Support

Settings

D3

Devices

Export Devices

Bulk Upload

Add Device

Search device SR No

Company

Partner

Site

Model

Type

Apply

Devices SR No	Device name	Type	Model	Company	Partner	Contract	Site	Site hierarchy	Last updated	Status
1234567890	TC75-TEST1	MOBILE COMPUTER	TC75AH-KA11E-A1	ZEBRA DEMO ZSA	ZEBRA		ZEBRA DEMO ZSA	ZEBRA DEMO ZSA	Oct 05, 2024	Awaiting Validation
212445225D0139	AFSHIN DEVICE	MOBILE COMPUTER	TC52AX-HC	ZEBRA DEMO ZSA	ZEBRA		ZEBRA DEMO ZSA	ZEBRA DEMO ZSA	Sep 24, 2024	Enrolled

< 1 >

Rows per page 10

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Version: 7.8.0.0

Device Groups

The device group management option allows you to create device groups (logical or functional) in the VIQ system and to add devices to them manually or using dynamic rules. You can create multiple group labels under a group.

The ability to view data based on device groups has been added to most of the options in [VIQ Vitals](#) on page 311.

Common examples:

Device Group	Group Label
Manufacturer	Zebra
	Honeywell
	Samsung
Department	Cardiology
	Oncology
	Radiology
	Pharmacy
	Pediatrics
Shift	Morning
	Afternoon
	Evening
	Night

Creating a Device Group

This section explains how to create a device group.

1. Click  **Settings** > **Device Groups**.

The **Device Groups** screen displays, listing existing device groups.

Device groups					Bulk Upload 	Create Device Group / Label
Search group label	Device Group 	Status 	Apply			
Group label 	Device group 	No of devices 	Last updated 	Status 		
Surgery	Department	7	Jun 16, 2025	 Active		
Pediatrics	Department	61	Jun 16, 2025	 Active		
Intensive Care	Department	19	Jun 16, 2025	 Active		
Cafeteria	Department	41	Jun 16, 2025	 Active		
Oncology	Department	42	Jun 16, 2025	 Active		
Cardiology	Department	19	Jun 16, 2025	 Active		
Pharmacy	Department	4	Jun 16, 2025	 Active		
Radiology	Department	14	Jun 16, 2025	 Active		
Emergency	Department	4	Jun 16, 2025	 Active		
Physical Therapy	Department	9	Jun 16, 2025	 Active		
 1 					Rows per page	10 

2. Click **Create Device Group/Label**.

The **Create Device Group** screen displays.

 Create device group

Create

Basic details

Devices

Device group*

Group label

3. Type the desired device group name (or part of the name) in the device group field.

The system searches for the text you entered and displays the results.

4. Did the device group name that you need appear in the search results?

If...	Then...
Yes	a. Click the device group name in the list. b. Type a Group label.
No	a. In the Device group dropdown, click Create/Edit Group. The Create/Edit group panel opens. b. Click Create New Group.

Settings

If...	Then...
	c. Type the Device group name and a description, if desired. (Note that this description is not the same as the Group label.) d. Click Create. e. Type a Group label.

5. Do you want to add devices to the new device group at this time?

If...	Then...
No	a. In the top-right corner of the screen, click Create .
Yes	a. Click the Devices tab. b. Follow the directions in Adding Devices Manually on page 71 or Creating or Editing a Dynamic Rule for Adding Devices on page 72. c. In the top-right corner of the screen, click Create.

The system creates a new device group, which displays in the list with the group label that you specified and an active status.

Device groups					Bulk Upload ▾	Create Device Group / Label
Search group label	Device Group ▾	Status ▾	Apply			
Group label ▾	Device group ▾	No of devices ▾	Last updated ▾	Status ▾		
Morning	Shift	0	Jun 16, 2025	Active		

- If you added devices manually, the number of devices is included in the list.
- If you added devices dynamically, the number of devices will initially show as zero. Devices will begin to be added to the group approximately 2 hours after the rule is applied.

If you did not include a group label, the system uses the word "Default." To replace this generic group label with something meaningful to you, see [Editing a Device Group](#) on page 79.

Adding Devices to a Device Group

This section explains how to add devices to a device group.

If you are adding devices while creating a device group, continue with one of the following:

- [Adding Devices Manually](#) on page 71
- [Creating or Editing a Dynamic Rule for Adding Devices](#) on page 72

If you are editing an existing device group, complete the following steps:

1. Click  **Settings** > **Device Groups**.

The **Device Groups** screen displays, listing existing device groups.

Device groups					Bulk Upload 	Create Device Group / Label
Search group label	Device Group 	Status 	Apply			
Group label 	Device group 	No of devices 	Last updated 	Status 		
Surgery	Department	7	Jun 16, 2025	 Active		
Pediatrics	Department	61	Jun 16, 2025	 Active		
Intensive Care	Department	19	Jun 16, 2025	 Active		
Cafeteria	Department	41	Jun 16, 2025	 Active		
Oncology	Department	42	Jun 16, 2025	 Active		
Cardiology	Department	19	Jun 16, 2025	 Active		
Pharmacy	Department	4	Jun 16, 2025	 Active		
Radiology	Department	14	Jun 16, 2025	 Active		
Emergency	Department	4	Jun 16, 2025	 Active		
Physical Therapy	Department	9	Jun 16, 2025	 Active		
  					Rows per page	10 

2. Click the **Group label** for the device group to add devices to.

The **Basic details** tab displays for the device group.

 Morning
 Delete Update

Basic details Devices

Device group*

Group label

3. Click the **Devices** tab.
4. Continue with one of the following:
 - [Adding Devices Manually](#) on page 71
 - [Creating or Editing a Dynamic Rule for Adding Devices](#) on page 72

Adding Devices Manually

1. From the Devices tab of a device group, click **Add Devices**.

The **Add devices** panel opens.

Add devices

Search Device SR No

0 device selected [Select all](#)

- Device 16145521400090**
Mobile Computers | CC5000 | ETH_16145521400090
- Device 16145521400163**
Mobile Computers | CC5000 | ETH_16145521400163
- Device 16145521400422**
Mobile Computers | CC5XXX-CONCIERGE |
- Device 16145521400633**
Mobile Computers | CC5000 | ETH_16145521400633
- Device 16205523027712**
Mobile Computers | MC18N0 | SC_16205523027712
- Device 16209523021902**
Mobile Computers | MC18N0 | SC_16209523021902
- Device 16210523020314**
Mobile Computers | MC18N0 | SC_16210523020314
- Device 16210523020803**
Mobile Computers | MC18N0 | SC_16210523020803
- Device 16299523021932**
Mobile Computers | MC18N0 | SC_16299523021932
- Device 16300523020778**
Mobile Computers | MC18N0 | SC_16300523020778
- Device 16314523021689**
Mobile Computers | MC18N0 | SC_16314523021689

[Cancel](#) [Add](#)

2. Click on individual devices to select/deselect them or click **Select all**.

3. Click **Add**.

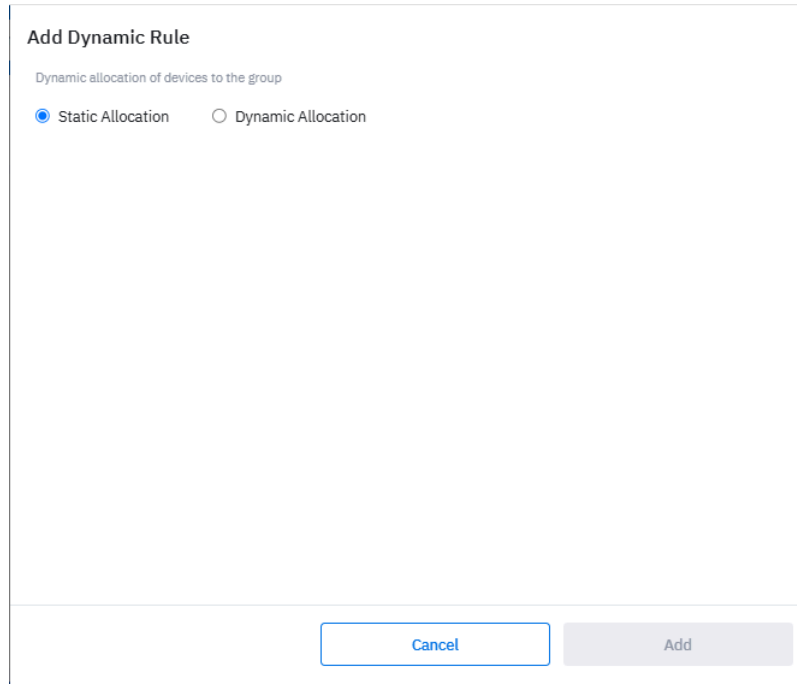
The selected devices are added to the **Devices** tab.

4. If you are creating a new device group, in the top-right corner of the screen, click **Create**.

Creating or Editing a Dynamic Rule for Adding Devices

1. From the Devices tab of a device group, click **Add Dynamic Rule**.

The **Add Dynamic Rule** panel opens.



Add Dynamic Rule

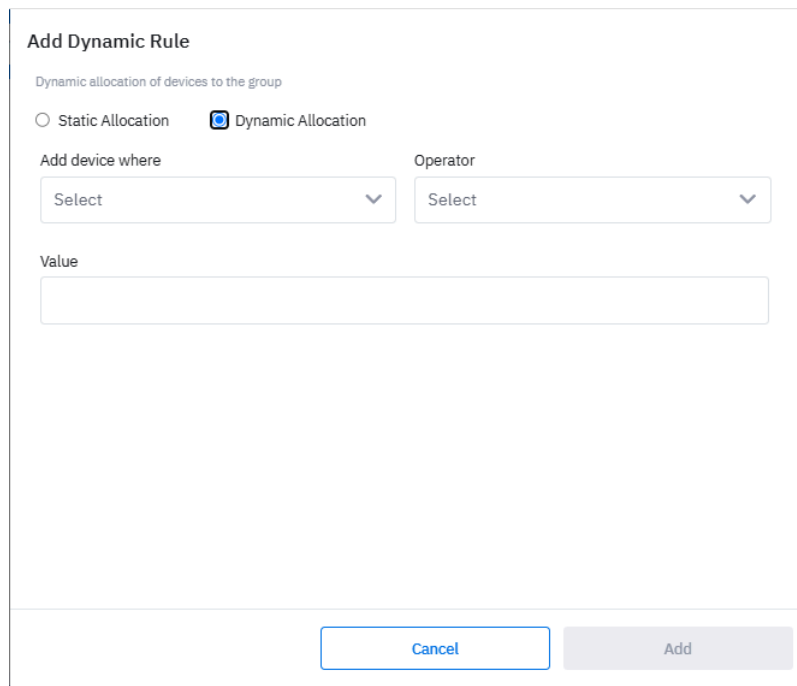
Dynamic allocation of devices to the group

☒ Static Allocation ☐ Dynamic Allocation

Cancel Add

2. Click **Dynamic Allocation**.

The options for dynamic rules appear.



Add Dynamic Rule

Dynamic allocation of devices to the group

☐ Static Allocation ☒ Dynamic Allocation

Add device where Operator

Select Select

Value

Cancel Add

3. In the **Add device where** field, select the device name, model, or operating system.

4. In the **Operator** field, select the logic for the filter (Starts with, Ends with, Equals, or Contains).

5. Enter a **Value** to search for.

6. Click **Add** or **Update**.

The rule is created and applied to the device group. Devices will begin to be added to the group approximately 2 hours after the rule is applied.

7. If you are creating a new device group, in the top-right corner of the screen, click **Create**.

Removing Devices from a Device Group

This section explains how to remove devices from a specific group label in a device group.

1. Click **Settings > Device Groups**.

The **Device Groups** screen displays, listing existing device groups.

Device groups					Bulk Upload 	Create Device Group / Label
Search group label	Device Group 	Status 	Apply			
Group label 	Device group 	No of devices 	Last updated 	Status 		
Surgery	Department	7	Jun 16, 2025	 Active		
Pediatrics	Department	61	Jun 16, 2025	 Active		
Intensive Care	Department	19	Jun 16, 2025	 Active		
Cafeteria	Department	41	Jun 16, 2025	 Active		
Oncology	Department	42	Jun 16, 2025	 Active		
Cardiology	Department	19	Jun 16, 2025	 Active		
Pharmacy	Department	4	Jun 16, 2025	 Active		
Radiology	Department	14	Jun 16, 2025	 Active		
Emergency	Department	4	Jun 16, 2025	 Active		
Physical Therapy	Department	9	Jun 16, 2025	 Active		
  					Rows per page	10 

2. Click the **Group label** for the group label to delete.

The **Basic details** tab displays for that group label within a particular device group.

← Morning

Delete

Update

Basic details

Devices

Device group *

🔍 Shift

Group label

Morning

3. Click the **Devices** tab.

The list of devices assigned to that device group appears.

4. Select the devices to remove from the group.

Settings

← Cardiology

Basic details

Devices

+ Add Devices

Add Dynamic Rule

→ Move Devices ⓘ

Remove Device ⓘ

Add Filter

	Device SR No	Device name	Model	Type
☒	16096521400450		CC5XXX-CONCIERGE	Mobile Computers
☐	16096521400714	PFT_16096521400714	CC5000	Mobile Computers
☒	17045523021538		MC18XX	Mobile Computers
☒	17077523021314		MC18XX	Mobile Computers
☐	17097523021547	SC_17097523021547	MC18N0	Mobile Computers
☐	17097523021585	SC_17097523021585	MC18N0	Mobile Computers
☐	17101523020133	SC_17101523020133	MC18N0	Mobile Computers
☒	17101523020204	SC_17101523020204	MC18N0	Mobile Computers
☐	17101523020226	SC_17101523020226	MC18N0	Mobile Computers
☐	17101523020310	SC_17101523020310	MC18N0	Mobile Computers

5. Click **Remove Device**.

The system prompts for confirmation.

6. Click **Yes**.

The devices are removed from that group label within that particular device group.

Moving Devices to Other Group Labels within a Device Group

This section explains how to move devices between group labels in a device group.

1. Click  **Settings** > **Device Groups**.

The **Device Groups** screen displays, listing existing device groups.

Device groups					Bulk Upload 	Create Device Group / Label
Search group label	Device Group 	Status 	Apply			
Group label 	Device group 	No of devices 	Last updated 	Status 		
Surgery	Department	7	Jun 16, 2025	 Active		
Pediatrics	Department	61	Jun 16, 2025	 Active		
Intensive Care	Department	19	Jun 16, 2025	 Active		
Cafeteria	Department	41	Jun 16, 2025	 Active		
Oncology	Department	42	Jun 16, 2025	 Active		
Cardiology	Department	19	Jun 16, 2025	 Active		
Pharmacy	Department	4	Jun 16, 2025	 Active		
Radiology	Department	14	Jun 16, 2025	 Active		
Emergency	Department	4	Jun 16, 2025	 Active		
Physical Therapy	Department	9	Jun 16, 2025	 Active		
  					Rows per page	10 

2. Click the **Group label** for the group label to delete.

The **Basic details** tab displays for that group label within a particular device group.

 Morning
 Delete Update

Basic details

Devices

Device group*

Group label

3. Click the **Devices** tab.

The list of devices assigned to that device group appears.

4. Select the devices to move to another Group label.

Settings

← Cardiology

Basic details **Devices**

+ Add Devices

Add Dynamic Rule

→ Move Devices ⓘ

 Remove Device ⓘ

Add Filter

	Device SR No 	Device name 	Model 	Type 
☒	16096521400450		CC5XXX-CONCIERGE	Mobile Computers
☐	16096521400714	PFT_16096521400714	CC5000	Mobile Computers
☒	17045523021538		MC18XX	Mobile Computers
☒	17077523021314		MC18XX	Mobile Computers
☐	17097523021547	SC_17097523021547	MC18N0	Mobile Computers
☐	17097523021585	SC_17097523021585	MC18N0	Mobile Computers
☐	17101523020133	SC_17101523020133	MC18N0	Mobile Computers
☒	17101523020204	SC_17101523020204	MC18N0	Mobile Computers
☐	17101523020226	SC_17101523020226	MC18N0	Mobile Computers
☐	17101523020310	SC_17101523020310	MC18N0	Mobile Computers

5. Click **Move Devices**.

The **Move devices** panel opens.

Move devices

Cafeteria
Department

Emergency
Department

Intensive Care
Department

Oncology
Department

Pediatrics
Department

Pharmacy
Department

Physical Therapy
Department

Radiology
Department

Surgery
Department

Cancel

Move

6. Select a Group label from the list.

7. Click **Move**.

The devices are moved to the specified group label within that particular device group.

Editing a Device Group

This section explains how to edit a device group.

1. Click  **Settings** > **Device Groups**.

The **Device Groups** screen displays, listing existing device groups.

Device groups					Bulk Upload 	Create Device Group / Label
Search group label	Device Group 	Status 	Apply			
Group label 	Device group 	No of devices 	Last updated 	Status 		
Surgery	Department	7	Jun 16, 2025	 Active		
Pediatrics	Department	61	Jun 16, 2025	 Active		
Intensive Care	Department	19	Jun 16, 2025	 Active		
Cafeteria	Department	41	Jun 16, 2025	 Active		
Oncology	Department	42	Jun 16, 2025	 Active		
Cardiology	Department	19	Jun 16, 2025	 Active		
Pharmacy	Department	4	Jun 16, 2025	 Active		
Radiology	Department	14	Jun 16, 2025	 Active		
Emergency	Department	4	Jun 16, 2025	 Active		
Physical Therapy	Department	9	Jun 16, 2025	 Active		
 1 					Rows per page	10 

2. Click the **Group label** for the device group to edit.

The **Basic details** tab displays for that group label within a particular device group.

 Morning

Delete Update

Basic details

Devices

Device group*

Group label

3. Modify the device group as needed.

- On the **Basic Details** tab:
 - Modify the **Group label**.
 - In the top-right corner of the screen, click **Update**.
- On the **Devices** tab, add/remove devices or add/edit dynamic rules for adding devices. The changes are saved immediately.

See Also

[Adding Devices Manually](#)

[Creating or Editing a Dynamic Rule for Adding Devices](#)

Deleting a Group Label

This section explains how to delete a group label from a device group.

1. Click  **Settings** > **Device Groups**.

The **Device Groups** screen displays, listing existing device groups.

Device groups					Bulk Upload 	Create Device Group / Label
Search group label	Device Group 	Status 	Apply			
Group label 	Device group 	No of devices 	Last updated 	Status 		
Surgery	Department	7	Jun 16, 2025	 Active		
Pediatrics	Department	61	Jun 16, 2025	 Active		
Intensive Care	Department	19	Jun 16, 2025	 Active		
Cafeteria	Department	41	Jun 16, 2025	 Active		
Oncology	Department	42	Jun 16, 2025	 Active		
Cardiology	Department	19	Jun 16, 2025	 Active		
Pharmacy	Department	4	Jun 16, 2025	 Active		
Radiology	Department	14	Jun 16, 2025	 Active		
Emergency	Department	4	Jun 16, 2025	 Active		
Physical Therapy	Department	9	Jun 16, 2025	 Active		
 1 					Rows per page	10 

2. Click the **Group label** for the group label to delete.

The **Basic details** tab displays for that group label within a particular device group.

 Morning

Delete

Update

Basic details

Devices

Device group*

Group label

3. In the top-right corner of the screen, 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**.

The group label within that device group label is deleted.

Bulk Uploading to Create New Device Groups

Use this feature to create device groups or group labels or to assign devices to device groups in bulk using a spreadsheet.

1. Click  **Settings** > **Device Groups**.

The **Device Groups** screen displays, listing existing device groups.

Device groups					Bulk Upload ▾	Create Device Group / Label
Search group label	Device Group ▾	Status ▾	Apply			
Group label ▾	Device group ▾	No of devices ▾	Last updated ▾	Status ▾		
Surgery	Department	7	Jun 16, 2025	Active		
Pediatrics	Department	61	Jun 16, 2025	Active		
Intensive Care	Department	19	Jun 16, 2025	Active		
Cafeteria	Department	41	Jun 16, 2025	Active		
Oncology	Department	42	Jun 16, 2025	Active		
Cardiology	Department	19	Jun 16, 2025	Active		
Pharmacy	Department	4	Jun 16, 2025	Active		
Radiology	Department	14	Jun 16, 2025	Active		
Emergency	Department	4	Jun 16, 2025	Active		
Physical Therapy	Department	9	Jun 16, 2025	Active		
< 1 >					Rows per page	10 ▾

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

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

3. In the CSV file, add the device groups to be bulk added.

- Use alphanumeric characters only. Do not include special characters or accented characters (for example, %, &, _, -, ñ, ö, or Č are not acceptable).
- Spaces are acceptable in fields other than the device serial number.

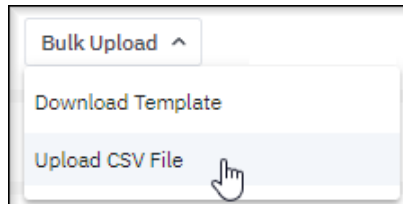
The following are the available fields:

Field	Required?	Details
Device Serial (SR) Number	No	If you include device serial numbers, verify that each number is correct before uploading. Invalid serial numbers could cause the upload to fail. When a serial number is longer than 10 digits, enclose the value in single quotes (for example, '12345678910').
Group Label	No	If you do not include group labels, the value "Default" will be assigned for each Device Group that you bulk upload. If you are adding devices to an existing group label, make sure to match the name correctly (including spaces), or a new group label will be created.

Settings

Field	Required?	Details
Device Group	Yes	If you are adding devices or group labels to an existing device group, make sure to match the name correctly (including spaces), or a new device group will be created.

4. Save and close the file.
5. On the Device 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 the file to be uploaded, and then click **Confirm**.

The device groups in the file are added to the system.

Image Upload

The Image Upload feature allows you to upload a specific image, such as your company's logo, to visually represent your business.

Uploading an Image

The following procedure describes how to upload an image.

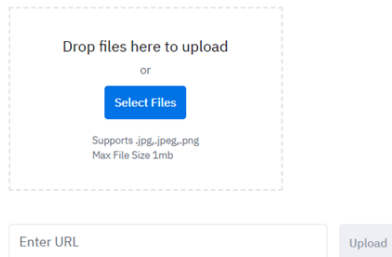
1. Click  **Settings** > **Access Management** > **Image Upload**.

The Image Upload screen displays.



NOTE: To modify or remove an image that has already been uploaded, go to [Changing and Removing an Image](#).

2. Add an image using one of the following methods.



Drop files here to upload
or
Select Files
Supports .jpg, .jpeg, .png
Max File Size 1mb

Enter URL **Upload**

- Drag an image from your PC to the designated upload space.
- Click **Select Files** to browse your PC and upload an image.
- Upload an image from a URL by pasting the link into the field and clicking **Upload**.



NOTE: You can upload JPG and PNG images up to 1 MB.

3. With your image selected, proceed by clicking **Add**.

Your chosen image is added, and you are returned to the Image Upload screen.

Changing and Removing an Image

You can change or remove an image that was added.

1. From the Image Upload screen, click **Change Image** to select a replacement image from your local directory.



[Change Image](#) | [Remove](#)

2. Click **Update** to save the change.

To delete an image:

1. Click **Remove** to remove the image.
2. Click **Update** to save the change.

Roles

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.

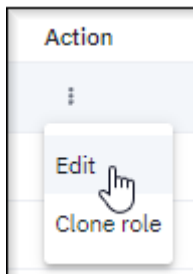
The following prepopulated roles all have reporting capabilities. The admin roles have the added ability to change certain things. The roles available for viewing depend on the company's VIQ contract.

- **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**.

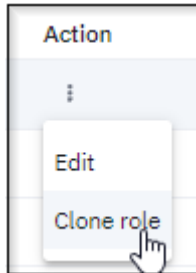
Cloning a Role

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.

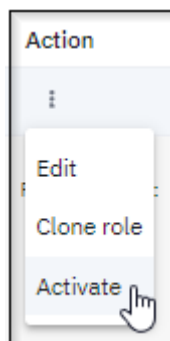


NOTE: A role is activated by default when it is created

1. Click  > **Roles**.

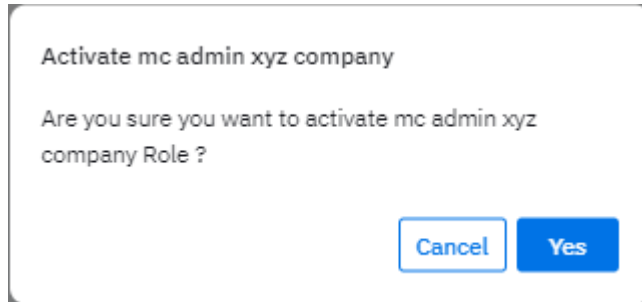
The **Roles** screen displays, listing existing users.

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.

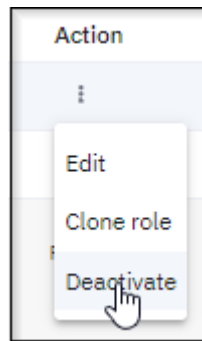
Deactivating a Role

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

1. Click  > **Roles**.

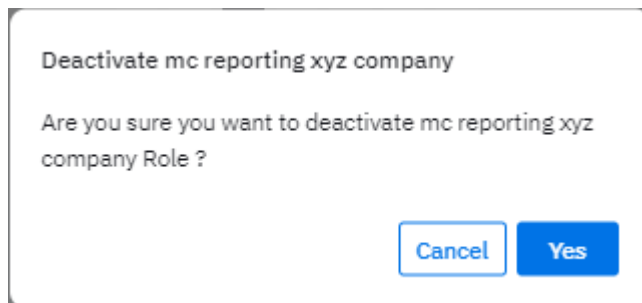
The **Roles** screen displays, listing existing users.

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

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](#).

The following user groups are available by default:

- **Reporting** - Allows users to view reports.
- **Reporting admin** - Allows users to view reports and manage report settings.
- **User admin** - Allows users to manage users, user groups, and roles.

Complete the following steps to create a customized user group:

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

Name	User ID	Email ID	Company	User role	User group	Type	Location	Status
Zebra Test3	zebratest3@mailinator.com	zebratest3@mailinator.com	ZEBRA	6	1	Employee		Active
Zebra Test1	zebratest1@mailinator.com	zebratest1@mailinator.com	ZEBRA	31	3	Partner		Active
Zebra Test2	zebratest2@mailinator.com	zebratest2@mailinator.com	ZEBRA	2	1	Customer		Active

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

2. Click **Create User**.

Settings

VisibilityIQ™ Search report Vitals Detailed Insights Repair & Support

Create User Create

Basic details User groups*

Upload Photo

First Name* Last Name* Email ID*

Relationship to zebra* Company* Partner*

Customer VTIQ FORESIGHT ZEBRA

Phone Type* Phone Number*

Select Phone Type

Address(Optional)

Street Name City State

Post Code Country

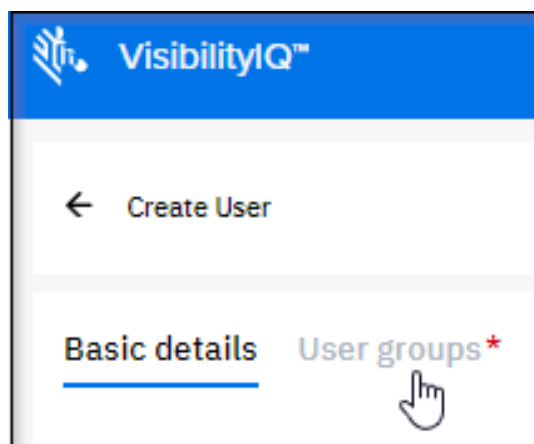
The **Create User** screen displays.

3. Enter the user's first name, last name, and email address.
4. Enter a phone number and select the type of phone (landline or mobile).

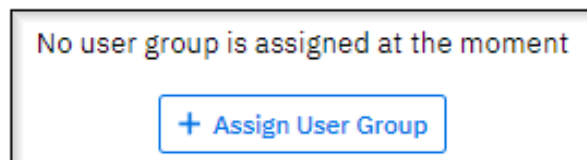


NOTE: This field is required, but the phone number entered does not need to be valid. You can enter something generic, such as 555-555-5555.

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



7. Click **Assign User Group**.

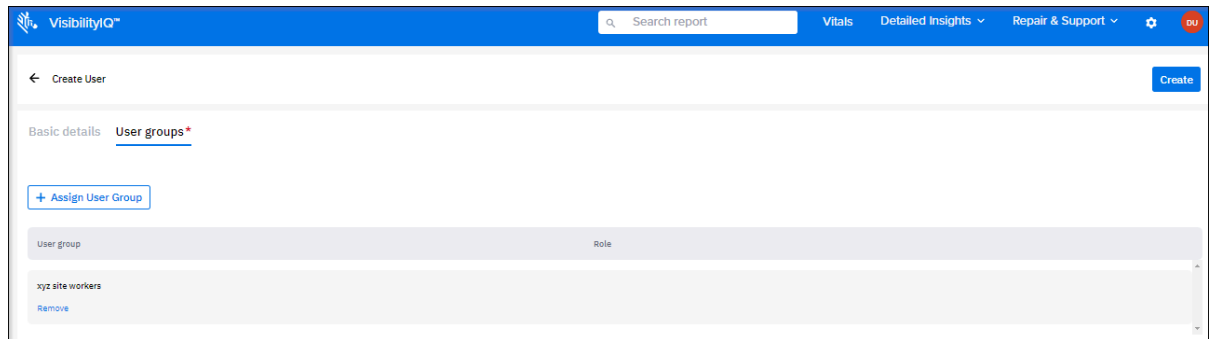


8. Select the user group that was created previously, and then click **Add**.

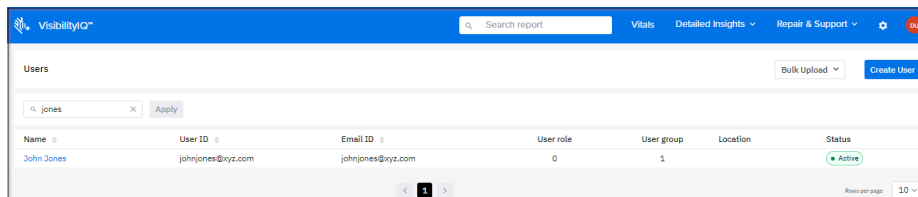
The user group is assigned to the user. Additional user groups can be added to the user if appropriate.

Settings

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



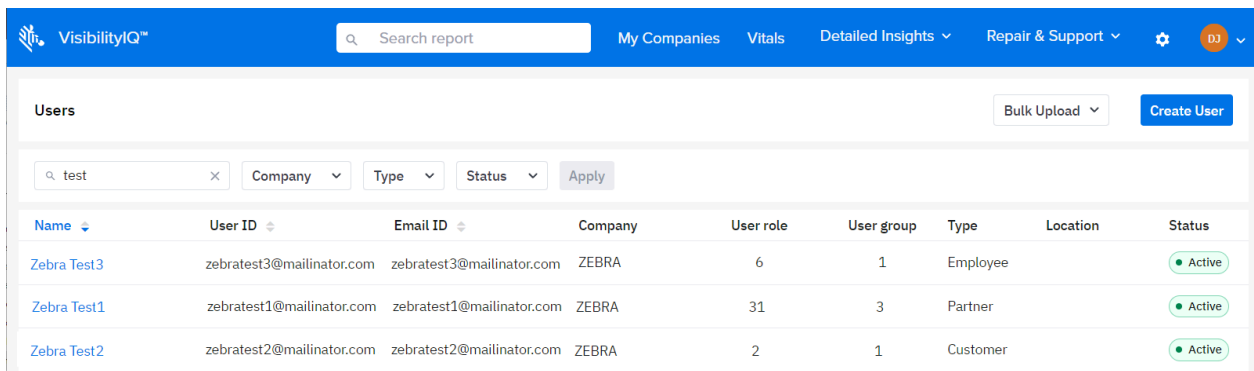
The system creates a new user, which displays in the list with zero user roles, one user group, and an active status. Depending on the number of rows showing per page and the number of users, you may need to search for the new user to view it.



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)**.

Settings

VisibilityIQ™

Search report

Vitals Detailed Insights Repair & Support

John Jones

Deactivate Update

Basic details User groups*

Upload Photo

First Name* Last Name* Email ID*

John Jones johnjones@xyz.com

Relationship to zebra* Company* Partner*

Customer VIQ FORESIGHT ZEBRA

Phone Type* Phone Number*

Mobile 999-999-9999

Address(Optional)

Street Name City State

Post Code Country

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Version: 24.012

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**.

VisibilityIQ™

Search report

My Companies Vitals Detailed Insights Repair & Support

Users

Bulk Upload Create User

test Company Type Status Apply

Name	User ID	Email ID	Company	User role	User group	Type	Location	Status
Zebra Test3	zebratest3@mailinator.com	zebratest3@mailinator.com	ZEBRA	6	1	Employee		Active
Zebra Test1	zebratest1@mailinator.com	zebratest1@mailinator.com	ZEBRA	31	3	Partner		Active
Zebra Test2	zebratest2@mailinator.com	zebratest2@mailinator.com	ZEBRA	2	1	Customer		Active

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

2. Find the active user that must be deactivated, and click the **Name**.
The information displays for that user.
3. Click **Deactivate**.

Settings

The screenshot shows the 'VisibilityIQ' user management interface. At the top, there's a navigation bar with 'Search report', 'Vitals', 'Detailed Insights', and 'Repair & Support'. Below this, the user profile for 'John Jones' is displayed. The 'Basic details' tab is active, showing fields for First Name (John), Last Name (Jones), Email ID (johnjones@xyz.com), Relationship to zebra (Customer), Company (VIQ FORESIGHT), Partner (ZEBRA), Phone Type (Mobile), and Phone Number (999-999-9999). There are also fields for Address (Optional), including Street Name, City, State, Post Code, and Country. A red 'Deactivate' button is highlighted with a blue arrow and the number 1. An 'Update' button is also visible.

The system prompts for confirmation.

4. Click **Yes**.

A confirmation dialog box titled 'Deactivate John Jones' is shown. It asks 'Are you sure you want to deactivate John Jones User?'. At the bottom, there are two buttons: 'Cancel' and 'Yes'.

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

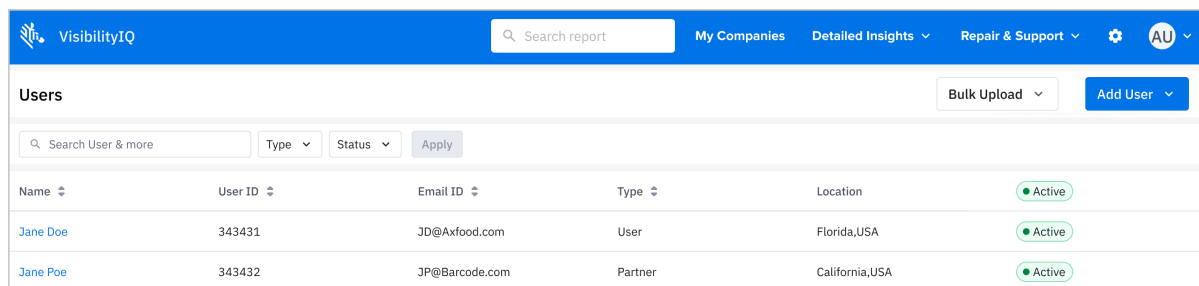
5. Enter the code, and then click **Confirm**.

Adding More Users

Users can add additional users to the company.

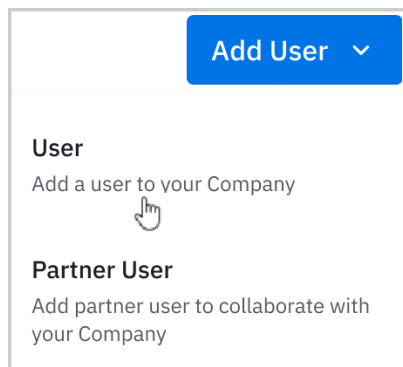
1. Click  **Settings** > **Users**.

Settings



Name	User ID	Email ID	Type	Location	Status
Jane Doe	343431	JD@Axfood.com	User	Florida, USA	Active
Jane Poe	343432	JP@Barcode.com	Partner	California, USA	Active

2. Click **Add User > User**.



Add User ▾

User
Add a user to your Company

Partner User
Add partner user to collaborate with your Company

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 a generic number, such as 555-555-5555.

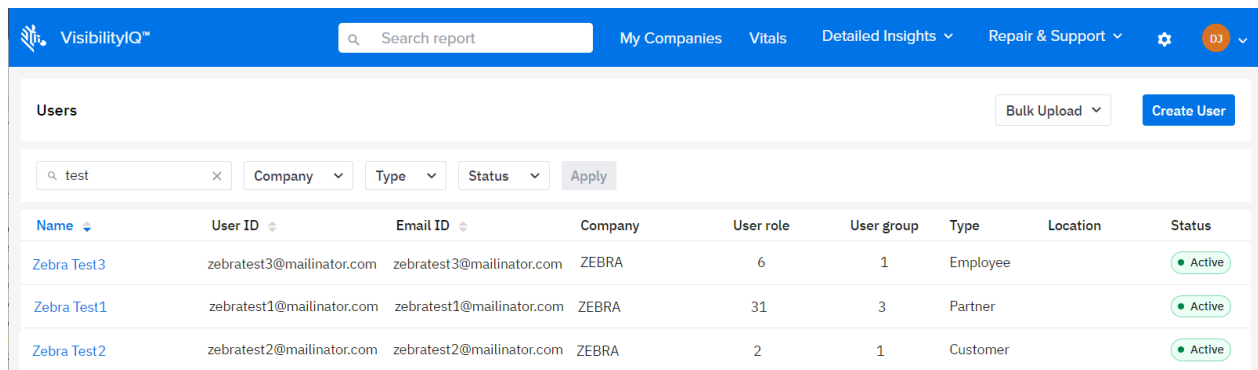
5. Click **Add** to complete the process.

You are redirected to the Users screen, and the new user is added to the list as a user.

Deleting a User

A **User Admin** may delete a user when necessary.

1. Click  **Settings > Users**.



Name	User ID	Email ID	Company	User role	User group	Type	Location	Status
Zebra Test3	zebratest3@mailinator.com	zebratest3@mailinator.com	ZEBRA	6	1	Employee		Active
Zebra Test1	zebratest1@mailinator.com	zebratest1@mailinator.com	ZEBRA	31	3	Partner		Active
Zebra Test2	zebratest2@mailinator.com	zebratest2@mailinator.com	ZEBRA	2	1	Customer		Active

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**.

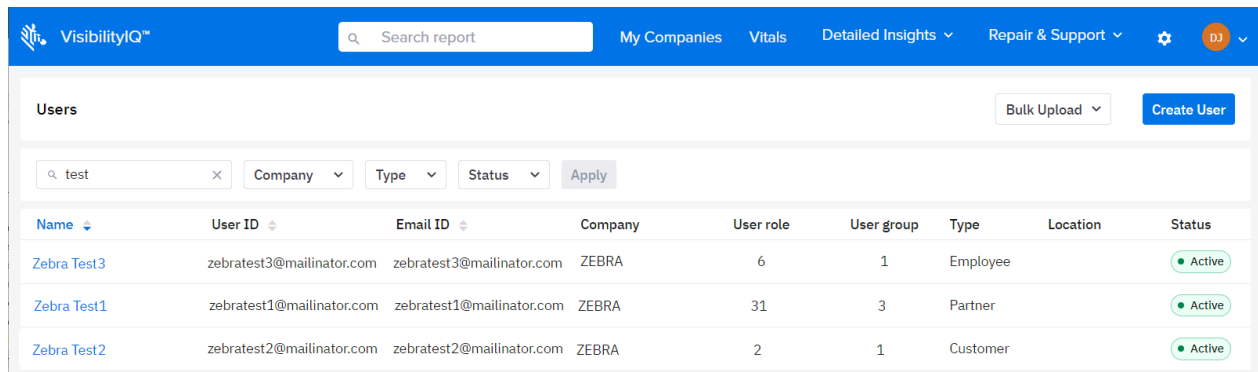
The system prompts for a verification code, which is sent to your email address.

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**.



Name	User ID	Email ID	Company	User role	User group	Type	Location	Status
Zebra Test3	zebratest3@mailinator.com	zebratest3@mailinator.com	ZEBRA	6	1	Employee		Active
Zebra Test1	zebratest1@mailinator.com	zebratest1@mailinator.com	ZEBRA	31	3	Partner		Active
Zebra Test2	zebratest2@mailinator.com	zebratest2@mailinator.com	ZEBRA	2	1	Customer		Active

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

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

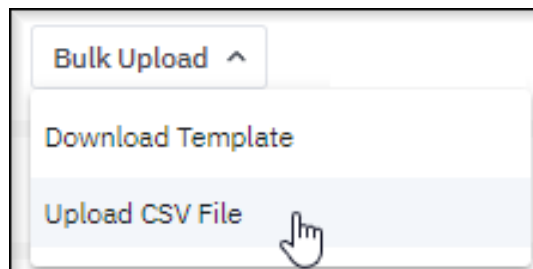
A file named users . csv is saved to the Downloads folder.

3. In the file, add the users to be bulk added. The following are the required fields:

- First Name
- Last Name
- Email
- Phone Number
- User Group

4. Save and close the file.

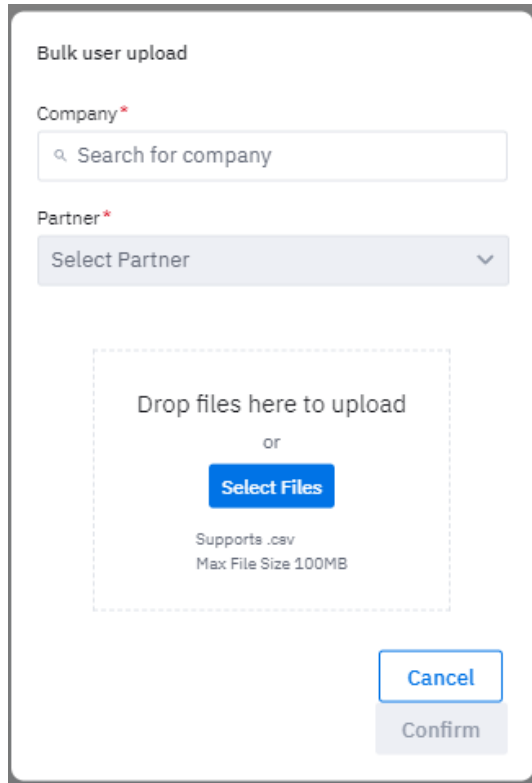
5. On the User screen, click **Bulk Upload** > **Upload CSV File**.



Settings

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**.



The form is titled "Bulk user upload". It contains two required fields: "Company*" with a search input "Search for company" and "Partner*" with a dropdown menu "Select Partner". Below these is a dashed box for file upload with the text "Drop files here to upload" and "or". Inside the box is a blue "Select Files" button. Below the box, it says "Supports .csv" and "Max File Size 100MB". At the bottom right are "Cancel" and "Confirm" buttons.

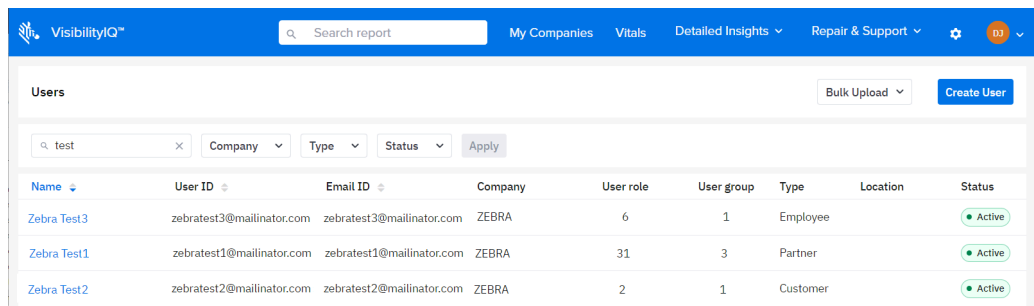
8. Select the file to be uploaded, and then click **Confirm**.

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**.

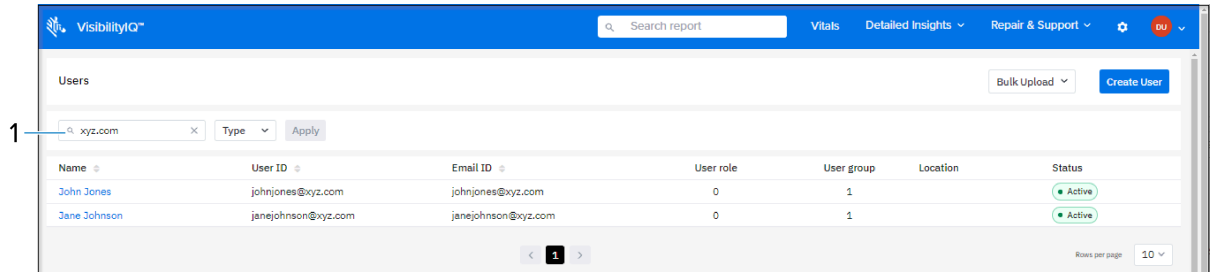


The screenshot shows the "Users" screen in the VisibilityIQ™ interface. It has a search bar at the top with "Search report" and navigation links: "My Companies", "Vitals", "Detailed Insights", "Repair & Support", and a settings gear icon. Below the navigation is a "Bulk Upload" dropdown and a "Create User" button. The main area has a filter bar with a search input "test", and dropdowns for "Company", "Type", and "Status", followed by an "Apply" button. The table below lists three users:

Name	User ID	Email ID	Company	User role	User group	Type	Location	Status
Zebra Test3	zebratest3@mailinator.com	zebratest3@mailinator.com	ZEBRA	6	1	Employee		Active
Zebra Test1	zebratest1@mailinator.com	zebratest1@mailinator.com	ZEBRA	31	3	Partner		Active
Zebra Test2	zebratest2@mailinator.com	zebratest2@mailinator.com	ZEBRA	2	1	Customer		Active

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.

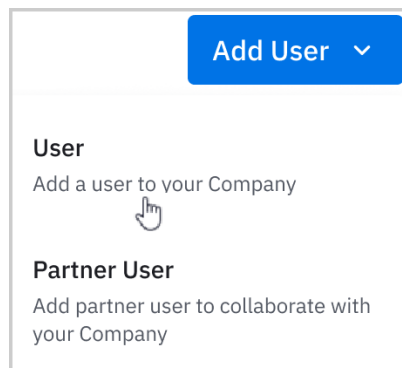
Adding a Partner

Users can add partners who are already enrolled in a VIQ partner company to their dashboard. Granting access allows partners to view and modify the user's dashboards.

1. Click  > **Users**.

The **Users** screen displays a list of existing users.

2. Click **Add User** > **Partner User**.



3. Click **Basic Details** and enter the partner's Email ID.

4. Click **User Groups** > **Add User Group**, and then select a user group from the list. Click **Add** to apply your selection and to close the window.
5. Click **Add** to complete the process.

You are redirected to the Users screen, and the partner is added to the list as a partner user.

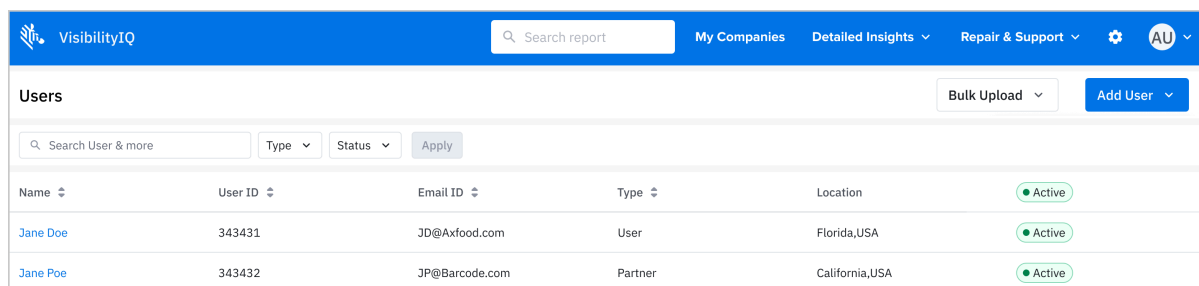
Type 

Partner

Deleting a Partner

You can delete partners who have been added to the **Users** dashboard.

1. Click  > **Users**.



Name	User ID	Email ID	Type	Location	Active
Jane Doe	343431	JD@Axfood.com	User	Florida,USA	Active
Jane Poe	343432	JP@Barcode.com	Partner	California,USA	Active
Jane Doe			User	Florida,USA	Active

The **Users** screen displays a list of existing users.

2. Find the active partner to be deleted, and click the **Name**.
3. Click **Delete** on the following screen.

User Groups

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 admin 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 Admin** - This group builds on the reporting group by adding the ability to manage VIQ reporting settings such as **Battery Decommission**, **Report Settings**, and **Site Assignment**. It includes all of the prepopulated reporting roles and admin roles other than User Admin.
- **User Admin** - 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**.

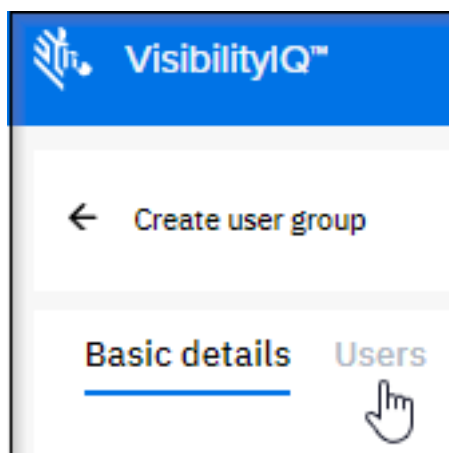
The **Create User Groups** screen displays.

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

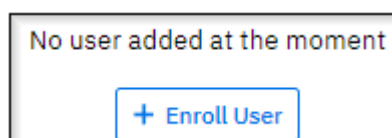
XYZ Site Workers	0	Active
------------------	---	--------

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.

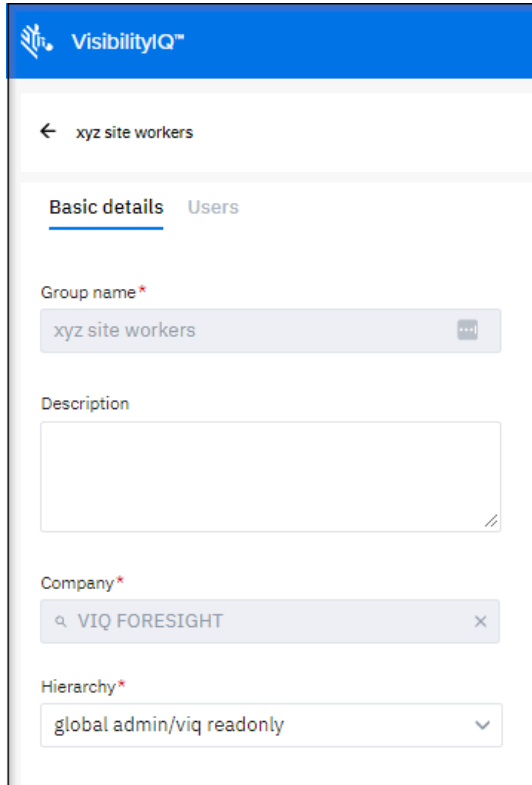
Editing a User Group

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 screenshot shows the 'VisibilityIQ' user group editing interface. At the top is a blue header with the logo and name. Below it is a breadcrumb trail with a back arrow and the text 'xyz site workers'. The main content area has two tabs: 'Basic details' (active) and 'Users'. Under 'Basic details', there are four fields: 'Group name*' with a text input containing 'xyz site workers' and a copy icon; 'Description' with a large text area; 'Company*' with a search input containing 'VIQ FORESIGHT' and a clear 'x' button; and 'Hierarchy*' with a dropdown menu showing 'global admin/viq readonly'.

The information displays for that user group.

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

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)

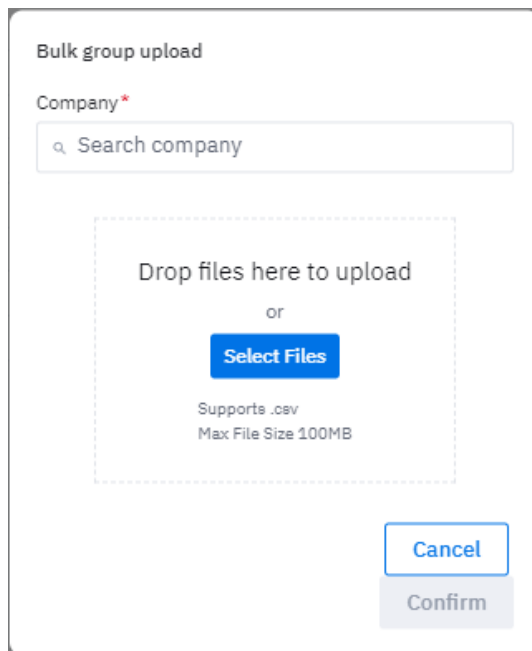
4. Save and close the file.

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.



The dialog box titled "Bulk group upload" contains a "Company*" label above a search input field with the placeholder text "Search company". Below this is a dashed rectangular area for file upload, containing the text "Drop files here to upload" and "or" above a blue "Select Files" button. Underneath the button, it says "Supports .csv" and "Max File Size 100MB". At the bottom right of the dialog are two buttons: "Cancel" and "Confirm".

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 105
- [Manage Sites](#) on page 106
- [Report Settings](#) on page 122
- [Site Assignment](#) on page 123
- [Utilization Settings](#) on page 133
- [Battery Decommission/Reinstate](#) on page 134
- [Replace Batteries](#) on page 137
- [Reassign App Categories](#) on page 141

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.

VisibilityIQ™		Search report	My Companies	Vitals (Beta)	Detailed Insights	Repair & Support	Settings	IK
Data Availability								
Oct 2024							100%	
Sep 2024							100%	
Aug 2024							95.93%	
Jul 2024							100%	
Jun 2024							100%	
May 2024							100%	
Apr 2024							100%	
Mar 2024							100%	

Manage Sites

The Manage Sites user interface gives users the ability to create sites, add devices to sites, and edit other site information. If you have the Proactive Battery Replacement (PBR) service, you use the Manage Sites feature to set up shipping addresses.



NOTE: Manage Sites is available to both Mobile Device Management (MDM) and Internet of Things (IoT) customers for both dynamic, IP-based allocation of and static assignment of devices to sites.

For MDM customers, the option to use the dynamic Auto Site Relocation feature is established at onboarding and cannot be changed later. If this feature was not selected, you will not be able to create sites or map IP address ranges. The Manage Sites option would be used only to add or update site addresses.

There are two methods for adding devices to sites: Dynamic Allocation (assigning devices automatically based on IP address ranges) or Static Assignment (manually assigning devices to specific sites).

Dynamic Allocation is provided to users who have the capability to implement site/device auto relocation rules to determine the devices' locations. The users provide a list of sites that represent the organization's physical sites for where the devices are located. Devices are added to each site by including devices in the corresponding IP address range(s) for each site. When a device reports an IP address that falls into the IP range(s) for a specific site, the device is allocated to that site automatically within the dashboard.



NOTE: An IP Range Gap Report targets 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.

Static Assignment is available as an alternative for situations where Dynamic Allocation is not possible. This could include situations such as having overlapping IP address ranges at the sites. Devices are added individually or by bulk upload.

See Also

[Enable IP Range Gap Report](#)

Creating Sites

You can create sites in bulk by uploading information using a template or individually using a manual process. While creating sites, you may choose to add devices immediately, or you can add devices later.

See Also

[Creating Multiple Sites Using a Template](#)

[Creating a Single Site Manually](#)

[Adding Devices to Sites Manually](#)

Site Name and Site Hierarchy Requirements

This section provides rules and recommendations for creating site names and site hierarchies.

A Site Name is mandatory, but setting up a detailed Site Hierarchy is optional. By design, the Site Hierarchy can be as simple as just the Site Name, but you can add additional nodes to the left of the Site Name to create a more robust site hierarchy. Separate the nodes with slashes (/).

Why Use a Hierarchy? Setting up a site hierarchy is advisable if the dashboard is global and multiple sites with the same name exist in different regions. Also, a site hierarchy facilitates insights at various hierarchical levels.



IMPORTANT: Use care when creating a site. The Site Name and Site Hierarchy cannot be edited after a site is created. The only option is to delete the site and create it again with the desired changes. However, deleting a site results in loss of the historical data for the devices associated with the site.

Here are other things to consider when creating a Site Name and Site Hierarchy:

- The last node in a Site Hierarchy must be the Site Name exactly as it appears in the Site Name field. Any spaces or extra characters in the Site Name node result in an error during validation.
- You can configure the site hierarchy with any number of nodes, ensuring that the final node on the right is the site name.
- Special characters (~!@\$%^*+=\ ()) are not acceptable in the site name and site hierarchy.
- Site Names that begin with an underscore (_) will be initially set to status TBD and filtered out, so name your sites appropriately.
- For Proactive Battery Replacement (PBR) customers, site address fields are mandatory because the addresses are used for shipping the batteries.

Sample Hierarchy

The nodes in the site hierarchy can be tailored to meet your requirements. This example shows how a hierarchy can be constructed.

```
MyCompany/NALA/US/CENTRAL_TIME_ZONE/IL/1234_SCHAUMBURG
```

```
MyCompany/EMEA/UK/GMT/10023_HAMPSHIRE
```

In this example:

- The first node from the left is the Customer Name (MyCompany)
- The second node from the left is the Region.
 - NALA (North America/Latin America)
 - EMEA (Europe Middle East & Africa)
 - APAC (Asia Pacific)
- The next node is the country (such as US or UK).
- The next node is the time zone (such as GMT).
- The next node (for US sites) is the state.
- The last node is the Site Name.

Creating Multiple Sites Using a Template

Use this feature to create new sites in bulk using a spreadsheet. Devices can be added dynamically at the same time by specifying IP range start and end values.



IMPORTANT: Go to [Site Name and Site Hierarchy Requirements](#) on page 106 for important information about site creation.

1. Click  > **Manage Sites**.

Site Name	Hierarchy	No of Devices	Start Range/End Range	Created	Updated	Street Address	City	County(US Only)	State	Country	Postal Code
STORE126	ZEBRA/REGION/COUNTRY/STORE126	0		Jul 27, 2016							
STORE125	ZEBRA/REGION/COUNTRY/STORE125	0		Jul 27, 2016							
STORE124	ZEBRA/REGION/COUNTRY/STORE124	0		Jul 27, 2016							
STORE123	ZEBRA/REGION/COUNTRY/STORE123	0		Jul 27, 2016							
STORE122	ZEBRA/REGION/COUNTRY/STORE122	0		Jul 27, 2016							
STORE121	ZEBRA/REGION/COUNTRY/STORE121	0		Jul 27, 2016							
STORE120	ZEBRA/REGION/COUNTRY/STORE120	0		Jul 27, 2016							
STORE119	ZEBRA/REGION/COUNTRY/STORE119	0		Jul 27, 2016							
STORE118	ZEBRA/REGION/COUNTRY/STORE118	0		Jul 27, 2016							
STORE117	ZEBRA/REGION/COUNTRY/STORE117	0		Jul 27, 2016							

The **Manage Site** screen displays.

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

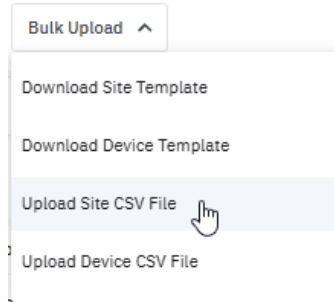
A file named `Site_template.csv` is saved to the Downloads folder.

3. In the file, add the Site Name for each site to be created. This field is required. Be sure to follow the guidance in [Site Name and Site Hierarchy Requirements](#) on page 106.

You may also include additional site information, such as the Site Hierarchy, Address, City, County (US Only), State, Country, and Postal Code. If devices will be allocated dynamically at a particular site, enter the IP range start and end values.

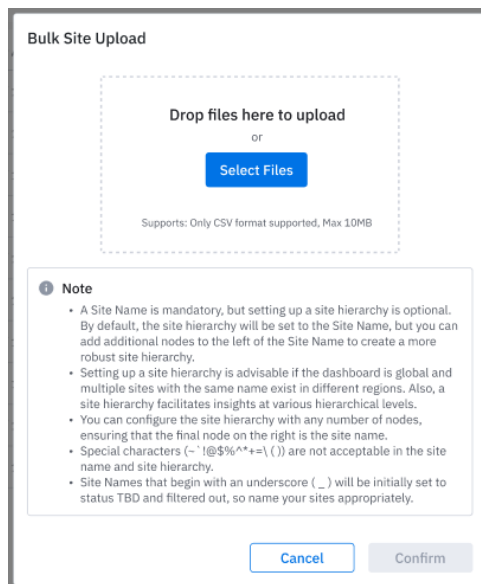
	A	B	C	D	E	F	G	H	I	J	K	L	M
	Site Hierarchy	Site Name	Street Address	Street Address 2	Street Address 3	Street Address 4	City	County (US Only)	State	Country	Postal Code	IP Range Start	IP Range End
1													
2													
3													
4													
5													
6													
7													

4. Save and close the file.
5. On the Manage Sites screen, click **Bulk Upload > Upload Site 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 file to be uploaded, and then click **Confirm**.



During the file upload process, site validation checks the formatting and content of the information in the `Site_template.csv` 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 a conflict message, allowing you to resolve the issue by using the edit or remove features.

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

Potential Issues

If the data format supplied in the template is not supported by the upload process or if the combined size of files to be uploaded exceeds the limit of 100 MB, 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. If too many files were submitted and caused the file size to be exceeded, reduce the number of files being submitted, and submit the remaining files in a separate batch.

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 the conflicts are discarded.

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

Creating a Single Site Manually

The section explains manual site creation. Devices can be added at the same time by specifying IP address ranges (dynamic) or by manually adding individual devices.



IMPORTANT: Go to [Site Name and Site Hierarchy Requirements](#) on page 106 for important information about site creation.

1. Click  > **Manage Sites**.

The **Manage Site** screen displays.

Manage Sites

Last Updated: Aug 10, 2025

Export

Bulk Upload

Create Site

Instructions

Search Site Names

Site Name	Hierarchy	No of Devices	Start Range/End Range	Created	Updated	Street Address	City	County(US Only)	State	Country	Postal Code
STORE126	ZEBRA/REGION/COU NTRY/STORE126	0		Jul 27, 2016							
STORE125	ZEBRA/REGION/COU NTRY/STORE125	0		Jul 27, 2016							
STORE124	ZEBRA/REGION/COU NTRY/STORE124	0		Jul 27, 2016							
STORE123	ZEBRA/REGION/COU NTRY/STORE123	0		Jul 27, 2016							
STORE122	ZEBRA/REGION/COU NTRY/STORE122	0		Jul 27, 2016							
STORE121	ZEBRA/REGION/COU NTRY/STORE121	0		Jul 27, 2016							
STORE120	ZEBRA/REGION/COU NTRY/STORE120	0		Jul 27, 2016							
STORE119	ZEBRA/REGION/COU NTRY/STORE119	0		Jul 27, 2016							
STORE118	ZEBRA/REGION/COU NTRY/STORE118	0		Jul 27, 2016							
STORE117	ZEBRA/REGION/COU NTRY/STORE117	0		Jul 27, 2016							

< 5 >

Rows per page 10

2. Click **Create Site**.

←

Create Site

Create

Basic details

Devices

Instructions

Site Details

Site Name *

Site Hierarchy *

Dynamic Allocation of Devices

Dynamic allocation is prioritised over static allocation whenever an IP range is specified.

IP Start Range

IP End Range

Address

Street Address *

Street Address 1 *

Street Address 2

Street Address 3

City *

County (US Only)

State *

Country *

Postal Code *

The **Create Site** screen displays.

3. Enter the **Site Name** for the site that you want to create. Be sure to follow the guidance in [Site Name and Site Hierarchy Requirements](#) on page 106.

You may also include additional site information, such as the Site Hierarchy, Address, City, County (US Only), State, Country, and Postal Code.

Adding Devices

If you do not need to add devices at this time, skip this subsection. You can add devices later by following the instructions in [Uploading Individual Devices to Sites Using a Template](#) on page 113 or [Adding Devices to Sites Manually](#) on page 115.

4. If devices will be allocated dynamically at this site, enter the IP range start and end values and then skip the remainder of the steps in this subsection.
5. If you did not enter an IP range and want to add devices manually, click the **Devices** tab.
6. Click **+ Add Devices**.

The system scans for existing devices and displays them in the **Add devices** list.

Add devices

Search Device SR No

0 device selected [Select all](#)

Device	MOBILE COMPUTER TC75X TC75X-man
Device D19231010S0013	SCANNER MP7000 MP7000-D19231010S0013
Device D19231010S0014	SCANNER DS3608 DS3608-D19231010S0014
Device D19231010S0019	SCANNER DS3608 DS3608-D19231010S0019
Device D19231010S0020	SCANNER DS8178 DS8178-D19231010S0020
Device D19231010S0026	SCANNER DS3678 DS3678-D19231010S0026
Device D19231010S0027	SCANNER DS8108 DS8108-D19231010S0027
Device D19231010S0028	SCANNER MP7000 MP7000-D19231010S0028
Device D19231010S0029	SCANNER MP7000 MP7000-D19231010S0029
Device D19231010S0030	SCANNER DS3678 DS3678-D19231010S0030
Device D19231010S0031	SCANNER DS3678 DS3678-D19231010S0031
Device D19231010S0032	SCANNER DS3608 DS3608-D19231010S0032
Device D19231010S0033	SCANNER MP7000 MP7000-D19231010S0033
Device D19231010S0034	SCANNER DS8178 DS8178-D19231010S0034
Device D19231010S0035	SCANNER MP7000 MP7000-D19231010S0035

[Cancel](#) [Add](#)

7. Search for specific devices by serial (SR) number or select devices from the list.
8. Click **Add**.

The selected devices are added to the **Devices** tab.

Settings

← Store56

Basic details

Devices

+ Add Devices

→ Move Devices ⓘ

🗑 Remove Device ⓘ

Add Filter

☐	Device SR No ⓘ	Device name ⓘ	Model ⓘ	Type ⓘ
☐	D1923101050014	DS3608-D1923101050014	DS3608	SCANNER
☐	D1923101050019	DS3608-D1923101050019	DS3608	SCANNER
☐	D1923101050020	DS8178-D1923101050020	DS8178	SCANNER
☐	D1923101050028	MP7000-D1923101050028	MP7000	SCANNER
☐	D1923101050029	MP7000-D1923101050029	MP7000	SCANNER
☐	D1923101050031	DS3678-D1923101050031	DS3678	SCANNER

Completing Site Creation

9. At the top-right corner of the screen, click **Create** to submit the information.

The site is added to the list of sites on the **Manage Sites** screen. You may need to sort by the **Created** field to view the latest sites added.

Adding Devices to Sites Manually

Individual devices can be added to sites manually in bulk (using a template) or through the Devices tab for a site selected on the Manage Sites page.

You typically add devices manually when using Static Assignment for assigning devices to sites. When using Dynamic Allocation, you may opt to add devices manually if you need them to show up immediately, before the system updates and adds them on its own.

Uploading Individual Devices to Sites Using a Template

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



NOTE: Each device can only be added to one site. Duplicate values are ignored.

1. Click  > **Manage Sites**.

Manage Sites											Last Updated: Aug 10, 2025	Export	Bulk Upload	Create Site
Instructions														
Search Site Names														
Site Name	Hierarchy	No of Devices	Start Range/End Range	Created	Updated	Street Address	City	County(US Only)	State	Country	Postal Code			
STORE126	ZEBRA/REGION/COU NTRY/STORE126	0		Jul 27, 2016										
STORE125	ZEBRA/REGION/COU NTRY/STORE125	0		Jul 27, 2016										
STORE124	ZEBRA/REGION/COU NTRY/STORE124	0		Jul 27, 2016										
STORE123	ZEBRA/REGION/COU NTRY/STORE123	0		Jul 27, 2016										
STORE122	ZEBRA/REGION/COU NTRY/STORE122	0		Jul 27, 2016										
STORE121	ZEBRA/REGION/COU NTRY/STORE121	0		Jul 27, 2016										
STORE120	ZEBRA/REGION/COU NTRY/STORE120	0		Jul 27, 2016										
STORE119	ZEBRA/REGION/COU NTRY/STORE119	0		Jul 27, 2016										
STORE118	ZEBRA/REGION/COU NTRY/STORE118	0		Jul 27, 2016										
STORE117	ZEBRA/REGION/COU NTRY/STORE117	0		Jul 27, 2016										

The **Manage Site** screen displays.

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

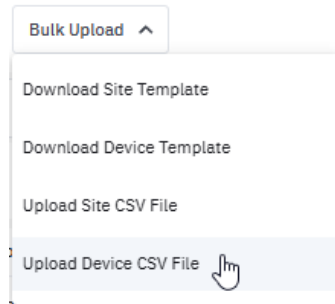
A file named `Device_template.csv` is saved to the Downloads folder.

3. In the file, add the Site Name and device serial (SR) number for each device to be added. These fields are required.

You may also include the Site Hierarchy, which may be necessary to identify the correct Site Name. The values that you provide must exactly match the values for existing sites. To assist you, export the site data by clicking **Export** at the top of the Manage Sites screen. A file named `sites.xlsx` is saved to the Downloads folder. Use the Site Name and Site Hierarchy information, as appropriate, from this file to populate the `Device_template.csv` file.

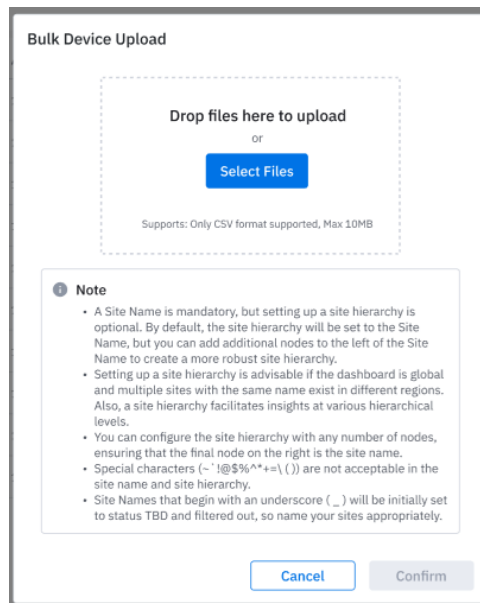
Device_template.csv																	
File	Home	Insert	Draw	Page Layout	Formulas	Data	Review	View	Automate	Help	Nitro PDF Pro	Acrobat					
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Site Hierarchy	Site Name	Device SR No														
2																	
3																	
4																	
5																	
6																	
7																	

4. Save and close the file.
5. On the Manage Sites screen, click **Bulk Upload > Upload Device 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 file to be uploaded, and then click **Confirm**.



During the file upload process, device validation checks the formatting and content of the information in the `Device_template.csv` file. Additionally, the tool compares the information against existing sites and devices in the dashboard. If there is an issue, the tool identifies the problem in a conflict message, allowing you to resolve the issue by using the edit or remove features.

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

Potential Issues

If the data format supplied in the template is not supported by the upload process or if the combined size of files to be uploaded exceeds the limit of 100 MB, 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. If too many files were submitted and caused the file size to be exceeded, reduce the number of files being submitted, and submit the remaining files in a separate batch.

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 the conflicts are discarded.

Settings

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

Adding Devices to Sites Manually

Use this procedure to add individual devices to sites. Each device can only be added to one site.

1. Click  > **Manage Sites**.

The **Manage Site** screen displays.

Manage Sites

Last Updated: Aug 10, 2025

Export

Bulk Upload

Create Site

Instructions

Search Site Names

Site Name	Hierarchy	No of Devices	Start Range/End Range	Created	Updated	Street Address	City	County(US Only)	State	Country	Postal Code
STORE126	ZEBRA/REGION/COU NTRY/STORE126	0		Jul 27, 2016							
STORE125	ZEBRA/REGION/COU NTRY/STORE125	0		Jul 27, 2016							
STORE124	ZEBRA/REGION/COU NTRY/STORE124	0		Jul 27, 2016							
STORE123	ZEBRA/REGION/COU NTRY/STORE123	0		Jul 27, 2016							
STORE122	ZEBRA/REGION/COU NTRY/STORE122	0		Jul 27, 2016							
STORE121	ZEBRA/REGION/COU NTRY/STORE121	0		Jul 27, 2016							
STORE120	ZEBRA/REGION/COU NTRY/STORE120	0		Jul 27, 2016							
STORE119	ZEBRA/REGION/COU NTRY/STORE119	0		Jul 27, 2016							
STORE118	ZEBRA/REGION/COU NTRY/STORE118	0		Jul 27, 2016							
STORE117	ZEBRA/REGION/COU NTRY/STORE117	0		Jul 27, 2016							

< 5 >

Rows per page 10

2. Click a **Site Name** to modify the site information or add devices.

The basic details for the selected site display.

← Store53

DeleteUpdate

Basic details

Devices

Instructions

Site Details

Site Name *

Store53

Site Hierarchy *

Michigan/Store53

Dynamic Allocation of Devices

Dynamic allocation is prioritised over static allocation whenever an IP range is specified.

IP Start Range

IP End Range

+ Add More IP Range

Address

Street Address *

654321 Saginaw Road

Street Address 1 *

First floor

Street Address 2

Street Address 3

City *

Bay City

County (US Only)

State *

MI

Country *

United States

Postal Code *

48707

3. Click the **Devices** tab.

4. Click **+ Add Devices**.

The system scans for existing devices and displays them in the **Add devices** list.

Add devices

0 device selected
[Select all](#)

Device

MOBILE COMPUTER | TC75X | TC75X-nan

Device D19231010S0013

SCANNER | MP7000 | MP7000-D19231010S0013

Device D19231010S0014

SCANNER | DS3608 | DS3608-D19231010S0014

Device D19231010S0019

SCANNER | DS3608 | DS3608-D19231010S0019

Device D19231010S0020

SCANNER | DS8178 | DS8178-D19231010S0020

Device D19231010S0026

SCANNER | DS3678 | DS3678-D19231010S0026

Device D19231010S0027

SCANNER | DS8108 | DS8108-D19231010S0027

Device D19231010S0028

SCANNER | MP7000 | MP7000-D19231010S0028

Device D19231010S0029

SCANNER | MP7000 | MP7000-D19231010S0029

Device D19231010S0030

SCANNER | DS3678 | DS3678-D19231010S0030

Device D19231010S0031

SCANNER | DS3678 | DS3678-D19231010S0031

Device D19231010S0032

SCANNER | DS3608 | DS3608-D19231010S0032

Device D19231010S0033

SCANNER | MP7000 | MP7000-D19231010S0033

Device D19231010S0034

SCANNER | DS8178 | DS8178-D19231010S0034

Device D19231010S0035

SCANNER | DS3678 | DS3678-D19231010S0035

[Cancel](#)
[Add](#)

5. Search for specific devices by serial (SR) number or select devices from the list.

6. Click **Add**.

The selected devices are added to the **Devices** tab.

← Store56

Basic details

Devices

[+ Add Devices](#)

→ Move Devices

Remove Device

Add Filter

☐	Device SR No	Device name	Model	Type
☐	D19231010S0014	DS3608-D19231010S0014	DS3608	SCANNER
☐	D19231010S0019	DS3608-D19231010S0019	DS3608	SCANNER
☐	D19231010S0020	DS8178-D19231010S0020	DS8178	SCANNER
☐	D19231010S0028	MP7000-D19231010S0028	MP7000	SCANNER
☐	D19231010S0029	MP7000-D19231010S0029	MP7000	SCANNER
☐	D19231010S0031	DS3678-D19231010S0031	DS3678	SCANNER

Editing Site Details

Access a site's detail page for the ability to edit addresses or IP ranges or to add devices to the site.

1. Click  > **Manage Sites**.

Manage Sites Last Updated: Aug 10, 2025 Export Bulk Upload Create Site

[Instructions](#)

Search Site Names

Site Name	Hierarchy	No of Devices	Start Range/End Range	Created	Updated	Street Address	City	County(US Only)	State	Country	Postal Code
STORE126	ZEBRA/REGION/COU NTRY/STORE126	0		Jul 27, 2016							
STORE125	ZEBRA/REGION/COU NTRY/STORE125	0		Jul 27, 2016							
STORE124	ZEBRA/REGION/COU NTRY/STORE124	0		Jul 27, 2016							
STORE123	ZEBRA/REGION/COU NTRY/STORE123	0		Jul 27, 2016							
STORE122	ZEBRA/REGION/COU NTRY/STORE122	0		Jul 27, 2016							
STORE121	ZEBRA/REGION/COU NTRY/STORE121	0		Jul 27, 2016							
STORE120	ZEBRA/REGION/COU NTRY/STORE120	0		Jul 27, 2016							
STORE119	ZEBRA/REGION/COU NTRY/STORE119	0		Jul 27, 2016							
STORE118	ZEBRA/REGION/COU NTRY/STORE118	0		Jul 27, 2016							
STORE117	ZEBRA/REGION/COU NTRY/STORE117	0		Jul 27, 2016							

Rows per page 10

The **Manage Site** screen displays.

2. Click a **Site Name** to modify the site information or add devices.

The basic details for the selected site display.

← Store53 Delete Update

Basic details Devices

[Instructions](#)

Site Details

Site Name * Site Hierarchy *

Dynamic Allocation of Devices

☒ Dynamic allocation is prioritised over static allocation whenever an IP range is specified.

IP Start Range IP End Range

[+ Add More IP Range](#)

Address

Street Address * Street Address 1 *

Street Address 2 Street Address 3

City * County (US Only)

State * Country *

Postal Code *

3. Make changes as needed on the **Basic details** tab.



NOTE: The Site Name and Site Hierarchy cannot be edited. The only option is to delete the site and create it again with the desired changes. However, deleting a site results in loss of the historical data for the devices associated with the site.

Adding Devices

If you do not need to add devices at this time, skip this subsection. You can add devices later by following the instructions in [Uploading Individual Devices to Sites Using a Template](#) on page 113 or [Adding Devices to Sites Manually](#) on page 115.

4. If devices will be allocated dynamically at this site, enter the IP range start and end values and then skip the remainder of the steps in this subsection.
5. If you did not enter an IP range and want to add devices manually, click the **Devices** tab.
6. Click the **Devices** tab.
7. Click **+ Add Devices**.

The system scans for existing devices and displays them in the **Add devices** list.

Add devices

Search Device SR No

0 device selected [Select all](#)

Device
MOBILE COMPUTER | TC75X | TC75X-nan

Device D19231010S0013
SCANNER | MP7000 | MP7000-D19231010S0013

Device D19231010S0014
SCANNER | DS3608 | DS3608-D19231010S0014

Device D19231010S0019
SCANNER | DS3608 | DS3608-D19231010S0019

Device D19231010S0020
SCANNER | DS8178 | DS8178-D19231010S0020

Device D19231010S0026
SCANNER | DS3678 | DS3678-D19231010S0026

Device D19231010S0027
SCANNER | DS8108 | DS8108-D19231010S0027

Device D19231010S0028
SCANNER | MP7000 | MP7000-D19231010S0028

Device D19231010S0029
SCANNER | MP7000 | MP7000-D19231010S0029

Device D19231010S0030
SCANNER | DS3678 | DS3678-D19231010S0030

Device D19231010S0031
SCANNER | DS3678 | DS3678-D19231010S0031

Device D19231010S0032
SCANNER | DS3608 | DS3608-D19231010S0032

Device D19231010S0033
SCANNER | MP7000 | MP7000-D19231010S0033

Device D19231010S0034
SCANNER | DS8178 | DS8178-D19231010S0034

Device D19231010S0035
SCANNER | MP7000 | MP7000-D19231010S0035

[Cancel](#) [Add](#)

8. Search for specific devices by serial (SR) number or select devices from the list.
9. Click **Add**.

The selected devices are added to the **Devices** tab.

Settings

← Store56

Basic details **Devices**

+ Add Devices

→ Move Devices ⓘ Remove Device ⓘ Add Filter

☐	Device SR No ⓘ	Device name ⓘ	Model ⓘ	Type ⓘ
☐	D19231010S0014	DS3608-D19231010S0014	DS3608	SCANNER
☐	D19231010S0019	DS3608-D19231010S0019	DS3608	SCANNER
☐	D19231010S0020	DS8178-D19231010S0020	DS8178	SCANNER
☐	D19231010S0028	MP7000-D19231010S0028	MP7000	SCANNER
☐	D19231010S0029	MP7000-D19231010S0029	MP7000	SCANNER
☐	D19231010S0031	DS3678-D19231010S0031	DS3678	SCANNER

Updating the Site

10. Click **Update** to save the changes.
11. At the top-left corner of the page, next to the site name, click the arrow to return to the **Manage Sites** page.

← Store57

The updated information displays on the **Manage Sites** page.

Site Conflicts

After processing the site and device changes, the system identifies any conflicts among the sites and devices. Resolve these conflicts to allow the data to be uploaded.

5 Site Conflicts Detected | 23 Sites Successfully Uploaded

[View Conflict](#)

5 Device Conflicts Detected | 23 Devices Successfully Uploaded

[View Conflict](#)



NOTE: Failure to address conflicts prevents site changes and device additions 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 **View Conflicts** (1) to resolve the identified issues.

VisibilityIQ

Search report

My Companies Detailed Insights Repair & Support

Manage Sites

Last Updated: Apr 24, 2025

Export Bulk Upload

Create Site

5 Site Conflicts Detected | 23 Sites Successfully Uploaded

5 Device Conflicts Detected | 23 Devices Successfully Uploaded

View Conflict

View Conflict

Instructions

Search Site name

Site Name	Site Hierarchy	No of Devices	Start Range / End Range	Created	Updated	Street Address	City	County (US Only)	State	Country	Postal Code
Site A	Site / Site A	14	11.112.23 / 12.121.121 (+ 2 more)	Apr 24, 2025	Apr 24, 2025	12 st, Street 1	New York	-	NY	USA	12345
Site B	Site / Site B	15	11.112.23 / 12.121.121 (+ 2 more)	Apr 24, 2025	Apr 24, 2025	12 st, Street 1	New York	-	NY	USA	12345
Site B	Site / Site B	15	11.112.23 / 12.121.121 (+ 2 more)	Apr 24, 2025	Apr 24, 2025	12 st, Street 1	New York	-	NY	USA	12345
Site B	Site / Site B	15	11.112.23 / 12.121.121 (+ 2 more)	Apr 24, 2025	Apr 24, 2025	12 st, Street 1	New York	-	NY	USA	12345
Site B	Site / Site B	15	11.112.23 / 12.121.121 (+ 2 more)	Apr 24, 2025	Apr 24, 2025	12 st, Street 1	New York	-	NY	USA	12345
Site B	Site / Site B	15	11.112.23 / 12.121.121 (+ 2 more)	Apr 24, 2025	Apr 24, 2025	12 st, Street 1	New York	-	NY	USA	12345

2. Update the site information by addressing the conflict reason highlighted in red.

VisibilityIQ

Search report

My Companies Detailed Insights Repair & Support

Site Conflict

3 conflict has been successfully resolved and uploaded.

Update

Remove Conflict

Site Name	Site Hierarchy	IP Start Range	IP End Range	Street Address	Street Address 1	City	County (US Only)	State	Country	Postal Code
1st street newyork USA	1st cross newyork USA	11.22.33.32	12.22.33.32	USA	USA	California	USA	564556		

Disabled Site Name

Disabled Hierarchy

3. You have the option to remove the conflict should you choose not to fix it.

Settings

VisibilityIQ

Search report

My Companies Detailed Insights Repair & Support

Site Conflict

Update

Remove Conflict

☐	Site Name	Site Hierarchy	IP Start Range	IP End Range	Street Address	Street Address 2	City	County (US Only)	State	Country	Postal Code
☒			11.22.33.22	11.22.33.22	Set street newyork USA	Set cross, Newyork USA	California		State	USA	49454

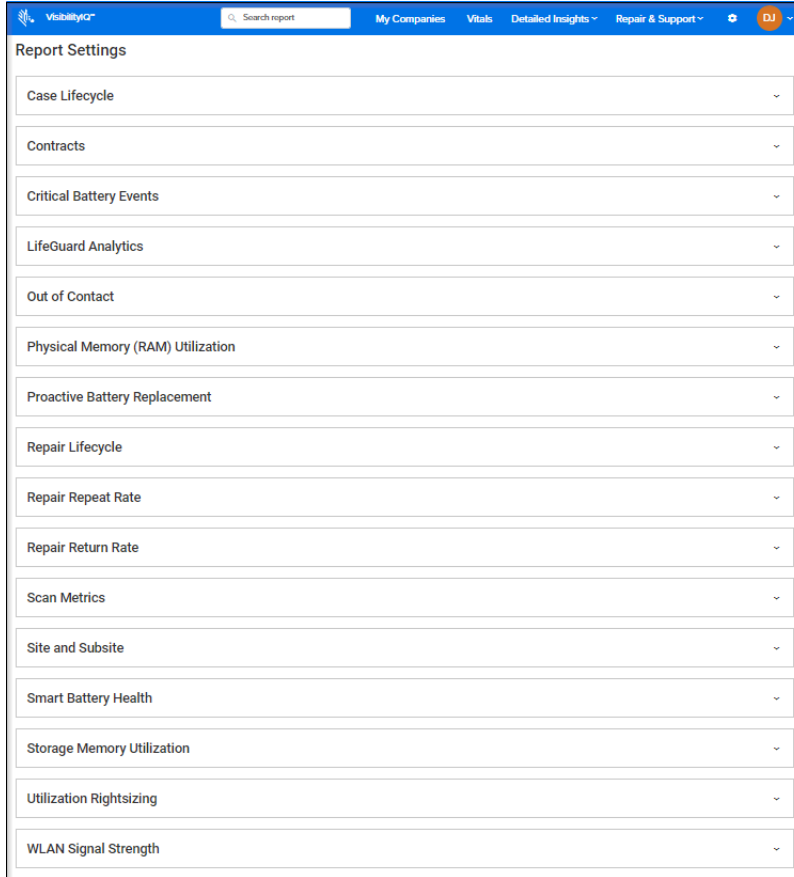
Invalid Site Name Invalid Hierarchy

4. The type of errors found is displayed 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)
5. Make appropriate corrections.
6. Click **Update**.

Report Settings

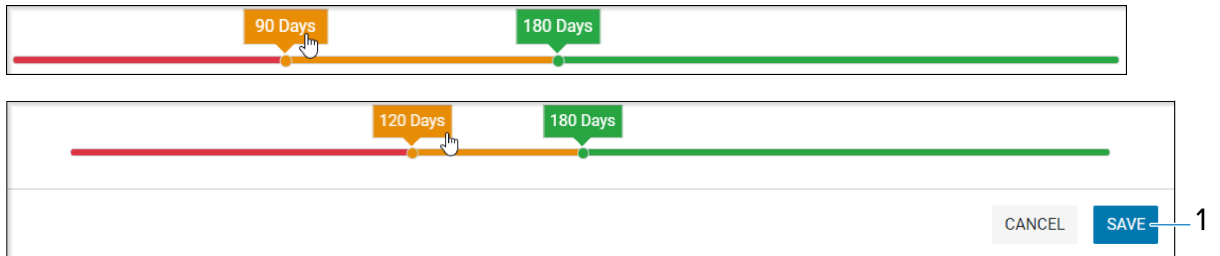
This section allows you to change the thresholds for various reports. Some thresholds are based on percentages, and others on the number of days.

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).



Site Assignment

The Site Assignment feature allows data associated with a site name to show in the dashboard. Sites can be assigned to users manually (by admins) or automatically (by the system).

Sources that site names come from include:

- Zebra internal systems for contract and case management
- The  > **Manage Sites** menu option

Go to [Manage Sites](#) on page 106 for more information.

- Mobile Device Management (MDM)

When MDM is connected to the VIQ system, sites that are created in the MDM hierarchy are passed through to the customer's VIQ dashboard.

See Also

[Using Auto Site Assignment](#)

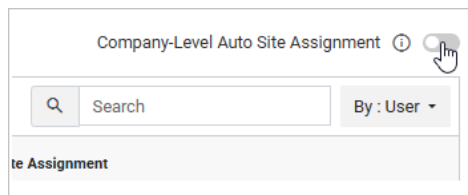
[Assigning Sites to Users Manually](#)

Using Auto Site Assignment

Auto Site Assignment automatically assigns all available sites to specified users. The system updates every 2 hours to ensure that all applicable users have access to all available sites.

Company-Level Auto Site Assignment

This option automatically assigns all available sites to all current users and to all future users who are added. The change goes into effect at the next system update, and all users are updated every 2 hours with any new sites.



The screenshot shows a user interface for 'Company-Level Auto Site Assignment'. At the top, the title 'Company-Level Auto Site Assignment' is followed by an information icon and a toggle switch. The toggle switch is currently in the 'off' position, and a hand cursor is pointing at it. Below the title, there is a search bar with a magnifying glass icon and the word 'Search'. To the right of the search bar is a dropdown menu labeled 'By : User'. Below these elements is a table with the header 'Site Assignment'.

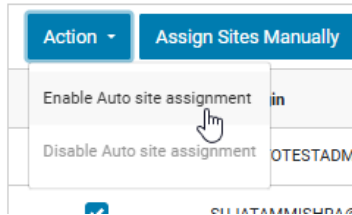
When Company-Level Auto Site Assignment is disabled, no sites are added automatically to current or future users unless they have Individual Auto Site Assignment enabled.

Disabling Company-Level Auto Site Assignment after it was enabled disables the future automatic assignment of sites for all current users, but the existing sites remain assigned as they were to the current users.

Individual Auto Site Assignment

When Company-Level Auto Site Assignment is off, this option can be used to automatically assign all available sites to selected users. The change goes into effect at the next system update, and the users are updated every 2 hours with any new sites.

Site Assignment



Disabling this option for individual users means that no new sites will be assigned automatically to those users in the future, but any existing sites that were already assigned to them remain assigned to them.



NOTE: You can enable or disable auto site assignment for individual users only when **Company-Level Auto Site Assignment** is disabled.

1. Click  **Settings** > **Site Assignment**.

Site Assignment

Company-Level Auto Site Assignment ☐

Action

Assign Sites Manually

By : User

☐	User login	Sites Assigned	Auto Site Assignment
☐	CATAUTOTESTADM1@GMAIL.COM	39079	Enabled
☐	SUJATAMMISHRA@GMAIL.COM	39079	Enabled
☐	TESTXPO@GMAIL.COM	39079	Enabled
☐	TESTVIVEK@MALINATOR.COM	39079	Enabled
☐	LM3235@ZERBA.COM	39079	Enabled
☐	ARUNA.SONTINENI@GMAIL.COM	39079	Enabled
☐	TESTGHG15@MALINATOR.COM	39079	Enabled
☐	DP060224.1@MALINATOR.COM	39079	Enabled
☐	DP060224.4@MALINATOR.COM	39079	Enabled
☐	DP060225.10@MALINATOR.COM	39079	Enabled

«

1

2

3

...

7

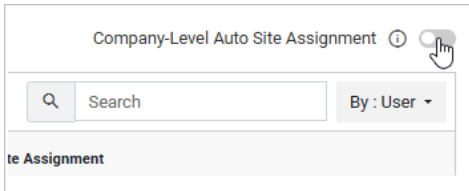
»

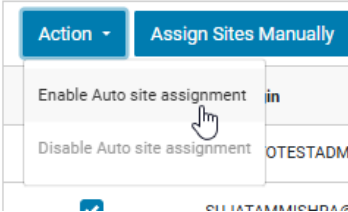
Show rows: 10

63 Items in 7 Pages

The **Site Assignment** screen displays.

2. Do you want to set Auto Site Assignment at a company level or for selected users?

If setting it...	Then...
At a company level	At the top-right of the screen, click Company-Level Auto Site Assignment. 

If setting it...	Then...
	You are prompted to enable the feature. b. Click Yes. In the Auto Site Assignment column, all users are marked as Enabled. The next time the system updates, all sites will be added to all users, and all future users will automatically be assigned all sites. To add sites before the next system update, go to Assigning Sites to Users Manually on page 126.
For selected users	a. If necessary, disable Company-Level Auto Site Assignment. b. Select the users for whom Auto Site Assignment should be enabled. - To select all current users, click the checkbox on the top left. A checkmark indicates that all users are selected. If the checkbox is blank or has a – in it, not all users have been selected. Click in the checkbox again to toggle through the options. This is not the same as enabling Company-Level Auto Site Assignment because future users are not automatically assigned all sites. - Use the Search to find specific users. - Click individual checkboxes to select or deselect specific users. c. Click Action > Enable Auto site assignment. Site Assignment  In the Auto Site Assignment column, the selected users are marked as Enabled. The next time the system updates, all sites will be added to these users. To add sites before the next system update, go to Assigning Sites to Users Manually on page 126.

Assigning Sites to Users Manually

If the Company-Level Auto Site Assignment feature is disabled or if the feature is enabled but the system has not yet updated with current information, use this procedure to add sites to users manually.

1. Click  **Settings** > **Site Assignment**.

Site Assignment			
			Company-Level Auto Site Assignment 
Action ▾	Assign Sites Manually		
		 Search	By : User ▾
☐	User login	Sites Assigned	Auto Site Assignment
☐	CATAUTOTESTADM1@GMAIL.COM	39079	Enabled
☐	SUJATAMMISHRA@GMAIL.COM	39079	Enabled
☐	TESTXPO@GMAIL.COM	39079	Enabled
☐	TESTVIVEK@MALINATOR.COM	39079	Enabled
☐	LM3235@ZERBA.COM	39079	Enabled
☐	ARUNA.SONTINENI@GMAIL.COM	39079	Enabled
☐	TESTGHG15@MALINATOR.COM	39079	Enabled
☐	DP060224.1@MALINATOR.COM	39079	Enabled
☐	DP060224.4@MALINATOR.COM	39079	Enabled
☐	DP060225.10@MALINATOR.COM	39079	Enabled
« « 1 2 3 ... 7 » » Show rows: 10 ▾ 63 Items in 7 Pages			

The **Site Assignment** screen displays.

2. Select the users for whom Auto Site Assignment should be enabled.
 - To select all users, click the checkbox on the top left. A checkmark indicates that all users are selected.
 - If the checkbox is blank or has a – in it, not all users have been selected. Click in the checkbox again to toggle through the options.
 - Use the **Search** to find specific users.
 - Click individual checkboxes to select or deselect specific users.

The **Assign Sites Manually** selection is activated. If Company-Level Auto Site Assignment is disabled, the **Action** selection also is activated.

Site Assignment	
Action ▾	Assign Sites Manually
☐	User login
☐	TCYMR3

3. Click **Assign Sites Manually**.

Site Assignment

(All) users selected

CANCEL SAVE

☐	Site	Created	↓	Hierarchy	Address	Users assigned
☐	STORE111	Jul 28, 2016		ZEBRA/REGION/COUNTRY		614
☐	STORE112	Jul 28, 2016		ZEBRA/REGION/COUNTRY		614
☐	STORE113	Jul 28, 2016		ZEBRA/REGION/COUNTRY		614
☐	STORE114	Jul 28, 2016		ZEBRA/REGION/COUNTRY		614
☐	STORE115	Jul 28, 2016		ZEBRA/REGION/COUNTRY		614
☐	STORE116	Jul 28, 2016		ZEBRA/REGION/COUNTRY		614
☐	STORE117	Jul 28, 2016		ZEBRA/REGION/COUNTRY		614
☐	STORE118	Jul 28, 2016		ZEBRA/REGION/COUNTRY		614
☐	STORE119	Jul 28, 2016		ZEBRA/REGION/COUNTRY		614
☐	STORE120	Jul 28, 2016		ZEBRA/REGION/COUNTRY		614

« « 1 2 3 ... 11 » » Show rows: 10 103 Items in 11 Pages

You are prompted to select the appropriate sites.

4. Select the sites to assign to the selected user(s).

- To select all sites, click the checkbox on the top left. A checkmark indicates that all sites are selected.

If the checkbox is blank or has a – in it, not all sites have been selected. Click in the checkbox again to toggle through the options.

- Use the **Search** to find specific sites.
- Click individual checkboxes to select or deselect specific sites.



IMPORTANT: Following this process, any site that is not selected will not be assigned to the user(s). Be sure to select only the sites that you wish to add and leave the others unchecked.

5. Click **Save.**

Unassigning/Removing Site(s) from a User

This section explains how to unassign or remove site(s) from a user.



NOTE: If Auto Site Assignment is enabled, any sites that you remove will be added back the next time the system updates. To make the changes permanent, disable Auto Site Assignment.

1. Click  **Settings > Site Assignment**.

Site Assignment			
Company-Level Auto Site Assignment 			
Action ▾	Assign Sites Manually		
		Search	By: User ▾
☐	User login	Sites Assigned	Auto Site Assignment
☐	CATAUTOTESTADM1@GMAIL.COM	39079	Enabled
☐	SUJATAMMISHRA@GMAIL.COM	39079	Enabled
☐	TESTXPO@GMAIL.COM	39079	Enabled
☐	TESTVIVEK@MALINATOR.COM	39079	Enabled
☐	LM3235@ZERBA.COM	39079	Enabled
☐	ARUNA.SONTINENI@GMAIL.COM	39079	Enabled
☐	TESTGHG15@MALINATOR.COM	39079	Enabled
☐	DP060224.1@MALINATOR.COM	39079	Enabled
☐	DP060224.4@MALINATOR.COM	39079	Enabled
☐	DP060225.10@MALINATOR.COM	39079	Enabled

The **Site Assignment** screen displays.

2. Select the user(s) to remove sites from.
 - To select all users, click the checkbox on the top left. A checkmark indicates that all users are selected.
 - If the checkbox is blank or has a – in it, not all users have been selected. Click in the checkbox again to toggle through the options.
 - Use the **Search** to find specific users.
 - Click individual checkboxes to select or deselect specific users.

The **Assign Sites Manually** selection is activated. If Company-Level Auto Site Assignment is disabled, the **Action** selection also is activated.

Site Assignment	
Action ▾	Assign Sites Manually
☐	User login
☐	TCYMR3

3. Click **Assign Sites Manually**.

Settings

Site Assignment

(All)users selected

CANCELSAVE

QSearch

☐	Site	Created	↓	Hierarchy	Address	Users assigned
☐	STORE111	Jul 28, 2016		ZEBRA/REGION/COUNTRY		614
☐	STORE112	Jul 28, 2016		ZEBRA/REGION/COUNTRY		614
☐	STORE113	Jul 28, 2016		ZEBRA/REGION/COUNTRY		614
☐	STORE114	Jul 28, 2016		ZEBRA/REGION/COUNTRY		614
☐	STORE115	Jul 28, 2016		ZEBRA/REGION/COUNTRY		614
☐	STORE116	Jul 28, 2016		ZEBRA/REGION/COUNTRY		614
☐	STORE117	Jul 28, 2016		ZEBRA/REGION/COUNTRY		614
☐	STORE118	Jul 28, 2016		ZEBRA/REGION/COUNTRY		614
☐	STORE119	Jul 28, 2016		ZEBRA/REGION/COUNTRY		614
☐	STORE120	Jul 28, 2016		ZEBRA/REGION/COUNTRY		614

«««123...11»»

Show rows: 10

103 Items in 11 Pages

The sites are displayed with the assigned ones selected.

4. Remove the checkmark from the site(s) you wish to remove.

- To deselect all sites, click the checkbox on the top left until the checkbox remains blank.

A checkmark indicates that all sites are selected. If the checkbox has a – in it, some sites have been selected.

- Use the **Search** to find specific sites.
- Click individual checkboxes to select or deselect specific sites.

5. Click **Save**.

Alerts

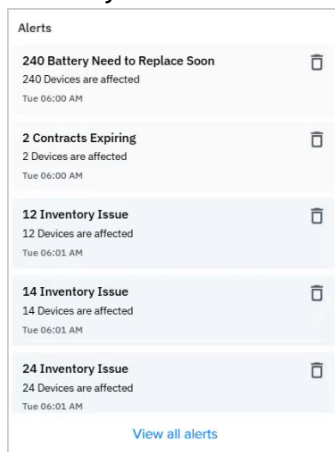
With alerts, you can streamline issue monitoring by delivering automated notifications directly to users. By configuring custom alerts for web or email delivery, teams can stay informed of critical application issues without having to monitor the dashboard regularly.

You can also customize your alerts and add as many recipients as needed to ensure your entire team is automatically notified.

Alert Notifications

The Alert Notification window displays the current status of your web alerts as well as a history of received notifications. It also provides a direct link to the Alert Overview page for seamless configuration changes.

To view your alert notifications, go to your dashboard and click  **Notifications** in the navigation bar.



A red badge  indicates the number of new status alerts. Clicking an alert marks it as read and decreases the total count. To remove the notification, click  **Trash**.

Clicking on **View all alerts** redirects you to the Alerts Overview page. For more information, go to [Alerts Overview Page](#).

When no alerts are turned on, a link to **Alert Settings** displays. Click this link to manage your alert preferences. For more information, go to [Alert Settings](#).

Alert Settings

This section covers how to access Alert Settings and modify your preferences.

To access Alert Settings:

1. Within your dashboard, click  > **Alert Settings**.

The Alert Settings page displays your available alerts, which are all disabled by default.

Settings

Alert Settings

The assigned alert recipients will be notified through Web or Email alerts. Web alerts are delivered instantly, whereas Email alerts can be scheduled to be sent at a customized frequency for each alert.

- Connectivity Issues**
Recipients will receive notifications regarding connectivity issues whenever a connection was disrupted. ☐
- Contract Expiry**
Recipients will receive notifications regarding contract expirations when a contract reached its end date. ☐
- Bad Battery - Replace Soon**
Recipients will receive notifications when the battery health reached its end. ☐
- Inventory Issues**
Recipients will receive notifications regarding event of inventory issues. ☐

2. To enable an alert, simply switch the corresponding toggle to the On position.

Bad Battery - Replace Soon
Recipients will receive notifications when the battery health reached its end. ☒

Alert Channels
How would you like to be notified ?
☒ Web Alerts ☐ Email Alerts

Alert Recipients
Select the individuals you wish to notify about alerts. [Manage Recipients](#)

Activating the toggle reveals the following configuration options:

- Alert Channels - Choose whether you want to receive Web Alerts, or both Web Alerts and Email Alerts.
-  **NOTE:** Web Alerts are enabled by default and cannot be turned off.
- Manage Recipients - Click **Manage Recipients** to add people to your alert list. Once you select **Save**, their names will be displayed under Alert Recipients.
- Email Alert Frequency - Select this option to customize how often you are reminded about an issue via email. You can customize your alerts to be sent at any time and choose a delivery schedule ranging from 1 to 7 days.

Alert Channels
How would you like to be notified ?
☒ Web Alerts ☒ Email Alerts

Email Alert Frequency
Set your frequency for alert notifications. ☒

Repeats Every
Select

Time (UTC)
Select

Alert Recipients
Select the individuals you wish to notify about alerts. [Manage Recipients](#)

3. On the Alert Settings page, click **Save** to save all changes.

Your alerts will now appear in the **Notifications** window.

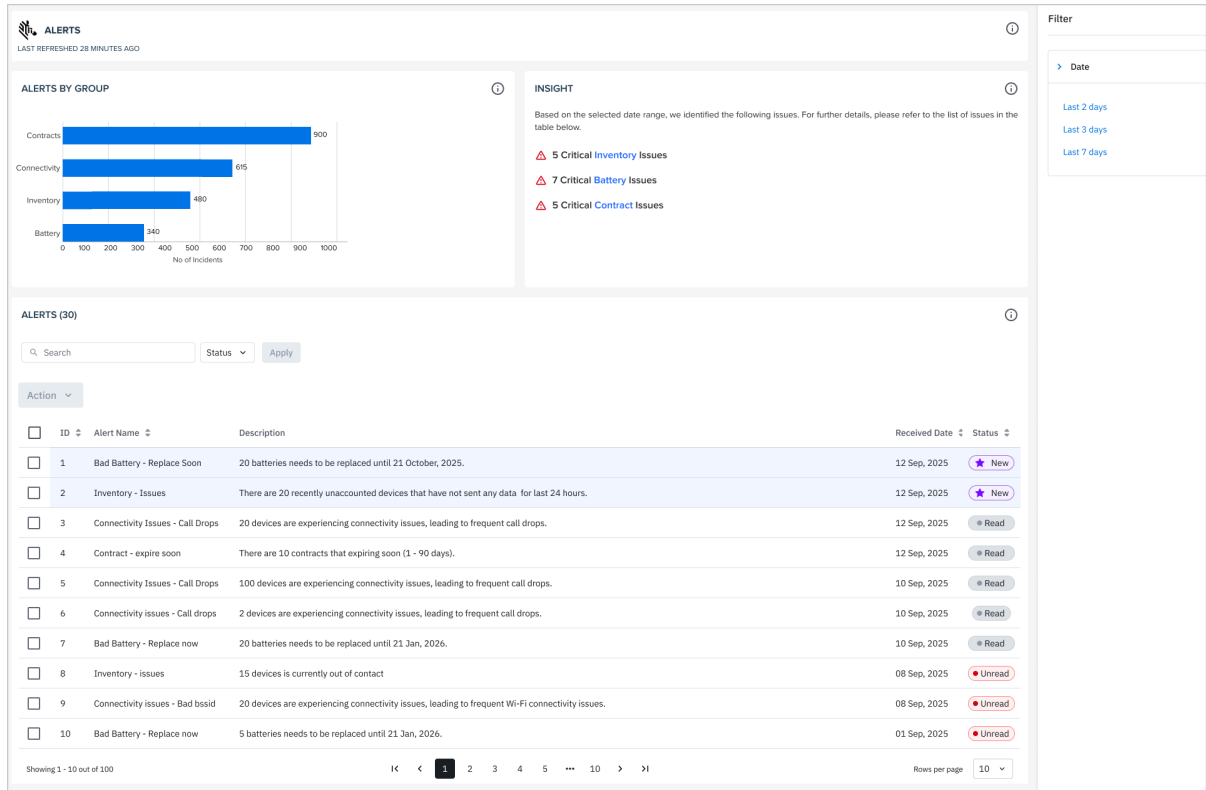
Alerts Overview Page

This section details the various functions and capabilities of the Alerts Overview page.

From your dashboard, click  **Notifications > View all alerts**.

The Alerts Overview Page displays.

Settings



Alerts By Group

The Alerts By Group chart offers a visual representation of your alerts, organized according to their respective groups.

Selecting a bar within the graph automatically updates the Alerts table to display only the corresponding alerts.

Click **Clear Filter** in the Alerts table to remove active filters and view all alerts in the table.

Insight

The Insight section is dedicated to highlighting only the critical notifications within each alert type.

Clicking on a critical alert within the Insight section redirects you to the corresponding dashboard page to view the detailed report.

Filter

The right-hand panel provides various filtering options to help you refine your alert list.

Alerts

The Alerts section displays a comprehensive table detailing every alert in your system.

The integrated search bar allows you to locate specific alerts by filtering data across all columns.

The Action dropdown menu allows you to manage alert statuses by marking them as Read, Unread, or New.

Action ▾

Utilization Settings

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

VisibilityIQ™

Search report

Utilization Settings

You can choose to modify settings for better measurement of device usage. For more information on how Device Utilization is measured please see the user guide

[Foresight User Guide](#)

Mobile computers

Battery

☒ Include battery discharge rate at 14 % per hour.

Scans

☐ Include scans
You can select whether to include all scans or scans from business applications only.
☐ All scans ☐ Scans from business applications

Scan counts

Backlight On

☒ Include backlight on duration
When the backlight on duration exceeds: 0 Minutes

Printers

Printer length

A printer is utilized when print length exceeds: 0 cm

Scanners

Scans

A scanner is utilized when it exceeds 6 scans per hour

SAVE

1

Battery Decommission/Reinstate

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



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

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

In use (381) Pending (2) Decommissioned (0)

Decommission Battery

☒	Battery SR No	Manufacturing date
☒	A325684	Dec 13, 2018
☒	P893566	Jul 11, 2017

1. In Use Tab

This tab displays all active batteries.

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

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.

Settings

Data Grid Columns:

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

2. Pending Tab

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

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

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

Data Grid Columns:

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

3. Decommissioned Tab

Decommissioned batteries are displayed on this tab for 180 days.

Battery Decommission / Reinstatement								
● Decommissioned battery will be listed here for 180 days. If a previously decommissioned battery appears to be active, it will be automatically restored to "In use" status.								
In use (381) Pending (2) Decommissioned (2)								
Reinstate								
☐	Battery SR No	Manufacturing date	Part No	Model	Health Status	Reason for Status	Last seen site	Decommission Date
☐	P348244	May 10, 2020	BT-000318-51 R.A	TC77	Good Battery	Remaining Useful Life 91 to 365 days	STORE151	Invalid Date
☐	A005653	Dec 21, 2023	BT-000314-60 R.B	TC52	Investigate Data Transmission	Undefined transmission issue	STORE145	Apr 7, 2025
Rows per page 10								

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

Replace batteries

Select the batteries you want to replace and click on the replace button to initiate the replacement process. The data grid below only shows batteries that need replacement

Replacement required (37) Pending (1) Replaced (404) Ordered (218) Contracts (2)

Replace Batteries [Add Filter](#)

☐	Contract No.	Device SR No.	Device name	Model	Battery SR No.	Manufacture Date	Part No.	Health Status	Reason for Status	Last Seen Date	Last Seen Site
☐	D6920241009	D19291010M0495	MC95-D19291010M0495	MC95	T553397	Dec 12, 2018	BT-000351-00 R.A	Replacement Required	Poor Battery Health	Apr 6, 2025	STORE150
☐	D6920241008	D19291010M0942	TC52-D19291010M0942	TC52	A964762	Jan 30, 2019	BT-000314-01 R.E	Replacement Required	Poor Battery Health	Apr 6, 2025	STORE114
☐	D6920242001	D19261010P0065	QLn420-D19261010P0065	QLn420	P293601	Dec 25, 2017	ZBMQ01	Replacement Required	Poor Battery Health	Apr 8, 2025	STORE105
☐	D6920241001	D19291010M0924	TC51-D19291010M0924	TC51	A305680	Dec 7, 2017	BT-000351-00 R.A	Replacement Required	Poor Battery Health	Apr 6, 2025	STORE131
☐	D6920242001	D19261010P0094	ZT610-D19261010P0094	ZT610	A179535	Oct 23, 2017	ZBMZY01	Replacement Required	Poor Battery Health	Apr 6, 2025	STORE105
☐	D6920241002	D19291010M1072	TC75X-D19291010M1072	TC75X	P164888	Nov 18, 2017	BT-000314-01 R.E	Replacement Required	Poor Battery Health	Apr 8, 2025	STORE118
☐	D6920242001	D19261010P0007	ZT610-D19261010P0007	ZT610	P479195	Jan 30, 2019	ZBMZY01	Replacement Required	Poor Battery Health	Apr 7, 2025	STORE101
☐	D6920242001	D19261010P0021	ZT410-D19261010P0021	ZT410	T122785	Aug 10, 2018	ZBMZY01	Replacement Required	Poor Battery Health	Apr 8, 2025	STORE106
☐	D6920242001	D19261010P0039	ZT410-D19261010P0039	ZT410	T736859	Mar 15, 2018	ZBMZY01	Replacement Required	Poor Battery Health	Apr 8, 2025	STORE120
☐	D6920241010	D19291010M0133	TC52-D19291010M0133	TC52	A483846	Oct 8, 2018	BT-000351-00 R.A	Replacement Required	Poor Battery Health	Apr 7, 2025	STORE113

Rows per page 10

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



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

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

Replacement required (60) Pending (0)

[Replace Batteries](#)

☒	Contract No.	Device SR No.
☒	D6920241003	D19291010M0937
☒	D6920242001	D19261010P0010

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

Settings

Replace batteries

Select the batteries you want to replace and click on the replace button to initiate the replacement process . The data grid below only shows batteries that need replacement

Replacement required (37) **Pending (1)** Replaced (404) Ordered (218) Contracts (2)

Add Filter

Contract No.	Device SR No.	Device name	Model	Battery SR No.	Manufacture Date	Part No.	Health Status	Reason for Status	Last Seen Date	Last Seen Site
D6920241009	D19291010M0815	MC95-D19291010M0815	MC95	T229951	Sep 22, 2018	BT-000351-00 R.A	Replacement Required	Poor Battery Health	Apr 6, 2025	STORE123

Rows per page 10

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

Replace batteries

Select the batteries you want to replace and click on the replace button to initiate the replacement process . The data grid below only shows batteries that need replacement

Replacement required (37) Pending (1) **Replaced (404)** Ordered (218) Contracts (2)

Add Filter

Contract No.	Device SR No.	Device Name	Model	Battery SR No.	Manufacture Date	Part No.	Orderable Battery Part No.	Replaced, Still in Use	Date Marked for Replacement	Last Seen
D6920241008	D19291010M0426	TC51-D19291010M0426	TC51	A220398	Sep 21, 2018	BT-000351-00 R.A	BTRY-TC51-D0426-1	NO	Feb 16, 2025	Feb 17, 2
D6920241002	D19291010M0987	MC95-D19291010M0987	MC95	A777252	Dec 23, 2018	BT-000314-01 R.E	BTRY-MC95-D0987-1	NO	Mar 27, 2025	Mar 28, 2
D6920241009	D19291010M0290	MC95-D19291010M0290	MC95	A716584	Oct 8, 2018	BT-000351-00 R.A	BTRY-MC95-D0290-1	NO	Feb 19, 2025	Feb 19, 2
D6920241007	D19291010M0393	TC51-D19291010M0393	TC51	P113750	Aug 9, 2019	BT-000314-01 R.E	BTRY-TC51-D0393-1	NO	Feb 14, 2025	Feb 17, 2
D6920241008	D19291010M0074	TC75X-D19291010M0074	TC75X	A882176	Sep 20, 2018	BT-000351-00 R.A	BTRY-TC75X-D0074-1	NO	Feb 16, 2025	Feb 19, 2
D6920241008	D19291010M0614	TC52-D19291010M0614	TC52	T643404	Dec 12, 2018	BT-000351-00 R.A	BTRY-TC52-D0614-1	NO	Feb 16, 2025	Feb 18, 2
D6920241007	D19291010M1242	TC52-D19291010M1242	TC52	A249357	Mar 14, 2020	BT-000351-00 R.A	BTRY-TC52-D1242-1	NO	Mar 30, 2025	Mar 31, 2
D6920241003	D19291010M0623	TC52-D19291010M0623	TC52	P842147	Dec 8, 2018	BT-000351-00 R.A	BTRY-TC52-D0623-1	NO	Mar 12, 2025	Mar 13, 2
D6920241004	D19291010M0767	MC95-D19291010M0767	MC95	A213581	Dec 23, 2018	BT-000351-00 R.A	BTRY-MC95-D0767-1	NO	Apr 5, 2025	Apr 6, 20
D6920241012	D19291010M1116	MC95-D19291010M1116	MC95	T491193	Jan 8, 2020	BT-000351-00 R.A	BTRY-MC95-D1116-1	NO	Mar 29, 2025	Mar 29, 2

Rows per page 10

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

Data Grid Column

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

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

Settings

Replaced, Still in Use ?

• YES, >= 32 Days and < 63 Days

• YES, >= 32 Days and < 63 Days

• YES, >= 32 Days and < 63 Days

• YES, >= 32 Days and < 63 Days

• YES, >= 32 Days and < 63 Days

• YES, < 32 Days

• YES, < 32 Days

• YES, < 32 Days

• YES, < 32 Days

4. Ordered Tab

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

Replace batteries

Select the batteries you want to replace and click on the replace button to initiate the replacement process . The data grid below only shows batteries that need replacement

Replacement required (37)

Pending (1)

Replaced (404)

Ordered (218)

Contracts (2)

Add Filter

Contract No.	Order No.	Line No.	Orderable Battery Part No.	Quantity	Order Status	Shipping Date	Carrier	Tracking No.	Site Name	Hierarchy	Shipping Address
D6920241010	3013002002	2	BT-000314-01 R.F	2	Delayed				STORE122	ZEBRA/REGION/COUNTRY/STORE122	
D6920241010	3013002008	8	BT-000301-01 R.B	5	Delayed				STORE115	ZEBRA/REGION/COUNTRY/STORE115	105 KROME AVE MIAMI F
D6920241010	3013002002	2	BT-000302-02 R.B	3	Delayed				STORE122	ZEBRA/REGION/COUNTRY/STORE122	
D6920241010	3013002006	6	BT-000301-01 R.B	13	Delayed				STORE122	ZEBRA/REGION/COUNTRY/STORE122	456 WHITE FINCH ST.NO
D6920241010	3013002006	6	BT-000314-01 R.F	14	Delayed				STORE122	ZEBRA/REGION/COUNTRY/STORE122	456 WHITE FINCH ST.NO
D6920241010	3013002013	13	BT-000302-02 R.B	6	Shipped	Jan 11, 2024	FEDEX GROUND	516276000173	STORE123	ZEBRA/REGION/COUNTRY/STORE123	585 HOWARD STREET OS
D6920241010	3013002001	2	BT-000314-01 R.F	5	Shipped	Oct 21, 2024	FEDEX GROUND	516276000137	STORE118	ZEBRA/REGION/COUNTRY/STORE118	1300 SANCTUARY PKWY,
D6920241010	3013002000	1	BT-000301-01 R.B	5	Shipped	Nov 19, 2024	FEDEX GROUND	516276000108	STORE121	ZEBRA/REGION/COUNTRY/STORE121	1200 SANCTUARY PKWY,
D6920241010	3013002001	2	BT-000302-02 R.B	15	Shipped	Jan 6, 2025	FEDEX GROUND	516276000119	STORE118	ZEBRA/REGION/COUNTRY/STORE118	1300 SANCTUARY PKWY,
D6920241010	3013002000	1	BT-000300-01 R.B	13	Shipped	Jan 7, 2025	FEDEX GROUND	516276000150	STORE114	ZEBRA/REGION/COUNTRY/STORE114	1125 SANCTUARY PKWY,

<1>

Rows per page10

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.

Settings

Replace batteries

Select the batteries you want to replace and click on the replace button to initiate the replacement process . The data grid below only shows batteries that need replacement

Replacement required (37) Pending (1) Replaced (404) Ordered (218) Contracts (2)

Add Filter

Contract No.	Service Part No.	Batteries Entitled	Batteries Replaced	% of Entitlement
D6920241004	DPRN-1910-04-01	14	13	92
D6920241003	DPRN-1910-03-01	6	7	116

< 1 >

Rows per page 10

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**.

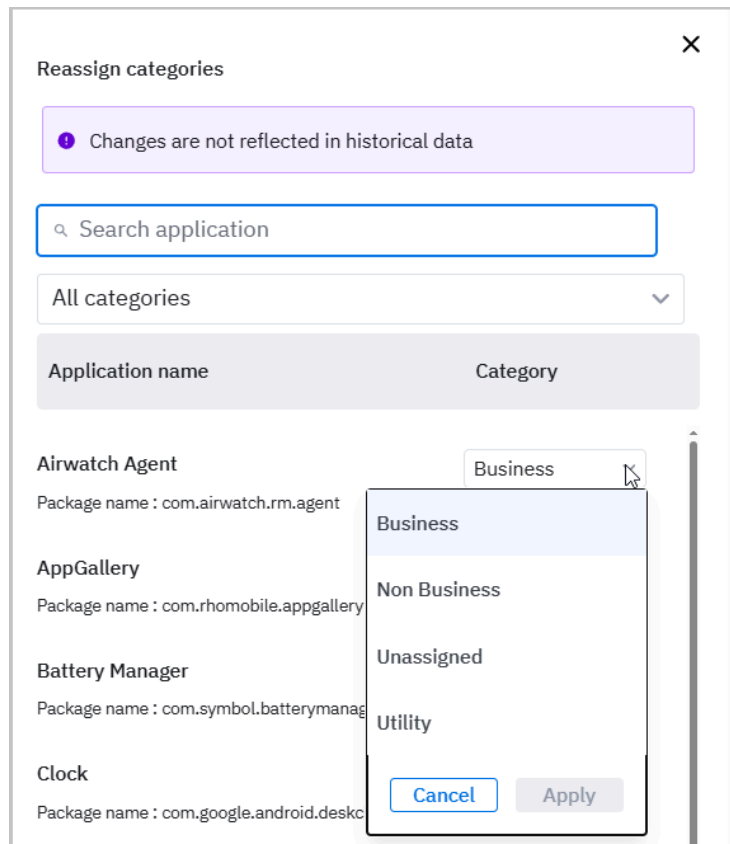
2. Click **Reassign categories**.

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.



Reassign categories

Changes are not reflected in historical data

Search application

All categories

Application name	Category
Airwatch Agent Package name : com.airwatch.rm.agent	Business
AppGallery Package name : com.rhobile.appgallery	
Battery Manager Package name : com.symbol.batterymanager	
Clock Package name : com.google.android.deskclock	

Business

Business

Non Business

Unassigned

Utility

Cancel Apply

User Level Settings

The User Level Settings display additional information.

The following are the settings menu options:

- [Email Notifications](#)
- [General Settings](#)
- [Set Model Preferences](#)

Email Notifications

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

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

Select Due Backs Notifications

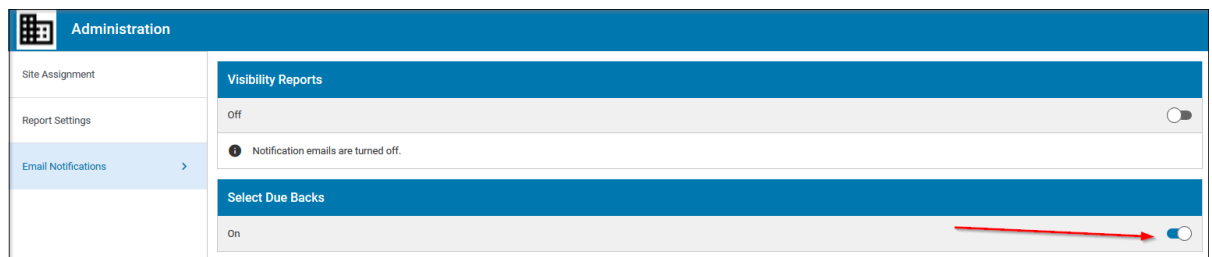
Due backs occur when you've received a repaired or replacement device but haven't returned the faulty one yet, and enabling **Select Due Back Notification** allows you to receive alerts about this. It is enabled by default for users with the **Partner Role** access. They can opt out of receiving the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

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

1. Click  > **Email Notifications**.

The **Email Notifications** screen displays.

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

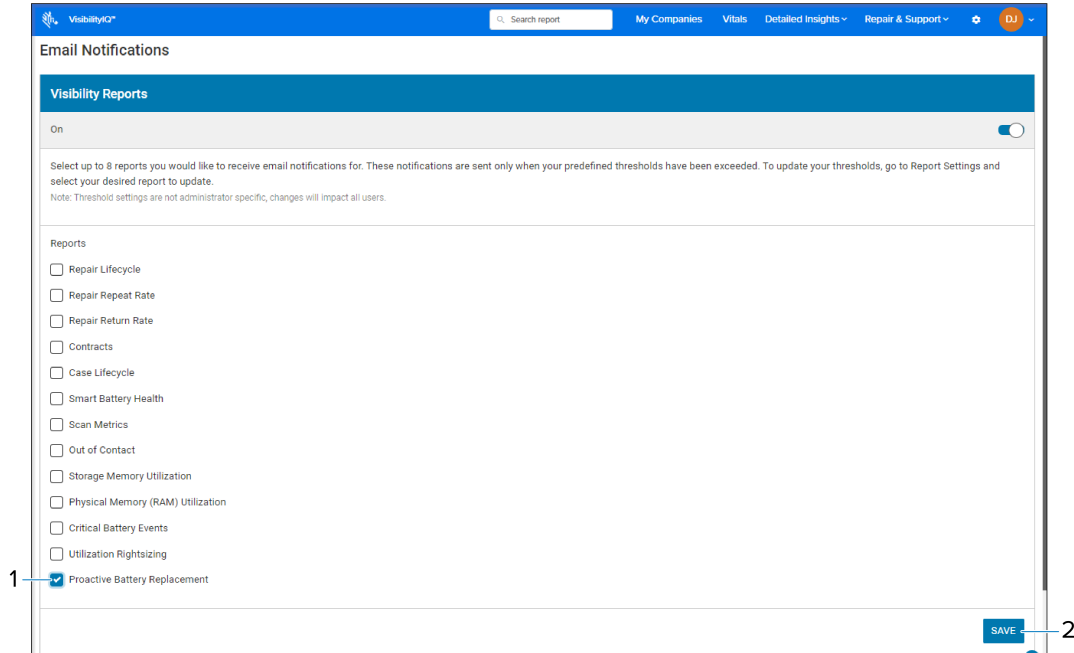


Enable Proactive Battery Replacement Threshold Alert Email

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:

Settings

Proactive Battery Replacement

On

Available Alert Types

Select 1 or more alert types to receive email alerts.

☐ PBR Report Notification

☐ Replaced Battery In Use

SAVE

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

5. Click Save.

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

- Sample PBR Report Notification attachment.

[illegible]

- Sample Replaced Battery In Use attachment.

[illegible]

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 106.

1. Click  > **User Level Settings** > **Email Notifications**.
The **Email Notifications** screen displays.
2. Click the toggle to enable the IP Range Gap Report.



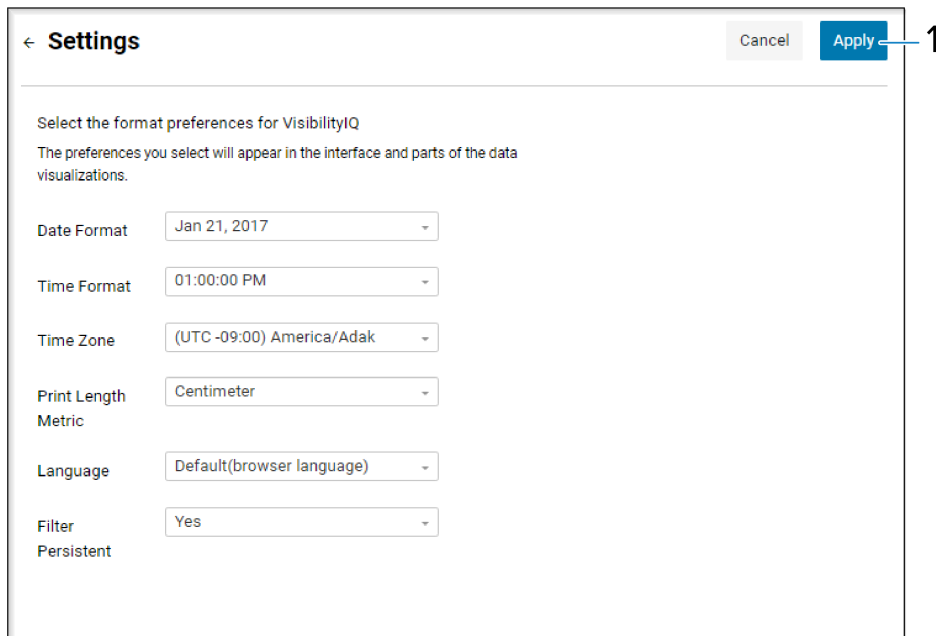
General Settings

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).



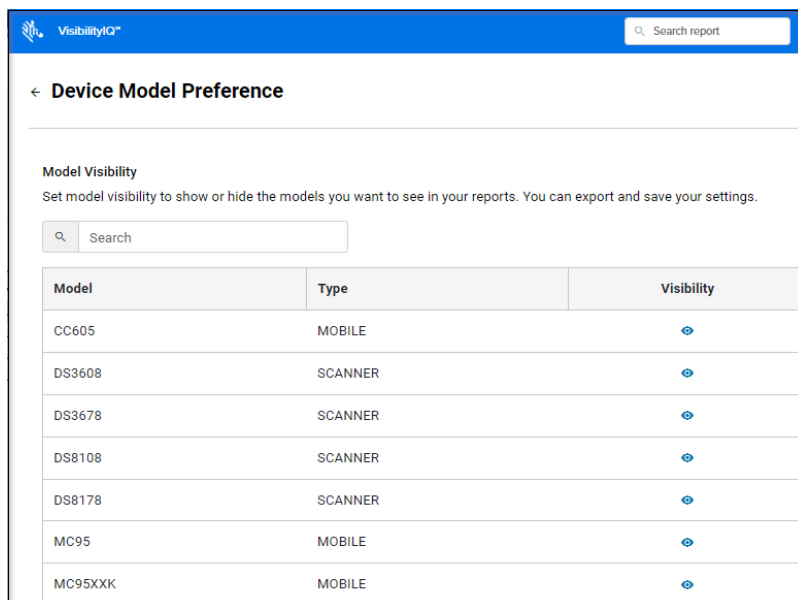
NOTE: With Filter Persistent enabled, the filters you set for your reports will automatically apply the next time you view the report. It is set to enable by default.



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.

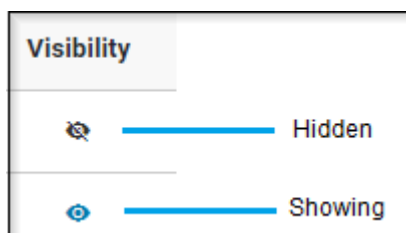


Model	Type	Visibility
CC605	MOBILE	
DS3608	SCANNER	
DS3678	SCANNER	
DS8108	SCANNER	
DS8178	SCANNER	
MC95	MOBILE	
MC95XXK	MOBILE	

Show or Hide Models

The show or hide models show additional information.

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



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

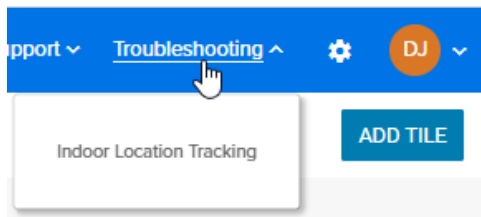
Export Settings

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.

Troubleshooting

The **Troubleshooting** menu, located in the blue global navigation bar, includes the Indoor Location Tracking feature. Additional features may be added in future releases.



Indoor Location Tracking

The **Indoor Location Tracking** feature allows you to manage assets by tracking the location of devices on a detailed indoor map.

This feature is useful in ways that include:

- Viewing the last known location of selected devices to reduce search time for specific equipment and minimize losses from misplaced assets.
- Viewing the historical travel patterns of devices over time to identify trends in device movement and traffic.



NOTE:

- This troubleshooting feature currently is available only to those who have 42Gears SureMDM connected to VIQ.
- A device's last known location can be 30 to 60 seconds behind its current location in real time.
- When a new device is first enrolled in 42Gears MDM, it takes up to 2 hours for it to appear on the map. This limitation applies only after the initial enrollment of the device.

This feature allows you to view the last known or historical location of up to 20 mobile computers, and you can select a different set of 20 each time.

Indoor Location Tracking.							Refresh Page
Ensure location tracking is enabled on your devices and the floor plan is uploaded and configured in 42Gears SureMDM to successfully track devices on the indoor map.							
Search Device SR No / Device Name Model Site Device group / Group Label Out of contact age Apply							
Track Device ⓘ							
☐	Device Name ⓘ	Device SR No ⓘ	Model ⓘ	Site ⓘ	Device Group / Group Label ⓘ	Status (Last refreshed 0 min ago) ⓘ	Out of Contact Age ⓘ
☐	19149522506583	19149522506583	MC93	Not assigned	SamarThree	Online	0 days
☐	20098523005152	20098523005152	TC26	Not assigned	Samar	Out of Contact	2 days
☐	20142523005124	20142523005124	TC21	Not assigned	SamarTwo	Out of Contact	2 days
☐	20287523022976	20287523022976	MC2200	Not assigned	SamarThree	Online	0 days
☐	213505225E0228	213505225E0228	TC58	Not assigned	SamarOne	Online	0 days
☐	231315247E0021	231315247E0021	HC20	Not assigned	Samar	Online	0 days
☐	24082523021192	24082523021192	MC2200	Not assigned	SamarThree	Online	0 days
☐	24141524702759	24141524702759	ET40	Not assigned	Samar	Online	0 days
☐	24201524210568	24201524210568	TC52X	Not assigned	SamarOne	Out of Contact	174 days
☐	24201524210792	24201524210792	TC52X	Not assigned	Samar	Out of Contact	4 days
Showing 1 - 10 out of 13 1 2 2 Rows per page: 10							

- Click on a device serial number to view the device details page.
- Use filters to narrow down the devices shown on the Indoor Location Tracking screen. You can filter by model, site, device group/group label, the number of days out of contact, or a combination of these.

Indoor Location Tracking

Refresh Page

Ensure location tracking is enabled on your devices and the floor plan is uploaded and configured in 42Gears SureMDM to successfully track devices on the indoor map.

Search Device SR No / Device Name

Model

Site

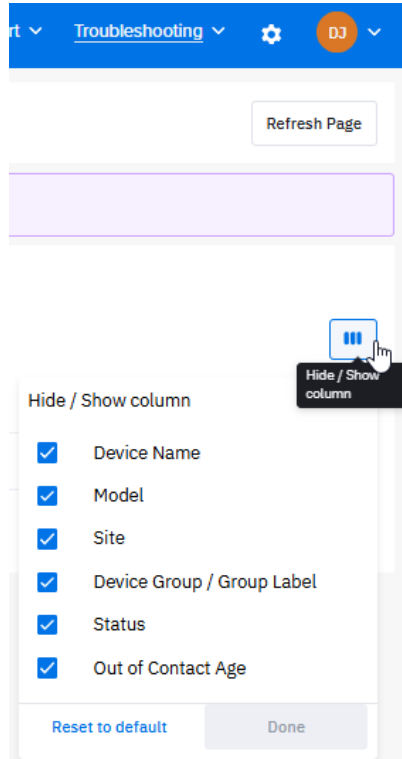
Device Group / Group Label

Out of Contact Age

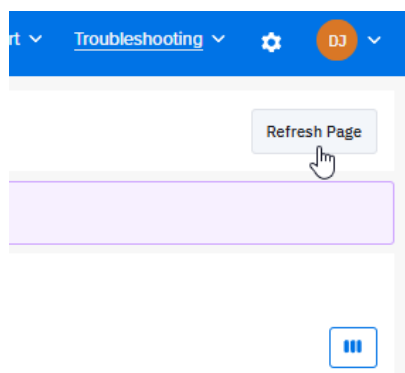
Apply

Potential ways to use filters include the following:

- Because floor plans are tied to sites, filtering to show only the devices at a particular site produces optimal results.
- Filtering by device group or group label allows you to focus on user-defined custom groups.
- Filtering by the out-of-contact age allows you to focus on devices that have not been communicating with the system recently so that they can potentially be located, thus helping to prevent device loss.
- Click **Hide/Show Column** to determine what information shows on the Indoor Location Tracking screen. You can opt to hide everything other than the device serial numbers. This setting persists until it is reset or changed.



- Click **Refresh Page** to refresh the data on just the current page being viewed. If you have filters applied, only the filtered data on the current page will be refreshed.



See Also

[Displaying Mobile Computer Details](#)

Tracking Devices

To track devices on an indoor map, configure and upload a floor plan in 42Gears SureMDM and enable location tracking on your devices. For instructions, refer to the [Indoor Location Tracking Configuration Guide](#).



NOTE: Multiple floors on a floor plan are not supported at this time.

After the devices and floor plan are ready, enable tracking for the desired devices.

1. Click **Troubleshooting > Indoor Location Tracking**.

The Indoor Location Tracking screen displays.

2. Select up to 20 devices to track for this session. You can apply filters to narrow down the devices to choose from.

When you select one or more devices, the **Track Device** option activates at the top-left side of the window.

Troubleshooting

Indoor Location Tracking

[Refresh Page](#)

Ensure location tracking is enabled on your devices and the floor plan is uploaded and configured in 42Gears SureMDM to successfully track devices on the indoor map.

TC26 +5 X | v

Site v

Device Group / Group Label v

Out of Contact Age v

Apply

Clear Filter

Track Device ⓘ

☰

☒	Device Name	Device SR No	Model	Site	Device Group / Group Label	Status (Last refreshed 11 min ago)	Out of Contact Age
☒	20098523006152	20098523006152	TC26	Samar	Morning/first	Online	0 days
☒	20142523006124	20142523006124	TC21	SamarTwo	Not assigned	Offline	0 days
☒	213505225E0228	213505225E0228	TC58	SamarOne	Not assigned	Online	0 days
☒	24201524210568	24201524210568	TC52X	SamarOne	Not assigned	Offline	0 days
☒	24201524210792	24201524210792	TC52X	SamarFour	Not assigned	Online	0 days
☒	24201524210830	24201524210830	TC52X	SamarFour	Not assigned	Online	0 days
☒	24233524215505	24233524215505	TC72	SamarFour	Not assigned	Online	0 days
☒	24257524203475	24257524203475	TC53E	SamarTwo	Not assigned	Online	0 days

Showing 1 - 10 out of 8

1 1

Rows per page: 10 v

3. Click Track Device.

The 42Gears SureMDM screen displays the device(s) on the floor plan.

+

☒

⋮

Search

🔍

SL...

Device ...

Groups ...

Tracking

1

2425752420...

Home/VIQF/...

📍

🔍

🔍

2

231315247E0...

📍

🔍

🔍

3

19149522506...

📍

🔍

🔍

Map

Satellite

LAB 3

14070

1

2

3

Space: Zebra Technologies CSS - First Floor

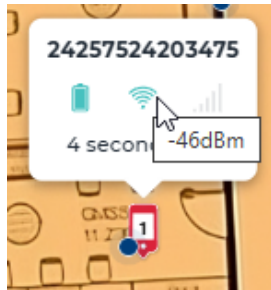
Keyboard shortcuts | Map data ©2025 Terms Report a map error



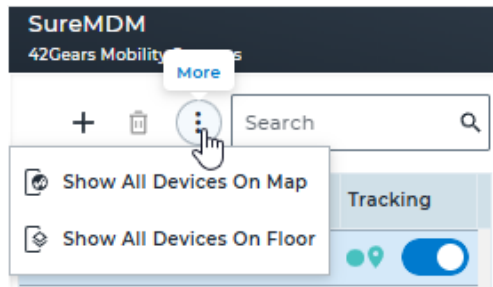
NOTE: If an existing floor plan does not appear or if you see an error message, go to [Resolving Issues with Device Tracking](#) on page 155.

4. View the information about specific devices or track additional devices, as needed.

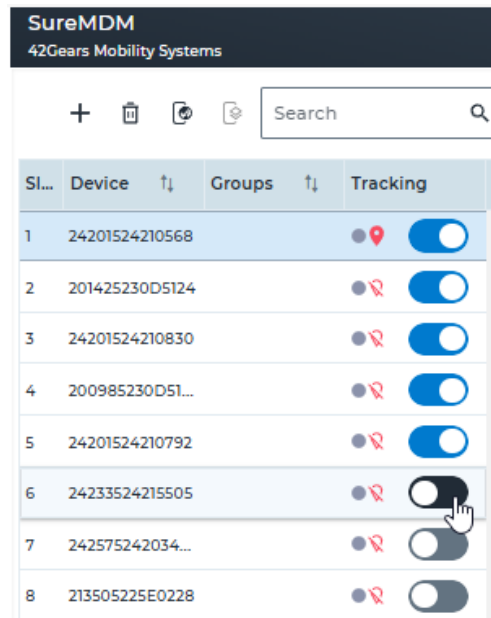
- Mouse over a device on the map to see information about the device, its battery status, and its connectivity options.



- Click a "show all devices" option to automatically activate devices (up to 20) that are on the full map or within the floorplan.



- To see the last known location of a device that is not already being tracked, click the toggle to enable tracking.



5. To view the past locations of the tracked devices, click the **History** tab.

Troubleshooting

SureMDM
42Gears Mobility Systems

Location Tracking

Device: 24257524203475
Location Type: Indoor

Last Location
From: 11 Sept 2025 12:00:00 AM To: 11 Sept 2025 6:36:00 AM, Treating location within 100 meters as duplicate

Zebra Technologies CSS
Floor - 1

History
Play Modify Export

Sl No.	Time
2	Sep 11 2025 06:25:33 AM
1.365	Sep 11 2025 06:24:33 AM
1.364	Sep 11 2025 06:23:33 AM
1.363	Sep 11 2025 06:22:28 AM
1.362	Sep 11 2025 06:21:16 AM
1.361	Sep 11 2025 06:20:10 AM
1.360	Sep 11 2025 06:19:03 AM
1.359	Sep 11 2025 06:18:03 AM
1.358	Sep 11 2025 06:17:03 AM
1.357	Sep 11 2025 06:16:01 AM
1.356	Sep 11 2025 06:14:57 AM
1.355	Sep 11 2025 06:13:51 AM
1.354	Sep 11 2025 06:12:39 AM
1.353	Sep 11 2025 06:11:39 AM
1.352	Sep 11 2025 06:10:39 AM
1.351	Sep 11 2025 06:09:27 AM
1.350	Sep 11 2025 06:08:27 AM
1.349	Sep 11 2025 06:07:21 AM
1.348	Sep 11 2025 06:06:09 AM
1.347	Sep 11 2025 06:05:01 AM

Map Satellite

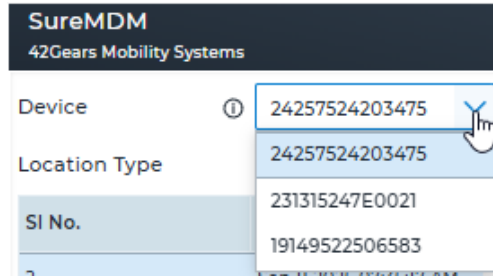
The historic data for one of the devices displays.

- Mouse over the device on the map to view details.

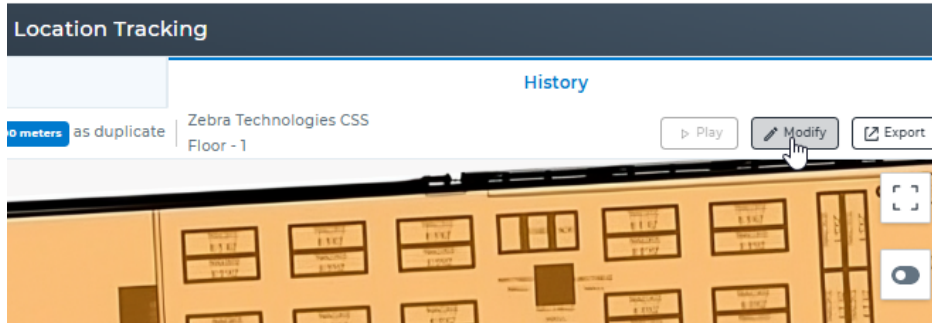
24257524203475

Date: Sep 11 2025
Time: 12:00:56 AM
Lat: 12.97075366873877
Long: 77.71025085449219
Address: "XPC6+935,
Kundalahalli Colony,
Brookefield, Bengaluru,
Karnataka 560037, India,"
Location Type: Indoor [FP]
[View on Google Maps](#)

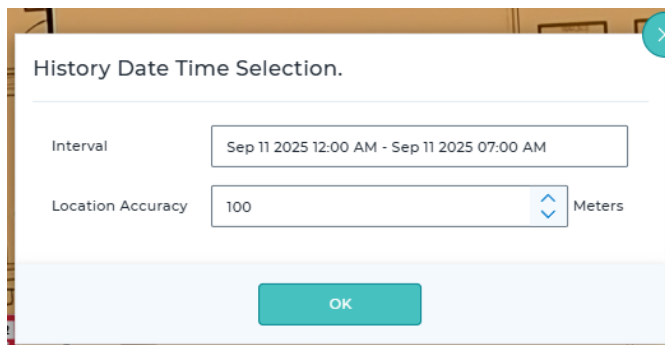
- To change the device being viewed, click the **Device** menu and make a different selection.



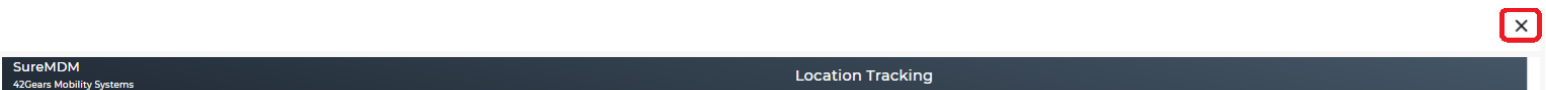
- To change the time interval or the location accuracy shown, click **Modify**.



Make the desired changes, and then click **OK**.



- When you have finished viewing the device(s) on the map, click the **X** on the upper-right side of the window to close the map and return to the Indoor Location Tracking screen.

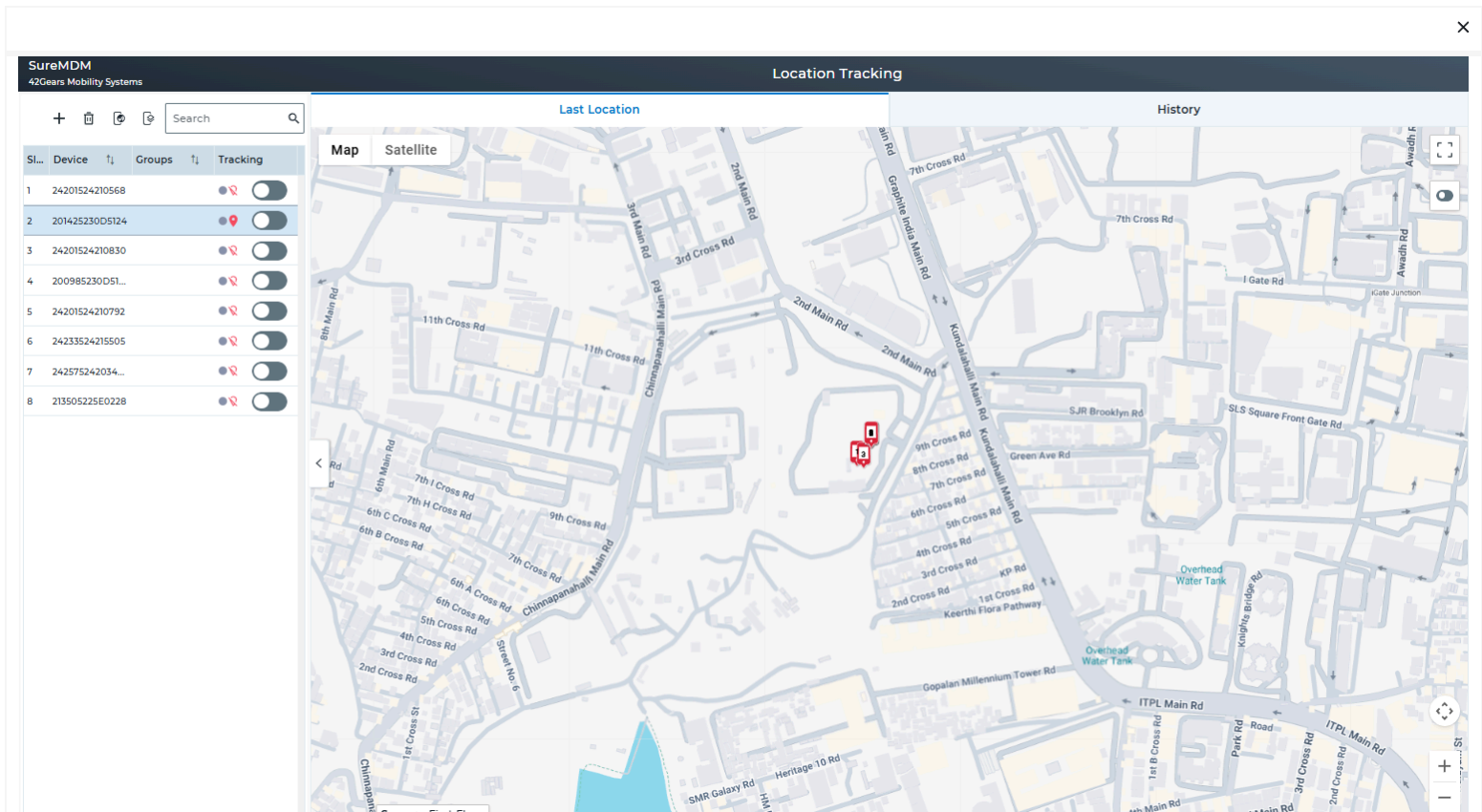


Resolving Issues with Device Tracking

Use the recommendations in this section if you have issues with the Indoor Location Tracking feature in 42Gears SureMDM.

Issue 1: No Floor Plan

SureMDM displays the last known locations of devices on a street map instead of on a floor plan.



If you experience this, consider the following:

- Check if a floor plan is configured in 42Gears SureMDM. If it is not configured, follow the instructions in the [Indoor Location Tracking Configuration Guide](#).
- If multiple devices were selected but they are not all in the same building, you will see the device locations on a street map. Use the filters on the Indoor Location Tracking screen to limit the devices to just one site at a time to view devices on existing floor plans.
- If a floor plan is configured, this screen could mean that the device's last known location is outside of the building. Double-check that location tracking is enabled for the device in SureMDM to get the most recent device location on the map. If the device is outside of the building, you may need to take action to locate the device.

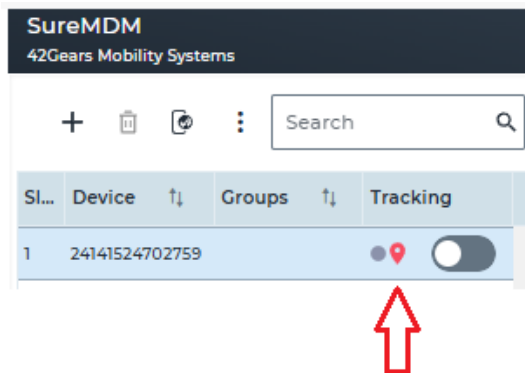
Issue 2: Location Not Available for Device

SureMDM cannot locate the device.

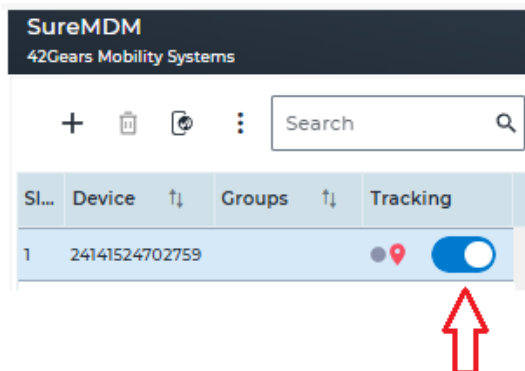


This condition indicates one of the following situations:

- Location (GPS) is not enabled on the device. When this feature is enabled, this icon appears red on the SureMDM map screen. If necessary, go to the device's settings to enable this feature.



- Location (GPS) is enabled, but location tracking is not enabled in SureMDM (and probably never was because there is no known last location of the device). If this feature is enabled, this toggle appears blue on the SureMDM map screen. Click to turn on location tracking, if necessary.



Issue 3: Device Not in the Area Shown on the Floor Plan

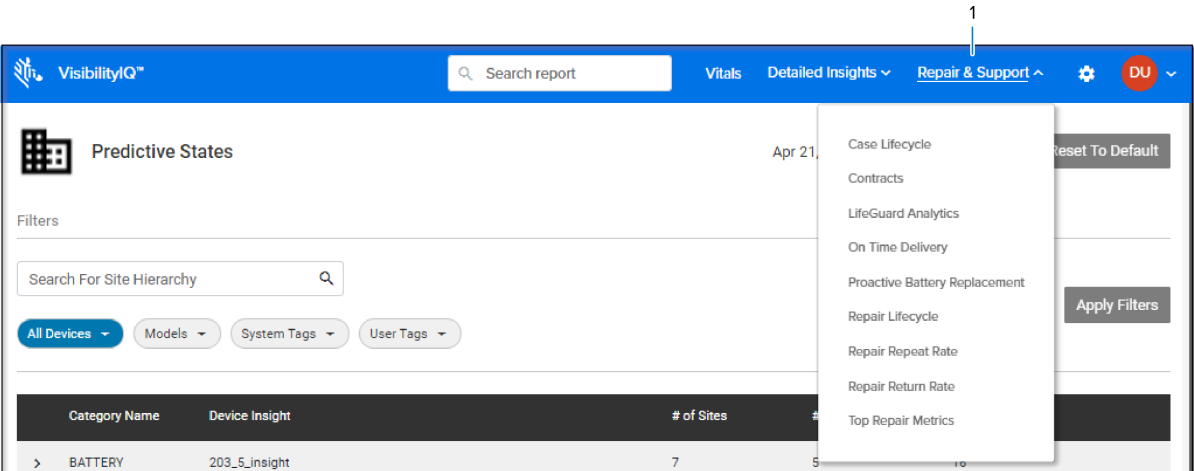
A device may show on a floor plan but not actually be located in the spot shown for these reasons.

- Tracking may be somewhat inaccurate if the device is moving. The last known location of a device can be 30 to 60 seconds behind where the device is in real time.
- Multiple floors are not currently supported by 42Gears SureMDM. If a site has multiple floors, a device could be seen by a point of interest on the floor plan when it actually is located in that area on another floor.

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.

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



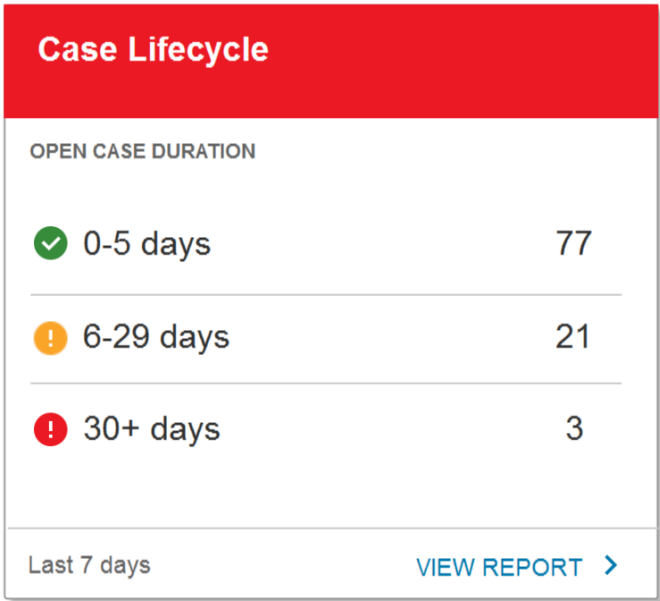
Case Lifecycle	Repair Lifecycle
Contracts	Repair Repeat Rate
Lifeguard Analytics	Repair Return Rate
On-Time Delivery	Top Repair Metrics
Proactive Battery Replacement	

Case Lifecycle

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

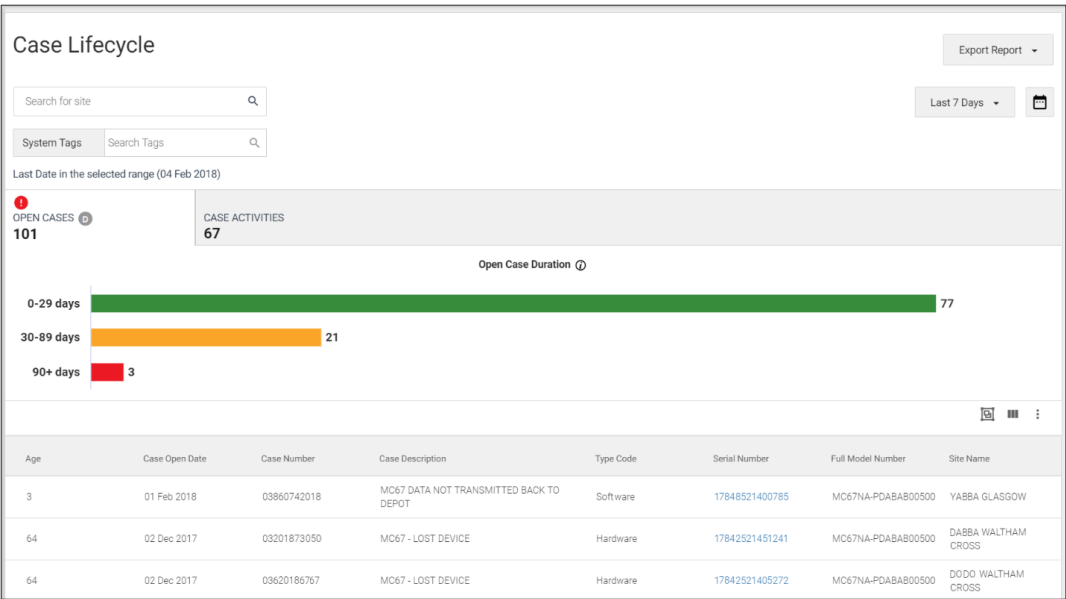
Tile View

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.

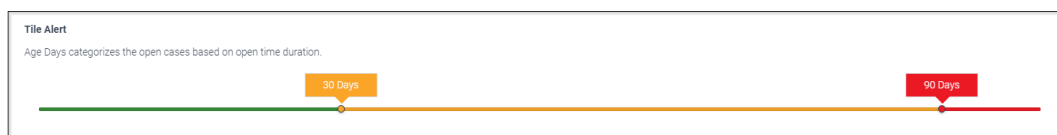
2. Case Activities Tab

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.

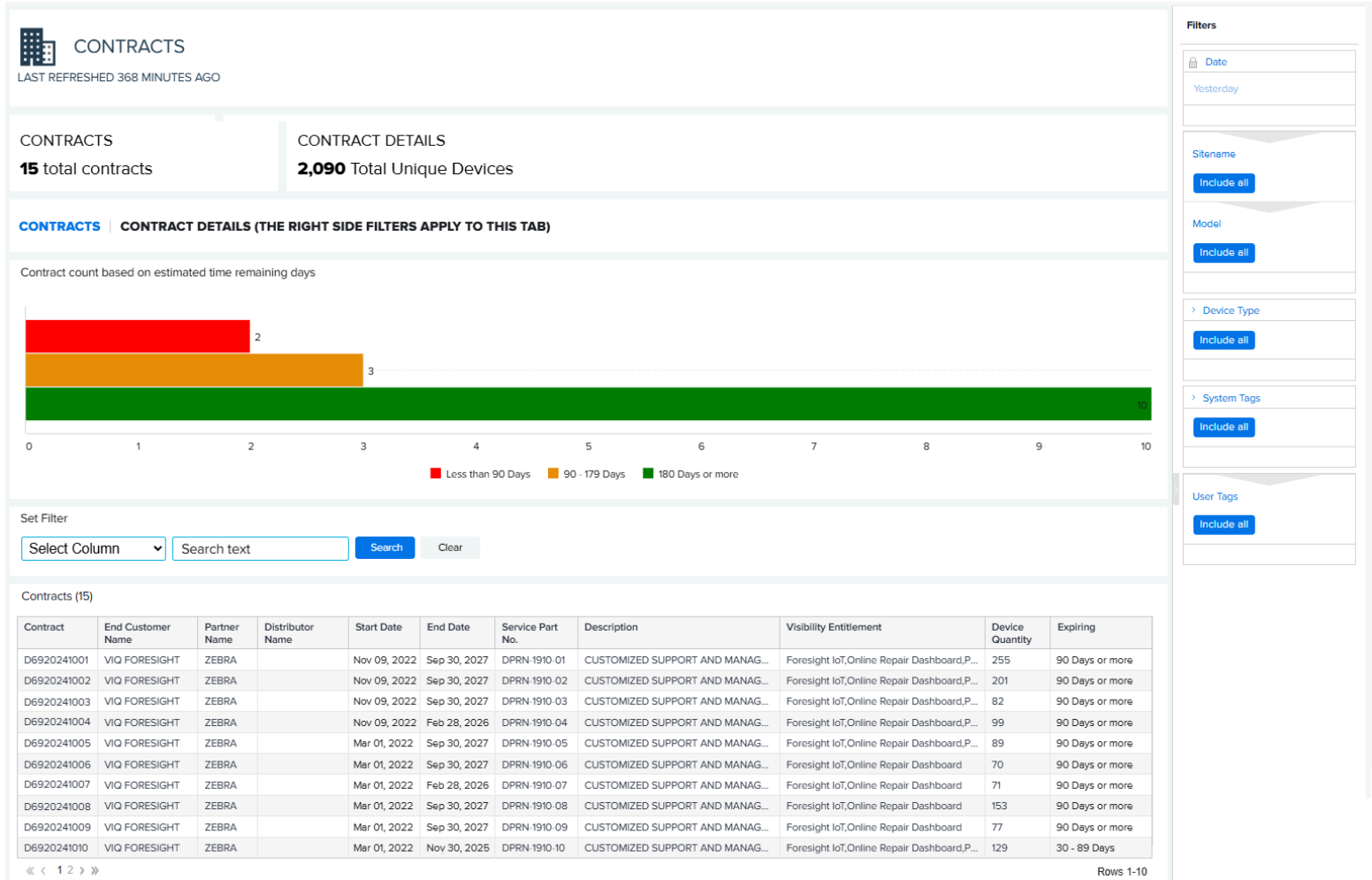
Tile View

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

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

Expanded View

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



Filters

Date

Yesterday

Sitename

Model

Device Type

System Tags

User Tags

1. Contracts Tab

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

Repair & Support

CONTRACTS

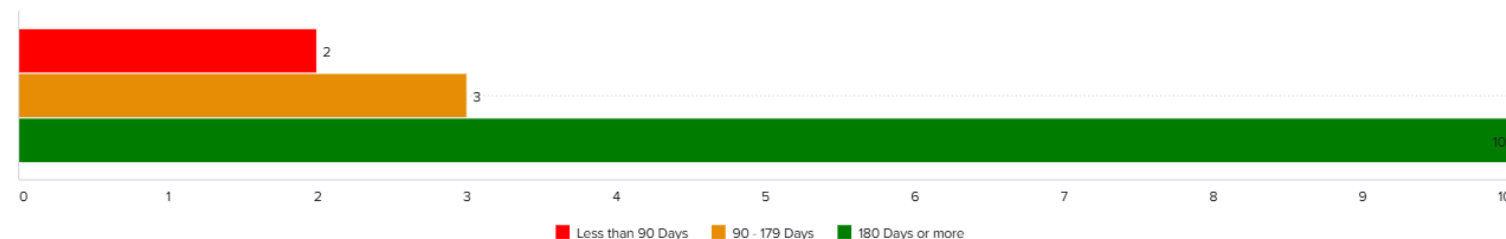
15 total contracts

CONTRACT DETAILS

2,090 Total Unique Devices

CONTRACTS | CONTRACT DETAILS (THE RIGHT SIDE FILTERS APPLY TO THIS TAB)

Contract count based on estimated time remaining days



Set Filter

Select Column

Search text

Search

Clear

Contracts (15)

Contract	End Customer Name	Partner Name	Distributor Name	Start Date	End Date	Service Part No.	Description	Visibility Entitlement	Device Quantity	Expiring
D6920241001	VIQ FORESIGHT	ZEBRA		Nov 09, 2022	Sep 30, 2027	DPRN-1910-01	CUSTOMIZED SUPPORT AND MANAG...	Foresight IoT,Online Repair Dashboard,P...	255	90 Days or more
D6920241002	VIQ FORESIGHT	ZEBRA		Nov 09, 2022	Sep 30, 2027	DPRN-1910-02	CUSTOMIZED SUPPORT AND MANAG...	Foresight IoT,Online Repair Dashboard,P...	201	90 Days or more
D6920241003	VIQ FORESIGHT	ZEBRA		Nov 09, 2022	Sep 30, 2027	DPRN-1910-03	CUSTOMIZED SUPPORT AND MANAG...	Foresight IoT,Online Repair Dashboard,P...	82	90 Days or more
D6920241004	VIQ FORESIGHT	ZEBRA		Nov 09, 2022	Feb 28, 2026	DPRN-1910-04	CUSTOMIZED SUPPORT AND MANAG...	Foresight IoT,Online Repair Dashboard,P...	99	90 Days or more
D6920241005	VIQ FORESIGHT	ZEBRA		Mar 01, 2022	Sep 30, 2027	DPRN-1910-05	CUSTOMIZED SUPPORT AND MANAG...	Foresight IoT,Online Repair Dashboard,P...	89	90 Days or more
D6920241006	VIQ FORESIGHT	ZEBRA		Mar 01, 2022	Sep 30, 2027	DPRN-1910-06	CUSTOMIZED SUPPORT AND MANAG...	Foresight IoT,Online Repair Dashboard	70	90 Days or more
D6920241007	VIQ FORESIGHT	ZEBRA		Mar 01, 2022	Feb 28, 2026	DPRN-1910-07	CUSTOMIZED SUPPORT AND MANAG...	Foresight IoT,Online Repair Dashboard	71	90 Days or more
D6920241008	VIQ FORESIGHT	ZEBRA		Mar 01, 2022	Sep 30, 2027	DPRN-1910-08	CUSTOMIZED SUPPORT AND MANAG...	Foresight IoT,Online Repair Dashboard	153	90 Days or more
D6920241009	VIQ FORESIGHT	ZEBRA		Mar 01, 2022	Sep 30, 2027	DPRN-1910-09	CUSTOMIZED SUPPORT AND MANAG...	Foresight IoT,Online Repair Dashboard	77	90 Days or more
D6920241010	VIQ FORESIGHT	ZEBRA		Mar 01, 2022	Nov 30, 2025	DPRN-1910-10	CUSTOMIZED SUPPORT AND MANAG...	Foresight IoT,Online Repair Dashboard,P...	129	30 - 89 Days

« < 1 2 > »

Rows 1-10

- 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

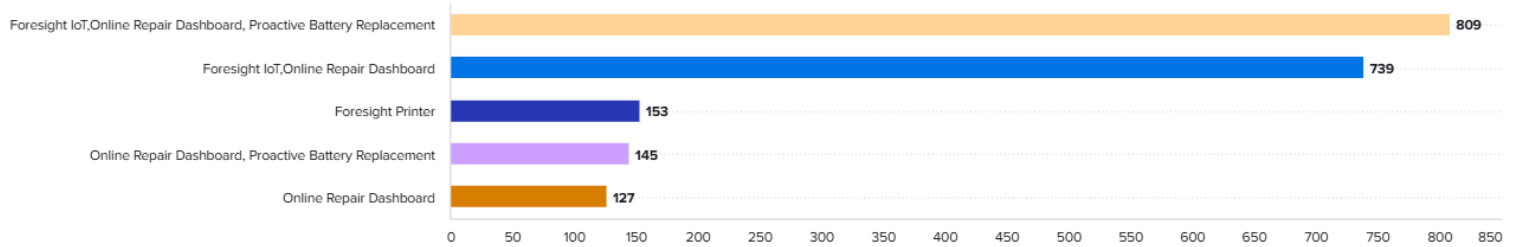
Contract, End Customer Name, Partner Name, Distributor Name, Start Date, End Date, Service Part No., Description, Visibility Entitlement, Device Quantity, and Expiring.

2. Contract Details Tab

This tab provides information at the serial number level for the unique devices presently in the onboarded contract(s). Use the filters on the right side of the screen to narrow down the data displayed.

CONTRACTS | CONTRACT DETAILS (THE RIGHT SIDE FILTERS APPLY TO THIS TAB)

Shows the number of devices grouped by visibility features and services based on their respective contracts.



Set Filter

Select Column

Search text

Search

Clear

Contract Details (1973)

Device SR No.	Device Name	Model	Full Model No.	Device Type	Contract	Last Known MDM Site	Manufacture Date	Device Start Date	Device End Date	Coverage Status	Visibility Entitlement
D19291010M0700	MC95-D19291010M0...	MC95	MC95-SA12-NA	MOBILE COMPUTER	D692024...	STORE123	N/A	Mar 29, 2024	May 29, 2025	Contracted	Foresight IoT, Online Repair ...
D19291010M0900	TC75X-D19291010M...	TC75X	TC75AH-KA11ES-A1	MOBILE COMPUTER	D692024...	STORE139	N/A	Mar 29, 2024	May 29, 2025	Contracted	Foresight IoT, Online Repair ...
D19291010M0800	TC52-D19291010M0...	TC52	TC520K-1PEZU4P-NA	MOBILE COMPUTER	D692024...	STORE160	N/A	Mar 29, 2024	May 29, 2025	Contracted	Foresight IoT, Online Repair ...
D19291010M1300	TC75X-D19291010M1...	TC75X	TC75AH-KA11ES-A1	MOBILE COMPUTER	D692024...	STORE129	N/A	Mar 29, 2024	May 29, 2025	Contracted	Foresight IoT, Online Repair ...
D19291010M0500	MC95-D19291010M0...	MC95	MC95-SA12-NA	MOBILE COMPUTER	D692024...	STORE108	N/A	Mar 29, 2024	May 29, 2025	Contracted	Foresight IoT, Online Repair ...
D19291010M0100	TC51-D19291010M01...	TC51	TC510K-2PAZU4P-US	MOBILE COMPUTER	D692024...	STORE111	N/A	Mar 29, 2024	May 29, 2025	Contracted	Foresight IoT, Online Repair ...
D19291010M1301	TC51-D19291010M1301	TC51	TC510K-2PAZU4P-US	MOBILE COMPUTER	D692024...	STORE131	N/A	Mar 29, 2024	May 29, 2025	Contracted	Foresight IoT, Online Repair ...
D19291010M1401	TC52-D19291010M14...	TC52	TC520K-1PEZU4P-NA	MOBILE COMPUTER	D692024...	STORE123	N/A	Mar 29, 2024	May 29, 2025	Contracted	Foresight IoT, Online Repair ...
D19291010M0101	TC51-D19291010M0101	TC51	TC510K-2PAZU4P-US	MOBILE COMPUTER	D692024...	STORE103	N/A	Mar 29, 2024	May 29, 2025	Contracted	Foresight IoT, Online Repair ...
D19291010M0401	TC75X-D19291010M...	TC75X	TC75AH-KA11ES-A1	MOBILE COMPUTER	D692024...	STORE115	N/A	Mar 29, 2024	May 29, 2025	Contracted	Foresight IoT, Online Repair ...

« < 1 2 3 4 5 ... 198 > »

Rows 1-10

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



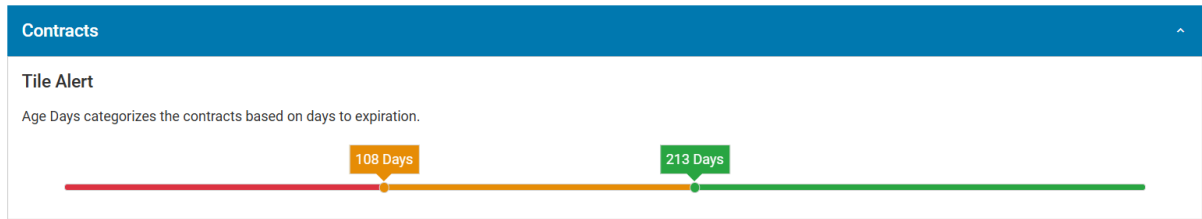
NOTE: The data grid count may exceed the number of unique device serial numbers because of devices that are linked to multiple service part numbers.

- 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.

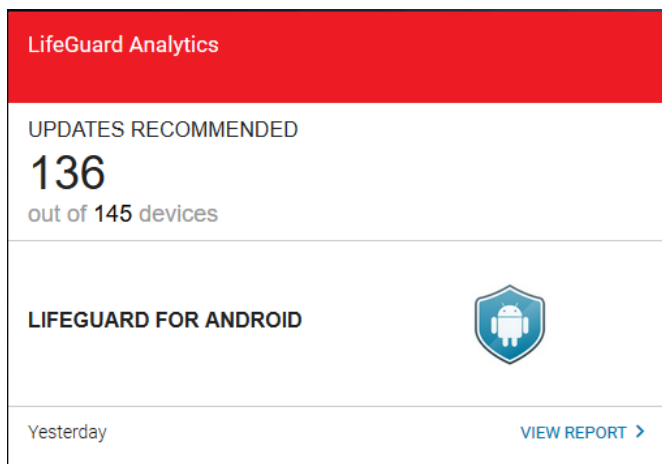
Lifeguard Analytics

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

Search for site Mobile Computers Yesterday

Yesterday (28 Jan 2019)

UPDATES RECOMMENDED 136 devices	UP-TO-DATE 9 devices	ALL DEVICES 145
---	--------------------------------	---------------------------

Device updates are an important way to keep your Android devices secure and running at their full potential. For Cellular enabled devices, please check with your carrier for the right carrier certified patches. [LEARN MORE](#)

Count	Model	Type	OS Version	BSP Version	LifeGuard Update Level	Android Security Patch Level
62	TC51	GMS	7.1.2	01.01.39	PATCH000	05 Sep 2017
Latest Available Update Type New BSP + LG Update 7.1.2 01.01.49.00 13 01 Nov 2018 112 569.73 MB New OS + BSP + LG Update 8.1.0 02.13.15.00 U00 01 Oct 2018 -9 1.37 GB						
26	TC51	GMS	7.1.2	01.01.49	2	05 Dec 2017
19	TC51	non-GMS	7.1.2	01.01.49	2	05 Dec 2017
16	TC51	non-GMS	7.1.2	01.01.49	8	01 Jun 2018
4	TC51	GMS	7.1.2	01.01.49	7	01 May 2018

Click here to go to the LifeGuard page on Zebra.com

ntial. [LEARN MORE](#)

BSP Version	LifeGuard Update Level	Android Security Patch Level	
02.13.15.00	U08	Feb 01, 2019	View Devices
			Vulnerabilities Addressed Download Size
02.13.15.00	U19	Oct 01, 2019	386 277.07 MB

Hover and click to see the set of serial numbers

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

2. Up-To-Date Tab

Search for site Mobile Computers Yesterday							
Yesterday (28 Jan 2019)							
UPDATES RECOMMENDED 136 devices		UP-TO-DATE 9 devices		ALL DEVICES 145			
Device updates are an important way to keep your Android devices secure and running at their full potential. LEARN MORE For Cellular enabled devices, please check with your carrier for the right carrier certified patches.							
Count	Model	Type	OS Version	BSP Version	LifeGuard Update Level	Android Security Patch Level	
62	TC51	GMS	7.1.2	01.01.39	PATCH000	05 Sep 2017	
Latest Available Update Type Vulnerabilities Addressed Download Size							
			7.1.2	01.01.49.00	13	01 Nov 2018	112
			8.1.0	02.13.15.00	U00	01 Oct 2018	-9
26	TC51	GMS	7.1.2	01.01.49	2	05 Dec 2017	
19	TC51	non-GMS	7.1.2	01.01.49	2	05 Dec 2017	
16	TC51	non-GMS	7.1.2	01.01.49	8	01 Jun 2018	
4	TC51	GMS	7.1.2	01.01.49	7	01 May 2018	

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

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

3. All Devices Tab

Search for site Mobile Computers Yesterday							
Yesterday (28 Jan 2019)							
UPDATES RECOMMENDED 136 devices		UP-TO-DATE 9 devices		ALL DEVICES 145			
Device updates are an important way to keep your Android devices secure and running at their full potential. LEARN MORE For Cellular enabled devices, please check with your carrier for the right carrier certified patches.							
Status	Model	Type	OS Version	BSP Version	LifeGuard Update Level	Android Security Patch Level	Serial Number
Updates Recommended	TC56	GMS	7.1.2	01.01.49	7	01 May 2018	XXXXXXXXXX
Updates Recommended	TC56	GMS	7.1.2	01.01.49	7	01 May 2018	XXXXXXXXXX
Up-to-date	TC56	GMS	7.1.2	01.01.49.00	13	01 Nov 2018	XXXXXXXXXX
Updates Recommended	TC56	GMS	7.1.2	01.01.49	7	01 May 2018	XXXXXXXXXX
Updates Recommended	TC56	GMS	7.1.2	01.01.49	2	05 Dec 2017	XXXXXXXXXX
Up-to-date	TC56	GMS	7.1.2	01.01.49.00	13	01 Nov 2018	XXXXXXXXXX
Updates Recommended	TC56	GMS	7.1.2	01.01.49	2	05 Dec 2017	XXXXXXXXXX
Updates Recommended	TC56	GMS	7.1.2	01.01.49	2	05 Dec 2017	XXXXXXXXXX

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

The screenshot shows the 'LifeGuard Analytics' interface. It has two main sections for configuration:

- Tile Alert:** This section explains that the percentage of devices needing updates to the latest available Security patch level will reflect on the tile color (amber or red). It features a horizontal slider with two markers: an orange marker at '10 %' and a red marker at '30 %'. Below the slider are 'CANCEL' and 'SAVE' buttons.
- Threshold - Updates Recommended:** This section explains that updates are recommended based on the acceptable number of months between the deployed patch and the latest available patch. It features a horizontal slider with a single marker set at '3 Months'. Below the slider are 'CANCEL' and 'SAVE' buttons.

- **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)

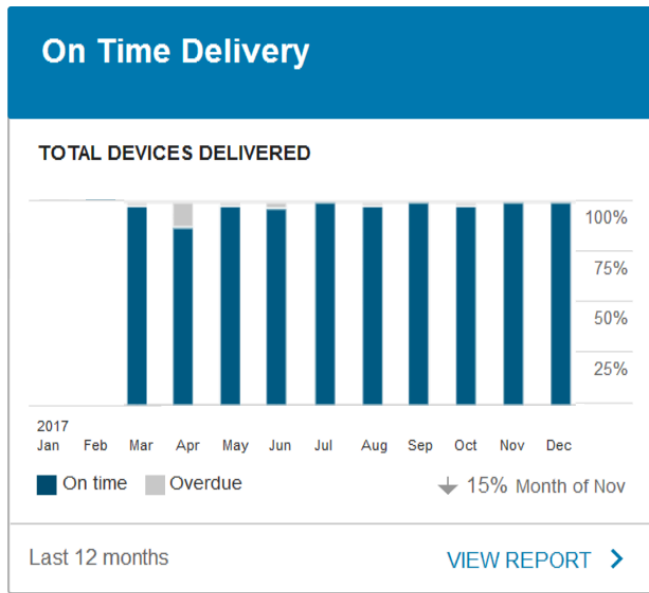
- Identify potential security issues in Android. Utilize the percentage of Android devices not up to date with their security patches to identify needed patches and address potential vulnerabilities. Export a list of serial numbers with updates available to utilize in a deployment plan.

On-Time Delivery

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

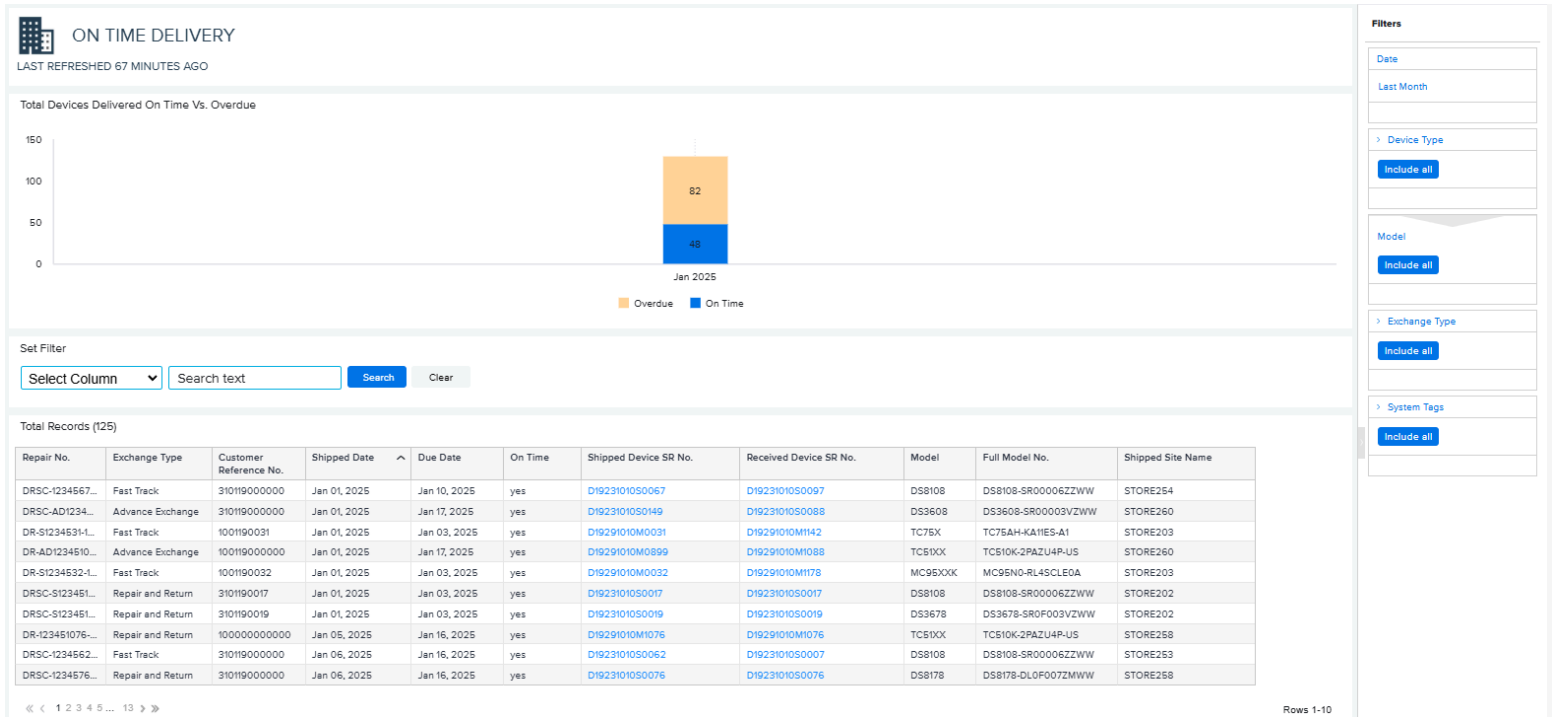
Tile View

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

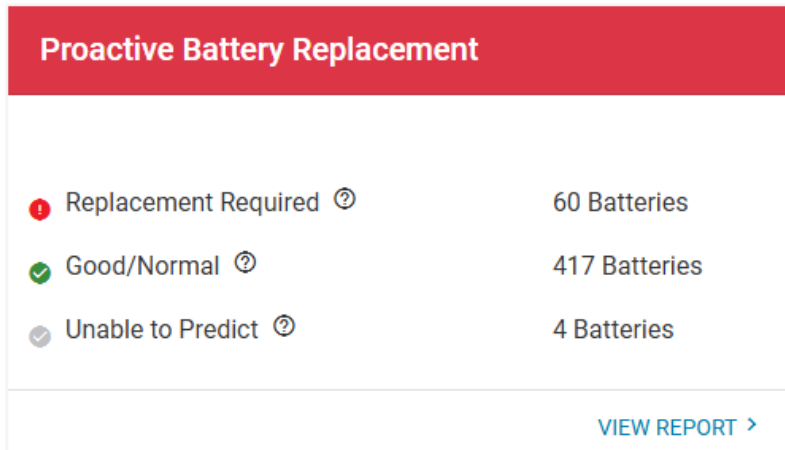
This report is available only to customers who have purchased the Proactive Battery Replacement service with their Zebra One Care contract. By enabling Zebra's ZDS agent on eligible devices and utilizing Zebra's proprietary Remaining Useful Life (RUL) algorithm, we can identify batteries that have reached 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.



NOTE: If you have the Proactive Battery Replacement (PBR) service, you must use the [Manage Sites](#) feature to set up the shipping addresses. This ensures that the replacement batteries are sent to the correct location.

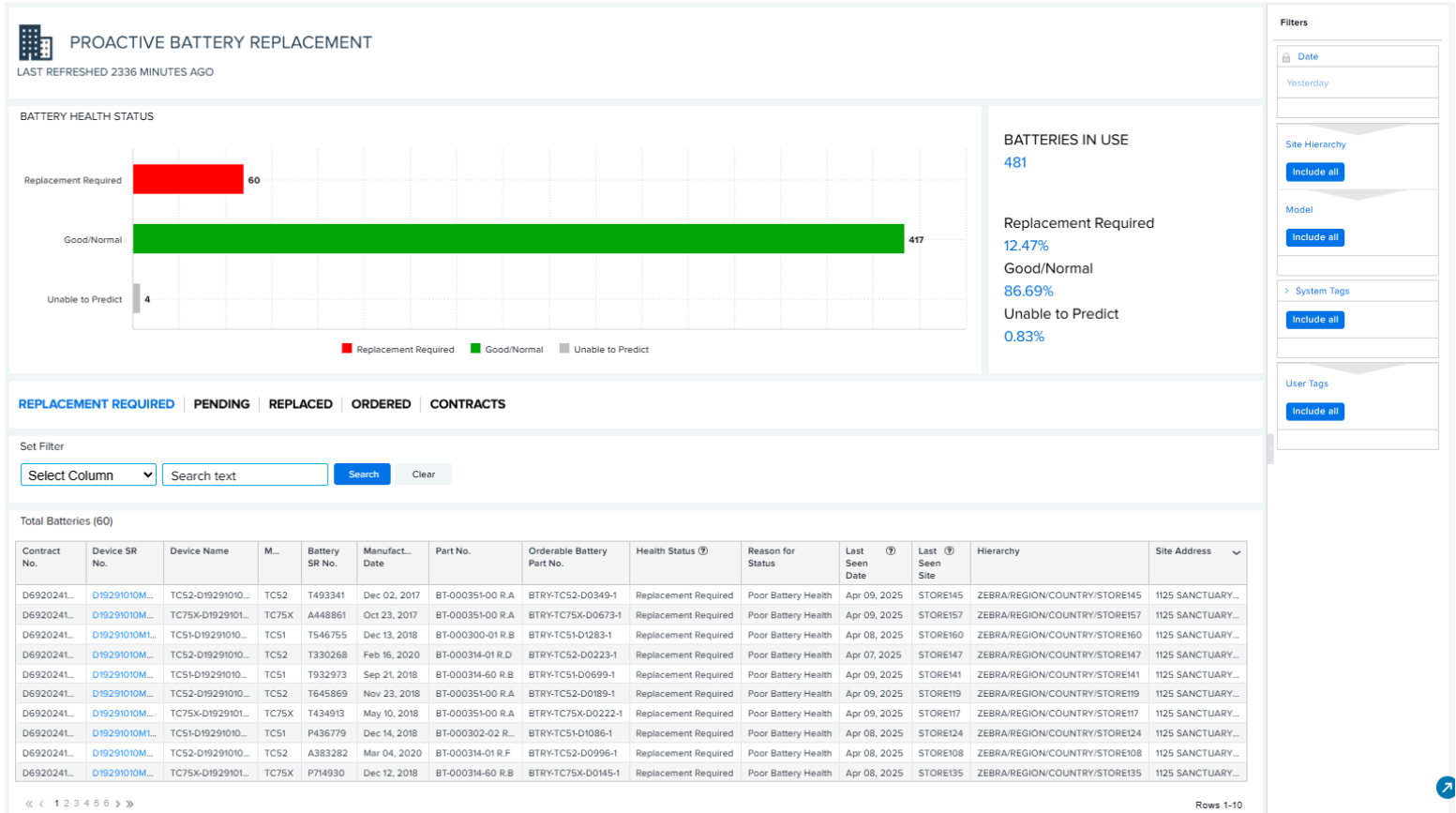
Tile View

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



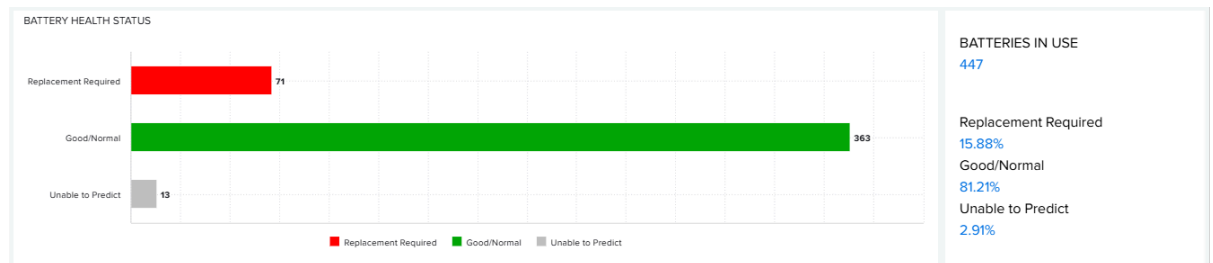
Expanded View

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 134 or [Replace Batteries](#) on page 137.



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

Repair & Support

REPLACEMENT REQUIRED

PENDING

REPLACED

ORDERED

CONTRACTS

Set Filter

Select Column

Search text

Search

Clear

Total Batteries (60)

Contract No.	Device SR No.	Device Name	Model	Battery SR No.	Manufact... Date	Part No.	Orderable Battery Part No.	Health Status ⓘ	Reason for Status	Last Seen Date ⓘ	Last Seen Site ⓘ	Hierarchy	Site Address	▼
D6920241...	D19291010M...	TC52-D19291010...	TC52	T493341	Dec 02, 2017	BT-000351-00 R.A	BTRY-TC52-D0349-1	Replacement Required	Poor Battery Health	Apr 09, 2025	STORE145	ZEBRA/REGION/COUNTRY/STORE145	1125 SANCTUARY...	
D6920241...	D19291010M...	TC75X-D19291010...	TC75X	A448861	Oct 23, 2017	BT-000351-00 R.A	BTRY-TC75X-D0673-1	Replacement Required	Poor Battery Health	Apr 09, 2025	STORE157	ZEBRA/REGION/COUNTRY/STORE157	1125 SANCTUARY...	
D6920241...	D19291010M...	TC51-D19291010...	TC51	T546755	Dec 13, 2018	BT-000300-01 R.B	BTRY-TC51-D1283-1	Replacement Required	Poor Battery Health	Apr 08, 2025	STORE160	ZEBRA/REGION/COUNTRY/STORE160	1125 SANCTUARY...	
D6920241...	D19291010M...	TC52-D19291010...	TC52	T330268	Feb 16, 2020	BT-000314-01 R.D	BTRY-TC52-D0223-1	Replacement Required	Poor Battery Health	Apr 07, 2025	STORE147	ZEBRA/REGION/COUNTRY/STORE147	1125 SANCTUARY...	
D6920241...	D19291010M...	TC51-D19291010...	TC51	T932973	Sep 21, 2018	BT-000314-60 R.B	BTRY-TC51-D0699-1	Replacement Required	Poor Battery Health	Apr 09, 2025	STORE141	ZEBRA/REGION/COUNTRY/STORE141	1125 SANCTUARY...	
D6920241...	D19291010M...	TC52-D19291010...	TC52	T645869	Nov 23, 2018	BT-000351-00 R.A	BTRY-TC52-D0189-1	Replacement Required	Poor Battery Health	Apr 09, 2025	STORE119	ZEBRA/REGION/COUNTRY/STORE119	1125 SANCTUARY...	
D6920241...	D19291010M...	TC75X-D19291010...	TC75X	T434913	May 10, 2018	BT-000351-00 R.A	BTRY-TC75X-D0222-1	Replacement Required	Poor Battery Health	Apr 09, 2025	STORE117	ZEBRA/REGION/COUNTRY/STORE117	1125 SANCTUARY...	
D6920241...	D19291010M...	TC51-D19291010...	TC51	P436779	Dec 14, 2018	BT-000302-02 R...	BTRY-TC51-D1086-1	Replacement Required	Poor Battery Health	Apr 08, 2025	STORE124	ZEBRA/REGION/COUNTRY/STORE124	1125 SANCTUARY...	
D6920241...	D19291010M...	TC52-D19291010...	TC52	A383282	Mar 04, 2020	BT-000314-01 R.F	BTRY-TC52-D0996-1	Replacement Required	Poor Battery Health	Apr 08, 2025	STORE108	ZEBRA/REGION/COUNTRY/STORE108	1125 SANCTUARY...	
D6920241...	D19291010M...	TC75X-D19291010...	TC75X	P714930	Dec 12, 2018	BT-000314-60 R.B	BTRY-TC75X-D0145-1	Replacement Required	Poor Battery Health	Apr 08, 2025	STORE135	ZEBRA/REGION/COUNTRY/STORE135	1125 SANCTUARY...	

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Rows 1-10

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

Data Grid Column

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

Sorting

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

Use Case(s)

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

3. Pending Tab

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

REPLACEMENT REQUIRED

PENDING

REPLACED

ORDERED

CONTRACTS

Set Filter

Select Column

Search text

Search

Clear

Total Batteries (18)

Contract No.	Device SR No.	Device Name	Model	Battery SR No.	Manufacture Date	Part No.	Health Status ⓘ	Reason for Status	Last Seen Date ⓘ	Last Seen Site ⓘ	Hierarchy	Site Address
D6920241001	D19291010M045	TC75X-D19291010M045	TC75X	A644583	Nov 23, 2018	BT-000351-00 R.A	Replacement Required	Poor Battery Health	Apr 11, 2025	STORE135	ZEBRA/REGION/COUNTRY/STORE135	1125 SANCTUARY PKWY, ALPHARETTA, GA 300
D6920241009	D19291010M085	MC95-D19291010M085	MC95	P655901	Jan 04, 2020	BT-000314-60 R.B	Replacement Required	Poor Battery Health	Apr 11, 2025	STORE121	ZEBRA/REGION/COUNTRY/STORE121	1125 SANCTUARY PKWY, ALPHARETTA, GA 300
D6920241010	D19291010M012	TC51-D19291010M012	TC51	T662525	Jan 13, 2020	BT-000351-00 R.A	Replacement Required	Poor Battery Health	Apr 10, 2025	STORE136	ZEBRA/REGION/COUNTRY/STORE136	1125 SANCTUARY PKWY, ALPHARETTA, GA 300
D6920241004	D19291010M120	TC51-D19291010M120	TC51	T139985	Sep 20, 2018	BT-000314-01 R.D	Replacement Required	Poor Battery Health	Apr 12, 2025	STORE150	ZEBRA/REGION/COUNTRY/STORE150	1125 SANCTUARY PKWY, ALPHARETTA, GA 300
D6920241002	D19291010M015	TC51-D19291010M015	TC51	A583938	Dec 23, 2017	BT-000351-00 R.A	Replacement Required	Poor Battery Health	Apr 12, 2025	STORE111	ZEBRA/REGION/COUNTRY/STORE111	1125 SANCTUARY PKWY, ALPHARETTA, GA 300
D6920241004	D19291010M099	TC75X-D19291010M099	TC75X	A350401	Oct 23, 2017	BT-000314-60 R.B	Replacement Required	Poor Battery Health	Apr 12, 2025	STORE103	ZEBRA/REGION/COUNTRY/STORE103	1125 SANCTUARY PKWY, ALPHARETTA, GA 300
D6920241006	D19291010M038	TC52-D19291010M038	TC52	T578498	Aug 18, 2017	BT-000314-60 R.B	Replacement Required	Poor Battery Health	Apr 10, 2025	STORE148	ZEBRA/REGION/COUNTRY/STORE148	1125 SANCTUARY PKWY, ALPHARETTA, GA 300
D6920241005	D19291010M035	TC52-D19291010M035	TC52	A288498	Mar 04, 2020	BT-000351-00 R.A	Replacement Required	Poor Battery Health	Apr 11, 2025	STORE119	ZEBRA/REGION/COUNTRY/STORE119	1125 SANCTUARY PKWY, ALPHARETTA, GA 300
D6920241008	D19291010M0614	TC52-D19291010M0614	TC52	A590402	Dec 03, 2018	BT-000302-02 R.B	Replacement Required	Poor Battery Health	Apr 12, 2025	STORE153	ZEBRA/REGION/COUNTRY/STORE153	1125 SANCTUARY PKWY, ALPHARETTA, GA 300
D6920241007	D19291010M054	MC95-D19291010M054	MC95	P747048	Nov 18, 2017	BT-000351-00 R.A	Replacement Required	Poor Battery Health	Apr 12, 2025	STORE105	ZEBRA/REGION/COUNTRY/STORE105	1125 SANCTUARY PKWY, ALPHARETTA, GA 300

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Rows 1-10

Data Grid Column

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

4. Replaced Tab

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

REPLACEMENT REQUIRED | PENDING | **REPLACED** | ORDERED | CONTRACTS

Replaced batteries are still in use beyond threshold

Note: Batteries in the "Pending" tab can take up to 1 hour to move into the "Replaced Batteries" tab. Replaced batteries will be listed here for up to 180 days after replacement is identified.

Set Filter

Select Column

Search text

Search

Clear

Total Batteries (404)

Contract No.	Device SR No.	Device Name	Model	Battery SR No.	Manufacture Date	Part No.	Orderable Battery Part No.	Replaced, Still in Use	Date Marked for Replacement	Last Seen Date	Last Seen Site
D6920241003	D19291010M1100	MC95-D192910...	MC95	A881789	Nov 17, 2017	BT-000314-01 R.D	BTRY-MC95-D1100-1	YES, >= 39 Days	Feb 18, 2025	Feb 18, 2025	STORE105
D6920241008	D19291010M0212	MC95-D192910...	MC95	P719156	Dec 06, 2017	BT-000314-01 R.F	BTRY-MC95-D0212-1	YES, >= 39 Days	Feb 18, 2025	Feb 21, 2025	STORE119
D6920241009	D19291010M0639	MC95-D192910...	MC95	T332884	Aug 29, 2019	BT-000351-00 R.A	BTRY-MC95-D0639-1	YES, >= 39 Days	Feb 15, 2025	Feb 17, 2025	STORE108
D6920241012	D19291010M1415	TC52-D192910L...	TC52	A942475	Dec 22, 2018	BT-000314-01 R.E	BTRY-TC52-D1415-1	YES, >= 39 Days	Feb 20, 2025	Feb 21, 2025	STORE150
D6920241010	D19291010M0505	TC75X-D19291...	TC75X	A163990	Feb 16, 2020	BT-000351-00 R.A	BTRY-TC75X-D0505-1	YES, >= 39 Days	Feb 17, 2025	Feb 19, 2025	STORE126
D6920241012	D19291010M0396	TC51-D192910L...	TC51	T432186	Sep 22, 2018	BT-000314-01 R.E	BTRY-TC51-D0396-1	YES, >= 39 Days	Feb 15, 2025	Feb 16, 2025	STORE148
D6920241009	D19291010M0605	TC75X-D19291...	TC75X	P405065	Dec 18, 2019	BT-000351-00 R.A	BTRY-TC75X-D0605-1	YES, >= 39 Days	Feb 17, 2025	Feb 20, 2025	STORE111
D6920241012	D19291010M0718	TC52-D192910L...	TC52	T120679	Sep 30, 2019	BT-000351-00 R.A	BTRY-TC52-D0718-1	YES, >= 39 Days	Feb 16, 2025	Feb 17, 2025	STORE135
D6920241001	D19291010M0087	MC95-D192910...	MC95	A525210	Sep 20, 2018	BT-000351-00 R.A	BTRY-MC95-D0087-1	YES, >= 39 Days	Feb 18, 2025	Feb 20, 2025	STORE127
D6920241002	D19291010M0015	MC95-D192910...	MC95	P819584	Sep 21, 2017	BT000018A01 R...	BTRY-MC95-D0015-1	YES, >= 39 Days	Feb 13, 2025	Feb 15, 2025	STORE131

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Rows 1-10

Data Grid Column

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

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

Replaced, Still in Use
YES, < 22 Days
YES, >= 39 Days
YES, >= 22 Days and < ...
YES, < 22 Days
YES, >= 22 Days and < ...
YES, >= 22 Days and < ...
YES, >= 39 Days
NO
YES, < 22 Days
YES, >= 22 Days and < ...

5. Ordered Tab

Repair & Support

REPLACEMENT REQUIRED

PENDING

REPLACED

ORDERED

CONTRACTS

Set Filter

Select Column

Search text

Search

Clear

Ordered Quantity
234

Total Records (23)

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

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Rows 1-10

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.

REPLACEMENT REQUIRED

PENDING

REPLACED

ORDERED

CONTRACTS

List of contracts where battery replacement has crossed 90% of entitlement

Set Filter

Select Column

Search text

Search

Clear

Total Records (2)

Contract No.	Service Part No.	Batteries Entitled	Batteries Replaced	% of Entitlement
D6920241004	DPRN-1910-04-01	14	13	93%
D6920241003	DPRN-1910-03-01	6	7	117%

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Rows 1-2

Data Grid Column

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

7. Tile Alert Threshold

Proactive Battery Replacement

Threshold: Replaced Battery Still in Use
Batteries already replaced, but they are still in use. Set the threshold criticality for how long the replace batteries can remain in the operation.

30 Days 60 Days

CANCEL SAVE

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

See Also

[Battery Decommission/Reinstate](#)

[Replace Batteries](#)

Repair Lifecycle

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

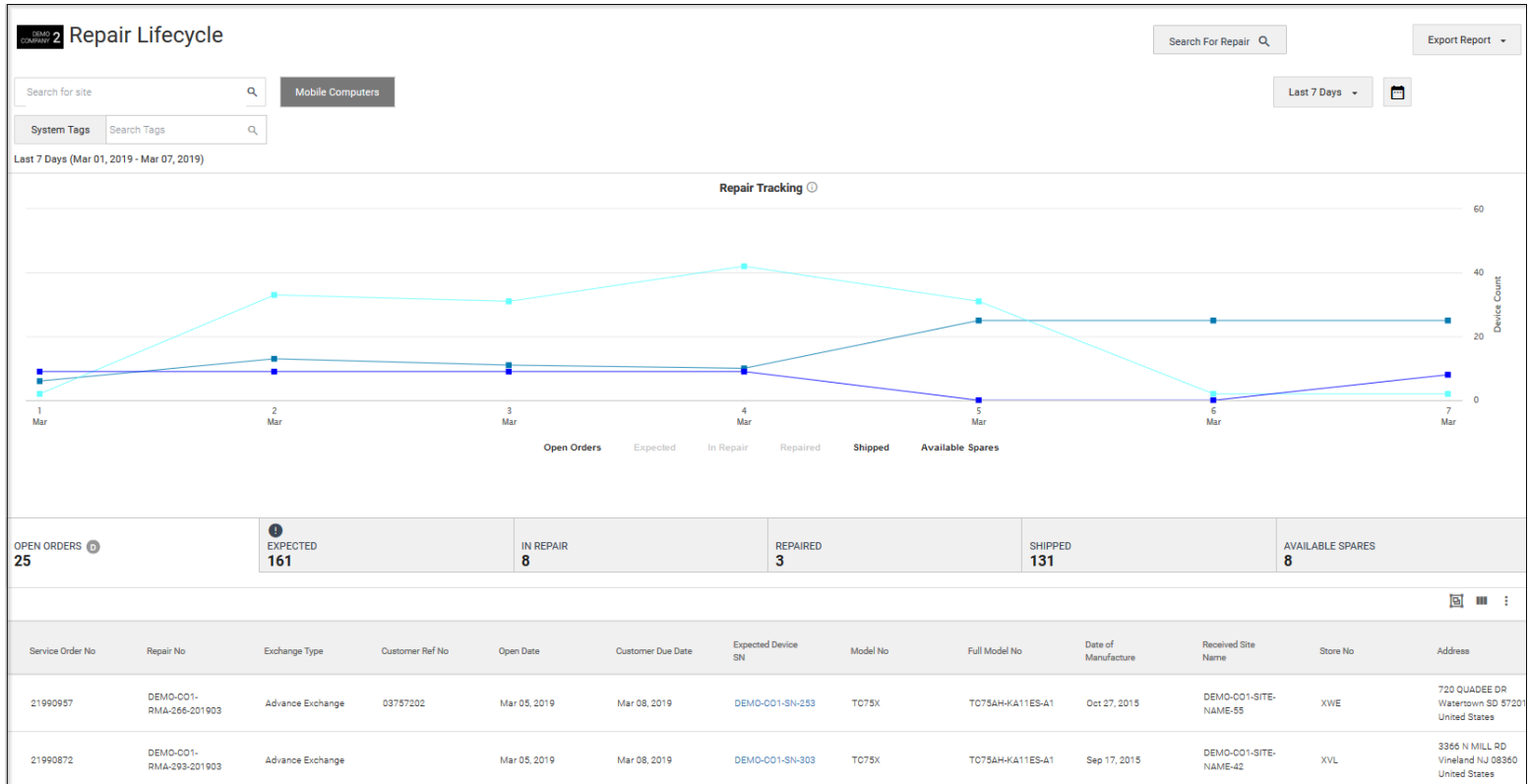
Tile View

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

Repair Lifecycle	
Open Orders	25
✓ Expected	222
In Repair	52
Repaired	62
Shipped	211
Available Spares	9
Last 7 Days	VIEW REPORT >

Expanded View

The expanded view shows additional information



1. Open Orders Tab

OPEN ORDERS 25		EXPECTED 222		IN REPAIR 52		REPAIRED 51		SHIPPED 199		AVAILABLE SPARES 9	
Service Order No	Repair No	Exchange Type	Customer Ref No	Open Date	Customer Due Date	Expected Device SN	Model No	Full Model No	Date of Manufacture		
22005844	DEMO-CO1-RMA-464-201903	Advance Exchange	03783993	11 Mar 2019	12 Mar 2019	DEMO-CO1-SN-628	TC75X	TC75AH-KA11ES-A1	Sep 17, 2015		
22005830	DEMO-CO1-RMA-431-201903	Advance Exchange	03784001	11 Mar 2019	12 Mar 2019	DEMO-CO1-SN-565	TC75X	TC75AH-KA11ES-A1	Oct 13, 2015		

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

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

Data Grid Columns

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

Use Case(s)

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

2. Expected Tab

OPEN ORDERS 25	EXPECTED 222	IN REPAIR 52	REPAIRED 51	SHIPPED 199	AVAILABLE SPARES 9				
Status	Service Order No	Repair No	Exchange Type	Customer Ref No	Replacement Shipped	Open Date	Overdue Days	Expected Device SN	Model No
	21978948	DEMO-CO1-RMA-169-201903	Advance Exchange	03740946	Y	02 Mar 2019	8	DEMO-CO1-SN-74	TC75X
	21980823	DEMO-CO1-RMA-145-201903	Advance Exchange	03746355	Y	02 Mar 2019	8	DEMO-CO1-SN-28	TC75X

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

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

Data Grid Columns

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

Use Case(s)

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

3. In Repair Tab

OPEN ORDERS 25		EXPECTED 222		IN REPAIR 5 52		REPAIRED 51		SHIPPED 199		AVAILABLE SPARES 9	
Service Order No	Repair No	Exchange Type	Customer Ref No	Received Date	Received Device SN	Model No	Full Model No	Date of Manufacture	Received Site Name		
21978965	DEMO-CO1-RMA-136-201903	Advance Exchange	03740933	11 Mar 2019	DEMO-CO1-SN-9	TC75X	TC75AH-KA11ES-A1	Sep 05, 2015	DEMO-CO1-SITE-NAME-3		
21992549	DEMO-CO1-RMA-310-201903	Advance Exchange	03766397	11 Mar 2019	DEMO-CO1-SN-340	TC75X	TC75AH-KA11ES-A1	Oct 12, 2015	DEMO-CO1-SITE-NAME-80		

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

This tab is not mutually exclusive with Open Order devices.

Data Grid Columns

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

Use Case(s)

- Identify which repairs are actively being worked on.

4. Repaired Tab

FASTTRACK 25		OPEN ORDERS 2			EXPECTED 19		IN REPAIR 2			REPAIRED 30			SHIPPED 39			AVAILABLE SPARES 38				
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Service Order No.	Repair No.	Exchange Type	Customer Reference No.	Repaired Date	Received Device SR No.	Model	Full Model No.	Manufacture Date	Last Known Site	Store No.	Inbound Tracking No.	Problem Code 1	Problem Code 2	Problem Description	Fault	Action	Remedy	Repair Classification	30 Day Repeat	SFDC Case No.
☐	DR-10210000-1-2024	Fast Track	10011800882	Aug 30, 2024	D19021010M1291	MC9500K	MC9500-RL45CLES4	Oct 27, 2021	Spore pool	Spore pool	78001826356	Speaker	no sound		Audio-Speaker Failure-No Sound	Replace/Install	Housing Trigger Minor Component	Failures	Y	DC-1119-2024
☐	DR-10210000-1-2024	Fast Track	10011800883	Aug 30, 2024	D19021010M1291	CC605	CC605-10-3200CWW	Aug 13, 2019	STORE138	STORE154	78001825922	Software	general problem		Display-Touch Panel Software Corrupted Software	Replace/Install, Repair	Housing Trigger Minor Component	Failures	Y	DC-1119-2024
☐	DR-10210000-1-2024	Fast Track	10011800884	Aug 30, 2024	D19021010M1291	TC31XX	TC31XX-2P42UAPUS	Sep 01, 2021	STORE142	STORE142	78001828010	Unspecified			Software Application Problem	Reload	Software	NTF	Y	DC-1119-2024
☐	DR-10210000-1-2024	Fast Track	10011800891	Sep 03, 2024	D19021010M1291	TC75X	TC75AH-KA11ES-A1	Mar 29, 2019	STORE102	STORE133	78001829998	Display	debris		Damage-Usb Port Damage Component Camera-Error Message Damage-Antenna Damage-Cracked Touch Panel	Replace/Install, Replace/Install, Replace/Install, Replace/Install	Minor Component, Touch Panel, Housing	Damage	N	DC-1119-2024
☐	DR-10210000-1-2024	Fast Track	10011800892	Aug 31, 2024	D19021010M1291	MC9500K	MC9500-RL45CLES4	May 11, 2019	STORE151	STORE136	78001826530				Damage-Tripod Damage-Tripod	Replace/Install, Replace/Install	Housing Trigger Minor Component	Damage	N	DC-1119-2024
☐	DR-10210000-1-2024	Fast Track	10011800893	Aug 31, 2024	D19021010M1291	CC605	CC605-10-3200CWW	May 03, 2020	STORE126	STORE136	78001827709	Speaker	no sound		Audio-Speaker Failure-No Sound	Replace/Install	Housing Trigger Minor Component	Failures	Y	DC-1119-2024

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

Data Grid Columns

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

Use Case(s)

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

5. Shipped Tab

OPEN ORDERS 25		EXPECTED 222		IN REPAIR 52		REPAIRED 51		SHIPPED ⓘ 199		AVAILABLE SPARES 9	
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Service Order No	Repair No	Exchange Type	Customer Ref No	Ship Date	Shipped Device SN	Model No	Full Model No	Date of Manufacture	Shipped Site Name		
22004643	DEMO-CO1-RMA-444-201903	Advance Exchange		11 Mar 2019	DEMO-CO1-SN-592	TC75X	TC75AH-KA11ES-A1	Nov 18, 2015	DEMO-CO1-SITE-NAME-63		
22004113	DEMO-CO1-RMA-436-201903	Advance Exchange	03782846	11 Mar 2019	DEMO-CO1-SN-575	TC75X	TC75AH-KA11ES-A1	Dec 08, 2015	DEMO-CO1-SITE-NAME-118		

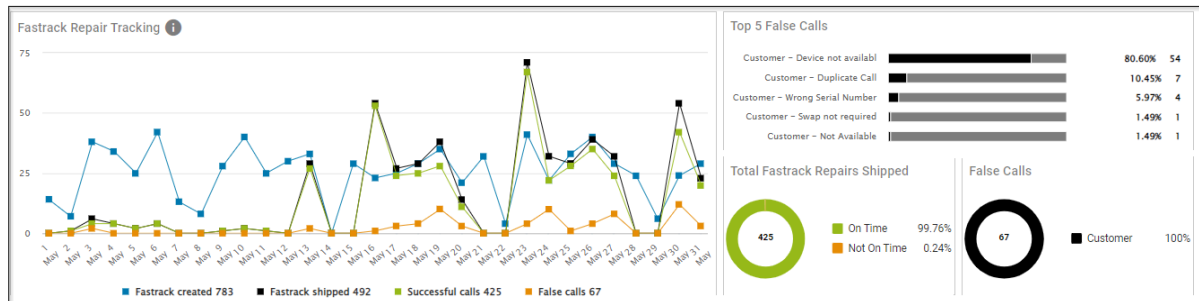
The Shipped tab shows devices returned to the customer over a specified date range. For Advanced Exchange customers, this will be a replacement device. For Repair and Return devices, this will be the original device that is sent in for repair (unless otherwise specified).

Data Grid Columns

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

Fastrack Tab (Only available with Fastrack contract)

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



Data Grid Column

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

Use Case(s)

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

OPEN ORDERS	EXPECTED	IN REPAIR	REPAIRED	SHIPPED	AVAILABLE SPARES
25	222	52	51	199	9
SparePool ID	SparePool Name	Serial Number	Model No	Last Repair Number	Repair Complete Date
DEMOCO1	DEMO COMPANY 2-DEMOCO1	DEMO-Q01-SN-837	TC75X		15 Jun 2017
DEMOCO1	DEMO COMPANY 2-DEMOCO1	DEMO-Q01-SN-834	TC75X		

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

Data Grid Column

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

Use Case(s)

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

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

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

Demo User

US - ENGLISH

Search For Repair

Export Report

Last 7 Days

Search By:

Repair No

Serial No

Customer Ref No

Inbound Tracking No

Outbound Tracking No

SEARCH

Clear

Repair History

1 Repairs

Repair Details

05 Aug 2018

DEMO-C01-RMA-176-201808

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

SV + Accidental Damage Feature

Repair Lifecycle

Export Report

Search for Site

Search For Repair

Mobile Computers

Models

System Tags

User Tags

Year to Date (Jan 01, 2020 - Oct 19, 2020)

Year to Date

Repair Tracking

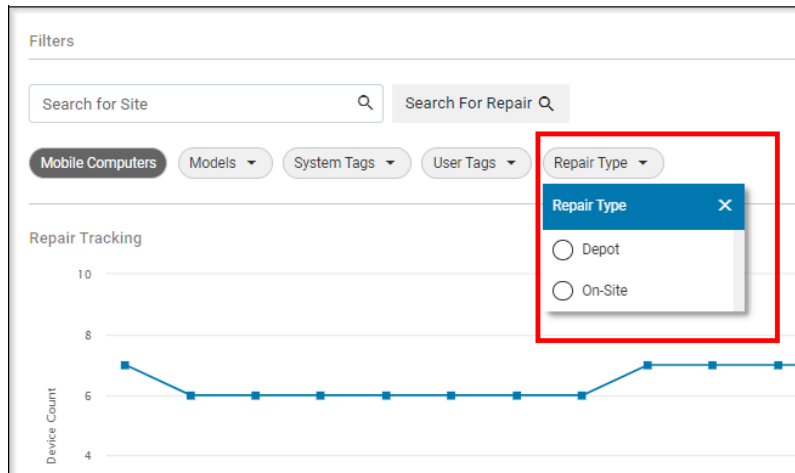
View SV-Accidental Damage Repair Summary

No activity for this date range

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

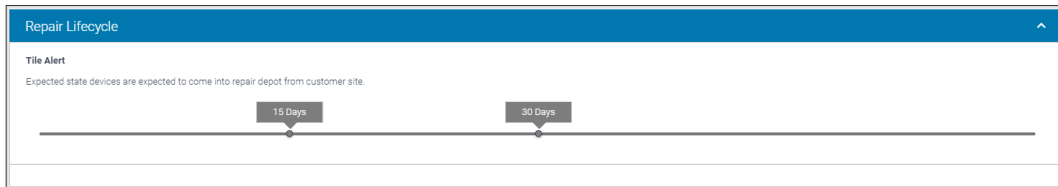
In addition to the **Repair Type** column, the **Shipped** tab has the **Installed SR No.** column hidden. This field typically shows the serial number of the replaced device if the defective device cannot be repaired.

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)

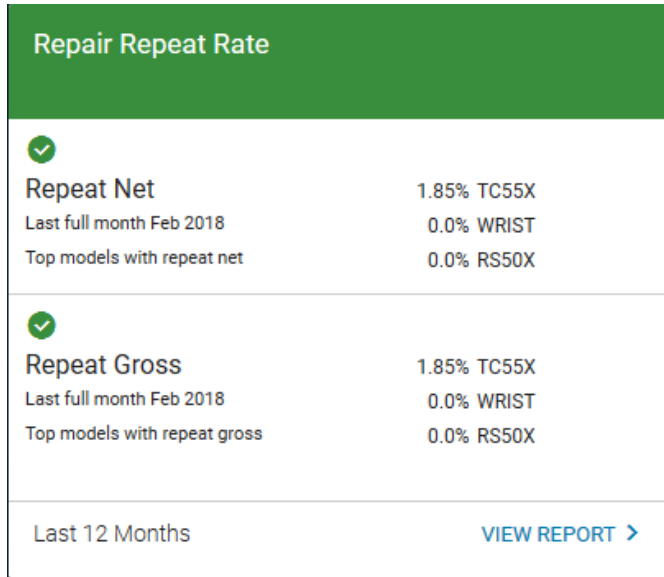
- End-to-end tracking of the progression of RMAs via the repair process.

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).

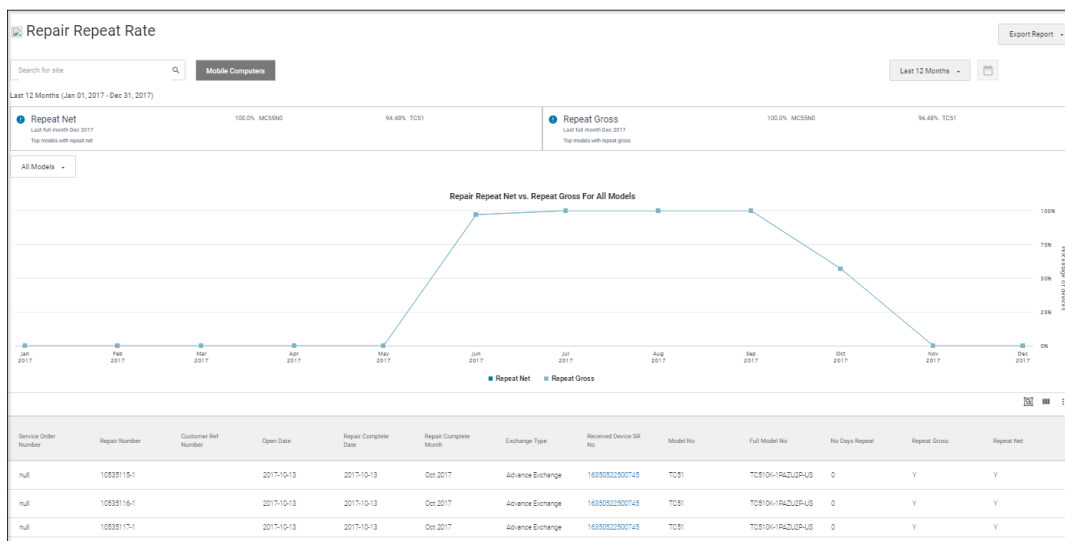
Tile View

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 screenshot shows a configuration window titled "Repair Repeat Rate". It contains two sections for setting thresholds. The first section, "Threshold - Repeat Net", includes a description "Repeat Net threshold is percentage of repeat repairs due to device failure only." and a slider set to 0%. The second section, "Threshold - Repeat Gross", includes a description "Repair Gross threshold is percentage of repeat repairs due to device failure as well as No Trouble Found." and a slider also set to 0%. Both sections have a toggle switch to the right, which is currently turned off.

- 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)

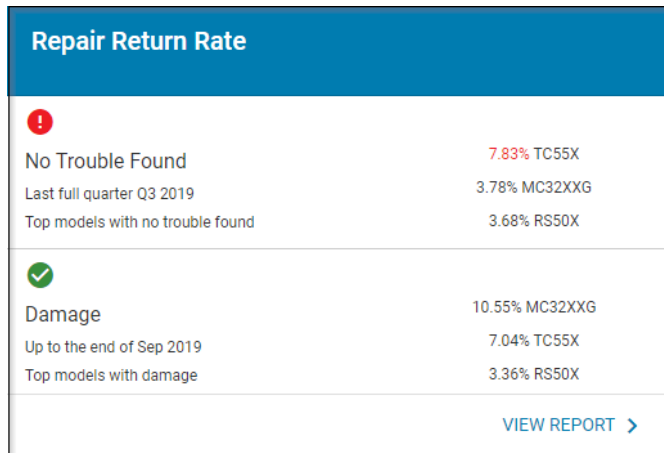
- Understand what devices are being sent back within 30 days of being repaired. This can indicate an issue with the repair depot.
- Aide customers in understanding their triage practices.
- Report selects devices that may have chronic performance issues.

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.

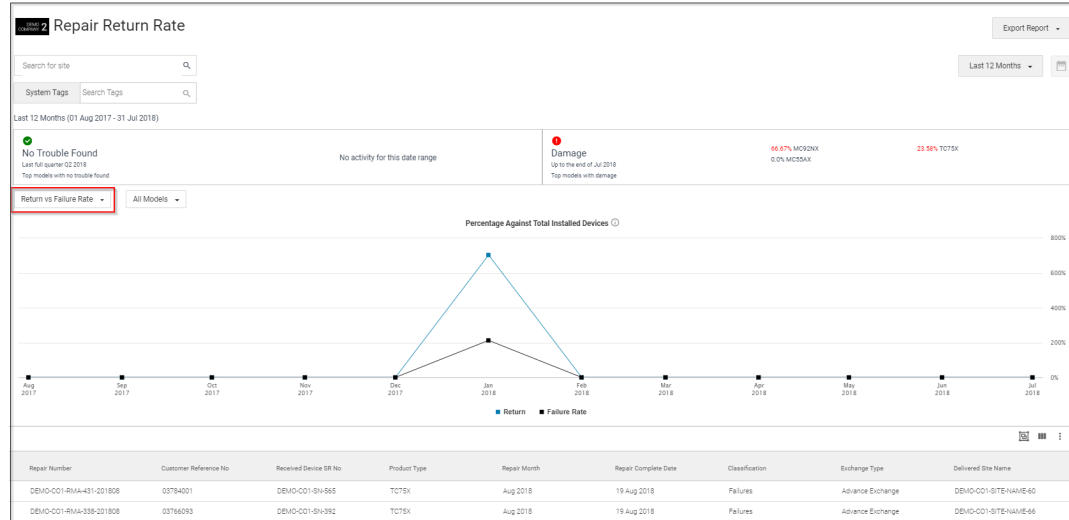
Data Grid Columns

- 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

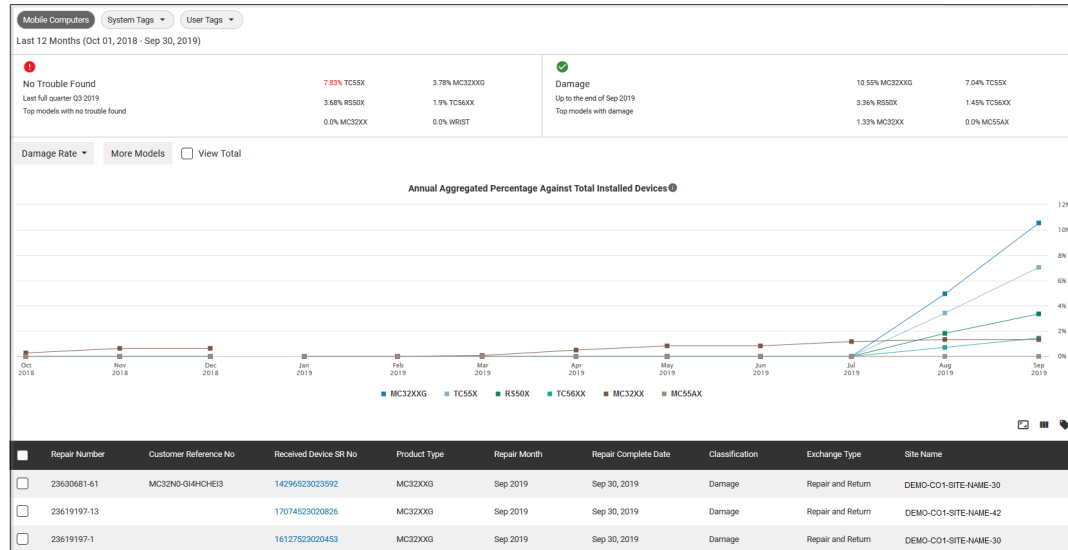
- Repair Number, Customer Reference No, Received Device SR No, Product Type, Repair Month, Repair Complete Date, Classification, Exchange Type, and Delivered Site Name.

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

Repair & Support



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.

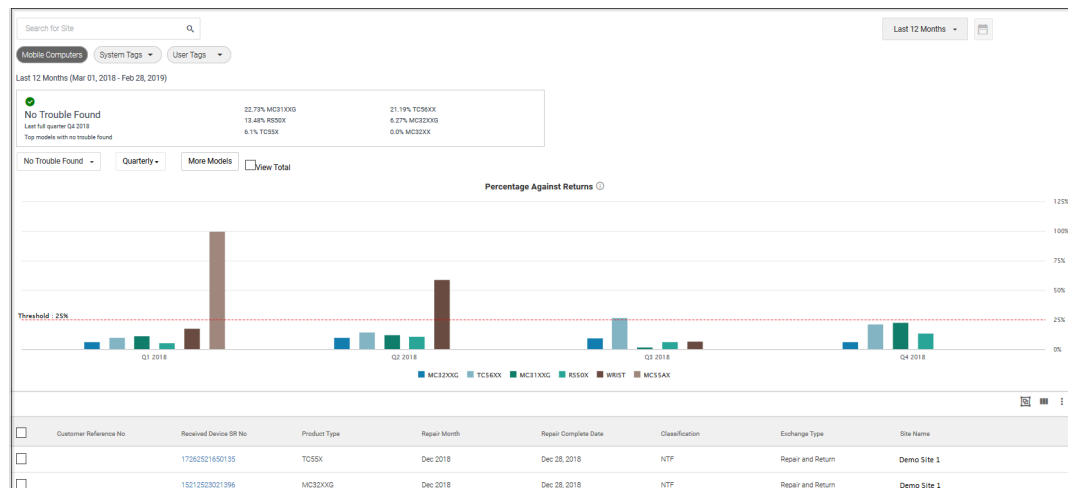
Data Grid Columns

- 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.

Repair Return Rate

Threshold - No Trouble Found

Percentage of repairs classified as No Trouble Found against the total number of repairs, in a calendar quarter.

5 %

CANCEL

SAVE

Threshold - Damage

Percentage of repairs classified as Damage against the total install base, in a calendar year.

10 %

CANCEL

SAVE

Date Range Options

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

Top Repair Metrics

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

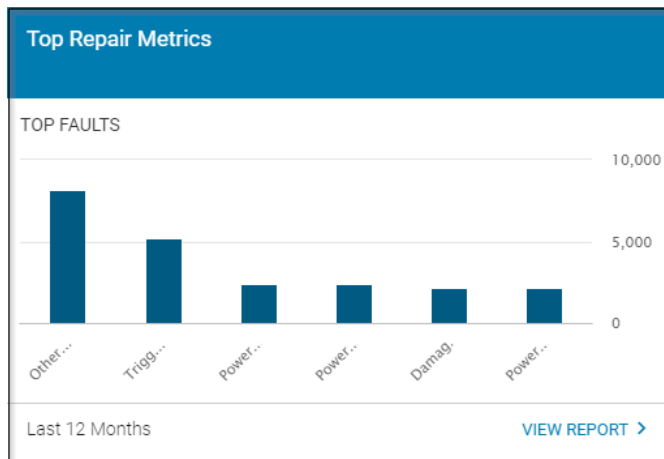
It helps understand repair trends and identify potential problem areas to address. Data is presented graphically and ranked for customer repair data, which can be filtered by site, model, system tags, or exchange type. Graphs can be presented online or exported to PDF for use in other report formats.

Data Grid Columns

- Data grid is not available for this report.

Tile View

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



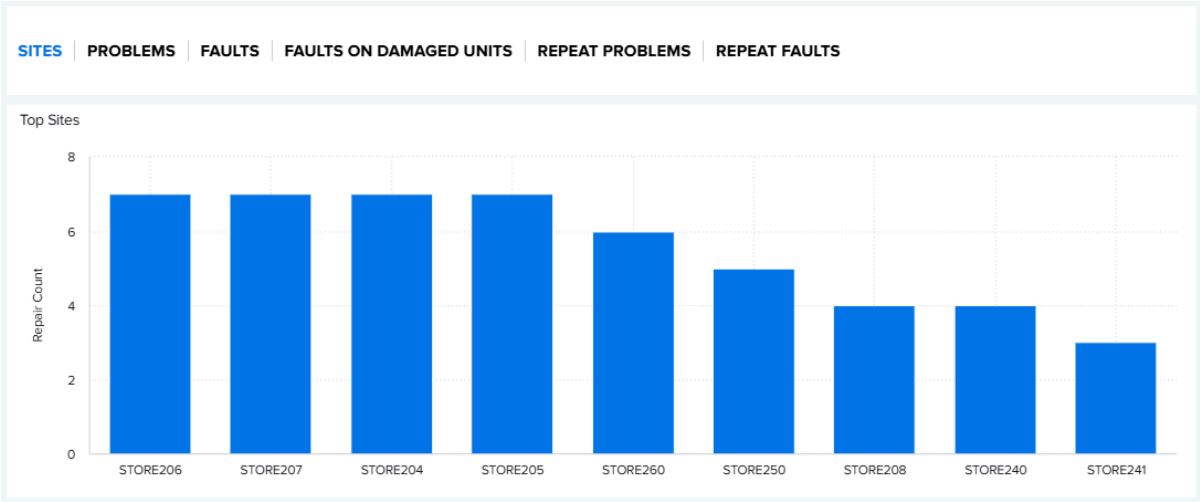
Expanded View

The expanded view shows additional information.

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



1. Top Sites

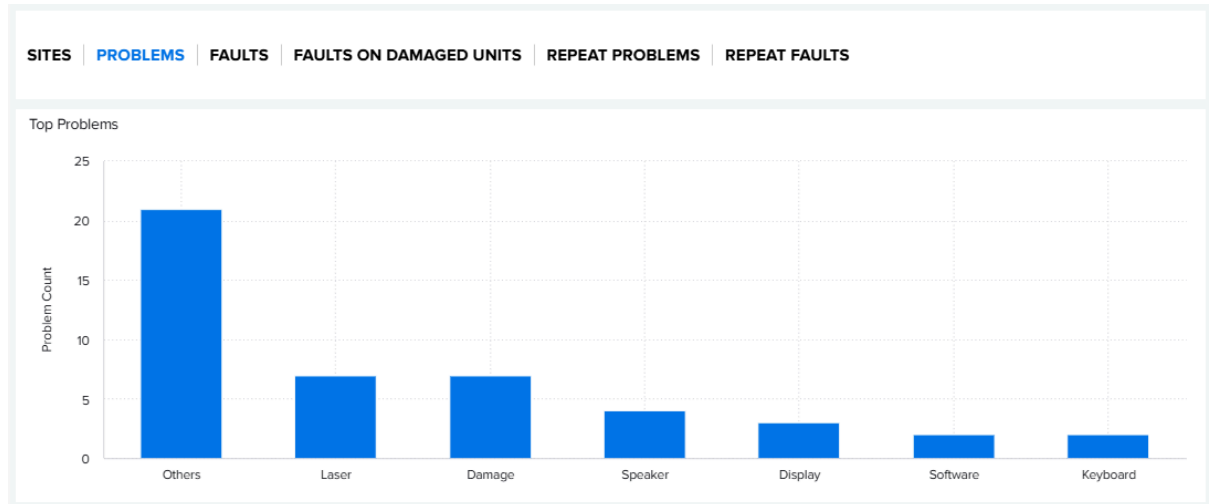


Provides a Pareto bar chart ranking of Top Sites with repairs completed during the selected date range.

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

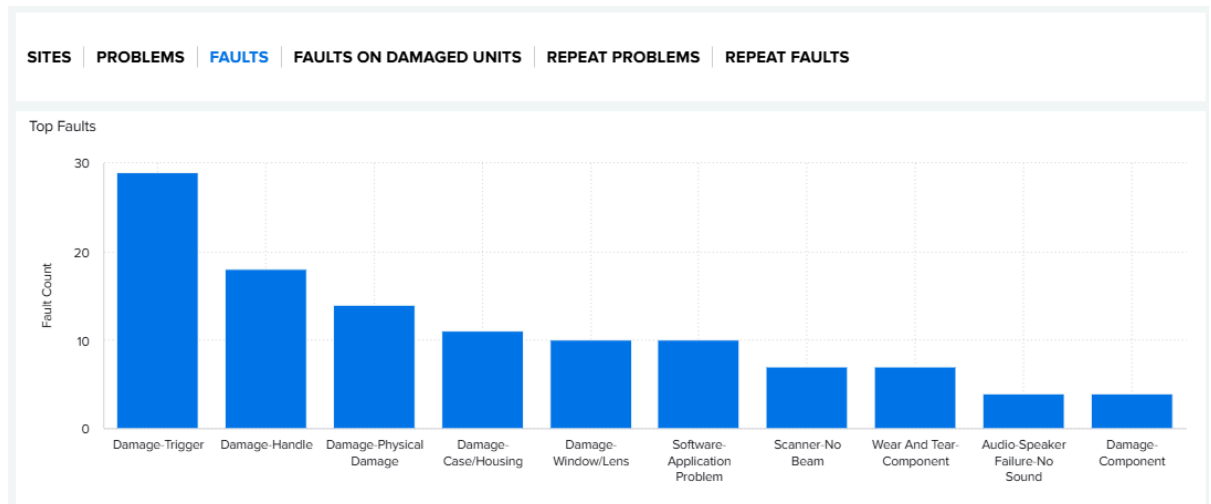


Provides a Pareto bar chart ranking of Top Problems identified for repairs completed during the selected date range.

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

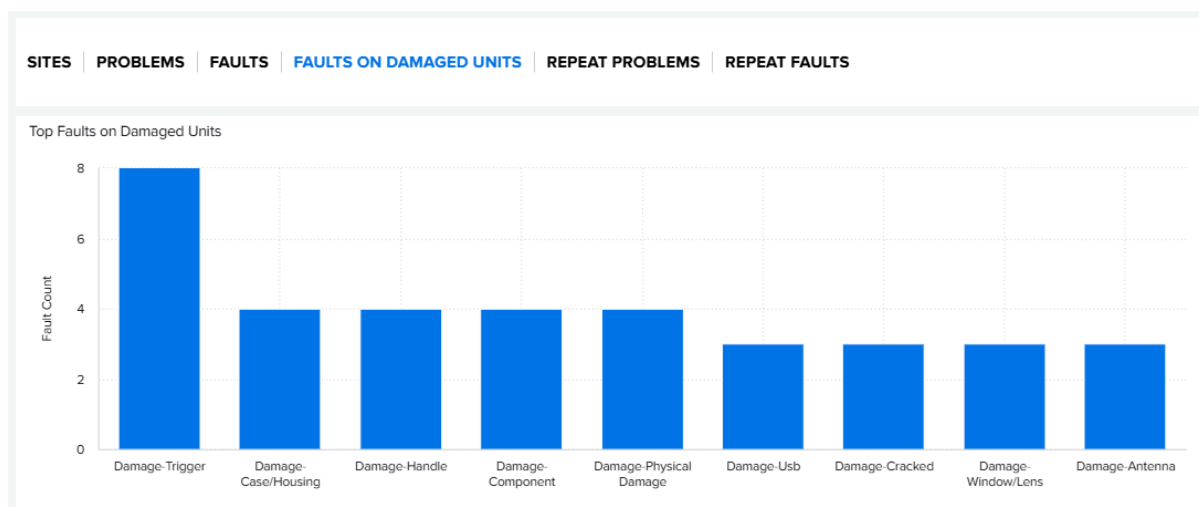


Provides a Pareto bar chart ranking of Top Faults for repairs done during the selected date range.

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

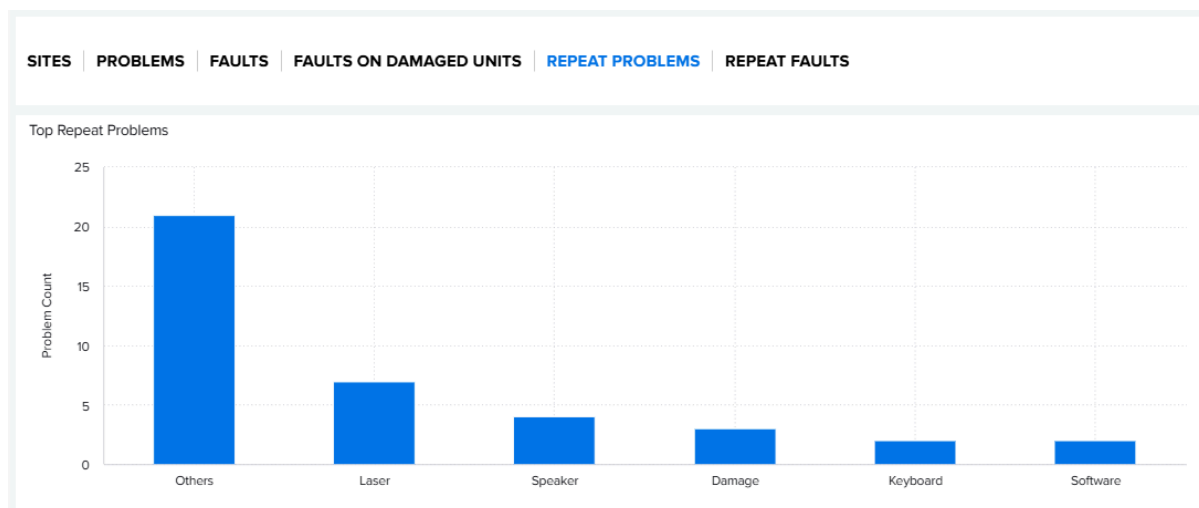


Provides a Pareto bar chart ranking of Top Faults on Damage Units identified for repairs completed during the selected date range.

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

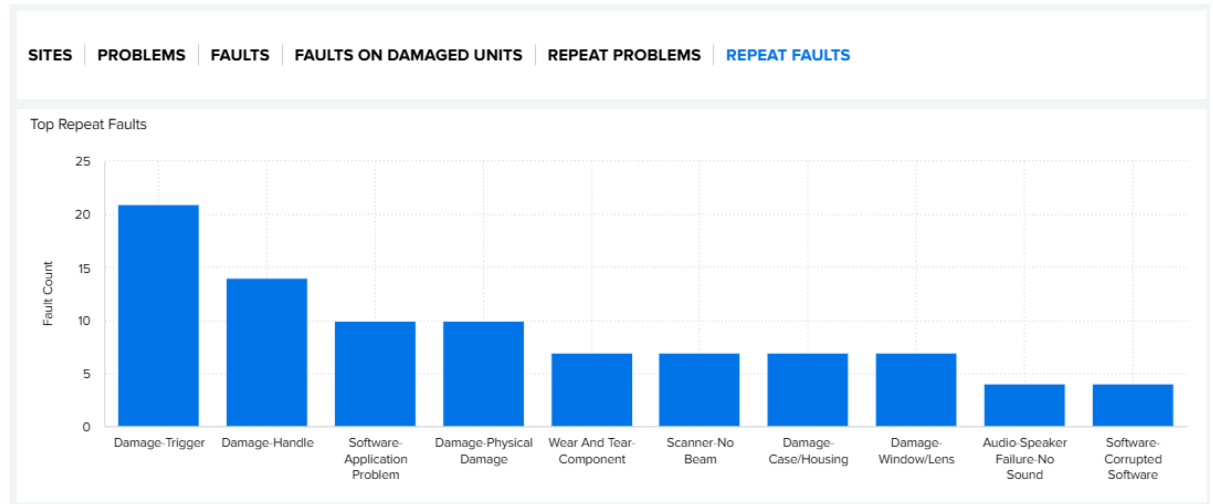


Provides a Pareto bar chart ranking of Top Problems identified for repeat repairs completed during the selected date range.

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

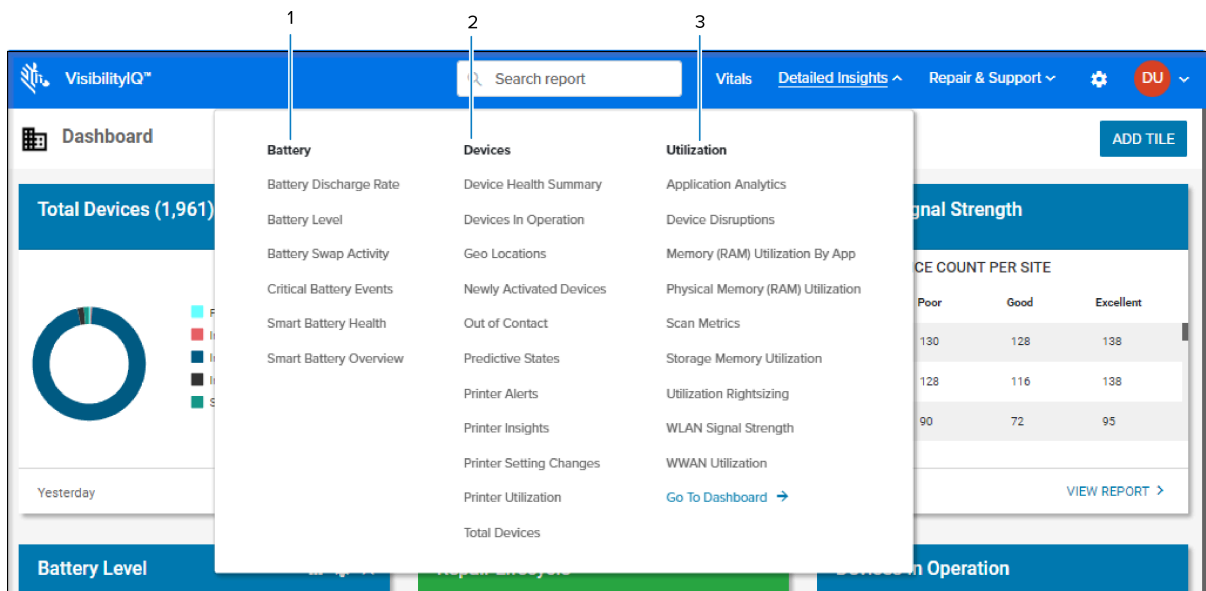
- Date, Model, Device Type, Exchange Type, and System Tags.

8. Tile Alert Threshold

- There are no alert thresholds available for the Top Repair Metrics report.

Detailed Insights

The **Detailed Insights** menu 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	Personal Shopper Insights	Storage Memory Utilization
	Predictive States	Utilization Rightsizing
	Printer Alerts	WLAN Signal Strength
	Printer Insights	WWAN Utilization

Battery	Devices	Utilization
	Printer Setting Changes	Go To Dashboard (Click this link to return to your user dashboard.)
	Printer Utilization	
	Total Devices	

Overview of Operational Reports and Insight Summaries

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



NOTE: VIQ supports both Zebra and non-Zebra Android mobile devices, printers, and scanners.



NOTE: The following information applies when collecting data using mobile devices.

- Non-Zebra devices must have the Zebra Services Agent (ZSA) installed.
- Zebra and non-Zebra devices running ZSA support most reports in the VIQ offerings.
- The following non-Zebra devices are validated to support VIQ:
 - Datalogic
 - Honeywell
 - Samsung

For more information, refer to the [Zebra Services Agent](#) support site.

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, Honeywell, and Datalogic 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. - Zebra Android devices only.

Table 2 Detailed Insights > Devices Menu

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. - Some fields are not available for non-Zebra devices. - 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 MP7200, MP7000, DS36, and DS81 Series Scanners.

Table 2 Detailed Insights > Devices Menu (Continued)

Report Name	Description	Highlights
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.
Out of Contact	Provides insights on the Out of Contact (OOC) devices and aging info to pinpoint potential Lost/Stolen devices. The sites with a high number of OOC devices are alerted.	• Provides top sites with the most out-of-contact devices. • Provides the last known 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. • Some fields are not available for non-Zebra devices. • For printers • Requires the 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 MP7200, MP7000, DS36, and DS81 Series Scanners.

Table 2 Detailed Insights > Devices Menu (Continued)

Report Name	Description	Highlights
Personal Shopper Insights	Provides site-level and device-level information regarding personal shopper devices.	- Available with VisibilityIQ Foresight. - Zebra Android PS (Personal Shopper) devices only. - Requires Zebra Data Analytics (ZDS) agent enabled on Zebra Android PS devices and Internet access from devices.
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 a summary of issues identified and sites/devices impacted. - Available with Visibility Foresight.
Printer Alerts	Provides insight into alerts received from printers and whether the alerts are cleared within the 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.
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.

Table 2 Detailed Insights > Devices Menu (Continued)

Report Name	Description	Highlights
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 MP7200, 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.
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.

Table 3 Detailed Insights > Utilization Menu (Continued)

Report Name	Description	Highlights
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. - Zebra Android devices only.
Scan Metrics	For Zebra mobile computers, provides insights on the total number of scans and the number of successful scans and compares the symbology from scans performed. For Zebra scanners, provides insights on the number of successful scans and compares the symbology from scans performed.	- Available with VisibilityIQ Foresight. - Requires Zebra Data Analytics (ZDS) agent enabled on Zebra Android devices and Internet access from devices. - Zebra Android devices only. - For printers - Requires the 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 MP7200, MP7000, DS36, and DS81 Series Scanners
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.

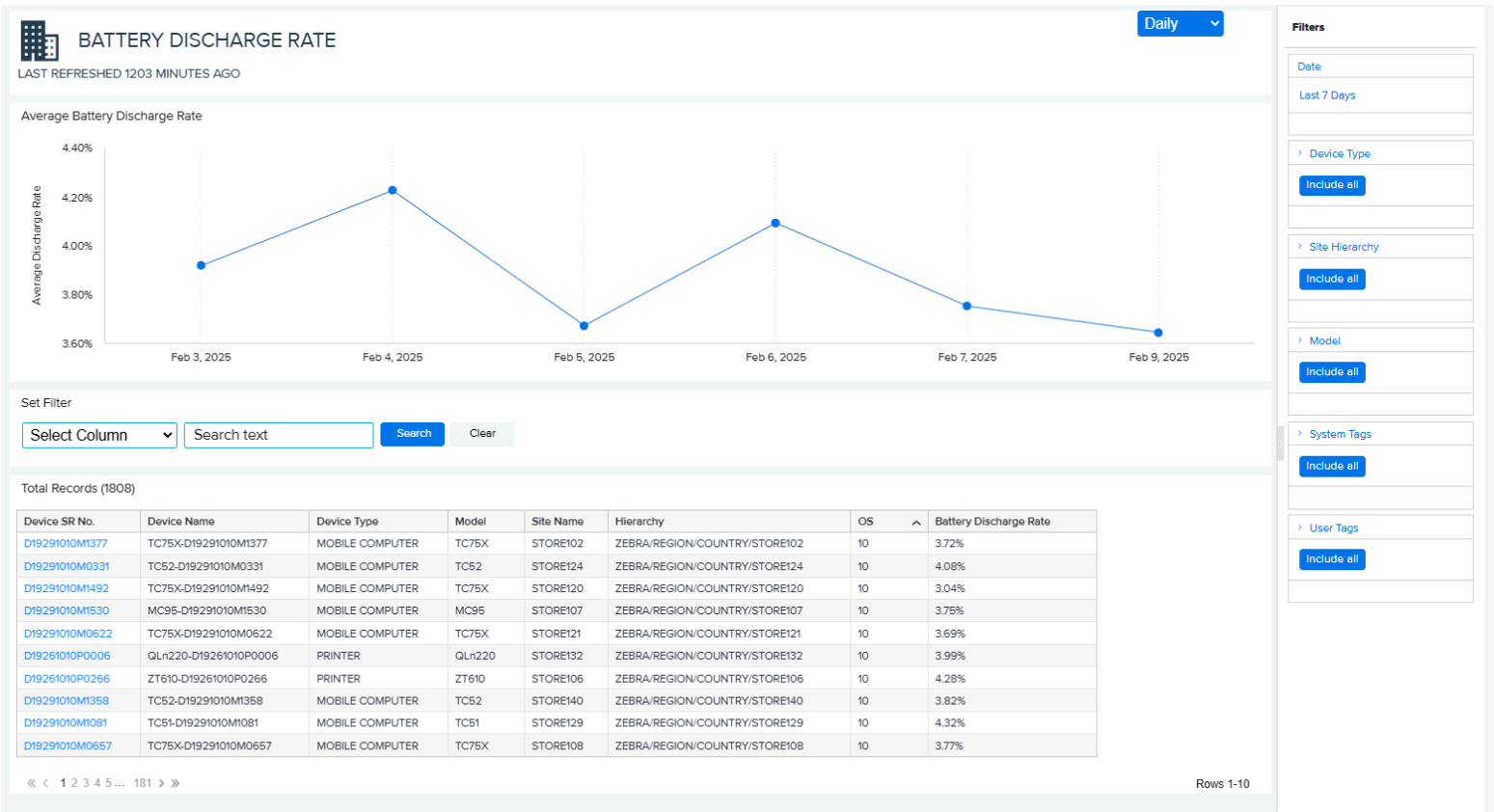
Tile View

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.

Battery Discharge Rate		
Average Battery Discharge Rate		
All Models		3.97%
TC8300		9.00%
TC52		5.60%
TC51		3.32%
TC8000		3.27%
Last 7 Days		VIEW REPORT

Expanded View

The expanded view shows additional information.



1. Graph

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

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

- Other filters, including tags, OS, and site hierarchy information, can be used to focus on specific devices and show their average battery discharge rate information.

2. Data Grid Columns

- Device Serial (SR) Number, Device Name, Device Type, Model, Site Name, Hierarchy, OS, and Battery Discharge Rate.

3. Date Range Options

- Last 7 Days (Default)
- Custom Range

4. Use Case(s)

- Identification of a potential bad battery in a device. For example, if the battery discharge rate is significantly higher than that of other devices of the same model, it is likely that the battery is faulty.
- Indication of external impact on devices at the site, model, or enterprise level. For example, if there is a sudden increase in the battery discharge rate across a group of devices of the same model or at the same site following an application rollout or upgrade, then it is likely that the application or the new version is causing the rapid depletion of the batteries. Therefore, if the batteries cannot last for a full shift, a rollback may need to be considered.

Battery Level

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

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

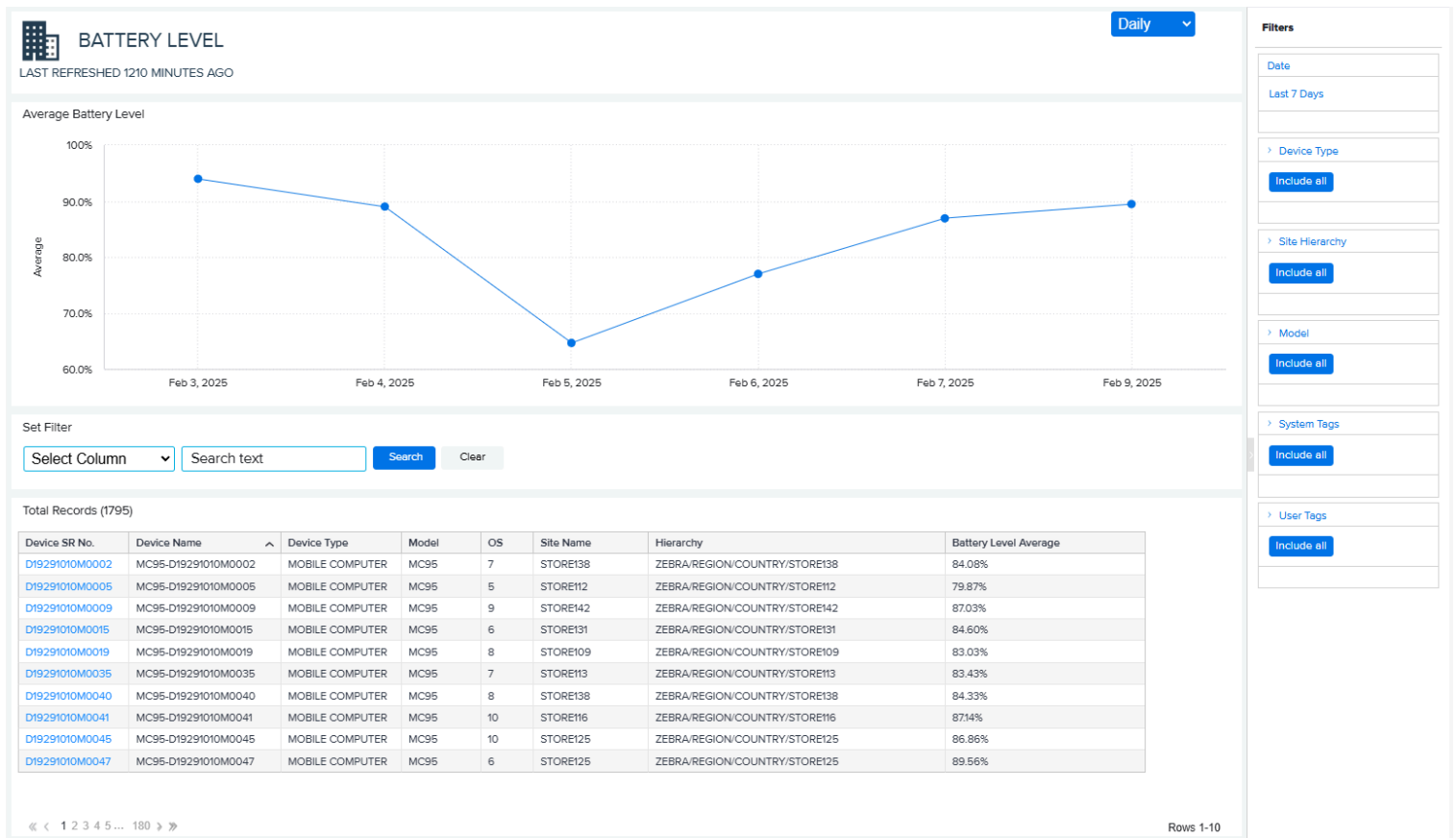
Tile View

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

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

Expanded View

The expanded view shows additional information.



1. Graph

- The default reflects the average battery level across all models at an enterprise level. Selecting any other model from the model filter on the right allows you to view battery-level data for that model.
- Additional filters, such as device type, site hierarchy, system tags, and user tags, allow devices to be filtered out and display average battery levels for specific devices.
- Selecting different date options or custom date ranges adjusts the displayed battery level data.

2. Data Grid Columns

- Device Serial (SR) Number, Device Name, Device Type, Model, OS, Site Name, Hierarchy, and Battery Level Average.

3. Date Range Options

- Last 7 Days (Default)
- Custom Range

4. Use Case(s)

- A low average battery level can be a good indicator of battery charging issues. For example, if a user sees an average battery level less than expected for a device, it is very likely the device is not

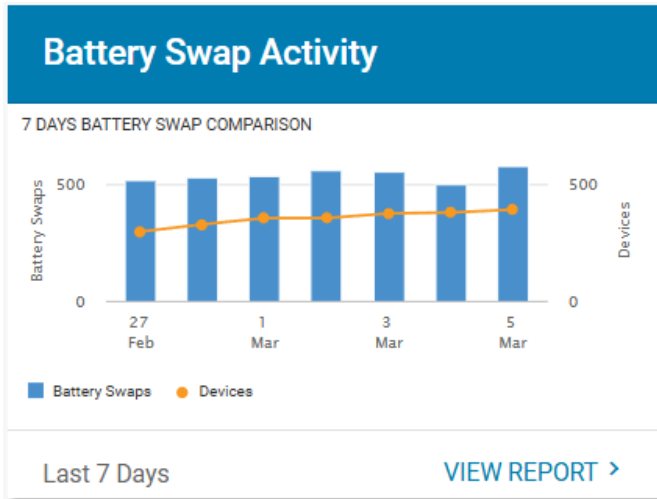
charged to at least 90% before use, which may be caused by inappropriate charging behavior or issues with the charger/cradle.

Battery Swap Activity

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

Tile View

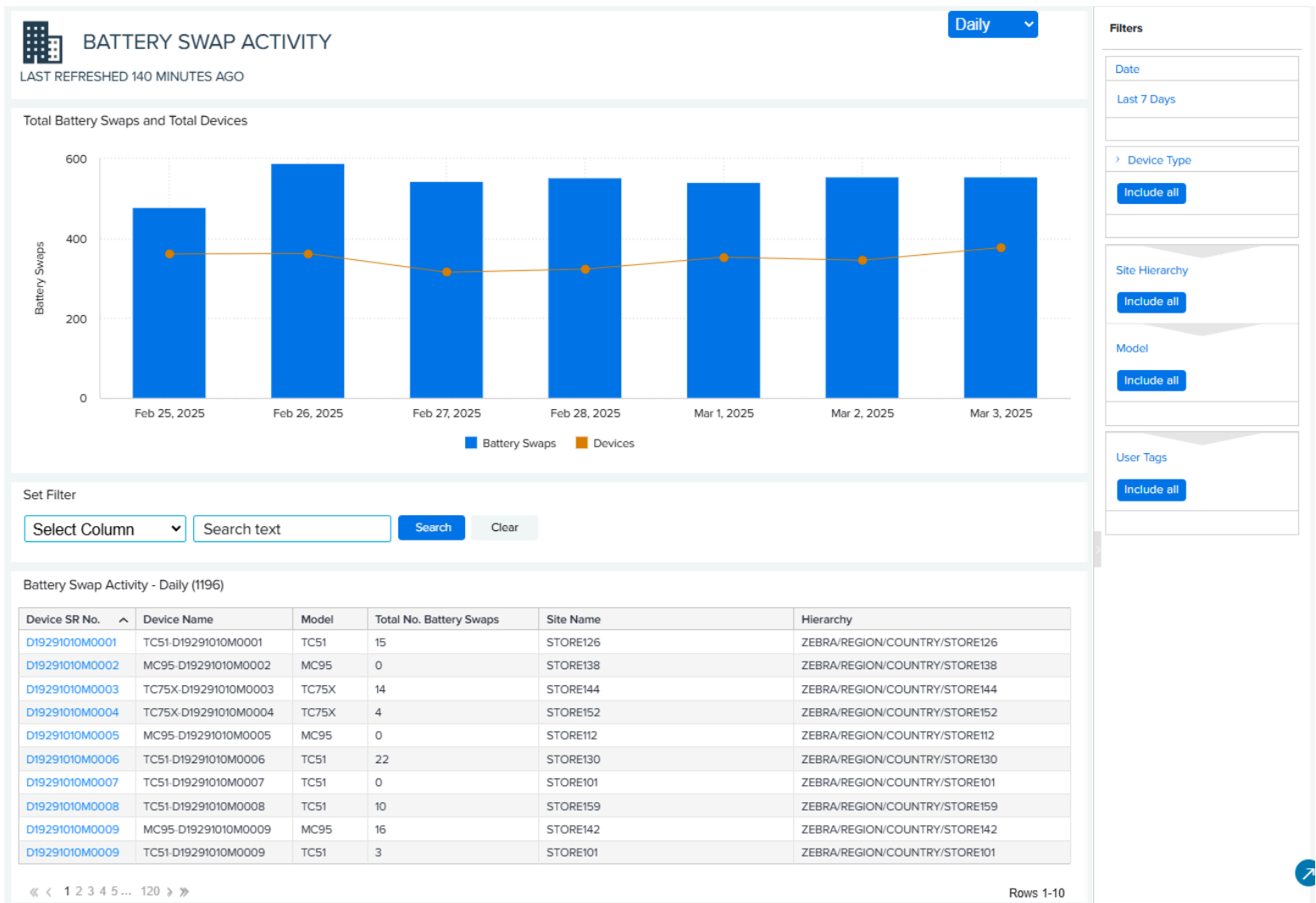
The tile displays the number of battery swaps and devices with battery swaps for the past 7 days.



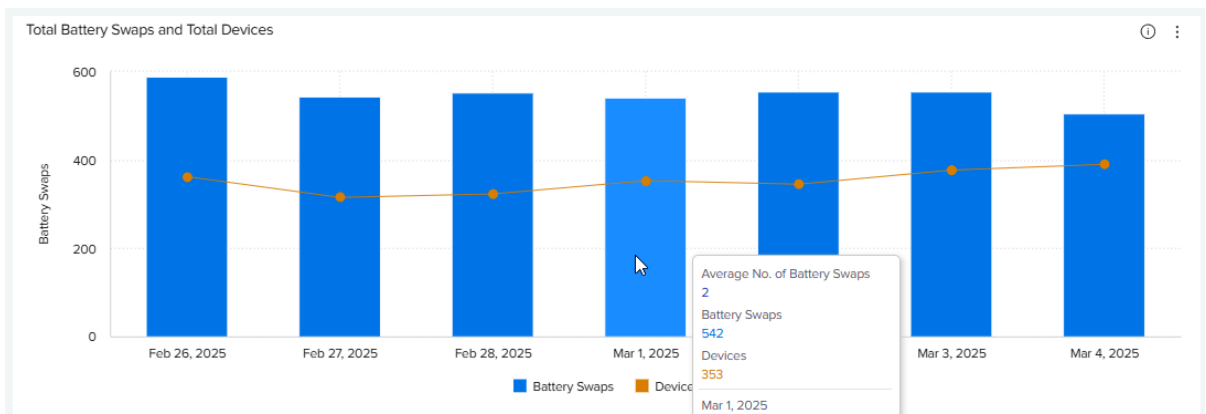
Detailed Insights

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.

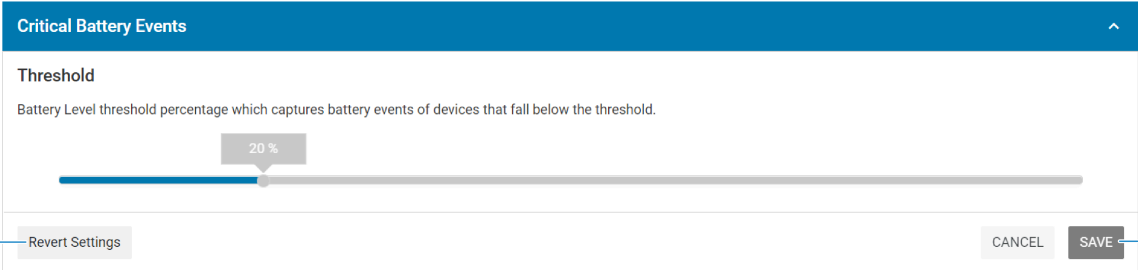
Report Settings

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.



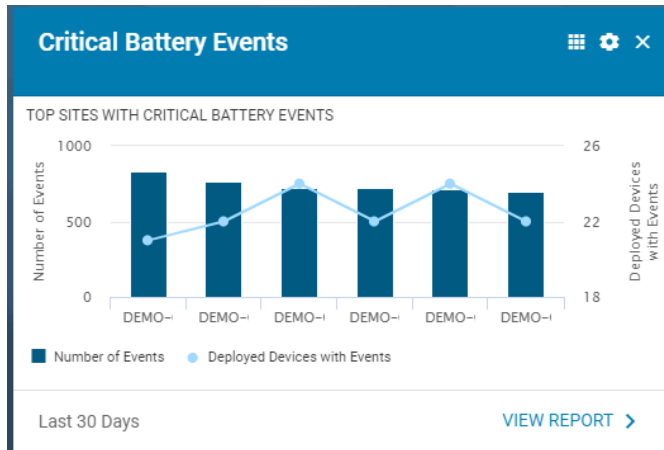
NOTE: The historical data for critical battery events based on previous setting value(s) will not be changed.

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

Detailed Insights

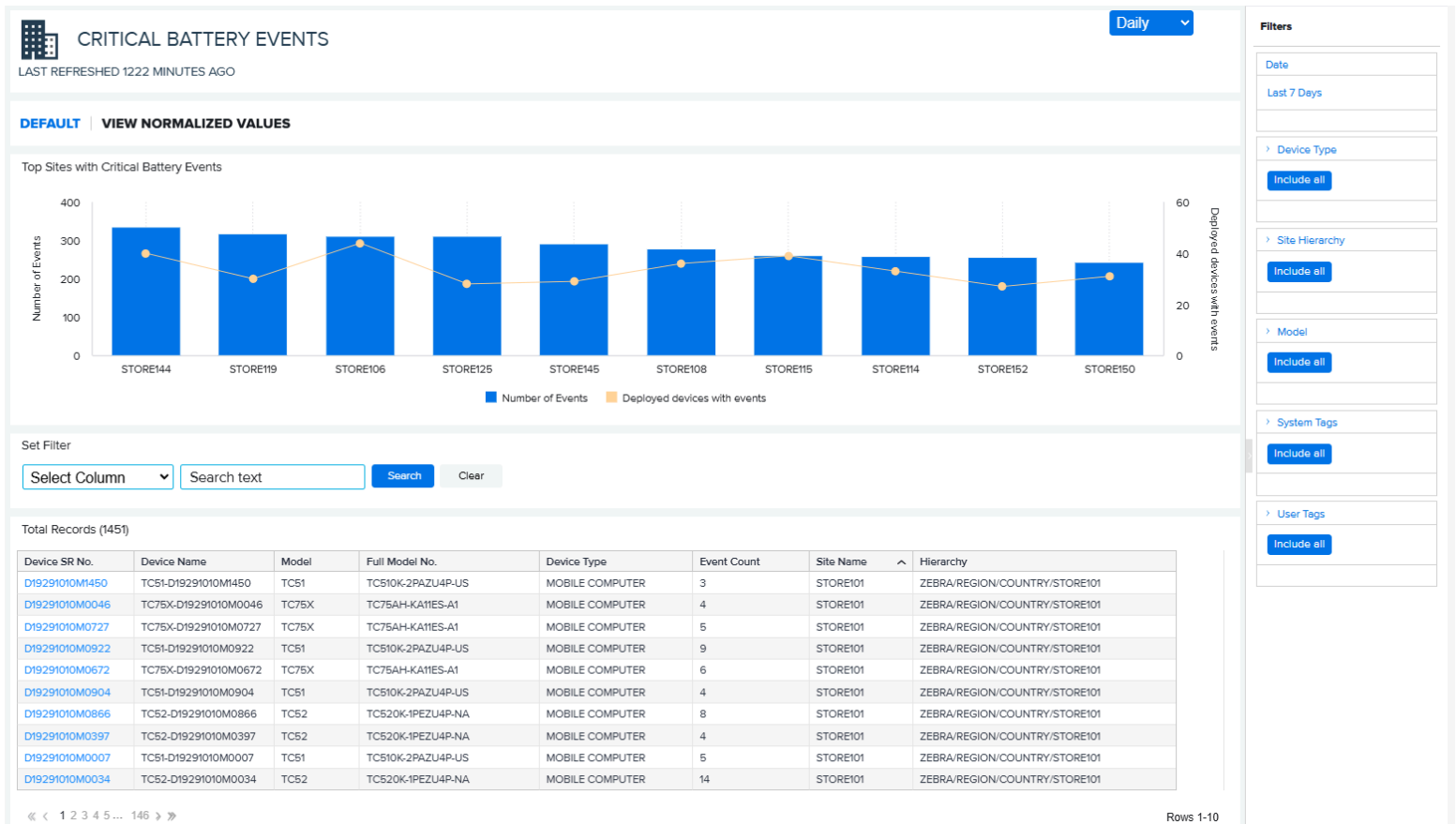
Tile View

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



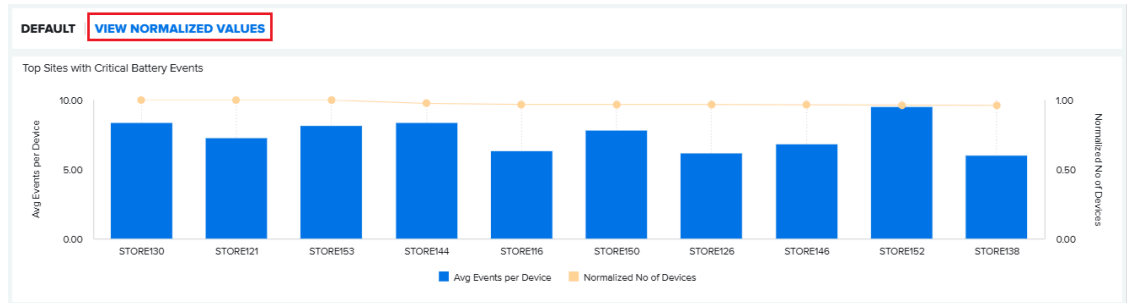
Expanded View

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.

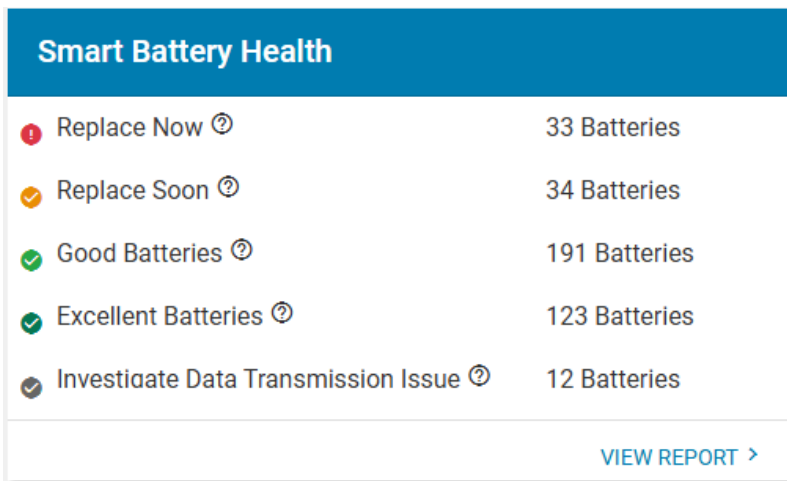
Smart Battery Health

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:

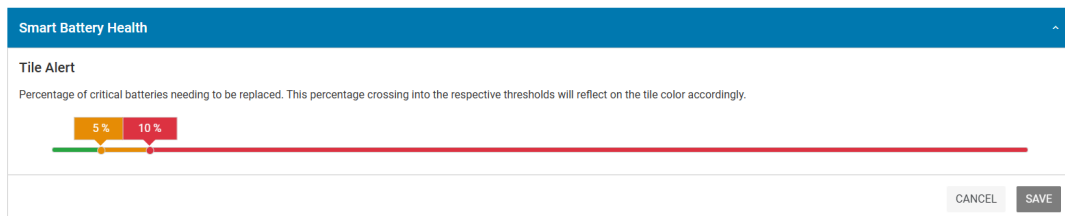
- **Red** - The number of batteries in the **Replace Now** condition is greater than 10% of all batteries.
- **Amber** - The number of batteries in the **Replace Now** condition is between 5% and 10% of all batteries.
- **Green** - The number of batteries in the **Replace Now** condition is less than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



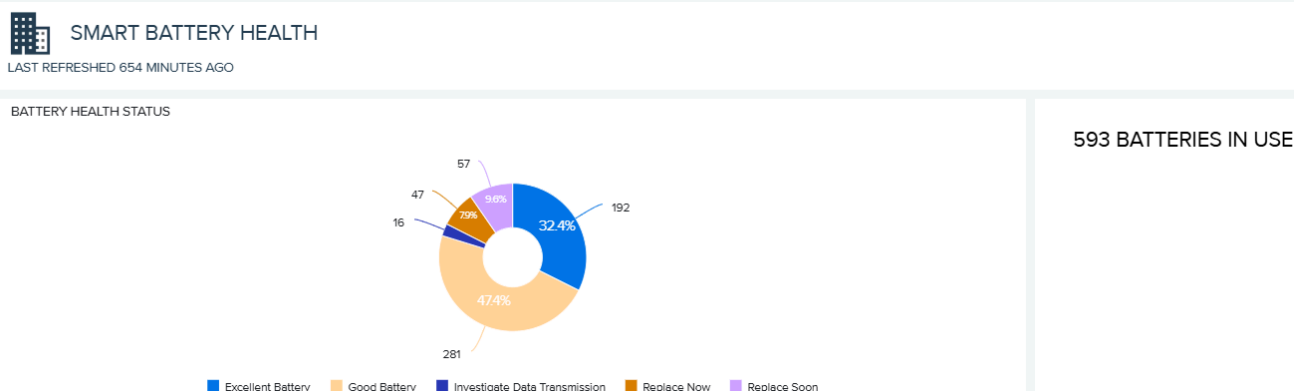
Detailed Insights

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.



Set Filter

Battery SR No.	Manufacture Date	Part No.	State	Health Status	Reason for Status	Type	Cycle Count	Health %	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
A192249s	Dec 02, 2017	BT-000300-01 R.B	OC	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	OC	Good Battery	Remaining Useful Life 91 to 365 days	PP+	108	95	166	Feb 9, 2025	STORE150	D19291010M0409	TC75X	MOBILE COMPUTER	IN USE
P364095s	Sep 22, 2018	BT-000300-01 R.B	OC	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
TH3430	Nov 01, 2018	BT-000302-02 R.B	OC	Excellent Battery	Remaining Useful Life 365+ days	PP+	278	92	1,263	Feb 7, 2025	STORE143	D19291010M0689	TC51	MOBILE COMPUTER	IN USE

<

1

2

3

4

5

...

60

>>

Rows 1-10

Filters

Date

Yesterday

> Device Type

Include all

Model

Include all

> System Tags

Include all

> User Tags

Include all

COMPARE SITE HEALTH | **PART NO.** | **MODEL** | **SITE & PART NO.** | **SITE & MODEL**

Set Filter

Site Name	Hierarchy	Total Batteries In Use	Replace Now 	Replace Soon 	Good Batteries 	Excellent Batteries 	Investigate Data Transmission Issue 
STORE123	ZEBRA/REGION/COUNTRY/STORE123	8	0	1	4	3	0
STORE125	ZEBRA/REGION/COUNTRY/STORE125	11	0	1	4	5	1
STORE143	ZEBRA/REGION/COUNTRY/STORE143	8	0	0	4	4	0
STORE131	ZEBRA/REGION/COUNTRY/STORE131	11	0	1	6	4	0
STORE107	ZEBRA/REGION/COUNTRY/STORE107	10	0	2	6	1	1
STORE110	ZEBRA/REGION/COUNTRY/STORE110	11	0	0	5	6	0
STORE155	ZEBRA/REGION/COUNTRY/STORE155	4	0	1	2	1	0
STORE152	ZEBRA/REGION/COUNTRY/STORE152	8	0	1	5	2	0
STORE154	ZEBRA/REGION/COUNTRY/STORE154	8	0	0	6	2	0
STORE101	ZEBRA/REGION/COUNTRY/STORE101	18	0	3	9	5	1

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 134.

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](#) reports leverage Zebra's proprietary machine learning algorithm to calculate a battery's remaining useful life based on key parameters received from the battery, hence providing valuable insight into battery health status in the customer's fleet.

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.



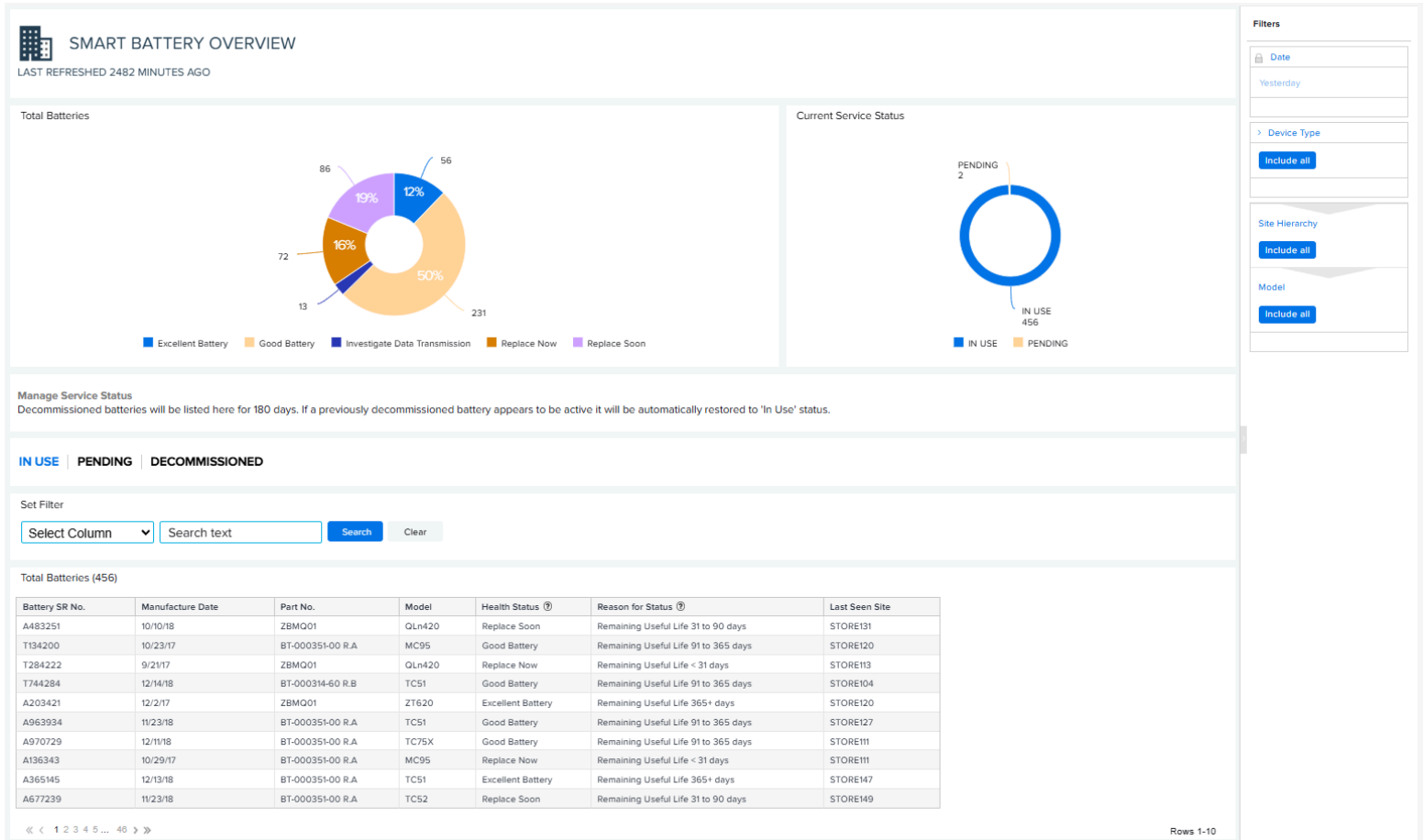
NOTE:

- 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.
- If the RUL cannot be calculated for a specific battery, the battery's health status is estimated based on cycle count, with the assumption that the battery goes through one cycle per day.

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.

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**.

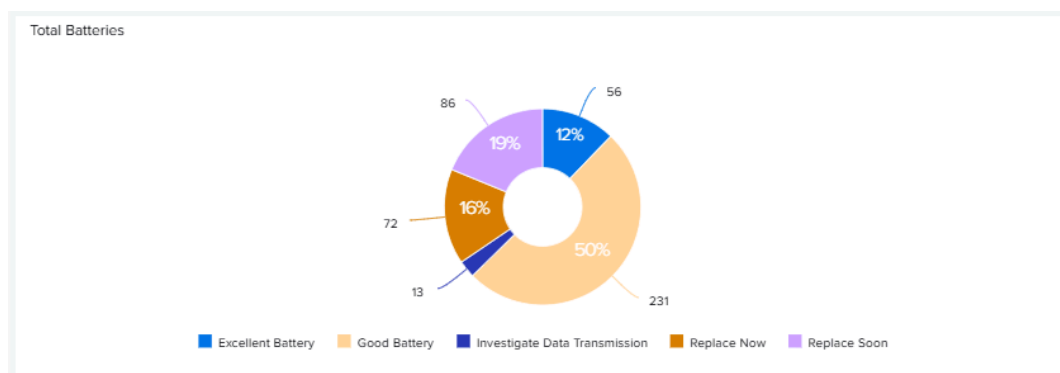


Total Batteries and Current Service Status

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 134.

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

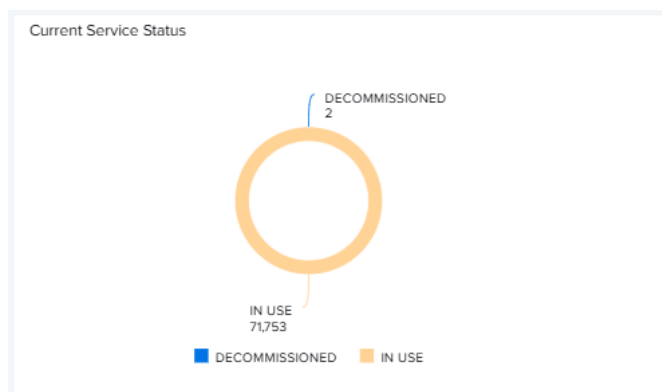
1. Total Batteries



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

- Each battery's health status is one of the following, based on the battery's RUL. If the RUL cannot be calculated for a specific battery, the battery's health status is estimated based on cycle count, with the assumption that the battery goes through one cycle per day.
 - Replace Now:** The battery's RUL is less than 31 days
 - 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.

3. 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 Use** 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 134 for more details regarding how to perform battery decommissioning.

Detailed Insights

In Use Tab

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

IN USE

PENDING

DECOMMISSIONED

Set Filter

Select Column

Search text

Search

Clear

Total Batteries (456)

Battery SR No.	Manufacture Date	Part No.	Model	Health Status ?	Reason for Status ?	Last Seen Site
A483251	10/10/18	ZBMQ01	QLn420	Replace Soon	Remaining Useful Life 31 to 90 days	STORE131
T134200	10/23/17	BT-000351-00 R.A	MC95	Good Battery	Remaining Useful Life 91 to 365 days	STORE120
T284222	9/21/17	ZBMQ01	QLn420	Replace Now	Remaining Useful Life < 31 days	STORE113
T744284	12/14/18	BT-000314-60 R.B	TC51	Good Battery	Remaining Useful Life 91 to 365 days	STORE104
A203421	12/2/17	ZBMQ01	ZT620	Excellent Battery	Remaining Useful Life 365+ days	STORE120
A963934	11/23/18	BT-000351-00 R.A	TC51	Good Battery	Remaining Useful Life 91 to 365 days	STORE127
A970729	12/11/18	BT-000351-00 R.A	TC75X	Good Battery	Remaining Useful Life 91 to 365 days	STORE111
A136343	10/29/17	BT-000351-00 R.A	MC95	Replace Now	Remaining Useful Life < 31 days	STORE111
A365145	12/13/18	BT-000351-00 R.A	TC51	Excellent Battery	Remaining Useful Life 365+ days	STORE147
A677239	11/23/18	BT-000351-00 R.A	TC52	Replace Soon	Remaining Useful Life 31 to 90 days	STORE149

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46

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Rows 1-10

Data Grid Columns:

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

Pending Tab

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

IN USE | **PENDING** | DECOMMISSIONED

Set Filter

Select Column

Search text

Search

Clear

Total Batteries (2)

Battery SR No.	Manufacture Date	Part No.	Model	Health Status ?	Reason for Status ?	Last Seen Site	Status
T509342	10/29/17	BT-000314-01 R.D	TC75X	Replace Soon	Remaining Useful Life 31 to 90 days	STORE130	IN USE
T599041	12/23/18	BT-000314-60 R.B	TC75X	Replace Soon	Remaining Useful Life 31 to 90 days	STORE106	IN USE

<< < 1 > >>

Rows 1-2

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 134 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.

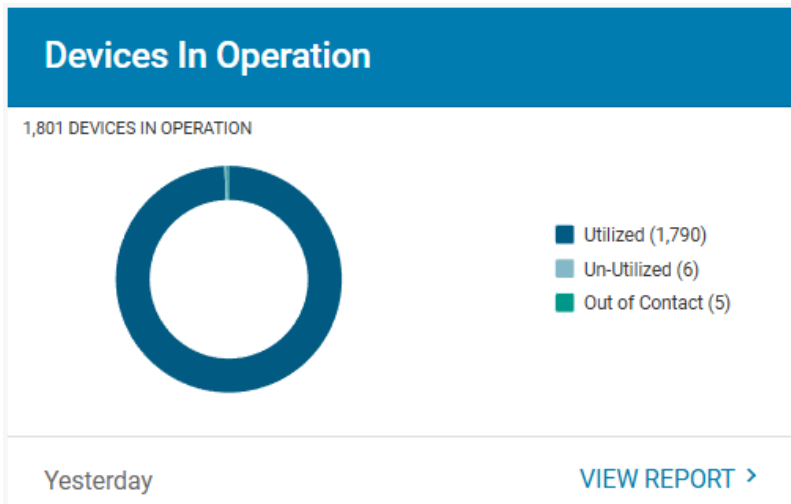
Devices in Operation

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

This report supports mobile computers, scanners, 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 by the ZDS (ZPC) Agent (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 one 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.

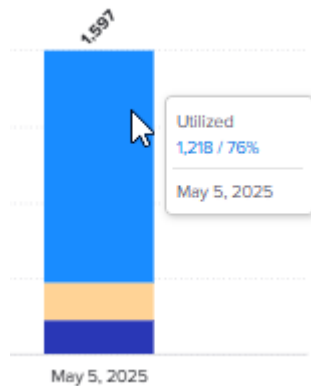


1. Graph

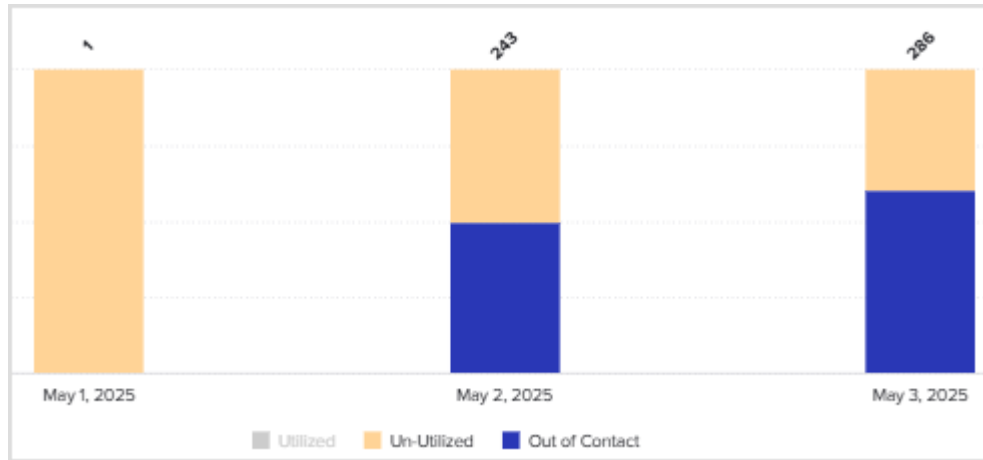
- Operational Device Trend

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, Access Point Friendly Name, 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.



GEO LOCATIONS

LAST REFRESHED 956 MINUTES AGO

Only 500 data points can be displayed on the map. Please use the filter to locate specific devices.

+

-

Canada

Edmonton

Calgary

Quebec

Toronto

New York

San Francisco

Los Angeles

Mexico City

Guatemala

Costa Rica

Caracas

United States

Mexico

United Kingdom

Netherlands

France

Spain

Italy

Bulgaria

Greece

Türkiye

Syria

Egypt

Saudi Arabia

Oman

Yemen

Sudan

Eritrea

Chad

Niger

Mali

Mauritania

Western Sahara

Algeria

Tunisia

Morocco

Libya

Iran

Tehran

Kuwait

Pakistan

Karachi

India

Bangladesh

Nepal

China

Xi'an

Laos

Vietnam

Mongolia

Kazakhstan

Kyrgyzstan

Turkmenistan

Ukraine

Voronezh

Volgograd

Krasnodar

Georgia

Turkmenistan

Tajikistan

Uzbekistan

Kazakhstan

Omsk

Krasnoyarsk

Samara

Kazan

Moscow

Lithuania

Poland

© Mapbox

© OpenStreetMap

Improve this map

Set Filter

Select Column

Search text

Search

Clear

Note: Select a circle from the map on the top to see more details here. Once you choose a circle, the detailed information about that area will be displayed.

Total Records (1353)

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

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Rows 1-10

Date Range Options:

- Yesterday (Default)
- Custom Range

Use Case(s)

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

**NOTE:**

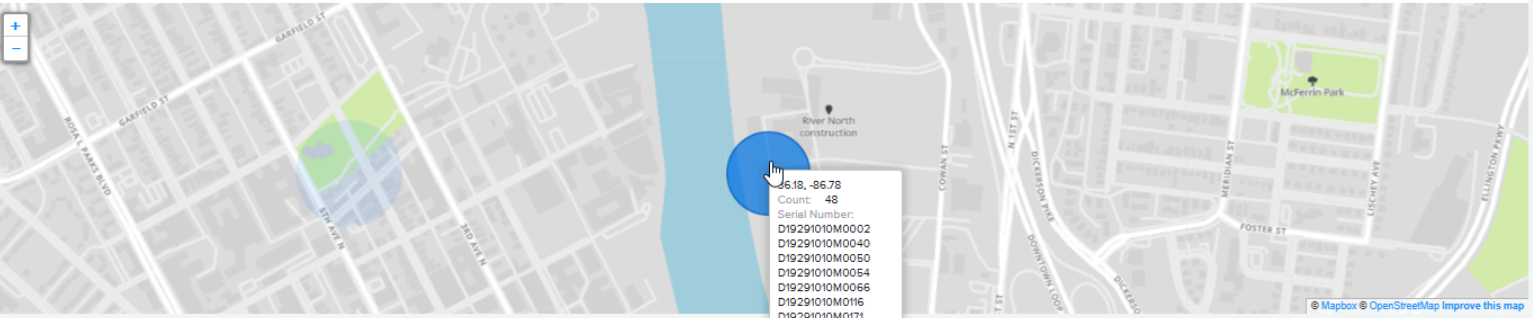
- This report requires GPS data collection from MDM (for devices enrolled in MDM) and/or from Zebra Data Services (ZDS) agent on Zebra Android devices with Internet access. To enable the data collection on your devices and/or to increase the data collection frequency, use the GPS Data Collection configuration files available for download [here](#).
- For non-Zebra devices, GPS data collection should be enabled on the Zebra Services Agent (ZSA) app. For more information, refer to the ZSA user guide available on the [Zebra Services Agent](#) support site.

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.


GEO LOCATIONS
 LAST REFRESHED 1138 MINUTES AGO

Only 500 data points can be displayed on the map. Please use the filter to locate specific devices.
 Clear Selection



36.18, -86.78
 Count: 48
 Serial Number:
 D19291010M0002
 D19291010M0040
 D19291010M0050
 D19291010M0054
 D19291010M0066
 D19291010M0116
 D19291010M0171
 D19291010M0179
 D19291010M0236
 D19291010M0257
 ...
 Showing first 10 results

Set Filter

Select Column

Search text

Search

Clear

Note: Select a circle from the map on the top to see more details here. Once you choose a circle, the detailed information about that area will be displayed.

Total Records (48)

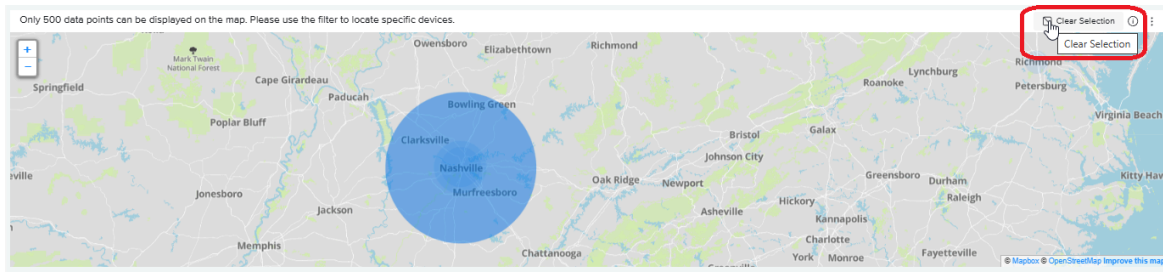
Device SR No.	Device Name	Model	Site Name	Last Seen by GPS	Location	Operational Status
D19291010M0002	MC95-D19291010M0002	MC95	STORE138	Jan 28, 2025 00:00:00	36.1800,-86.7843	Utilized
D19291010M0040	MC95-D19291010M0040	MC95	STORE138	Jan 07, 2025 00:00:00	36.1800,-86.7843	Utilized
D19291010M0050	TC52-D19291010M0050	TC52	STORE146	Jan 06, 2025 00:00:00	36.1800,-86.7843	Utilized
D19291010M0054	TC52-D19291010M0054	TC52	STORE146	Feb 11, 2025 00:00:00	36.1800,-86.7843	Out of Contact
D19291010M0066	TC52-D19291010M0066	TC52	STORE146	Nov 20, 2024 00:00:00	36.1800,-86.7843	Utilized
D19291010M0116	TC52-D19291010M0116	TC52	STORE146	Nov 30, 2024 00:00:00	36.1800,-86.7843	Utilized
D19291010M0171	TC75X-D19291010M0171	TC75X	STORE146	Dec 27, 2024 00:00:00	36.1800,-86.7843	Utilized
D19291010M0179	TC75X-D19291010M0179	TC75X	STORE146	Dec 13, 2024 00:00:00	36.1800,-86.7843	Utilized
D19291010M0236	MC95-D19291010M0236	MC95	STORE138	Dec 24, 2024 00:00:00	36.1800,-86.7843	Utilized
D19291010M0257	TC51-D19291010M0257	TC51	STORE146	Feb 23, 2025 00:00:00	36.1800,-86.7843	Utilized

<< < 1 2 3 4 5 >>

Rows 1-10

Detailed Insights

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



Newly Activated Devices

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

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

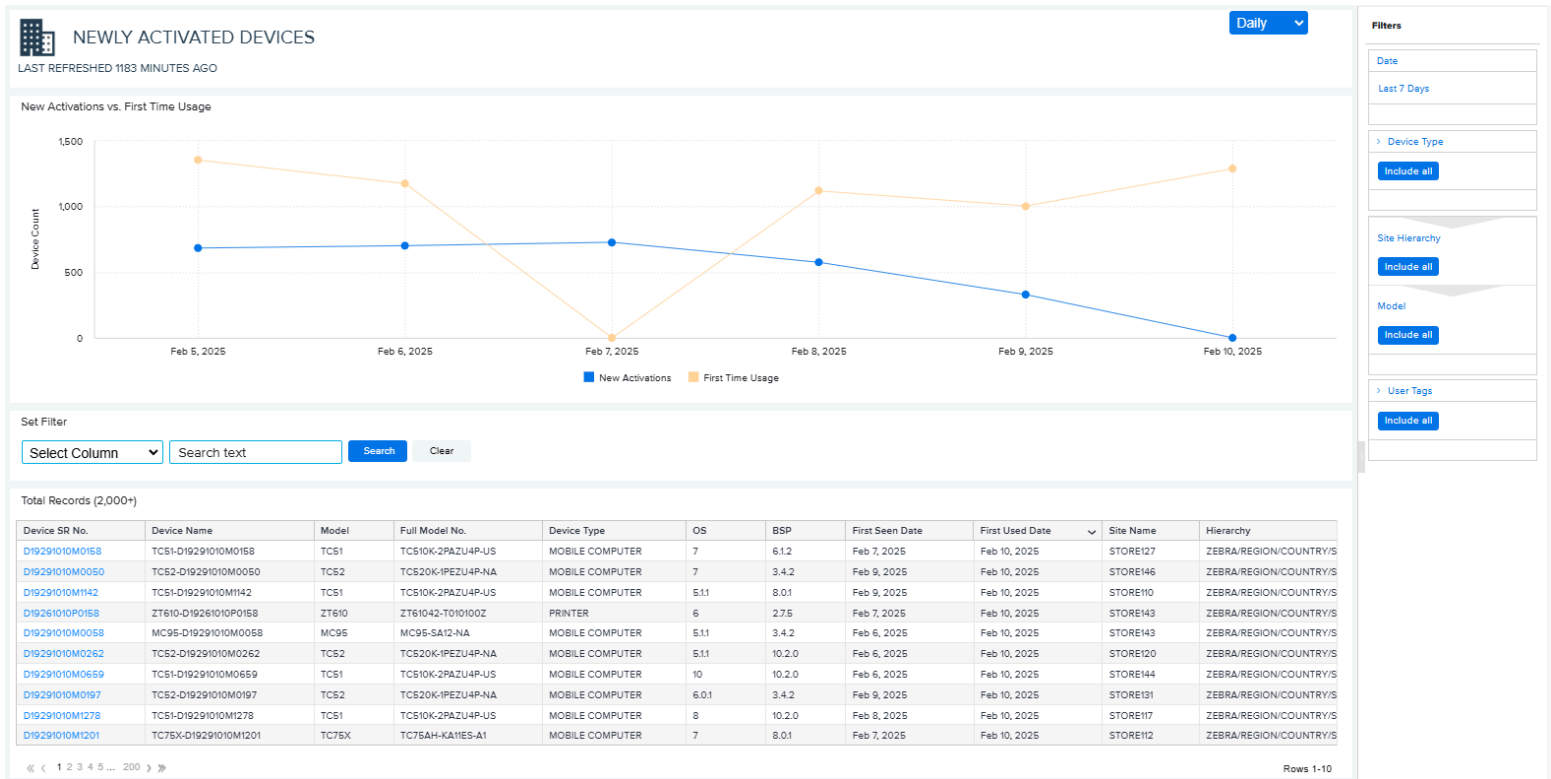
Tile View

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

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

Expanded View

The expanded view shows additional information.



1. Graph

- New Activations versus First-Time Usage
 - The graph shows the number of newly activated devices and the devices utilized for the first time during the default or user-selected time range

2. Data Grid Columns

- Device Serial (SR) No, Device Name, Model, Full Model No, Device Type, OS, BSP, First Seen Date, First Used Date, Site Name, and Hierarchy.

3. Date Range Options

- Last 7 Days (Default)
- Custom Range

4. Use Case(s)

- Verify if the device deployment is on track.
- Ensure the utilization of the devices after deployment.

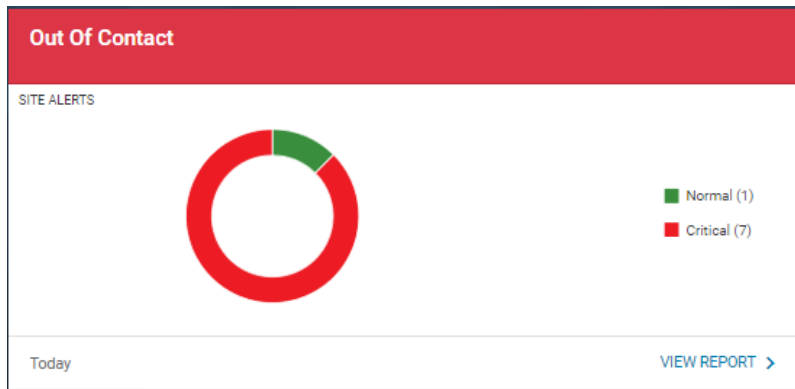
Out of Contact

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

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

Tile View

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



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:

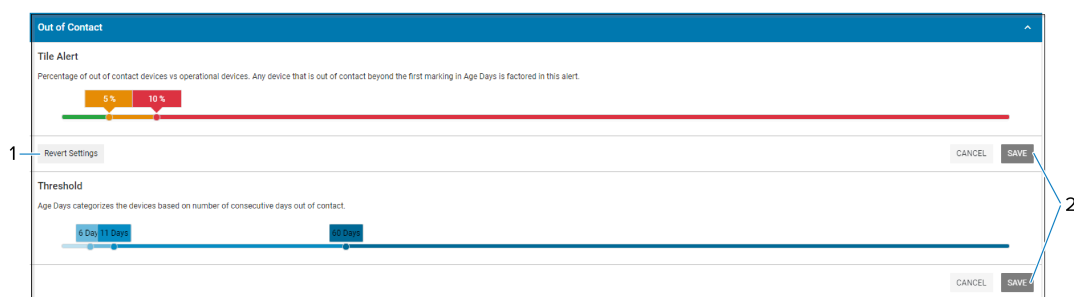
- 1 - 5 days
- 6 - 10 days
- 11 - 59 days
- 60 days and above

Detailed Insights

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.

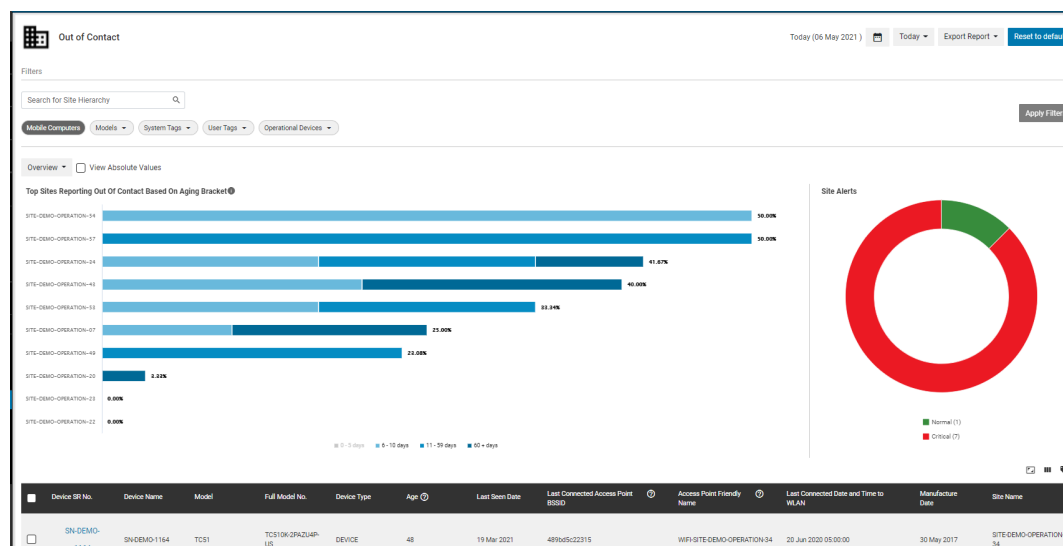


NOTE: The historical data for critical battery events based on previous setting value(s) will not be changed.

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.

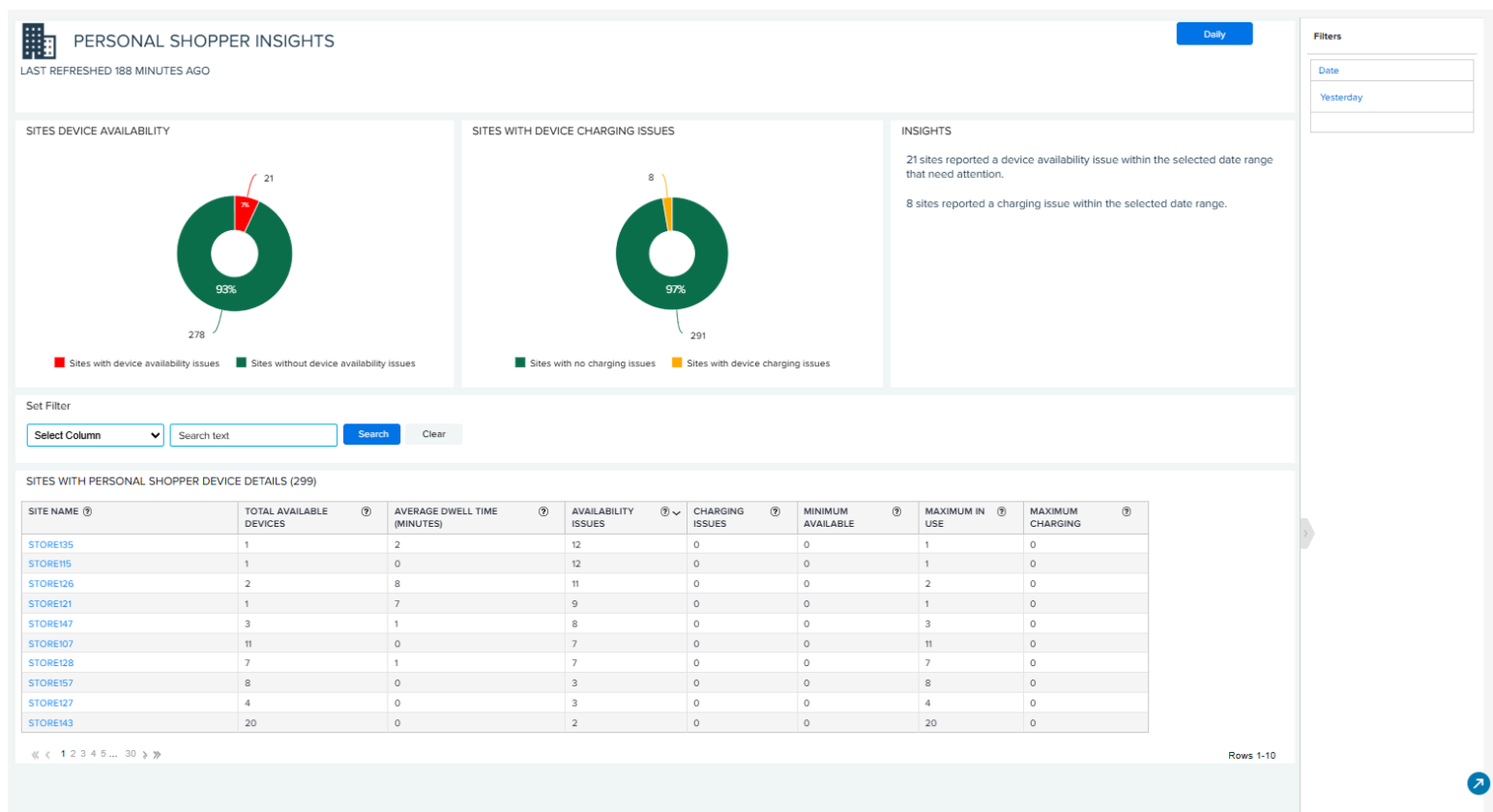
1. Click the **View Absolute Values** tab on the graph to view the top 10 sites with the OOC devices.
 2. Hover over the graph and view the percentage or number of devices in different aging buckets.
 3. Click the **legends** to turn them on/off, and the graph will change accordingly.
- b. Overview: 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.

Personal Shopper Insights

The Personal Shopper Insights report provides site-level and device-level information regarding personal shopper devices, including the Zebra PS20 and PS30 models. This information can help to determine if enough devices are available or if other issues are preventing customers from using the devices effectively.



NOTE: A personal shopper device is in "charging status" when it is connected to a charger and its battery level is below 80%.



Information provided in this report includes the following for the specified date(s):

- The average count of all available personal shopper devices at a particular site for the selected dates. Devices in repair are excluded from this count.
- The average dwell time (the average amount of time from when the last item was scanned during the shopping process until the device was returned to the charging cradle) at the site.
- The number of sites with availability and charging issues.
- The lowest number of devices that were available at the site.
- The highest number of devices that were in use at one time at the site.
- The highest number of devices that were charging at one time at the site.

Click on an individual site to view data specific to that site. Information includes device details specific to the site and any models with charging issues.

Detailed Insights

SITE: STORE106

PERSONAL SHOPPER INSIGHTS > SITE

LAST REFRESHED 47 MINUTES AGO

Daily

Filters

Date

Yesterday

SITE NAME

STORE106

SUMMARY

This site reported no device availability issues during the selected date(s). For more information check the chart below.

This site reported no charging issues for the selected date(s). See the 'Site's Charging Issues' table below for more details.

TOTAL DEVICES

118

TOTAL USABLE DEVICES

118

IN REPAIR DEVICES

0

Set Filter

Select Column

Search text

Search

Clear

PERSONAL SHOPPER DEVICE SUMMARY

Average in Use (minutes)

15

10

5

0

Jul 13

Set Filter

Select Column

Search text

Search

Clear

SITE PERSONAL SHOPPER DEVICE DETAILS (1)

DATE	MINIMUM AVAILABLE	MAXIMUM AVAILABLE	MINIMUM IN USE	MAXIMUM IN USE	MINIMUM CHARGING	MAXIMUM CHARGING	NUMBER OF SESSIONS	AVERAGE DWELL TIME (MINUTES)	AVERAGE TIME IN USE (MINUTES)
Jul 13, 2025	26	117	1	91	0	1	836	7	15

<< < 1 > >>

Rows 1-1

Set Filter

Select Column

Search text

Search

Clear

SITE CHARGING ISSUES (2)

MODEL NAME	DEVICE SR NO.	ISSUES
PS20J	16191521402096	Not Charging, Battery Issue
PS20J	16191521401641	Not Charging, Battery Issue

<< < 1 > >>

Rows 1-2

Click on a device serial number to view the device details page.

See Also
Displaying Mobile Computer Details

Predictive States

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

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

Tile View

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

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

Expanded View

The expanded view shows additional information.


PREDICTIVE STATES
 LAST REFRESHED 401 MINUTES AGO

Category Name	Device Insight	# of Sites	# of Models	Device Count	View Devices
APPLICATION	Too much data transferred compared to Normal	653	8	17,516	View Devices
UTILIZATION	Low Device Utilization Compared to Group	351	8	1,270	View Devices
UTILIZATION	Low device utilization	362	8	1,882	View Devices
BATTERY	Battery Health Issue - High Battery Cycle Count	4	1	4	View Devices
MEMORY	Low memory	1	1	1	View Devices

Rows 1-5

Filters

Date
 Last Month

Device Type
 Include all

System Tags
 Include all

Site Hierarchy
 Include all

Model
 Include all

User Tags
 Include all

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.

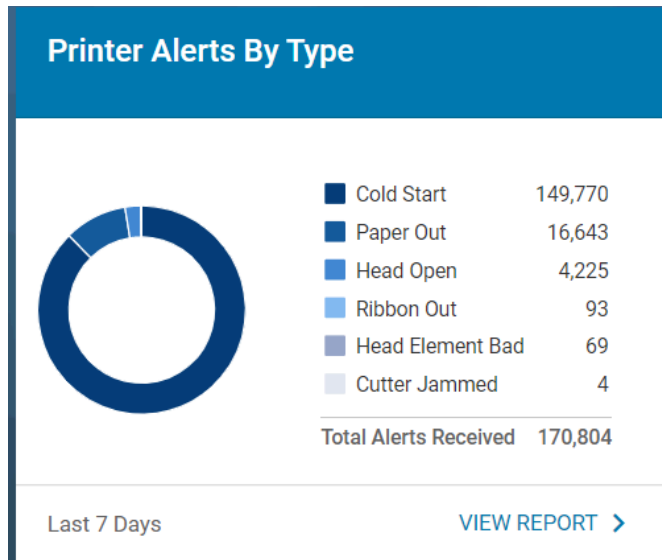
There are nine types of alerts reported from the printer dataset available in this report.

- 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

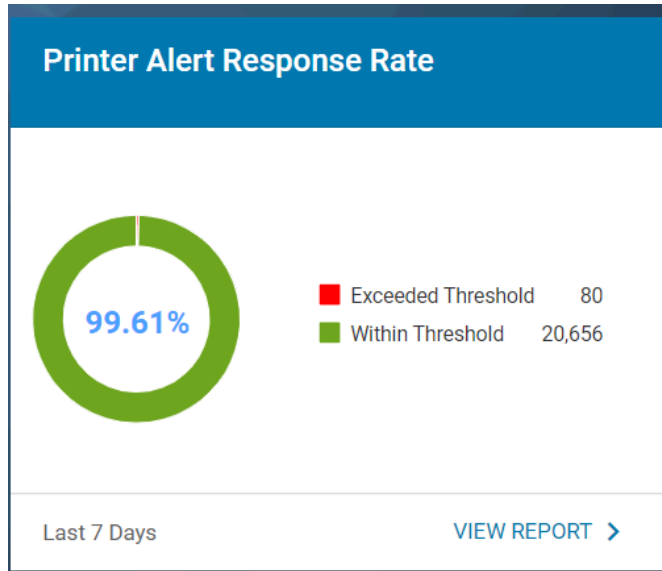
This report provides three tiles to add to the dashboard per needs. Each of the three tiles corresponds to a tab in this report.

1. Printer Alerts by Type



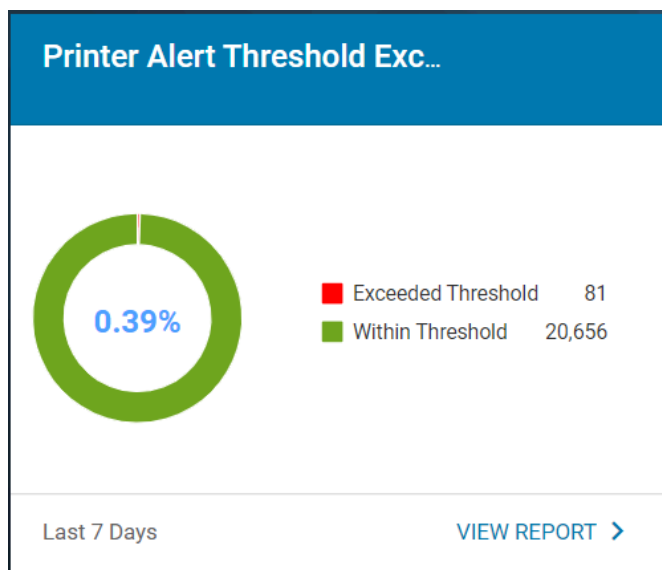
- This tile displays an overview pie chart of all alerts received from the printers in the customer's device fleet. The top 6 alert types with the number of alerts received are displayed for each, and the rest are aggregated into the **+X more** category with the total number of alerts displayed during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

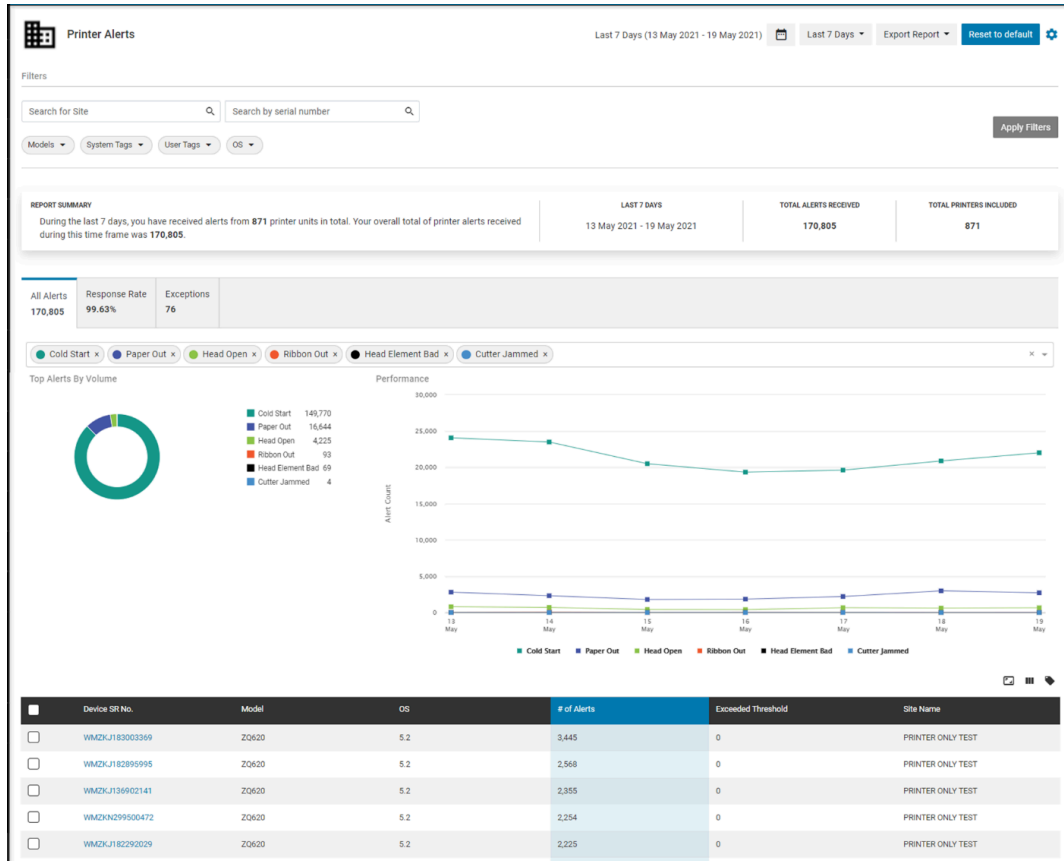
3. Printer Alerts Threshold Exceptions



- 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

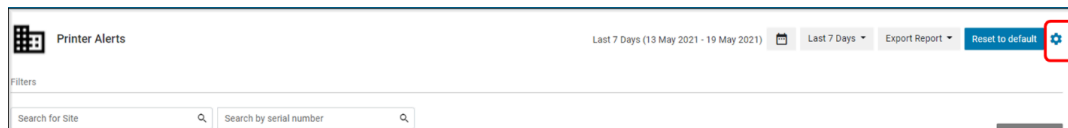
The expanded view shows the printer alert information.



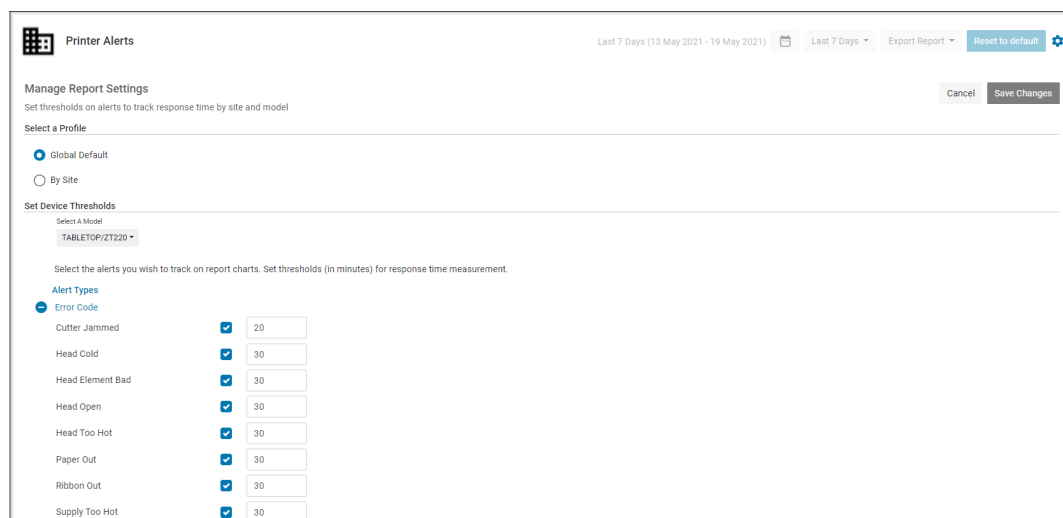
Report Settings

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.



Printer Alerts

Last 7 Days (13 May 2021 - 19 May 2021) | Last 7 Days | Export Report | Reset to default

Manage Report Settings

Set thresholds on alerts to track response time by site and model

Cancel | Save Changes

Select a Profile

☒ Global Default
☐ By Site

Set Device Thresholds

Select A Model
TABLETOP/27220

Select the alerts you wish to track on report charts. Set thresholds (in minutes) for response time measurement.

Alert Types

☒ Error Code

Cutter Jammed	☒	20
Head Cold	☒	30
Head Element Bad	☒	30
Head Open	☒	30
Head Too Hot	☒	30
Paper Out	☒	30
Ribbon Out	☒	30
Supply Too Hot	☒	30

- The default threshold value for all alerts is set as 30 minutes.



NOTE: The threshold time limit for alert type **Cold Start** cannot be changed.

All Alerts Tab

When accessing the expanded report by navigating to **Detailed Insights > Printer Alerts** or through the **Printer Alerts by Type** tile, the All Alerts tab is displayed by default. This tab presents all alerts received from every printer in a customer's device fleet.

Graph: Up to 6 alerts can be selected for display in the graphs.

1. Total Alerts by Volume pie chart

This pie chart displays the top 6 alert types (by default) or up to 6 alert types (user selected) received during the default date range or user-specified date range.

2. Performance line chart

This graph displays the number of the top 6 alert types (by default) or up to 6 alert types (user selected) during the default date range or date range specified by the user. The graph also displays:

- Monthly view if a user selects a date range of more than 3 months or,
- Daily view if a user selects a date range less than 3 months and more than 3 days or,
- Hourly view if a user selects a date range within 3 days.

3. Hover over the chart to show the number of setting changes on the selected date/time.

Data Grid Columns

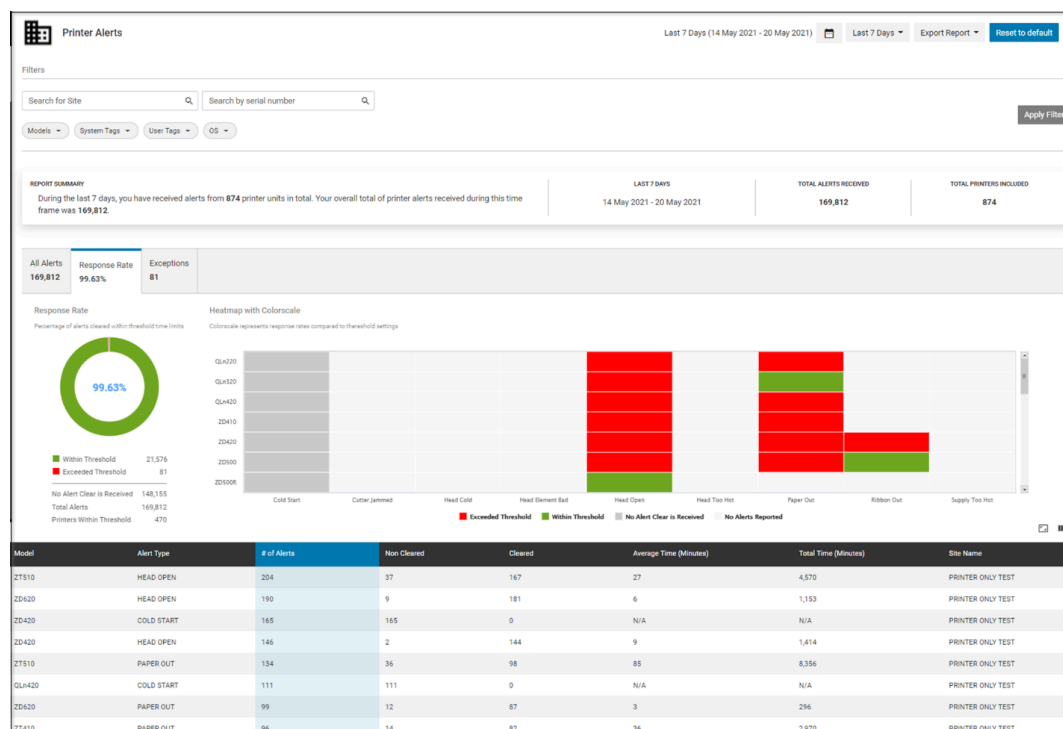
- Device SR No, Model, OS, No.of Alerts, Exceeded Threshold, Site Name, and Hierarchy (hidden by default).

Date Range Options

- Today
- Last 7 Days (Default)
- Last Month
- Custom Range

Response Rate Tab

Click the Response Rate tab in the expanded view or from the [Printer Alerts Response Rate](#) tile to show insight into alerts cleared within or exceeding the threshold time limit.



Graphs

1. Response Rate pie chart

The pie chart shows the percentage of alerts cleared within the threshold time limit. The number of alerts cleared within or exceeding the threshold is displayed together with alerts with no clear message received, the total number of alerts, and the number of printers that clear alerts within the threshold.

2. Heatmap with color scale

This heatmap graph displays the following insight for each printer model, with each alert type during the default date range or date range specified by the user.

- Each block represents a model and an alert type.
 - If all alerts for an alert type with a model are cleared within the threshold time limit, the corresponding block displays GREEN.
 - If at least 1 alert for an alert type with a model is not cleared within the threshold time limit, the corresponding block displays RED.
 - If no clear message is received for an alert type with a model, the corresponding block displays DARK GREY.
 - If no alert for an alert type with a model is received, the corresponding block displays LIGHT GREY.

Data Grid Columns

- Model, Alert Type, No.of Alerts, Non-Cleared, Cleared, Average Time (Minutes), Total Time (Minutes), Site Name, and Hierarchy (hidden by default).

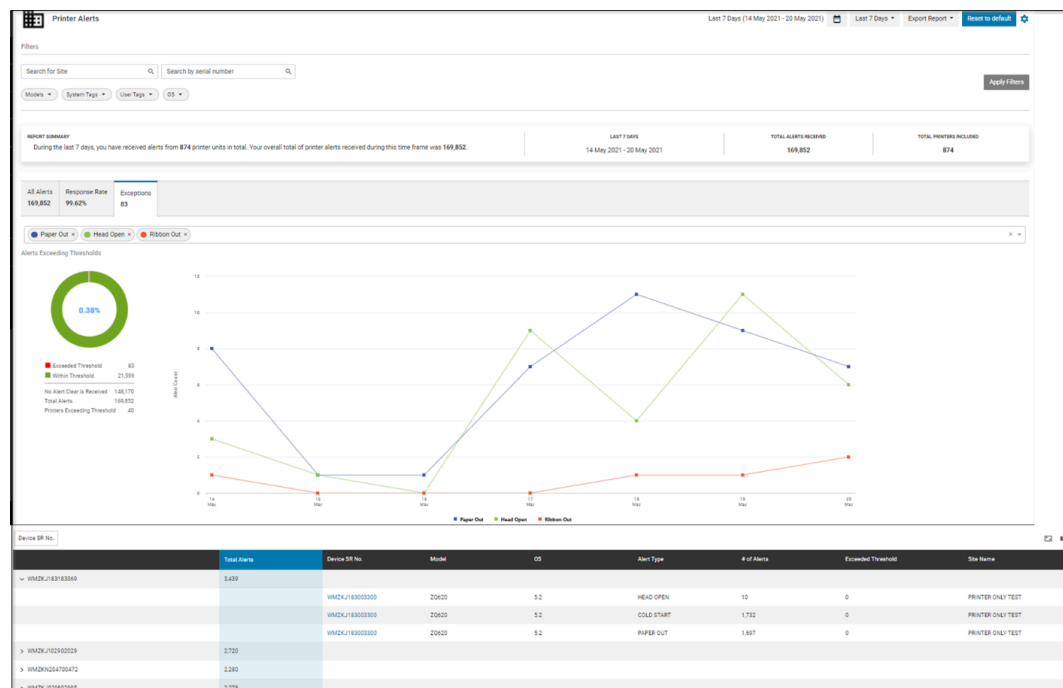
Date Range Options

- Today
- Last 7 Days (Default)
- Last Month
- Custom Range

Exceptions Tab

The exceptions tab displays additional information.

Click the **Exceptions** tab in the expanded view or from the [Printer Alerts Threshold Exceptions](#) tile to show insight into alerts cleared within or exceeding the threshold time limit.



Graph: Up to 6 alerts can be selected for display in the graphs.

1. Alert Exceeding Thresholds pie chart

The pie chart shows the percentage of alerts not cleared within the threshold time limit. The number of alerts cleared within or exceeding the threshold is displayed together with alerts with no clear message received, the total number of alerts, and the number of printers that clear alerts within the threshold.

2. Performance line chart

This graph displays the number of the top 6 alert types (by default) or up to 6 alert types (user selected) during the default date range or date range specified by the user. The graph also displays:

- Monthly view if a user selects a date range of more than 3 months or,
- Daily view if a user selects a date range less than 3 months and more than 3 days or,

- Hourly view if a user selects a date range within 3 days.

3. Hover over the chart to show the number of setting changes on the selected date/time.

Data Grid Columns

- Device SR No and Total Alerts.



NOTE: The data grid is grouped by the device serial number.

- Another grouping criterion (model or site) can be selected and applied to the data grid.
- Device SR No, Model, OS, Alert Type, No.of Alerts, Exceeded Threshold, Site Name, and Hierarchy (hidden by default).

Date Range Options

- Today
- Last 7 Days (Default)
- Last Month
- Custom Range

Use Case(s)

- The report provides descriptive analytics insight into printer alerts at different levels, including company, site, and individual printers. It also provides insight into whether the alerts are cleared within the preset threshold time limit. This helps customers identify printer issues and/or user behavior issues that may impact printer performance and utilization.

Printer Insights

The printer insight summary provides a one-page view with multiple vital insights derived from all relevant reports applicable to printers, including inventory, utilization, alerts, setting changes, and battery performance. The insights are presented in a simple format with data visualization, including numbers and graphs. This view helps users understand their device fleet's vital operational aspects across the entire enterprise or at different grouping levels (such as site or model) and evaluate criteria for comparison.

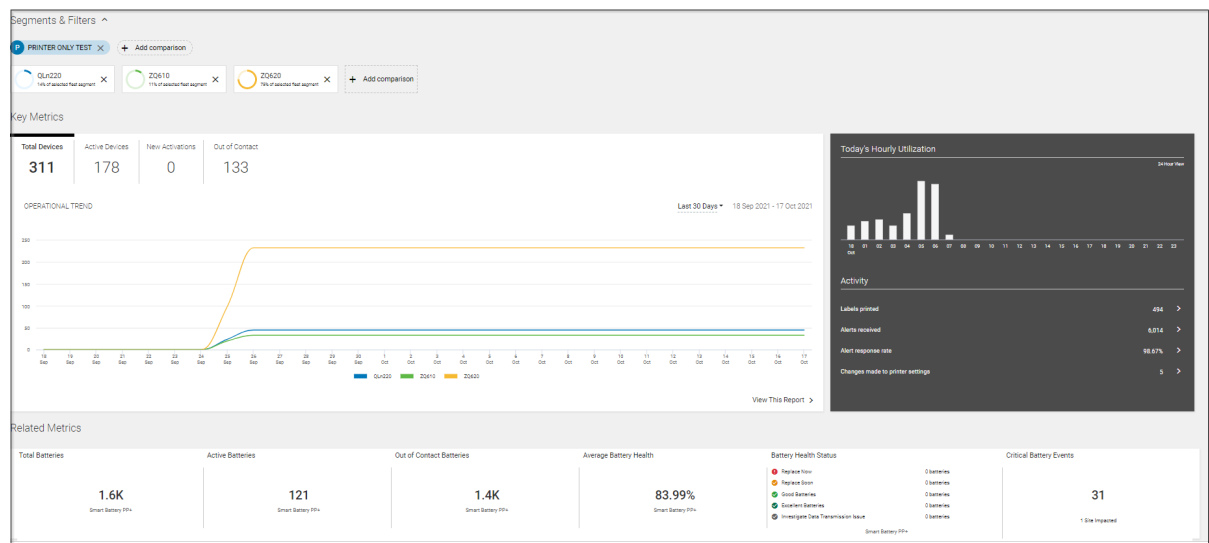
The printer insight summary view empowers technical and non-technical users to understand and leverage business intelligence so that printers can make more informed decisions.

Access the Printer Insights Summary

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

Expanded View

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



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

Site Segmentation

Choose site printer data to compare or view data from all your assigned sites

Compare Selected Sites ▾

Search for sites to add to your comparison

ADD UP TO 5 SITES (0 remaining)

Selected Sites

STORE101

STORE103

STORE108

STORE119

STORE124

Apply

- 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.

Model Filtering

Choose up to five (5) models to compare in your dashboard. At least one (1) model must be active in the view

ADD UP TO 5 MODELS (2 selection remaining)

☐

QLn220

☐

QLn420

☒

ZT410

☒

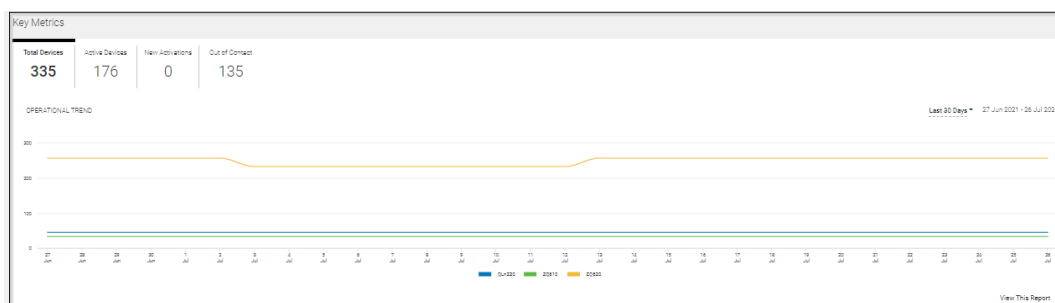
ZT610

☒

ZT620

Apply

- 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)

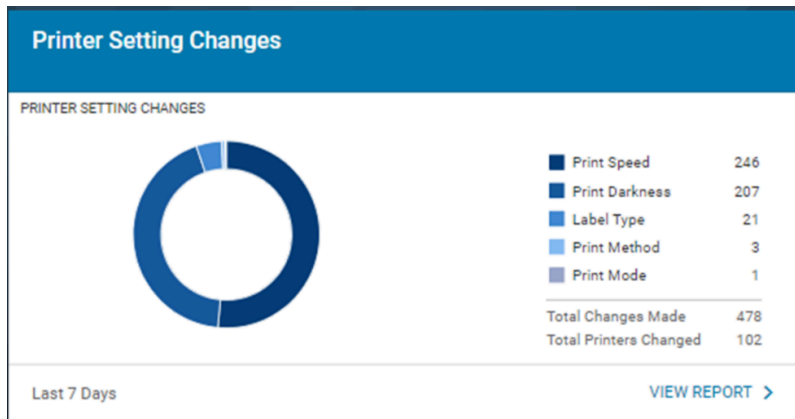
- Providing a summary view of printers in the customer's fleet for a quick understanding of operational insights.
- Selection and comparison between sites and models are allowed.
- Drilling down to next-level details is enabled via shortcuts to access detailed printer reports.

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.

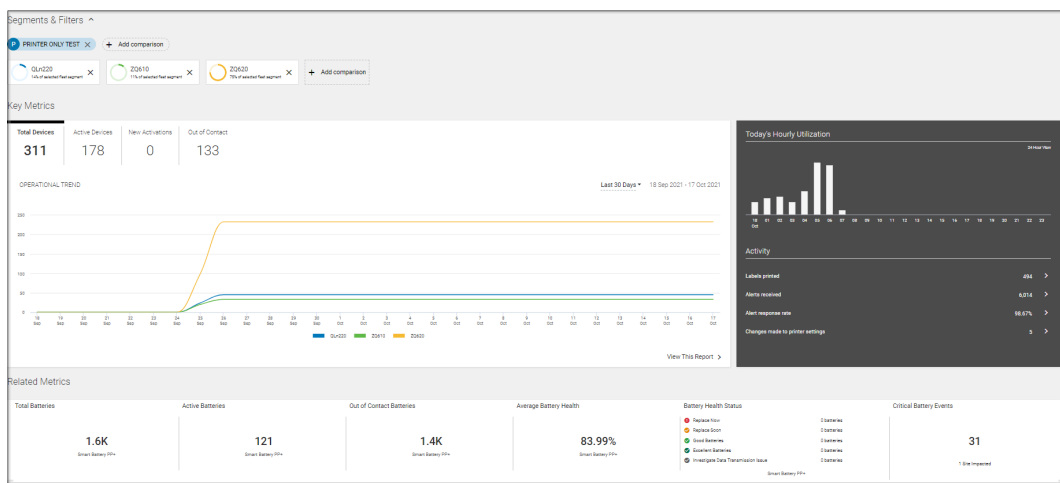
Tile View

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.



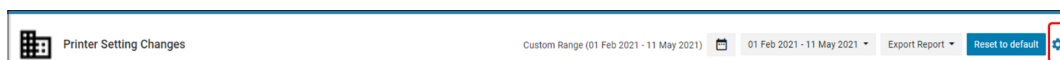
Expanded View

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.

Manage Report Settings						
Select settings for each models to track on your report graphs						
Add Settings Report Graph						
Models	Inactivity Timeout	Label Type	Print Speed	Print Darkness	Print Mode	Print Method
DESKTOP						
ZD410	☐	☐	☐	☐	☐	☐
ZD420	☐	☒	☒	☒	☐	☒
ZD500	☐	☒	☒	☒	☒	☐
ZD510	☐	☒	☒	☒	☐	☐
ZD620	☐	☒	☒	☒	☒	☒
MOBILE						
QLn220	☐	☒	☒	☒	☒	☒
QLn320	☐	☒	☒	☒	☒	☒
QLn420	☐	☒	☒	☒	☐	☒
ZQ320	☐	☒	☒	☒	☒	☒
ZQ510	☐	☒	☒	☒	☒	☒
ZQ520	☐	☒	☒	☒	☒	☒
ZQ610	☐	☒	☒	☒	☒	☒
ZQ620	☐	☒	☒	☒	☒	☒

All Settings Tab

The **All Settings** tab displays by default when a user accesses the expanded view of this report. It displays all setting changes received from all printers in the customer's device fleet.

Graphs

1. Graphs

a. Setting Changes pie chart

The same pie chart as in the [tile view](#) is displayed, indicating the number of changes in each setting type during the default date range or a user-specified date range.

b. Performance line chart

- Monthly view if a user selects a date range of more than 3 months or,
- Daily view if a user selects a date range less than 3 months and more than 3 days or,
- Hourly view if a user selects a date range within 3 days.

c. Up to six settings can be chosen for display in the graph. Hover over the chart to show the number of setting changes on the selected date/time.

2. Data Grid Columns

- Device SR No, Total, and Daily Avg.



NOTE: The data grid is grouped by the device serial number.

- Another grouping criterion (model or site) can be selected and applied to the data grid.
- The following columns display data upon clicking the serial number within the grouping result:
 - Device SR No, Model, Setting, Total, Daily Avg. (rounded up value), Last Value Set, Date/Time, Site Name, and Hierarchy (hidden by default).

3. Date Range Options

- Today
- Last 7 Days (Default)

- Last Month
- Custom Range

By Model Tab

Click the **By Model** tab to display all setting changes received from all printers but categorized by printer models.

Graphs

1. Graphs

- 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.
- 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.
- 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)

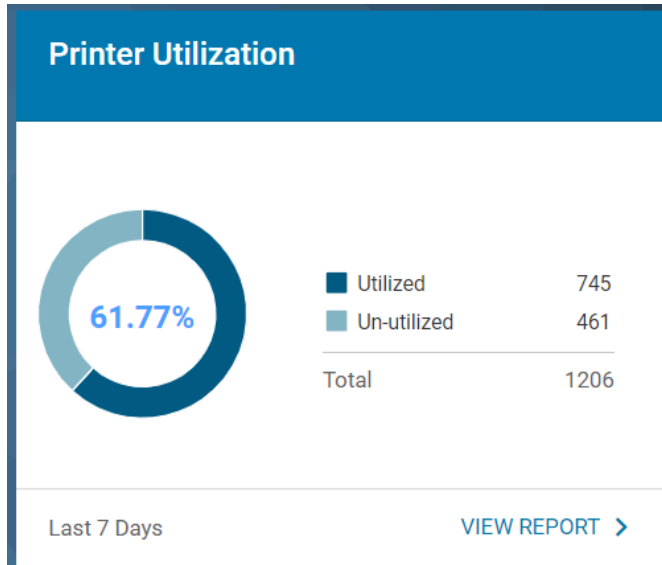
- This report provides descriptive analytics from a comprehensive model or individual printer view. It also tracks the trend of setting changes, both in total and by setting type, to help identify if the settings are changed too often or outside the normal range. As a result, it helps customers to identify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

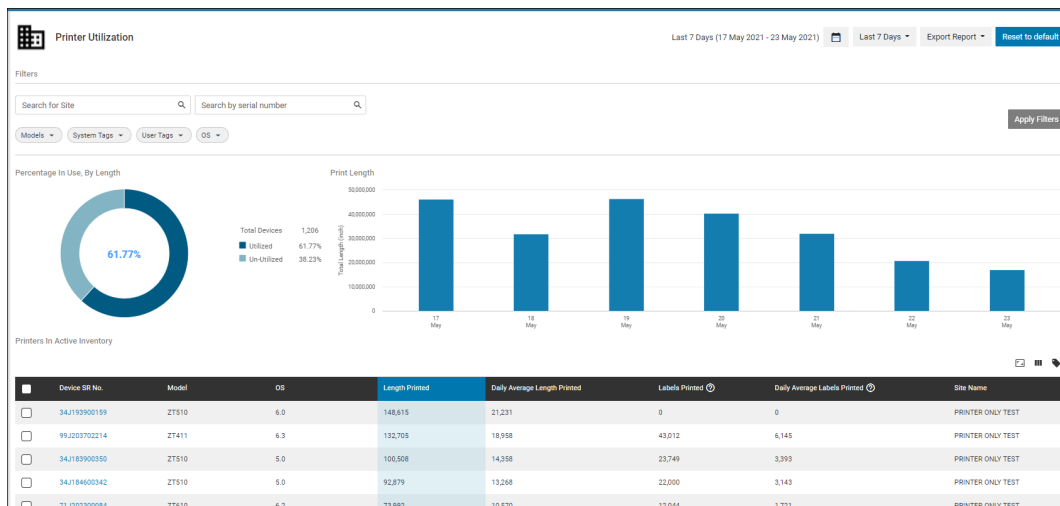


Utilized Printer

- 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.

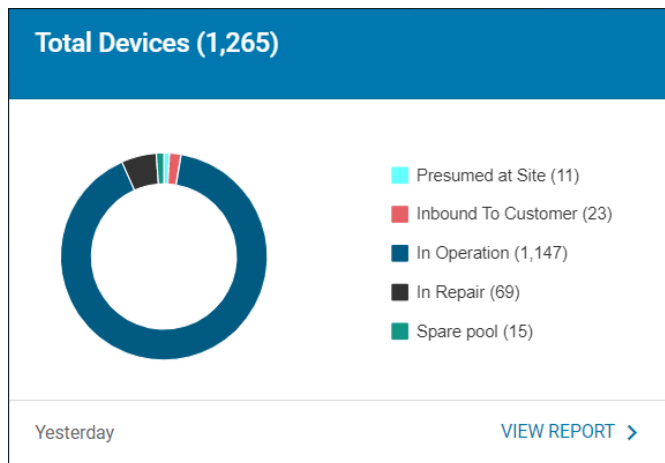
Total Devices

This report provides an inventory view of the customer's total devices. The information is derived from all onboarded contracts and the MDM and/or the ZDS (ZPC) Agent. The report also indicates the devices' states in the operational environment.

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

Tile View

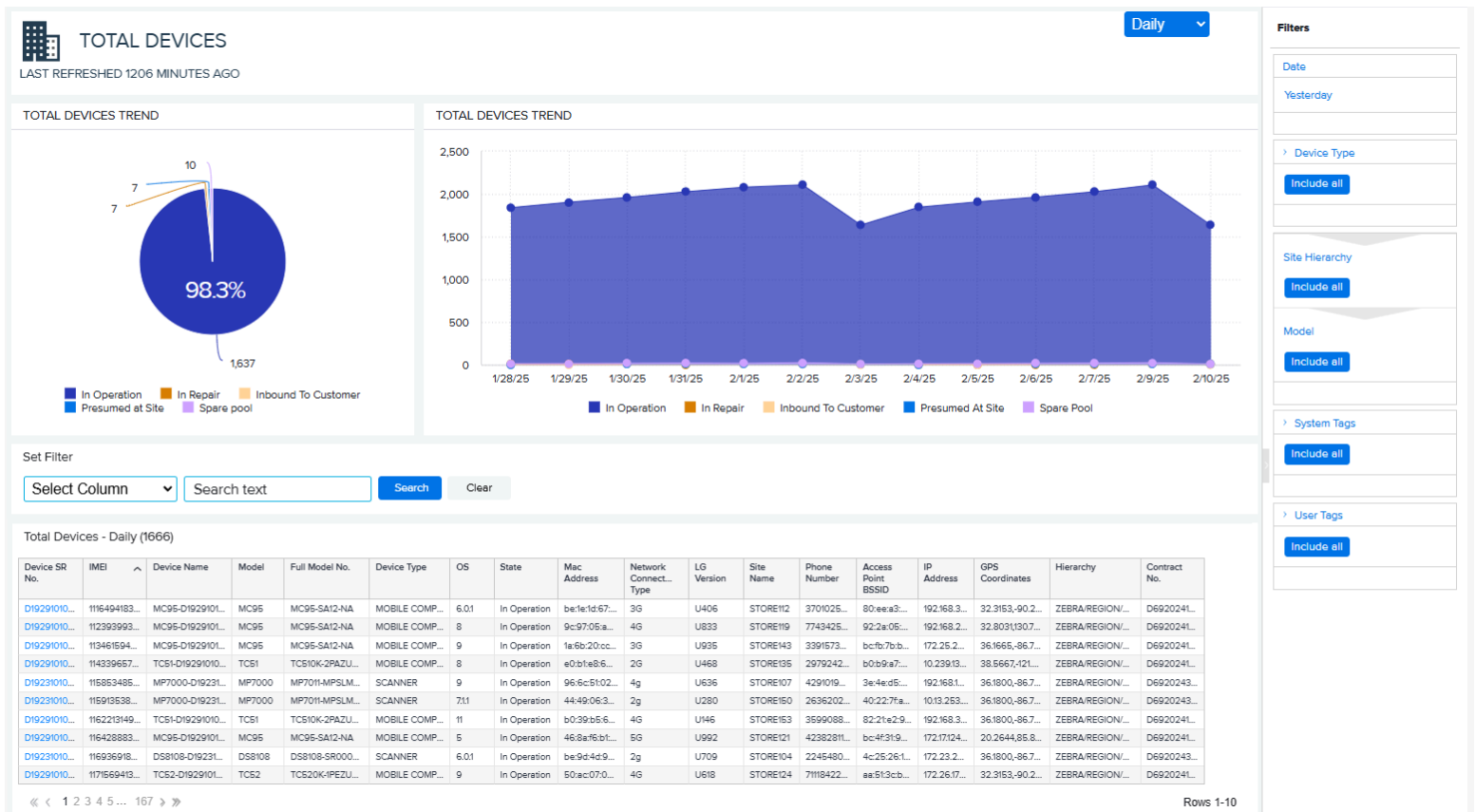
The tile provides a summary view of the total devices for a customer and the device distribution in the following categories:



- **Presumed at site** - Devices in one of the following situations:
 - Devices sent to the customer's site after repair but not reported by the MDM and/or the ZDS (ZPC) Agent as in operation yet.
 - Devices in a contract but not enrolled in MDM and/or ZDS (ZPC) 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 and/or the ZDS (ZPC) Agent.
- **In Repair** - Devices are under repair at the Zebra repair depot.
- **Spare Pool** - Devices in the Zebra managed, dedicated spare pool for the customer.
 - To display Spare Pool devices in the report, contact your Customer Success Manager or the VIQ Support Team at mscustomeronboarding@zebra.com.
 - After the Spare Pool devices are displayed in the report, they will all be reporting under a generic "Spare Pool" site (meaning that there will be no way to view Spare Pool quantities per site).

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, Access Point Friendly Name, 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.

Detailed Insights

- 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

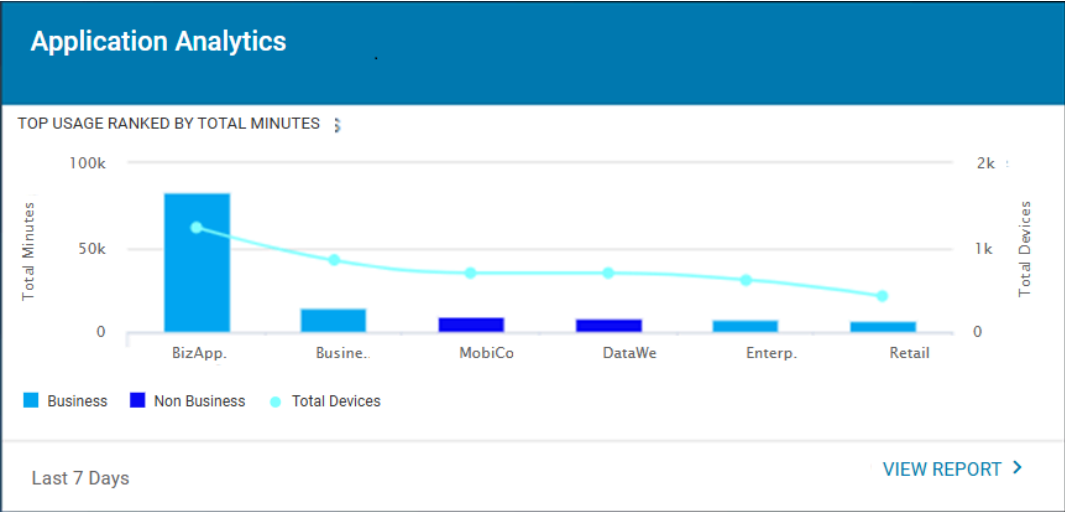
The Utilization menu displays additional information.

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

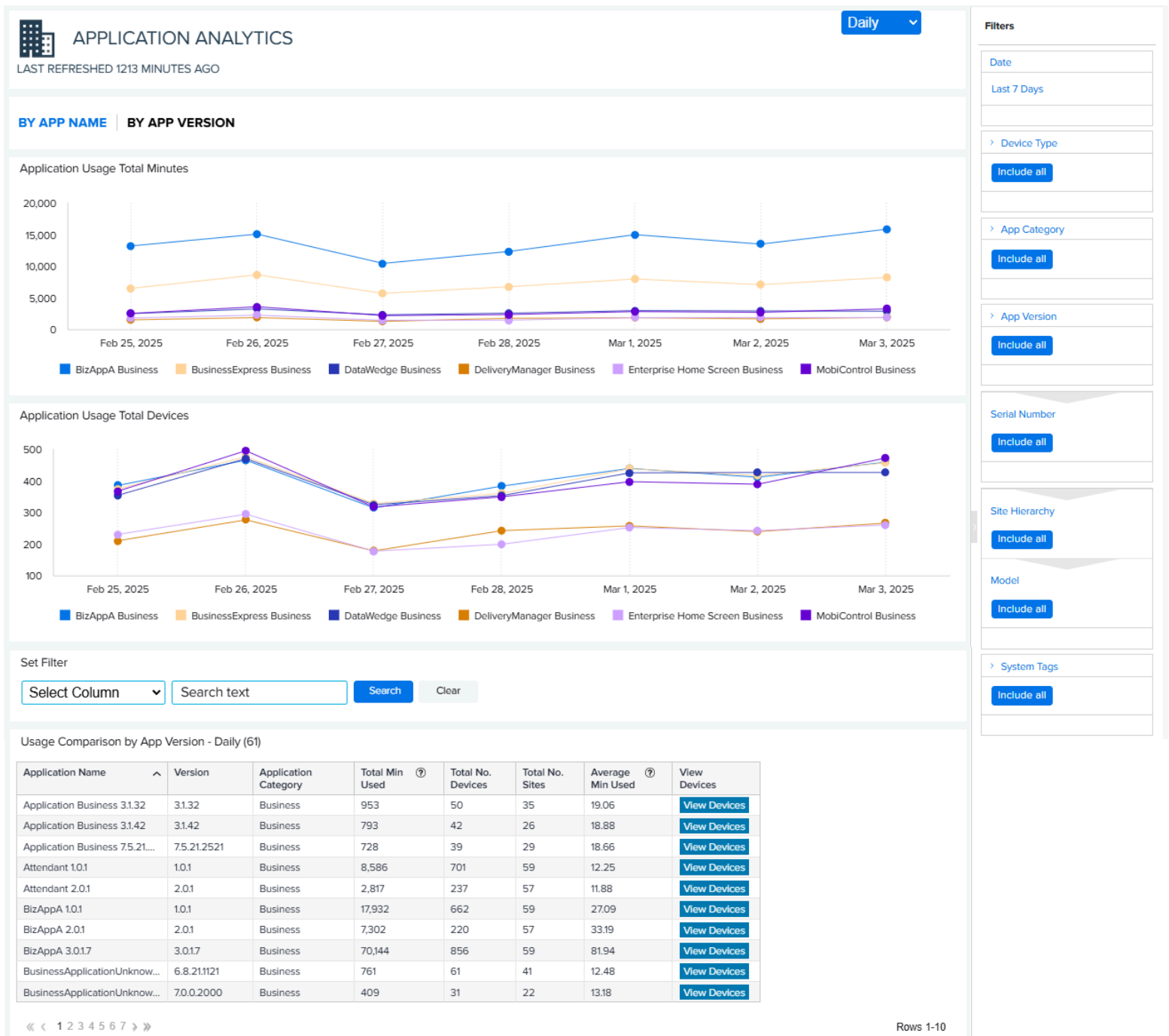
The tile displays the top six most-used applications and the number of related devices during the last 7 days. It also indicates the application category (business or non-business).



Detailed Insights

Expanded View

The expanded view shows information about various applications.



Filters

Date

Last 7 Days

> Device Type

Include all

> App Category

Include all

> App Version

Include all

Serial Number

Include all

Site Hierarchy

Include all

Model

Include all

> System Tags

Include all

Use Case(s)

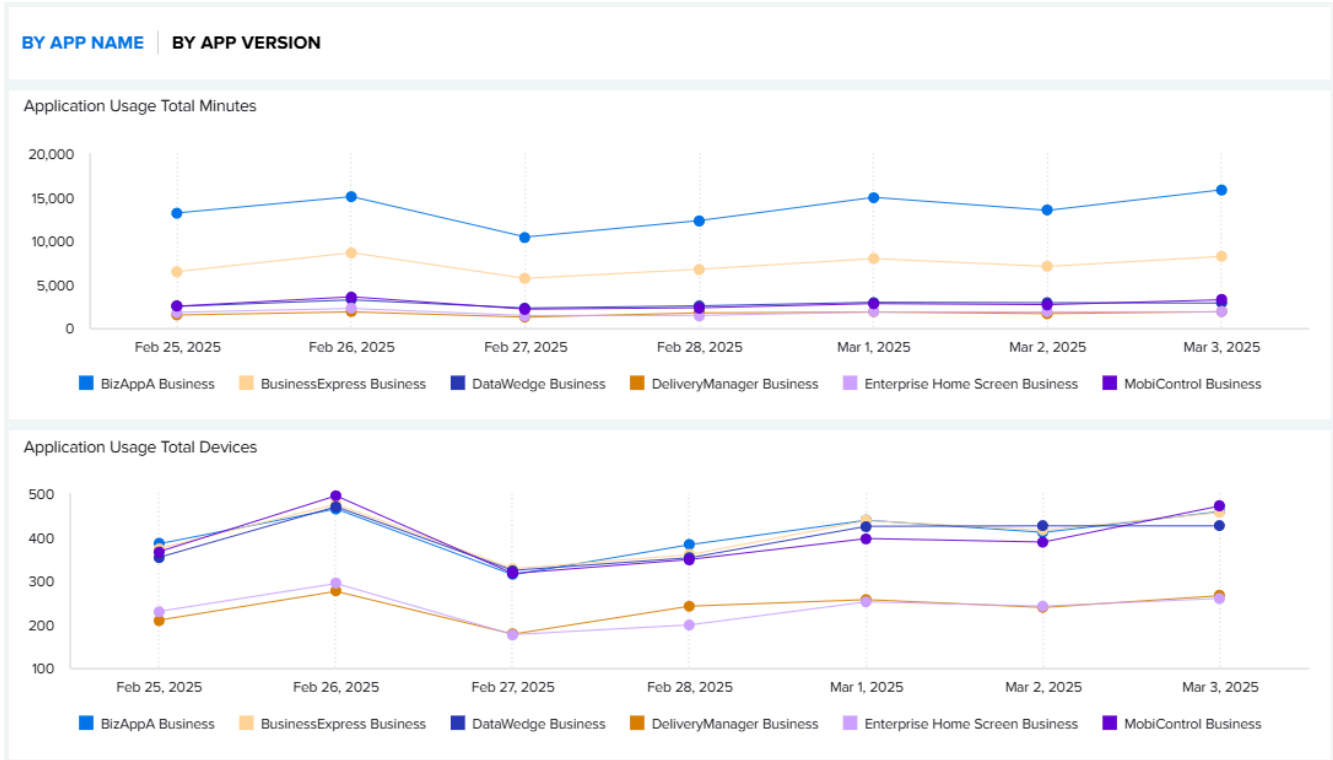
- Track if the business applications are used as intended.
- Identify if there are non-business applications installed on the devices and their usage to evaluate if operation is impacted by too much use of non-business applications.

Detailed Insights

- Establish the processes to ensure appropriate user behavior in device utilization.
- Monitor and manage devices with unsupported application versions.

Application Usage Total Minutes and Total Devices (sorted by app name)

These graphs 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.



Individual application usage comparison table:

Usage Comparison by App Version - Daily (61)

Application Name	Version	Application Category	Total Min Used	Total No. Devices	Total No. Sites	Average Min Used	View Devices
Application Business 3.1.32	3.1.32	Business	953	50	35	19.06	View Devices
Application Business 3.1.42	3.1.42	Business	793	42	26	18.88	View Devices
Application Business 7.5.21...	7.5.21.2521	Business	728	39	29	18.66	View Devices
Attendant 1.0.1	1.0.1	Business	8,586	701	59	12.25	View Devices
Attendant 2.0.1	2.0.1	Business	2,817	237	57	11.88	View Devices
BizAppA 1.0.1	1.0.1	Business	17,932	662	59	27.09	View Devices
Chrome 71.0.3578.99	71.0.3578.99	Utility	468	77	47	6.08	View Devices
Calculator 6.0.1	6.0.1	Utility	199	30	25	6.63	View Devices
Camera 2.0.002 (12-00)	2.0.002 (12-00)	Non Business	101	63	40	1.61	View Devices
Camera 2.0.002 (29-00)	2.0.002 (29-00)	Non Business	69	41	29	1.67	View Devices

« < 1 2 3 4 5 6 7 > »

Rows 1-10

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](#)

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.

2. Data Grid Columns

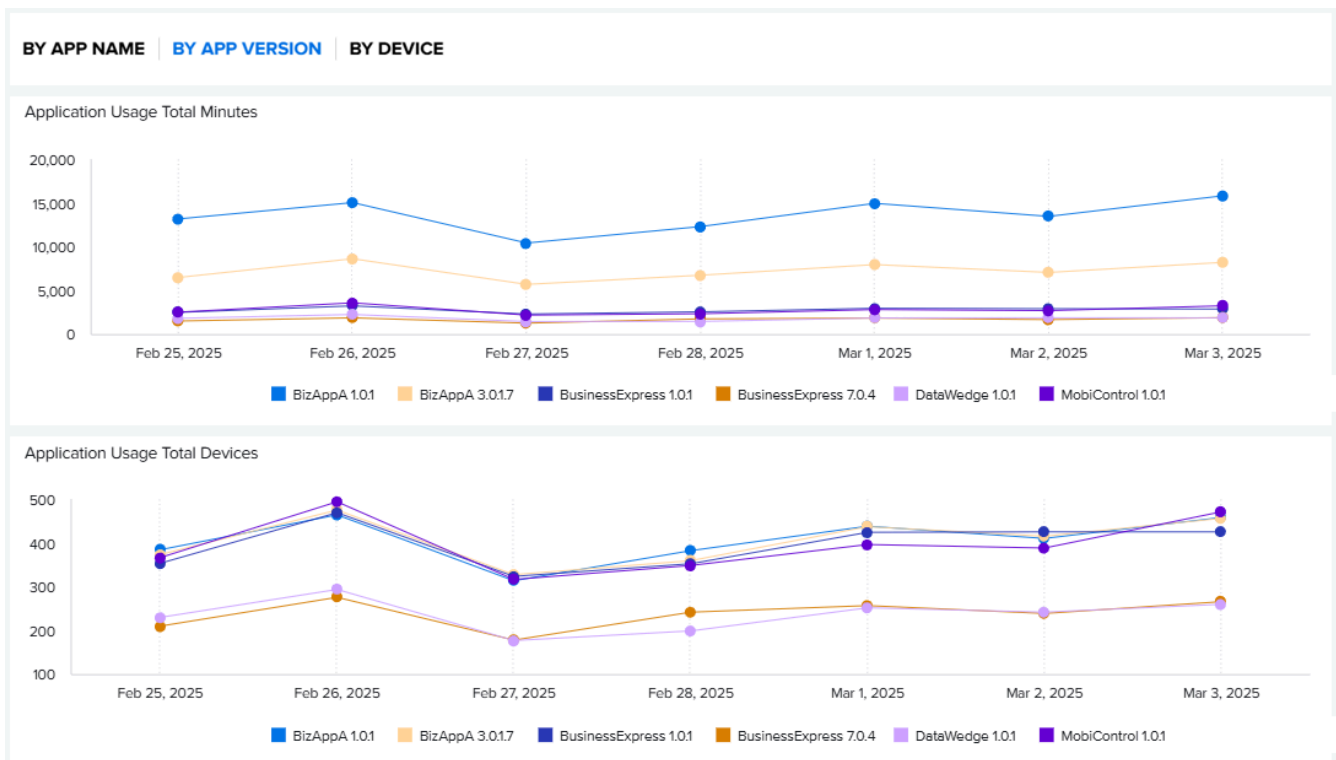
Application Name, Version, Application Category, Total Min Used, Total No. Devices, Total No. Sites, Average Min Used, and View Devices.

3. Date Range Options

- Last 7 Days (Default)
- Custom Range

Application Usage Total Minutes and Total Devices (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.



Individual application usage comparison table:

Detailed Insights

Usage Comparison by App Version - Daily (61)

Application Name ^	Version	Application Category	Total Min Used ?	Total No. Devices	Total No. Sites	Average Min Used ?	View Devices
Application Business 3.1.32	3.1.32	Business	953	50	35	19.06	View Devices
Application Business 3.1.42	3.1.42	Business	793	42	26	18.88	View Devices
Application Business 7.5.21...	7.5.21.2521	Business	728	39	29	18.66	View Devices
Attendant 1.0.1	1.0.1	Business	8,586	701	59	12.25	View Devices
Attendant 2.0.1	2.0.1	Business	2,817	237	57	11.88	View Devices
BizAppA 1.0.1	1.0.1	Business	17,932	662	59	27.09	View Devices
Chrome 71.0.3578.99	71.0.3578.99	Utility	468	77	47	6.08	View Devices
Calculator 6.0.1	6.0.1	Utility	199	30	25	6.63	View Devices
Camera 2.0.002 (12-00)	2.0.002 (12-00)	Non Business	101	63	40	1.61	View Devices
Camera 2.0.002 (29-00)	2.0.002 (29-00)	Non Business	69	41	29	1.67	View Devices

« < 1 2 3 4 5 6 7 > »

Rows 1-10

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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.

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

Devices with Applications (sorted by device)

Click the **BY DEVICE** tab to view the unique combinations of devices, applications, and application versions. A device appears multiple times if it has multiple apps or multiple versions of apps installed. Use the filters on the right side of the screen to control the apps shown.

Detailed Insights



APPLICATION ANALYTICS

LAST REFRESHED 766 MINUTES AGO

Daily

BY APP NAME

BY APP VERSION

BY DEVICE

Set Filter

Select Column

Search text

Search

Clear

DEVICES WITH APPLICATIONS (2,000+)

Device SR No	Application	Application Version	Model	Total Min Used	Site Name	Site Hierarchy
D19291010M0001	Now Mobile	2.0.1	TC51	10.72	STORE126	ZEBRA/REGION/COUNTRY/STORE126
D19291010M0001	Microsoft Remote Desktop	2.0.1	TC51	13.05	STORE126	ZEBRA/REGION/COUNTRY/STORE126
D19291010M0001	OEMConfig	2.0.1	TC51	11.92	STORE126	ZEBRA/REGION/COUNTRY/STORE126
D19291010M0001	DataWedge	2.0.1	TC51	26.2	STORE126	ZEBRA/REGION/COUNTRY/STORE126
D19291010M0001	Attendant	2.0.1	TC51	26.55	STORE126	ZEBRA/REGION/COUNTRY/STORE126
D19291010M0001	MobiControl	2.0.1	TC51	5.33	STORE126	ZEBRA/REGION/COUNTRY/STORE126
D19291010M0001	BusinessExpress	7.5.44	TC51	81.45	STORE126	ZEBRA/REGION/COUNTRY/STORE126
D19291010M0001	BizAppA	3.0.1.7	TC51	114.87	STORE126	ZEBRA/REGION/COUNTRY/STORE126
D19291010M0001	Retail	2.0.1	TC51	2.27	STORE126	ZEBRA/REGION/COUNTRY/STORE126
D19291010M0001	Nomor+	2.0.1	TC51	27.37	STORE126	ZEBRA/REGION/COUNTRY/STORE126
D19291010M0001	SoftOne GO	2.0.1	TC51	10.42	STORE126	ZEBRA/REGION/COUNTRY/STORE126
D19291010M0001	BusinessExpress	7.0.4	TC51	23.9	STORE126	ZEBRA/REGION/COUNTRY/STORE126
D19291010M0001	BusinessExpress	2.0.1	TC51	18.63	STORE126	ZEBRA/REGION/COUNTRY/STORE126
D19291010M0001	Enterprise Home Screen	2.0.1	TC51	15.33	STORE126	ZEBRA/REGION/COUNTRY/STORE126
D19291010M0001	UPS	2.0.1	TC51	1.7	STORE126	ZEBRA/REGION/COUNTRY/STORE126
D19291010M0001	Samtalshantering	2.0.1	TC51	15.07	STORE126	ZEBRA/REGION/COUNTRY/STORE126
D19291010M0002	GolfRival	4.0.4	MC95	0.9	STORE138	ZEBRA/REGION/COUNTRY/STORE138
D19291010M0002	Terminal Emulation	1.0.1	MC95	20.07	STORE138	ZEBRA/REGION/COUNTRY/STORE138
D19291010M0002	BizAppA	3.0.1.7	MC95	54.95	STORE138	ZEBRA/REGION/COUNTRY/STORE138
D19291010M0002	Attendant	1.0.1	MC95	1.12	STORE138	ZEBRA/REGION/COUNTRY/STORE138
D19291010M0002	SoftOne GO	1.0.1	MC95	13.82	STORE138	ZEBRA/REGION/COUNTRY/STORE138
D19291010M0002	DataWedge	1.0.1	MC95	33.32	STORE138	ZEBRA/REGION/COUNTRY/STORE138
D19291010M0002	SOTI MobiControl	1.0.1	MC95	5.37	STORE138	ZEBRA/REGION/COUNTRY/STORE138
D19291010M0002	BusinessExpress	7.5.44	MC95	18.03	STORE138	ZEBRA/REGION/COUNTRY/STORE138
D19291010M0002	Retail	1.0.1	MC95	7.82	STORE138	ZEBRA/REGION/COUNTRY/STORE138

«

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1

2

3

4

5

...

80

>

»

Rows 1-25

Filters

Date

Last 7 Days

Device Type

Include all

App Category

Include all

App Version

Include all

Serial Number

Include all

Site Hierarchy

Include all

Model

Include all

System Tags

Include all

User Tags

Include all

1. Data Grid Columns

Device Serial (Sr) No, Application, Application Version, Model, Total Minutes Used, Site Name, Site Hierarchy.

2. Date Range Options

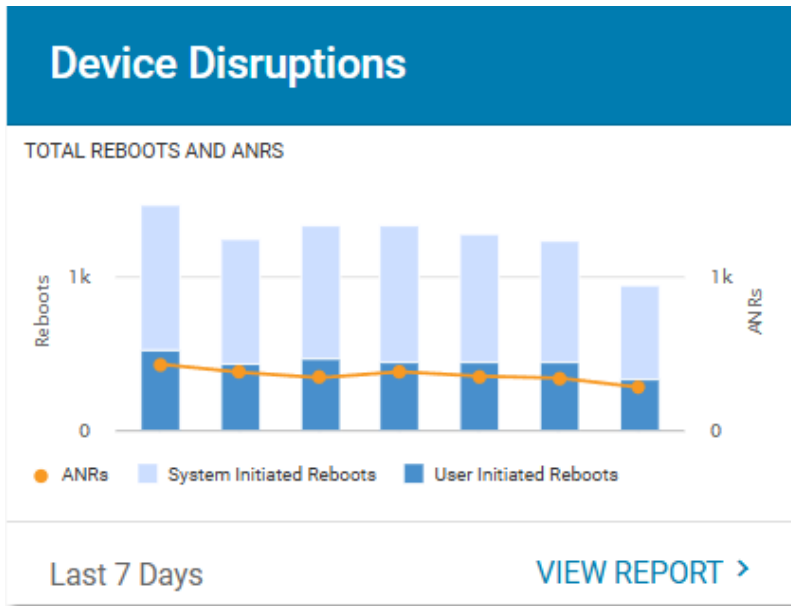
- Last 7 Days (Default)
- Custom Range

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

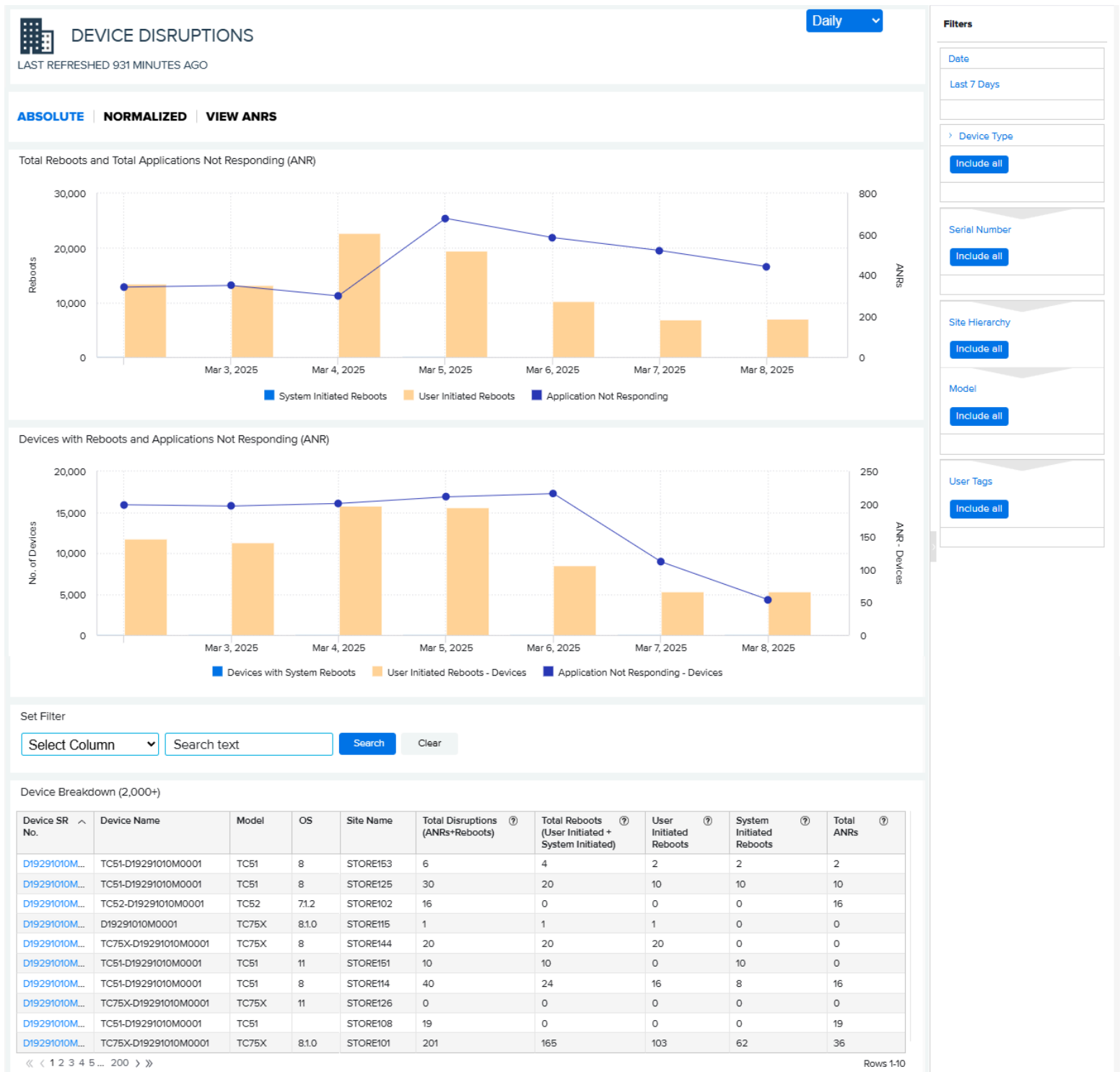
The tile displays the number of device reboots (system-initiated and user-initiated) and ANRs during the last 7 days. Mouse over the individual data points on the tile for details.



Detailed Insights

Expanded View

The expanded view shows additional information.



Date
Last 7 Days

Device Type
Include all

Serial Number
Include all

Site Hierarchy
Include all

Model
Include all

User Tags
Include all

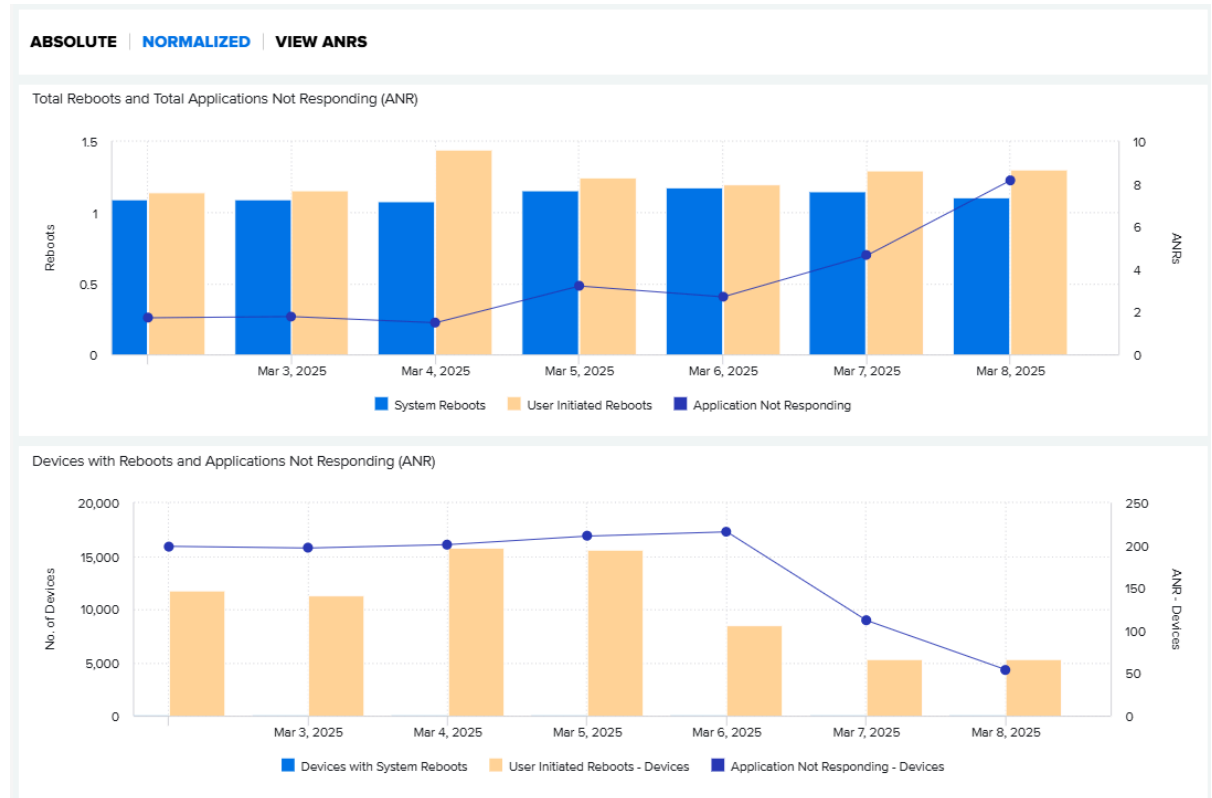
1. Total Reboots and Total Application Not Responding (ANRs) Overview Graph (Absolute Totals)



- 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)

Detailed Insights



- Displays the total number of reboots (system-initiated and user-initiated) and ANRs per device level during the last 7 days (default) or the time range specified by the user.

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

Set Filter

Select Column

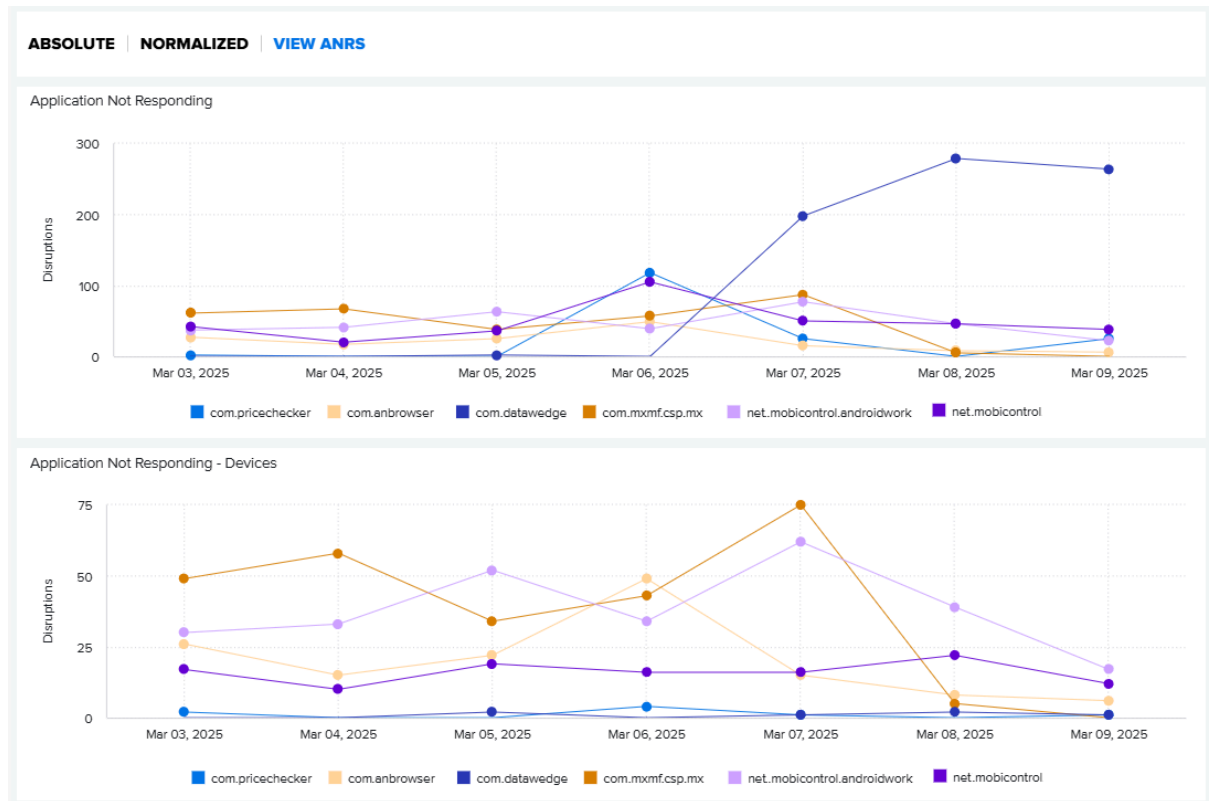
Device Breakdown (1186)

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

« < 1 2 3 4 5 ... 119 > » Rows 1-10

- 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)

Set Filter

Select Column Search text Search Clear

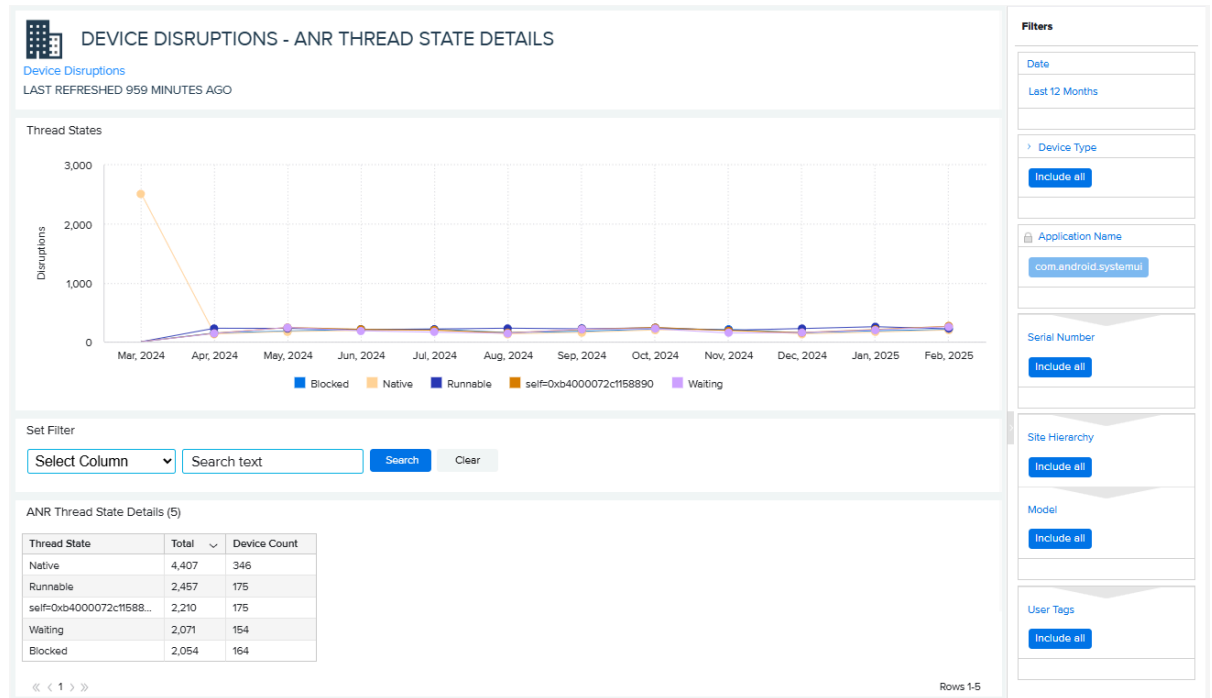
Application Not Responding (ANR) Details (81)

Application Name	App Package	Total ANRs	Device Count	Thread States
com.android.systemui	com.android.systemui	23	23	VIEW THREAD STATE
com.android.systemui	com.wfc.voice	27	27	VIEW THREAD STATE
com.android.systemui	com.datawedge	24	23	VIEW THREAD STATE
com.android.systemui	com.mxmf.csp.mx	23	22	VIEW THREAD STATE
com.android.systemui	system_server	23	23	VIEW THREAD STATE
com.android.systemui	net.soti.mobicontrol.androidwork	23	23	VIEW THREAD STATE
com.android.systemui	net.soti.mobicontrol	16	16	VIEW THREAD STATE
com.android.systemui	com.anbrowser	21	21	VIEW THREAD STATE
com.android.systemui	com.pricechecker	18	18	VIEW THREAD STATE
com.bbb.pricechecker	net.soti.mobicontrol	29	28	VIEW THREAD STATE

« < 1 2 3 4 5 ... 9 > » Rows 1-10

- 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

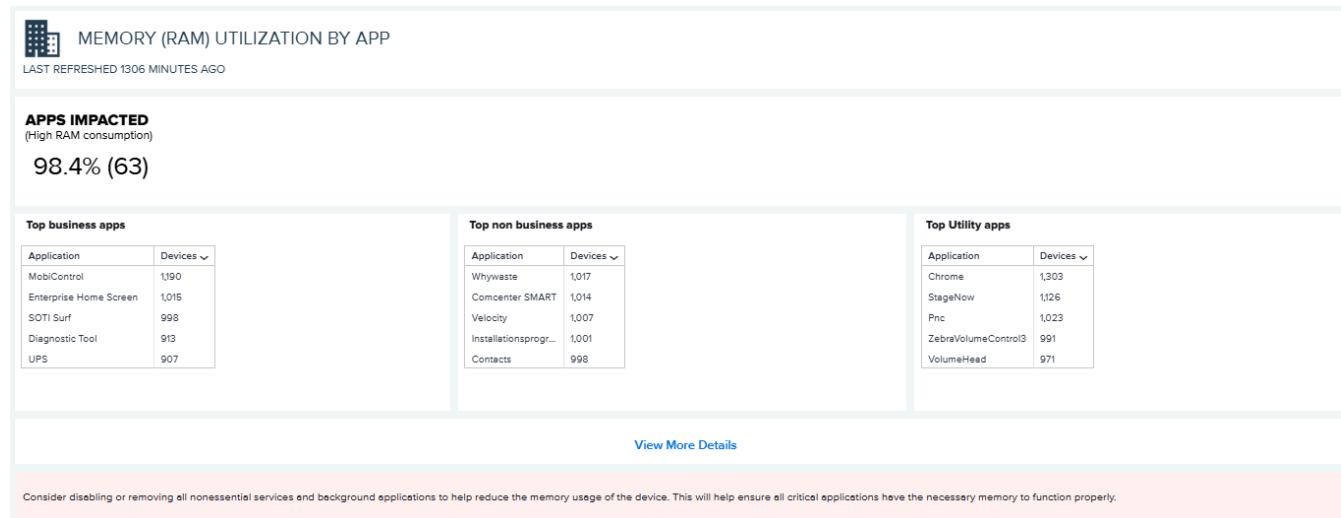
This report displays the last 90 days of Memory (RAM) usage activity to provide insight into applications' high Memory utilization.

- 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

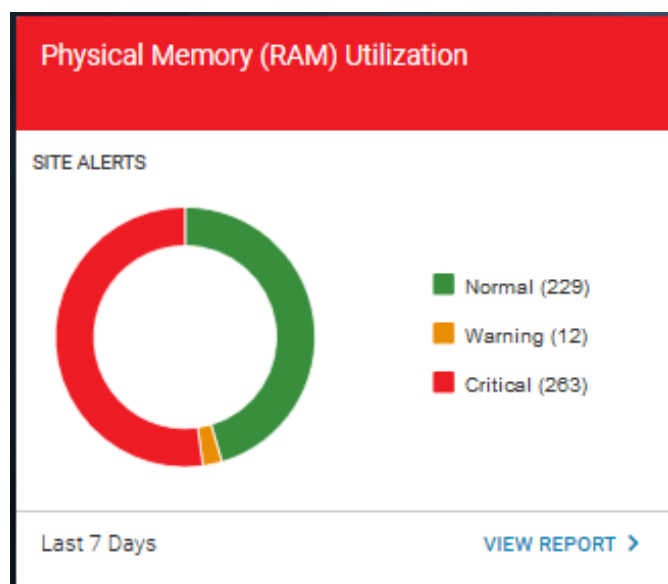
Physical Memory (RAM) Utilization

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.

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

Physical Memory (RAM) Utilization

Operation Impact Tolerance Per day
Percentage of utilized hours per day which are impacted due to high physical memory utilization

25 %

CANCEL SAVE

Site Impact
Percentage of devices impacted by high physical memory utilization against utilized devices at the site. A device that had more number of days impacted will generate more impact as compared to a device with less number of days impacted.

15 % 25 %

CANCEL SAVE

The **Threshold** settings screen displays.

- 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.

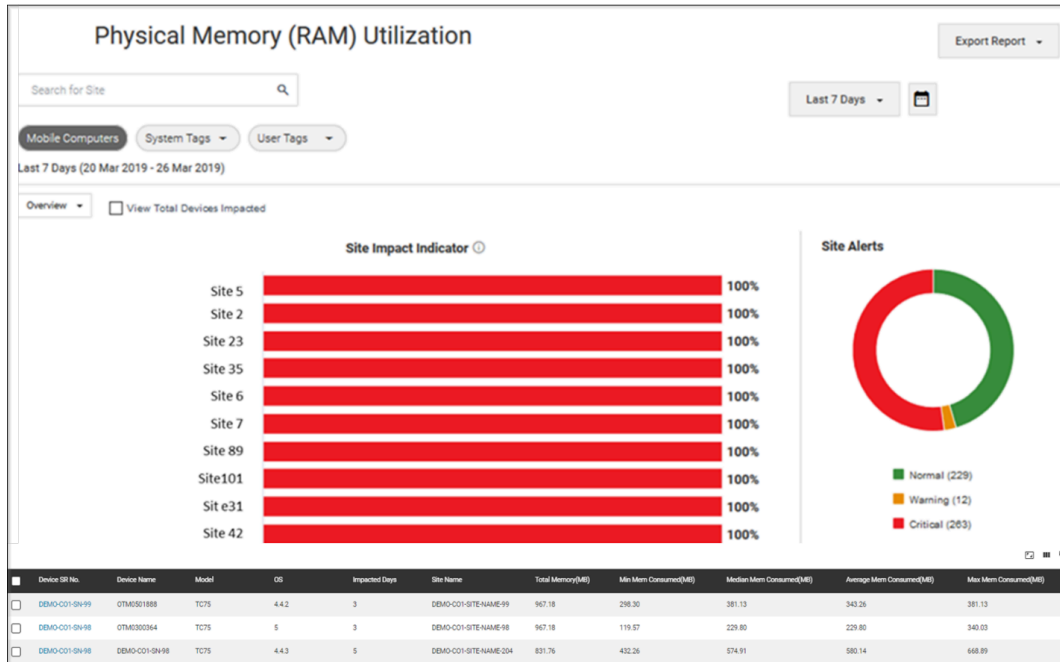


NOTE: The historical data for critical battery events based on previous setting value(s) will not be changed.

- 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

The insight provided by this report improves operational productivity by tracking data related to scans performed by Zebra Android mobile computers or by scanner devices. This scanning data allows customers to identify troublesome areas of the business. The root cause can be users, poor-quality barcodes, or device issues.

Tile View

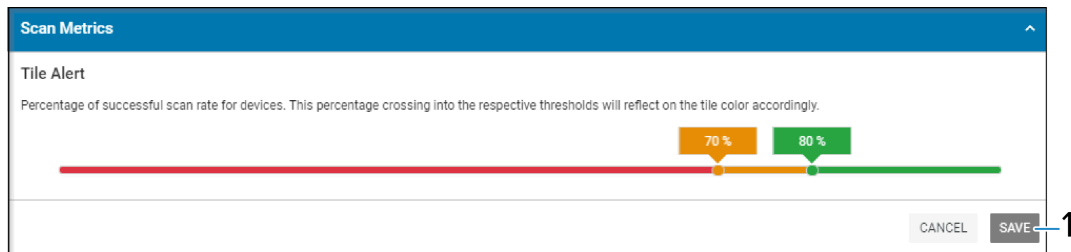
The tile displays the number of successful scans out of the total scans reported from all mobile computers and the success rate during the default time range. It also shows the average scans and average successful scans per device. The report tile shows a visual alert based on the success rate threshold that you set.

Scan Metrics	
SUCCESSFUL SCANS 64,481 out of 566,556 Total Scans	11% Success Rate
Average Scans Per Device	1,434
Average Successful Scans Per Device	163
Last 7 Days	VIEW REPORT >

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 screenshot shows the 'Scan Metrics' settings screen. It has a blue header with the title 'Scan Metrics' and a close button. Below the header, the section is titled 'Tile Alert'. A descriptive text states: 'Percentage of successful scan rate for devices. This percentage crossing into the respective thresholds will reflect on the tile color accordingly.' Below this text is a horizontal slider bar. The bar is divided into three segments: red (0-70%), orange (70-80%), and green (80-100%). There are orange and green markers on the bar corresponding to the 70% and 80% thresholds. At the bottom right of the screen are 'CANCEL' and 'SAVE' buttons. A blue arrow points to the 'SAVE' button with the number '1' next to it.

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. The contents of the graphs and chart are different for mobile computers and scanners. Use the Device Type filter on the right to switch between them.

Device Type

Edit Filter

☒ MOBILE COMPUTER
MOBILE COMPUTER ✓
SCANNER
☐ Is not Select from list

1 selected Apply Cancel

Device Type

SCANNER

Site Hierarchy

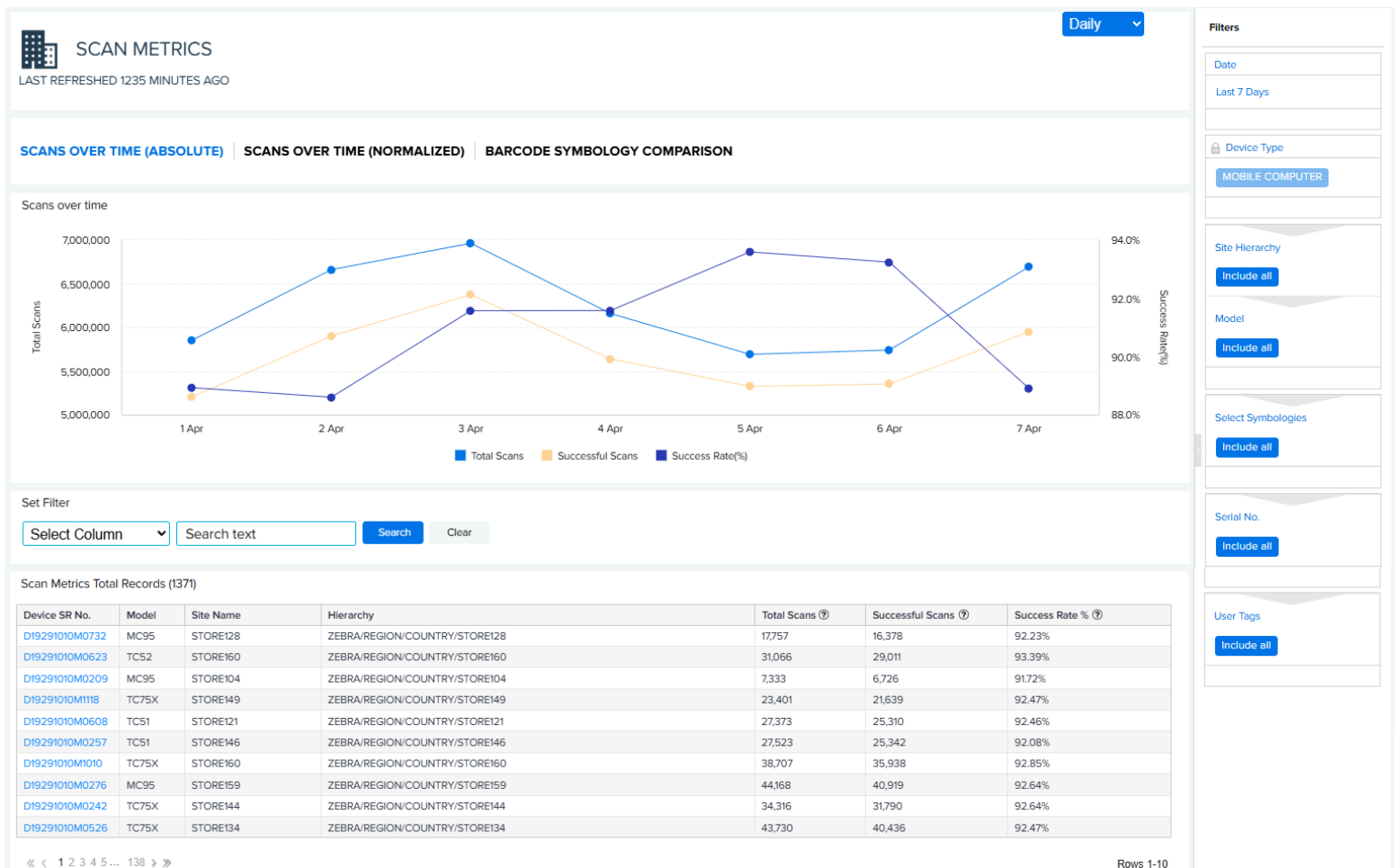
Include all

Model

Include all

Mobile Computers

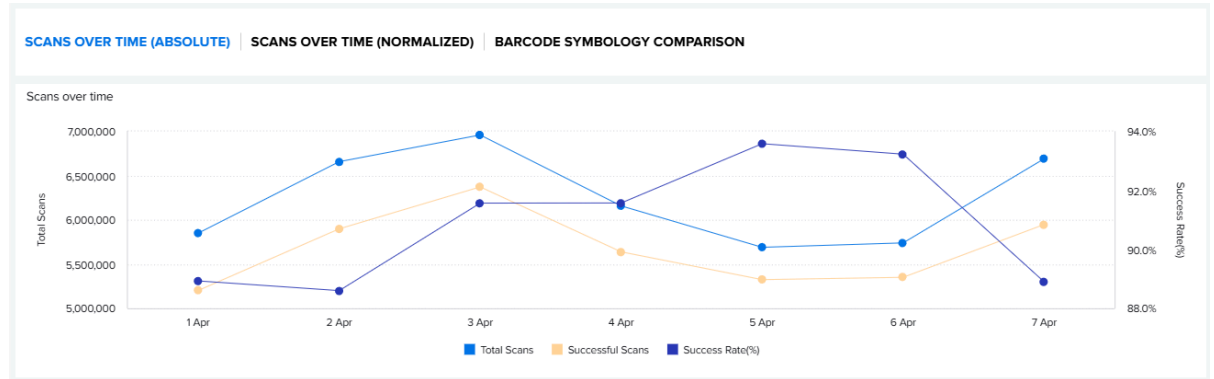
This report displays the total number of scans and the number of successful scans and compares the symbology from scans performed by Zebra Android mobile computers.



1. Mobile Computers: Graphs

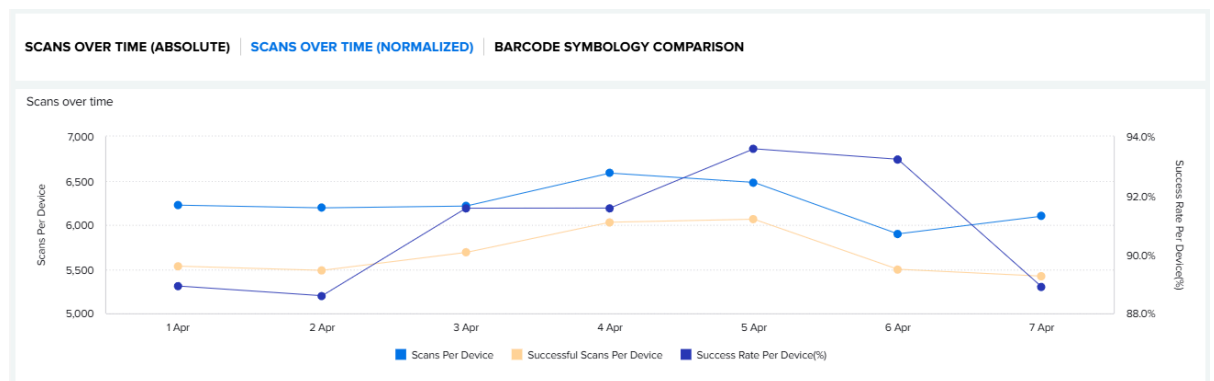
a. Scans Over Time (Absolute Totals):

Displays the number of 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.



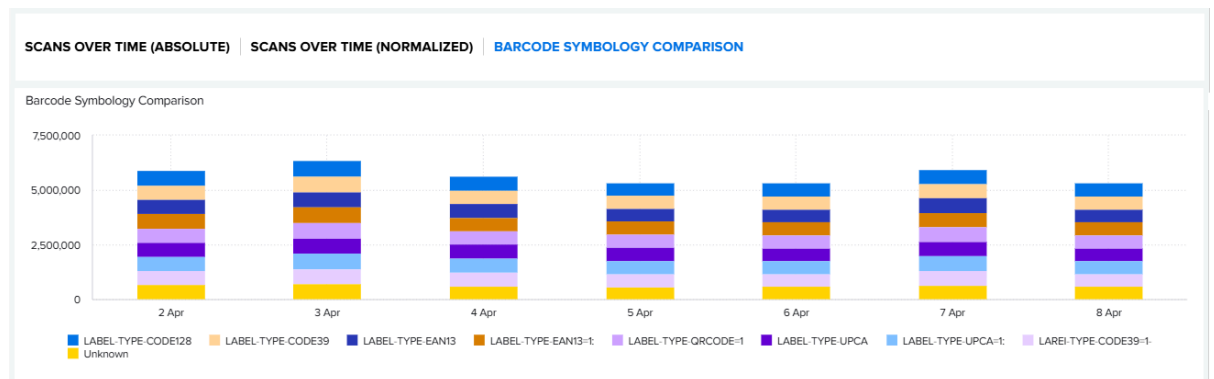
b. Scans Over Time (Normalized Totals):

Displays the Scans Per Device, Successful Scans Per Device, and Success Rate Per Device (%) for devices 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. Mobile Computers: Data Grid Columns

Detailed Insights

Device Serial (SR) No, Model, Site Name, Hierarchy, Total Scans, Successful Scans, and Success Rate.

3. Mobile Computers: Date Range Options

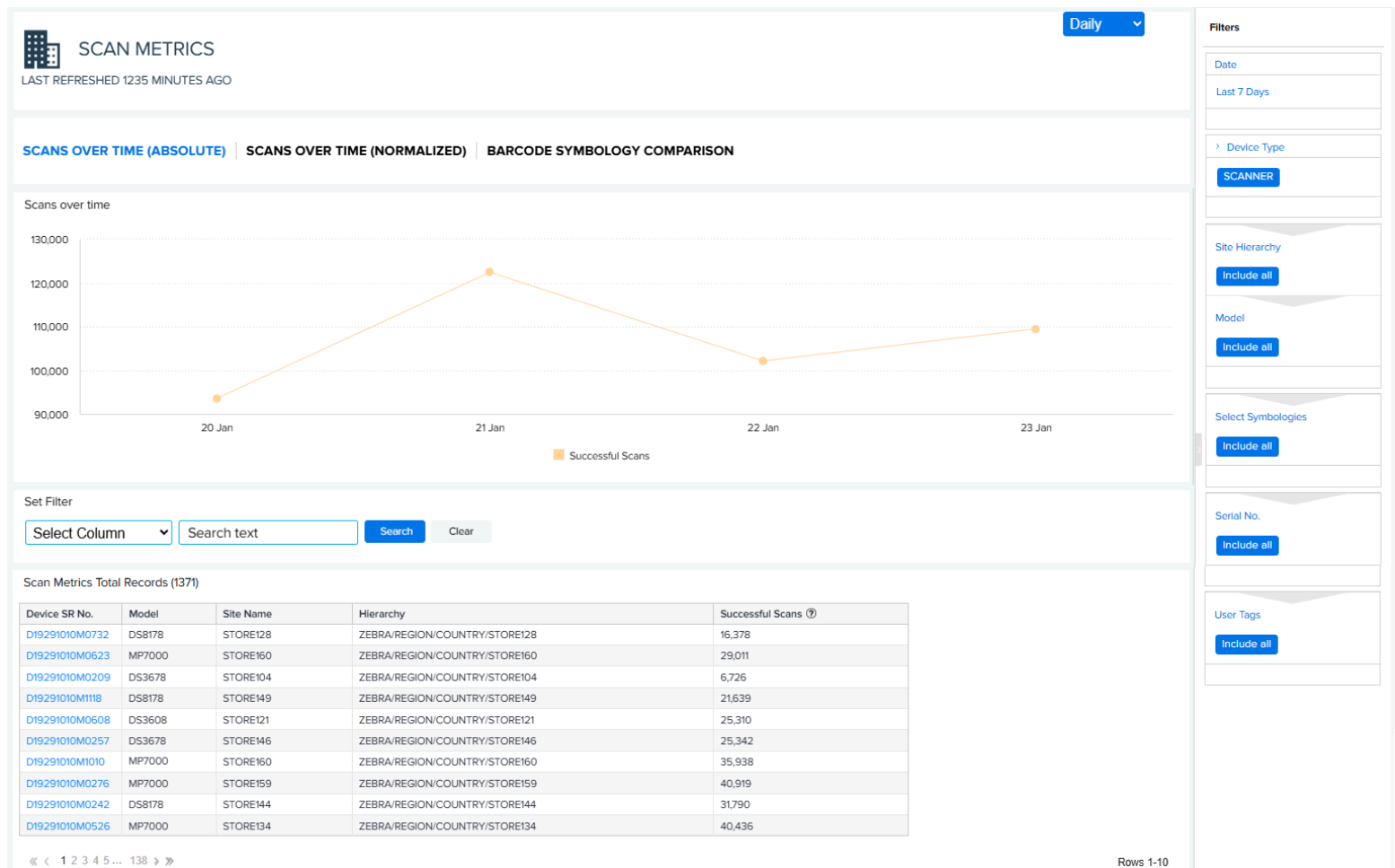
- Last 7 Days (Default)
- Custom Range

4. Mobile Computers: 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.

Scanners

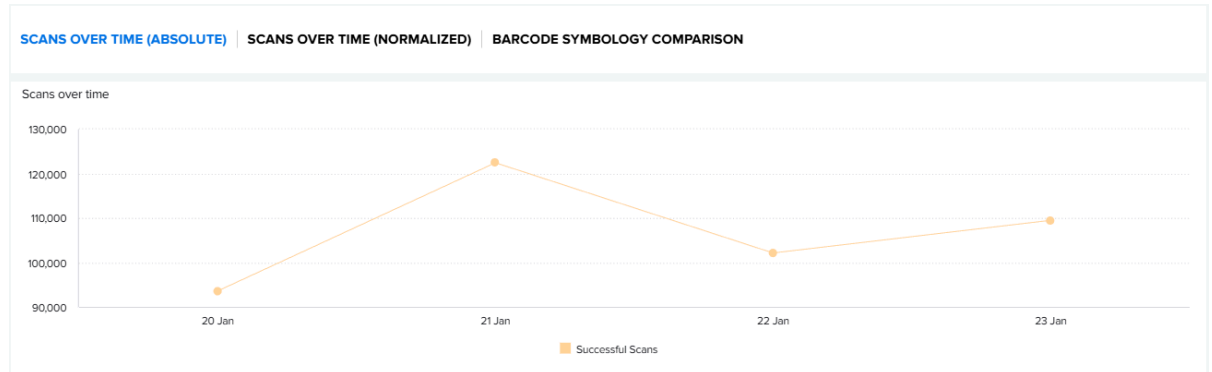
This report displays the number of successful scans and compares the symbology from scans performed by scanners.



1. Scanners: Graphs

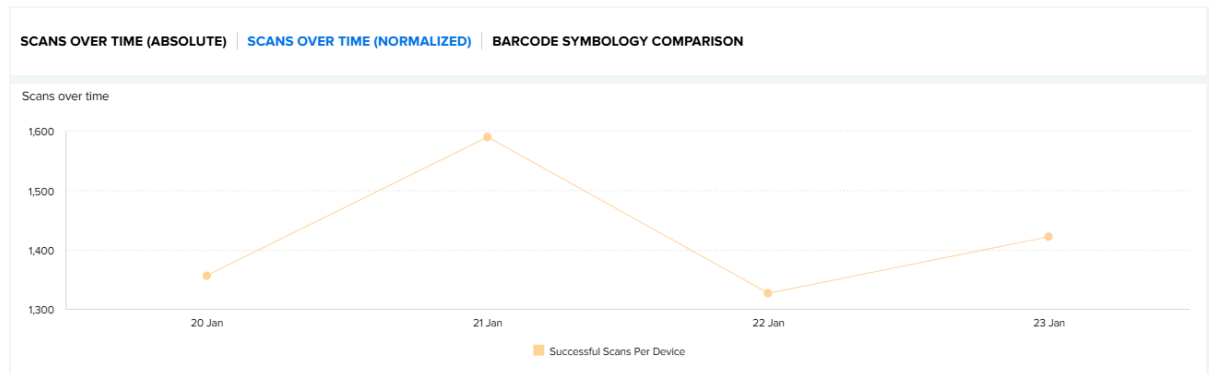
a. Scans Over Time (Absolute Totals):

Displays the number of Successful Scans from all scanners performing scans during the last 7 days (default) or a time range specified by the user.



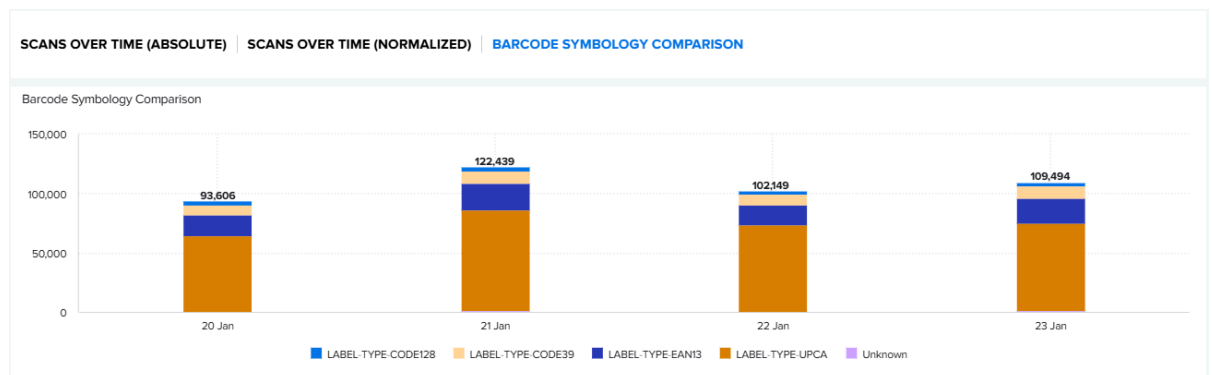
b. Scans Over Time (Normalized Totals):

Displays the Successful Scans Per Device for scanners 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. Scanners: Data Grid Columns

Device Serial (SR) No, Model, Site Name, Hierarchy, and Successful Scans.

3. Scanners: Date Range Options

- Last 7 Days (Default)
- Custom Range

4. Scanners: 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.

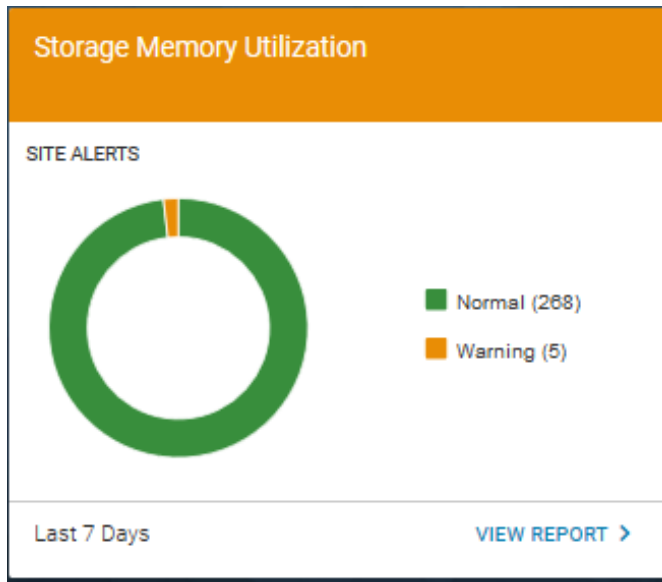
Storage Memory Utilization

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**.

Storage Memory Utilization

Site Impact

Percentage of devices impacted by high storage memory utilization against active devices at the site. A device that had more number of days impacted will generate more impact as compared to a device with less number of days impacted.

15 % 25 %

CANCEL SAVE

The **Threshold** settings screen displays.

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

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



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

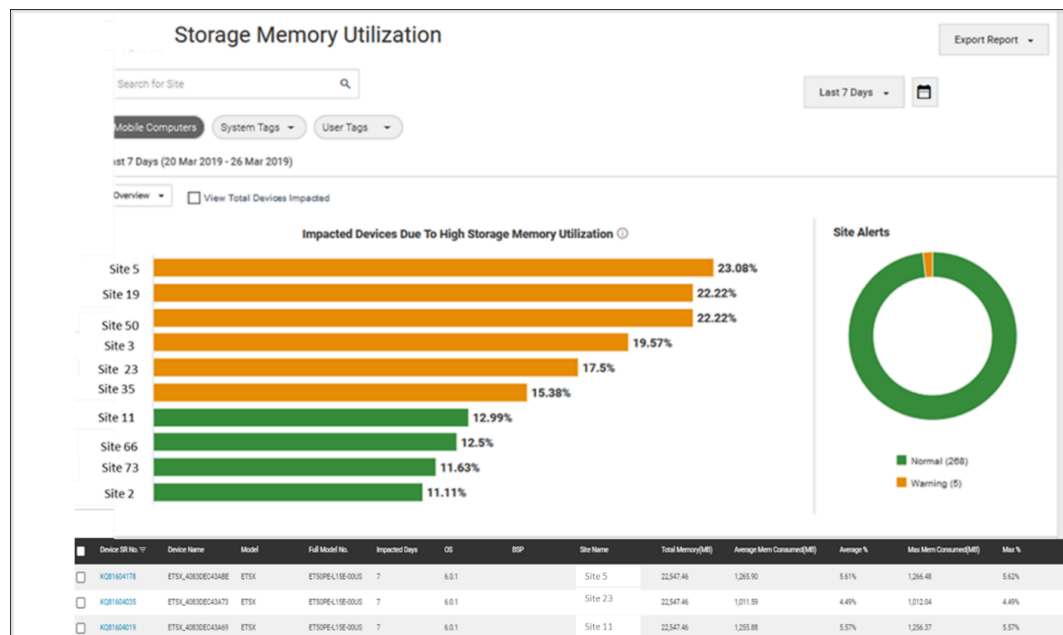
4. To reset the value back to the default, click **Revert Settings**.

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)

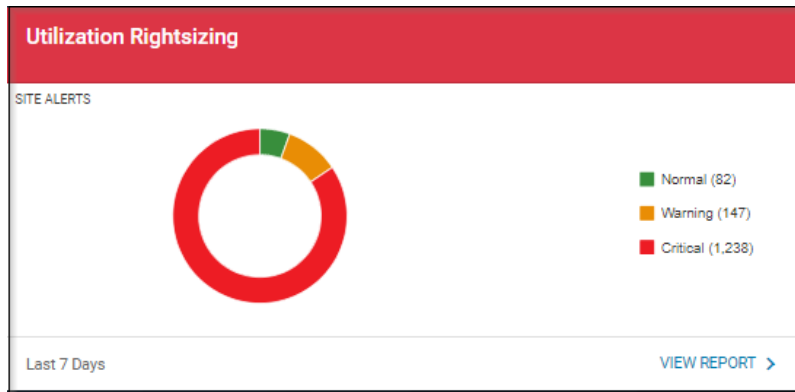
- Proactively track sites and devices impacted by high storage memory utilization issues and assess the impact on operations by such issues.

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:

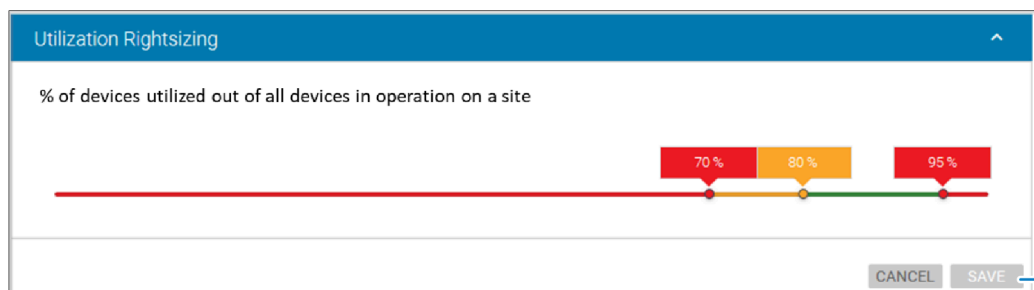
- **Red (under-utilized, critical)** - Less than 70% of devices on a site are utilized on a site.
- **Amber (under-utilized, warning)** - Greater than or equal to 70% and less than 80% of devices on a site are utilized on a site.
- **Green (utilized at right level)** - Greater than or equal to 80% and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

Detailed Insights

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.

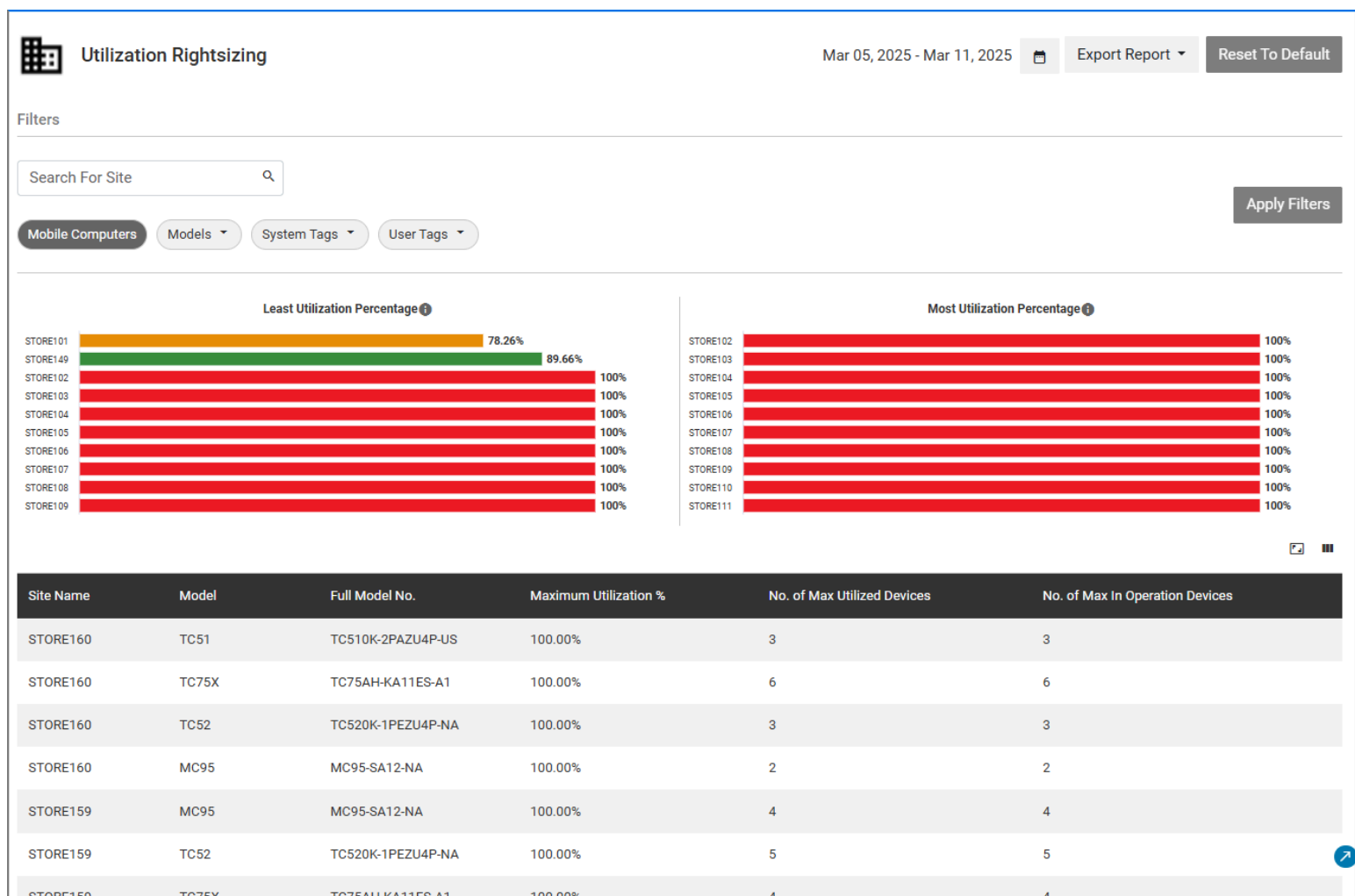


NOTE: The historical data for critical battery events based on previous setting value(s) will not be changed.

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)

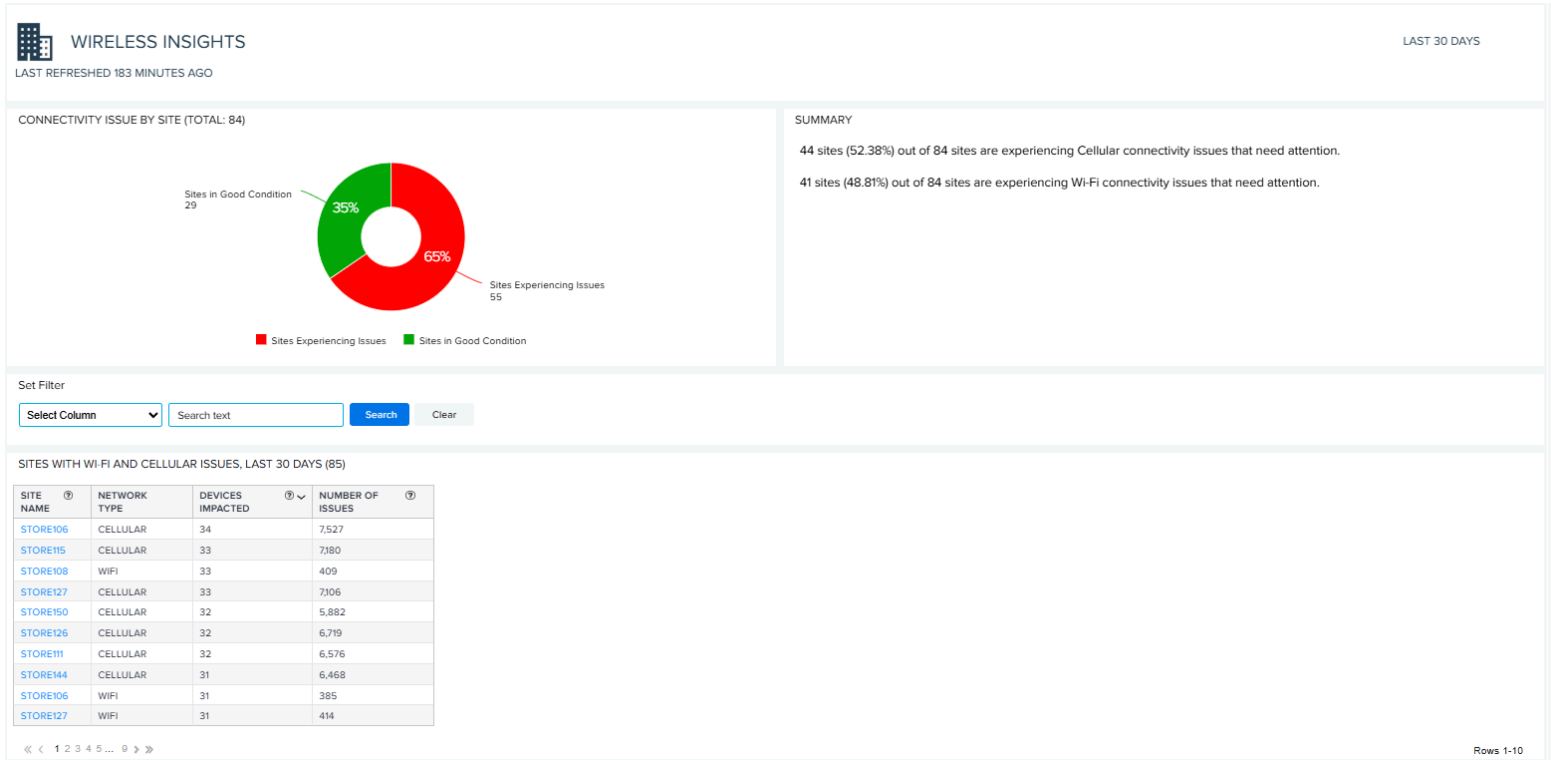
- Identify sites with device utilization issues to right-size device distribution throughout sites to increase device utilization.

Wireless Insights

The Wireless Insights report allows you to track Wi-Fi and cellular failure events to ensure consistent network performance and to quickly resolve connectivity issues.



NOTE: Wireless Insights is a purchasable option. Go to zebra.com/wireless-insights-info or contact your account manager for more information. For installation information, refer to the [Wireless Insight Agent App Installation Guide](#).



Information provided in this report includes the following for last 30 days:

- The network type (Wi-Fi or Cellular)
- The number of devices impacted
- The total number of issues

Wireless Insights > Site

Click on an individual site to view data specific to that site. Information includes individual Wi-Fi access points and specific antennas for different cellular carriers that had issues.



SITE: STORE106

LAST 30 DAYS

WIRELESS INSIGHTS > SITE
LAST REFRESHED 196 MINUTES AGO

SITE RANK

54

This site ranks #54
out of 59 sites.

SUMMARY

2 Access Point (66.67%) out of 3 Access Points are experiencing Wi-Fi connectivity issues that need attention.

3 cellular ID (100%) out of 3 cellular IDs are experiencing Cellular connectivity issues that need attention.

Set Filter

Select Column

Search text

Search

Clear

WI-FI NETWORK WITH CONNECTIVITY ISSUES, LAST 30 DAYS (8)

BSSID ⓘ	ACCESS POINT FRIENDLY NAME ⓘ	ISSUE TYPE	DEVICES IMPACTED ⓘ	NUMBER OF ISSUES ⓘ
da:02:87:a8:76:8e	Extreme_NX_06	Roam Failed	11	63
da:02:87:a8:76:8e	Extreme_NX_06	SIP/Voice Call Failed	10	59
da:02:87:a8:76:8e	Extreme_NX_06	Disconnection	8	51
1e:87:28:95:79:b6	Zebra_sales_06	Roam Failed	8	54
1e:87:28:95:79:b6	Zebra_sales_06	SIP/Voice Call Failed	8	47
da:02:87:a8:76:8e	Extreme_NX_06	Connection Failed	7	43
1e:87:28:95:79:b6	Zebra_sales_06	Connection Failed	7	41
1e:87:28:95:79:b6	Zebra_sales_06	Disconnection	5	27

« < 1 > »

Rows 1-8

Set Filter

Select Column

Search text

Search

Clear

CELLULAR NETWORK WITH CONNECTIVITY ISSUES, LAST 30 DAYS (90)

CELLULAR ID ⓘ	CARRIER	ISSUE TYPE	DEVICES IMPACTED ⓘ	NUMBER OF ISSUES ⓘ
607018	Webbing	Data Disconnection Error	19	100
607016	Webbing	Data Disconnection Error	19	102
607017	Movistar	Acquisition Error	19	119
607018	T-Mobile	Handover Failure	19	111
607017	Webbing	Out Of Service	18	135
607018	T-Mobile	Out Of Service	18	110
607018	Smart Commun...	Call Disconnection Error	18	125
607016	T-Mobile	Data Disconnection Error	18	103
607018	Cellcom	Call Disconnection Error	18	128
607018	Singtel	Call Disconnection Error	18	107

« < 1 2 3 4 5 ... 9 > »

Rows 1-10

Wi-Fi Networks with Connectivity Issues

Click on a BSSID to view the access point details page.

Detailed Insights



ACCESS POINT: da:02:87:e8:76:8e (Extreme_NX_06)

LAST 30 DAYS

WIRELESS INSIGHTS > SITE > ACCESS POINT
LAST REFRESHED 1151 MINUTES AGO

IMPACTED DEVICES

16 (100.00%)

Total Devices: 16

TOP WI-FI ISSUES

Connection Failed: 43 instances
Disconnection: 51 instances
Roam Failed: 63 instances
SIP/Voice Call Failed: 59 instances

Set Filter

Select Column Search text Search Clear

IMPACTED DEVICES WITH WI-FI ISSUES, LAST 30 DAYS (36)

DEVICE SR NO.	SITE NAME	MODEL	ISSUE TYPE	NUMBER OF ISSUES
D19291010M1367	STORE106	MC95	Roam Failed	7
D19291010M1367	STORE106	MC95	Connection Failed	5
D19291010M1339	STORE106	MC95	Roam Failed	9
D19291010M1336	STORE106	MC95	SIP/Voice Call Failed	5
D19291010M1336	STORE106	MC95	Disconnection	9
D19291010M1336	STORE106	MC95	Roam Failed	3
D19291010M1326	STORE106	TC75X	Roam Failed	3
D19291010M1277	STORE106	TCS1	SIP/Voice Call Failed	3
D19291010M1277	STORE106	TCS1	Roam Failed	3
D19291010M1249	STORE106	TCS1	Roam Failed	9

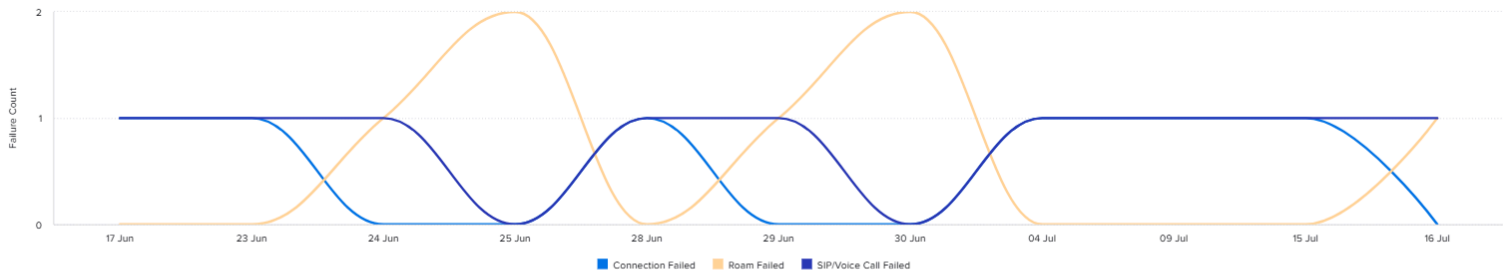
<< 1 2 3 4 >>

Rows 1-10

Click on a device serial number to view the device details page. The Wi-Fi Events tab provides Wi-Fi issues specific to that device.

GPS MAP USAGE & HARDWARE EVENTS REPAIR & CASE HISTORY HOURLY TRACKING APPLICATIONS BATTERY SWAP ACTIVITY WI-FI EVENTS CELLULAR EVENTS

WI-FI NETWORK CONNECTIVITY ISSUES, LAST 30 DAYS



Set Filter

Select Column Search text Search Clear

WI-FI CONNECTIVITY ISSUES, LAST 30 DAYS (22)

ISSUE RAISED TIME	ISSUE TYPE	ACCESS POINT FRIENDLY NAME	BSSID	REASON	ACTION
17/06/25 12:00 pm	SIP/Voice Call Failed	Zebra_store_37	e0.8e.8a.ft.2a:c9	SIP Call Failed	View more details
17/06/25 10:00 pm	Connection Failed	Zebra_store_37	e0.8e.8a.ft.2a:c9	Disconnected	View more details
23/06/25 12:00 pm	SIP/Voice Call Failed	Zebra_store_37	e0.8e.8a.ft.2a:c9	SIP Call Failed	View more details
23/06/25 10:00 pm	Connection Failed	Zebra_store_37	e0.8e.8a.ft.2a:c9	Disconnected	View more details
24/06/25 04:00 pm	Roam Failed	Zebra_store_37	e0.8e.8a.ft.2a:c9	TX Failure due to AP/INFRA	View more details
24/06/25 10:00 pm	SIP/Voice Call Failed	Zebra_store_37	e0.8e.8a.ft.2a:c9	SIP Call Failed	View more details
25/06/25 07:00 am	Roam Failed	Zebra_store_37	e0.8e.8a.ft.2a:c9	TX Failure due to AP/INFRA	View more details
25/06/25 12:00 pm	Roam Failed	Zebra_store_37	e0.8e.8a.ft.2a:c9	TX Failure due to AP/INFRA	View more details
28/06/25 12:00 pm	SIP/Voice Call Failed	Zebra_store_37	e0.8e.8a.ft.2a:c9	SIP Call Failed	View more details
28/06/25 10:00 pm	Connection Failed	Zebra_store_37	e0.8e.8a.ft.2a:c9	Disconnected	View more details

<< 1 2 3 >>

Rows 1-10

Click **View More Details** for specific information about the access point.

Detailed Information	
Access Point Friendly Name:	Zebra_store_37
Avg Packet Loss:	1045
Avg RSSI:	-13 dBm
Avg SNR:	18 dB
Avg Voice Latency:	2 ms
BSSID:	e0:8e:8a:f1:2a:c9
Call Id:	49592903
Consecutive Packet Loss(%):	98.1221 %
Errors:	Consecutive packet loss
Issue Raised Time:	2025-06-17T12:54:08Z
Issue Type:	SIP/Voice Call Failed
Lost Packets:	[5533-6577]
Max Jitter:	5 ms
Packet Loss (%):	99.7137 %
RSSI:	-41 dBm
RX Packets Range:	[6581-6592]
Reason:	SIP Call Failed
Reason Code:	658
Rx Rate:	96 Mbps
SNR:	54 dB
SUB REPORT:	CLEAN
TimeStamp:	21:28:52:289
VOIP Link Quality(1-5):	3.22008
Voice Latency:	3 ms
Voice Roam Time:	[object Object]
WiFi Link quality(1-5):	5
Wlan Code:	658

Cellular Networks with Connectivity Issues

Click on a Cellular ID to view the cellular antenna details page.

 CELLULAR ID: 607018

LAST 30 DAYS

WIRELESS INSIGHTS > SITE > CELLULAR ID

LAST REFRESHED 1151 MINUTES AGO

IMPACTED DEVICES

34 (100.00%)

Total Devices: 34

TOP CELLULAR ISSUES

Acquisition Error: 494 instances

Call Disconnection Error: 578 instances

Data Disconnection Error: 519 instances

Handover Failure: 468 instances

Out Of Service: 455 instances

Set Filter

Select Column

Search text

Search

Clear

IMPACTED DEVICES WITH CELLULAR ISSUES, LAST 30 DAYS (151)

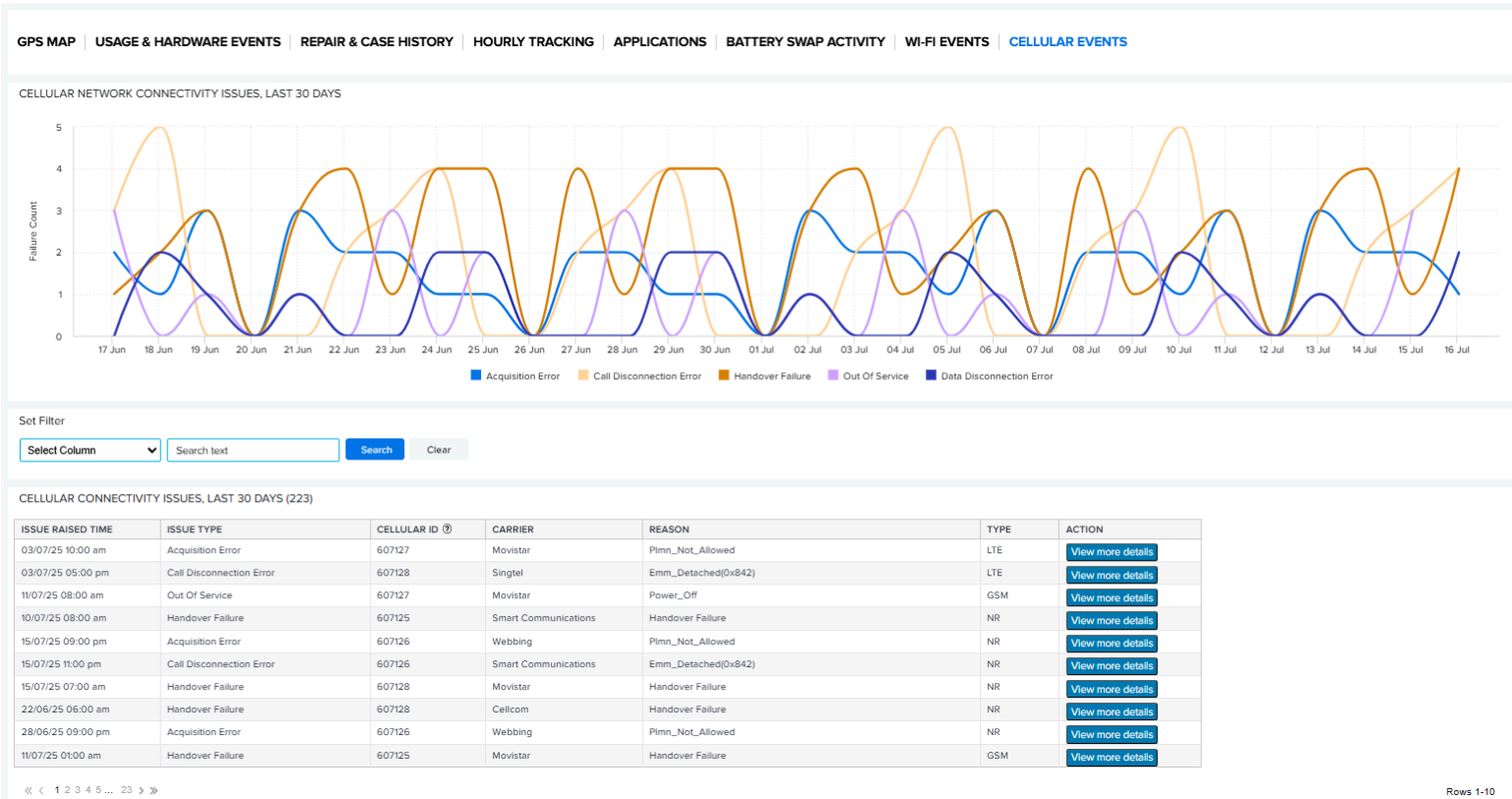
DEVICE SR NO.	SITE NAME	MODEL	ISSUE TYPE	NUMBER OF ISSUES
D19291010M0670	STORE106	MC95	Acquisition Error	24
D19291010M1236	STORE106	MC95	Acquisition Error	54
D19291010M0089	STORE106	MC95	Call Disconnection Error	23
D19291010M1236	STORE106	MC95	Out Of Service	40
D19291010M0840	STORE106	MC95	Acquisition Error	17
D19291010M1367	STORE106	MC95	Call Disconnection Error	29
D19291010M0991	STORE106	TC75X	Handover Failure	17
D19291010M0793	STORE106	MC95	Acquisition Error	9
D19291010M1157	STORE106	TC75X	Acquisition Error	10
D19291010M1249	STORE106	TC51	Call Disconnection Error	4

« < 1 2 3 4 5 ... 10 > »

Rows 1-10

Detailed Insights

Click on a device serial number to view the device details page. The Cellular Events tab provides cellular connectivity issues specific to that device.



Click **View More Details** for information about the specific cellular antenna where the issue occurred.

Detailed Information	
Mobile_Data_NetworkType:	NR
Of:	
OperatorNumeric:	40486
PLMN:	NR
RAT:	NR
Rf:	OFF
Service:	
ServiceState:	Out

See Also
[Displaying Mobile Computer Details](#)

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.

WLAN Signal Strength			
UNIQUE DEVICE COUNT PER SITE			
Site	Poor	Good	Excellent
DEMO-CO1-SITE-NAME-4	3	1	4
DEMO-CO1-SITE-NAME-1	2	1	48
DEMO-CO1-SITE-	2	1	23
Last 7 Days		VIEW REPORT >	

Report Settings

An admin can modify the report threshold values.

Signal Strength - Slide the bar for Signal Strength to change the definition of Poor, Good, and Excellent signal strengths.

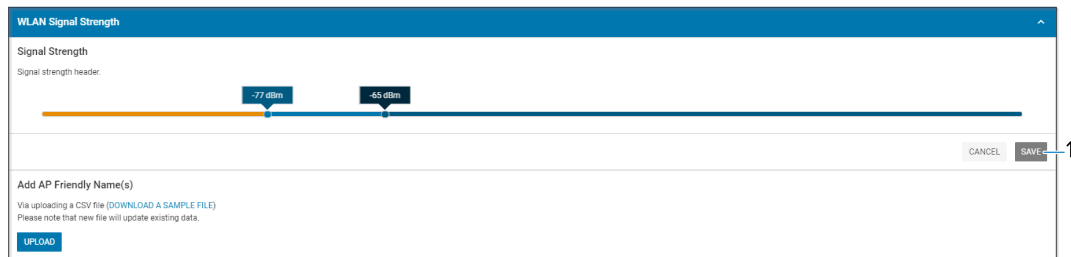
- Default values are:
 - Excellent signal strength (signal strength ≥ -65 dbm)
 - Good signal strength (signal strength between -66 and -77 dbm)
 - Poor signal strength (signal strength ≤ -78 dbm)
 - Add AP Friendly Name(s)

Add AP Friendly Name(s) - A .csv file can be uploaded to assign friendly names to access points, simplifying their identification. A sample file is available for download to facilitate the easy assignment of friendly names to the access points.

BSSID	AP Friendly Name
1a2b3c4d5e6f	Store Front Lobby
8f7e6d5c4b3a	Loading Dock
a4b6s4f5d54s	Main office

The sample file follows the same format, so friendly names can be applied correctly. After the file is uploaded, the friendly names are reflected in this report and the Out of Contact report after the next data load.

1. Click  **Settings** > **Report Settings**.
The **Report Settings** screen displays.
2. Click **WLAN Signal Strength**.



WLAN Signal Strength

Signal Strength

Signal strength header:

-77 dBm -65 dBm

CANCEL SAVE 1

Add AP Friendly Name(s)

Via uploading a CSV file ([DOWNLOAD A SAMPLE FILE](#))

Please note that new file will update existing data.

UPLOAD

The **Threshold** settings screen displays.

3. Drag the sliders to the desired value, and then click **Save (1)**.
The change is set to be reflected in the upcoming data load.



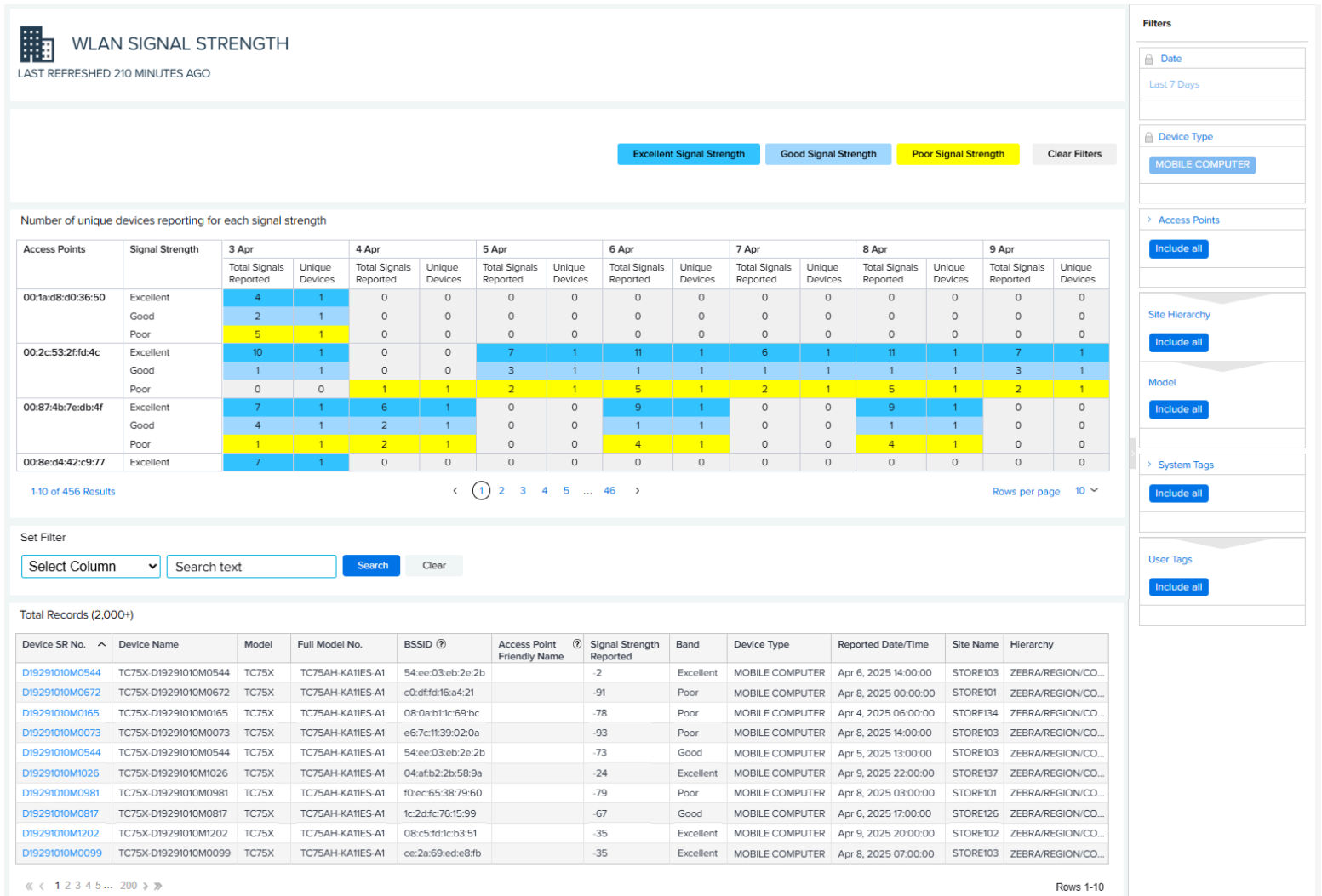
NOTE: The historical data based on previous setting value(s) will not be changed.

4. To reset the value back to the default, click **Revert Settings**.

Detailed Insights

Expanded View

The expanded view displays additional information.



1. Graphs

- 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, ≥ -65 dbm
- Light blue** - Good signal strength, between -66 and -77dbm
- Yellow** - Poor signal strength, ≤ -78 dbm

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.

Detailed Insights

Excellent Signal Strength

Good Signal Strength

Poor Signal Strength

Clear Filters

Number of unique devices reporting for each 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
00:1ad8: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
00:8ed4:42: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:cffe	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.

Total Records (2,000+)

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:c: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...
D19291010M026	TC75X-D19291010M026	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	10: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.



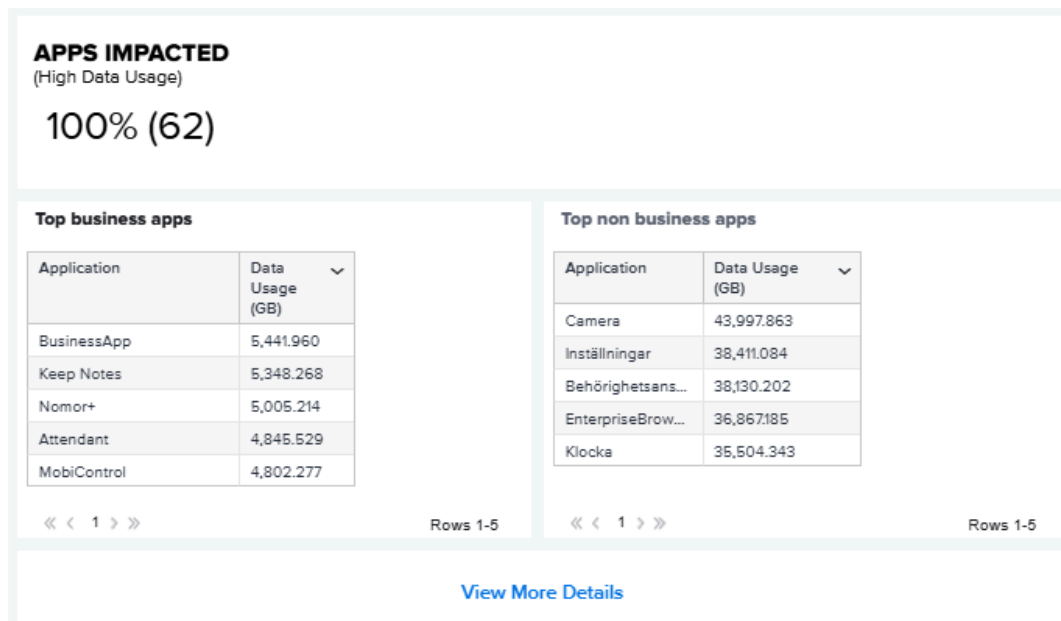
NOTE: For this report to be available, the Zebra Data Services (ZDS) agent configuration for mobile computers needs to be updated to enable the WWAN reporting from the devices. To enable data collection on your mobile computers, use the WWAN Data Collection configuration files available for download [here](#). Refer to the [ZDS Agent Configuration Guide](#) for a full list of requirements.

The WWAN Utilization 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.

Detailed Insights

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	D19291010M01046	TC51-D19291010M01046	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	36.84
Whywaste	15.10	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	111.2	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 > »

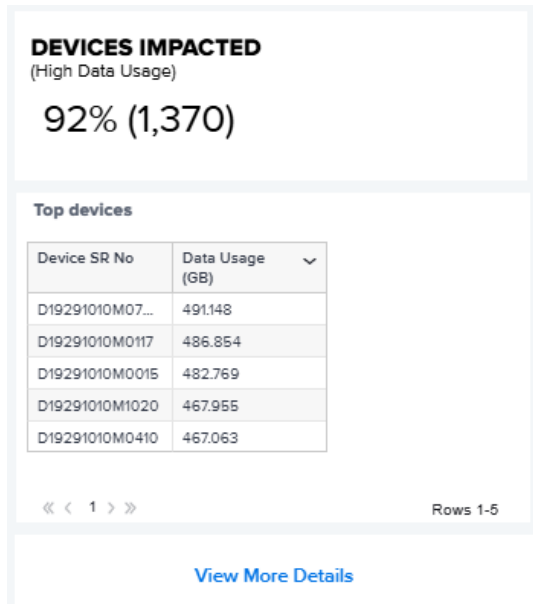
Rows 1-25

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)

Detailed Insights



DEVICES IMPACTED DETAILS

WWAN ANALYTICS

LAST REFRESHED 611 MINUTES AGO

Devices impacted (High data usage) (2,000+)

Device SR No.	Device Name	Site	Carrier	Model	Data Usage(in GB)
D19291010M0245	MC95-D19291010M0245	STORE131	carrier	MC95	142.64
D19291010M1291	TC75X-D19291010M1291	STORE153	Cellcom	TC75X	140.13
D19291010M0368	TC51-D19291010M0368	STORE149	Smart Communic...	TC51	124.58
D19291010M0965	MC95-D19291010M0965	STORE115	carrier	MC95	122.34
D19291010M0254	TC52-D19291010M0254	STORE116	Cellcom	TC52	121.87
D19291010M0489	TC52-D19291010M0489	STORE131	Webbing	TC52	121.77
D19291010M0616	MC95-D19291010M0616	STORE102	Singtel	MC95	120.54
D19291010M0265	MC95-D19291010M0265	STORE122	Cellcom	MC95	120.13
D19291010M0593	TC75X-D19291010M0593	STORE110	Smart Communic...	TC75X	115.61
D19291010M1118	TC75X-D19291010M1118	STORE149	carrier	TC75X	115.12
D19291010M0389	MC95-D19291010M0389	STORE131	Singtel	MC95	114.86
D19291010M1263	TC51-D19291010M1263	STORE152	Singtel	TC51	114.84
D19291010M1295	TC52-D19291010M1295	STORE115	Cellcom	TC52	114.80
D19291010M0294	TC51-D19291010M0294	STORE153	Smart Communic...	TC51	113.62
D19291010M0859	TC52-D19291010M0859	STORE110	Smart Communic...	TC52	113.01
D19291010M1007	MC95-D19291010M1007	STORE140	Cellcom	MC95	112.17
D19291010M0743	TC52-D19291010M0743	STORE128	Movistar	TC52	111.35
D19291010M0408	MC95-D19291010M0408	STORE132	Singtel	MC95	110.84
D19291010M0578	TC75X-D19291010M0578	STORE132	Movistar	TC75X	110.13
D19291010M1212	MC95-D19291010M1212	STORE131	Smart Communic...	MC95	110.04
D19291010M0015	MC95-D19291010M0015	STORE131	Movistar	MC95	109.66
D19291010M0233	TC75X-D19291010M0233	STORE153	Movistar	TC75X	108.47
D19291010M0971	MC95-D19291010M0971	STORE112	Webbing	MC95	108.06
D19291010M0338	TC52-D19291010M0338	STORE102	carrier	TC52	106.95
D19291010M1069	TC51-D19291010M1069	STORE110	carrier	TC51	106.54

« < 1 2 3 4 5 ... 80 > »

Rows 1-25

Filters

Date

Last 14 Days

Site

Include all

Model

Include all

Device Sr No.

Include all

> User Tags

Include all

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.

SITES IMPACTED

(High Data Usage)

97% (57)

Top sites

Sitename	Data Usage (GB)
STORE115	9,965.312
STORE131	9,563.452
STORE153	7,572.188
STORE119	7,211.114
STORE108	6,653.895

« < 1 > »

Rows 1-5

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

The data usage table includes the following fields:

- Device Serial (SR) No
- Device Name

Detailed Insights

- Site
- Carrier
- Model



SITES IMPACTED DETAILS

WWAN ANALYTICS

LAST REFRESHED 2056 MINUTES AGO

Sites impacted (High data usage) (2,000+)

Device SR No.	Device Name	Site	Carrier	Model
D19291010M0010	TC75X-D19291010M0010	STORE160	Singtel	TC75X
D19291010M0010	TC75X-D19291010M0010	STORE160	Webbing	TC75X
D19291010M0010	TC75X-D19291010M0010	STORE160	Smart Communic...	TC75X
D19291010M0069	TC75X-D19291010M0069	STORE160	Singtel	TC75X
D19291010M0490	TC75X-D19291010M0490	STORE160	carrier	TC75X
D19291010M0490	TC75X-D19291010M0490	STORE160	Singtel	TC75X
D19291010M0490	TC75X-D19291010M0490	STORE160	Smart Communic...	TC75X
D19291010M0509	TC75X-D19291010M0509	STORE160	Webbing	TC75X
D19291010M1010	TC75X-D19291010M1010	STORE160	Cellcom	TC75X
D19291010M1010	TC75X-D19291010M1010	STORE160	carrier	TC75X
D19291010M0010	TC75X-D19291010M0010	STORE160	Smart Communic...	TC75X
D19291010M0010	TC75X-D19291010M0010	STORE160	Singtel	TC75X
D19291010M0069	TC75X-D19291010M0069	STORE160	Cellcom	TC75X
D19291010M0069	TC75X-D19291010M0069	STORE160	Smart Communic...	TC75X
D19291010M0069	TC75X-D19291010M0069	STORE160	Cellcom	TC75X
D19291010M0490	TC75X-D19291010M0490	STORE160	Cellcom	TC75X
D19291010M0490	TC75X-D19291010M0490	STORE160	Webbing	TC75X
D19291010M1010	TC75X-D19291010M1010	STORE160	Webbing	TC75X
D19291010M1010	TC75X-D19291010M1010	STORE160	Singtel	TC75X
D19291010M0010	TC75X-D19291010M0010	STORE160	Smart Communic...	TC75X
D19291010M0010	TC75X-D19291010M0010	STORE160	Webbing	TC75X
D19291010M0490	TC75X-D19291010M0490	STORE160	Movistar	TC75X
D19291010M0490	TC75X-D19291010M0490	STORE160	Webbing	TC75X
D19291010M1010	TC75X-D19291010M1010	STORE160	Cellcom	TC75X
D19291010M0010	TC75X-D19291010M0010	STORE160	Smart Communic...	TC75X

« < 1 2 3 4 5 ... 80 > »

Rows 1-25

Filters

Site

Include all

Model

Include all

> User Tags

Include all

Date

Last 14 Days

Carriers Impacted (Poor Performance)

The data in the Carries Impacted (Poor Performance) tile display carrier performance based on signal strength. If you are experiencing poor carrier performance, contact the carrier to discuss your plan's signal strength or consider switching carriers (if applicable) in that specific location.

CARRIERS IMPACTED (POOR PERFORMANCE)

Top carrier and devices impacted

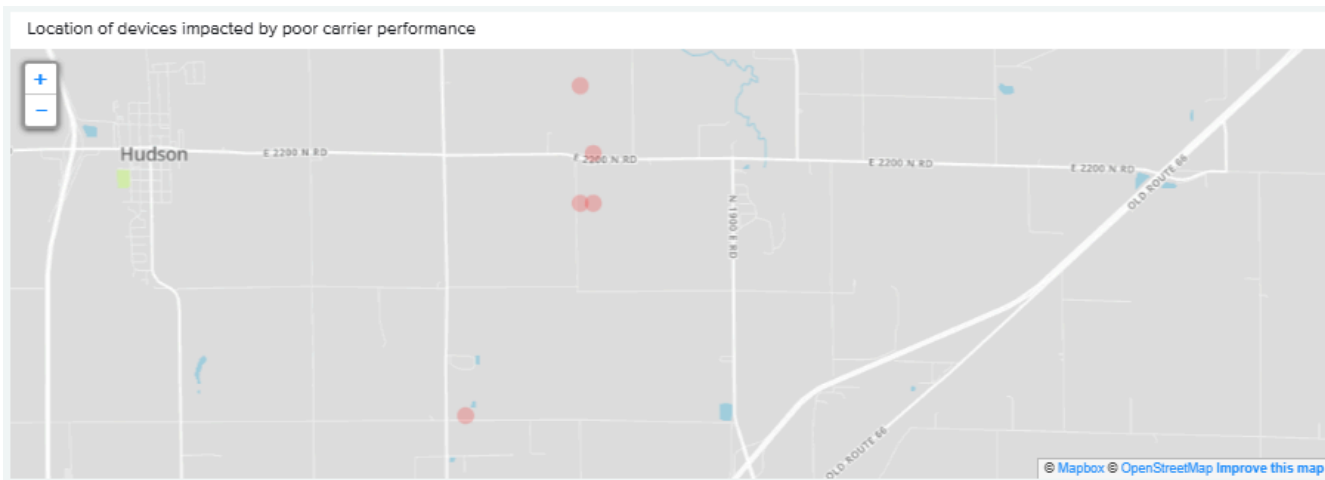
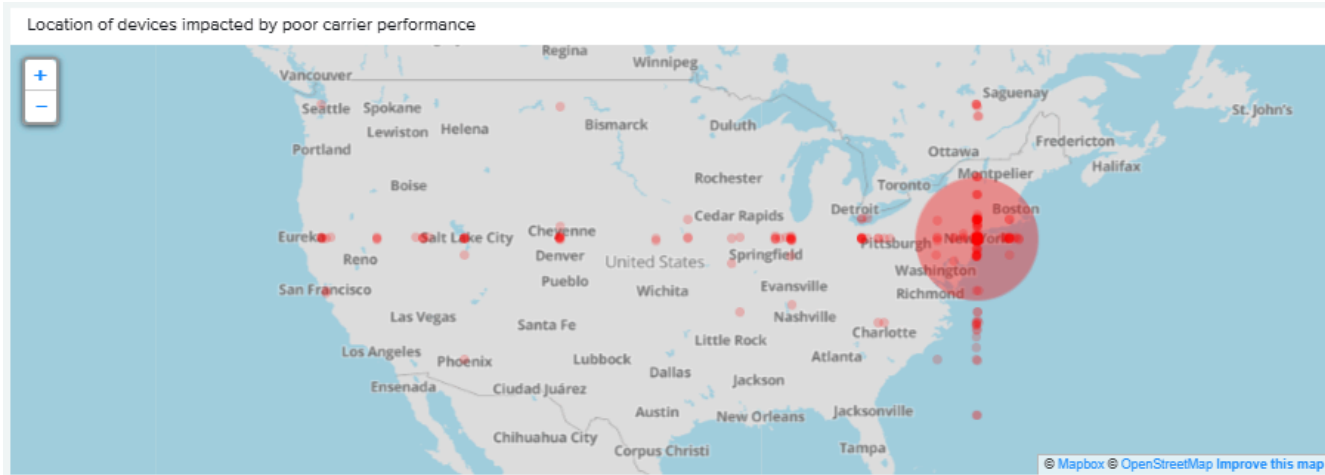
Carrier	Number of impacted devices
Verizon Wirel...	22
T-Mobile USA	43

Location of devices impacted by poor carrier performance



[View More Details](#)

This tile includes a map that provides visual data. Zoom out to view regions affected, or zoom in to view details down to the street level.



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

Detailed Insights



CARRIER POOR PERFORMANCE DETAILS

WWAN ANALYTICS

LAST REFRESHED 12149 MINUTES AGO

Carriers Impacted (Poor Performance) (1140)

Device SR No.	Device Name	Carrier	Generation	Model	Site	Total poor signal events	Total poor connectivity events
D19291010M1248	MC95-D19291010M1248	T-Mobile USA	Unknown	MC95	STORE154	20	14
D19291010M0461	MC95-D19291010M0461	Verizon Wireless	2G	MC95	STORE149	13	7
D19291010M0666	MC95-D19291010M0666	Verizon Wireless	2G	MC95	STORE141	0	17
D19291010M1007	MC95-D19291010M1007	T-Mobile USA	5G	MC95	STORE140	2	3
D19291010M1103	MC95-D19291010M1103	Verizon Wireless	2G	MC95	STORE135	2	14
D19291010M0572	MC95-D19291010M0572	T-Mobile USA	5G	MC95	STORE135	1	22
D19291010M0259	MC95-D19291010M0259	T-Mobile USA	3G	MC95	STORE134	14	1
D19291010M0357	MC95-D19291010M0357	Verizon Wireless	Unknown	MC95	STORE124	6	18
D19291010M1290	MC95-D19291010M1290	Verizon Wireless	5G	MC95	STORE121	12	17
D19291010M0184	MC95-D19291010M0184	T-Mobile USA	4G	MC95	STORE103	19	0
D19291010M1289	TC51-D19291010M1289	T-Mobile USA	3G	TC51	STORE158	0	10
D19291010M0275	TC75X-D19291010M0275	T-Mobile USA	2G	TC75X	STORE158	1	1
D19291010M0104	TC75X-D19291010M0104	T-Mobile USA	2G	TC75X	STORE158	3	20
D19291010M0013	TC51-D19291010M0013	Verizon Wireless	Unknown	TC51	STORE152	3	9
D19291010M1085	TC51-D19291010M1085	T-Mobile USA	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

« 1 2 3 4 5 ... 40 »

Rows 1-25

Filters

Date

Last 14 Days

Site

Include all

Model

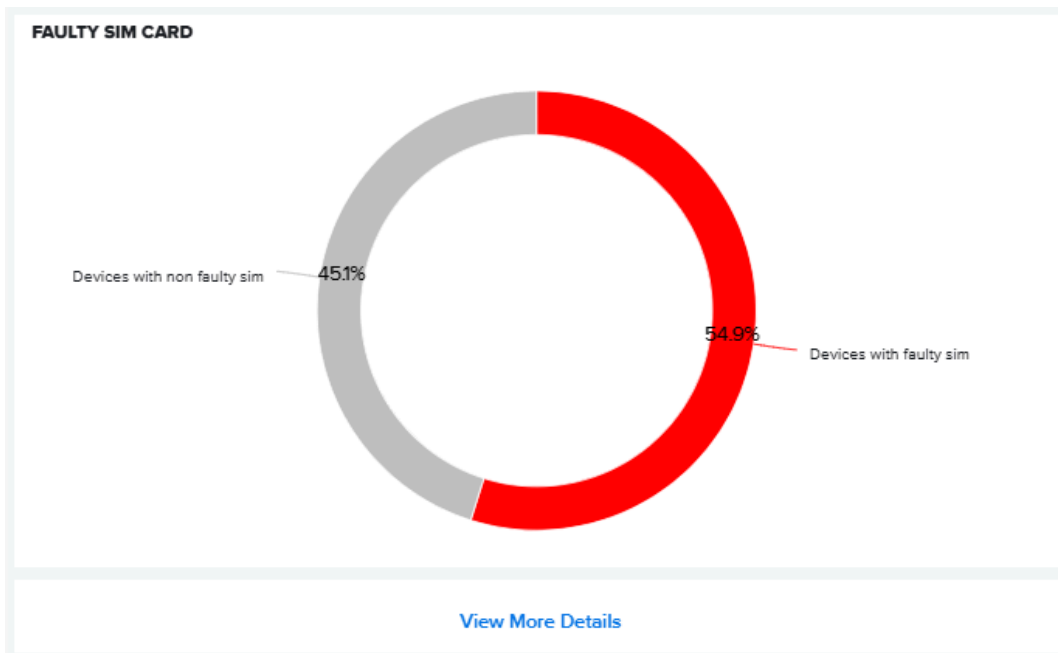
Include all

> User Tags

Include all

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

Filters

Date

Last Month

Site

Include all

Model

Include all

Device SR No.

Include all

User Tags

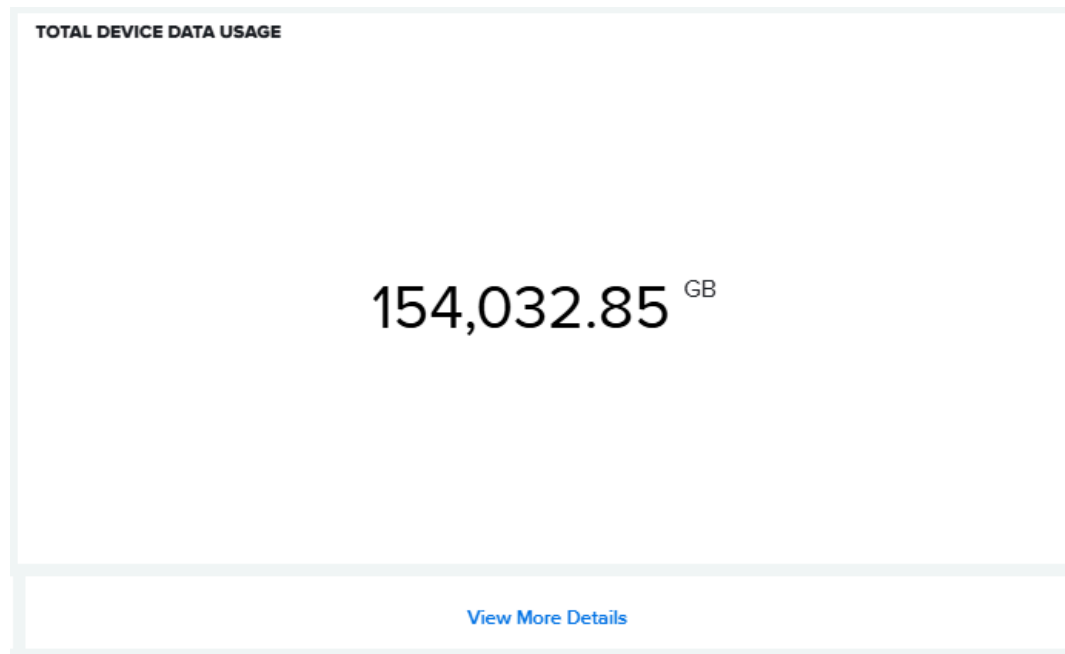
Include all

<< < 1 2 3 4 5 ... 80 > >>

Rows 1-25

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

Detailed Insights



TOTAL DATA USAGE DETAILS

WAN 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

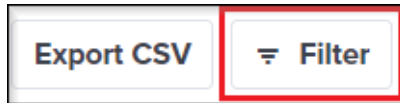
Include all

Additional Options

The additional options display additional information.

1. Date Range Options

- Click the filter to access the date picker.



The filter options display.

Filter

Sites

[Include all](#)

Models

[Include all](#)

User Tags

[Include all](#)

Date

Last 1 Days

- b. Hover over the upper-right corner of the date picker, and click the pencil to edit the dates.

Date

Last 1 Days

 Edit Filter

- c. Select the desired date options, and then click **Apply**.

Date | Edit Filter

☐ Include all (no filter applied)

☐ Year ▼ Select ▼

☒ Last ▼ 1 ↕ Day ▼ ☐ Including current

☐ From Select 📅 To Select 📅

☐ Is not ▼ Year ▼ Select ▼

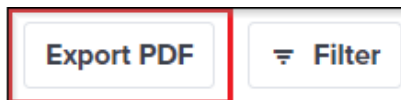
Showing: Feb 11, 2024 00:00 - Feb 11, 2024 23:59 [Apply](#) [Cancel](#)

- d. The date picker selections include:
- Year, Quarter, Month, Week, Day, Hour, or 15-Minute Period
 - Last specified number of Years, Quarters, Months, Weeks, or Days

- This or next Year, Quarter, Month, Week, or Day
- A specific date range
- Not being part of a selected Year, Quarter, Month, Week, Day, Hour, or 15-minute period
- Being within a specific number of Years, Quarters, Months, Weeks, or Days BEFORE or AFTER a specified date
- Top or bottom Year, Quarter, Month, Week, or Day

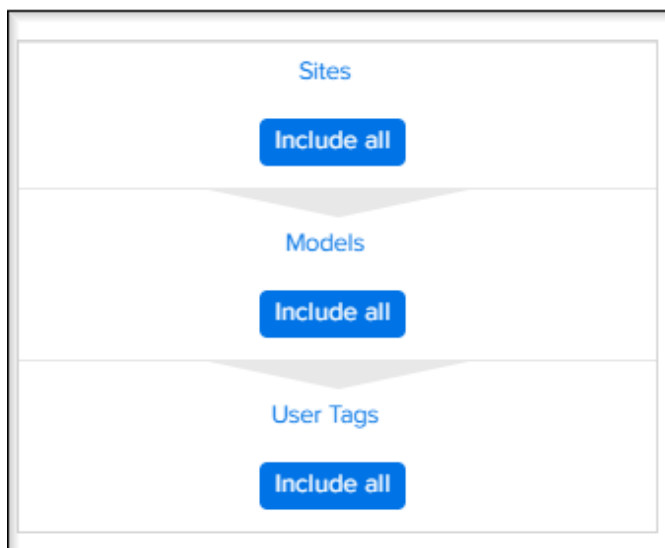
2. Export PDF

- A PDF can be created on demand that contains the same information as the dashboard.



3. Filter

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



4. Languages Supported

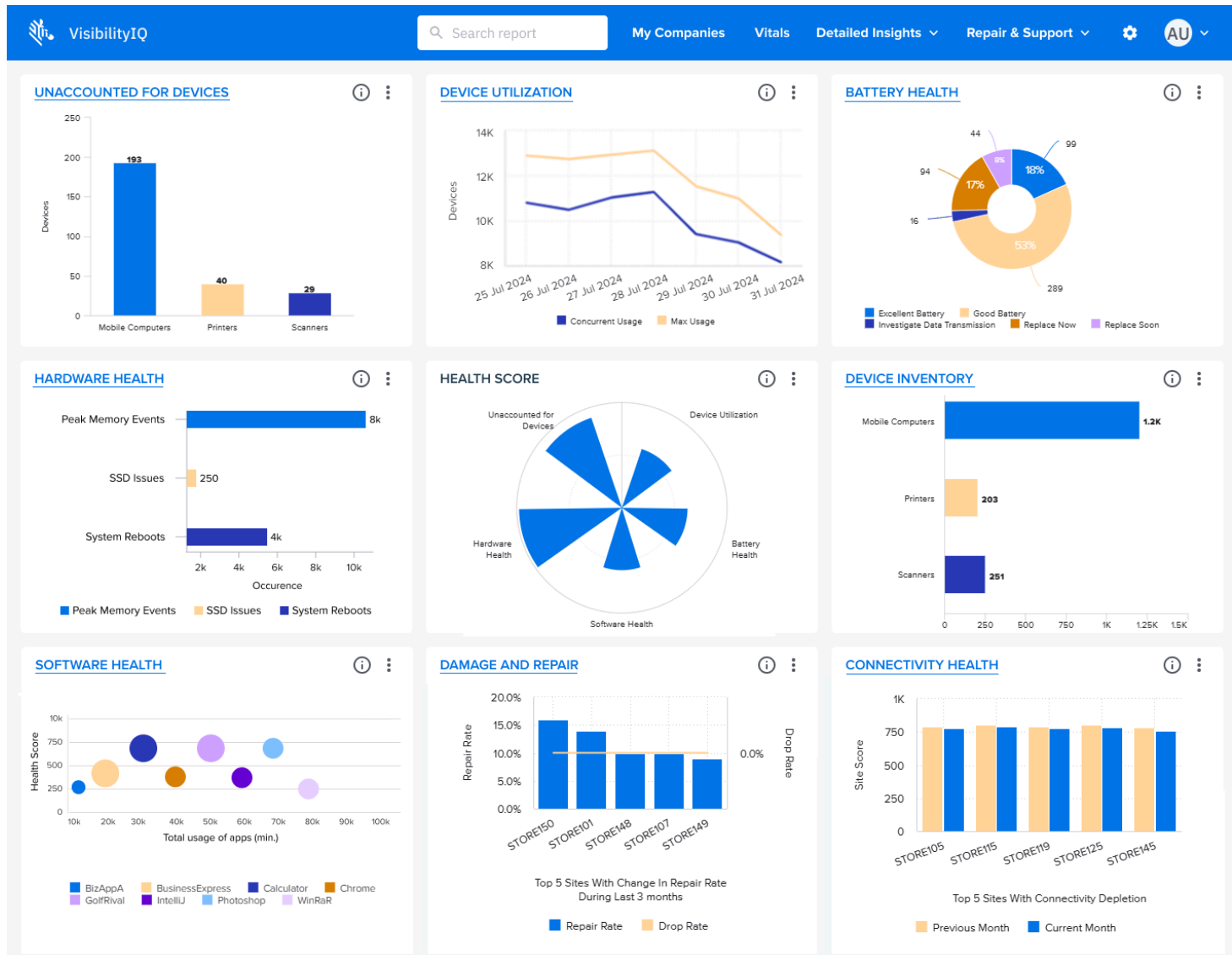
- English

5. Additional Requirements

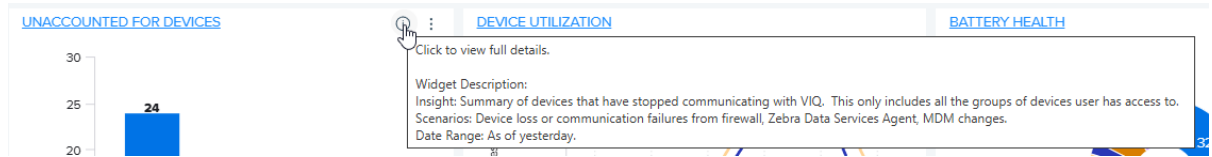
- To request insight, email to mscustomeronboarding@zebra.com. Ensure to request **Enable WWAN Utilization Insight** in your request.

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 28.

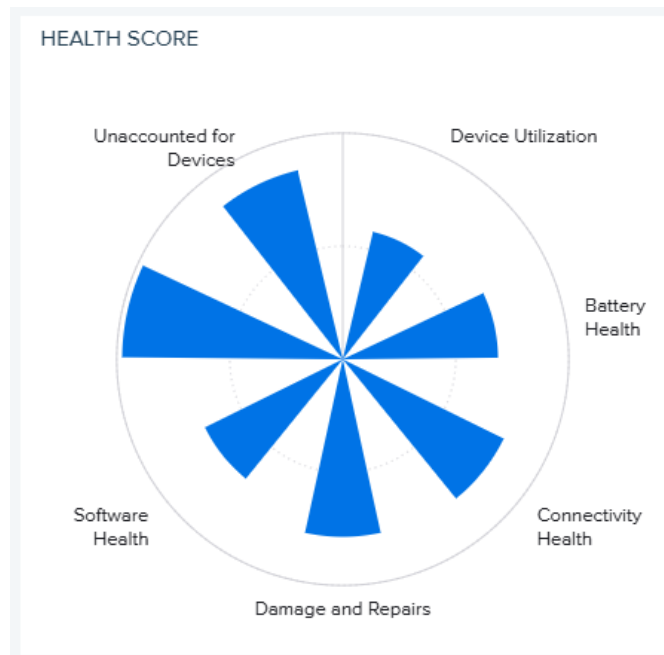
More details related to the categories covered by VIQ Vitals can be found in corresponding reports under the VIQ Detailed Insights menu.

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.

0	↔
0	↔
500	↔
650	▼
1,000	▲
1,000	↔

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

Setting Filters on Vitals Reports

On the expanded view page for each Vital, one or more tables show relevant data, which can be filtered. In the drop-down list for a filter type, select the desired filter and then fill in the text or numeric range to narrow down the data displayed.

This example shows a filter with its choices.

Set Filter by Sites

Select Column
Select Column
SITE NAME
SITE SCORE
RECENTLY UNACCOUNTED FOR DEVICES
UNACCOUNTED FOR DEVICES
CONSIDER REMOVING
TOTAL UNACCOUNTED FOR DEVICES

Search text

Search

Clear

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.

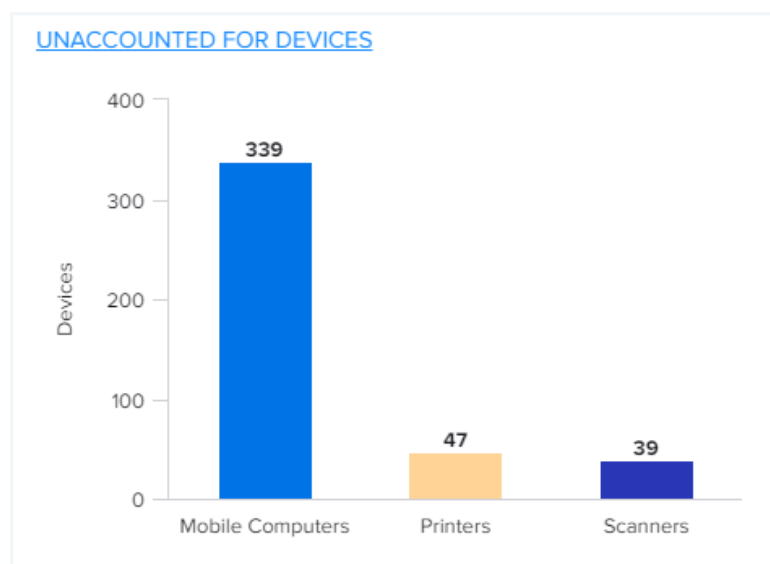
Unaccounted-for devices could also be because of something simple, such as if an access point is down or devices were put away in storage. For devices that are not actually missing, you can tag them so that they are no longer tracked.

A device's status is based on when it was last seen on the network. This vital corresponds to [Out of Contact](#) on page 233 in the classic reports.

Status	Time Since Last Seen
Active	0–24 hours (less than 1 day)
Recently Unaccounted For Monitor these devices as they may require attention.	24–72 hours (1–3 days)
Unaccounted For These devices require immediate investigation.	3–30 days
Consider Removing Consider removing these from active inventory.	More than 30 days

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 or device group with unaccounted for devices.



UNACCOUNTED FOR DEVICES

VITALS > UNACCOUNTED FOR DEVICES
LAST REFRESHED 1 MINUTES AGO

UNACCOUNTED FOR DEVICE HEALTH SC...



SUMMARY

Unaccounted devices Statistical Analysis

The total value for unaccounted devices is 113.

Model

There are 14 Models. MC95 has the highest (17), which constitutes 15% of the overall total. DS3608 has the lowest unaccounted devices (1), which comprises 0.885% of the total unaccounted devices. The average value of unaccounted devices per Model is 8.1.

INDUSTRY RANK

9.2

Your company's health score is better than
9.2% of all industry customers.

MOBILE COMPUTERS

56

SCANNERS

30

PRINTERS

27

Set Filter

Select Column

Search text

Search

Clear

SITES WITH UNACCOUNTED FOR DEVICES (45)

SITE NAME	SITE SCORE	RECENTLY UNACCOUNTED FOR DEVICES	UNACCOUNTED FOR DEVICES	CONSIDER REMOVING	TOTAL UNACCOUNTED FOR DEVICES
STORE107	0 🚫	4	1	0	5
STORE102	0 🚫	6	1	0	7
STORE145	0 🚫	1	2	0	3
STORE116	0 🚫	3	0	0	3
STORE142	0 🚫	1	0	0	1
STORE159	0 🚫	1	1	0	2
STORE144	333 📈	1	1	0	2
STORE149	0 🚫	1	3	0	4
STORE103	0 🚫	6	0	0	6
STORE120	0 🚫	0	2	0	2

« < 1 2 3 4 5 > »

Rows 1-10

Set Filter

Select Column

Search text

Search

Clear

DEVICE GROUPS WITH UNACCOUNTED FOR DEVICES (7)

DEVICE GROUP	GROUP LABEL	SCORE ^	RECENTLY UNACCOUNTED FOR DEVICES	UNACCOUNTED FOR DEVICES	CONSIDER REMOVING	TOTAL UNACCOUNTED FOR DEVICES
Department	Cardiology	0 🚫	2	0	0	2
multipleLabels	Label2	0 🚫	1	1	0	2
nda group	nda	0 🚫	1	0	0	1
device name	TC51 D	71 📈	7	6	0	13
Model	MP7000	143 📈	3	3	0	6
multipleLabels	Label1	167 📈	7	3	0	10
OS Mapping	Android version 6.0.1	500 📈	1	1	0	2

« < 1 > »

Rows 1-7

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).

MOBILE COMPUTERS

215

SCANNERS

27

PRINTERS

32

Sites with Unaccounted for Devices

This table displays the sites that have devices that are not accounted for. Click on any heading to sort by that column.

The headings show the progression of a device after it is first considered "unaccounted for." Consider removing (decommissioning) a device if it has been missing for a long time.

SITES WITH UNACCOUNTED FOR DEVICES (45)

SITE NAME	SITE SCORE	RECENTLY UNACCOUNTED FOR DEVICES	UNACCOUNTED FOR DEVICES	CONSIDER REMOVING	TOTAL UNACCOUNTED FOR DEVICES
STORE107	0 🚫	4	1	0	5
STORE102	0 🚫	6	1	0	7
STORE145	0 🚫	1	2	0	3
STORE116	0 🚫	3	0	0	3
STORE142	0 🚫	1	0	0	1
STORE159	0 🚫	1	1	0	2
STORE144	333 ▲	1	1	0	2
STORE149	0 🚫	1	3	0	4
STORE103	0 🚫	6	0	0	6
STORE120	0 ▼	0	2	0	2

Device Groups with Unaccounted for Devices

This table displays the device groups 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.

DEVICE GROUPS WITH UNACCOUNTED FOR DEVICES (7)

DEVICE GROUP	GROUP LABEL	SCORE ▲	RECENTLY UNACCOUNTED FOR DEVICES	UNACCOUNTED FOR DEVICES	CONSIDER REMOVING	TOTAL UNACCOUNTED FOR DEVICES
Department	Cardiology	0 🚫	2	0	0	2
multipleLabels	Label2	0 🚫	1	1	0	2
nda group	nda	0 🚫	1	0	0	1
device name	TC51 D	71 ▲	7	6	0	13
Model	MP7000	143 ▲	3	3	0	6
multipleLabels	Label1	167 ▲	7	3	0	10
OS Mapping	Android version 6 0 1	500 ▲	1	1	0	2

Click a device group or a group label in the table to go to the details page. See [Displaying Device Group Details](#) on page 33 or [Displaying Group Label Details](#) on page 35 for examples.

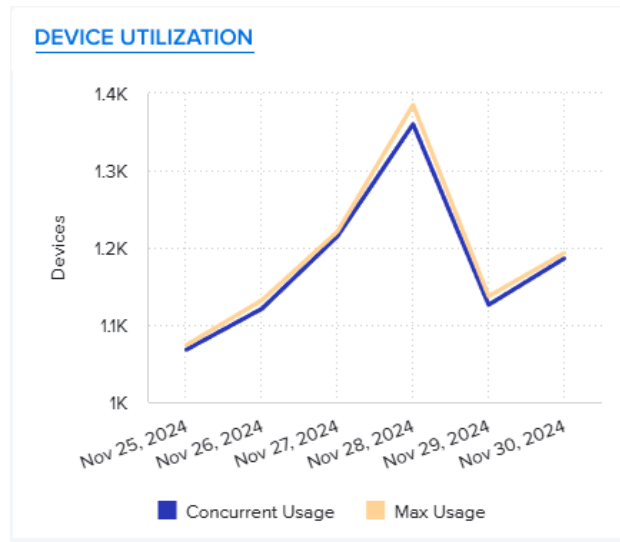
Device Utilization

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 appear related to the number of devices in use and any utilization issues, such as devices that are underutilized. For sites, models, or device groups 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, model, or device group with utilization issues.

DEVICE UTILIZATION

VITALS > DEVICE UTILIZATION
LAST REFRESHED 20 MINUTES AGO

DEVICE UTILIZATION SCORE



SUMMARY

Devices are **optimally utilized** in 51 sites. No action is recommended at this time.

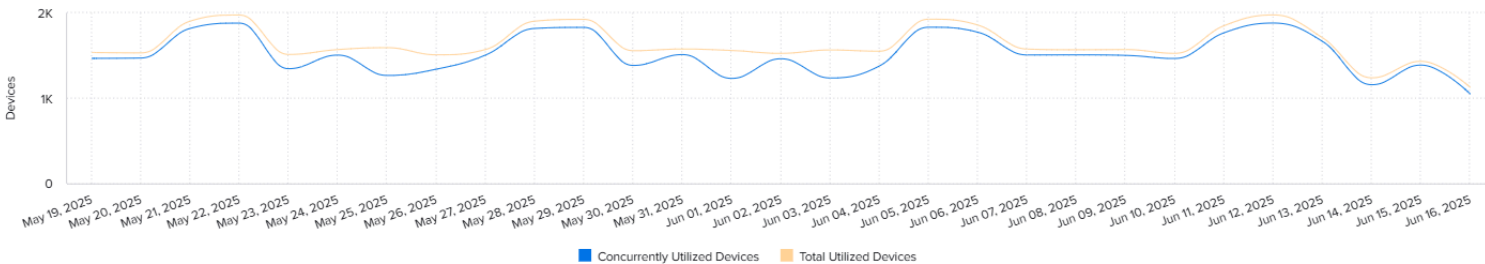
Devices are **underutilized** in 8 sites. If this is not a seasonal effect, then consider repurposing idle devices or retiring older devices.

INDUSTRY RANK

73.3

Your company's health score is better than 73.3% of all Industry customers.

DEVICES IN USE



MINIMUM NO. OF DEVICES REQUIRED

2,069

UNDER UTILIZED DEVICES

62

Set Filter by Sites

Select Column

SITES WITH UTILIZATION ISSUES, LAST 30 DAYS (59)

SITE NAME	SITE SCORE ^	SITE UTILIZATION ②	TOTAL DEVICES IN OPERATION	AVERAGE OPERATIONAL DEVICES	MAX CONCURRENT USED DEVICES	MAX TOTAL DEVICES USED DAILY
STORE101	321 ▲	UNDERUTILIZED	72	59	9	9
STORE149	415 ▲	UNDERUTILIZED	63	50	8	8
STORE104	493 ▲	UNDERUTILIZED	72	48	6	7
STORE103	511 ▲	UNDERUTILIZED	77	52	10	10
STORE102	513 ▲	OPTIMALLY UTILIZED	152	54	24	25
STORE110	519 ▲	UNDERUTILIZED	66	40	8	8
STORE105	520 ▲	UNDERUTILIZED	63	40	10	10
STORE132	529 ▲	OPTIMALLY UTILIZED	45	29	7	7
STORE107	533 ▲	UNDERUTILIZED	70	45	9	9
STORE109	537 ▲	OPTIMALLY UTILIZED	64	41	8	9

« < 1 2 3 4 5 6 > »

Rows 1-10

Set Filter by Models

Select Column

Search text

Search

Clear

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 DAILY UNACCOUNTED FOR DEVICES
TC75X	652 ▲	761	389	39	39	18	22
MC95	653 ▲	735	367	37	37	17	23
TC51	655 ▲	741	380	34	34	16	22
TC52	669 ▲	695	349	31	31	15	20
DS8178	369 ▲	70	60	10	10	4	4
ZT610	429 ▼	61	53	7	7	5	2
DS3608	354 ▲	55	49	7	7	4	4
DS8108	361 ▲	63	56	6	7	4	4
QLn220	435 ▼	63	54	6	6	3	4
MP7000	380 ▲	70	62	6	6	4	4

« < 1 2 > »

Rows 1-10

Set Filter by Device Groups

Select Column

Search text

Search

Clear

DEVICE GROUPS WITH UTILIZATION ISSUES, LAST 30 DAYS (11)

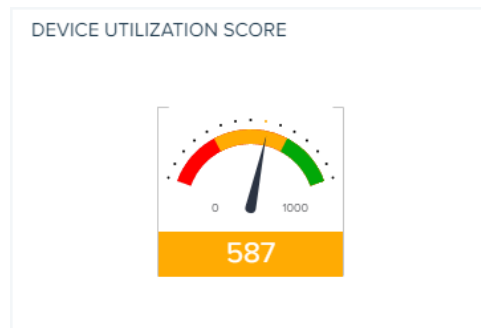
DEVICE GROUP	GROUP LABEL	SCORE	TOTAL DEVICES IN OPERATION	AVERAGE OPERATIONAL DEVICES	MAX CONCURRENT USED DEVICES	MAX TOTAL DEVICES USED DAILY	AVERAGE OF DEVICES NOT USED DAILY	AVERAGE OF DAILY UNACCOUNTED FOR DEVICES
number	three	1,000 ▲	1	1	1	1	0	0
number	one	846 ▲	1	1	1	1	0	0
number	two	1,000 ▲	1	1	6	1	0	0
SA June 9th	SA June 9th	642 ▲	2	2	7	2	0	0
KA Test 5th June 1	KA Label 1	570 ▲	4	4	7	4	0	0
nda group	nda	392 ▲	5	4	5	5	0	0
multipleLabels	Label2	730 ▲	22	18	31	20	1	1
Model	MP7000	385 ▲	70	61	6	62	4	3
multipleLabels	Label1	414 ▲	97	91	6	94	8	5
OS Mapping	Android version 6 0 1	702 ▲	151	120	31	139	4	5

« < 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).

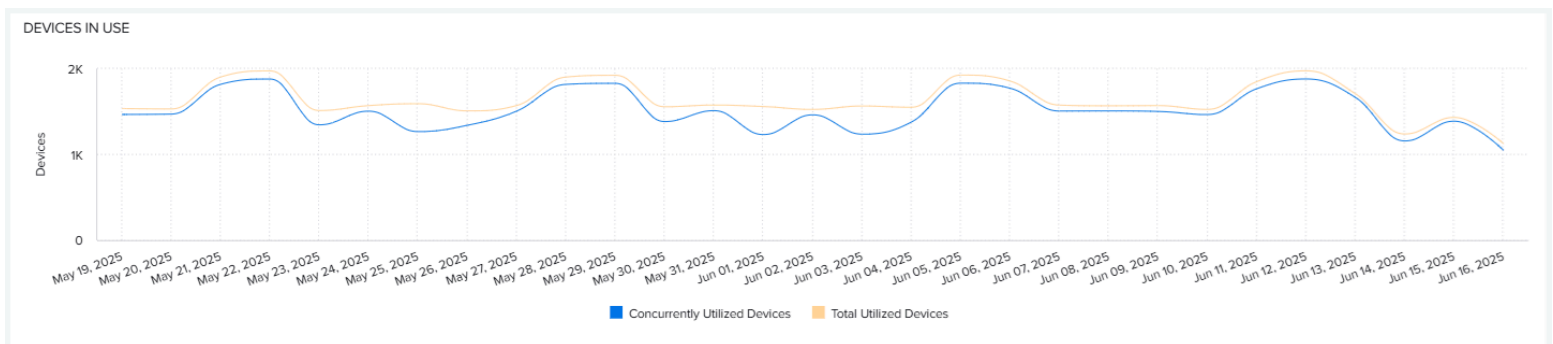


Devices in Use

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. Mouse over a point on the chart to view the specific number of devices and the date.

This information can be useful to a Spare Pool Manager, who needs to know how many devices are in use at any given time and where they are located before distributing or purchasing replacement devices. If some days show fewer than usual devices in use, consider the reasons (for example, weekends, holidays, network outages, or unaccounted-for devices).



Minimum No. of Devices Required

The minimum number of devices required by your organization is calculated based on your organization's usage statistics from the last 30 days.

MINIMUM NO. OF DEVICES REQUIRED

550

Under Utilized Devices

This number shows how many devices are under utilized in your organization based on usage statistics from the last 30 days.

UNDER UTILIZED DEVICES

46

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 	SITE UTILIZATION 	TOTAL DEVICES IN OPERATION	AVERAGE OPERATIONAL DEVICES	MAX CONCURRENT USED DEVICES	MAX TOTAL DEVICES USED DAILY
STORE101	321 	UNDERUTILIZED	72	59	9	9
STORE149	415 	UNDERUTILIZED	63	50	8	8
STORE104	493 	UNDERUTILIZED	72	48	6	7
STORE103	511 	UNDERUTILIZED	77	52	10	10
STORE102	513 	OPTIMALLY UTILIZED	152	54	24	25
STORE110	519 	UNDERUTILIZED	66	40	8	8
STORE105	520 	UNDERUTILIZED	63	40	10	10
STORE132	529 	OPTIMALLY UTILIZED	45	29	7	7
STORE107	533 	UNDERUTILIZED	70	45	9	9
STORE109	537 	OPTIMALLY UTILIZED	64	41	8	9

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 DAILY UNACCOUNTED FOR DEVICES
TC75X	652 ▲	761	389	39	39	18	22
MC95	653 ▲	735	367	37	37	17	23
TC51	655 ▲	741	380	34	34	16	22
TC52	669 ▲	695	349	31	31	15	20
DS8178	369 ▲	70	60	10	10	4	4
ZT610	429 ▼	61	53	7	7	5	2
DS3608	354 ▲	55	49	7	7	4	4
DS8108	361 ▲	63	56	6	7	4	4
QLn220	435 ▼	63	54	6	6	3	4
MP7000	380 ▲	70	62	6	6	4	4

Device Groups with Utilization Issues

This table shows the device groups with utilization issues for the last 30 days. Click on any heading to sort by that column.

DEVICE GROUPS WITH UTILIZATION ISSUES, LAST 30 DAYS (11)

DEVICE GROUP	GROUP LABEL	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
Department	Pediatrics	1,000 ▲	1	1	1	1	0	0
Department	Surgery	846 ▲	1	1	1	1	0	0
Department	Physical Therapy	1,000 ▲	1	1	6	1	0	0
Department	Oncology	642 ▲	2	2	7	2	0	0
Department	Cafeteria	570 ▲	4	4	7	4	0	0
Department	Pharmacy	392 ▲	5	4	5	5	0	0
Department	Emergency	730 ▲	22	18	31	20	1	1
Department	Cardiology	385 ▲	70	61	6	62	4	3
Department	Radiology	414 ▲	97	91	6	94	8	5
Department	Intensive Care	702 ▲	151	120	31	139	4	5

Click a device group or a group label in the table to go to the details page. See [Displaying Device Group Details](#) on page 33 or [Displaying Group Label Details](#) on page 35 for examples.

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.

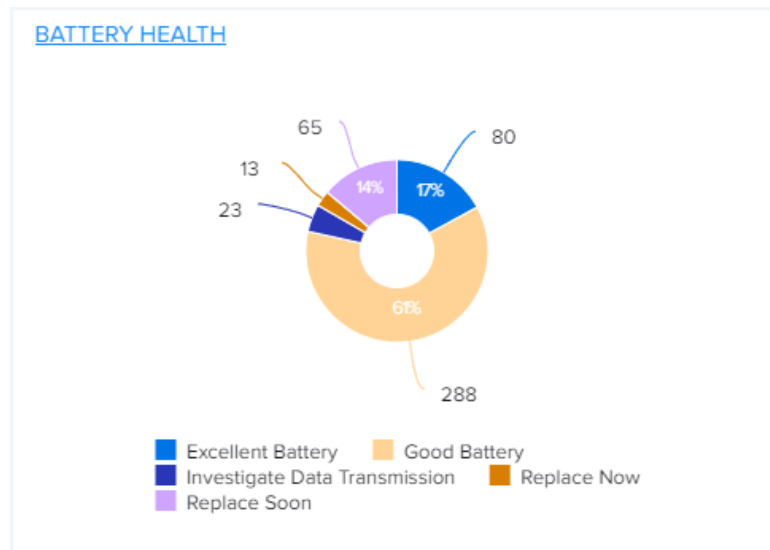
This vital considers factors such as battery discharge rate, charging cycles, battery age, and temperature. Each site and model get a score, relative ranking, and 30-day score trend to help identify issues and improve operations.



NOTE: Battery Health is not supported on non-Zebra devices (Datalogic, Honeywell, and Samsung).

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, model, and device group.

BATTERY HEALTH

VITALS > BATTERY HEALTH
LAST REFRESHED 55 MINUTES AGO

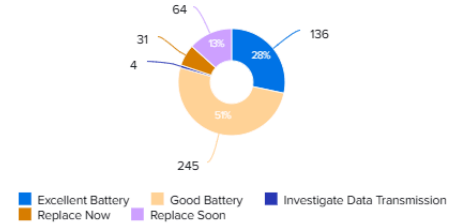
BATTERY HEALTH SCORE



INDUSTRY RANK

21.4
Your company's health score is better than 21.4% of all industry customers.

BATTERY STATUS



There are 31 batteries in need of replacement, representing 6.5% 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

SITES WITH BATTERIES NEEDING REPLACEMENT (24)

SITE NAME	SITE SCORE	REPLACE NOW	REPLACE SOON	GOOD BATTERIES	EXCELLENT BATTERIES	DECOMMISSIONED	INVESTIGATE DATA TRANSMISSION	TOTAL BATTERIES
STORE111	522 ▼	3	2	6	1	0	0	12
STORE123	526 ▼	1	0	1	0	0	0	2
STORE132	563 ▼	2	2	7	1	0	0	12
STORE136	567 ▼	1	1	2	1	0	0	5
STORE114	591 ▼	1	3	1	3	0	0	8
STORE133	594 ▲	3	2	6	1	0	0	12
STORE113	637 ▼	1	3	5	1	0	0	10
STORE119	643 ▼	1	2	7	1	0	0	11
STORE139	667 ▲	1	0	3	1	0	0	5
STORE105	670 ▲	2	2	6	5	0	1	16

« < 1 2 3 > »

Rows 1-10

Set Filter by Models

Select Column

MODELS WITH BATTERIES NEEDING REPLACEMENT (8)

MODEL	MODEL SCORE	REPLACE NOW	REPLACE SOON	GOOD BATTERIES	EXCELLENT BATTERIES	DECOMMISSIONED	INVESTIGATE DATA TRANSMISSION	TOTAL BATTERIES
QLn220	614 ▼	6	7	19	5	0	0	37
MC95	675 ▼	6	10	31	19	0	3	69
TC75X	693 ▼	5	15	34	23	0	0	77
ZT410	701 ▼	6	2	16	11	0	0	35
ZT610	729 ▲	1	8	17	13	0	0	39
QLn420	741 ▲	1	6	25	11	0	0	43
TC52	744 ▲	4	7	41	23	0	0	75
TC51	760 ▲	2	6	39	18	0	0	65

« < 1 > »

Rows 1-8

Set Filter by Device Group

Select Column

DEVICE GROUPS WITH BATTERIES NEEDING REPLACEMENT (2)

DEVICE GROUP	GROUP LABEL	SCORE	REPLACE NOW	REPLACE SOON	GOOD BATTERIES	EXCELLENT BATTERIES	DECOMMISSIONED	INVESTIGATE DATA TRANSMISSION	TOTAL BATTERIES
Department	Cardiology	800 ▲	1	0	0	0	0	2	3
Department	Intensive Care	680 ▲	1	0	8	0	0	2	11

« < 1 > »

Rows 1-1

Battery Health Score

This health score is calculated using factors such as the battery discharge rate, charging cycles, battery age, and temperature. The data range is for the previous full day of data (usually yesterday).

BATTERY HEALTH SCORE



Industry Rank

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

INDUSTRY RANK

27.0

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

Sites with Batteries Needing Replacement

This table displays your sites 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.

SITES WITH BATTERIES NEEDING REPLACEMENT (24)

SITE NAME	SITE SCORE ^	REPLACE NOW	REPLACE SOON	GOOD BATTERIES	EXCELLENT BATTERIES	DECOMMISSIONED	INVESTIGATE DATA TRANSMISSION	TOTAL BATTERIES
STORE111	522 ▼	3	2	6	1	0	0	12
STORE123	526 ▼	1	0	1	0	0	0	2
STORE132	563 ▼	2	2	7	1	0	0	12
STORE136	567 ▼	1	1	2	1	0	0	5
STORE114	591 ▼	1	3	1	3	0	0	8
STORE133	594 ▲	3	2	6	1	0	0	12
STORE113	637 ▼	1	3	5	1	0	0	10
STORE119	643 ▼	1	2	7	1	0	0	11
STORE139	667 ▲	1	0	3	1	0	0	5
STORE105	670 ▲	2	2	6	5	0	1	16

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 (8)

MODEL	MODEL SCORE 	REPLACE NOW	REPLACE SOON	GOOD BATTERIES	EXCELLENT BATTERIES	DECOMMISSIONED	INVESTIGATE DATA TRANSMISSION	TOTAL BATTERIES
QLn220	614 	6	7	19	5	0	0	37
MC95	675 	6	10	31	19	0	3	69
TC75X	693 	5	15	34	23	0	0	77
ZT410	701 	6	2	16	11	0	0	35
ZT610	729 	1	8	17	13	0	0	39
QLn420	741 	1	6	25	11	0	0	43
TC52	744 	4	7	41	23	0	0	75
TC51	760 	2	6	39	18	0	0	65

Device Groups with Batteries Needing Replacement

This table displays your device groups 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.

DEVICE GROUPS WITH BATTERIES NEEDING REPLACEMENT (2)

DEVICE GROUP	GROUP LABEL	SCORE	REPLACE NOW 	REPLACE SOON	GOOD BATTERIES	EXCELLENT BATTERIES	DECOMMISSIONED	INVESTIGATE DATA TRANSMISSION	TOTAL BATTERIES
Department	Cardiology	800 	1	0	0	0	0	2	3
Department	Intensive Care	680 	1	0	8	0	0	2	11

Click a device group or a group label in the table to go to the details page. See [Displaying Device Group Details](#) on page 33 or [Displaying Group Label Details](#) on page 35 for examples.

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 can help to improve return on investment (ROI) and increase employee satisfaction.

**NOTE:**

- Hardware Health is only partially supported on non-Zebra devices (Datalogic, Honeywell, and Samsung) through the Zebra Services Agent.
- You can access information regarding peak memory events and storage capacity issues. However, note that reboot data is not yet available for non-Zebra devices.
- For full data visibility in the Hardware Health vital, the Zebra Data Services (ZDS) agent configuration for mobile computers needs to be updated to enable the Low RAM reporting from the devices. To enable the data collection on your mobile computers, use the Low RAM Data Collection configuration files available for download [here](#). Refer to the [ZDS Agent Configuration Guide](#) for a full list of requirements.
- For non-Zebra devices, low RAM data collection should be enabled on ZSA. For more information, refer to the ZSA user guide available on the [Zebra Services Agent](#) support site.

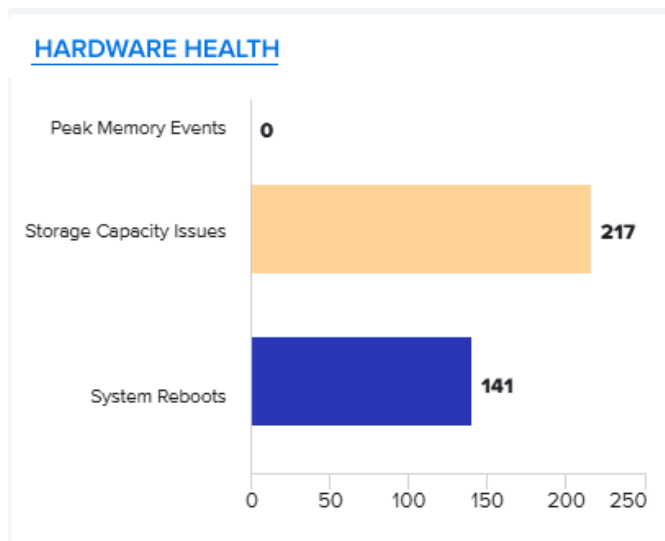
Knowing the health of all devices and how they are performing at each site can help IT leaders make decisions such as:

- 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, models, and device groups are the healthiest (or the least healthy) can influence 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, models, or device groups that have had issues in the past month.



HARDWARE HEALTH

VITALS > HARDWARE HEALTH

LAST REFRESHED 18 MINUTES AGO

HARDWARE HEALTH SCORE



SUMMARY

Significant hardware issues are prevalent in the mc18n0 model, with the highest number of devices affected, while the fz-a3 model exhibits a notable problem with storage capacity. The TC52X model stands out for having the highest frequency of system reboots, indicating potential reliability concerns.

INDUSTRY RANK

15.4

Your company's health score is better than 15.4% of all Industry customers.

Set Filter by Sites

Select Column

Search text

Search

Clear

SITES WITH HARDWARE ISSUES (56)

SITE NAME	SITE SCORE	DEVICES WITH HARDWARE ISSUES	PEAK MEMORY EVENTS	STORAGE CAPACITY ISSUES	SYSTEM REBOOTS
STORE112	998 🟡	1	0	0	2
STORE144	973 🟢	2	0	0	4
STORE149	963 🟢	3	0	0	6
STORE128	958 🟢	2	0	0	4
STORE105	958 🟢	1	0	0	2
STORE151	958 🟢	2	0	0	4
STORE134	955 🟢	3	0	0	6
STORE119	952 🟡	3	0	0	6
STORE123	952 🟢	2	0	0	4
STORE135	952 🟢	2	0	0	4

« < 1 2 3 4 5 6 »

Rows 1-10

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	STORAGE CAPACITY ISSUES	SYSTEM REBOOTS
MC95	998 🟡	44	77	31	84
TC75X	987 🟡	61	86	36	119
TC52	975 🟢	60	114	43	116
TC51	813 🟡	234	0	0	468

« < 1 »

Rows 1-4

Set Filter by Device Groups

Select Column

Search text

Search

Clear

DEVICE GROUPS WITH HARDWARE ISSUES (3)

DEVICE GROUP	GROUP LABEL	SCORE	DEVICES WITH HARDWARE ISSUES	PEAK MEMORY EVENTS	STORAGE CAPACITY ISSUES	SYSTEM REBOOTS
OS Mapping	Android version 6 0 1	609 🟢	11	42	17	21
Department	Intensive Care	667 🟢	109	0	0	218
Department	Cardiology	716 🟢	1	0	0	2

« < 1 »

Rows 1-3

Hardware Health Score

This health score is calculated using factors such as peak memory events, storage capacity issues, and system reboots. The data range is for the previous full day of data.

HARDWARE HEALTH SCORE



Industry Rank

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

INDUSTRY RANK

61.6

Your company's health score is better than
61.6% of all Industry customers.

Sites with Hardware Issues

This table shows the sites with hardware issues in the last 30 days.



NOTE: Because a device can experience more than one issue or can experience the same issue multiple times, the total number of issues for a site can be larger than the reported number of devices with issues.

SITE NAME	SITE SCORE	DEVICES WITH HARDWARE ISSUES	PEAK MEMORY EVENTS	STORAGE CAPACITY ISSUES	SYSTEM REBOOTS
STORE112	978 ▲	1	0	0	2
STORE144	973 ▲	2	0	0	4
STORE149	963 ▲	3	0	0	6
STORE128	958 ▼	2	0	0	4
STORE105	958 ▲	1	0	0	2
STORE151	958 ▲	2	0	0	4
STORE134	955 ▲	3	0	0	6
STORE119	952 ▼	3	0	0	6
STORE123	952 ▲	2	0	0	4
STORE135	952 ▲	2	0	0	4

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.

MODEL	MODEL SCORE	DEVICES WITH HARDWARE ISSUES	PEAK MEMORY EVENTS	STORAGE CAPACITY ISSUES	SYSTEM REBOOTS
MC95	998 🟡	44	77	31	84
TC75X	987 ▼	61	86	36	119
TC52	975 ▲	60	114	43	116
TC51	813 ▼	234	0	0	468

Device Groups with Hardware Issues

This table shows the device group 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 device group can be larger than the reported number of devices with issues.

DEVICE GROUPS WITH HARDWARE ISSUES (3)						
DEVICE GROUP	GROUP LABEL	SCORE ^	DEVICES WITH HARDWARE ISSUES	PEAK MEMORY EVENTS	STORAGE CAPACITY ISSUES	SYSTEM REBOOTS
OS Mapping	Android version 6 0 1	609 ▲	11	42	17	21
Department	Intensive Care	667 ▲	109	0	0	218
Department	Cardiology	716 ▲	1	0	0	2

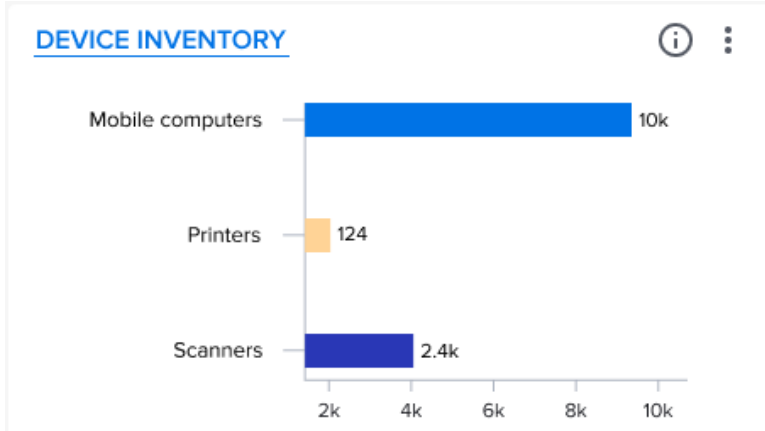
Click a device group or a group label in the table to go to the details page. See [Displaying Device Group Details](#) on page 33 or [Displaying Group Label Details](#) on page 35 for examples.

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.

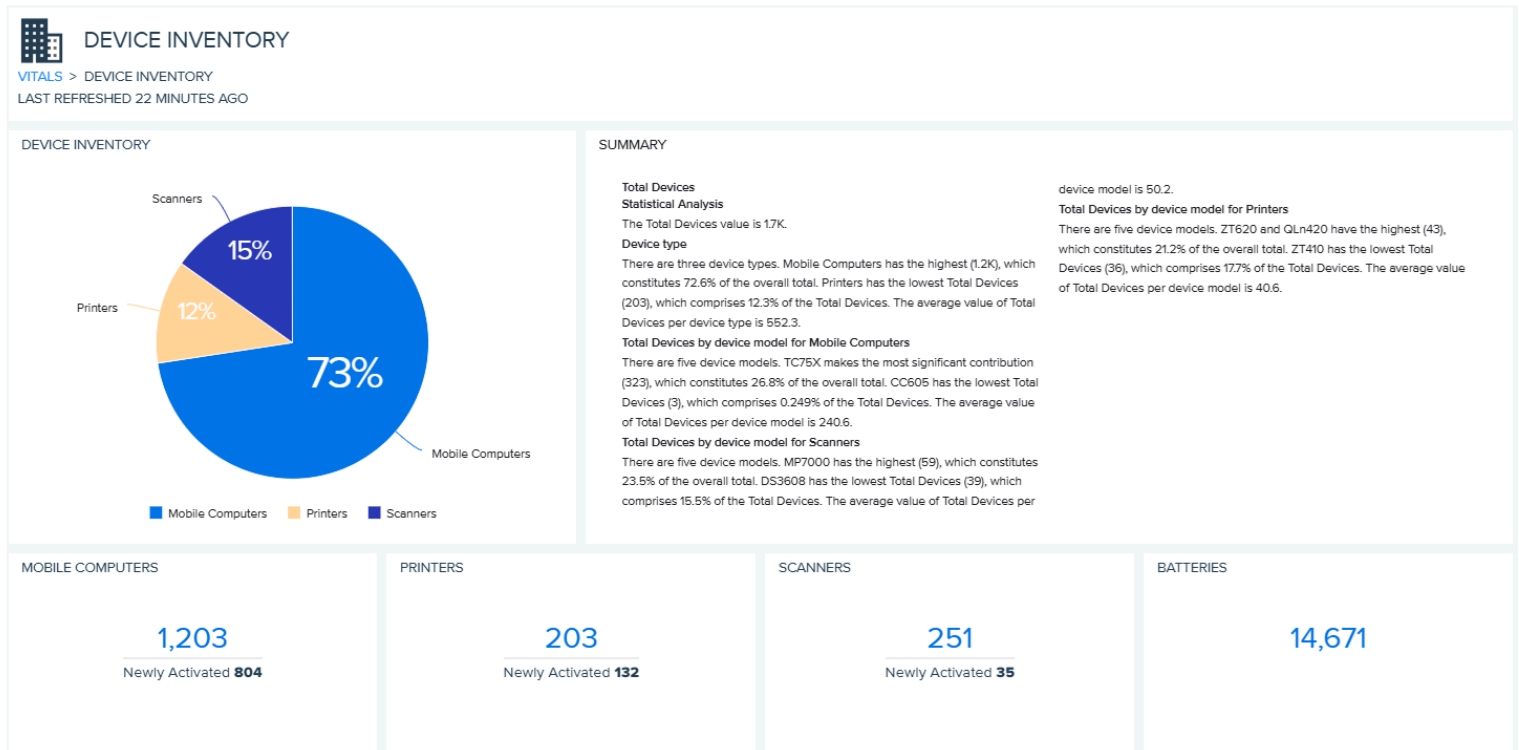
Tile

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. The tables group data by site, by model, and by device group.



Set Filter by Sites

Select Column

Search text

Search

Clear

DEVICE INVENTORY BY SITE (59)

SITE NAME	MOBILE COMPUTERS	PRINTERS	SCANNERS	NEWLY ACTIVATED	BATTERIES
STORE101	103	0	0	0	102
STORE102	138	0	0	0	134
STORE103	92	0	0	0	19
STORE104	94	0	0	0	90
STORE105	92	0	0	0	94
STORE106	96	0	0	0	92
STORE107	92	0	0	0	89
STORE108	92	0	0	0	83
STORE109	92	0	0	0	88
STORE110	112	0	0	0	114

« < 1 2 3 4 5 6 » »

Rows 1-10

Set Filter by Models

Select Column

Search text

Search

Clear

DEVICE INVENTORY BY MODEL (75)

DEVICE TYPE	MODEL	QUANTITY	AVERAGE AGE (IN DAYS)	NEWLY ACTIVATED
Mobile Computers	PS20J	20,654	1,776	0
Mobile Computers	TC52	5,446	1,922	0
Mobile Computers	MC18N0	5,434	2,642	0
Mobile Computers	RS5100	4,063	1,189	0
Mobile Computers	TC52X	2,926	938	12
Scanners	TC52XX	1,991	1,086	0
Scanners	TC51	1,400	2,715	1
Mobile Computers	CC610	1,392	1,410	2
Mobile Computers	DS360X	510	879	0
Printers	CC5000	484	2,511	0

« < 1 2 3 4 5 ... 11 » »

Rows 1-10

Set Filter by Device Group

Select Column

Search text

Search

Clear

DEVICE INVENTORY BY DEVICE GROUPS (66)

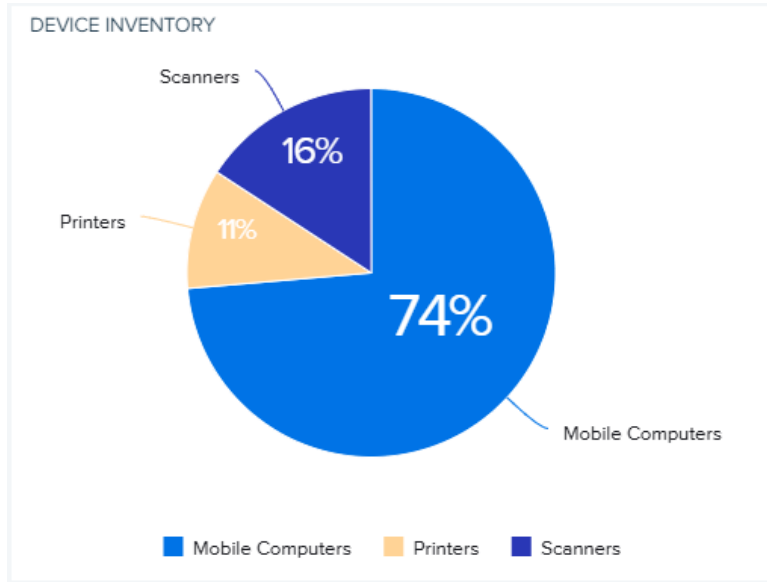
DEVICE GROUP	GROUP LABEL	MOBILE COMPUTERS	PRINTERS	SCANNERS	NEWLY ACTIVATED	BATTERIES
Department	Pediatrics	62	0	0	0	21
Department	Surgery	165	8	10	14	395
Department	Physical Therapy	9	0	0	0	3
Department	Oncology	42	0	0	0	18
Department	Cafeteria	40	1	0	0	0
Department	Pharmacy	4	0	0	0	1
Department	Emergency	4	6	25	16	0
Department	Cardiology	14	0	0	0	5
Department	Radiology	14	0	0	0	4
Department	Intensive Care	19	0	0	0	11

« < 1 2 3 4 5 6 7 » »

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.

MOBILE COMPUTERS	PRINTERS	SCANNERS	BATTERIES
31,505	1,775	149	142,681
Newly Activated 7	Newly Activated 0	Newly Activated 0	

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 (59)

SITE NAME ^	MOBILE COMPUTERS	PRINTERS	SCANNERS	NEWLY ACTIVATED	BATTERIES
STORE101	103	0	0	0	102
STORE102	138	0	0	0	134
STORE103	92	0	0	0	19
STORE104	94	0	0	0	90
STORE105	92	0	0	0	94
STORE106	96	0	0	0	92
STORE107	92	0	0	0	89
STORE108	92	0	0	0	83
STORE109	92	0	0	0	88
STORE110	112	0	0	0	114

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 (75)

DEVICE TYPE	MODEL	QUANTITY v	AVERAGE AGE (IN DAYS)	NEWLY ACTIVATED
Mobile Computers	PS20J	20,654	1,776	0
Mobile Computers	TC52	5,446	1,922	0
Mobile Computers	MC18N0	5,434	2,642	0
Mobile Computers	RS5100	4,063	1,189	0
Mobile Computers	TC52X	2,926	938	12
Scanners	TC52XX	1,991	1,086	0
Scanners	TC51	1,400	2,715	1
Mobile Computers	CC610	1,392	1,410	2
Mobile Computers	DS360X	510	879	0
Printers	CC5000	484	2,511	0

Device Inventory by Device Group

This table shows the device inventory by device group for the last 30 days. Click on any heading to sort by that column.

DEVICE INVENTORY BY DEVICE GROUPS (66)

DEVICE GROUP ^	GROUP LABEL	MOBILE COMPUTERS	PRINTERS	SCANNERS	NEWLY ACTIVATED	BATTERIES
Department	Pediatrics	62	0	0	0	21
Department	Surgery	165	8	10	14	395
Department	Physical Therapy	9	0	0	0	3
Department	Oncology	42	0	0	0	18
Department	Cafeteria	40	1	0	0	0
Department	Pharmacy	4	0	0	0	1
Department	Emergency	4	6	25	16	0
Department	Cardiology	14	0	0	0	5
Department	Radiology	14	0	0	0	4
Department	Intensive Care	19	0	0	0	11

Click a device group or a group label in the table to go to the details page. See [Displaying Device Group Details](#) on page 33 or [Displaying Group Label Details](#) on page 35 for examples.

Software Health

The Software Health 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.



NOTE:

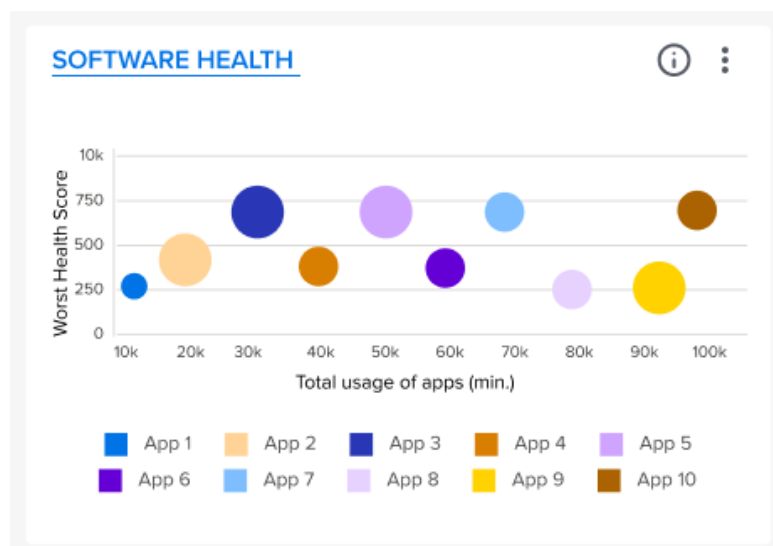
- Software Health is not supported on non-Zebra devices (Datalogic, Honeywell, and Samsung).
- For full data visibility in the Software Health vital, the Zebra Data Services (ZDS) agent configuration for mobile computers needs to be updated to enable the Application Crash and Battery Stats reporting from the devices. To enable the data collection on your mobile computers, use the Application Crash and Battery Stats Data Collection configuration files available for download [here](#). Refer to the [ZDS Agent Configuration Guide](#) for a full list of requirements.

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 as 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 141.



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

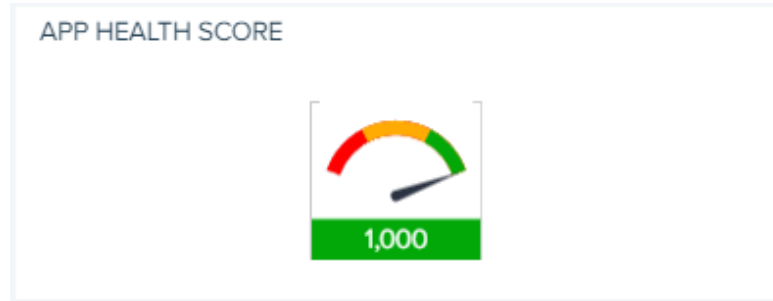
OS HEALTH ISSUE, LAST 30 DAYS (20)

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	71.2	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	71.2	40	01.01.49	40
MC95	11	71	01.21.04.1	71
TCS1	71.2	47	01.01.49	47
TCS1	10	67	01.21.04.1	67

« < 1 2 > »

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)

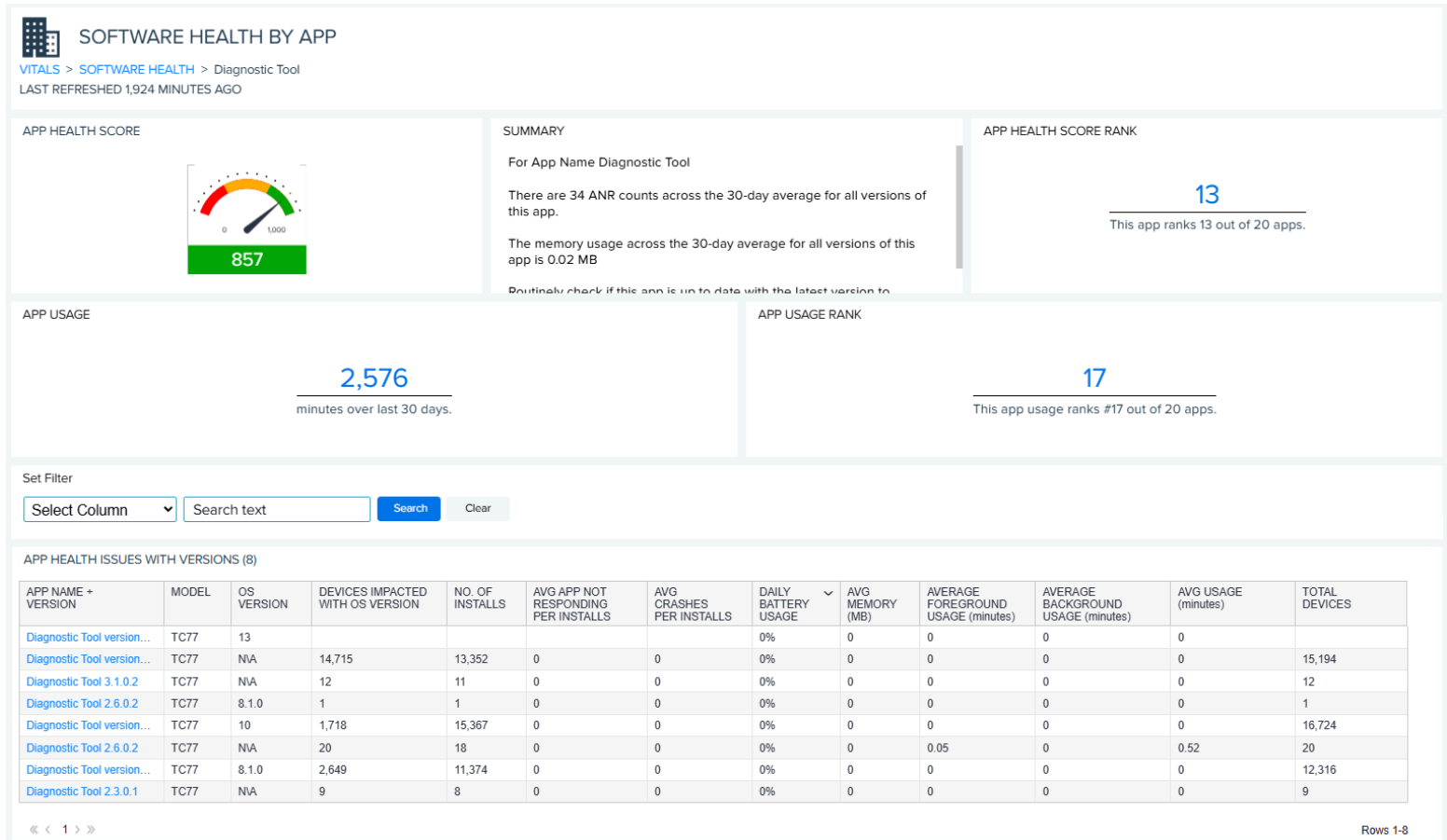
APP NAME	HEALTH SCORE ▲	NO. OF INSTALLS	AVG APP NOT RESPONDING PER INSTALLS	AVG CRASHES PER INSTALL	NO. OF VERSIONS
GPS Maps	947 ▲	2	1	0	2
Samsara Driver	964 ▲	5	0	0	2
123RFID Mobile	974 ▲	3	0	0	3
Messenger	985 ▲	2	0	0	1
GM Driver	986 ▲	3	0	0	2
Splashtop Streamer	993 ▲	2	0	0	1
Calculator Plus	993 ▲	3	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

VIQ Vitals

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.



SOFTWARE HEALTH

VITALS > SOFTWARE HEALTH > DataWedge > DataWedge 1.0.1

LAST REFRESHED 84 MINUTES AGO

APP VERSION HEALTH SCORE



SUMMARY

App Name & App Version is DataWedge 1.0.1

In the last 30 days, the average ANR count for this app version across all devices is 0.

The 30-day average memory usage for this app version is 0.006 MB.

APP VERSION HEALTH RANK

1

This app version usage ranks 1 out of 2 versions.

APP VERSION USAGE

3,359

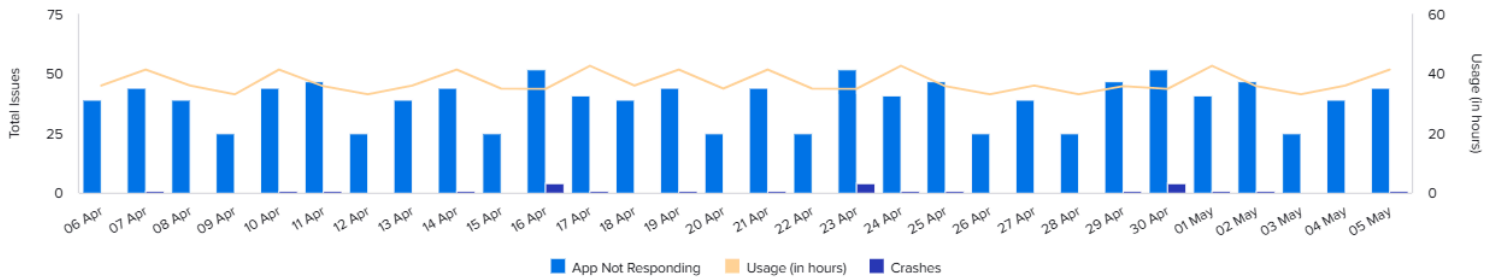
minutes over last 30 days.

APP VERSION USAGE RANK

1

This app version usage ranks 1 out of 2 versions.

APP VERSION ISSUE, LAST 30 DAYS



Set Filter

Select Column

Search text

Search

Clear

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

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

« < 1 2 3 4 5 ... 127 > »

Rows 1-10

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.

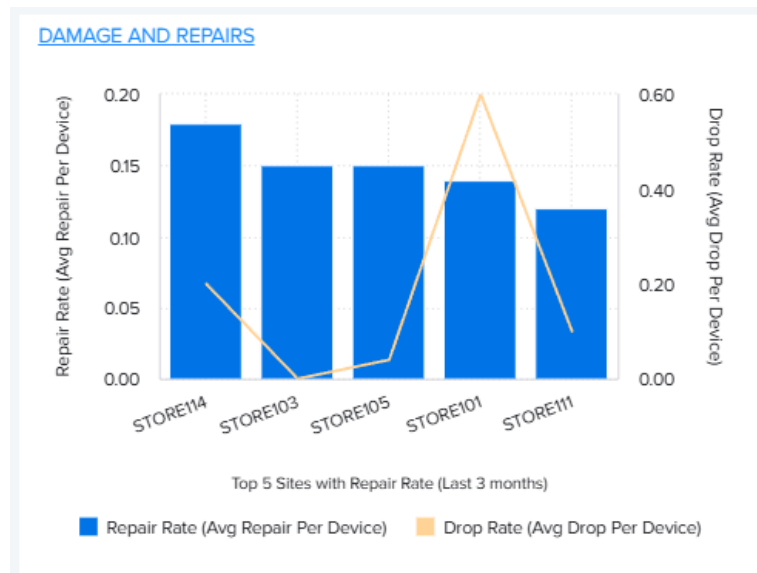


NOTE:

- Damage and Repairs is only partially supported on non-Zebra devices (Datalogic, Honeywell, and Samsung) through the Zebra Services Agent. For non-Zebra devices, only drop information is currently available.
- For full data visibility in the Damage and Repairs Vital, the Zebra Data Services (ZDS) agent configuration for mobile computers needs to be updated to enable the Drop Detection reporting from the devices. To enable the data collection on your mobile computers, use the Drop Detection Data Collection configuration files available for download [here](#). Refer to the [ZDS Agent Configuration Guide](#) for a full list of requirements.
- For non-Zebra devices, drop data collection should be enabled on ZSA. For more information, refer to the ZSA user guide available on the [Zebra Services Agent](#) support site.

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. The tables group data by site, by model, and by device group.

DAMAGE AND REPAIRS

VITALS > DAMAGE AND REPAIRS
LAST REFRESHED 129 MINUTES AGO

LAST 30 DAYS



SUMMARY

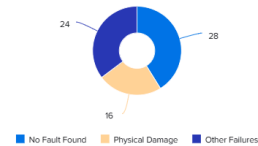
There are 11 number of models and 48 number of sites for the company, VIO FORESIGHT.

The Total Repair Count and the Total Drop Count for the company is 77 and 647 respectively in the last 30 days.

The average value of Repair Rate (avg repair per device) per site is 0.04 and the average value of Drop Rate (avg drop per device) per site is 0.37 in the last 30 days.

The average value of Repair Rate (avg repair per device) per model is 0.07 and the average value of Drop Rate (avg drop per device) per model is 1.03 in the last 30 days.

REPAIR ISSUES



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

0.04

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

0.32

Set Filter by Sites

Select Column Search text Search Clear

SITES WITH DAMAGE AND REPAIR ISSUES, LAST 30 DAYS (48)

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
STORE101	679 ▼	1	1	4	0.18	158	4.79	0.16	33
STORE107	994 ▲	1	0	0	0.08	45	3.75	0.13	12
STORE107	980 ▲	1	0	0	0.07	47	3.36	0.11	14
STORE154	1000 ▲	0	0	0	0.00	16	2.67	0.09	6
STORE109	812 ▲	0	1	3	0.27	30	2.00	0.07	15
STORE138	769 ▲	0	0	1	0.07	30	2.00	0.07	15
STORE126	1000 ▲	0	0	0	0.00	23	1.77	0.06	13
STORE144	1000 ▲	0	0	0	0.00	26	1.73	0.06	15
STORE152	864 ▼	0	0	1	0.06	27	1.59	0.05	17
STORE110	917 ▼	2	2	0	0.22	26	1.44	0.05	18
STORE148	907 ▲	0	0	1	0.07	20	1.43	0.05	14
STORE155	869 ▲	1	1	1	0.25	16	1.33	0.04	12
STORE128	769 ▲	0	0	1	0.06	18	1.06	0.04	17
STORE127	991 ▲	1	0	0	0.06	18	1.06	0.04	17
STORE151	935 ▲	1	1	0	0.09	23	1.05	0.03	22
STORE153	1000 ▲	0	0	0	0.00	6	1.00	0.03	6
STORE129	910 ▼	0	0	1	0.06	15	0.94	0.03	16
STORE131	1000 ▲	0	0	0	0.00	6	0.86	0.03	7
STORE150	870 ▼	2	0	1	0.09	16	0.50	0.02	32
STORE158	982 ▲	1	0	0	0.07	6	0.43	0.01	14

Rows 1-20

Set Filters By Models

Select Column ▼ Search text Search Clear

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

MODEL	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
DS878	599 ▼	1	3	3	3	0.47	0	0.00	0	15
TC31	663 ▼	3	3	5	5	0.13	0	0.00	0	82
TC52	691 ▼	2	2	2	3	0.12	0	0.00	0	60
CC605	706 ▲	0	1	0	0	0.50	61	30.50	1.02	2
DS3678	715 ▼	1	3	3	3	0.44	0	0.00	0	16
MP7000	720 ▼	1	1	3	3	0.50	0	0.00	0	10
MP7201	783 ▲	5	0	0	0	0.45	0	0.00	0	11
DS3608	827 ▼	2	1	2	4	0.45	0	0.00	0	11
MC95	828 ▼	7	1	4	0	0.08	0	0.00	0	155
TC75X	982 ▲	6	1	1	0.02	586	1.44	0.00	0.05	406

Rows 1-10

Set Filter by Device Groups

Select Column Search text Search Clear

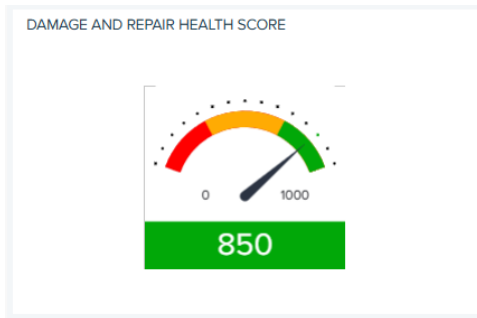
DEVICE GROUPS WITH DAMAGE AND REPAIR ISSUES, LAST 30 DAYS (1)

Device Group	Group Label	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 Group Label
Region	hamburg	500 ▲	0	1	0	100	59	59.00	1.97	1	
Device name	TC51 D	663 ▼	3	3	5	0.03	0	0.00	0.00	82	
Model	MP7000	720 ▼	0	1	3	0.40	0	0.00	0.00	10	
multipleLabels	Label1	749 ▼	1	0	1	1.00	0	0.00	0.00	2	
multipleLabels	Label2	749 ▼	0	0	1	1.00	0	0.00	0.00	1	
multipleLabels	Socialization Label	749 ▼	2	5	3	0.77	0	0.00	0.00	13	
Department	Radiology	850 ▲	7	4	0.02	79	0.65	0.02	0.00	122	
Department	Cardiology	850 ▲	6	9	11	0.07	304	1.99	0.07	153	
Department	Pediatrics	850 ▲	4	2	5	0.11	134	1.37	0.05	98	
Department	Oncology	850 ▲	6	0	2	0.08	130	1.31	0.04	99	
OS Mapping	Android version 6.0.1	956 ▼	0	1	0	0.09	66	6.00	0.20	11	

Rows 1-11

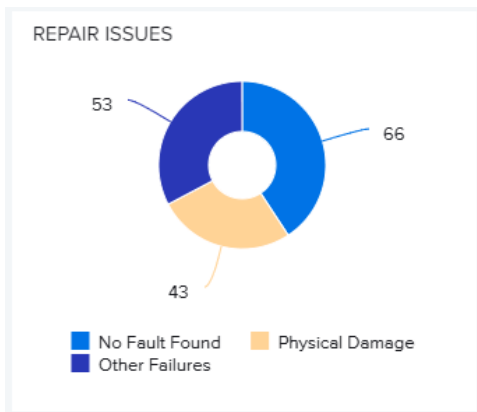
Damage and Repair Health Score

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 keep 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.

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

0.14

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 (48)

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
STORE101	679 ▲	1	1	4	0.18	158	4.79	0.16	33
STORE117	994 ▲	1	0	0	0.08	45	3.75	0.13	12
STORE107	980 ▲	1	0	0	0.07	47	3.36	0.11	14
STORE154	1,000 ▲	0	0	0	0.00	16	2.67	0.09	6
STORE109	812 ▲	0	1	3	0.27	30	2.00	0.07	15
STORE138	769 ▲	0	0	1	0.07	30	2.00	0.07	15
STORE126	1,000 ▲	0	0	0	0.00	23	1.77	0.06	13
STORE144	1,000 ▲	0	0	0	0.00	26	1.73	0.06	15
STORE152	864 ▲	0	0	1	0.06	27	1.59	0.05	17
STORE110	917 ▲	2	2	0	0.22	26	1.44	0.05	18
STORE148	907 ▲	0	0	1	0.07	20	1.43	0.05	14
STORE155	869 ▲	1	1	1	0.25	16	1.33	0.04	12
STORE127	991 ▲	1	0	0	0.06	18	1.06	0.04	17
STORE128	769 ▲	0	0	1	0.06	18	1.06	0.04	17
STORE151	935 ▲	1	1	0	0.09	23	1.05	0.03	22
STORE153	1,000 ▲	0	0	0	0.00	6	1.00	0.03	6
STORE129	910 ▲	0	0	1	0.06	15	0.94	0.03	16
STORE131	1,000 ▲	0	0	0	0.00	6	0.86	0.03	7
STORE150	870 ▲	2	0	1	0.09	16	0.50	0.02	32
STORE158	982 ▲	1	0	0	0.07	6	0.43	0.01	14

Click on a site to see how the site ranks with others in your organization and for specific repairs to different models.


SITE: STORE150

LAST 30 DAYS

VITALS > DAMAGE AND REPAIRS > SITE
LAST REFRESHED 161 MINUTES AGO

DAMAGE AND REPAIR HEALTH SCORE BY SITE


870

SUMMARY

The Repair Rate for a Site (avg per device) is 0.04 and the Drop Rate for a Site (avg per device) is 0.24 for the site, STORE150.

SITE RANK

25

This site ranks #25 out of 48 sites.

Set Filter

Select Column
Search text
Search
Clear

MODELS WITH DAMAGE AND REPAIR ISSUES, LAST 30 DAYS (5)

MODEL NAME	DEVICE SR NO.	DEVICE SCORE	GROUP LABEL	DEVICE GROUP	NO FAULT FOUND	PHYSICAL DAMAGE	OTHER FAILURE	TOTAL REPAIRS	TOTAL NO. OF DROPS	AVG DROPS PER DAY
TC75X	D19291010M1102	1,000 ▲	Pediatrics	Department	0	0	0	0	14	0.47
TC51	D19291010M1096	736 ▲	TCSI D,Radiology	Department,device name	1	0	0	1	0	0
TC75X	D19291010M0409	1,000 ▲	Pediatrics	Department	0	0	0	0	2	0.07
DS8178	D19231010S0166	838 ▲	Pediatrics,Socialization Label	multipleLabels,Department	0	0	1	1	0	0
DS8108	D19231010S0095	776 ▲	LabelI,Pediatrics	multipleLabels,Department	1	0	0	1	0	0

<< 1 >>

Rows 1-5

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

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

VIQ Vitals

LAST 30 DAYS



MODEL: TC75X

[VITALS](#) > [DAMAGE AND REPAIRS](#) > MODEL

LAST REFRESHED 43 MINUTES AGO

DAMAGE & REPAIR HEALTH SCORE BY MODEL



SUMMARY

The Repair Rate for a Model (avg per device) is 0.06 and the Drop Rate for a Model (avg per device) is 0.03 for the model, TC75X.

MODEL RANK

1

This model ranks #1 out of 10 models.

Select Column ▼

Search text

Search

Clear

SITES WITH DAMAGE AND REPAIR ISSUES, LAST 30 DAYS (24)

SITE NAME	DEVICE SR NO.	DEVICE SCORE	NO FAULT FOUND	PHYSICAL DAMAGE	OTHER FAILURE	TOTAL REPAIRS	TOTAL N
STORE114	D19291010M0315	966 🟡	1	0	0	1	0
STORE125	D19291010M0375	966 🟢	1	0	0	1	0
STORE137	D19291010M0268	966 🟡	1	0	0	1	0
STORE159	D19291010M0340	966 🟡	1	0	0	1	0
STORE120	D19291010M0273	983 🟡	1	0	0	1	0
STORE109	D19291010M0333	966 🟡	1	0	0	1	0
STORE105	D19291010M0968	793 🟢	1	0	0	1	0
STORE151	D19291010M0226	983 🟢	1	0	0	1	0
STORE150	D19291010M1102	736 🟢	1	0	0	1	0
STORE147	D19291010M0979	983 🟢	1	0	0	1	4

« < 1 2 3 > »

Rows 1-10

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

See Also

[Displaying Mobile Computer Details](#)

Device Groups with Damage and Repairs

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. Click on a device group or group label to view details about specific devices that had issues.

If only a particular group label has issues with a particular model, consider investigating the circumstances at the group label's site. If multiple group labels have issues with a particular 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?

DEVICE GROUPS WITH DAMAGE AND REPAIR ISSUES, LAST 30 DAYS (7)

DEVICE GROUP	GROUP LABEL	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 IN GROUP LABEL
Department	Pediatrics	696 	2	0	2	0.40	0	0.00	0.00	10
Department	Surgery	738 	4	0	0	0.50	0	0.00	0.00	8
Department	Physical Therapy	760 	4	0	0	0.09	0	0.00	0.00	44
Department	Oncology	760 	70	56	84	0.15	0	0.00	0.00	1,358
Department	Cafeteria	766 	0	0	9	0.02	0	0.00	0.00	459
Department	Pharmacy	797 	21	14	28	0.13	0	0.00	0.00	497
Department	Emergency	823 	66	44	44	0.04	0	0.00	0.00	4,202

Click on a device group or group label to view models that had damage and repair issues in the last 30 days.

Device Group

Device locations for the device group are displayed on a map. Click a device serial (SR) number in the table to go to the details page for that device.

VIQ Vitals



DEVICE GROUP: Department

VITALS > DEVICE UTILIZATION > DEVICE GROUP

LAST REFRESHED 30 MINUTES AGO

DEVICE UTILIZATION SCORE



SUMMARY

Over utilized: This device group has 4,457 devices that are over-utilized. Zebra recommends keeping overall device utilization under 120% to allow for operating resilience.

Optimally utilized: This device group has 2,163 devices that appear to be correctly utilized. No action is recommended at this time.

Under utilized: This device group has 2,492 devices that are under-utilized. If this is not a seasonal effect, then consider repurposing idle devices or retiring older devices.

MOBILE COMPUTERS

9,078

PRINTERS

0

SCANNERS

0

Set Filter

Select Column

Search text

Search

Clear

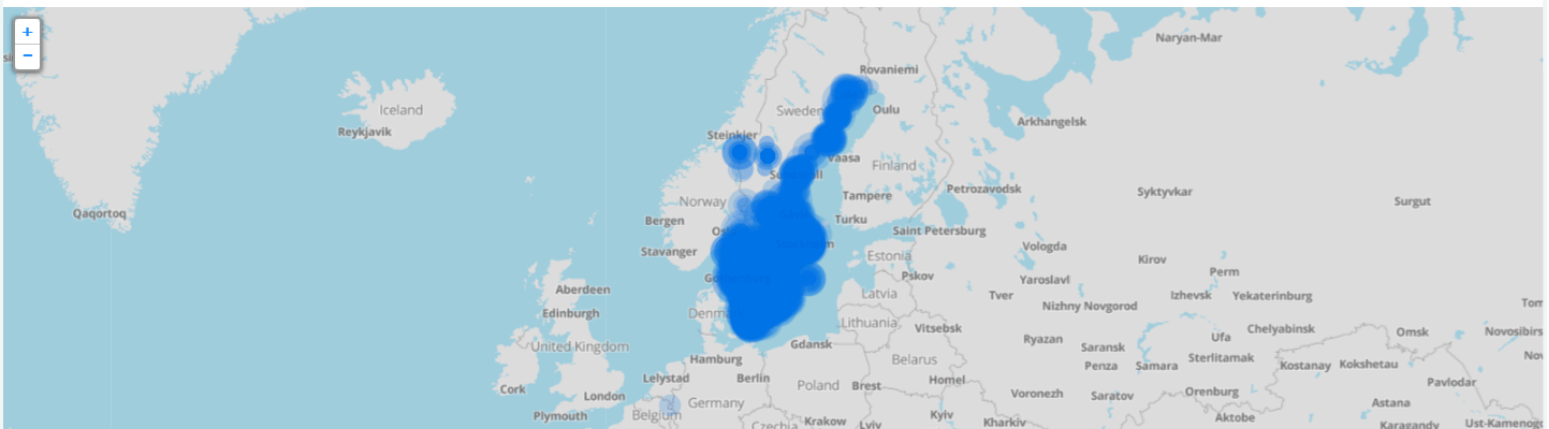
MODELS IN DEVICE GROUP WITH UTILIZATION ISSUES (1187)

MODEL	DEVICE SR NO.	DEVICE SCORE	GROUP LABEL	SITE NAME	USED (IN DAYS)	NOT USED (IN DAYS)	UNACCOUNTED FOR (IN DAYS)	NON OPERATIONAL (IN DAYS)	DIFFERENT LOCATION (IN DAYS)	UNKNOWN STATUS (IN DAYS)
TC52	D19291010M0649	71 ▲	Cardiology	STORE106	1	0	0	0	0	29
MC95	D19291010M0793	77 ▲	Cardiology	STORE106	1	0	0	0	0	29
MC95	D19291010M0228	1,000 ▲	Cardiology	STORE114	1	0	0	0	0	29
TC52	D19291010M0034	0 🚫	Cardiology	STORE101	0	0	1	0	0	29
TC51	D19291010M0445	1,000 ▲	Cardiology	STORE111	1	0	0	0	0	29
TC75X	D19291010M0777	1,000 ▲	Cardiology	STORE105	1	0	0	0	0	29
MC95	D19291010M0941	0 🚫	Cardiology	STORE103	0	0	1	0	0	29
TC51	D19291010M0690	77 ▲	Cardiology	STORE115	1	0	0	0	0	29
TC75X	D19291010M0905	1,000 ▲	Cardiology	STORE107	1	0	0	0	0	29
TC52	D19291010M0956	1,000 ▲	Cardiology	STORE115	1	0	0	0	0	29

« < 1 2 3 4 5 ... 500 »

Rows 1-10

DEVICE LOCATION



Group Label

Device locations for the group label are displayed on a map. Click a device serial (SR) number in the table to go to the details page for that device.

GROUP LABEL: Cardiology (Department)

VITALS > DEVICE UTILIZATION > GROUP LABEL
LAST REFRESHED 34 MINUTES AGO

DEVICE UTILIZATION SCORE



SUMMARY

Over utilized: This group label has 4 devices that are over-utilized. Zebra recommends keeping overall device utilization under 120% to allow for operating resilience.

Optimally utilized: This group label has 63 devices that appear to be correctly utilized. No action is recommended at this time.

Under utilized: This group label has 2 devices that are under-utilized. If this is not a seasonal effect, then consider repurposing idle devices or retiring older devices.

GROUP LABEL RANK

1

The Group Label ranks #1 out of 1 Group Labels in Department device group.

MOBILE COMPUTERS

78

PRINTERS

1

SCANNERS

2

Set Filter

Select Column

Search text

Search

Clear

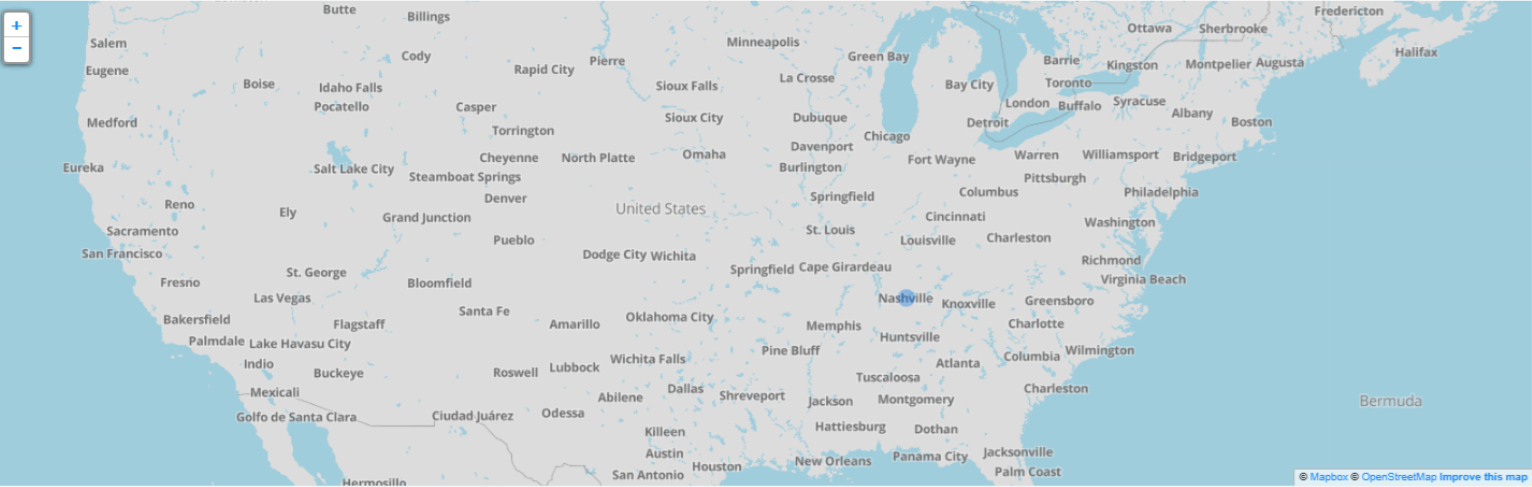
MODELS IN GROUP LABEL WITH UTILIZATION ISSUES (2)

MODEL	DEVICE SR NO.	DEVICE SCORE ^	SITE NAME	USED (IN DAYS)	NOT USED (IN DAYS)	UNACCOUNTED FOR (IN DAYS)	NON OPERATIONAL (IN DAYS)	DIFFERENT LOCATION (IN DAYS)	UNKNOWN STATUS (IN DAYS)
DS3608	D19231010S0007	0 🚫	STORE103	0	1	0	0	0	29
DS8178	D19231010S0006	501 🟢	STORE148	1	0	0	0	0	29

« < 1 > »

Rows 1-2

DEVICE LOCATION



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.



NOTE:

- Connectivity Health is only partially supported on non-Zebra devices (Datalogic, Honeywell, and Samsung) through the Zebra Services Agent.
- Connectivity Health for non-Zebra devices currently only includes WLAN data; WWAN data is not supported at this time.
- For full data visibility in the Connectivity Health Vital, the Zebra Data Services (ZDS) agent configuration for mobile computers needs to be updated to enable the WLAN and WWAN reporting from the devices. To enable the data collection on your mobile computers, use the WLAN and WWAN Data Collection configuration files available for download [here](#). Refer to the [ZDS Agent Configuration Guide](#) for a full list of requirements.
- For non-Zebra devices, WLAN data collection should be enabled on ZSA. For more information, refer to the ZSA user guide available on the [Zebra Services Agent](#) support site.

Tile

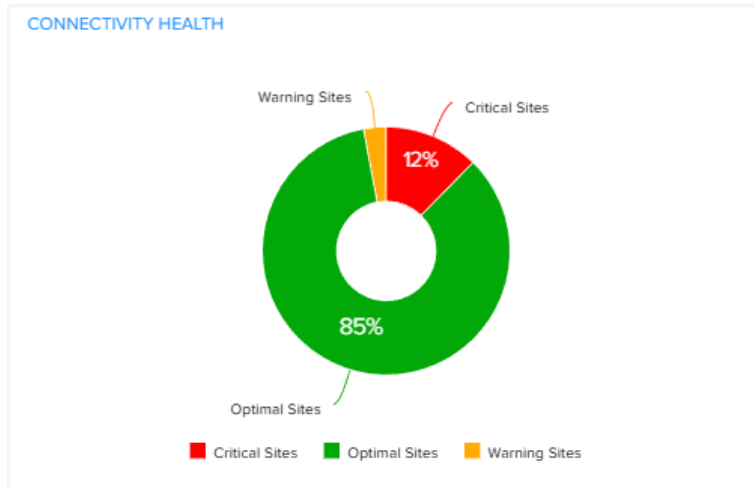
The tile shows the overall connectivity status of all sites. Mouse over the pieces of the pie chart to see the number of sites in each category.

A device's connectivity health score indicates the device's network quality and stability. In turn, each site's status is determined by the overall connectivity health scores of its individual devices.

When a device's connectivity health score is below 300, it is considered critical. Enough critical devices at a site will change the status of that site to **Warning** or **Critical**.

Site Status	Condition
Optimal (green)	At least 90% of the devices at the site have connectivity health scores above 300.
Warning (amber)	At least 10% of the devices at the site have a critical connectivity health score (below 300).
Critical (red)	At least 15% of the devices at the site have a critical connectivity health score (below 300).

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

VITALS > CONNECTIVITY HEALTH
LAST REFRESHED 32 MINUTES AGO

TOTAL CONNECTIVITY HEALTH SCORE



WWAN HEALTH SCORE



WLAN HEALTH SCORE



SUMMARY

Critical: There are 3,340 critical sites.
Warning: There are 358 warning sites.
Optimal: There are 2,629 optimal sites.

INDUSTRY RANK

85.7

Your company's health score is better than 85.7% of all industry customers.

Set Filter

Select Column Search text Search Clear

SITES WITH WWAN CONNECTIVITY ISSUES, LAST 30 DAYS (5000)

SITE NAME	SITE SCORE	STATUS	NO OF INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	TOTAL DEVICES
STORE101	605	Optimal	26,593	145	81	85
STORE149	577	Optimal	16,750	210	83	99
STORE104	858	Optimal	8	100	1	1
STORE103	530	Optimal	71,546	197	119	134
STORE102	612	Optimal	4,810	125	43	49
STORE105	486	Optimal	33,322	183	33	40
STORE110	578	Optimal	1,093	592	15	18
STORE132	557	Optimal	8,826	213	24	27
STORE107	576	Optimal	2,997	201	15	15
STORE109	557	Optimal	108,120	181	176	191

<< 1 2 3 4 5 ... 500 >>

Set Filter

Select Column Search text Search Clear

MODELS WITH WWAN CONNECTIVITY ISSUES, LAST 30 DAYS (8)

MODEL	MODEL SCORE	NO OF INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	TOTAL DEVICES
TC58	441	61,772	148	835	1,389
TC78	470	363,636	150	4,971	7,461
TC26	471	115,450	88	1,513	3,422
TC77	474	1,234,260	130	25,620	53,344
TC27	483	8,074	280	154	301
TC57	497	87,008	106	1,196	1,438
TC57X	536	10,898,741	10	90,634	120,366
ET56	538	16,941	1	90	151

<< 1 >>

Rows 1-8

Set Filter

Select Column Search text Search Clear

DEVICE GROUPS WITH WWAN CONNECTIVITY ISSUES, LAST 30 DAYS (31)

DEVICE GROUP	GROUP LABEL	SCORE	NO OF INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	TOTAL DEVICES
Department	Cafeteria	525	15,314	55	89	173
Department	Intensive Care	527	16,817	91	89	173
Department	Cardiology	528	184	96	1	2
Department	Radiology	566	39	290	2	6
Department	Emergency	570	9,411,272	86	79,063	95,610
Department	Oncology	570	9,399,126	86	79,051	95,610
Department	Physical Therapy	574	70	0	2	6
Department	Pediatrics	575	108	101	1	2
Department	Pharmacy	583	3,949	61	78	101
Department	Surgery	604	187	137	5	11

<< 1 2 3 4 >>

Rows 1-10

Set Filter

Select Column Search text Search Clear

SITES WITH WLAN CONNECTIVITY ISSUES, LAST 30 DAYS (1690)

SITE NAME	SITE SCORE	STATUS	NO OF INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	TOTAL DEVICES
STORE101	669	Optimal	327	-43	1	1
STORE149	73	Critical	68	66	1	1
STORE104	950	Optimal	2	0	1	1
STORE103	930	Optimal	3	-96	1	1
STORE102	921	Optimal	4	-91	1	1
STORE105	739	Optimal	2	-91	1	1
STORE110	954	Optimal	3	-83	1	1
STORE132	108	Critical	606	78	1	1
STORE107	913	Optimal	4	-91	1	1
STORE109	739	Optimal	40	-77	1	1

<< 1 2 3 4 5 ... 1690 >>

Rows 1-10

Set Filter

Select Column Search text Search Clear

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

MODEL	MODEL SCORE	NO OF INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	TOTAL DEVICES
Nokia 2.4	0	1,619	18	6	18
SM-A055M	47	21,545	-18	479	8,282
ET56	241	113,775	-40	988	1,191
V2141	250	42,821	1	131	144
TC57X	680	397,735	-36	3,315	4,134
TC52	783	165,312	-41	1,857	2,489

<< 1 >>

Rows 1-6

Set Filter

Select Column Search text Search Clear

DEVICE GROUPS WITH WLAN CONNECTIVITY ISSUES, LAST 30 DAYS (9)

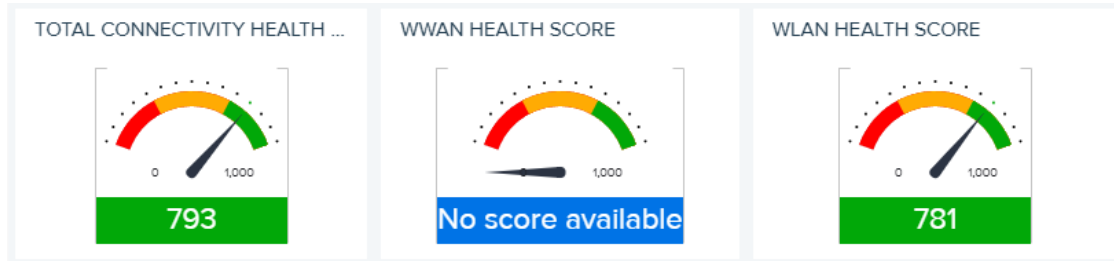
DEVICE GROUP	GROUP LABEL	SCORE	NO OF INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	TOTAL DEVICES
Department	Cafeteria	520	68,956	-62	970	1,480
Department	Radiology	573	322,164	-63	5,109	10,480
Department	Emergency	660	120	-45	2	1
Department	Oncology	728	134	-81	8	134
Department	Physical Therapy	778	38	-59	2	49
Department	Pediatrics	858	26	-40	2	40
Department	Pharmacy	872	20	-79	1	18
Department	Intensive Care	910	14	-39	2	27
Department	Cardiology	948	8	-67	1	15

<< 1 >>

Rows 1-9

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.



- The WWAN health score is calculated based on signal strength and connection stability.
- The WLAN health score is calculated based solely on signal strength.
- The Total Connectivity Health score is weighted by the availability and usage of each connection type.

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 site score, the site status, the total number of incidents per site, the percentage of change in the number of incidents compared to last month, the number of devices impacted at each site, and the total number of devices at each site.

A device's connectivity health score indicates the device's network quality and stability. In turn, each site's status is determined by the overall connectivity health scores of its individual devices.

When a device's connectivity health score is below 300, it is considered critical. Enough critical devices at a site will change the status of that site to **Warning** or **Critical**.

Site Status	Condition
Optimal (green)	At least 90% of the devices at the site have connectivity health scores above 300.

Site Status	Condition
Warning (amber)	At least 10% of the devices at the site have a critical connectivity health score (below 300).
Critical (red)	At least 15% of the devices at the site have a critical connectivity health score (below 300).

- 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 (5000)

SITE NAME	SITE SCORE [?]	STATUS [?]	NO OF INCIDENTS [?]	PERCENTAGE CHANGE FROM LAST MONTH [?]	DEVICES IMPACTED [?]	TOTAL DEVICES [?]
STORE101	605	Optimal	26,593	145	81	85
STORE149	577	Optimal	16,750	210	83	99
STORE104	858	Optimal	8	100	1	1
STORE103	530	Optimal	71,546	197	119	134
STORE102	612	Optimal	4,810	125	43	49
STORE105	486	Optimal	33,322	183	33	40
STORE110	578	Optimal	1,093	592	15	18
STORE132	557	Optimal	8,826	213	24	27
STORE107	576	Optimal	2,997	201	15	15
STORE109	557	Optimal	108,120	181	176	191

SITES WITH WLAN CONNECTIVITY ISSUES, LAST 30 DAYS (1690)

SITE NAME	SITE SCORE [?]	STATUS [?]	NO OF INCIDENTS [?]	PERCENTAGE CHANGE FROM LAST MONTH [?]	DEVICES IMPACTED [?]	TOTAL DEVICES [?]
STORE101	669	Optimal	327	-43	1	1
STORE149	73	Critical	68	66	1	1
STORE104	950	Optimal	2	0	1	1
STORE103	930	Optimal	3	-96	1	1
STORE102	921	Optimal	4	-91	1	1
STORE105	739	Optimal	2	-91	1	1
STORE110	954	Optimal	3	-83	1	1
STORE132	108	Critical	606	78	1	1
STORE107	913	Optimal	4	-91	1	1
STORE109	739	Optimal	40	-77	1	1

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.



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



Set Filter

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DEVICES WITH WWAN CONNECTIVITY ISSUES, LAST 30 DAYS (6)

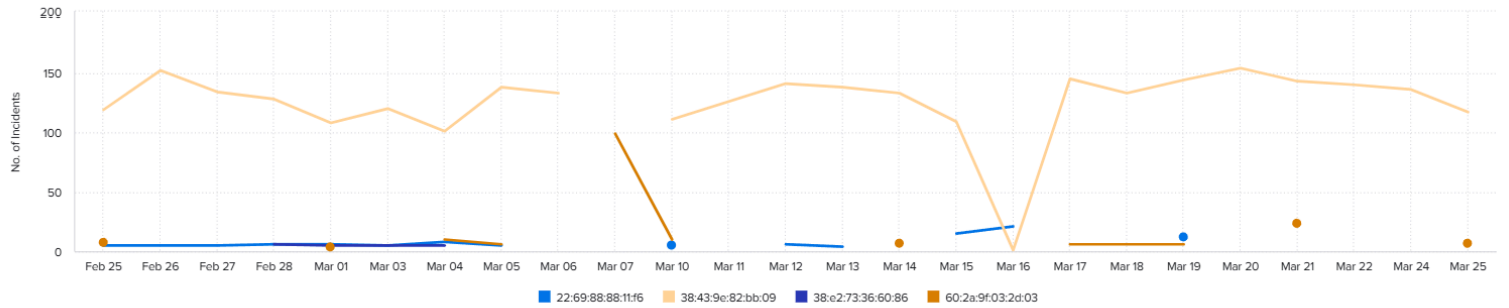
DEVICE SR NO.	TIMESTAMP	SIGNAL STRENGTH	CARRIER	LAST KNOWN GPS
212035225...	Mar 05, 2025 16:00:00	-94	EE	52.2752848, -2.154381
212265225...	Mar 17, 2025 12:00:00	-102	EE	52.2754072, -2.15466295
212045225...	Mar 14, 2025 16:00:00	-92	EE	52.275296, -2.1546804
212015225...	Mar 22, 2025 14:00:00	-89	EE	52.27537032, -2.1546826
211945225...	Mar 01, 2025 13:00:00	-108	EE	52.275371, -2.1546645
212045225...	Mar 06, 2025 17:00:00	-92	EE	52.27537357, -2.15466861

« < 1 > »

Rows 1-6

TOP 5 WORST ACCESS POINTS

LAST 30 DAYS



Set Filter

Select Column

Search text

Search

Clear

DEVICES WITH WLAN CONNECTIVITY ISSUES, LAST 30 DAYS (33)

DEVICE SR NO.	DEVICE SCORE	TIMESTAMP	SIGNAL STRENGTH(dB)	ACCESS POINTS
212335225...	582	Mar 22, 2025 14:00:00	-98	60:f4:83:f1:a1:9a
211965225...	702	Mar 25, 2025 13:00:00	-100	2a:ba:a0:1f:c5:71
211965225...	708	Mar 01, 2025 13:00:00	-100	7c:ea:9e:e6:dc:cf
211965225...	725	Mar 25, 2025 13:00:00	-100	ee:a1:e6:b5:26:90
211965225...	746	Mar 25, 2025 13:00:00	-100	14:59:54:b4:fe:ac
212045225...	756	Mar 25, 2025 16:00:00	-100	84:e7:8c:23:9f:40
212055225...	757	Mar 25, 2025 13:00:00	-100	d2:5a:65:23:f9:ba
212035225...	760	Mar 25, 2025 12:00:00	-100	92:a7:ab:5b:8c:cb
212105225...	764	Mar 25, 2025 13:00:00	-100	46:d3:9b:fc:20:57
212325225...	766	Mar 25, 2025 13:00:00	-100	38:43:9e:82:bb:09

« < 1 2 3 4 > »

Rows 1-10

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 model score, the total number of incidents per model, the percentage of change in the number of incidents compared to last month, the number of devices that experienced the incidents, and the total number of devices at the site.

- 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 (8)

MODEL	MODEL SCORE	NO OF INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	TOTAL DEVICES
TC58	441 ▼	61,772	148	835	1,389
TC78	470 ▼	363,636	150	4,971	7,461
TC26	471 ▲	115,450	88	1,513	3,422
TC77	474 ▼	1,234,260	130	25,620	53,344
TC27	483 ▼	8,074	280	154	301
TC57	497 ▼	87,108	106	1,196	1,438
TC57X	536 ▼	10,898,741	10	90,634	120,366
ET56	538 ▲	16,941	1	90	151

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

MODEL	MODEL SCORE	NO OF INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	TOTAL DEVICES
Nokia 2.4	0	1,619	18	6	18
SM-A065M	47 ▲	21,545	-18	479	8,282
ET56	241 ▲	113,175	-40	988	1,191
V2141	250 ▲	42,821	1	131	144
TC57X	680 ▼	397,735	-36	3,315	4,134
TC52	783 ▼	165,312	-41	1,857	2,489

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.



MODEL: TC78

VITALS > CONNECTIVITY HEALTH > MODEL
LAST REFRESHED 24 MINUTES AGO

TOTAL CONNECTIVITY HEALTH SCORE



WWAN HEALTH SCORE



WLAN HEALTH SCORE



SUMMARY

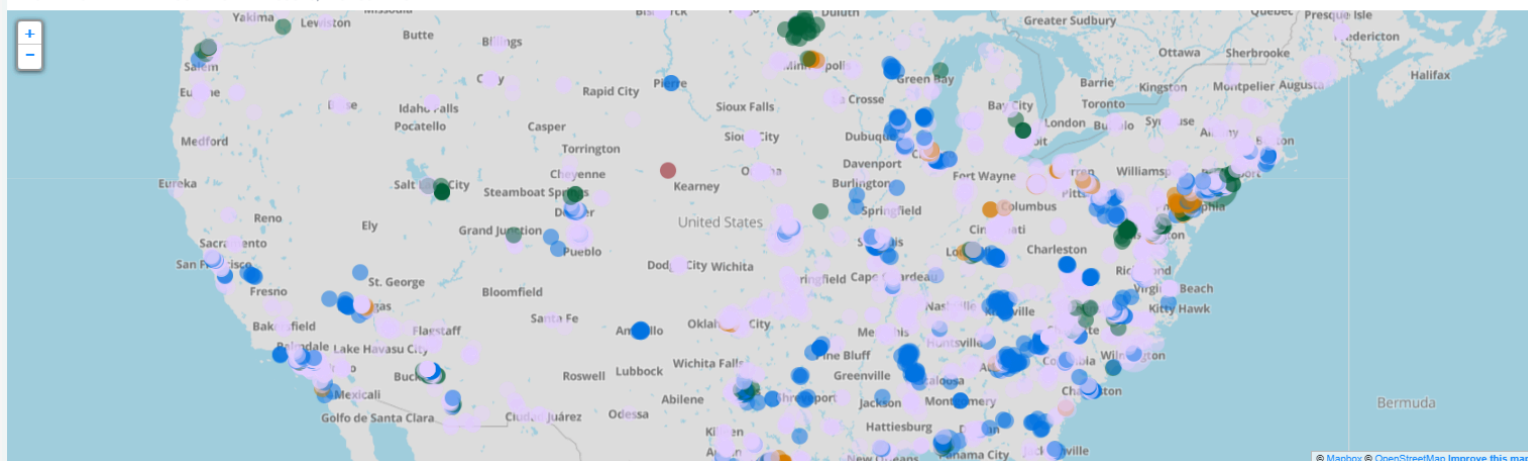
Critical: There are 188 critical devices .
Warning: There are 2,705 warning devices.
Optimal: There are 1 optimal devices.

MODEL RANK

3

This model ranks #3 out of 4 models.

INCIDENTS WITH WWAN CONNECTIVITY ISSUES, LAST 30 DAYS



VIQ Vitals

Set Filter

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DEVICES WITH WWAN CONNECTIVITY ISSUES, LAST 30 DAYS (2910)

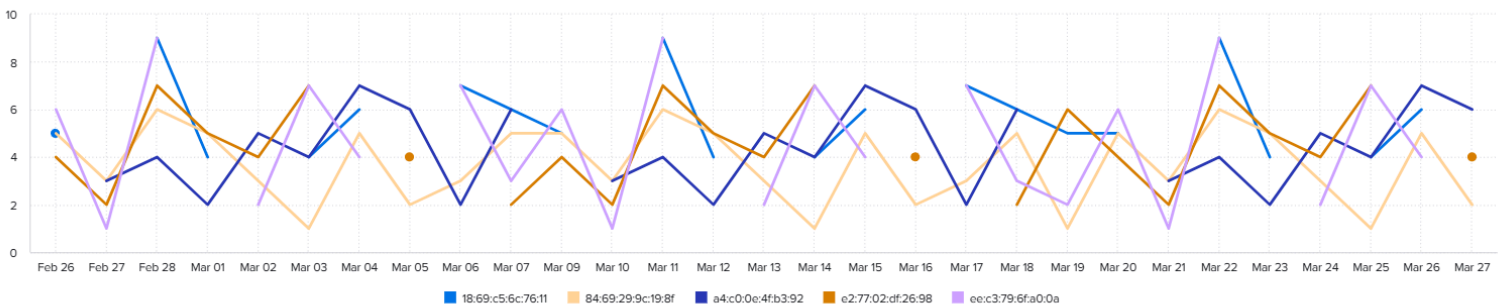
SITE NAME	DEVICE SR NO.	TIMESTAMP	SIGNAL STRENGTH	CARRIER	LAST KNOWN GPS
STORE145	D19291010M1059	Mar 22, 2025 15:26:00	-94	Verizon Wireless	28.2562372, 81.6592533
STORE154	D19291010M1149	Mar 25, 2025 17:05:00	-102	Verizon Wireless	41.9361267, 87.85142
STORE119	D19291010M0797	Mar 18, 2025 14:49:00	-103	AT&T Mobility	34.0266529, 117.724849
STORE145	D19291010M0216	Mar 18, 2025 15:12:00	-118	Verizon Wireless	39.4596752, 79.5966314
STORE152	D19291010M0083	Mar 21, 2025 17:55:00	-109	AT&T Mobility	32.4148146, 86.3047378
STORE146	D19291010M0652	Feb 28, 2025 18:27:00	-123	Verizon Wireless	36.6738196, 82.5693359
STORE152	D19291010M1209	Mar 04, 2025 00:30:00	-111	Verizon Wireless	N/A
STORE105	D19291010M1251	Mar 25, 2025 18:06:00	-103	AT&T Mobility	38.5577545, 89.81035
STORE115	D19291010M0995	Mar 14, 2025 12:23:00	-106	Verizon Wireless	29.2171317, 82.1819087
STORE109	D19291010M0964	Mar 25, 2025 19:03:00	-106	T-Mobile	46.32513, 94.18365

« < 1 2 3 4 5 ... 291 > »

Rows 1-10

TOP 5 WORST ACCESS POINTS

LAST 30 DAYS



Set Filter

Select Column

Search text

Search

Clear

DEVICES WITH WLAN CONNECTIVITY ISSUES, LAST 30 DAYS (325)

SITE NAME	DEVICE SR NO.	DEVICE SCORE	TIMESTAMP	SIGNAL STRENGTH (dB)	ACCESS POINTS
STORE152	D19291010M1209	505 ▲	Mar 26, 2025 21:00:00	-79	9e:21:1c:82:ff:2e
STORE105	D19291010M1251	521 ▲	Mar 27, 2025 16:00:00	-97	5a:d8:bd:3c:28:f3
STORE115	D19291010M0995	521 ▼	Mar 27, 2025 22:00:00	-80	2a:ba:a0:1f:c5:71
STORE109	D19291010M0964	557 ▲	Mar 26, 2025 23:00:00	-78	fa:6d:eb:6d:43:74
STORE145	D19291010M1059	561 ▼	Mar 26, 2025 19:00:00	-88	64:58:36:fc:b1:1b
STORE154	D19291010M1149	576 ▼	Mar 27, 2025 23:00:00	-81	4e:dc:c4:eb:58:2b
STORE119	D19291010M0797	576 ▼	Mar 26, 2025 17:00:00	-100	b0:29:b5:ef:3f:e4
STORE145	D19291010M0216	581 ▲	Mar 26, 2025 16:00:00	-100	ea:4b:da:2e:04:cd
STORE152	D19291010M0083	583 ▼	Mar 27, 2025 16:00:00	-95	0c:35:c7:eb:7d:99
STORE146	D19291010M0652	585 ▲	Mar 27, 2025 10:00:00	-80	6cb7:38:a4:c6:2c

« < 1 2 3 4 5 ... 33 > »

Rows 1-10

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

See Also

[Displaying Device Details](#)

Device Groups with Connectivity Issues

This section of the report shows the device groups with connectivity issues in the last 30 days.

This table shows device groups with connectivity issues (such as low signal strength) in the last 30 days. It includes the total number of incidents per group label, 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 or WWAN issues, click on a device group or group label to go to the 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.

DEVICE GROUPS WITH WWAN CONNECTIVITY ISSUES, LAST 30 DAYS (31)

DEVICE GROUP	GROUP LABEL	SCORE	NO OF INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	TOTAL DEVICES
Department	Cafeteria	525 ▼	15,314	55	89	173
Department	Intensive Care	527 ▲	16,817	91	89	173
Department	Cardiology	528 ▲	184	96	1	2
Department	Radiology	566 ▲	39	290	2	6
Department	Emergency	570 ▼	9,411,272	86	79,063	95,610
Department	Oncology	570 ▼	9,399,126	86	79,051	95,610
Department	Physical Therapy	574 ▼	70	0	2	6
Department	Pediatrics	575 ▲	108	101	1	2
Department	Pharmacy	583 ▲	3,949	61	78	101
Department	Surgery	604 ▲	187	137	5	11

DEVICE GROUPS WITH WLAN CONNECTIVITY ISSUES, LAST 30 DAYS (9)

DEVICE GROUP	GROUP LABEL	SCORE	NO OF INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	TOTAL DEVICES
Department	Cafeteria	520 ▼	68,956	-62	970	1,480
Department	Radiology	573 ▼	322,364	-63	5,309	10,480
Department	Emergency	660 ▼	120	-45	2	1
Department	Oncology	728 ▼	134	-81	8	134
Department	Physical Therapy	778 ▼	38	-59	2	49
Department	Pediatrics	858 ▲	26	-40	2	40
Department	Pharmacy	872 ▲	20	-79	1	18
Department	Intensive Care	910 ▼	14	-39	2	27
Department	Cardiology	948 ▼	8	-67	1	15

Device Group

Click a device group or group label in the table to go to the details page. The details pages display the connectivity, WWAN health, and WLAN health scores; the location on a map for the models in the device group; and device-specific data. The top five worst access points are also included.

DEVICE GROUP: Department

VITALS > CONNECTIVITY HEALTH > DEVICE GROUP
LAST REFRESHED 3 MINUTES AGO

TOTAL CONNECTIVITY HEALTH SCORE



WWAN HEALTH SCORE



WLAN HEALTH SCORE



SUMMARY

Critical: There are 6,536 critical devices.

Warning: There are 41,338 warning devices.

Optimal: There are 62,241 optimal devices.

INCIDENTS WITH WWAN CONNECTIVITY ISSUES, LAST 30 DAYS



VIQ Vitals

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DEVICES IN DEVICE GROUP WITH WWAN CONNECTIVITY ISSUES, LAST 30 DAYS (5000)

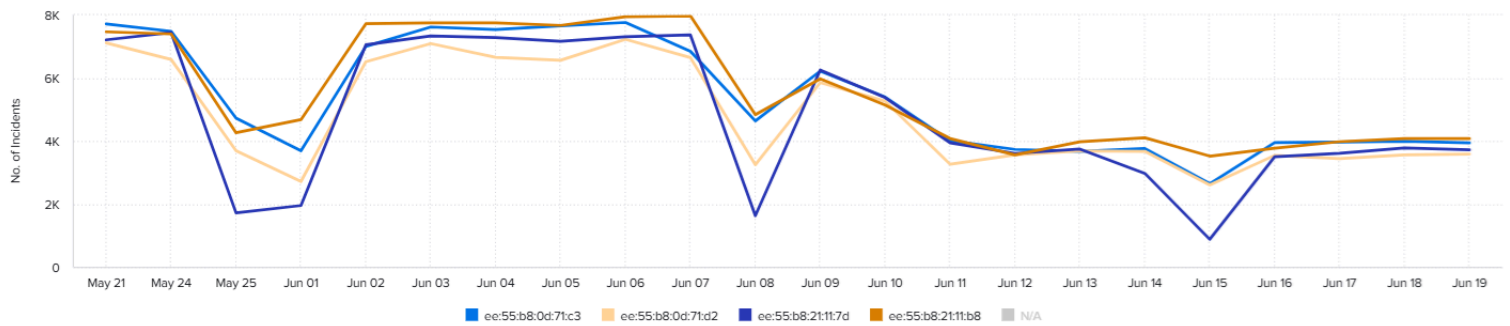
MODEL	DEVICE SR NO.	GROUP LABEL	TIMESTAMP	SIGNAL STRENGTH	CARRIER	LAST KNOWN GPS
TC57X	21109522511566	Radiology	Jun 11, 2025 22:00:00	-108	AT&T Mobility	35.30191, 93.12026
TC57X	22151522512133	Radiology	Jun 16, 2025 22:00:00	-105	AT&T Mobility	35.2726021, 93.1335144
TC52	21104522504977	Oncology	Jun 17, 2025 21:00:00	-99	AT&T Mobility	35.2924652, 93.1068954
TC52	21104522504977	Radiology	Jun 12, 2025 22:00:00	-99	AT&T Mobility	35.3003044, 93.1061859
MC95	21104522510042	Oncology	Jun 16, 2025 23:00:00	-96	AT&T Mobility	35.2725372, 93.13347
TC51	21104522504977	Pediatrics	Jun 19, 2025 23:00:00	-95	AT&T Mobility	35.2834, 93.13388
TC51	22151522512133	Oncology	Jun 17, 2025 21:00:00	-94	AT&T Mobility	35.20839, 93.15563
TC57X	21109522511566	Oncology	Jun 13, 2025 22:00:00	-94	AT&T Mobility	35.30191, 93.12026
TC57X	21104522510042	Cardiology	Jun 18, 2025 21:00:00	-82	AT&T Mobility	35.2725334, 93.13346
TC57X	21311522509284	Cardiology	Jun 19, 2025 19:00:00	-121	AT&T Mobility	37.9817619, 78.2085342

« < 1 2 3 4 5 ... 500 »

Rows 1-10

TOP 5 WORST ACCESS POINTS

LAST 30 DAYS



Set Filter

Select Column

Search text

Search

Clear

DEVICES IN DEVICE GROUP WITH WLAN CONNECTIVITY ISSUES, LAST 30 DAYS (5000)

MODEL	DEVICE SR NO.	DEVICE SCORE	GROUP LABEL	TIMESTAMP	SIGNAL STRENGTH(dB)	ACCESS POINTS
TC75X	D19291010M0142	625 ▲	Oncology	Jun 19, 2025 18:00:00	-95	54:26:6b:aec5:1c
MC95	D19291010M0767	896 ▲	Oncology	Jun 19, 2025 21:00:00	-92	1c:67:4a:9b:e8:03
TC75X	D19291010M0439	875 ▲	Cardiology	Jun 19, 2025 08:00:00	-91	3c:09:b6:41:f9:91
TC75X	D19291010M0981	854 ▲	Cardiology	Jun 19, 2025 20:00:00	-97	f0:ec:65:38:79:60
TC52	D19291010M1032	792 ▲	Radiology	Jun 19, 2025 20:00:00	-94	5e:da:84:af:fe:5d
TC52	D19291010M0208	854 ▲	Radiology	Jun 19, 2025 21:00:00	-93	b2:72:9e:c7:42:f9
MC95	D19291010M1141	813 ▲	Oncology	Jun 19, 2025 17:00:00	-88	f4:88:51:13:cf:7d
TC51	D19291010M0766	792 ▲	Radiology	Jun 19, 2025 21:00:00	-98	c4:a4:46:94:18:75
TC51	D19291010M0917	875 ▲	Oncology	Jun 19, 2025 19:00:00	-88	6c:e6:cf:3a:5d:d2
TC75X	D19291010M0784	854 ▲	Pediatrics	Jun 19, 2025 23:00:00	-85	88:1e:99:c9:24:20

« < 1 2 3 4 5 ... 500 »

Rows 1-10

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

Group Label

Click a group label in the table to go to the details page. The details pages display the connectivity, WWAN health, and WLAN health scores; the location on a map for the models in the group label; and device-specific data. The top five worst access points are also included.



GROUP LABEL: Cardiology (Department)

VITALS > CONNECTIVITY HEALTH > GROUP LABEL

LAST REFRESHED 106 MINUTES AGO

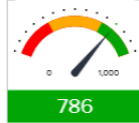
TOTAL CONNECTIVITY HEALTH ...



WWAN HEALTH SCORE BY GRO...



WLAN HEALTH SCORE BY GROUP...



SUMMARY

Critical: There are 536 critical devices.

Warning: There are 338 warning devices.

Optimal: There are 241 optimal devices.

SITE RANK

4

This group label ranks # 4 out of 7 group label in the Department device group.

INCIDENTS WITH WWAN CONNECTIVITY ISSUES, LAST 30 DAYS



Set Filter

Select Column

Search text

Search

Clear

DEVICES IN GROUP LABEL WITH WWAN CONNECTIVITY ISSUES, LAST 30 DAYS (5000)

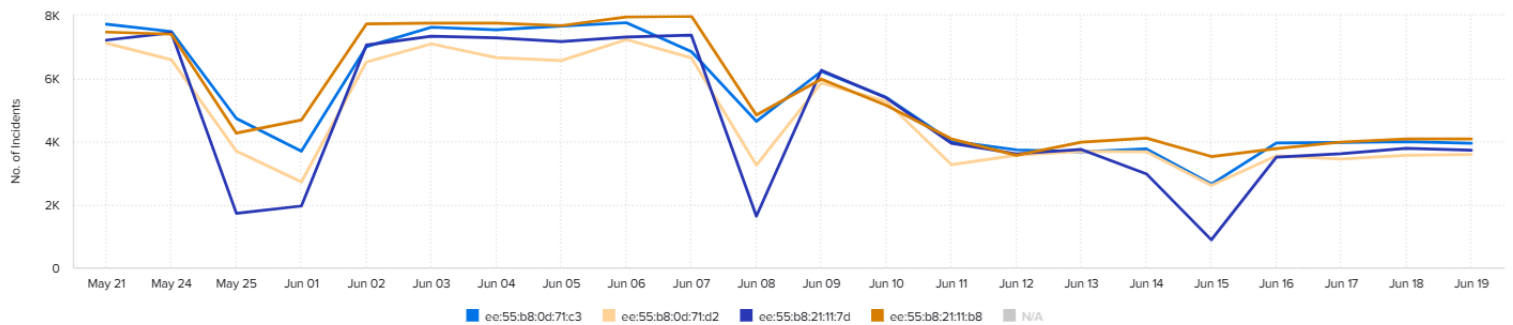
MODEL	DEVICE SR NO.	TIMESTAMP	SIGNAL STRENGTH	CARRIER	LAST KNOWN GPS
TC57X	21109522511566	Jun 11, 2025 22:00:00	-108	AT&T Mobility	35.30191, 93.12026
TC57X	22151522512133	Jun 16, 2025 22:00:00	-105	AT&T Mobility	35.2726021, 93.1335144
TC52	21104522504977	Jun 17, 2025 21:00:00	-99	AT&T Mobility	35.2924652, 93.1068954
TC52	21104522504977	Jun 12, 2025 22:00:00	-99	AT&T Mobility	35.3003044, 93.1061859
MC95	21104522510042	Jun 16, 2025 23:00:00	-96	AT&T Mobility	35.2725372, 93.13347
TC51	21104522504977	Jun 19, 2025 23:00:00	-95	AT&T Mobility	35.2834, 93.13388
TC51	22151522512133	Jun 17, 2025 21:00:00	-94	AT&T Mobility	35.20839, 93.15563
TC57X	21109522511566	Jun 13, 2025 22:00:00	-94	AT&T Mobility	35.30191, 93.12026
TC57X	21104522510042	Jun 18, 2025 21:00:00	-82	AT&T Mobility	35.2725334, 93.13346
TC57X	21311522509284	Jun 19, 2025 19:00:00	-121	AT&T Mobility	37.9817619, 78.2085342

« < 1 2 3 4 5 ... 500 »

Rows 1-10

TOP 5 WORST ACCESS POINTS

LAST 30 DAYS



Set Filter

Select Column

Search text

Search

Clear

DEVICES IN GROUP LABEL WITH WLAN CONNECTIVITY ISSUES, LAST 30 DAYS (60)

MODEL	DEVICE SR NO.	DEVICE SCORE	TIMESTAMP	SIGNAL STRENGTH (dB)	ACCESS POINTS
MC95	D19291010M0996	0 🚩	Jun 19, 2025 10:00:00	-98	2a:b8:a0:1f:c5:71
TC51	D19291010M0634	688 🟢	Jun 19, 2025 22:00:00	-100	a8:a2:a6:55:2c:e2
TC52	D19291010M0112	917 🟢	Jun 19, 2025 12:00:00	-85	12:be:f5:7a:be:88
MC95	D19291010M0410	833 🟢	Jun 19, 2025 20:00:00	-85	cc:43:37:87:54:fa
TC51	D19291010M0115	854 🟢	Jun 19, 2025 19:00:00	-84	86:fc:44:5e:ff:22
MC95	D19291010M0184	917 🟢	Jun 19, 2025 05:00:00	-80	ca:b1:87:c3:de:82
MC95	D19291010M0840	750 🟢	Jun 19, 2025 22:00:00	-86	4c:04:64:e3:1a:32
TC52	D19291010M0866	875 🟢	Jun 19, 2025 10:00:00	-86	32:17:90:74:e1:e8
TC51	D19291010M0026	688 🟢	Jun 19, 2025 21:00:00	-91	90:3c:0t:aa:70:f4
TC75X	D19291010M1131	896 🟢	Jun 19, 2025 23:00:00	-91	30:a4:79:6d:a7:0a

« < 1 2 3 4 5 6 »

Rows 1-10

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.

Visibility IQ OneCare Glossary

Report	Term	Definition
	Problem	Device defect reported by the customer at the time the RMA was created.

