



Zebra Services Agent

Frequently Asked Questions

Q: What is the Zebra Services Agent?

A: The Zebra Services Agent is a new complimentary companion app that enriches Zebra Services Solutions. The first feature of this app is to provide on-device battery alert that will automatically notify device users when their device's battery is at critical level and needs replacement. This app is available for both Proactive Battery Replacement Service (PBR) and VisibilityIQ™ Foresight (VIQF) customers.



Q: How does the Zebra Services Agent app work?

A: The Zebra Services Agent app notifies Zebra devices of critical battery status information. Using VIQ's proprietary Remaining Useful Life algorithm to determine the battery's end of life, the app will send a notification to the device user indicating that the battery is ready to be replaced. Additionally, the app provides information about the battery such as its serial number, part number and manufacture date.

Q: Can I customize the messaging that appears on the device?

A: Through the MDM, the customer can tailor the message that they want to appear on the device.

Q: How do I install Zebra Services Agent app?

A: Zebra Services Agent app can be installed through existing MDM tool (SOTI®, 42Gears, AirWatch®) or by directly downloading it on Zebra devices. Please note that devices need to be part of either PBR service or VIQF service for them to function and work properly. An installation guide will be available during onboarding.

Q: Is the Zebra Services Agent app free?

A: Yes, the Zebra Services Agent app is free for PBR and VIQF customers.

Q: How do I promote the Zebra Services Agent app to my customers?

A: You can promote the Zebra Services Agent app to your customers by highlighting the following benefits:

- Reduced downtime: By automatically notifying device users when their battery needs to be replaced, the Zebra Services Agent app helps to reduce downtime and increase productivity.
- Extended battery life: By replacing batteries before they reach the end of their life, the Zebra Services Agent app helps to extend battery life and improve device performance.
- Improved device reliability: By using healthy batteries, the Zebra Services Agent app helps to improve device reliability for the duration of a shift and reduce the risk of device failure.
- Reduced costs: By reducing downtime and improving device reliability, the Zebra Services Agent app can help to reduce overall costs.

Q: What are the requirements for using the Zebra Services Agent app?

A: To use the Zebra Services Agent app, customers are required to have:

- A PBR or VIQF subscription.
- A Zebra device with Android™ 8.1 or higher.

- ZDS Agent and Network connectivity enabled.
- A ZSA supported MDM (SOTI, Airwatch and 42 Gears are verified).

FAQ for Technical Users

Q: How do I get the APKs, Installation Guide and User Guide for the Zebra Services Agent app?

A: The Zebra Services Agent APKs and guides are available for download through Zebra.com from the VIQF or PBR support and download page. Zebra Services Agent Support Page.

Q: How much space will the agent require?

A: 80-100MB

Q: How much will be the Battery consumption by the app?

A: 0-2 % for 24 hr period with normal usages (2-3 alert in 24 hrs)

Q: Who should I contact if I have trouble installing the agent?

A: Reach out to portal.support@zebra.com. They will route your issue to the appropriate team to help with resolution.

Q: Can the agent be disabled?

A: Use standard Android practice to uninstall the app.

Q: Does it work with all Android operating systems?

A: ZSA works with devices having Android 8.1 or higher.

Q: What devices does the agent work with?

A: All Zebra Android mobile computers and tablets.

Q: What MDMs will work with ZSA?

A: Verified for SOTI, Airwatch and 42 Gears.

Q: Can I create my own notification messaging?

A: Yes, through the Manage Config function on the MDM, the notification message can be modified.

Q: How often will the notifications appear on my device and how long will it continue?

A: The notification will appear once every 24 hours or upon reboot (cold or warm reboot) of the device and will persist until the bad battery is replaced in the device.

For more information, please visit www.zebra.com/services-agent



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