VisibilitylQ[™] Foresight and OneCare



User Guide

P1138296-06EN Rev A

2025/06/20

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

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

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

Levels of Information in Tiles and Reports	30
Displaying Site Details	31
Displaying Model Details	
Displaying Device Group Details	35
Displaying Group Label Details	37
Displaying Device Details	40
Displaying App Details	47
Legacy VIQ Report Features	50
Date Picker	51
Apply and Clear Filters at the Top Level and Report Level	52
Reset a Report to Default View	52
Data Grid	53
User Tagging	55
Report Export Function	

Settings	60
Access Management	60
Devices	62
Device Groups	
Roles (Coming Soon)	
Users (Coming Soon)	
User Groups (Coming Soon)	96
Company Level Settings	
Data Availability	
Manage Sites	
Report Settings	
Utilization Settings	
Battery Decommission/Reinstate	
Replace Batteries	
Reassign App Categories	
User Level Settings	
Email Notifications	129
General Settings	
Set Model Preferences	

Repair & Support	134
Case Lifecycle	134
Tile View	
Expanded View	
Tile Alert Threshold	
Contracts	
Tile View	
Expanded View	
Tile Alert Threshold	141
Lifeguard Analytics	142
Tile View	
Expanded View	
Requirements	
Additional Features	145
On-Time Delivery	146
Tile View	
Expanded View	147
Proactive Battery Replacement	148
Tile View	
Expanded View	
Repair Lifecycle	
Tile View	
Expanded View	
Tile Alert Thresholds	
Repair Repeat Rate	
Tile View	
Expanded View	
Repair Return Rate	
Tile View	
Expanded View	
Tile Alert Threshold	
Top Repair Metrics	
Tile View	
Expanded View	

Detailed Insights	174
Overview of Operational Reports and Insight Summaries	175
Battery	181
Battery Discharge Rate	181
Battery Level	184
Battery Swap Activity	186
Critical Battery Events	189
Smart Battery Health	192
Smart Battery Overview	196
Devices	201
Devices in Operation	201
Geo Locations	205
Newly Activated Devices	208
Out of Contact	210
Predictive States	213
Printer Alerts	215
Printer Insights	222
Printer Setting Changes	226
Printer Utilization	230
Total Devices	232
Utilization	235
Application Analytics	235
Device Disruptions	240
Memory (RAM) Utilization by App	248
Physical Memory (RAM) Utilization	250
Scan Metrics	255
Storage Memory Utilization	259
Utilization Rightsizing	263
WLAN Signal Strength	266
WWAN Utilization	270
Additional Options	280

VIQ	Q Vitals	
	Using VIQ Vitals	

Health Score Tile	
Interpreting Health Scores on Vitals Reports	285
Interpreting Colored Arrows on Vitals Reports	286
Setting Filters on Vitals Reports	286
Unaccounted for Devices	287
Unaccounted for Device Health Score	
Industry Rank	
Device Categories	
Sites with Unaccounted for Devices	290
Device Groups with Unaccounted for Devices	290
Device Utilization	291
Device Utilization Score	293
Industry Rank	
Devices in Use	
Minimum No. of Devices Required	295
Under Utilized Devices	
Sites with Utilization Issues	
Models with Utilization Issues	
Device Groups with Utilization Issues	
Battery Health	297
Battery Health Score	
Industry Rank	
Sites with Batteries Needing Replacement	299
Models with Batteries Needing Replacement	
Device Groups with Batteries Needing Replacement	300
Hardware Health	301
Hardware Health Score	
Industry Rank	
Sites with Hardware Issues	
Models with Hardware Issues	304
Device Groups with Hardware Issues	
Device Inventory	
Device Inventory	
Device Categories	

Device Inventory by Site	
Device Inventory by Model	
Device Inventory by Device Group	
Software Health	311
App Health Score	
Industry Rank	313
App Health Issues	
App Usage Issues	
OS Health Issues	
Damage and Repairs	
Damage and Repair Health Score	319
Repair Issues	
Repair Rate	
Average Drops per Device	
Sites with Damage and Repair Issues	
Models with Damage and Repairs	
Device Groups with Damage and Repairs	
Connectivity Health	
Connectivity Health Scores	
Percentile Score	
Sites with Connectivity Issues	
Models with Connectivity Issues	
Device Groups with Connectivity Issues	

isibility IQ OneCare Glossary

Introduction

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

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

VIQ Access Management

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

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

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

VIQ-AM Features

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



Below are the features of Access Management:

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

Accessing the VIQ Portal

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

Logging In

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

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

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

Login Assistance / Support

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

Communications Hub

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

The following actions are available:

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



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

User Dashboard

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

Nisibilit	tylQ™			् Search report	Vitals	Detai	ed Insights 🗸	Repair	& Support ~	٠	DU ~
Dashb	oard									A	DD TILE
Total Dev	ices (1,961)		Critical Battery Events			WLAN S	ignal Str	ength		
				TOP SITES WITH CRITICAL BATTERY E	VENTS		UNIQUE DE	VICE COUN	IT PER SITE		
		Presumed At S	Vac (10)		-	. £	Site	Poor	Good	Excelle	ent
		Inbound To Cu	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Rumber of Events		Devices with E-contre	STORE122	130	128	138	- 1
		In Operation (1 In Repair (38)	,878)	0	0	- e	STORE123	128	116	138	
		Spare Pool (28)	STORE STORE STORE STORE STORE	OPET STORE!		STORE115	90	72	95	
				Number of Events Opployed Dev	vices with Events						_
Yesterday		VIE	W REPORT >	Last 30 Days	VIEW REPORT	•	Last 7 Days		,	VIEW REP	ORT >
Battery L	evel			Repair Lifecycle			Devices	In Opera	ition		
Printer				Fastrack	14		1,878 DEVICES	IN OPERATION	N		
ZT410	50.13%	ZT610	52.42%	Open Orders	10						
ZT620	50.51%	QLn220	52.81%	Expected	10				Utilized	d (1,484)	
QLn420	51.03%			In Repair	17					ized (242)	
Mobile Comp				Repaired	12				Uut of	Contact (1	52)
TC51 TC75X	81.67%	CC605 MC95	82.60%	Shipped	12						
T052	82.22%	1093	02.07%	Available Spares	29						
Last 7 Days		VIE	W REPORT >	Last 7 Days	VIEW REPORT		Yesterday			VIEW REP	ORT >

M

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

Adding Report Tiles to the Dashboard

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

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

My Companies	Vitals	Detailed Insights ~	Repair & Support ~	٠	~
				AD	DD TILE

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

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

The report tiles that you selected display on your dashboard.

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

Color Alerts / Indicators

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

• Green indicates a normal status.

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

• Amber indicates a warning status.

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

• Red indicates a critical status.

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

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

Global Navigation Bar

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



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

Vitals Menu

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

Detailed Insights Menu

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

	1	2	3		
्रीत₀ VisibilitylQ™		्रे Search report	Vitals Detailed Insights	∧ Repair & Support ∽	🄹 🔍 ~
Dashboard	Battery	Devices	Utilization		ADD TILE
	Battery Discharge Rate	Device Health Summary	Application Analytics		
Total Devices (1,961)	Battery Level	Devices In Operation	Device Disruptions	gnal Strength	
	Battery Swap Activity	Geo Locations	Memory (RAM) Utilization By App	CE COUNT PER SITE	
	Critical Battery Events	Newly Activated Devices	Physical Memory (RAM) Utilization	Poor Good	Excellent
	Smart Battery Health	Out of Contact	Scan Metrics	130 128	138
	Smart Battery Overview	Predictive States	Storage Memory Utilization		_
		Printer Alerts	Utilization Rightsizing	128 116	138
		Printer Insights	WLAN Signal Strength	90 72	95
		Printer Setting Changes	WWAN Utilization		
Yesterday		Printer Utilization	Go To Dashboard →		VIEW REPORT >
		Total Devices			
Battery Level				n Operation	

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

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

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

Repair & Support Menu

Click an option to view a detailed report.

The Repair & Support menu contains the following:

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

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

Settings Menu

् Search report	Vitals Detailed Insights ~	Repair & Support 🗸 👘
Access Management	Company Level Settings	Settings User Level Settings
Devices	Data Availability	Email Notifications
Roles	Manage Sites	General Settings
Users	Report Settings	Set Model Preferences
User Groups	Site Assignment	User Tag
	Utilization Settings	
	Battery Decommission / Reinstate	ġ.
	Replace Batteries	
	Reassign App Categories	

Access system and user configurations via the settings icon.

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



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

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

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

Access the Help Options or Sign Out

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

् Search report	My Companies	Vitals	Detailed Insights ~	Repair	& Support ~	٠	
					djones@zebra ⑦ Help Op [→ Sign Ou Platform Avai	tions t	>

The Help Options include the following:

Learning Center

् Search report	My Companies Vitals De	etailed Insights ~	Repair	& Support 🗸 🔹 🛄
	Communications Hub User Guides & FAQs Success Stories	Learning Center Resources Service Request Support	> > >	djones@zebra.com ⑦ Help Options > [→ Sign Out Platform Availability 56.47%

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

् Search report	My Companies Vitals D	etailed Insights 🗸	Repair & Support 🗸 🔹 🕠
	Partner Portal Repair Portal Developer Portal Warranty Search	Learning Center Resources Service Request Support	djones@zebra.com > ③ Help Options > > [→ Sign Out > Platform Availability 56.47% >

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

् Search report	My Companies Vitals	Detailed Insights ~	Repair	& Support 🗸 🔹 🔛 🗸
				djones@zebra.com ② Help Options >
		Learning Center Resources	>	[→ Sign Out
	Request new user access	Service Request	>	Platform Availability 56.47%
	Request new dashboard	Support		J

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

•

् Search report	My Companies Vitals	Detailed Insights ~	Repair & Support 🗸 🔹 😱 🗸
	Contact Support Case Management Support Community	Learning Center Resources Service Request Support	djones@zebra.com > ⑦ Help Options > > [→ Sign Out > Platform Availability 56.47% >

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

Viewing Reports

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

New VIQ Report Features

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

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

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

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.

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

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

Viewing Reports

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

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

Clearing Filters for a Report

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

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

	Filters
Download PDF	Date
Clear all filter	Last Month

Setting and Clearing a Filter for a Table in a Report

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

Model	✓ MC95		Search Clear			
ote: Select a circle from	the map on the top to see m	ore details here.	Once vou choose a circle.	the detailed information about that ar	ea 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	36.180086.7843	Utilized

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

Viewing Extra Information in Graphs

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



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

Controlling Data Displayed in Report Tables

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

Showing or Hiding Columns

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

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



3. Select or deselect columns, as desired.

Resize Columns

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

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

	د اے			
Site Name	<u> </u>	lierarchy		
STORE108	2	EBRA/REGION/COUNTRY/STORE108		
STORE106	2	EBRA/REGION/COUNTRY/STORE106		
STORE108	2	ZEBRA/REGION/COUNTRY/STORE108		
	4			
Site Name	Hierarchy	Hierarchy		
STORE108	ZEBRA/REG	GION/COUNTRY/STORE108		
STORE106	ZEBRA/REG	ZEBRA/REGION/COUNTRY/STORE106		

Exporting Report Data

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

Exporting a Report to PDF

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

(i) :		
Download	>	
Show/Hide colu	א הת ✓ Devic	e Name
2	J ✓ Mode	el
	✓ Site N	Name
	✓ Hiera	rchy
	✓ OS	
	✓ Batte	ry Discharge Ra

Saving Table Data

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

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

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

Return to the User Dashboard

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

Q Searc	h report My Con	npanies Vitals <u>Detailed Insights</u> ^	Repair & Support ~	× الم
Battery	Devices	Utilization		ADD TILE
Battery Discharge Rate	Device Health Summary	Application Analytics		
Battery Level	Devices In Operation	Device Disruptions		
Battery Swap Activity	Geo Locations	Memory (RAM) Utilization By App		
Critical Battery Events	Newly Activated Devices	Physical Memory (RAM) Utilization		
Smart Battery Health	Out of Contact	Scan Metrics		
Smart Battery Overview	Predictive States	Storage Memory Utilization		
	Printer Alerts	Utilization Rightsizing		
	Printer Insights	WLAN Signal Strength		
	Printer Setting Changes	WWAN Utilization		
	Printer Utilization	Go To Dashboard →		
	Total Devices	\bigcirc		

Levels of Information in Tiles and Reports

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



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

1. Level 1

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

2. Level 2

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

3. Level 3

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

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

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

- Displaying Mobile Computer Details on page 40
- Displaying Printer Details on page 45
- Displaying Scanner Details on page 46
- 5. Level 5

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

- Displaying App Details on page 47
- Displaying App Details by Version on page 48

Displaying Site Details

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

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



Viewing Reports



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

Displaying Model Details

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

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



Viewing Reports



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

See Also

Displaying Mobile Computer Details Displaying Printer Details Displaying Scanner Details

Displaying Device 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.



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.

GROUP LABEL: Cafeteria (Department) VITALS > DEVICE UTILIZATION > GROUP LABEL LAST REFRESHED 208 MINUTES AGO DEVICE UTILIZATION SCORE SUMMARY GROUP LABEL RANK 1 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 The Group Label ranks #1 out of 1 Group Labels in 0916 CITY GROSS MANTORP device group. Optimally utilized: This group label has 2,135 devices that appear to be correctly utilized. No action is recommended at this time. 696 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. MOBILE COMPUTERS PRINTERS SCANNERS 9,078 Set Filter Search Clear Select Column ✓ Search text MODELS IN GROUP LABEL WITH UTILIZATION ISSUES (5000) SITE NAME UNACCOUNTED FOR NON OPERATIONAL DIFFERENT LOCATION UNKNOWN STATUS MODEL A DEVICE SR NO. DEVICE SCORE USED (IN DAYS) NOT USED (IN DAYS) (IN DAYS) (IN DAYS) (IN DAYS) (IN DAYS) CC5000 15224521402552 1,000 🔺 STORE128 0 28 0 0 0 2 16145521400090 1.000 👗 9 CC5000 STORE130 0 0 0 0 21 CC5000 16145521400633 875 🔺 STORE137 8 0 0 21 0 CC5000 16096521400703 1,000 🔺 STORE160 0 9 0 0 0 21 CC5000 16096521400190 1,000 👗 STORE147 19 0 0 11 0 0 CC5000 15224521402610 1,000 👗 STORE143 0 21 0 0 0 9 15224521402567 417 👗 STORE139 CC5000 21 0

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1,000 🔺

1.000 🔺

1,000 👗

STORE138

STORE135

STORE153

DEVICE LOCATION

CC5000

CC5000

CC5000

Rows 1-10

9

-1

1

21



0

29

31

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

0

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38

See Also Displaying Mobile Computer Details

Displaying Device Details

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

Displaying Mobile Computer Details

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

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



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.

Initiating a Repair Request

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

Click to RMA

GPS Map

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



Usage & Hardware Events

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

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

Repair & Case History

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

GPS MAP U	SAGE & HARD	WARE EVENTS	REPAIR & CA	SE HISTORY	HOURLY TRACKING	G APPLICA	TIONS	BATTERY SWA	P ACTIVITY	BATTERY CO	NSUMPTION DETAILS
REPAIR HISTORY						CASE HISTOR	RY				
REPAIR NO.	REPAIR OPEN DATE	STATUS	REPAIR RECEIVED DATE			CASE NO.	CASE DES	CRIPTION	CASE OPEN DATE	CASE CLOSED DATE	
DR-12345301-1-2	Apr 23, 2025	Open	Apr 23, 2025	_		DC-442-20	TC75X- No	t Connecting to Wifi	Apr 22, 2025	May 01, 2025	
						DC-442-20	TC75X- No	t Connecting to Wifi	Apr 22, 2025	May 01, 2025	
						DC-442-20	TC75X- No	t Connecting to Wifi	Apr 22, 2025	May 01, 2025	
						DC-442-20	TC75X- No	t Connecting to Wifi	Apr 22, 2025	May 01, 2025	
						DC-442-20	TC75X- No	t Connecting to Wifi	Apr 22, 2025	May 01, 2025	
											_
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Hourly Tracking

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

GPS M	AP	USAGE & HARDWARE EVENTS REF	PAIR & CASE HISTORY	OURLY TRACKING	APPLICATIONS	BATTERY SWAP ACTIVITY	BATTERY CONSUMPTION DE	TAILS
HOURL	Y TRA	CKING						
	30							
						:		
Count	20					•		Percen 94%
ŭ	10							tage
	0		00:00			01:00		
		Succ	essful Scans 📕 Total Scans 📘	Success Rate Batter	ry Level (%) 📃 Critical	Event Threshold 📕 Battery Swap		

Applications

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

APPLICATIONS (as of last 7 da	ys)								
APPLICATION NAME	VERSION	APPLICATION CATEGORY	ANR	FORCED CLOSE	MEMORY	FOREGROUND MINUTES	BACKGROUND MINUTES	TOTAL MINUTES USED	DAILY BATTERY
Attendant	1.0.1	Business	0	0	2,471	18	0	18	11.00%
BizAppA	1.0.1	Business	0	0	2,471	3	0	3	1.00%
BizAppA	3.0.1.7	Business	0	0	2,471	148	0	148	1.00%
BusinessExpress	1.0.1	Business	0	0	2,471	12	0	12	12.00%
BusinessExpress	6.7.39	Business	0	0	2,471	19	0	19	12.00%
BusinessExpress	7.0.4	Business	0	0	2,471	44	0	44	12.00%
DataWedge	1.0.1	Business	0	0	2,471	31	0	31	5.00%
DataWedge	1.0.1	Business	0	0	2,471	31	0	31	8.00%
DeliveryManager	1.0.1	Business	0	0	2,471	16	0	16	5.00%
Diagnostic Tool	1.0.1	Business	0	0	2,471	11	0	11	2.00%

Viewing Reports

Battery Swap Activity

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

SPS MAP USAG	E & HARDWARE EV	VENTS REPAIR	& CASE HISTOR	Y HOURLY TR	ACKING APPLICAT		WAP ACTIVITY BATTERY CONSUMPTION DETAILS
BATTERY SWAP ACTIV	VITY						
BATTERY SERIAL NO.	MANUFACTURED DATE	PART NO.	FIRST READING	LAST READING	LAST TEMPERATURE	LAST BATTERY	
T736101	Dec 23, 2018	BT-000351-00 R.A	Apr 23, 2023	Apr 24, 2023	24	3	
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	

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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 US	AGE & HA	RDWARE EVENTS	REPAIR & CASE H	IISTORY
BATTERY CONSU	MPTION DET	TAILS (as of last 7 days)	1	
NAME	VERSI	DAILY BATTERY USAGE	CHARGING	~
Bluetooth Pairing	1.0.1	5.00%	2	
Google Play-tjänste	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	
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((120400	9 11			

Displaying Printer Details

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

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

			Filters
AST REFRESHED 103 MINUTES AGO			D19261010P0222
	BASIC DETAILS Device Name: ZT610-D19261010P0222 Device SR No.: D19261010P0222 XT610 Operational Status: Utilized Last Seen Date: Nov 21, 2024		
HARDWARE DETAILS Full Model No.: ZT61042-T010100Z Site Name: ST0RE131 Firmware: V75.20.01Z Storage Size: 739.35 MB	NETWORK DETAILS Active Network Info: internal wired Network IP Info: 192.168.1145 IP Protocol Info: dhcp	PRINTER SETTINGS Label Type: journal Print Speed: 34 Print Mode: rewind Print Method: direct thermel Print Darkness: 64 Inactivity Timeout: 50	
PRINT LENGTH HISTORICAL BATTERY LEVEL PRINTER UTILIZATIO PRINT LENGTH Print Length approximations are based on the aggregated physical length (in inches) of a Note: Device repeir events may cause minor fluctuations in this calculation.			
3K 2K 1K 0 12AM 1AM 2AM 3AM 4AM 5AM 6AM 7AM	8 AM 9 AM 10 AM 11 AM 12 PM 1 PM 2 PM 3 PM	4PM 5PM 6PM 7PM 8PM 9PM 10PM 11PM	
	Length Printed (Inch)		

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 EVICES IN OPERATIONS > SCANNER D AST REFRESHED 93 MINUTES AGO	ETAILS				DEVICE SR NO.
DEVICE IMAGE	0	Device SR No.: D192310103 Model: MP7000	(As of yesterday)		
HARDWARE DETAILS	MOOUS		CE CONTRACT ct Number: D6920243003		
Site Name: STOREM Firmware: N/A Config Name: N/A					
Site Name: STORE111 Firmware: N/A Config Name: N/A					
Site Name: STOREHI Firmware: N/A Config Name: N/A REPAIR DETAILS CASE DETAILS Repair History	OPEN DATE	STATUS	RECEIVED DATE	CLOSED DATE	~
Site Name: STOREHI Firmware: N/A Config Name: N/A REPAIR DETAILS CASE DETAILS Repair History REPAIR NO.	OPEN DATE Aug 07, 2024	STATUS Repair Completed	RECEIVED DATE Aug 07, 2024	CLOSED DATE Aug 16, 2024	~
Site Name: STOREIII Firmware: N/A Config Name: N/A REPAIR DETAILS CASE DETAILS Repair History REPAIR NO. DRSC-12345115-12024					~
Site Name: STORE111 Firmware: N/A Config Name: N/A REPAIR DETAILS CASE DETAILS Repair History REPAIR NO. DRSC-12345115-12024 DRSC-AD12345218-IENDRS-2024	Aug 07, 2024	Repair Completed	Aug 07, 2024	Aug 16, 2024	~
Ite Name: STORE111 Immware: N/A Config Name: N/A REPAIR DETAILS CASE DETAILS Repair History REPAIR NO. DRSC-123451151-12024 DRSC-123451151-12024 DRSC-1324541151-12024	Aug 07, 2024 Jul 12, 2024	Repair Completed Open	Aug 07, 2024 Jul 12, 2024	Aug 16, 2024 Aug 03, 2024	
itte Name: STOREHI 'irmware: N/A config Name: N/A HEPAIR DETAILS CASE DETAILS kepair History Lepair History LEPAIR NO. DRSc-12345115-12024 DRSc-12345115-12024 JRSSc-12345115-12024 DRSc-12345115-12024 JRSSc-12345115-12024	Aug 07, 2024 Jul 12, 2024 Apr 18, 2022	Repair Completed Open Repair Closed	Aug 07, 2024 Jul 12, 2024 Apr 18, 2022	Aug 16, 2024 Aug 03, 2024 Apr 21, 2024	~
Site Name: STOREIII Firmware: N/A Config Name: N/A REPAIR DETAILS CASE DETAILS REPAIR DETAILS CASE DETAILS REPAIR NO. DRSC-12345115-12024 DRSC-12345115-12024 DRSC-13245115-12024 DRSC-12345115-12024 DRSC-13245115-12024 DRSC-13245115-12024 DRSC-13245115-12024 DRSC-13245115-12024 DRSC-13245115-12024	Aug 07, 2024 Jul 12, 2024 Apr 18, 2022 Aug 07, 2023	Repair Completed Open Repair Closed Repair Completed	Aug 07, 2024 Jul 12, 2024 Apr 18, 2022 Aug 07, 2023	Aug 16, 2024 Aug 03, 2024 Apr 21, 2024 Aug 16, 2023	
Site Name: STOREHI Firmware: N/A Config Name: N/A REPAIR DETAILS CASE DETAILS	Aug 07, 2024 Jul 12, 2024 Apr 18, 2022 Aug 07, 2023 Jul 12, 2023	Repair Completed Open Repair Closed Repair Completed Open	Aug 07, 2024 Jul 12, 2024 Apr 18, 2022 Aug 07, 2023 Jul 12, 2023	Aug 16, 2024 Aug 03, 2024 Apr 21, 2024 Aug 16, 2023 Aug 03, 2023	

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.

PP HEALTH SCORE				SU	MMARY				APP HE	ALTH SCORE RANK		
	-			Fo	or App Name Diagno	ostic Tool						
				-	24 4115						13	
					nere are 34 ANR cou is app.	unts across the 30-	day average to	r all versions	от			
o voo										This app ranks 13 out of 20 apps.		
					The memory usage across the 30-day average for all versions of this app is 0.02 MB							
				Pr	utinaly chark if this	ann is un to date	with the latest v	ersion to				
APP USAGE							APP USAGE R	ANK				
			2,576							17		
		_	-	_								
											of 20 appe	
			inutes over last 30 day	S.					i nis app	usage ranks #17 out o	or zo apps.	
			linutes over last 30 day	s.					i nis app	usage fallks #17 out (or 20 apps.	
Set Filter			inutes over last 30 day	S.					This app	usage ranks #17 out (n zu apps.	
									This app	usage fanks #17 out (л 20 аррз.	
Set Filter Select Column	✓ Seare	ch text	Search	S. Clear					This app	usage fanks #17 out (л zu аррз.	
Select Column		ch text							This app	usage falliks #17 Out (л 20 аррз.	
Select Column	TH VERSIO	ch text NS (8)	Search	Clear			DAVIN	110		-		
Select Column		ch text			AVG APP NOT RESPONDING PER INSTALLS	AVG CRASHES PER INSTALLS	DALLY V BATTERY USAGE	AVG MEMORY (MB)	AVERAGE FOREGROUND USAGE (minutes)	AVERAGE BACKGROUND USAGE (minutes)	AVG USAGE (minutes)	TOTAL DEVICES
Select Column APP HEALTH ISSUES W APP NAME + VERSION	TH VERSIO	ch text NS (8) OS	Search DEVICES IMPACTED	Clear NO. OF	RESPONDING	CRASHES	BATTERY	MEMORY	AVERAGE FOREGROUND	AVERAGE BACKGROUND	AVG USAGE	TOTAL DEVICES
Select Column APP HEALTH ISSUES W APP NAME + VERSION Diagnostic Tool version	TH VERSIO	OS VERSION	Search DEVICES IMPACTED	Clear NO. OF	RESPONDING	CRASHES	BATTERY USAGE	MEMORY (MB)	AVERAGE FOREGROUND USAGE (minutes)	AVERAGE BACKGROUND USAGE (minutes)	AVG USAGE (minutes)	TOTAL DEVICES 15,194
Select Column APP HEALTH ISSUES W APP NAME + VERSION Diagnostic Tool version Diagnostic Tool version	TH VERSION MODEL TC77	OS (8) VERSION 13	Search DEVICES IMPACTED WITH OS VERSION	Clear NO. OF INSTALLS	RESPONDING PER INSTALLS	CRASHES PER INSTALLS	BATTERY USAGE 0%	MEMORY (MB) 0	AVERAGE FOREGROUND USAGE (minutes) 0	AVERAGE BACKGROUND USAGE (minutes) 0	AVG USAGE (minutes)	DEVICES
Select Column APP HEALTH ISSUES W APP NAME + VERSION Diagnostic Tool version Diagnostic Tool version Diagnostic Tool 3.1.0.2	TH VERSION MODEL TC77 TC77	NS (8) OS VERSION 13 NA	DEVICES IMPACTED WITH OS VERSION 14,715	Clear NO. OF INSTALLS 13,352	RESPONDING PER INSTALLS	CRASHES PER INSTALLS	BATTERY USAGE 0% 0%	MEMORY (MB) 0	AVERAGE FOREGROUND USAGE (minutes) 0 0	AVERAGE BACKGROUND USAGE (minutes) 0 0	AVG USAGE (minutes) 0 0	DEVICES 15,194
Select Column APP HEALTH ISSUES W APP NAME + VERSION Diagnostic Tool version Diagnostic Tool version Diagnostic Tool 3.1.0.2 Diagnostic Tool 2.6.0.2	TH VERSION MODEL TC77 TC77 TC77	NS (8) OS VERSION 13 NVA NVA	DEVICES IMPACTED WITH OS VERSION 14,715 12	Clear NO. OF INSTALLS 13,352 11	RESPONDING PER INSTALLS 0 0	CRASHES PER INSTALLS 0 0	BATTERY USAGE 0% 0%	MEMORY (MB) 0 0 0	AVERAGE FOREGROUND USAGE (minutes) 0 0 0	AVERAGE BACKGROUND USAGE (minutes) 0 0 0	AVG USAGE (minutes) 0 0 0	DEVICES 15,194 12
Select Column APP HEALTH ISSUES W APP NAME + Diagnostic Tool version Diagnostic Tool version Diagnostic Tool 2.6.0.2 Diagnostic Tool version	TH VERSION MODEL TC77 TC77 TC77 TC77	NS (8) VERSION 13 NVA NVA 8.1.0	Search DEVICES IMPACTED WITH OS VERSION 14,715 12 1	Clear NO. OF INSTALLS 13,352 11 1	RESPONDING PER INSTALLS 0 0 0 0	CRASHES PER INSTALLS 0 0 0 0	BATTERY USAGE 0% 0% 0%	MEMORY (MB) 0 0 0 0 0	AVERAGE FOREGROUND USAGE (minutes) 0 0 0 0 0	AVERAGE BACKOROUND USAGE (minutes) 0 0 0 0 0	AVG USAGE (minutes) 0 0 0 0 0	DEVICES 15,194 12 1
Set Filter Select Column APP HEALTH ISSUES W APP NAME + URRSION Diagnostic Tool version Diagnostic Tool 2.0.2 Diagnostic Tool 2.0.2 Diagnostic Tool 2.0.2 Diagnostic Tool 2.0.2	TH VERSION MODEL TC77 TC77 TC77 TC77 TC77 TC77	Ch text NS (8) VERSION 13 N/A N/A 8.1.0 10	Search DEVICES IMPACTED WITH OS VERSION 14,715 12 1 1,718	Clear NO. OF INSTALLS 13.352 11 1 1 15,367	RESPONDING PER INSTALLS 0 0 0 0 0 0 0	CRASHES PER INSTALLS 0 0 0 0 0 0	BATTERY USAGE 0% 0% 0% 0%	MEMORY (MB) 0 0 0 0 0 0	AVERAGE FOREGROUND USAGE (minutes) 0 0 0 0 0 0 0 0 0 0	AVERAGE BACKGROUND USAGE (minutes) 0 0 0 0 0 0 0 0	AVG USAGE (minutes) 0 0 0 0 0 0 0	DEVICES 15,194 12 1 16,724

See Also

Displaying App Details by Version

Displaying App Details by Version

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

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



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

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

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Rows 1-10

Viewing Reports

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

See Also

Displaying Mobile Computer Details Displaying Printer Details Displaying Scanner Details

Legacy VIQ Report Features

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

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



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



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

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

Date Picker

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

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

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

Last Month	~		Jan	÷	2024	-				Feb		2024	1-	>
Last 12 Months	Mo	Tu	We	Th	Fr			Мо	Tu	We	Th	Fr	Sa	Su
Last Calendar Year														
		26			29		31	29			1	2	3	4
Custom	1	2	3	4	5	б	7	5	6	7	8	9	10	11
	8	9	10	11	12	13	14	12	13	14	15	16	17	18
	15	16	17	18	19	20	21	19	20	21	22	23	24	25
	22	23	24	25	26	27	28	26	27	28	29			3
	29	30	31		2		4	4	5	6		8	9	

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



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

Apply and Clear Filters at the Top Level and Report Level

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

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





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

Reset a Report to Default View

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



Data Grid

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

Data Grid Column

The data grid column shows additional information.

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

	in Operation (244) In Repair (2)			🔳 ін Орнглом 🔳	In Repar Presumed at Ste	Intound To Customer
1	Device SR No. 🐨	Device Name	Model	Full Model No.	Device Type	State
	SN-DEMO-0004	SNDEMO-0004	TCS1	TC510K2PAZU4P-US	DEVICE	In Operation
	SN-0EM0-0009	SN-DEMO-0009	TC:51	TCS10K2PA2UAP-US	DEVICE	In Operation
	SN-DEMO-0014	SN-DEMO-0014	TC51	TC\$10K2PA2U4P-US	DEVICE	In Operation
	SN-0EM0-0019	SN-0EM0-0019	TC51	T0510K2PA2U4P-US	DEVICE	In Operation
	5N-0EM0-0024	5N-0EM0-0324	TCS1	TC510K2FAZU4P-US	DEVICE	In Repair

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

Presumed at Site (277) in Operation (505) in Repair (10) Spane pool (41)		Oct 2019	0 Nov 2019	D46 2019	2 jan 2020	Full 2020 Presymed at Site	Mar 2020 Inbound To Customer	Apr 2020 In Operation III In R	Nay 2010 spair E Spare pool	jun 2029	200 2020	Aug 5 2020 21
												E
Device SR No.	Device Name		Model			Full Model No.		State			Site Name	
DEMO-C01-SN-101	DEMO-CO1-SN-	101	TC75			TC75AH-KA11ES-A1		In Operatio	,		DEMO-CO1-SITE-NAME-169	
DEMO-C01-SN-103	DEMO-CO1-SN-	103	TC75			TC75AH-KA11ES-A1		In Operatio	,		DEMO-CO1-SITE-NAME-283	
DEMO-C01-SN-107	DEMO-CO1-SN-	107	TC75X			TC75AH-KA11ES-A1		Presumed	it Site		DEMO-CO1-SITE-NAME-370	
D DEMO-C01-SN-109	DEMO-C01-SN-	109	TC75			TC75AH-KA11ES-A1		In Operatio	,		DEMO-CO1-SITE-NAME-380	
DEMO-C01-SN-110	DEMO-CO1-SN-	110	TC75			TC75AH-KA11ES-A1		In Operatio	,		DEMO-CO1-SITE-NAME-262	
DEMO-C01-SN-111	DEMO-CO1-SN-	111	TC75			TC75AH-KA11ES-A1		In Operatio			DEMO-CO1-SITE-NAME-267	
DEMO-C01-SN-113	DEMO-C01-SN-	113	TC75			TC75AH-KA11ES-A1		In Operatio	•		DEMO-CO1-SITE-NAME-287	
D DEMO-C01-SN-115	DEMO-C01-SN-	115	TC75			TC75AH-KA11ES-A1		In Operatio	,		DEMO-CO1-SITE-NAME-188	
D DEMO-C01-SN-117	DEMO-CO1-SN-	117	TC75			TC75AH-KA11ES-A1		In Operatio	,		DEMO-CO1-SITE-NAME-211	
DEMO-C01-SN-119 20		119	TC75			TC75AH-KA11ES-A1		In Operatio			DEMO-C01-SITE-NAME-220	
) + Jum to Page: 1											933 items

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

Presumed at Site (277) In Operation (805)						
In Repair (10) Spare pool (41)	Oct 2019	Nov 2019	Dec 2019	jan 2020	Feb 2020 Presumed at Site	Mar 2020
Device SR No.	Device Name	Mod	lel		Full Model No.	
DEMO-C01-SN-101	DEM0-C01-SN-101	TC7	5		TC75AH-KA11ES-A1	
DEMO-C01-SN-103	DEM0-C01-SN-103	TC7	5		TC75AH-KA11ES-A1	
DEMO-C01-SN-107	DEM0-C01-SN-107	TC7:	5X		TC75AH-KA11ES-A1	
DEMO-C01-SN-109	DEM0-C01-SN-109	TC7	5		TC75AH-KA11ES-A1	
DEMO-C01-SN-110	DEM0-C01-SN-110	TC7	5		TC75AH-KA11ES-A1	
DEM0-C01-SN-111	DEM0-C01-SN-111	TC7	5		TC75AH-KA11ES-A1	
DEMO-C01-SN-113	DEM0-C01-SN-113	TC7	5		TC75AH-KA11ES-A1	
DEMO-C01-SN-115	DEM0-C01-SN-115	TC7	5		TC75AH-KA11ES-A1	
DEMO-C01-SN-117	DEM0-C01-SN-117	TC7	5		TC75AH-KA11ES-A1	
DEM0-C01-SN-119	DEMO-C01-SN-119	TC7	5		TC75AH-KA11ES-A1	

Data Grid Functions

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



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

User Tagging

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



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

Creating or Editing Tags

The Creating or Editing Tags show additional information.

1. Click Create/Edit Tag.

The **Device Tags** window displays.

2. Click Create new tag (1).



The tag name window displays.

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

	Device Tags	۵	×	^
	× Chicago Site		~	2
1				
	Tag your devices			
	Create a custom tag and it will show up here			
]
[Device Tags		۹	×
	+ Create new tag			
Ŀ	Chicago Site			
L				
L				

The device window displays the updated tag name.

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

Device Tags	۹	×
+ Create new tag		
Chicago Site	1	⊗

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.

										0
	Serial Number	Device Name	Models	Full Model No	OS	BSP	Software Profile	Site Name	Operational Status	Last Utilization Date
~	10552080854022	ETH_08082080803022	MK4900		5.0			0005 TEST REF	Un-Utilized	13 Mar 2019
	18540803022722	MK4900-PSS80820	MK4900		5.0			0023 REF E18	Un-Utilized	13 Mar 2019
~	15435803500554	MK498080007	MK4900		5.0			0023 REF E18	Un-Utilized	13 Mar 2019
~	14301540306044	PFT_00201880806044	MK4900		5.0			0007 TEST NEXT	Un-Utilized	13 Mar 2019

2. Click the Tagging tool.

The tagging options display.

3. Click Associate Tag (1).

	Out of Contact (12)	
1	Associate Tag Remove Devices Tag	B III :
	Operational Status L	ast Utilization Date

The **Device Tags** window displays.

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

Device Tags		٩	×
+ Create new tag			
Chicago Site	1	8	1
APPLY			

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

Removing Tags from Devices

The Removing Tags from Devices shows additional information

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

The **Device Tags** window displays.

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

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

Select devices to remove from	i tag group	
Remove CANCEL		
	Serial Number	Tags
	13022 520803022	Chicago Site
	10554522500554	Chicago Site
	16044 522506044	Chicago Site
K 4 1 K Show rows:	10 -	

The devices display.

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

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

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

Select devices t	o remove from tag group				
Remove CA	NCEL				
	Serial Number				Tags
	13022520803022				Chicago Site
	10554522500554				Chicago Site
	16044522506044				Chicago Site
H 4 1 +	M Show rows: 10 -	Remove tag from 2 devices			
			CANCEL	Remove	

The tag gets removed from the selected devices.

Report Export Function

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

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

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

Settings

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

् Search report	t My Compa	nies Vitals Detailed Insights 🗸	Repair & Support Y
	Access Management	Company Level Settings	Settings User Level Settings
	Devices	Data Availability	Email Notifications
	Device Groups	Manage Sites	General Settings
	Roles	Report Settings	Set Model Preferences
	Users	Utilization Settings	User Tag
	User Groups	Battery Decommission / Reinstate	
		Replace Batteries	
		Reassign App Categories	

Access Management

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



NOTE:

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

The following are the Access Management menu options:

- Devices
- Roles

Settings

- 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.

∛ાં VisibilitylQ™			Q S	earch report	My C	ompanies	Vitals (Beta)	Detailed Insights ~	Repair & Support	× 🔹 📴 v
Devices								Export Devices	Bulk Upload 🖌	Add Device
۹ Search device SR N	Company	γ ∨ Partner	∽ Site ∽	Model V Type	✓ Apply					
Devices SR No 👙	Device name 💠	Type 💠	Model 💠	Company 🔶 Pa	artner 🔶	Contract 🔶	Site 💠	Site hierarchy 👙	Last updated 💠	Status 🔶
1234567890	TC75-TEST1	MOBILE COMPUTER	TC75AH-KA11E- A1	ZEBRA DEMO ZSA ZE	EBRA		ZEBRA DEMC	ZSA ZEBRA DEMO ZS	A Oct 05, 2024	Enrolled
212445225D0139	AFSHIN DEVICE	MOBILE COMPUTER	TC52AX-HC	ZEBRA DEMO ZSA ZE	EBRA		ZEBRA DEMC	ZSA ZEBRA DEMO ZS	A Sep 24, 2024	Enrolled
				< 1 >					1	Rows per page 10 V

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

2. Click Add Device.

ξίι₀ VisibilitylQ™	o, Search report	My Companies	Vitals (Beta)	Detailed Insights 🗸	Repair & Support 🗸	٠	
← Add device							Add
Company information							
Company*		Partner*					
 Search company 		Select partner					\sim
Basic information Device type * Select	~	Device SR No *					
Model*		Device name					
Contract							
Site information							
Site		Site hierarchy					
♀ Search site		 Search site hierarch 	лy				

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.

्रीत₊ VisibilitylQ™		o, Search report	My Companies	Vitals (Beta) Deta	iled Insights ×	Repair & Support	🔶 🌣 💿
Devices					Export Devices	Bulk Upload 🗸	Add Device
۹. Search device SR No Company	Partner V Site	▼ Model ▼ Type ×	Apply				
Devices SR No Device name 👙	Type Model	Company 🔶 Partner	♦ Contract ♦	Site 💠	Site hierarchy 🖨	Last updated 🔶	Status 🔶
1234567890 TC75-TEST1	MOBILE TC75AH-K COMPUTER A1	A11E- ZEBRA DEMO ZSA ZEBRA		ZEBRA DEMO ZSA	ZEBRA DEMO ZS	A Oct 05, 2024	Awaiting Validation
212445225D0139 AFSHIN DEVICE	MOBILE TC52AX-HI	ZEBRA DEMO ZSA ZEBRA		ZEBRA DEMO ZSA	ZEBRA DEMO ZS	A Sep 24, 2024	Enrolled
		< 1 >				Rov	ws per page 10 V
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Updating a Device

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

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

्रींग₀ VisibilitylQ™			Q SI	earch report	Му С	Companies	Vitals (Beta)	Detailed Insights ~	Repair & Support	× 🌣	00 ~
Devices								Export Devices	Bulk Upload 🗸	Add D	evice
۹ Search device SR N	lo Company	/ Y Partner	∽ Site ∽	Model V Type	✓ Apply						
Devices SR No 🔶	Device name 👙	Туре 💠	Model 💠	Company 🔶 Pa	artner 🔶	Contract 🔶	Site 💠	Site hierarchy	Last updated 🔶	Status 🔶	
1234567890	TC75-TEST1	MOBILE COMPUTER	TC75AH-KA11E- A1	ZEBRA DEMO ZSA ZE	EBRA		ZEBRA DEM	O ZSA ZEBRA DEMO ZS	GA Oct 05, 2024	Enrolled	
212445225D0139	AFSHIN DEVICE	MOBILE COMPUTER	TC52AX-HC	ZEBRA DEMO ZSA ZE	BRA		ZEBRA DEM	0 ZSA ZEBRA DEMO ZS	SA Sep 24, 2024	Enrolled	
				< 1 >					R	ows per page	10 ~

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

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

th, VisibilityIQ [™]	o, Search report	My Companies Vitals (Beta)	Detailed Insights V	Repair & Support 🗸 🏚 🗸
← 1234567890				Delete Update
Company Information				
Company*	F	Partner *		
 Zebra Demo ZSA 	×	ZEBRA		~
Basic information				
Device type *	[Device SR No*		
MOBILE COMPUTER	~	1234567890		
Model*	[Device name		
ТС75АН-КА11Е-А1		TC75-TEST1		
Contract				
Site information				
Site	S	ite hierarchy		
R ZEBRA DEMO ZSA	×	ZEBRA DEMO ZSA		×

The information displays for that device.

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

My Companies	Vitals (Beta)	Detailed Insights V	Repair & Support 🗸	۵	D J ~
			Delete	e U	pdate



Exporting Devices

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

1. Click Settings > Devices.

र्रीफ, VisibilitylQ™			q S	earch report	My Companies	Vitals (Beta) D	etailed Insights 🗸	Repair & Support	× 🔹 📴 v
Devices							Export Devices	Bulk Upload 🗸	Add Device
۹ Search device SR I	No	/ Y Partner	✓ Site ✓	Model 🗸 Type	✓ Apply				
Devices SR No 💠	Device name 🔶	Type 💠	Model 💠	Company 🔶 Par	tner Contract 🔶	Site 💠	Site hierarchy 🗧	Last updated 🔶	Status 🔶
1234567890	TC75-TEST1	MOBILE COMPUTER	TC75AH-KA11E- A1	ZEBRA DEMO ZSA ZEB	RA	ZEBRA DEMO Z	SA ZEBRA DEMO ZS	A Oct 05, 2024	Enrolled
212445225D0139	AFSHIN DEVICE	MOBILE COMPUTER	TC52AX-HC	ZEBRA DEMO ZSA ZEB	RA	ZEBRA DEMO Z	SA ZEBRA DEMO ZS	A Sep 24, 2024	Enrolled
				< 1 >				Ro	wws per page 10 V

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.

ৠা _• VisibilitylQ™			q s	earch report	My Companies	Vitals (Beta) De	tailed Insights 🗸	Repair & Support	~ 🌩 😡 ~
Devices							Export Devices	Bulk Upload 🗸	Add Device
۹ Search device SR ۱	No	y Y Partner	∽ Site ∽	Model V Type V	Apply				
Devices SR No 💠	Device name 🔶	Type 💠	Model 🔶	Company 🔶 Partner	♦ Contract ♦	Site 💠	Site hierarchy 👙	Last updated 🔶	Status 🗢
1234567890	TC75-TEST1	MOBILE COMPUTER	TC75AH-KA11E- A1	ZEBRA DEMO ZSA ZEBRA		ZEBRA DEMO ZSA	A ZEBRA DEMO ZS	A Oct 05, 2024	Enrolled
212445225D0139	AFSHIN DEVICE	MOBILE COMPUTER	TC52AX-HC	ZEBRA DEMO ZSA ZEBRA		ZEBRA DEMO ZSA	A ZEBRA DEMO ZS	A Sep 24, 2024	Enrolled
				< 1 >				F	ows per page 10 ~

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

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

th. VisibilitylQ''	Q Search report	My Companies	Vitals (Beta)	Detailed Insights v	Repair & Support 🗸	~ 💿 ~
← 1234567890					Delete	Update
Company Information						
Company*		Partner*				
۹. Zebra Demo ZSA	×	ZEBRA				\sim
Basic information						
Device type *		Device SR No*				
MOBILE COMPUTER	~	1234567890				
Model*		Device name				
TC75AH-KA11E-A1		TC75-TEST1				
Contract						
Site information						
Site		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 <u>mscustomeronboarding@zebra.com</u>.

Bulk Uploading to Add New Devices

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

1. Click Settings > Devices.

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

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

2. Click Bulk Upload > Download Template.

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

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



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

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

7. Select the Company and Partner.

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

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

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

ψr. VisibilitylΩ [∞]	Q Search report	My Companies	Vitals (Beta) Deta	ailed Insights 🗸 🛛 F	Repair & Support 🗸	* 0
Devices				Export Devices	Bulk Upload 🖌	Add Device
Q. Search device SR No Company Y Partner P	✓ Site ✓ Model ✓ Type ✓	Apply				
Devices SR No \Leftrightarrow Device name \Leftrightarrow Type \Leftrightarrow	Model \Rightarrow Company \Rightarrow 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
					Row	rs per page 10 ∨
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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 283.

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 **Ostimus** > Device Groups.

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

Device groups				Bulk Upload 🗡 Create Device Group / Label	
Q. Search group label	Device Group 🗸 Status 🗸 Appl	Ϋ́Υ			
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	Crea	te
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?

lf	Then			
Yes	Click the device group name in the list.			
	. 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.			

lf	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?

lf	Then			
Νο	In the top-right corner of the screen, click Create .			
Yes	. Click the Devices tab.			
	 b. Follow the directions in Adding Devices Manually on page 74 or Creating or Editing a Dynamic Rule for Adding Devices on page 75. 			
	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
Q. Search group label	Device Group 🗸 Status 🗸 App	bly		
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 81.
Settings

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 74
- Creating or Editing a Dynamic Rule for Adding Devices on page 75

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
Q. 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 add devices to.

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

← Morning	Delete Upda	te
Basic details Devices		
Device group *	Group label Morning	

- 3. Click the **Devices** tab.
- **4.** Continue with one of the following:
 - Adding Devices Manually on page 74
 - Creating or Editing a Dynamic Rule for Adding Devices on page 75

Adding Devices Manually

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

The **Add devices** panel opens.

Add devices	
۹. 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	Ţ
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 devic	is to the group
Static Allocation	O Dynamic Allocation
	Cancel Add
	Cancer Auu

2. Click Dynamic Allocation.

The options for dynamic rules appear.

Add Dynamic Rule	ļ.			
Dynamic allocation of devi	ices to the group			
○ Static Allocation	Dynamic Allocation			
Add device where		Operator		
Select	~	Select		~
Value				
		Cancel	ן	Add
			J	

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 Click Settings > Device Groups.

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

Device groups				Bulk Upload 💙
Q. Search group label	Device Group V Status V Ap	ply		
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 \lor

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 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.

← Cardiology				
Basic details Devices				
+ Add Devices Add Dynamic Rule				
→ Move Devices ① ■ Remove Device	• ()			Add Filter
Device SR No 💠	Device name 👙	Model 🗘	Туре 💠	
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
Q. Search group label	Device Group 🗸 Status 🗸 App	ly		
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 $10 \lor$

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 Morning	

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.

← Cardiology				
Basic details Devices				
+ Add Devices Add Dynamic Rule				
Move Devices () Remove Device	e (j			Add Filter
Device SR No 💲	Device name 👙	Model 🗘	Туре 🗘	
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.

Q Search group name		
Cafeteria		
Department		
Emergency		
Department		
Intensive Care		
Department		
Oncology		
Department		
Pediatrics Department		
Department		
Pharmacy Department		
Department		
Physical Therapy Department		
Department		
Radiology Department		
Department		
Surgery Department		

- 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 O Settings > Device Groups.

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

Device groups				Bulk Upload 💙 Create Device Group / Label
Q. Search group label	Device Group V Status V Appl	Ϋ́Υ.		
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 \vee

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 Morning	

- **3.** Modify the device group as needed.
 - On the **Basic Details** tab:
 - a. Modify the Group label.
 - **b.** 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 O Settings > Device Groups.

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

Device groups				Bulk Upload 💙 Create Device Group / Label
Q. Search group label	Device Group 🗸 Status 🗸 Appl	ίγ.		
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 Morning		

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
Q. Search group label	Device Group V Status V App	iy		
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 $10 \lor$

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**.

Bulk Upload \land
Download Template
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.

Roles (Coming Soon)

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

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

Prepopulated Roles

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

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

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

Editing a Role

This section explains how to edit a role.

1. Click 😳 > Roles.

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

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



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

Cloning a Role

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

1. Click 😳 > Roles.

The Roles screen displays, listing existing users.

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



- 4. On the **Basic details** tab, give the role a unique name.
- 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.

Action				
÷				
Edit				
Clone role				
Activate				

The system prompts for confirmation.

4. Click Yes.



The role is activated.

Deactivating a Role

A User Admin may deactivate a role.

1. Click **2** > Roles.

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

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



The system prompts for confirmation.

4. Click Yes.



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

5. Enter the code, and then click Confirm.

The role is deactivated.

Settings

Users (Coming Soon)

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

Creating a User

This section explains how to create a user.



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

1. Click Settings > Users.

र्श्ति, VisibilitylQ™	٩	Search report	My Companies	Vitals	Detailed Insights	✓ Repair & Support ✓	¢ 🔟 ~
Users						Bulk Upload 🗸	Create User
a test	X Company V T	ype v Status v	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. Click Create User.

ᢤi₅ VisibilitylQ‴	م Search report	Vitals	Detailed Insights ~	Repair & Support 🗸	٠	00
← Create User					С	reate
Basic details User groups*						
Upload Photo						
First Name*	Last Name*	Email ID*				
Relationship to zebra*	Company*	Partner*				
Customer 🗸	<pre> VIQ FORESIGHT × </pre>	ZEBRA				\sim
Phone Type*	Phone Number*					
Select Phone Type V						
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.

VisibilityIC)
← Create User	
Basic details	User groups*

7. Click Assign User Group.

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

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

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

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

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

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

🐌 VisibilitylQ"			o, Search report	Vitals Deta	iled Insights 🗸	Repair & Support ~	• الم
Users						Bulk Upload 🖌	Create User
۹ jones	× Apply						
Name 💠	User ID 💠	Email ID 💠	User role	User group	Location	Status	
John Jones	johnjones@xyz.com	johnjones@xyz.com	0	1		Active	
		< 1 >				Rows p	er page 10 V

Editing a User

This section explains how to edit a user.

1. Click **Settings** > Users.

श्रीत, VisibilitylQ™		Q Search report	My Companie	s Vitals	Detailed Insights	∽ Repair	& Support v	¢ 🛛 🗸
Users						Bulk	Upload 🗸	Create User
् test	× Company ~	Type 🗸 Status 🗸	Apply					
Name 🗢	User ID 💠	Email ID 🝦	Company	User role	User group	Туре	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 $\ensuremath{\textbf{Users}}$ screen displays, listing existing users.

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

The information displays for that user.

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

• VisibilityIQ"			o, Search report		Vitals Detailed Insig	ghts ~ Repair & Support ~	~ 🔍 🌣
🗧 John Jones						Deactive	te Update
Basic details User groups*							
•							
•							
Upload Photo							
First Name*		Last Name*			Email ID*		
John		Jones			johnjones@xyz.com		
Relationship to zebra*		Company*			Partner*		
Customer	~	Q VIQ FORESIGHT		×	ZEBRA		\sim
Phone Type*		Phone Number*					
Mobile	~	999-999-9999					
Address(Optional)							
Street Name		City			State		
Post Code		Country					
vered by ZEBRA and the stylized Zabra head are trademarks of ZH Corp. At other trademarks are the preparty of their respective owners.	rogistered in many juristictions worktwide.						
Al other tradamarks are the property of their respective owners.							Varsion: 74.0.12

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.

र् ग्रीः , VisibilitylQ™	٩	Search report	My Companies	Vitals	Detailed Insights	~ Repair	& Support ~	¢ 🖸 ~
Users						Bulk	Upload 🗸	Create User
۹ test	× Company × T	ype v Status v	Apply					
Name 🜩	User ID 💠	Email ID 💠	Company	User role	User group	Туре	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.

								1
২০০০ VisibilityIQ™			Q Search report		Vitals	Detailed Insights ~	Repair & Support ~	• 🔍
← John Jones							Deactive	te Update
Basic details User groups*								
Uplad Phote								
First Name*		Last Name*			Email ID*			
John		Jones			johnjon	ies@xyz.com		
Relationship to zebra* Customer	~	Company* ۹. VIQ FORESIGHT		×	Partner* ZEBRA			~
Phone Type*		Phone Number*						
Mobile	~	999-999-9999						
Address(Optional)								
Street Name		City			State			
Post Code		Country						
Powered by ZEBRA and the stylized Zebra head are leademarks of All other trademarks are the property of their respective	ZIH Corp., rogisterod in many jurisdictions worktwic	<u> </u>						
At other trademarks are the property of their respectiv ZEBRA 622024 ZH1 Corp. and/or its affiliates. All rights reserved								Version: 74.012

The system prompts for confirmation.

4. Click Yes.



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

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

Deleting a User

A User Admin may delete a user when necessary.

1. Click **Settings** > Users.

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

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

The information displays for that user.

3. Click Delete.

The system prompts for confirmation.

4. Click Yes.

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

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

Bulk Uploading to Create New User Groups

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

1. Click **2** > Users.

्रींग₀ VisibilitylQ™	٩	Search report	My Companie	s Vitals	Detailed Insights	∽ Repair &	Support ~	¢ 🖸 ~
Users						Bulk U	Ipload 🗸	Create User
۹ test	× Company v	Type 🗸 Status 🗸	Apply					
Name 🜩	User ID 💠	Email ID 💠	Company	User role	User group	Туре	Location	Status
Zebra Test3	zebratest3@mailinator.co	m zebratest3@mailinator.com	ZEBRA	6	1	Employee		Active
Zebra Test1	zebratest1@mailinator.co	m zebratest1@mailinator.com	ZEBRA	31	3	Partner		Active
Zebra Test2	zebratest2@mailinator.co	m 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.



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

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

Bulk user upload
Company*
 Search for company
Partner*
Select Partner 🗸 🗸
Drop files here to upload or Select Files Supports .csv Max File Size 100MB Cancel Confirm

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.

र्श्ताः, VisibilitylQ™	م	Search report	My Companies	Vitals	Detailed Insights	 Repair & Support 	~ 🌣 🔟 ~
Users						Bulk Upload 🗸	Create User
۹ test	X Company V 1	Гуре ♀ 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. In the search box (1), enter the desired criteria.

、VisibilityIQ ^{**}			o, Search report	Vitals Detail	ed Insights 🗸	Repair & Support ~	۰ 🚥
Users						Bulk Upload 🖌	Create User
A xyz.com >	K Type V Apply						
Name 😄	User ID 💠	Email ID 💠	User role	User group	Location	Status	
John Jones	johnjones@xyz.com	johnjones@xyz.com	0	1		Active	
Jane Johnson	janejohnson@xyz.com	janejohnson@xyz.com	0	1		Active	

The system searches immediately and displays any matching results.

User Groups (Coming Soon)

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

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

Prepopulated User Groups

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

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

Creating a User Group

This section explains how to create a user group.

1. Click 📀 > User Groups.

The User Groups screen displays.

2. Click Create User Group.

ৠ৾৾৽。VisibilitylQ™	
← Create user group	
Basic details Users	
Group name*	
Description	
	1
Company*	
۹ VIQ FORESIGHT	×
Hierarchy*	
Select hierarchy	~

The **Create User Groups** screen displays.

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

XYZ Site Workers 0 • Active

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

Settings

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

VisibilityIQ	-
← Create user gr	oup
Basic details	Users

b) Click Enroll User.

No user added at the moment
+ Enroll User

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

The users you selected are added to the Users tab.

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

Editing a User Group

This section explains how to edit a user group.

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

The User Groups screen displays.

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

ħ, VisibilitylQ"	
← xyz site workers	
Basic details Users	
Group name*	
xyz site workers	
Description	
	11
Company*	
Q VIQ FORESIGHT	×
Hierarchy*	
global admin/viq readonly	\sim

The information displays for that user group.

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

Settings

Activating/Deactivating a User Group

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

1. Click 😳 > User Groups.

The User Groups screen displays.

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

The information displays for that user group.

3. Click Deactivate.

The system prompts for confirmation.

4. Click Yes.

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

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

Deleting a User Group

A User Admin may delete a user group when necessary.

1. Click 😳 > User Groups.

The User Groups screen displays.

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

The information displays for that user group.

3. Click Delete.

The system prompts for confirmation.

4. Click Yes.

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

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

Settings

Bulk Uploading to Create New Users

Creating user groups in bulk using a spreadsheet.

1. Click **2** > 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.

Bulk gr	roup upload
Compa	ny*
o, S€	earch company
	Drop files here to upload
	or
	Select Files
	Supports .csv
	Max File Size 100MB
	Cancel
	Cancer
	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 103
- Manage Sites on page 104
- Report Settings on page 119
- Utilization Settings on page 120

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.

र्शिः, VisibilitylQ™	Q Search report	My Companies	Vitals (Beta)	Detailed Insights 💙	Repair & Support 🜱	٠	
Data Availability							
Oct 2024						10	00%
Sep 2024						10	00%
Aug 2024						95.9	93%
Jul 2024						10	00%
Jun 2024						10	00%
May 2024						10	00%
Apr 2024						10	0%
Mar 2024						10	00%

Manage Sites

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

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

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

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



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

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

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

See Also

Enable IP Range Gap Report

Site Upload

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

Upload Sites Using a Template

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

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

1. Click 😳 > Manage Sites.

The Manage Site screen displays.

2. Click Download Template (1).

ath, VisibilityIQ*		 Search report 	My Companies	Vitals Detailed Insights ~	Repair & Support ~	۰ (
Manage Sites						
Upload Site Details	Site Conflicts					
Site information						
Zebra VisibilityIQ Foresight Site Auto Relocation feature	e has the ability to assign MDM devices to a site	if they have a Zebra Device Agent installed.				
Upload						
Note : Only CSV format supported, Max 10MB						
> Instructions <u>Download Template</u>						
-						
Enter Site Details Manually						
Site Details:					Clear All	Sub
Site Name		Site Hierarchy			oldar All	Gub
Select Site Name		+ Select Site Hiera	rchy			
Street Address		Street Address 2				
Street Address 3		Street Address 4				
City		County (US Only)				
State	Country		Po	stal Code		
Powerred by ZEDBA and the stylized Zebra head are trademarks of ZH C All other trademarks are the property of their respective own	orp., registered in many jurbdictions worldwide.					

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

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

Upload	Site Details	Site Conflicts
Site information Zebra VisibilityIQ Foresight	Site Auto Relocation feat	ture has the ability to assign MDM devices to a site if they have a Zebra Device Agent installed.
	Upload	
Note : Only CSV format supp	oorted, Max 10MB	
✓ Instructions Down	oad Template	
 //<customername>/<r <="" li=""> 1. First node from the L 2. Second node from Le NALA (North Amer EMEA (Europe Mid APAC (Asia Pacific 3. Last node on the Right 4. There can be a variab 5. Special Characters (~ 6. Sites leading with '_' ii 7. Example Hierarchy //MyCompany/NAI </r></customername>	ica / Latin America) dle East & Africa)) It must be the Site Name le number of fields in bet 'l@S%*+=\()) are not ac n the Site Name will be in	lame» rr Name shown in blue. Region Examples are: e - shown in red. tween the region and site fields. cceptable in the name or address. nitially set to status TBD and filtered out, so it is advised to name the sites appropriately ZONE/IL/1234_SCHAUMBURG
Node	Node refers to any le	level within the hierarchical tree structure to organize the site data
Site Hierarchy	Set of linked node for	for associating sites to devices
Site Name	The user-assigned n	name that displays in the dashboard
Address	Site physical addres	55

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

AutoSave 💽 Off) 🗄 り~	(~	MDM-Site_mappin	ig_template_exampl 🕼	× /	♀ Search							- 0	
File Home Insert Page La	ayout Formula:	s Data Review	View Automate	Help Nit	tro Pro Acr	obat					Con	nments 🖻 🖻 Sh	ıar
1 46 (**********		E Ξ ፼ • \$ 5 ⊗ • \$	~ % 9 👿 Form	litional Forma iat as Table ~ Styles ~ Styles		ells Edit		× ´	Add-ins An				
3 \checkmark : $\times \checkmark f_x \checkmark$	3 Overlook Poi	nt											
А		В	С	D	E	F	-	G	н	1	J	К	
Site Hierarchy	S	lite Name	Street Address	Street Addr	ress 2 Street	Add Street	t Add Cit	ty	County (US (Only) State	Country	Postal Code	
MyCompany/NALA/US/IL/1234_S	CHAUMBURG 1	234_SCHAUMBURG	1234 Schaumburg Rd				Sc	haumburg	Cook County	/ Illinois	US	60173	
yCompany/NALA/US/IL/5432_L	INCOLNSHIRE 5	432_LINCOLNSHIR	E 3 Overlook Point	2nd floor w	vest		Lir	ncolnshire	Lake County	Illinois	US	60069	
lyCompany/NALA/US/TN/6767	SPARTA 6	767_SPARTA	123 Main Street				Sp	arta	White	Tennessee	US	38583	
MyCompany/NALA/US/TN/5261	MCMINNVILLE 5	261_MCMINNVILLE	1111 Sparta Hwy				Mo	Minnville	Warren	Tennessee	US	37110	
		ng_template.csv 🕝 🗸 riew View Automate	P Search Help Nitro Pro Acroba	at							• •	💡 — 🗆 🗆 Comments) 🖻 S	
e <u>Home</u> Insert Page Layout Fo	ormulas Data Rev ⊇ A^ A ≡ ≡		Help Nitro Pro Acroba	at Conditional Form formatting ~ Tab	natas Cell	⊞ Insert ~ ₩ Delete ~ ∰ Format ~	Σ 	Sort & Find Filter ~ Selec		Add-ins Analyze Data	Create PDF		
e Home Insert Page Layout Fo Aptos Narrow ↓11 B I ↓ ↓ ↓ ↓ ↓ ↓ Dipboard 5 Fort	ormulas Data Rev ⊇ A^ A ≡ ≡	iew View Automate	Help Nitro Pro Acroba General \$ ~ % 9 58 -80 Fo	Conditional Form	nat as Cell	💌 Delete 👻		Sort & Find	& Sensitivity	Add-ins Analyze	Create PDF and Share link	Comments 2 S	
$\begin{array}{c c} Home & insert & Page Layout & Fo \\ \hline \\ \hline \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ $	ormulas Data Rev $\overrightarrow{A} \overrightarrow{A} = \equiv$ $\overrightarrow{A} \overrightarrow{A} = \equiv$ $\overrightarrow{a} = \overrightarrow{A} = =$ $\overrightarrow{a} = \overrightarrow{a}$	iew View Automate ■ ≫ ~ 80 = = = = ■ 00 ~ Alignment 52	Help Nitro Pro Acroba General \$ ~ % 9 5 7 Fc Number F5	Conditional Form formatting ~ Tab Styles	nat as Cell Ile ~ Styles ~ [E Delete Format Cells	₩ ~ & ~	Sort & Find Filter ~ Selec Editing	& Sensitivity t • ·	Add-ins Analyze Data	Create PDF and Share link Adob	Comments Comments	Sha
$\begin{array}{c c} & \text{Home} & \text{Insert} & \text{Page Layout} & \text{For} \\ \hline \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ $	prmulas Data Rev $\overrightarrow{A} \overrightarrow{A} \overrightarrow{A} = \equiv$ $\overrightarrow{A} \overrightarrow{A} \overrightarrow{a} = \equiv$ $\overrightarrow{F_{s}} \equiv \equiv$ B	iew View Automate 一	Help Nitro Pro Acroba General ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~	Conditional Form formatting ~ Tab Styles	hat as Cell He ~ Styles ~ [E Delete	~ € ~ €	Sort & Find Filter - Selec Editing	& Sensitivity t * Sensitivity L	Add-ins Analyze Data Add-ins	Create PDF and Share link	Comments Comments	Sha
Home Insert Page Layout Foo A Aptos Narrow $\sqrt{11}$ B $I \ U \ V$ Pool V V Fort V V VV VV VV VVV $VVVVVVVV$	rrmulas Data Rev → A^ A → → A → rs = = Fs = B Site Name	iew View Automate	Help Nitro Pro Acroba General \$ ~ % 9 5 7 Fc Number F5	Conditional Form commatting ~ Tab Styles G d City	hat as Cell le ~ Styles ~ F County (US Only)	E Delete	~ € ~ €	Sort & Find Filter ~ Selec Editing K Postal Code	& Sensitivity t ~ Sensitivity L IP Range Start	Add-ins Analyze Data	Create PDF and Share link Adob	Comments Comments	Sha
Home Insert Page Layout Foo Aptos Narrow - [1] B I U · · · · · · · · · · · · · · · · · ·	Prmulas Data Rev → A^ A* = = = + A + A* = = = Fs = = = = Site Name 1234_SCHAUMBURG	iew View Automate → ↔ ↓ ↓ → → → ↓ ↓ → → → ↓ → ↓ → ↓ → ↓	Help Nitro Pro Acroba General ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~	Conditional Form formatting ~ Tab Styles	H County (US Only Cook	Delete Cells	y ~ ↓ ~ J Country	Sort & Find Filter ~ Selec Editing K Postal Code 60173	& Sensitivity t ~ Sensitivity L IP Range Start 123.456.654.321	Add-ins Analyze Data Add-ins M IP Range End	Create PDF and Share link Adob	Comments Comments	Sha
$ \begin{array}{c c} & X \\ \hline \\ & \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\$	A A A E E E E E E E E E E E E E E E E E	Liew View Automate	Help Nitro Pro Acrobs General	Conditional Form ormatting ~ Tab Styles G d City Schaumburg Lincolnshire	H County (US Only Cook Lake White	Delete ~ Format ~ Cells I State Illinois	J Country US US	K Postal Code 60173 60069 38583	& Sensitivity t - Sensitivity Sensitivity IP Range Start 123.456.654.321 123.789.456.123 123.123.789.456	Add-ins Analyze Data Add-ins M IP Range End 123.456.654.350	Create PDF and Share link Adob	Comments Comments	

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

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



The status of uploading displays.

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

Site Assignment	Upload	Sites Detail	Site Conflicts		
Manage lot Sites >	O Site informatio		dure has the ability to assign non	- MDM devices to a site if they have a Zebra Devic	e Agent installed.
Report settings	Uplo Note : Only CSV format :	File Upload	×		
Email Notifications	✓ Instructions Down		Ð		
	How to Create a Site I Vi <customername>V- 1. First node from th</customername>	or Brow	our file here roe to Upload at supported, Max 10H8 (
	EMEA (Europe Mic	Filename1.csv (3.5MB)	×		
	1. Furthest node from	Filename2.csv (6.5MB) File format not supported	×		
	3. If there is a locatic 4. Special Charactern		Cancel Continue	t can be ignored, unless Zebra advise to use # ch s with the exception of # preceding, a store numl	
	6. Example Hierarchy MyCompany\NA	LAVUS\CENTRAL_TIME_2	gnored, so it is advised to name i	me sties appropriately	
	MyCompany\EM Site Hierarchy	EA\UK\GMT\10023_HAN	PSHIRE et of linked node for associating		
	Site Name		he user assigned name that displ		
	Address	s	te physical address		



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

Administration		FI	le uploaded su	iccessfully ×								
Site Assignment		Upload Si	te Details	Site Con	flicts 🌗							
Manage lot Sites >	🖻 10	E 100 Total Records 🧭 98 Updated Records 🜔 02 Conflicts (See "Site Conflicts")										
Report settings Edit Search C												
		Site Hierarchy \Xi	Site Name	IP Range Start	IP Range End	Created	Updated	Street Address	Street Address 2			
Email Notifications		Zconnect/NA/USA/Georgia/Metro Atlanta-Site	- Metro-Atlanta- Site	193.240.244.254	193.240.244.254	10 Dec, 2021	10 Dec, 2021					
		Zconnect/NA/USA/Georgia/Metro Atlanta-Site	Metro-Atlanta- Site	193.240.244.254	193.240.244.254	10 Dec, 2021	10 Dec, 2021	-	-			
		Zconnect/NA/USA/Georgia/Metro Atlanta-Site	Metro-Atlanta- Site	193.240.244.254	193.240.244.254	10 Dec, 2021	10 Dec, 2021	-	-			
		< 1 2 > >> Show ro	ws: 10 ▼ Jump b	o Pages 1					3 items in 1 pag			

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

Administration										
Site Assignment		Upload	Site Deta	ails	Site Conflicts 🥊	2				
Manage lot Sites	2 10	0 Total Records 🥝 98	Updated Records	02 Conflicts	(See "Site Conflicts")				Last Updated : 10	December, 2021
Depart actions							Edit	Remove	Search	Q
Report settings		Site Hierarchy \Xi	Site Name	IP Range Start	IP Range End	Created	Updated	Conflicts	Street Address	Street Address
Email Notifications		Zconnect/NA/USA/ Georgia/Metro-Atlanta- Site	Metro-Atlanta- Site	127.0.0.1	193.240.244.254	10 Dec, 2021	10 Dec, 2021	Duplicate Sites	-	-
		Zconnect/NA/USA/ Georgia/Metro-Atlanta- Site	Metro-Atlanta- Site	127.0.0.1	193.240.244.254	10 Dec, 2021	10 Dec, 2021	Duplicate Sites		-
	88	c 1 2 5 55	Show rows: 10 ¥	Jump to Pages	1					2 items in 1 page

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



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

Site Assignment	Upload Sites Deteil Site Conflicts O
Manage lot Sites >	🖹 100 Total Neonala 🎯 98 Updated Neonala 🕥 82 Conflicts (See Tate Conflicts")
Report settings	Edit Remove Search Q
Email Notifications	■ Site Hierarchy ⇒ Site Name IP Range End IP Range End Created Updated Conflicts Street Address Elty State ■ Site Hierarchy ⇒ Mill? Nill Nill? State Street Address Elty State ■ Site Hierarchy ⇒ Mill? Nill? Nill? State Street Address Elty State
	2000 Session Timeout X 0 Server 10 Date 2021 Dept-ster Stree - Afference Genergia
	You are rescalen has been time-food due to Conflict instanting Please update the conflict and dars signed in Conversion you will be losing the Conflict dats and logged off automatically. 2 items in 1 page
	Carcel Continue

Upload	Sites Detail	Site Conflicts	0					
🖻 100 Total Records 🥥 98 U	pdated Records 🛛 02	Conflicts (See "Site Conflicts	7			Last Updated : 10	0 Decemb	er, 2021
				Edit	Remove	Search		۹
ZostastilikiiSM			Created	Updated	Conflicts	Street Address	City	State
Georgia/Metro-Atlanta- Site	Metro-Atlanta- 127.0.0.1	1 193.240.244.254	10 Dec, 2021	10 Dec, 2021	Duplicate Sites		Atlanta	Georgia
Georg	Alert		×	10 Dec, 2021	Duplicate Sites		Adamta	Georgia
	ating away from the Site	e conflicts, the records wi	ll be				2 items	in 1 page
		Cancel	Continue					
	100 Trail Records 100 Trail Records	100 Total Barrole 98 System Revers 0 2 100 Total Barrole 0 98 System Revers 0 2 100 Total Barrole 0 2	100 Total Process 100 Total Proces	100 Total Nacrola 99 (splated lineard) 0 02 Certificity (Sile %Sile Cardical) Star Harratchy Star Harratc	100 Tate Record 98 Uptaked Record 0 82 Conflicts (the "Size Conflicts)	100 Total Novork	100 Tran Room 100 Tran Room 10 Site Marrie 10 Si	

Manual Site Entry

The section explains manual site entry.

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

Manage Sites			
Upload Site Details Site Conflicts			
Site information & IP mapping Zebra Visibility() Foresight Site Auto Relocation feature has the ability to assign non-MDM devices to a site if they have a Zebra	a Device Agent installed.		
Upload Note : Only CSV format supported, Max 10MB			
Instructions Download Template			
R Enter Site Details Manually			
Site Details:	Clea	ir All Sub	bmit
Site Name	Site Hierarchy		
IP Range Start	IP Range End		
			٠
Street Address	Street Address 2		
Street Address 3	Street Address 4		
City	County (US Only)		
State Country	Postal Code		
			0

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

Manage Sites					
-					
Upload Site Details Site Conflicts					
Site information & IP mapping					
Zebra VisibilityIQ Foresight Site Auto Relocation feature has the ability to assign r	non-MDM devices to a site if they have a Zebra	a Device Agent installed.			
Upload					
Note : Only CSV format supported, Max 10MB					
> Instructions Download Template					
Enter Site Details Manually					
Site Details:				Clear All	Submit
Site Name		Site Hierarchy			
Metro		Zconnect/NA/USA/Georgia/Metr	0		
IP Range Start		IP Range End			
192.240.244.250		192.240.244.254			⊕
Street Address		Street Address 2			
3 Overlook Point					
Street Address 3		Street Address 4			
City		County (US Only)			
Lincolnshire		Lake			
State	Country		Postal Code		
L	United States		60069		
					- -

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

Manage Sites												
Upload	Site Details	Site Conflicts										
											Last Updated: Ma	ar 25, 2025
								Edit	Search			٩
Hierarchy	Site Name	IP Range Start	IP Range End	Created	Updated	Street Address	Street Address 2	Street Address 3	Street Address 4	City	County (US Only)	State
Zconnect/NA/USA/Georgia/	Metro Metro	192.240.244.250	192.240.244.254	Mar 25, 2025	Mar 25, 2025	3 Overlook Point				Lincolnshire		IL
εε ε 1 > >>	Show rows: 10 *										1 items i	n 1 Pages

Manual Upload Form Validation Errors

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

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

Administration			
Site Assignment	Upload Sites Detail	Site Conflicts	
Manage lot Sites >	Site information & IP mapping Zebra VisibilityIQ Foresight Site Auto Relocation fe	ature has the ability to assign non- MDM devices to a	site if they have a Zebra Device Agent Installed.
Report settings	Upload Note : Only CSV format supported, Max 10MB		
Email Notifications	> Instructions Download Template		
	Enter Site Details Manually Site Details: Site Name Metro-Atlanta-Site Invalid Characters IP Range End 193:240:244.254 Invalid IP Range State EMEA	Site Hierarcy Zconnect/NA/USA/Georgia Invalid Site Range Siteet Address No:123/12, Lake view, Georgia City EMEA-Southern	Clear All Submit

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

Site Assignment	Upload Site	te Details	Site Conflicts								
Manage Sites >	O Site information & IP mappin Zebra Visibility/Q Foresight Site Auto I	Relocation feature h	as the ability to assign non-MDM devic	es to a site if they have a Zebra Device	Agent installed						
Report Settings	Up Note : Only CSV format supported, Ma	pload lax 10MB									
Email Notifications	> Instructions Download Tem	mplate									
Utilization Settings	O Enter Site Details Manually										
	Site Details:								Clear All	Submit	
	Site Name					Site Hierarchy					
	Metro					Zconnect/NA/USA/Georgia/Metro					
	IP Range Start					IP Range End					
	192.240.244.254					127.0.0.1				۲	
	IP Range Start					IP Range End					
										Θ	
	Street Address					Street Address 2					
	3 Overlook Point										
	Street Address 3					Street Address 4					
	City					County (US Only)					
	Lincolnshire					IL.					
	State			Country			Postal Code				
	IL.			United States			60069				

Site Details

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

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

		Edit Starch	1	Last Upda	ated: May 16, 2022 Q
Street Address 4	City	County (US Only)	State	Country	Postal Code
	mexico	aasder	new one	USA	123

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

Administration													
Site White Listing	Upload	Site Details	Site Conflicts										
Site Assignment									E	dit		Last Updated: Ju	un 07, 2022 Q
Manage Sites >	Hierarchy	Site Name	IP Range Start	IP Range End	Created	Updated	Street Address	Street Address 2	Street Address 3	Street Address 4	City	County (US Only)	State
Report Settings	AA02/REGION/INDIA/SITE001	Metro2	35.15.10.201	35.15.20.101	Jun 07, 2022	Jun 07, 2022	street	street2	street3	street4	bang	Nagar	kar
Email Notifications	AA01/REGION/INDIA/SITE001	Metro2	35.13.10.201	35.14.10.101	Jun 07, 2022	Jun 07, 2022	street	street2	street3	street4	bang	Nagar	kar
Data Availability	•« « 1 » »» St	tow rows: 10 +										2 Items in	n 1 Pages
Utilization Settings													

2. Click Apply to save the changes.

Upload	Site Details	Site Conflicts										
									_		Last Updated: Ju	ın 07, 2022
								Cancel App	ly Search			۹
Hierarchy	Site Name	IP Range Start	IP Range End	Created	Updated	Street Address	Street Address 2	Street Address 3	Street Address 4	City	County (US Only)	State
AA02/REGION/INDIA/SITE001	Metro2	35.15.10.201	35.15.20.101	Jun 07, 2022	Jun 07, 2022	street	street2	street3	street4	bang	Nagar	ka
AA01/REGION/INDIA/SITE001	Metro2	35.13.10.201	35.14.10.101	Jun 07, 2022	Jun 07, 2022	street	street2	street3	street4	bang	Nagar	ka
ee e 1 > >> Sh	ow rows: 10 -										2 Items in	n 1 Pages

Site Conflicts

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

			File uploaded	successfully with fev	v conflicts 🗙	
Upload	Site Details	Site Conflicts 🏮				
💼 1 Total Records 🥝 () Updated	Record 😐 1 Conflict	ts (see "Site Conflicts")				
1 Total Records O Updated Updated Hierarchy	Record • 1 Conflict Site Name	ts (see "Site Conflicts") IP Range Start	IP Range End	Created	Updated	
			IP Range End 35.15.20.101	Created Jun 07, 2022	Updated Jun 07, 2022	



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

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

		1			2					3				
	Upload Site Details	Site Conflicts 🌒	_											
														Last Updated: Jul 18, 2022
										Edit Ren	sove Search			٩
	Hierarchy	Site Name	Created	Updated	Conflicts	Street Address	Street Address 2	Street Address 3	Street Address 4	City	County (US Only)	State	Country	Postal Code
	///NA/USA/CentralTimeZone/Kz /XWK	insas XWK	Jul 17, 2022	Jul 17, 2022	Invalid City or Stat name	conjuct roadwe				mexico\$\$\$\$		new one	USA	6556
4	//Ausside/VA/USA/CentralTimeZone/Ka XWK	nsas/ XWK	Jul 17, 2022	Jul 17, 2022	Invalid Address Field	conjuct roadwe		%*G3		mexico		new one	USA	6556
	//tunne/NA/USA/CentralTimeZone/Kar /XWK	isas XWK	Jul 17, 2022	Jul 17, 2022	Invalid Address Field	conjuct roadwe			654WWI	mexico		new one	USA	0330
	ee e 1 > >> Show rows: 10 -													3 Items in 1 Pages

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

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

3. Click Edit (3).

											1			
Upload	Site Details	Site Conflicts 🌘												
														Last Updated: Jul 18, 2022
									Remove	Cancel	Apply Search			Q
1. Invalid charact	ect or invalid. Please con ters in City, County or Co cters (~'!@#\$%^*_+= ()) i	untry field	e name or address	with the exception of	# preceding, a store n	umber in the name.								
Hierarchy		Site Name	Created	Updated	Conflicts	Street Address	Street Address 2	Street Address 3	Street Address 4	City	County (US Only)	State	Country	Postal Code
-	CentralTimeZone/Kansas		Created Jul 17, 2022	Updated Jul 17, 2022	Conflicta Invalid City or State name				Street Address 4	City mexicoSSSS	Only)	State new one	Country	Postal Code 6556
///www./NA/USA/0	CentralTimeZone/Kansas CentralTimeZone/Kansas	^s XWK			Invalid City or State				Street Address		Only)			
//dumme/NA/USA/C //dumme/NA/USA/C //dumme/NA/USA/C //dumme/NA/USA/C		^s xwk	Jul 17, 2022	Jul 17, 2022	Invalid City or State name Invalid Address	conjuct roadw		3	Street Address 4	mexicoSSSS	Only)	new one	USA	6556

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

Some possible conflict reasons that may be displayed:

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

Report Settings

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

1. Click 😳 > Manage Sites > Report Settings.

i, VisibilitykΩ*	Q Search report	My Companies	Vitals	Detailed Insights ~	Repair & Support ~	۲	D ~
Report Settings							
Case Lifecycle							*
Contracts							•
Critical Battery Events							*
LifeGuard Analytics							•
Out of Contact							•
Physical Memory (RAM) U	Itilization						•
Proactive Battery Replace	ment						•
Repair Lifecycle							•
Repair Repeat Rate							÷
Repair Return Rate							•
Scan Metrics							•
Site and Subsite							•
Smart Battery Health							•
Storage Memory Utilizatio	n						÷
Utilization Rightsizing							~
WLAN Signal Strength							÷

The **Report Settings** screen displays.

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

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

Utilization Settings

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

الله VisibilityIQ*	Q. Search report	
Utilization Settin	IGS	ser 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 us	e (381) Pendin	g (2) Decommissioned (0)
Ľ	Deco	mmission Battery	
	~	Battery SR No 👙	Manufacturing date 🔶
	<u>~</u>	A325684	Dec 13, 2018
	 Image: A second s	P893566	Jul 11, 2017

1. In Use Tab

This tab displays all active batteries.

Dece	ommissioned battery	will be listed here for 180 da	ays. If a previously decommi	ssioned battery appears to	be active, it will be automatically	restored to "In use" status.	
use	e (381) Pending (2)	Decommissioned (0)					
econ	nmission Battery						
	Battery SR No 👙	Manufacturing date 👙	Part No 💠	Model \Leftrightarrow	Health Status 👙	Reason for Status $\ \Leftrightarrow$	Last seen site 💠
	A325684	Dec 12, 2018	BT-000314-01 R.E	TC75X	Excellent Battery	Remaining Useful Life 365+ days	STORE151
	P893566	Jul 10, 2017	BT-000351-00 R.A	TC75X	Excellent Battery	Remaining Useful Life 365+ days	STORE145
	P755444	Dec 3, 2017	BT-000314-60 R.B	TC52	Excellent Battery	Remaining Useful Life 365+ days	STORE146
	T297553	Aug 17, 2017	BT-000314-01 R.E	TC51	Excellent Battery	Remaining Useful Life 365+ days	STORE133
	A965878	Oct 9, 2018	BT-000314-60 R.B	TC75X	Excellent Battery	Remaining Useful Life 365+ days	STORE144
	A977969	Dec 7, 2018	BT-000351-00 R.A	TC52	Excellent Battery	Remaining Useful Life 365+ days	STORE109
	A286972	Sep 21, 2018	BT-000351-00 R.A	MC95	Excellent Battery	Remaining Useful Life 365+ days	STORE148
	T839417	Sep 19, 2018	BT-000351-00 R.A	MC95	Excellent Battery	Remaining Useful Life 365+ days	STORE151
	P326380	Dec 22, 2018	BT-000351-00 R.A	TC52	Excellent Battery	Remaining Useful Life 365+ days	STORE130
	A651084	Dec 6, 2017	BT-000314-01 R.C	TC51	Excellent Battery	Remaining Useful Life 365+ days	STORE158
				< 1 >			Rows per page 10

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

Settings

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

Data Grid Columns:

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

2. Pending Tab

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

	innissioned batte	ery will be listed here for 1	L80 days. If a previously	decommissioned battery ap	ppears to be active, it will b	e automatically restored to	"In use" status.	
use	(381) Pending	(3) Decommissioned (0))					
ancel	Request							
] E	attery SR No 👙	Manufacturing date $\ \Leftrightarrow$	Part No 👙	Model 💠	Health Status 👙	Reason for Status $\ \Leftrightarrow$	Last seen site 👙	Status 💠
T	036717	Sep 29, 2021	BT-000318-01 R.E	TC77	Excellent Battery	Remaining Useful Life 365+ days	3532-QMIL	Pending Decommission
) F	190480	Jan 29, 2022	BT-000318-60 R.B	TC52	Excellent Battery	Remaining Useful Life 365+ days	757-TYLR	Pending Decommission
		Oct 12, 2022	BT-000351-00 R.A	MC95	Excellent Battery	Remaining Useful Life 365+	3553-QMPG	Pending Decommission

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.

/ Reinstate						
tery will be listed here for	r 180 days. If a previous	ly decommissioned batte	ery appears to be active, it will be a	utomatically restored to "I	n use" status.	
g (2) Decommissioned	(2)					
Manufacturing date 👙	Part No 💠	Model 💠	Health Status 🔶	Reason for Status	Last seen site 💠	Decommission Date \Leftrightarrow
May 10, 2020	BT-000318-51 R.A	TC77	Good Battery	Remaining Useful Life 91 to 365 days	STORE151	Invalid Date
Dec 21, 2023	BT-000314-60 R.B	TC52	Investigate Data Transmission	Undefined transmission issue	STORE145	Apr 7, 2025
t	(2) Decommissioned	(2) Decommissioned (2) Manufacturing date \diamond Part No \diamond	(2) Decommissioned (2) Manufacturing date \diamond Part No \diamond Model \diamond	(2) Decommissioned (2) Manufacturing date Part No Model Health Status	Image: constraining date of the part No of the par	Image: State and State an

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

						ine eata gre core	w only shows batterie			
epla	acement required (37) Pending	g (1) ① Replaced (404)	Ordered ((218) © Co	ntracts (2)					
epla	ce Batteries									Add Fil
	Contract No. $\ \ensuremath{\diamondsuit}$ Device SR No $\ \ensuremath{\diamondsuit}$	Device name \diamond	Model B	attery SR No. 🗧	Manufacture Date 🔅	Part No. 🗅	Health Status 👩 💠	Reason for Status 🔶 L	ast 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
1	D6920241010 D19291010M0133	TC52-D19291010M0133	TC52	A483846	Oct 8, 2018	BT-000351-00 R.A	Replacement Required	Poor Battery Health	Apr 7, 2025	STORE113

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.

Replac	ement required	(60) Pending	(0)
Replace	e Batteries		
~	Contract No. 🗢	Device SR No 🔅	
~	D6920241003	D19291010M093	7
<u>~</u>	D6920242001	D19261010P0010	C

Data Grid Column

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

2. Pending Tab

Replace batteries	
• Select the batteries you want to replace and click on the replace button to initiate the replacement process. The data grid below only shows batteries that need replacement	
Replacement required (37) Pending (1) O Replaced (404) Ordered (218) O 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	st 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
< 1 > Rows p	per page 10 V

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

	in the reptu	ce button to mitit	ate the reptacement	r process. The dat	a grid below only shows ba	tteries that need replace	ment	
Replacement required (37) Pending (1) O Repl	aced (404)	Ordered (218) © Contracts (2	2)				
		-					(Add Filte
Contract No. \Rightarrow Device SR No. \Rightarrow Device Name \Rightarrow	Model	Battery SR No.	Anufacture Date	⇔ Part No. ⇔	Orderable Battery Part No.	🕆 Replaced, Still in Use 🍘	Date Marked for Replacement	a Last Se
06920241008 D19291010M0426 TC51-D19291010M04	26 TC51	A220398	Sep 21, 2018	BT-000351-00 R.	A BTRY-TC51-D0426-1	• NO	Feb 16, 2025	Feb 1
06920241002 D19291010M0987 MC95-D19291010M09	87 MC95	A777252	Dec 23, 2018	BT-000314-01 R.	E BTRY-MC95-D0987-1	• NO	Mar 27, 2025	Mar 2
06920241009 D19291010M0290 MC95-D19291010M02	90 MC95	A716584	Oct 8, 2018	BT-000351-00 R.	A BTRY-MC95-D0290-1	• NO	Feb 19, 2025	Feb 1
06920241007 D19291010M0393 TC51-D19291010M03	93 TC51	P113750	Aug 9, 2019	BT-000314-01 R.	E BTRY-TC51-D0393-1	• NO	Feb 14, 2025	Feb 17
06920241008 D19291010M0074 TC75X-D19291010M0	074 TC75X	A882176	Sep 20, 2018	BT-000351-00 R.	A BTRY-TC75X-D0074-1	• NO	Feb 16, 2025	Feb 1
06920241008 D19291010M0614 TC52-D19291010M06	14 TC52	T643404	Dec 12, 2018	BT-000351-00 R.	A BTRY-TC52-D0614-1	• NO	Feb 16, 2025	Feb 1
06920241007 D19291010M1242 TC52-D19291010M12	42 TC52	A249357	Mar 14, 2020	BT-000351-00 R.	A BTRY-TC52-D1242-1	• NO	Mar 30, 2025	Mar 3
06920241003 D19291010M0623 TC52-D19291010M06	23 TC52	P842147	Dec 8, 2018	BT-000351-00 R.	A BTRY-TC52-D0623-1	• NO	Mar 12, 2025	Mar 1
06920241004 D19291010M0767 MC95-D19291010M07	67 MC95	A213581	Dec 23, 2018	BT-000351-00 R.	A BTRY-MC95-D0767-1	• NO	Apr 5, 2025	Apr 6,
06920241012 D19291010M1116 MC95-D19291010M11	16 MC95	T491193	Jan 8, 2020	BT-000351-00 R.	A BTRY-MC95-D1116-1	• NO	Mar 29, 2025	Mar 2

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

Data Grid Column

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

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

Replaced, Still in Use 👩 🌲

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

4. Ordered Tab

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

				lacement proces	ss . The data grid below only shows batteri	es that need replacement	
Replacement required (37) Per	nding (1) ① Replaced (404) Ordered	(218) © Cor	tracts (2)			
							Add F
Contract No. 💠 Order No. 💠 Line No	-	-	-	Shipping Date	-		Shipping Address
06920241010 3013002002 2	BT-000314-01 R.F	2	Delayed		STORE122		
06920241010 3013002008 8	BT-000301-01 R.B	5	Delayed		STORE115	ZEBRA/REGION/COUNTRY/STORE115	105 KROME AVE MI
06920241010 3013002002 2	BT-000302-02 R.B	3	Delayed		STORE122	ZEBRA/REGION/COUNTRY/STORE122	
06920241010 3013002006 6	BT-000301-01 R.B	13	Delayed		STORE122	ZEBRA/REGION/COUNTRY/STORE122	456 WHITE FINCH
06920241010 3013002006 6	BT-000314-01 R.F	14	Delayed		STORE122	ZEBRA/REGION/COUNTRY/STORE122	456 WHITE FINCH
06920241010 3013002013 13	BT-000302-02 R.B	6	Shipped	Jan 11, 2024	FEDEX GROUND 516276000173 STORE123	ZEBRA/REGION/COUNTRY/STORE123	585 HOWARD STRE
06920241010 3013002001 2	BT-000314-01 R.F	5	Shipped	Oct 21, 2024	FEDEX GROUND 516276000137 STORE118	ZEBRA/REGION/COUNTRY/STORE118	1300 SANCTUARY P
	BT-000301-01 R.B	5	Shipped	Nov 19, 2024	FEDEX GROUND 516276000108 STORE121	ZEBRA/REGION/COUNTRY/STORE121	1200 SANCTUARY F
06920241010 3013002000 1					FEDEX GROUND 516276000119 STORE118	ZEBRA/REGION/COUNTRY/STORE118	1300 SANCTUARY
06920241010 3013002000 1 06920241010 3013002001 2	BT-000302-02 R.B	15	Shipped	Jan 6, 2025	1 LDLX GROUND 5162/6000119 510RL110		1300 SANCTOANT

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.

Select the batteries you wan	t to replace and click on the replace button to initiat	te the replacement process . The data grid be	elow only shows batteries that need replace	cement
eplacement required (37)	Pending (1) ○ Replaced (404) Ordered (218) Service Part No. ⇔	Contracts (2)	Batteries Replaced 😄	Add Fi % of Entitlement ⇒
	DPRN-1910-04-01	14	13	92
6920241004				

Data Grid Column

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

Settings

Reassign App Categories

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

These are the available values for the application category:

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

The Reassign categories window displays.

- 3. Select or search for the application name to assign the category.
- 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										
۹ Search application										
All categories	~									
Application name	Category									
Airwatch Agent	Business									
Package name : com.airwatch.rm.agent	Business									
AppGallery Package name : com.rhomobile.appgallery	Non Business									
Battery Manager	Unassigned									
Package name : com.symbol.batterymanag	Utility									
Clock Package name : com.google.android.deskc	Cancel Apply									

User Level Settings

The User Level Settings display additional information.

The following are the settings menu options:

- Email Notifications
- General Settings
- Set Model Preferences

Email Notifications

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

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

Select Due Backs Notifications

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

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

1. Click 😳 > Email Notifications.

The Email Notifications screen displays.

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

Administration	
Site Assignment	Visibility Reports
Report Settings	off O
Email Notifications	Notification emails are turned off.
	Select Due Backs
	On CO

Enable Proactive Battery Replacement Threshold Alert Email

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

To enable this alert:

1. Click 2 > User Level Settings > Email Notifications.

The Email Notifications screen displays.

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

Enail Notifications Valability Reports On Image: Construction of the state of the	≹h, VisibiinyiΩ*	 Search report 	My Companies	Vitals	Detailed Insights ~	Repair & Support ~	٠	L L
On Image: Constraint on the constraint	Email Notifications							
Select up to 8 reports you would like to receive email notifications for. These notifications are sent only when your predefined thresholds have been exceeded. To update your thresholds, go to Report Settings and select your desired report to update. Note: Threshold settings are not administrator specific, changes will inpact all users.	Visibility Reports							
Select up to 8 reports you would like to receive email notifications for. These notifications are sent only when your predefined thresholds have been exceeded. To update your thresholds, go to Report Settings and select your desired report to update. Note: Threshold settings are not administrator specific, changes will inpact all users.	On							
 Repair Report Rate Repair Return Rate Contracts Case Lifecycle Smart Battery Health Scan Metrics Out of Contact Out of Contact Storage Memory Utilization Physical Memory (RAM) Utilization Critical Battery Events Utilization Rightsizing Proactive Battery Replacement 	select your desired report to update.	re sent only when your predefine	d thresholds have beer	exceede	d. To update your thre:	sholds, go to Report Se		
 Repair Return Rate Repair Return Rate Contracts Case Lifecycle Smart Battery Health Scan Metrics Out of Contact Out of Contact Storage Memory Utilization Physical Memory (RAM) Utilization Critical Battery Events Utilization Rightsizing Proactive Battery Replacement 	Reports							
Repair Return Rate Contracts Case Lifecycle Smart Battery Health Scan Metrics Out of Contact Storage Memory Utilization Physical Memory (RAM) Utilization Critical Battery Events Utilization Rightsizing ✓ Proactive Battery Replacement	Repair Lifecycle							
Contracts Contracts Case Lifecycle Smart Battery Health Case Lifecycle Case Lifecycle Case Lifecycle Case Metrics Case Metrics Case Metrics Case Metrics Case Memory Utilization Case Memory Utilization Case Lifecycle Memory (RAM) Utilization Case Lifecycle Memory Mem	Repair Repeat Rate							
Case Lifecycle Smart Battery Health Scan Metrics Out of Contact Storage Memory Utilization Physical Memory (RAM) Utilization Critical Battery Events Utilization Rightsizing Proactive Battery Replacement	Repair Return Rate							
Smart Battery Health Scan Metrics Out of Contact Storage Memory Utilization Physical Memory (RAM) Utilization Critical Battery Events Utilization Rightsizing Y Proactive Battery Replacement	Contracts							
Scan Metrics Out of Contact Storage Memory Utilization Physical Memory (RAM) Utilization Critical Battery Events Utilization Rightsizing Proactive Battery Replacement	Case Lifecycle							
Contact Contact Storage Memory Utilization Physical Memory (RAM) Utilization Critical Battery Events Utilization Rightsizing Proactive Battery Replacement	Smart Battery Health							
Storage Memory Utilization Physical Memory (RAM) Utilization Critical Battery Events Utilization Rightsizing Proactive Battery Replacement	Scan Metrics							
Physical Memory (RAM) Utilization Critical Battery Events Utilization Rightsizing Proactive Battery Replacement	Out of Contact							
Critical Battery Events Utilization Rightsizing Proactive Battery Replacement	Storage Memory Utilization							
Utilization Rightsizing	Physical Memory (RAM) Utilization							
Proactive Battery Replacement	Critical Battery Events							
	Utilization Rightsizing							
SAVE -								
SAVE -								
							s	AVE -

4. Click Save (2).

1

Enable Proactive Battery Replacement Monthly Email

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

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

The Email Notifications screen displays.

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

The Available Alert Types display.

4. Select one or both alert types:

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

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

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

• Sample PBR Report Notification attachment.

Α	В	С	D	E	F	G	н	1	J	K	1
			Model	Battery	Battery	Health Status	Reason	Last See	Last Seen Site	Shipping Address	Т
18100000	2014	T0236	TC57	Apr 22, 20	BT-000314	Replacement Required	Poor Batte	Jun 24, 20	MARBORELLA	Need Shipping Address	Т
18701005	2115 700 70 1569	T0557	TC57	Apr 22, 20	BT-000314	Replacement Required	Poor Batte	Jul 02, 202	PENINSULA	Need Shipping Address	Т
18.7750	2014	T7861	TC57	Aug 25, 20	BT-000314	Replacement Required	Poor Batte	Jul 04, 202	SARAPONA	Need Shipping Address	Т
											Т
							1				
•	Replacement F	tequired	Replaced	Ordere	All S	ites Without Addresses	(+)			ः ।	_

• Sample Replaced Battery In Use attachment.

	A	В	с	D	E	F	G	н	1	J	к	L	м	N	0	P	Q
1 0	Contract No.	Device SR No	Model	Battery	Manufa	Part No.	Orderable Batter	Replaced, Still in Use	Date M	l Last Se	Last Seen Site	Hierar	chy				
2 1	9000101	2231 710 710	TC57	T1866	Apr 21, 20	BT-000314-01 R.F	BTRY-TC51-43MA1-01	YES, >= 60 Days	Sep 05, 20	0 Nov 09, 2	C LÉRIDA	ABGCO./	EMEA/SPAI	N/PENINSI	JLA/LÉRIDA	/TC57	
3 1	8570240	1317	TC57	T3240	Apr 22, 20	BT-000314-01 R.F	BTRY-TC51-43MA1-01	YES, >= 60 Days	Sep 05, 20	0 Nov 09, 2	BARCELONA	ABGCO./	EMEA/SPAI	N/PENINSI	JLA/BARCE	LONA/TC57	
4 1	85280	23170000000080	TC57	T2577	Apr 22, 20	BT-000314-01 R.F	BTRY-TC51-43MA1-01	YES, >= 60 Days	Sep 05, 20	0 Nov 09, 2	GUADALAJARA	ABGCO./	EMEA/SPAI	N/PENINSI	JLA/GUADA	LAJARA/TO	:57
5 1	8510100	2014 1001270 .98	TC57	T3175	Apr 22, 20	BT-000314-01 R.F	BTRY-TC51-43MA1-01	YES, >= 60 Days	Sep 05, 20	0 Nov 09, 2	GRANADA	ABGCO./	EMEA/SPAI	N/PENINSI	JLA/GRANA	DA	
6 1	83	2014 55555553	TC57	T0550	Apr 22, 20	BT-000314-01 R.F	BTRY-TC51-43MA1-01	YES, >= 60 Days	Sep 05, 20	0 Nov 09, 2	C MÁLAGA	ABGCO./	EMEA/SPAI	N/PENINSI	JLA/MÁLAC	GA/TC57	
7 1	8500100	2317	TC57	T7726	Aug 25, 20	BT-000314-01 R.E	BTRY-TC51-43MA1-01	YES, >= 60 Days	Sep 05, 20	0 Nov 09, 2	GRANADA	ABGCO./	EMEA/SPAI	N/PENINSI	JLA/GRANA	DA/TC57	
8																	
9																	
10																	
11																	
12																	

Enable IP Range Gap Report

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

The IP Range Gap Report lists all devices that have reported an IP address outside of the IP ranges defined in Manage Sites on page 104.

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

The **Email Notifications** screen displays.

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

IP Range Gap Report	
On	

General Settings

The General Settings display additional information.

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



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

 Settings 			Can	cel Apply -		
Select the form	at preferences for VisibilityIQ					
The preferences y visualizations.	he preferences you select will appear in the interface and parts of the data isualizations.					
Date Format	Jan 21, 2017	Ŧ				
Time Format	01:00:00 PM	*				
Time Zone	(UTC -09:00) America/Adak	•				
Print Length Metric	Centimeter	Ŧ				
Language	Default(browser language)	Ŧ				
Filter Persistent	Yes	×				

Set Model Preferences

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

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

VisibilityIQ"		् Search report						
Device Model Preference								
Model Visibility Set model visibility to show or hide the models you want to see in your reports. You can export and save your settir								
Q Search								
Model	Туре	Visibility						
CC605	MOBILE	0						
DS3608	SCANNER	۲						
DS3678	SCANNER	۲						
DS8108	SCANNER	٥						
DS8178	SCANNER	٥						
MC95	MOBILE	٥						
MC95XXK	MOBILE	0						

Show or Hide Models

The Show or Hide Models show additional information.

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

Visibility	
&	Hidden
•	Showing

2. Click Apply to save the settings.

Export Settings

The Export Settings show additional information.

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

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

Repair & Support

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

Case Lifecycle

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

Tile View

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



Expanded View

The expanded view displays additional information.

	ecycle						Export Report
Search for site		Q				La	ast 7 Days 👻
System Tags	Search Tags	Q					
ist Date in the se	elected range (04 Feb 2018)						
PEN CASES D	CASE A	CTIVITIES					
			Open Case Duration	D			
0-29 days 30-89 days 90+ days	3	21					77
30-89 days	3	21					77 <u>©</u> III
30-89 days 90+ days	3 Case Open Date	21 Case Number	Case Description	Type Code	Serial Number	Full Model Number	
30-89 days 90+ days			Case Description MCG7 DATA NOT TRANSMITTED BACK TO DEPOT	Type Code Software	Serial Number 17848521400785		💽 🗰 Site Name
30-89 days	Case Open Date	Case Number	MC67 DATA NOT TRANSMITTED BACK TO			Fuli Model Number	💽 🗰 Site Name

1. Open Cases Tab

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

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

2. Case Activities Tab

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

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

Tile Alert Threshold

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

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

Repair & Support

The default settings are as follows:

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

Date Range Options

- Last 7 Days
- Custom Range

Use Case(s)

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

Contracts

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

Tile View

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

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

Expanded View

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



1. Contracts Tab

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



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

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

2. Contract Details Tab

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

hows the numbe	er of devices grouped b	y visibility	features and services b	ased on their respect	ive contracts.							
oresight loT,Onlin	e Repair Dashboard, Proact	tive Battery I	Replacement									80
	Foresight IoT,0	Online Repa	ir Dashboard								739	
		For	esight Printer	153								
		101	signerinnen	155								
Onlin	e Repair Dashboard, Proact	tive Battery I	Replacement	145								
	(Online Repa	ir Dashboard	127								
			0 50	100 150	200 21		250 400	450 500	550 60	0 050	700 750	000
			0 50) 100 150	200 25	50 300	350 400	450 500	550 60	0 650	700 750	800
elect Colum		ext	Search	Clear								
elect Colum		ext	Search Full Model No.	Clear Device Type	Contract	Last Known	Manufacture Date	Device Start Date	Device End Date	Coverage へ Status	Visibility Entitlem	nent
elect Colum tract Details (ice SR No.	1973) Device Name	Model	Full Model No.	Device Type		Known MDM Site	Date	Start Date	Date	Status		
elect Colum tract Details (ice SR No. 291010M0700	1973) Device Name MC95-D19291010M0	Model MC95	Full Model No. MC95 SA12-NA	Device Type MOBILE COMPUTER	D692024	Known MDM Site STORE123	Date N\A	Start Date Mar 29, 2024	Date May 29, 2025	Status Contracted	Foresight IoT,Onli	ine Repai
elect Colum tract Details (ice SR No. 291010M0700 291010M0900	1973) Device Name	Model	Full Model No.	Device Type		Known MDM Site	Date	Start Date	Date May 29, 2025 May 29, 2025	Status		ine Repai ine Repai
elect Colum tract Details (ice SR No. 291010M0700 291010M0900 291010M0800	1973) Device Name MC95-D19291010M0 TC75X-D19291010M	Model MC95 TC75X	Full Model No. MC95 SA12-NA TC75AH-KA11ES A1	Device Type MOBILE COMPUTER MOBILE COMPUTER	D692024 D692024	Known MDM Site STORE123 STORE139	Date N\A N\A	Start Date Mar 29, 2024 Mar 29, 2024	Date May 29, 2025	Status Contracted Contracted	Foresight IoT,Onli	ine Repai ine Repai ine Repai
elect Colum tract Details (ice SR No. 291010M0700 291010M0900 291010M0800 291010M1300	I973) Device Name MC95-D19291010M0 TC75X-D19291010M TC52-D19291010M0	Model MC95 TC75X TC52	Full Model No. MC95-SA12-NA TC75AH-KA11ES A1 TC520K-IPEZU4P-NA	Device Type MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER	D692024 D692024 D692024	Known MDM Site STORE123 STORE139 STORE160	Date N/A N/A N/A	Start Date Mar 29, 2024 Mar 29, 2024 Mar 29, 2024 Mar 29, 2024	Date May 29, 2025 May 29, 2025 May 29, 2025	Status Contracted Contracted Contracted	Foresight IoT,Onli Foresight IoT,Onli Foresight IoT,Onli	ine Repai ine Repai ine Repai ine Repai
elect Colum tract Details (ice SR No. 291010M0700 291010M0900 291010M0800 291010M0500	Device Name MC95-D19291010M0 TC75X-D19291010M TC52-D19291010M0 TC75X-D19291010M0	Model MC95 TC75X TC52 TC75X	Full Model No. MC95 SA12-NA TC75AH-KA11ES A1 TC520K-IPEZU4P-NA TC75AH-KA11ES A1	Device Type MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER	D692024 D692024 D692024 D692024	Known MDM Site STORE123 STORE139 STORE160 STORE129	Date NVA NVA NVA NVA	Start Date Mar 29, 2024	Date May 29, 2025	Status Contracted Contracted Contracted Contracted	Foresight IoT,Onli Foresight IoT,Onli Foresight IoT,Onli Foresight IoT,Onli	ine Repai ine Repai ine Repai ine Repai
elect Colum tract Details (ice SR No. 291010M0700 291010M0900 291010M0800 291010M0500 291010M0500 291010M0100	Device Name MC95-D19291010M0 TC75X-D19291010M0 TC75X-D19291010M0 TC75X-D19291010M0 MC95-D19291010M0	Model MC95 TC75X TC52 TC75X MC95	Full Model No. MC95-SA12-NA TC75AH-KA11ES-A1 TC520K-1PEZU4P-NA TC75AH-KA11ES-A1 MC95-SA12-NA	Device Type MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER	D692024 D692024 D692024 D692024 D692024	Known MDM Site STORE123 STORE139 STORE160 STORE129 STORE108	Date NVA NVA NVA NVA NVA	Start Date Mar 29, 2024	Date May 29, 2025	Status Contracted Contracted Contracted Contracted	Foresight IoT,Onli Foresight IoT,Onli Foresight IoT,Onli Foresight IoT,Onli	ine Repai ine Repai ine Repai ine Repai ine Repai
elect Colum htract Details (vice SR No. 2291010M0700 1291010M0900 1291010M0800 1291010M0800 1291010M0500 1291010M0100 1291010M0100 1291010M1301	Device Name MC95-D19291010M0 TC75X.D19291010M0 TC52.D19291010M0 TC75X.D19291010M0 TC75X.D19291010M0 TC51.D19291010M0 TC51.D19291010M0	Model MC95 TC75X TC52 TC75X MC95 TC51	Full Model No. MC95-SA12-NA TC75AH-KA11ES-A1 TC520K-1PEZU4P-NA TC75AH-KA11ES-A1 MC95-SA12-NA TC510K-2PAZU4P-US	Device Type MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER	D692024 D692024 D692024 D692024 D692024 D692024	Known MDM Site STORE123 STORE139 STORE160 STORE108 STORE108	Date N/A N/A N/A N/A N/A N/A	Start Date Mar 29, 2024	Date May 29, 2025 May 29, 2025	Status Contracted Contracted Contracted Contracted Contracted	Foresight IoT,Onli Foresight IoT,Onli Foresight IoT,Onli Foresight IoT,Onli Foresight IoT,Onli Foresight IoT,Onli	ine Repair ine Repair ine Repair ine Repair ine Repair ine Repair
Filter elect Colum ntract Details (vice SR No. 2291010M0700 1291010M0900 1291010M0500 1291010M0500 1291010M0100 1291010M1301 1291010M1301 1291010M1401 1291010M0401	Device Name MC95-D19291010M0 TC75X.D19291010M0 TC52.D19291010M0 TC75X.D19291010M1 MC95-D19291010M0 TC51.D19291010M0 TC51.D19291010M1 TC51.D19291010M1	Model MC95 TC75X TC52 TC75X MC95 TC51 TC51	Full Model No. MC95-SA12-NA TC75AH-KA11ES-A1 TC520K-1PEZU4P-NA TC75AH-KA11ES-A1 MC95-SA12-NA TC510K-2PAZU4P-US TC510K-2PAZU4P-US	Device Type MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER	D692024 D692024 D692024 D692024 D692024 D692024 D692024	Known MDM Site STORE123 STORE139 STORE139 STORE160 STORE108 STORE111 STORE131	Date NVA NVA	Start Date Mar 29, 2024 Mar 29, 2024	Date May 29, 2025 May 29, 2025	Status Contracted Contracted Contracted Contracted Contracted Contracted Contracted	Foresight IoT,Onli Foresight IoT,Onli Foresight IoT,Onli Foresight IoT,Onli Foresight IoT,Onli Foresight IoT,Onli	ine Repair ine Repair ine Repair ine Repair ine Repair ine Repair ine Repair ine Repair

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

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

Tile Alert Threshold

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

Tile Alert	
Age Days categorizes the contracts based on days to expiration.	
108 Days 213 Days	

The default settings are as follows:

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

Date Range Options

• As of Day

Use Case(s)

• Identify upcoming contracts for renewal.

Lifeguard Analytics

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

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

Tile View

The tile displays an overview of the lifeguard for Android.

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

Expanded View

The expanded view shows additional information.

1. Updates Recommended Tab

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

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

• Data Grid Columns

	Search for site	٩	Mobile Computers						Yesterday 👻	
Yes	tterday (28 Jan 2019)									
	DATES RECOMMENDED 36 devices	UP-TO-DATE 9 devices		ALL DEVICES 145						
	ice updates are an important way to ke Cellular enabled devices, please chec			LEARN MORE						
	Count	Model	Туре	OS Version	BSP Version	LifeGuard Update Level	Android Security	Patch Level		
•	62	TC51	GMS	7.1.2	01.01.39	PATCH000	05 Sep 2017			
	Latest Available Update Type							Vulnerabilities Addressed O	Download Size (0
	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 he page or	iuard		
ntial. LEARN MOR	XE 🖸			
BSP Version	LifeGuard Update Level	Android Security Patch Level	Hover and click to so of serial numbers	ee the set
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

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

2. Up-To-Date Tab

	Search for site	٩	Mobile Computers						Yesterday 👻 🛅
Ye	sterday (28 Jan 2019)								
	DATES RECOMMENDED 36 devices	UP-TO-DATE 9 devices		ALL DEVICES 145					
	vice updates are an important way to ke r Cellular enabled devices, please cher			LEARN MORE					
	Count	Model	Туре	OS Version	BSP Version	LifeGuard Update Level	Android Security	Patch Level	
•	62	TC51	GMS	7.1.2	01.01.39	PATCH000	05 Sep 2017		
Γ	Latest Available Update Type							Vulnerabilities Addressed 🔘	Download Size 🛈
	New BSP + LG Update			7.1.2	01.01.49.00	13	01 Nov 2018	112	569.73 MB
L	New OS + BSP + LG Update			8.1.0	02.13.15.00	U00	01 Oct 2018	-9	1.37 GB
۲	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	٩	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 accure and renoing at their full potential. LEARN MORE 🗹							
Status	Model	Туре	OS Version	BSP Version	LifeGuard Update Level	Android Security Patch Level	Serial Number
Updates Recommended	TC56	GMS	7.1.2	01.01.49	7	01 May 2018	
Updates Recommended	TC56	GMS	7.1.2	01.01.49	7	01 May 2018	
Up-to-date	TC56	GMS	7.1.2	01.01.49.00	13	01 Nov 2018	***********
Updates Recommended	TC56	GMS	7.1.2	01.01.49	7	01 May 2018	
Updates Recommended	TC56	GMS	7.1.2	01.01.49	2	05 Dec 2017	
Up-to-date	TC56	GMS	7.1.2	01.01.49.00	13	01 Nov 2018	
Updates Recommended	TC56	GMS	7.1.2	01.01.49	2	05 Dec 2017	
Updates Recommended	TC56	GMS	7.1.2	01.01.49	2	05 Dec 2017	*********

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

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

Requirements

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

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

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

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

Tile Alert Thresholds

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

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

Date Range Options

• As of Day

Use Case(s)

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

On-Time Delivery

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

Tile View

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



Expanded View

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

I ON	TIME DELIVE	RY										Filters			
AST REFRESH	ED 67 MINUTES AGO)										Date			
												Last Month			
otal Devices D	elivered On Time Vs.	. Overdue													
50															
100 Б0	82 60 48														
0						Jan 2025						Include all			
						Overdue On	lime					> Exchange Typ			
Set Filter												Include all			
Select Colu	(ch text	Search	Clear								System Tags			
Select Colu	125)	ch text			On Time	Shipped Device SR No.	Received Device SR No.	Model	Full Model No.	Shipped Site Name					
Select Colu Fotal Records (1 Repair No.	25) Exchange Type	Customer Reference No.	Shipped Date	Due Date		Shipped Device SR No.		Model		Shipped Site Name		> System Tags			
Select Colu Total Records (1 Repair No. DRSC-1234567	125) Exchange Type Fast Track	Customer Reference No. 310119000000	Shipped Date	Due Date Jan 10, 2025	yes	D19231010S0067	D19231010S0097	DS8108	DS8108-SR00006ZZWW	STORE254		> System Tags			
Select Colui Total Records (1 Repair No. DRSC-1234567 DRSC-AD1234	25) Exchange Type Fast Track Advance Exchange	Customer Reference No. 310119000000 310119000000	Shipped Date A Jan 01, 2025 Jan 01, 2025	Due Date Jan 10, 2025 Jan 17, 2025	yes yes	D19231010S0067 D19231010S0149	D19231010S0097 D19231010S0088	DS8108 DS3608	DS8108-SR00006ZZWW DS3608-SR00003VZWW	STORE254 STORE260		> System Tags			
Select Colui Total Records (1 Repair No. DRSC-1234567 DRSC-AD1234 DR-512345311	25) Exchange Type Fast Track Advance Exchange Fast Track	Customer Reference No. 310119000000 310119000000 1001190031	Shipped Date Jan 01, 2025 Jan 01, 2025 Jan 01, 2025 Jan 01, 2025	Due Date Jan 10, 2025 Jan 17, 2025 Jan 03, 2025	yes yes yes	D19231010S0067 D19231010S0149 D19291010M0031	D19231010S0097 D19231010S0088 D19291010M1142	DS8108 DS3608 TC75X	DS8108-SR00006ZZWW DS3608-SR00003VZWW TC75AH-KA11ES-A1	STORE254 STORE260 STORE203		> System Tags			
Select Colui Total Records (1 Repair No. DRSC-1234567 DRSC-AD1234 DR-512345311 DR-AD1234510	25) Exchange Type Fast Track Advance Exchange Fast Track Advance Exchange	Customer Reference No. 310119000000 310119000000 1001190031 100119000000	Shipped Date Jan 01, 2025 Jan 01, 2025 Jan 01, 2025 Jan 01, 2025	Due Date Jan 10, 2025 Jan 17, 2025 Jan 03, 2025 Jan 17, 2025	yes yes yes yes	D1923101050067 D1923101050149 D19291010M0031 D19291010M0899	D1923101050097 D1923101050088 D19291010M1142 D19291010M1088	DS8108 DS3608 TC75X TC51XX	DS8108-SR00006ZZWW DS3608-SR00003VZWW TC75AH-KA11ES-A1 TC510K-2PAZU4P-US	STORE254 STORE260 STORE203 STORE260		> System Tags			
Select Colui Fotal Records (1 Repair No. DRSC-1234567 DRSC-AD1234 DR-S12345311 DR-AD1234510 DR-S1234532-1	25) Exchange Type Fast Track Advance Exchange Fast Track Advance Exchange Fast Track	Customer Reference No. 310119000000 310119000000 1001190031 10011900000 1001190032	Shipped Date Image: Constraint of the second s	Due Date Jan 10, 2025 Jan 17, 2025 Jan 03, 2025 Jan 03, 2025 Jan 03, 2025	yes yes yes yes yes yes	D1923101050067 D1923101050149 D19291010M0031 D19291010M00899 D19291010M0032	D1923101050097 D1923101050088 D19291010M1142 D19291010M1142 D19291010M1088 D19291010M1178	DS8108 DS3608 TC75X TC51XX MC95XXK	DS8108-SR00006ZZWW DS3608-SR00003VZWW TC75AH-KA11ES-A1 TC510K-2PAZU4P-US MC95N0-RL4SCLE0A	STORE254 STORE260 STORE203 STORE200 STORE203		> System Tags			
Select Colui Total Records (1 Repair No. DRSC-1234567 DRSC-AD1234 DR-51234531-1 DR-AD1234510 DR-51234532-1 DRSC-5123451	25) Exchange Type Fast Track Advance Exchange Fast Track Advance Exchange Fast Track Repair and Return	Customer Reference No. 310119000000 310119000000 1001190031 10011900020 3101190017	Shipped Date Jan 01, 2025 Jan 01, 2025 Jan 01, 2025 Jan 01, 2025 Jan 01, 2025 Jan 01, 2025	Due Date Jan 10, 2025 Jan 17, 2025 Jan 03, 2025 Jan 03, 2025 Jan 03, 2025 Jan 03, 2025	yes yes yes yes yes yes yes	D1923101050067 D19231010500149 D19291010M0031 D19291010M0099 D19291010M0032 D19291010M0032	D1923101050097 D1923101050088 D19221010011142 D19291010M1188 D19291010M1088 D19291010M178 D1923101050017	DS8108 DS3608 TC75X TC51XX MC95XXK DS8108	DS8108-SR00006ZZWW DS3608-SR00003VZWW TC75AH-KA11ES-A1 TC510K-2PAZU4P-US MC95N0-RL4SCLE0A DS8108-SR00006ZZWW	STORE254 STORE260 STORE203 STORE260 STORE203 STORE203 STORE202		> System Tags			
Select Colui Total Records (1 Repair No. DRSC-1234567 DRSC-AD1234 DRS-1234511 DR-51234510 DR-51234512 DRSC-5123451 DRSC-5123451	125) Exchange Type Fast Track Advance Exchange Fast Track Advance Exchange Fast Track Repair and Return Repair and Return	Customer Reference No. 310119000000 31011900000 10011900000 10011900000 1001190002 3101190017 3101190019	Shipped Date Jan 01, 2025 Jan 01, 2025 Jan 01, 2025 Jan 01, 2025 Jan 01, 2025 Jan 01, 2025 Jan 01, 2025	 Due Date Jan 10, 2025 Jan 17, 2025 Jan 03, 2025 	yes yes yes yes yes yes yes yes	D1923101050067 D1923101050149 D19291010M0699 D19291010M0699 D19291010M0699 D19291010M0632 D1923101050017 D1923101050019	D1923101050097 D1923101050097 D1923101050088 D19291010M1142 D19291010M1178 D19291010M1178 D1929101050017 D1929101050019	DS8108 DS3608 TC75X TC51XX MC95XXK DS8108 DS3678	DS8108-SR000062ZWW DS3608-SR00003VZWW TC75AH-KA11ES-A1 TC510K-2PAZU4P-US MC95N-0R-L4SCLE0A DS8108-SR00006ZZWW DS3678-SR0F003VZWW	STORE254 STORE260 STORE203 STORE203 STORE203 STORE202 STORE202 STORE202		> System Tags			
Select Colui Total Records (1 Repair No. DRSC-1234567 DRSC-AD1234 DR-51234531-1 DR-AD1234510 DR-51234532-1 DRSC-5123451	25) Exchange Type Fast Track Advance Exchange Fast Track Advance Exchange Fast Track Repair and Return Repair and Return	Customer Reference No. 310119000000 310119000000 1001190031 10011900020 3101190017	Shipped Date Jan 01, 2025 Jan 01, 2025 Jan 01, 2025 Jan 01, 2025 Jan 01, 2025 Jan 01, 2025	Due Date Jan 10, 2025 Jan 17, 2025 Jan 03, 2025 Jan 03, 2025 Jan 03, 2025 Jan 03, 2025	yes yes yes yes yes yes yes	D1923101050067 D19231010500149 D19291010M0031 D19291010M0099 D19291010M0032 D19291010M0032	D1923101050097 D1923101050088 D19221010011142 D19291010M1188 D19291010M1088 D19291010M178 D1923101050017	DS8108 DS3608 TC75X TC51XX MC95XXK DS8108	DS8108-SR00006ZZWW DS3608-SR00003VZWW TC75AH-KA11ES-A1 TC510K-2PAZU4P-US MC95N0-RL4SCLE0A DS8108-SR00006ZZWW	STORE254 STORE260 STORE203 STORE260 STORE203 STORE203 STORE202		> System Tags			

1. Data Grid Columns

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

Proactive Battery Replacement

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

Tile View

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

Proactive Battery Replacement	
Replacement Required ⁽²⁾	60 Batteries
👩 Good/Normal 🕲	417 Batteries
Unable to Predict [®]	4 Batteries
	VIEW REPORT >

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 121 or Replace Batteries on page 124.

Repair & Support



1. Battery Health Status Area

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



2. Replacement Required Tab

Set Filter													
Select C	olumn 🗸	Search text			earch Cle	ar							
OCICCI O	Julin -	Searchitext											
Total Batteri	es (60)												
Contract No.	Device SR No.	Device Name	Model	Battery SR No.	Manufact Date	Part No.	Orderable Battery Part No.	Health Status 💿	Reason for Status	Last ⑦ Seen Date	Last ⑦ Seen Site	Hierarchy	Site Address
D6920241	D19291010M	TC52-D19291010	TC52	T493341	Dec 02, 2017	BT-000351-00 R.A	BTRY-TC52-D0349-1	Replacement Required	Poor Battery Health	Apr 09, 2025	STORE145	ZEBRA/REGION/COUNTRY/STORE145	1125 SANCTUAR
D6920241	D19291010M	TC75X-D1929101	TC75X	A448861	Oct 23, 2017	BT-000351-00 R.A	BTRY-TC75X-D0673-1	Replacement Required	Poor Battery Health	Apr 09, 2025	STORE157	ZEBRA/REGION/COUNTRY/STORE157	1125 SANCTUAR
D6920241	D19291010M1	TC51-D19291010	TC51	T546755	Dec 13, 2018	BT-000300-01 R.B	BTRY-TC51-D1283-1	Replacement Required	Poor Battery Health	Apr 08, 2025	STORE160	ZEBRA/REGION/COUNTRY/STORE160	1125 SANCTUAR
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 SANCTUAR
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 SANCTUAR
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 SANCTUAR
D6920241	D19291010M	TC75X-D1929101	TC75X	T434913	May 10, 2018	BT-000351-00 R.A	BTRY-TC75X-D0222-1	Replacement Required	Poor Battery Health	Apr 09, 2025	STORE117	ZEBRA/REGION/COUNTRY/STORE117	1125 SANCTUAR
D6920241	D19291010M1	TC51-D19291010	TC51	P436779	Dec 14, 2018	BT-000302-02 R	BTRY-TC51-D1086-1	Replacement Required	Poor Battery Health	Apr 08, 2025	STORE124	ZEBRA/REGION/COUNTRY/STORE124	1125 SANCTUAR
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 SANCTUAR
D6920241	D19291010M	TC75X-D1929101	TC75X	P714930	Dec 12, 2018	BT-000314-60 R.B	BTRY-TC75X-D0145-1	Replacement Required	Poor Battery Health	Apr 08, 2025	STORE135	ZEBRA/REGION/COUNTRY/STORE135	1125 SANCTUAR

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.

Set Filter												
Select Column	✓ Sear		Search	Clear								
Select Column	• Sean	in text	- Second -	Citta								
fotal Batteries	40											
otal Batteries	(18)											
Contract No.	Device SR No.	Device Name	Model	Battery SR No.	Manufacture Date	Part No.	Health Status 🛞	Reason for Status	Last Seen (9) Date	Last Seen Site	Hierarchy	Site Address
06920241001	D19291010M0145	TC75X-D19291010M0145	TC75X	A644583	Nov 23, 2018	BT-000351-00 R.A	Replacement Required	Poor Battery Health	Apr 11, 2025	STORE135	ZEBRA/REGION/COUNTRY/STORE135	1125 SANCTUARY PKWY, ALPHARETTA, GA
6920241009	D19291010M0865	MC95-D19291010M0865	MC95	P655801	Jan 04, 2020	BT-000314-60 R.B	Replacement Required	Poor Battery Health	Apr 11, 2025	STORE121	ZEBRA/REGION/COUNTRY/STORE121	1125 SANCTUARY PKWY, ALPHARETTA, GA
06920241010	D19291010M1012	TC51-D19291010M1012	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
06920241004	D19291010M1230	TC51-D19291010M1230	TC51	T139985	Sep 20, 2018	BT-000314-01 R.D	Replacement Required	Poor Battery Health	Apr 12, 2025	STORE150	ZEBRA/REGION/COUNTRY/STORE150	1125 SANCTUARY PKWY, ALPHARETTA, GA
06920241002	D19291010M0115	TC51-D19291010M0115	TC51	A583938	Dec 23, 2017	BT-000351-00 R.A.	Replacement Required	Poor Battery Health	Apr 12, 2025	STORE111	ZEBRA/REGION/COUNTRY/STORE111	1125 SANCTUARY PKWY, ALPHARETTA, GA
06920241004	D19291010M0099	TC75X-D19291010M0099	TC75X	A350401	Oct 23, 2017	BT-000314-60 R.B	Replacement Required	Poor Battery Health	Apr 12, 2025	STORE103	ZEBRA/REGION/COUNTRY/STORE103	1125 SANCTUARY PKWY, ALPHARETTA, GA
06920241006	D19291010M0358	TC52-D19291010M0358	TC52	T578498	Aug 19, 2017	BT-000314-60 R.B	Replacement Required	Poor Battery Health	Apr 10, 2025	STORE148	ZEBRA/REGION/COUNTRY/STORE148	1125 SANCTUARY PKWY, ALPHARETTA, GA
06920241005	D19291010M0365	TC52-D19291010M0365	TC52	A288486	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
06920241008	D19291010M0614	TC52-D19291010M0614	TC52	A990402	Dec 03, 2018	BT-000302-02 R.B	Replacement Required	Poor Battery Health	Apr 12, 2025	STORE153	ZEBRA/REGION/COUNTRY/STORE153	1125 SANCTUARY PKWY, ALPHARETTA, GA
D6920241007	D19291010M0084	MC95-D19291010M0084	MC95	P747046	Nov 18, 2017	BT-000351-00 R.A	Replacement Required	Poor Battery Health	Apr 12, 2025	STORE105	ZEBRA/REGION/COUNTRY/STORE105	1125 SANCTUARY PKWY, ALPHARETTA, GA 3

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.

eplaced batte											
	ries are still in use b	eyona threshold									
ote: Batteries	in the "Pending" ta	o can take up to 1 l	hour to mo	ove into the "Replac	ed Batteries" tab. Re	placed batteries will	be listed here for up to 180	days after replacement is i	dentified.		
Set Filter											
0-1	imn 🖌 Sei	arch text		Search Clei							
Select Colu	umn 👻 sea	arch text		Search Cle	ar						
otal Batteries	(404)										
Contract No.	Device SR No.	Device Name	Model	Battery SR No.	Manufacture Date	Part No.	Orderable Battery Part No.	Replaced, Still in 💿 🗸 Use	Date Marked for Replacement	Last Seen ⑦ Date	Last Seen Sit
06920241003	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
6920241008	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
06920241009	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
06920241012	D19291010M1415	TC52-D1929101	TC52	A942475	Dec 22, 2018	BT-000314-01 R.E	BTRY-TC52-D1415-1	YES, >= 39 Days	Feb 20, 2025	Feb 21, 2025	STORE150
6920241010	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
	D19291010M0396	TC51-D1929101	TC51	T432186	Sep 22, 2018	BT-000314-01 R.E	BTRY-TC51-D0396-1	YES, >= 39 Days	Feb 15, 2025	Feb 16, 2025	STORE148
6920241012	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
		TC52-D1929101	TC52	T120679	Sep 30, 2019	BT-000351-00 R.A	BTRY-TC52-D0718-1	YES, >= 39 Days	Feb 16, 2025	Feb 17, 2025	STORE135
06920241012 06920241009 06920241012	D19291010M0718			A525210	Sep 20, 2018	BT-000351-00 R.A	BTRY-MC95-D0087-1	YES, >= 39 Days	Feb 18, 2025	Feb 20, 2025	STORE127
06920241009	D19291010M0718 D19291010M0087	MC95-D192910	MC95	A525210	3ep 20, 2016						

Data Grid Column

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

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

```
Replaced, Still in<br/>UseImage: Constraint of the second se
```

5. Ordered Tab

Set Filter	umn 🖌	Search te	avt	earch C	lear					Ordered Quantity					
001001 001		Jearch							234						
Total Records	al Records (23)														
Contract No.	Order No.	Line No. 🗸	Orderable Battery Part No.	Quantity	Order (?) Status	Shipping Date	Carrier	Tracking No.	Site Name	Hlerarchy	Shipping Address				
D6920241010	3013002014	14	BT-000300-01 R.F	13	Shipped	Jan 14, 2025	BLUE DART	516276000015	STORE124	ZEBRA/REGION/COUNTRY/STORE124	585 HOWARD STREET OSWEGO NY 13126				
D6920241010	3013002014	14	BT-000301-01 R.B	11	Shipped	Mar 14, 2025	BLUE DART	516276000172	STORE124	ZEBRA/REGION/COUNTRY/STORE124	585 HOWARD STREET OSWEGO NY 13126				
D6920241010	3013002013	13	BT-000302-02 R.B	6	Shipped	Jan 11, 2024	FEDEX GROUND	516276000173	STORE123	ZEBRA/REGION/COUNTRY/STORE123	585 HOWARD STREET OSWEGO NY 13126				
D6920241010	3013002013	13	BT-000302-02 R.B	5	Shipped	Mar 20, 2025	FEDEX GROUND	516276000075	STORE123	ZEBRA/REGION/COUNTRY/STORE123	585 HOWARD STREET OSWEGO NY 13126				
D6920241010	3013002012	12	BT-000301-01 R.B	19	Shipped	Jan 29, 2025	BLUE DART	516276000059	STORE127	ZEBRA/REGION/COUNTRY/STORE127	585 HOWARD STREET OSWEGO NY 13126				
D6920241010	3013002011	11	BT-000301-01 R.B	13	Shipped	Feb 22, 2025	FEDEX GROUND	516276000027	STORE128	ZEBRA/REGION/COUNTRY/STORE128	585 HOWARD STREET OSWEGO NY 13126				
D6920241010	3013002010	10	BT-000300-01 R.F	10	Shipped	Feb 14, 2025	BLUE DART	516276000034	STORE115	ZEBRA/REGION/COUNTRY/STORE115	105 KROME AVE MIAMI FL 33185 3700				
D6920241010	3013002009	9	BT-000301-01 R.B	6	Shipped	Feb 20, 2025	FEDEX GROUND	516276000020	STORE121	ZEBRA/REGION/COUNTRY/STORE121	585 HOWARD STREET OSWEGO NY 13126				
D6920241010	3013002008	8	BT-000301-01 R.B	19	Shipped	Mar 03, 2025	FEDEX GROUND	516276000070	STORE132	ZEBRA/REGION/COUNTRY/STORE132	105 KROME AVE MIAMI FL 33185 3700				
D6920241010	3013002008	8	BT-000301-01 R.B	5	Delayed	N\A			STORE115	ZEBRA/REGION/COUNTRY/STORE115	105 KROME AVE MIAMI FL 33185 3700				

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

Data Grid Column

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

Sorting

• Default sorting is based on the shipped date.

Use Case(s)

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

6. Contracts Tab

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

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		
ji		_
	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
Sexpected	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 D 25	ORDERS O EXPECTED 222		IN REPAIR 52				HIPPED 99		AVAILABLE SPARES 9		
										0	:
Service Order No	Repair No	Exchange Type	Customer Ref No	Open Date	Customer Due Date	Expected Device SN	Model No	Full Mode	l No	Date of Manufacture	
22005844	DEMO-CO1- RMA-464-201903	Advance Exchange	03783993	11 Mar 2019	12 Mar 2019	DEMO-C01-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	© EXPEC 222	EXPECTED D		IN REPAIR 52		sн 19	IPPED 99	AVAILABLE S 9	PARES
									◙ Ⅲ :
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-C01-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				REPAIRED 51		SHIPPED 199	AVAILAB 9	LE SPARES	
									<u>e</u>
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-136-2019	03 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-310-2019	03 Advance Exchange	03766397	11 Mar 2019	DEMO-CO1-SN-340	тс75х	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

FAST 25	RACK			OPEN ORDERS			EXPECTED 19			IN REPAIR 2			REPAIRED () 30			SHIPPED 39			AVAILABLE SPAI 38	RES	
																					•
	Service Order No.	Repair No.	Exchange Type	Customer Reference No.	Repaired Date	Received Device SR No.	Model	Full Model No.	Manufacture Date	Last Known Site	Store No.	Inbound Tracking No.	Problem Code 1	Problem Code 2	Problem Description	Fault	Action	Remedy	Repair Classification	30 Dey Repeat	SFDC Case No.
	DR-10010000-	DR-100-10000- 1-2024	Fast Track	10011900882	Aug 30, 2024	D19001010MS	291 MC95XXK	MC95N0- RL4SCLE0A	Oct 27, 2021	Spare pool	Spare pool	78000182635	ö Speaker	no sound		Audio-Speaker Failure-No Sound	Replace/Install	Housing, Trigger, Minor Component	Feilures	Y	DC-007/2024
	DR-0010000-	DR-00010000- 1-2024	Fast Track	1001+400883	Aug 30, 2024	D10004040M1	013 CC605	CC000-10- 3200LCWW	Aug 13, 2019	9 STORE138	STORE154	78001182592	2 Software	general problem		Display-Touch Panel, Software- Corrupted Software	Replace/Install, Repair	Housing, Trigger, Minor Component	Failures	Y	DC-079-2024
	DR-10010000	DR-100-10000- 1-2024	Fast Track	1001000884	Aug 30, 2024	D10000010M1	181 TC51XX	TC510K- 2PAZU4P-US	Sep 01, 2021	STORE142	STORE142	780001828011	Unspecified			Software- Application Problem	Reload	Software	NTF	Y	DC-000-2024
	DR-10010000	DR-100+0001- 1-2024	Fest Track	10011000891	Sep 03, 2024	D10001010M1	013 TC75X	TC75AH- KA11ES-A1	Mer 29, 2011	9 STORE102	STORE153	780001826991	5 Display	debris		Damaga-Usb Port, Damage- Component, Camera-Error Message, Damage- Antenna, Damage- Cracked Touch Panel	Replace/install, Replace/install, Replace/install, Replace/install, Replace/install	Minor Component, Touch Panel, Housing	Damage	N	DC-100-2024
	DR-10010010	DR-10010000- 1-2024	Fast Track	1001000892	Aug 31, 2024	D10201010MS	291 MC95XXX	MC95N0- RL4SCLE0A	May 11, 201	9 STORE151	STORE136	78000182653	3			Damage- Trigger, Damage- Trigger	Replace/Install, Replace/Install	Housing, Trigger, Minor Component	Damage	N	DC-101-2024
	DR-10010000	DR-10010000- 1-2024	Fast Track	10011000893	Aug 31, 2024	Diegenenomi	013 CC605	CC000-10- 3200LCWW	May 03, 202	D STORE126	STORE136	78000182770	9 Speaker	no sound		Audio-Speaker Failure-No Sound	Replace/Install	Housing, Trigger, Minor Component	Failures	Y	DC-800/2024

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	
										8 💷 :
Service Order No	Repair No	Exchange Type	Customer Ref No	Ship Date	Shipped Device SN	Model N	lo	Full Model No	Date of Manufacture	Shipped Site Name
22004643	DEMO-C01-RMA-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-C01-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 25	EXPECTED 222	IN REPAIR 52	REPAIRED 51	SHIPPED 199	AVAILABLE SPARES () 9
					9
SparePool ID	SparePool Name	Serial Number	Model No	Last Repair Number	Repair Complete Date
DEMOC01	DEMO COMPANY 2-DEMOCO1	DEMO-CO1-SN-837	TC75X		15 Jun 2017
DEMOC01	DEMO COMPANY 2-DEMOCO1	DEMO-CO1-SN-834	TC75X		

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

Data Grid Column

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

Use Case(s)

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

• Search for Repair

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

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

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

× Repair History	1 Repairs	X Repair Details 05 Aug 2018 DEMO	D-CO1-RMA-176-201808				I
Open Date		Zebra DEMO-C01-RMA-176-201808	Exchange Type Advance Exchange	SFDC DEMO-C01-CASE-37-201808	Contract DEMO-CO1-CONTRACT-ID-1	Customer Reference No	
05 Aug 2018 09:31:23 PM	Zebra DEMO-CO1-RM.	 01 Aug 2018 09:31:23 PM 	Open				
		Expected Serial # DEM0-C01-SN-85	Model # TC75AH-KA11ES-A1	Carrier FEDEX		Airway Bill # 422754863711	Customer Due Date 01 Aug 2018 03:31:23 AM
		Problems	1. Memory				
		 03 Aug 2018 10:09:33 AM 	Shipped				
		Shipped Serial # DEM0-C01-SN-86	Model # TC75AH-KA11ES-A1		Carrier FEDEX		Outbound Tracking # 422754863711
		Site	DEMO-CO1-SITE-NAME-28 10109 CEDAR RUN Tampa	FL 33619 United States			
		 19 Aug 2018 06:42:47 AM 	In Repair				
		Received Serial # DEMO-CO1-SN-85	Model # TC75AH-KA11ES-A1		Carrier FEDEX		Inbound Tracking # 231544470878243
		Site	DEMO-CO1-SITE-NAME-28 10109 CEDAR RUN Tampa	FL 33619 United States			

SV + Accidental Damage Feature

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

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

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

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

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

Repair & Support

OPEI O	N ORDERS		EXPECTED 0		IN REPAIR O		REPAIRED 1		SHIPPED 1			
											r. III	۰
•	Service Order No.	Repair No.	SV- ⑦ Accidental Damage	Exchange Type	Customer Reference No.	Repaired Date	Received Device SR No.	Model	Full Model No.	Manufacture Date	La: Siti	st Kna e
	24657146	24657146-2	-	Repair and Return		Oct 16, 2020	19009521401315	TC20XX	TC200J-1KC111A6	Jan 09, 2019		
<												>

On-Site Repair Data



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

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

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

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

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

Filters	
Search for Site Q Search For Repair	Q
Mobile Computers Models System Tags User Tags	Repair Type 👻
	Repair Type X
Repair Tracking	O Depot
10	On-Site
8	
~	
Country 6	
bevice Count	

Tile Alert Thresholds

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

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

Date Range Options

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

Use Case(s)

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

Repair Repeat Rate

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

Tile View

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

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

Expanded View

The expanded view shows additional information.

🔊 Repair Re	peat Rate											Export	Report +
Search for site		Q,	Mobile Computers								Last 12 Months 🕞		
Last 12 Months (Jan 01,	2017 - Dec 31, 2017)												
Repeat Net Last full month Dec 201 Top models with repeat in			100.0% MC55N0	94.40%	FC51	L	Repeat Gross ast full month Dec 2017 op models with repeat gross		100.0% MC55ND		94.48% TC51		
All Models -													
					Repair Re	epeat Net vs. Repeat Gr	oss For All Models						
									_				100%
													758
													And Parent
										<u> </u>			son of
										\sim			device s
				/									258 "
					h an			Aug.	fas.	07		a nor	
jan 2017	Fe0 2017	Ma 201	r Apr 7 2017	May 2017	jun 2017			Aug 2017	54p 2017	Oct 2017	Nov 2017	Dec 2017	
						Repeat Net Repe	at Gross						
												19	
Service Order Number	Repair Number	Custome Number	r Ref Open Date	Repair Complete Date	Repair Complete Month	Exchange Type	Received Device SR No	Model No	Full Model No	No Days Repeat	Repeat Gross	Repeat Net	
null	10535115-1		2017-10-13	2017-10-13	Oct 2017	Advance Exchange	16350522500745	TC51	T0510K-1PAZU2P-US	0	Y	Y	
nul	10535116-1		2017-10-13	2017-10-13	Oct 2017	Advance Exchange	16350522500745	T051	TC510K-1PAZU2P-US	0	Y	Y	
nul	10535117-1		2017-10-13	2017-10-13	Oct 2017	Advance Exchange	16350522500745	TC51	T0510K-1P4ZU2P-US	0	γ	Y	
	10535118,1		2017-10-13	2017/10/13	Ore 2017	Advance Systems	16244522501428	T051	T0510K-1047L/20118	10	v	v	

Data Grid Columns

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

Repeat Gross

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

Repeat Net

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

2. Available Filters

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

Repair Repeat Rate	
Threshold - Repeat Net	0
Repeat Net threshold is percentage of repeat repairs due to device failure only.	
0%	
8	
	_
Threshold - Repeat Gross	0
Repair Gross threshold is percentage of repeat repairs due to device failure as well as No Trouble Found.	
0 %	

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

Repair Return Rate

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

Tile View

The tile displays the repair return rate.

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

Expanded View



The expanded view shows additional information.

1. Summary View

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

Data Grid Columns

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

Use Case(s)

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

2. Return versus Failure Rate View



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

Data Grid Columns

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

Use Case(s)

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

3. Damage Rate View



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

Data Grid Columns

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

Use Case(s)

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



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

Repair & Support

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

Data Grid Columns

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

Use Case(s)

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

Tile Alert Threshold

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

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

Date Range Options

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

Top Repair Metrics

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

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

Data Grid Columns

• Data grid is not available for this report.

Tile View

 Top Repair Metrics

 TOP FAULTS

 10,000

 5,000

 0

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

Expanded View

The expanded view shows additional information.

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

Repair & Support



1. Top Sites



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

Use Case(s)

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

2. Top Problems



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

Use Case(s)

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



3. Top Faults

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

Use Case(s)

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

4. Top Faults on Damaged Units



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

Use Case(s)

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



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

Use Case(s)

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

6. Top Repeat Faults



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

Use Case(s)

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

Date Range Options

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

Detailed Insights

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

Overview of Operational Reports and Insight Summaries

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

Table 1	Detailed Insights > Battery Menu
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Report Name	Description	Highlights
Battery Discharge Rate	Provides insights on the average battery hourly discharge rate reported by Site,	Available with VisibilityIQ Foresight.
	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 Level	Provides insights on the average battery level reported by Site, Device Model, and Individual Device for the specified	Data available for mobile computers and Zebra Link-OS mobile printers, when applicable.
	date range.	For printers
		 Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.
		Zebra Link-OS printers only.
Battery Swap Activity	 Provides insights on the aggregation of battery swaps at enterprise, site, and device levels during the time frame selected by the user. 	Available with VisibilityIQ Foresight.
		 Requires Zebra Data Analytics (ZDS) agent enabled on Zebra Android devices and Internet access from devices.
		Zebra Android devices only.
Critical Battery Events	Provides insights on a number of critical battery events (battery level below 30%)	Provide top sites with the most events reported.
	associated with devices over the last	Available with Visibility Foresight.
	30 days on the dashboard and over the data range as selected by the user. The report will show if there are sites with	Data available for mobile computers and Zebra Link-OS printers, when applicable.
	too many devices with critical battery events.	For printers
		 Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.
		Zebra Link-OS printers only.

Table 1 Detailed Insights > Battery Menu (Continued)

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

Table 2 Detailed Insights > Devices Menu

Report Name	Description	Highlights
Devices in Operation	Provides information on all devices reported by MDM and/or the ZDS Agent. The devices are categorized into Utilized , Un-Utilized , and Out of Contact .	 Available with Visibility Foresight. Data available for mobile computers, scanners, and Zebra Link-OS printers, when applicable. For printers Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices. Zebra Link-OS printers only. For scanners Requires Zebra IoT Connector enabled on Windows or Linux which must first be installed and running. Supports MP7000, DS36 and DS81 Series Scanners.

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	Available with Visibility Foresight.
	devices were newly activated during the time range specified. It also shows the first utilized devices and sites at which	 Data available for mobile computers and Zebra Link-OS printers, when applicable.
	the devices were first utilized during the	For printers
	same time range.	 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 pin- point potential Lost/Stolen devices. The sites with high number of OOC devices are alerted.	Provides top sites with the most out of contact devices.
		Provides last know access point (AP) for out of contact devices.
		Available with VisibilityIQ Foresight.
		Data available for mobile computers, scanners, and Zebra Link-OS printers, when applicable.
		For printers
		 Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.
		Zebra Link-OS printers only.
		For scanners
		 Requires Zebra IoT Connector enabled on Windows or Linux which must first be installed and running.
		 Supports MP7000, DS36 and DS81 Series Scanners.
Predictive States	Provides insights on the top categories of insights on issues that may happen to the devices based on analytics of	Provides summary of issues identified and sites/ devices impacted.
	historical data.	Available with Visibility Foresight.

Table 2 Detailed Insights > Devices Menu (Continued)

Report Name	Description	Highlights
Printer Alerts	Provides insight on alerts received from printers and whether the alerts are cleared within specified threshold time limit.	 Available with VisibilityIQ Foresight. Data available for Zebra Link-OS printers. Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.
Printer Insights	This summary page provides a one- page view with multiple insights derived from all relevant printer reports. This includes information on inventory, utilization, alerts, setting changes, battery performance, and more. The data is displayed in an easy-to- understand format that features both numbers and graphs. For deeper analysis, direct links to individual battery reports are available, enabling access to more detailed levels of information.	Available with VisibilityIQ Foresight.
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	Available with Visibility Foresight.		
	derived from all onboarded contracts and MDM platform (if applicable). The report also indicates the device states in	 Data available for mobile computers, scanners, and Zebra Link-OS printers, when applicable. 		
	the operational environment and repair workflow.	For printers		
	WORKNOW.		• Requi visibil	 Requires Zebra Printer Connector (ZPC) visibility agent enabled on Zebra Link-OS printers and Internet access from devices.
		Zebra Link-OS printers only.		
		For scanners		
			 Requires Zebra IoT Connector enabled on Windows or Linux which must first be installed and running. 	
		 Supports MP7000, DS36 and DS81 Series Scanners 		

Table 3 Detailed Insights > Utilization Menu

Report Name	Description	Highlights
Application Analytics	Provides insights on the applications and versions installed on devices and tracks and compares total minutes used by each application.	 Available with VisibilityIQ Foresight. Requires Zebra Data Analytics (ZDS) agent enabled on Zebra Android devices and Internet access from devices. Zebra Android devices only.
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.
Scan Metrics	Provides insights on the total number of scans and the number of successful scans and compares the symbology from scans performed by Zebra Android mobile computers.	 Available with VisibilityIQ Foresight. Requires Zebra Data Analytics (ZDS) agent enabled on Zebra Android devices and Internet access from devices. Zebra Android devices only.
Storage Memory Utilization	Provides insights on the top sites with storage memory issues per user's settings. The report will provide a color- coded alert on the report tile to indicate if there are sites with too many devices with storage memory issues.	 Alert on top sites with storage memory issue. Data available for mobile computers.
Utilization Rightsizing	Provides insights on top sites with the least and most device utilization per user's settings. The report will provide a color-coded alert on the report tile to indicate if there are sites with too much or too little device utilization.	 Alert on sites with too much or too little device utilization. Data available for mobile computers.
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	3.07%
Last 7 Days	VIEW REPORT >

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

Detailed Insights

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 >



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.



The expanded view shows additional information.



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



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

Critical Battery Events

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

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

Report Settings

An admin can modify the report threshold values.

1. Click Settings > Report Settings.

The Report Settings screen displays.

2. Click Critical Battery Events.

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

The Threshold settings screen displays.

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

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



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

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

Tile View

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



Expanded View

The expanded view shows additional information.



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



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

Smart Battery Health

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

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

Tile View

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

Smart Battery Health	
Replace Now ⁽²⁾	33 Batteries
🤣 Replace Soon 🕲	34 Batteries
⊘ Good Batteries [®]	191 Batteries
 Excellent Batteries [®] 	123 Batteries
Investigate Data Transmission Issue ⁽²⁾	12 Batteries
	VIEW REPORT >

Tile Alert Threshold Settings

An admin can modify the report threshold values.

The default values for the tile settings are as shown:

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

The settings can be modified to align with individual standards.

1. Click Settings > Report Settings.

The Report Settings screen displays.

2. Click Smart Battery Health.

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

The **Threshold** settings screen displays.

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

Expanded View

The expanded view shows additional information.

	SMART	BATTERY H	EALT	Н												Filters
ST RE		MINUTES AGO														🔒 Date
	1201120 001	1111101201100														Yesterday
BATTER	Y HEALTH STA	ATUS														
													593	BATTERIES	S IN USE	> Device Type
					57											
					47 9.6%											Include all
				1	16 79% 32.4%	192										
																Model
					47.4%											Include all
					281											
					281											> System Tags
		Excell	lent Batter	V Good Bat	terv 🗧 Investigate Data Transm	nission	Replace	e Now 📃 R	eplace Soon							Include all
		Excell	lent Batter	y 🧧 Good Bat	ttery 📕 Investigate Data Transm	nission	Replace	e Now 📃 R	eplace Soon							Include all
		Excell	lent Batter	y Good Bat		nission	Replac	e Now 📃 R	eplace Soon							Include all User Tags
	r t Column	Excell Search te		y Good Bat	Search Clear	nission	Replace	e Now 📃 R	eplace Soon							> User Tags
				y Good Bat		nission	Replace	e Now 📃 R	eplace Soon							
Selec		✓ Search te		y Good Bat		nission	Replace	e Now 📃 R	eplace Soon							> User Tags
Selec Battery H	t Column	✓ Search te		y Good Bat		Туре		Health % (2) Indicator	RUL @ (in days)	Last ⑦ Seen Date	Last Seen Site	Device SR No.	Model (9).	Device Type	Status 🕐	> User Tags
Select Battery H Battery SR No.	t Column Health Status (Manufacture	✓ Search te	ext	Health (7)	Search Clear	Туре	Cycle (?)	Health % ()	RUL @ (in	Last ⑦ Seen				Device Type MOBILE COMPUTER		> User Tags
Selec Battery H Battery SR No. A530914	t Column Health Status (Manufacture Date	Search te (593) Part No.	state	Health ® Status	Search Clear Reason for Status ®	Type PP+	Cycle ⑦ Count	Health % () Indicator	RUL ⑦ (in days)	Last ⑦ Seen Date	Seen Site			MOBILE COMPUTER	IN USE	> User Tags
Battery H Battery SR No. A530914 P120455 A192049	Health Status (Manufacture Date	Search te Search te Part No. Rev. C	State ACTIVE ACTIVE OOC	Health ® Status Replace Now	Search Clear Reason for Status (?) Remaining Useful Life < 31 days	Type PP+ PP+	Cycle ⑦. Count 830	Health % ⑦ Indicator 37	RUL ⑦ (in days) 5	Last ⑦ Seen Date Feb 7, 2025	Seen Site STORE103	D19291010M0099	TC75X TC51	MOBILE COMPUTER MOBILE COMPUTER	IN USE	> User Tags
Select Battery H Battery SR No. A530914 P120455 A192049 P721850	Health Status (Manufacture Date Oct 23, 2017 Nov 11, 2019 Dec 02, 2017 Aug 10, 2018	Search te Search te	State ACTIVE ACTIVE OOC ACTIVE	Health ⑦ Status ⑦ Replace Now Excellent Battery Good Battery Good Battery	Search Clear Reason for Status (*) Remaining Useful Life <31 days Remaining Useful Life 365+ days Remaining Useful Life 91 to 365 days	Type PP+ PP+ PP+ PP+	Cycle ⑦ Count 830 157 305 322	Health % ⑦ Indicator 37 84 88 84	RUL ⑦ (In days) 5 389 260 92	Last Seen Date Feb 7, 2025 Feb 9, 2025 Feb 7, 2025 Feb 7, 2025	Seen Site STORE103 STORE102 STORE121 STORE152	D19291010M0099 D19291010M1160 D19291010M0092 D19291010M0013	тс75X тс51 тс75X тс51	MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER	IN USE IN USE IN USE IN USE	> User Tags
Select Battery H Battery SR No. A530914 P120455 A192049 P721850	Health Status (Manufacture Date Oct 23, 2017 Nov 11, 2019 Dec 02, 2017	Search te Search te	State ACTIVE ACTIVE OOC	Health (*) Status Replace Now Excellent Battery Good Battery	Search Clear Reason for Status (9) Remaining Useful Life <31 days	Type PP+ PP+ PP+ PP+	Cycle ⑦ Count 830 157 305	Health % (*) Indicator 37 84 88	RUL () (in days) 5 389 260	Lest ⑦ Seen Date Feb 7, 2025 Feb 9, 2025 Feb 7, 2025	Seen Site STORE103 STORE102 STORE121	D19291010M0099 D19291010M1160 D19291010M0092 D19291010M0013 D19291010M0409	тс75X тс51 тс75X	MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER	IN USE IN USE IN USE	> User Tags
Selec Battery F Battery SR No. A530914 P120455 A192049 P721850 A467772 P364095	Health Status (Manufacture Date Oct 23, 2017 Nov 11, 2019 Dec 02, 2017 Aug 09, 2019 Sep 22, 2018	Search te Search te	State ACTIVE ACTIVE OOC ACTIVE OOC OOC	Health ⑦ Status ⑦ Replace Now Excellent Battery Good Battery Good Battery	Search Clear Reason for Status (*) ************************************	Type PP+	Cycle (P. Count) 830 157 305 322 108 394	Health % ⑦ Indicator 37 84 88 84 95 82	RUL (0) (in days) 5 389 280 92 186 319	Last ⑦ Seen Date Feb 7, 2025 Feb 9, 2025 Feb 7, 2025 Feb 7, 2025 Feb 9, 2025 Feb 9, 2025 Feb 8, 2025	Seen Site STORE103 STORE102 STORE121 STORE152 STORE150 STORE154	D19291010M0099 D19291010M1160 D19291010M0092 D19291010M0013 D19291010M0409	тс75X тс51 тс75X тс51	MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER	IN USE IN USE IN USE IN USE IN USE IN USE	> User Tags
Selec Battery F Battery SR No. A530914 P120455 A192049 P721850 A467772 P364095 P194889	Health Status (Manufacture Date Oct 23, 2017 Nov 11, 2019 Dec 02, 2017 Aug 09, 2019 Sep 22, 2018 Dec 04, 2018	Search te Search te	State ACTIVE ACTIVE OOC ACTIVE OOC OOC ACTIVE	Health (*) Status Replace Now Excellent Battery Good Battery Good Battery Good Battery Good Battery	Search Clear Reason for Status ()	Type PP+	Cycle ⑦ Count 830 157 305 322 108 394 288	Health % ⑦ Indicator 37 84 88 84 95 82 97	RUL () (in days) 5 260 92 166 319 165	Last ⑦ Seen Date Feb 7, 2025 Feb 9, 2025 Feb 7, 2025 Feb 7, 2025 Feb 8, 2025 Feb 8, 2025 Feb 8, 2025	Seen Site STORE103 STORE102 STORE121 STORE152 STORE150 STORE154 STORE134	D19291010M0099 D19291010M1160 D19291010M0092 D19291010M0013 D19291010M0409 D19291010M0150 D19291010M0787	TC75X TC51 TC75X TC51 TC75X TC75X MC95	MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER	IN USE IN USE IN USE IN USE IN USE IN USE IN USE	> User Tags
Selec Battery F Battery SR No. A530914 P120455 A192049 P721850 A467772 P364095 P194889 P494049	t Column Health Status (Manufacture Date Oct 23, 2017 Nov 11, 2019 Dec 02, 2017 Aug 10, 2018 Aug 09, 2019 Sep 22, 2018 Dec 04, 2018 Sep 21, 2017	Search te Search te	State ACTIVE ACTIVE OOC ACTIVE OOC ACTIVE ACTIVE	Health Status Replace Now Excellent Battery Good Battery Good Battery Good Battery Good Battery Good Battery Good Battery	Search Clear Reason for Status (*) Remaining Useful Life <31 days Remaining Useful Life 315 days Remaining Useful Life 91 to 365 days	Type PP+ PP+	Cycle ⑦ Count 830 157 305 322 108 394 288 322	Health % (?) Indicator 37 37 44 88 84 95 84 95 82 95 97 97 92	RUL (0) (in days) 5 280 280 92 166 319 165 114	Last ⑦ Seen Date Feb 7, 2025 Feb 7, 2025 Feb 7, 2025 Feb 7, 2025 Feb 8, 2025 Feb 8, 2025 Feb 8, 2025 Feb 7, 2025	Seen Site STORE103 STORE102 STORE121 STORE152 STORE150 STORE154 STORE134 STORE144	D19291010M0099 D19291010M160 D19291010M06092 D19291010M0092 D19291010M0409 D19291010M0150 D19291010M0787 D19291010M129	TC75X TC51 TC75X TC51 TC75X TC75X MC95 TC75X	MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER	IN USE IN USE IN USE IN USE IN USE IN USE IN USE IN USE	> User Tags
Selec Battery F Battery SR No. A530914 P120455 A192049 P721850 A467772 P364095 P194889	Health Status (Manufacture Date Oct 23, 2017 Nov 11, 2019 Dec 02, 2017 Aug 09, 2019 Sep 22, 2018 Dec 04, 2018	Search te Search te	State ACTIVE ACTIVE OOC ACTIVE OOC OOC ACTIVE	Health (*) Status Replace Now Excellent Battery Good Battery Good Battery Good Battery Good Battery	Search Clear Reason for Status ()	Type PP+ PP+	Cycle ⑦ Count 830 157 305 322 108 394 288	Health % ⑦ Indicator 37 84 88 84 95 82 97	RUL () (in days) 5 260 92 166 319 165	Last ⑦ Seen Date Feb 7, 2025 Feb 9, 2025 Feb 7, 2025 Feb 7, 2025 Feb 8, 2025 Feb 8, 2025 Feb 8, 2025	Seen Site STORE103 STORE102 STORE121 STORE152 STORE150 STORE154 STORE134	D19291010M0099 D19291010M160 D19291010M06092 D19291010M0092 D19291010M0409 D19291010M0150 D19291010M0787 D19291010M129	TC75X TC51 TC75X TC51 TC75X TC75X MC95 TC75X	MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER MOBILE COMPUTER	IN USE IN USE IN USE IN USE IN USE IN USE IN USE IN USE	> User Tags

Set Filter							
Select C	olumn 👻 Search text	Searc	h Clear				
Smart Patta	ry Health - Compare Site Health (59)						
Sinait Datte	y riealur - compare site riealur (55)						
Site Name	Hierarchy	Total Batteries In Use	Replace ⑦ ^ Now	Replace ⑦ Soon	Good ⑦ Batteries	Excellent ⑦ 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 121.
- 2. Battery Health Status Table
 - The battery health status section offers remaining useful life (RUL) information for batteries, detailing the part number, device model, and last known site, which aids in battery replenishment planning. You can sort the columns based on things such as part number, device model, or site, if desired.
- 3. Compare Site Health, Part Number, Model, Site & Part Number, Site & Model
 - The tabs at the bottom of the screen display the total number of batteries and the number of batteries in each health status category.
- 4. Data Grid Columns
 - Battery Serial No, Manufacture Date, Part No, State, Health Status, Reason for Status, Type, Cycle Count, Health % Indicator, RUL in Day, Last Seen Date, Last Seen Site, Device Serial No, Model, Device Type, and Status.
- 5. Date Range Options
 - Yesterday (Default)



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

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

Smart Battery Overview

KA

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

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

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

Battery Remaining Useful Life (RUL) Algorithm

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

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

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

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

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

SMAR	T BATTERY OVE							Filters	
		RVIEW						🔒 Date	
AST REFRESHED 2	482 MINUTES AGO							Yesterday	
otal Batteries						Current Service Status			
otal batteries						Ganeric Berrice Blatas		> Device Ty	pe
			/ 56					Include al	
		86					PENDING 2		
		19%	12%						
								Site Hierard	hy
		16%							_
		72						Include al	
								Model	
		13					IN USE		
				231			456	Include al	
	Excellent Battery	Good Battery	iate Data Transmissi	on Replace Now	Replace Soon		IN USE PENDING		
ecommissioned ba	tteries will be listed here fo		lecommissioned b	pattery appears to be ad	ctive it will be automatically restored to 'In Us	e' status.			
VUSE PENDI	tteries will be listed here fo		ecommissioned b	oattery appears to be ac	ctive it will be automatically restored to 'In Us	ie' status.			
ecommissioned ba	tteries will be listed here fo		ecommissioned b	battery appears to be ac	ctive it will be automatically restored to 'In Us	ie' status.			
ecommissioned ba	NG DECOMMISSION	ED		attery appears to be ac	ctive it will be automatically restored to 'In Us	ie' status.			
ecommissioned ba	tteries will be listed here fo	ED		battery appears to be ac	tive it will be automatically restored to 'In Us	ie' status.			
ecommissioned ba	tteries will be listed here fo	ED		Health Status ③	tive it will be automatically restored to 'In Us	ie' status.			
ecommissioned ba N USE PENDII et Filter Select Column total Batteries (456) lattery SR No.	Manufacture Date 10/10/18	ED Search Part No. ZBMQ01	Clear Model QLn420		Reason for Status (1) Remaining Useful Life 31 to 90 days	Last Seen Site STORE131			
N USE PENDII iet Filter Select Column otal Batteries (456) aattery SR No. 4483251 1134200	Manufacture Date 10/00/18 10/23//7	ED Search Part No. 28MQ01 BT-000351-00 R.A	Clear Model OLn420 MC95	Health Status @	Reason for Status (1) Remaining Useful Life 31 to 90 days Remaining Useful Life 91 to 365 days	Last Seen Site STORE131 STORE120			
A USE PENDII et Filter Select Column otal Batteries (456) Battery SR No. M83251 134200 (284222	MG DECOMMISSION Search text Manufacture Date 10/10/18 10/23/17 9/21/17	ED Part No. ZBMQ01 BT-000355-00 R.A ZBMQ01	Clear Model QLn420 MC95 QLn420	Health Status () Replace Soon Good Battery Replace Now	Reason for Status (20) Remaining Useful Life 31 to 90 days Remaining Useful Life 91 to 365 days Remaining Useful Life < 31 days	Last Seen Site STORE131 STORE120 STORE113			
A USE PENDI at Filter Select Column otal Batteries (456) Battery SR No. 4483251 1134200 2284222 2284222 2284222	Mg DECOMMISSION Search text Manufacture Date 10/10/18 10/23/17 12/14/18	ED Search Part No. ZEMQO1 BT-000351-00 R.A ZEMQO1 BT-000314-60 R.B	Clear Model OLn420 MC95 OL1420 TC51	Health Status (2) Replace Soon Good Battery Replace Now Good Battery	Reason for Status (2) Remaining Useful Life 31 to 90 days Remaining Useful Life 91 to 365 days Remaining Useful Life 91 to 365 days	Last Seen Site STORE131 STORE120 STORE103 STORE104			
A USE PENDI et Filter Select Column otal Batteries (456) lattery SR No. 1482251 134200 284222 284222 284222 284224 2203421	Manufacture Date 10/0/18 10/23/17 12/14/18 12/2/17	ED Search Part No. ZBMO01 BT-00035-00 R.A ZBMO01 BT-00034-60 R.B ZBMO01	Clear Model 0Ln420 MC95 0Ln420 TC51 ZT620	Health Status (2) Replace Soon Good Battery Replace Now Good Battery Excellent Battery	Reason for Status (2) Remaining Useful Life 31 to 90 days Remaining Useful Life 31 to 90 days Remaining Useful Life 4 31 days Remaining Useful Life 4 36 days Remaining Useful Life 365+ days	Last Seen Site STORE131 STORE120 STORE133 STORE104 STORE120			
NUSE PENDII et Filter Select Column otal Batteries (456) batteries (456) Battery SR No. 1932251 1734200 2284222 7744284 1203421 193934 193334	Manufacture Date Orion8	ED Search Part No. ZBMO01 BT-000351-00 R.A ZBMO01 BT-00034-60 R.B ZBMO01 BT-000351-00 R.A	Model 0Ln420 MC95 0Ln420 TC51 ZT620 TC51	Health Status @ Replace Soon Good Battery Replace Now Good Battery Excellent Battery Excellent Battery	Reason for Status (***) Remaining Useful Life 31 to 90 days Remaining Useful Life 91 to 365 days	Last Seen Site STORE131 STORE120 STORE130 STORE104 STORE120 STORE127			
NUSE PENDII et Filter Select Column otal Batteries (456) 148251 134200 284222 744284 1203421 963934 963934 9670729 14970729	MG DECOMMISSION Search text Manufacture Date 10/10/18 10/23/17 9/21/17 12/14/18 12/17 12/18 12/1718	ED Search Part No. ZBMQ01 BT-00035I-00 R.A ZBMQ01 BT-00035I-00 R.A BT-00035I-00 R.A BT-00035I-00 R.A BT-00035I-00 R.A	Clear Model GLn420 MC95 GLn420 TC51 ZT620 TC51 TC51 TC51 TC51	Health Status ⑦ Replace Soon Good Battery Replace Now Good Battery Excellent Battery Good Battery Good Battery	Reason for Status (*) Remaining Useful Life 31 to 90 days Remaining Useful Life 31 to 90 days Remaining Useful Life 4 31 days Remaining Useful Life 91 to 365 days	Last Seen Site STORE131 STORE120 STORE134 STORE104 STORE120 STORE127 STORE111			
NUSE PENDII et Filter Select Column otal Batteries (456) 3attery SR No. M483251 1134200 2284222 2744284 X2034341 1963934 9970729 1136343	Mg DECOMMISSION VS Search text Manufacture Date 10/10/18 10/23/17 10/23/17 12/14/18 12/2/17 12/24/18 12/21/17 12/24/18 12/11/18 12/17/18 12/11/18 12/17/18 12/11/18 12/17/18 12/11/18 12/14/18 12/11/18	ED Search Part No. ZBMQ01 ET-000351-00 R.A ZBMQ01 ET-000351-00 R.A BT-000351-00 R.A BT-000351-00 R.A	Clear Model QLr420 MC95 QLr420 TC51 ZT620 TC51 TC51 TC52 MC95	Health Status (2) Replace Soon Good Battery Replace Now Good Battery Excellent Battery Good Battery Good Battery Replace Now	Reason for Status (2) Remaining Useful Life 31 to 90 days Remaining Useful Life 31 to 365 days Remaining Useful Life 31 days Remaining Useful Life 31 days Remaining Useful Life 31 to 365 days Remaining Useful Life 31 to 365 days Remaining Useful Life 11 to 365 days Remaining Useful Life < 31 days	Last Seen Site STORE131 STORE103 STORE104 STORE104 STORE120 STORE127 STORE11 STORE11			
A USE PENDI NUSE	MG DECOMMISSION Search text Manufacture Date 10/10/18 10/23/17 9/21/17 12/14/18 12/17 12/18 12/1718	ED Search Part No. ZBMQ01 BT-00035I-00 R.A ZBMQ01 BT-00035I-00 R.A BT-00035I-00 R.A BT-00035I-00 R.A BT-00035I-00 R.A	Clear Model GLn420 MC95 GLn420 TC51 ZT620 TC51 TC51 TC51 TC51	Health Status ⑦ Replace Soon Good Battery Replace Now Good Battery Excellent Battery Good Battery Good Battery	Reason for Status (*) Remaining Useful Life 31 to 90 days Remaining Useful Life 31 to 90 days Remaining Useful Life 4 31 days Remaining Useful Life 91 to 365 days	Last Seen Site STORE131 STORE120 STORE134 STORE104 STORE120 STORE127 STORE111			

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 121.

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

1. Total Batteries

Total Batteries
Excellent Battery Good Battery Investigate Data Transmission Replace Now Replace Soon

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

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

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

• When the RUL of a battery is not available,

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

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

2. Current Service Status

Current Service Status
IN USE 71,753
DECOMMISSIONED IN USE

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

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

The **Battery Decommission** feature can be assigned during onboarding, allowing for the decommissioning of batteries. This function is crucial for maintaining accurate inventory records and generating smart battery reports. Go to Battery Decommission/Reinstate on page 121 for more details regarding how to perform battery decommissioning.

In Use Tab

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

Set Filter						
Select Column	✓ Search text	Search	Clear			
Total Batteries (456	i)					
Battery SR No.	Manufacture Date	Part No.	Model	Health Status 🕐	Reason for Status (2)	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

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 PEN	N USE PENDING DECOMMISSIONED							
Set Filter Select Colur	Set Filter Select Column V Search text Clear							
otal Batteries (2	2) Manufacture Date	Part No.	Model	Health (?)	Reason for Status (1)	Last Seen Site	Status	
T509342	10/29/17			Status Replace Soon	Remaining Useful Life 31 to 90 days		IN USE	
T599041	12/23/18	BT-000314-60 R.B		Replace Soon	Remaining Useful Life 31 to 90 days		IN USE	
\ll < 1 > >								

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 121 for more information.

Data Grid Columns:

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

Devices

The Devices menu displays additional information.

Devices in Operation

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

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

Tile View

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



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

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

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

The expanded view shows additional information.



- 1. Graph
 - Operational Device Trend

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

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



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



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

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

Geo Locations

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



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

Map View

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



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

≪ < 12345...136 > >>

Rows 1-10

Date Range Options:

- Yesterday (Default)
- Custom Range

Use Case(s)

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



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

Selecting an Area on the Map

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



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



Newly Activated Devices

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

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

Tile View

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

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

The expanded view shows additional information.



1. Graph

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

3. Date Range Options

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

Out of Contact

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

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

Tile View

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

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



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

Tile Alert Threshold Settings

An admin can modify the report threshold values.

Tile Alert

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

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



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

Threshold (for aging days)

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

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

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

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

1. Click Settings > Report Settings.

The **Report Settings** screen displays.

2. Click Out of Contact.

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

The Threshold settings screen displays.

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

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



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

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

Expanded View

The expanded view shows additional information.



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

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

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

Predictive States

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

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

Tile View

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

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

The expanded view shows additional information.

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

Printer Alerts			Last 7 Days (13 May 2021 - 19 May 2021)	Last 7 Days 👻	Export Report 👻	Reset to default
Filters						
Search for Site	Q Search by serial number	Q,				

• 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 👻
lanage Report Settings			Cancel
et thresholds on alerts to track res elect a Profile	ponse time by site and model		
 Global Default 			
O By Site			
et Device Thresholds Select A Model			
TABLETOP/ZT220 -			
Alert Types Error Code	ruck on report chara. act thearlos	lds (in minutes) for response time measurement.	
Cutter Jammed	20		
Head Cold	30		
Head Element Bad	30		
Head Open	30		
Head Too Hot	30		
Paper Out	30		
Paper Out Ribbon Out	☑ 30☑ 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.

M

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.

Segmentation ose site printer data to compare	or view data from all your assigned sites	×
Compare Selected Sites 🕶	Search for sites to add to your comparison	
	Search For Site	٩
	ADD UP TO 5 SITES (0 rem	aining)
Selected Sites	8	
STORE101		
STORE103		
STORE108		
STORE119		
STORE124		
	Арр	ly

- Up to five sites and all sites can be selected to view the data accordingly.
- Similarly, up to five models can be selected to view the printer data accordingly.

Choo	ose up	i ltering to five (5) models to compare in your dashboard. At least one (1) st be active in the view	×
		ADD UP TO 5 MODELS (2 selection remaining)	
		QLn220	
		QLn420	
	✓	ZT410	
		ZT610	
		ZT620	
		Ар	ply

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

Key Metrics																											
Total Devices	Active Devices	New Activations	Out of Contac	21																							
335	176	0	135																								
OPERATIONAL	TREND																							Last 30 Day	s = 27 J.	un 2021 - 26 J	ul 2021
300																											
200																											
100																											
0 27 3m	28 29 Jan Jan	1 02 اد مد	ي ايد	à	à M	į.	à	ž,	į.	, K	10	ż	12	in M	ž.	ż	16 24	, M	18 Jul	2	20	ži M	11 24	22	26 34	28	ż.
											0.42	20 💻 2	2010	20620													
																										View This Re	port >

- Trending charts and/or breakdown pie charts are provided under each insight tab. Click View This Report in any tab to open the individual report relevant to that insight.
- **c.** Utilization Section Presents utilization insights for printers based on selected sites and models. The insights include:
 - Today's Hourly Utilization chart displays the percentage of printers in use each hour up to the present hour.
 - Activity overview, which includes:
 - Labels printed
 - Alerts received
 - Alerts response rate (alerts cleared within the threshold by default or set by you)
 - Changes made to printer settings
 - Click each item under Activity to access the individual report.
- d. Related Metrics Section Displays the insight related to batteries for mobile printers, including:
 - Total batteries

- Active batteries
- Out-of-contact batteries
- Average Battery health (the percentage of normal batteries out of total batteries)
- Remaining useful life breakdown pie chart
- Critical battery events



NOTE: The battery insights displayed here are for PowerPrecisionPlus (PP+) batteries only.

Clicking on each section allows access to individual reports, such as the Smart Battery Health Overview and the Critical Battery Events report.



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NOTE: Accessing an individual report from this view ensures that selected sites and models are automatically incorporated into the report view, and the data within the report is displayed accordingly.

- 2. Date Range Options
 - Today (Default)

NOTE: This view does not allow one to pick a custom date.

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

Printer Setting Changes

This report offers insights into customer changes to printer settings. It tracks adjustments across all fleet printers, enabling the identification of printer settings that deviate from standard patterns. Such deviations could affect printer performance or media consumption.

Tile View

The tile displays an overview pie chart with the number of changes for each printer setting type, the total number of changes, and the total number of printers with setting changes during the last 7 days.

Printer Setting Changes		
PRINTER SETTING CHANGES		
	Print Speed	246
	Print Darkness	207
	Label Type	21
	Print Method	3
	Print Mode	1
	Total Changes Made	478
	Total Printers Changed	102
Last 7 Days	VIEW REF	PORT >

Expanded View

The expanded view displays the printer settings change information.

Segments & Filters 🔿					
P PRINTER ONLY TEST × + Add comparison					
QLn220 124 of allocate flat segment X	20620 × Add comp	parison			
Key Metrics					
	of Contact 133			Today's Hourly Utiliz	ation and the state of the stat
OPERATIONAL TREND			Last 30 Days - 18 Sep 202	1 - 17 Oct 2021	
180				Activity	
100				Labels printed	494 >
				Alerta received	6,074 >
0 (1) (2) (2) (2) (2) (2) (2) (2) (2) (2) (2	ieo seo seo seo seo co	2 3 4 5 4 7 8 Oct Oct Oct Oct Oct Oct Oct	ά ής τὶ τὸ ἡο ἰμ τὸ απ απ απ απ απ απ απ	16 17 Alert response note 6cr 6cr Changes made to printer set This Report >	56,871 ≯ 9090 3 ≯
Related Metrics					
Total Batteries Active I	Batteries	Out of Contact Batteries	Average Battery Health	Battery Health Status	Critical Battery Events
1.6K Invariantery PP+	121 Seast laney PD+	1.4K from herey PP+	83.99% Smart Ratesy PP+	Papiace Nov Papiace Nov Papiace Scon South Retries Losselese Intervies Investigene Data Transmission Issue Smart Battery FP+	Dannine Elemente Elemente Elemente Dannine Elemente Elemente

Report Settings

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

_					(٦
	Printer Setting Changes	Custom Range (01 Feb 2021 - 11 May 2021)	01 Feb 2021 - 11 May 2021 💌	Export Report 🝷	Reset to default	٥

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

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

All Settings Tab

The **All Settings** tab displays by default when a user accesses the expanded view of this report. It displays all setting changes received from all printers in the customer's device fleet.

Graphs

- 1. Graphs
 - a. Setting Changes pie chart

The same pie chart as in the tile view is displayed, indicating the number of changes in each setting type during the default date range or a user-specified date range.

- **b.** Performance line chart
 - Monthly view if a user selects a date range of more than 3 months or,
 - Daily view if a user selects a date range less than 3 months and more than 3 days or,
 - Hourly view if a user selects a date range within 3 days.
- **c.** Up to six settings can be chosen for display in the graph. Hover over the chart to show the number of setting changes on the selected date/time.

2. Data Grid Columns

• Device SR No, Total, and Daily Avg.

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

- Another grouping criterion (model or site) can be selected and applied to the data grid.
- The following columns display data upon clicking the serial number within the grouping result:
 - Device SR No, Model, Setting, Total, Daily Avg. (rounded up value), Last Value Set, Date/Time, Site Name, and Hierarchy (hidden by default).

- 3. Date Range Options
 - Today
 - Last 7 Days (Default)
 - Last Month
 - Custom Range

By Model Tab

Click the **By Model** tab to display all setting changes received from all printers but categorized by printer models.

Graphs

- 1. Graphs
 - **a.** Setting Changes pie chart Displays the number of changes in each setting type for each model with setting changes during the default date range or user-specified date range.
 - **b.** Performance line chart For each model with setting changes, this graph displays the number of changes in each setting type during the default date range or date range that you specified.
 - The graph displays one of the following:
 - Monthly view if a user selects a date range of more than 3 months or,
 - Daily view if a user selects a date range less than 3 months and more than 3 days or,
 - Hourly view if a user selects a date range within 3 days.
 - **c.** Up to six settings can be chosen for display in the graph. Hover over the chart to show the number of setting changes on the selected date/time.
- 2. The printer models are categorized into four groups:
 - Desktop
 - Mobile
 - RFID

RA

Tabletop

Depending on the customer's printer model(s), the first group displays the expanded view by default, and the other groups are collapsed. Click each of them to access the expanded views.

- 3. Data Grid Columns
 - Device SR No, Total, and Daily Avg.

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

- Another grouping criterion (model or site) can be selected and applied to the data grid.
- The following columns display data upon clicking the serial number within the grouping result:
 - Device SR No, Model, Setting, Total, Daily Avg. (rounded up value), Last Value Set, Date/Time, Site Name, and Hierarchy (hidden by default).
- 4. Date Range Options
 - Today
 - Last 7 Days (Default)

- Last Month
- Custom Range
- 5. Use Case(s)
 - This report provides descriptive analytics from a comprehensive model or individual printer view. It also tracks the trend of setting changes, both in total and by setting type, to help identify if the settings are changed too often or outside the normal range. As a result, it helps customers to identify printer performance issues, user behavior issues, and/or impact on media consumption due to setting changes.

Printer Utilization

The printer utilization report provides insight into printer utilization, including the length and number of labels printed from printers in the customer's device fleet. This insight helps customers understand the utilization status of their printers.

Tile View

The tile displays an overview pie chart with the percentage of printers utilized during the last 7 days. The total number of printers utilized versus unutilized is also displayed.



Utilized Printer

• A utilized printer is one that prints at least 20 cm (8 in.) in length during any hour of the day. Otherwise, it is considered unutilized.

Expanded View

The expanded view shows additional information.

₽	Printer Utilization					Last	7 Days (17 May 2021 - 2:	3 May 2021) 📋 Las	t7 Days ▼ Exp	ort Report • Reset to default
Filters										
Search f			٩							Apply Filters
	e In Use, By Length	Total Devices 1,206 ■ Unificed 61,774 ■ On-Unified 38,234	5 32000,003		T3 Jary	13 May	23 blay	71 Mary	22 May	27 May
Printers In	Active Inventory									c m 🗣
	Device SR No. Mode	al OS		Length Printed	Daily Average Length Printed	Labels Prin	nted 🕥 🛛 🛛	Daily Average Labels Printed @)	Site Name
	34J193900159 ZT51	0 6.0		148,615	21,231	0		2		PRINTER ONLY TEST
0	99J203702214 ZT41	1 6.3		132,705	18,958	43,012		5,145		PRINTER ONLY TEST
\Box	34J183900350 ZT51	0 5.0		100,508	14,358	23,749		3,393		PRINTER ONLY TEST
	34J184600342 ZT51	0 5.0		92,879	13,268	22,000		3,143		PRINTER ONLY TEST
	71J202300084 ZT61	0 6.2		73,992	10,570	12,044		1,721		PRINTER ONLY TEST

- 1. Graphs
 - a. Setting Changes pie chart

The same pie chart as in the tile view is displayed, indicating the percentage and number of utilized and unutilized printers displayed during the default date range or a user-specified date range.

- **b.** Printer Length bar chart Displays the number of total lengths printed during the default date range or date range specified by the user. The graph also displays:
 - Monthly view if a user selects a date range of more than 3 months or,
 - Daily view if a user selects a date range less than 3 months and more than 3 days or,
 - Hourly view if a user selects a date range within 3 days.
- 2. Data Grid Columns
 - Device SR No, Model, OS, Length Printed, Daily Average Length Printed, Labels Printed, Daily Average Labels Printed Date/Time, Site Name, and Hierarchy (hidden by default).

The following issues are identified in this report:

- a. Inconsistency between Length Printed Data and Labels Printed Data:
 - The Length Printed Data gets reported hourly from printers, whereas the Labels Printed Data is compiled and reported just once daily. This reporting schedule could cause discrepancies between these two data points.
- b. High Values in Length Printed Due to Printers with Duplicate Serial Numbers:
 - There are rare cases where printers may share the same serial number if the Main Logic Board (MLB) boards were replaced during repairs, resulting in abnormally high Length Printed values. Identifying printers with duplicate serial numbers in the fleet is advisable when such behavior is present in this report.
- 3. Date Range Options
 - Today
 - Last 7 Days (Default)
 - Last Month
 - Custom Range
- 4. Use Case(s)
 - This report provides utilization insight at different levels and trends of printer utilization to help customers better understand whether the printers are utilized as expected and plan for media replenishment based on the utilization data in this report.

Total Devices

This report provides an inventory view of the customer's total devices. The information is derived from all onboarded contracts and the MDM platform. The report also indicates the devices' states in the operational environment.

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

Tile View

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



- Presumed at site Devices sent to the customer's site after repair but not reported by MDM as in operation yet, or devices in a contract but not enrolled in MDM nor showing in the repair depot.
- Inbound to Customer Devices shipped to the customer site after repair. The state changes to
 Presumed at the site the day after the shipping date.
- In Operation Devices enrolled and reported by the MDM.
- In Repairs Devices are under repair at the Zebra repair depot.
- Spare pool Devices in the Zebra managed a dedicated spare pool for the customer.

Expanded View



The expanded view shows additional information.

1. Graphs

12-Month Total Device Trend

- This graph displays the total number of devices used by the customers each month during the previous 12 months. Hover over the graph to view the number of devices in the different categories. Click the legends to turn them on/off, and the graph changes accordingly.
- 2. Data Grid Columns

All devices are displayed in the data grid with the following columns:

- Device Serial (SR) No, International Mobile Equipment Identity (IMEI), Device Name, Model, Full Model No, Device Type, OS, State, Mac Address, Network Connection Type, LG Version, Site Name, Phone Number, Access Point BSSID, IP Address, GPS Coordinates, Hierarchy, and Contract No.
- 3. Date Range Options
 - Yesterday (Default)
 - Custom Range

- 4. Use Case(s)
 - Inventory Tracking Record the number of devices up to the previous day.
 - Device Status Tracking Monitor the number of devices in various stages of operation, including those in operation, in repair, and in the spare pool.
 - Service Gap Identification Identify devices lacking a repair contract.

Utilization

The Utilization menu displays additional information.

Application Analytics

This report displays the applications and versions installed on devices and tracks and compares the total minutes used by each application. The report provides productivity insights by informing the customer how employees are using Zebra devices. This application information includes company and personally installed applications.

Tile View

The tile displays the top six most-used applications and the number of related devices during the last 7 days. It also indicates the application category (business or non-business).



Expanded View

The expanded view shows information about various applications.



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
BizAppA 2.0.1	2.0.1	Business	7,302	220	57	33.19	View Devices
BizAppA 3.0.1.7	3.0.1.7	Business	70,144	856	59	81.94	View Devices
BusinessApplicationUnknow	6.8.21.1121	Business	761	61	41	12.48	View Devices
BusinessApplicationUnknow	7.0.0.2000	Business	409	31	22	13.18	View Devices

Rows 1-10

- 1. Graphs
 - Mouse over a data point in the graphs to see specific information.
 - Click the name of an app below a graph to hide that app temporarily. The rest of the graph redraws based on the remaining data points.
 - a. Application Usage Total Minutes and Total Devices Graphs (sorted by app name):

These charts display the total minutes used by the top six most-utilized applications, along with the number of devices using these apps within a specified time frame. Use the filters on the right side of the screen to control the apps shown.



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

Click the **By App Version** tab to view the top 6 mostly used applications narrowed down by the most-utilized app version. These charts display the total minutes used by the top six most-utilized

applications in the format of **App name + Version number**. Use the filters on the right side of the screen to control the apps shown.



c. Individual application usage comparison table:

Application Name	Version	Application Category	Total Min ⑦ 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

The application category identifies if an application is business-related or not, which helps assess the necessity of the application.

- Business The application is business-related.
- Non-Business The application is not business-related.
- Utility The application is a utility application, such as App Manage or Battery Manager.
- **Unassigned** The application category is not assigned due to a lack of information or user intervention.

For instructions for how to manually reassign the Application Category, go to Reassign App Categories

2. Data Grid Columns

Application Name, Version, Application Category, Total Min Used, Total No. Devices, Total No. Sites, Average Min Used, and View Devices.

- 3. Date Range Options
 - Last 7 Days (Default)
 - Custom Range
- 4. Use Case(s)
 - Track if the business applications are used as intended.
 - Identify if there are non-business applications installed on the devices and their usage to evaluate if operation is impacted by too much use of non-business applications.
 - Establish the processes to ensure appropriate user behavior in device utilization.

Device Disruptions

This report displays the number of device reboots (user or system initiated) and ANRs (Application Not Responding). The insight provided by this report improves operational productivity by identifying devices that are experiencing frequent reboots or that are not responsive, allowing customers to investigate the issues and fix or replace poorly performing devices.

Tile View

The tile displays the number of device reboots (system-initiated and user-initiated) and ANRs during the last 7 days. Mouse over the individual data points on the tile for details.



Expanded View

The expanded view shows additional information.



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



• Displays the total number of reboots (system-initiated and user-initiated) and ANRs during the last 7 days (default) or the time range specified by the user.

2. Total Reboots and ANRs Overview Graph (Normalized Totals)



• Displays the total number of reboots (system-initiated and user-initiated) and ANRs per device level during the last 7 days (default) or the time range specified by the user.

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

Select Colu	mn 🖌 Seard	ch text		Se	Clear				
Device Breakdo									
Device SR No.	Device Name	Мо	05	Site Name	Total ⑦.√ Disruptions (ANRs+Reboots)	Total Reboots ⑦ (User Initiated + System Initiated)	User ⑦ Initiated Reboots	System ⑦ Initiated Reboots	Total (?). ANRs
D19291010M0	TC51-D19291010M	TC51		STORE101	15	10	4	6	5
D19291010M0	TC51-D19291010M	TC51		STORE101	13	10	4	6	3
D19291010M0	TC51-D19291010M	TC51		STORE101	12	8	4	4	4
D19291010M0	TC51-D19291010M	TC51		STORE101	9	6	2	4	3
D19291010M0	TC51-D19291010M	TC51		STORE101	9	7	3	4	2
D19291010M12	TC51-D19291010M1	TC51		STORE101	8	6	2	4	2
D19291010M0	MC95-D19291010M	MC95	9	STORE143	8	7	3	4	1
D19291010M0	TC51-D19291010M	TC51		STORE101	8	7	3	4	1
D19291010M0	TC51-D19291010M	TC51		STORE101	8	5	1	4	3
D19291010M0	TC51-D19291010M	TC51		STORE101	8	6	2	4	2

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

4. View ANRs Graph



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

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

Select Column Y	Search text	Search Clea	ar		
Application Not Responding (A	NR) Details (8	1)			
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

- Data Grid Columns: Application Name, Package Name, Total ANRs, Device Count, and Thread States.
- In the table, click **View Thread States** for an application to show the thread states information for that application for the last 12 months (default).



- 6. Date Range Options
 - Last 7 Days (Default)
 - Custom Range

- 7. Use Case(s)
 - Provide descriptive analytics and trending of total reboots, generated reboots, and systemgenerated reboots to help identify devices with performance issues.
 - Provide descriptive analytics of ANRs and related applications and possible reason (thread states) for ANRs to enable indications of possible application issues and information to aid the application development team in debugging issues.

See Also

Displaying Mobile Computer Details Displaying Printer Details Displaying Scanner Details

Memory (RAM) Utilization by App

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

- High RAM consumption by top business applications.
- High RAM consumption by top non-business applications.
- High RAM consumption by top utility applications.

Expanded View

The expanded view displays additional information.

The **Apps Impacted** section provides insight into the total RAM usage by all device applications based on top business, non-business, and utility apps.

LAST REFRESHED 1306 I	Y (RAM) UTILIZATION BY APP						
APPS IMPACTED (High RAM consumption) 98.4% (63))						
Top business apps		Top non busines:	s apps		Top Utility apps		
Application	Devices 🗸	Application	Devices 🗸		Application	Devices 🗸	
MobiControl	1,190	Whywaste	1,017		Chrome	1,303	
Enterprise Home Screen	1,015	Comcenter SMART	1,014		StageNow	1,126	
SOTI Surf	998	Velocity	1,007		Pnc	1,023	
Diagnostic Tool	913	Installationsprogr	1,001		ZebraVolumeControl3	991	
UPS	907	Contacts	998		VolumeHead	971	
				View More Details			
Consider disabling or remo	oving all nonessential services and background applications to he	elp reduce the memo	ry usage of the	e device. This will help ensure all critical applications have the	e necessary memory to	function prop	ierly.

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 (RAM) UTILIZATION BY APP LAST REFRESHED 1316 MINUTES AGO

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	ТС75Х	STORE160	8.60
Keep Notes	D19291010M1010	TC75X-D19291010M1010	Non Business	TC75X	STORE160	79
Velocity	D19291010M0069	TC75X-D19291010M0069	Non Business	TC75X	STORE160	68
GolfRival	D19291010M0069	TC75X-D19291010M0069	Non Business	TC75X	STORE160	59
Microsoft Remote De	D19291010M0069	TC75X-D19291010M0069	Business	TC75X	STORE160	34
Order Picking	D19291010M0010	TC75X-D19291010M0010	Non Business	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	ТС75Х	STORE160	93
Enterprise Keyboard	D19291010M1010	TC75X-D19291010M1010	Utility	TC75X	STORE160	139
Inställningar	D19291010M0069	TC75X-D19291010M0069	Non Business	TC75X	STORE160	10.56
Keep Notes	D19291010M0069	TC75X-D19291010M0069	Non Business	TC75X	STORE160	5.70
Klocka	D19291010M0010	TC75X-D19291010M0010	Non Business	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	ТС75Х	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	ТС75Х	STORE160	72
BusinessExpress	D19291010M1010	TC75X-D19291010M1010	Business	TC75X	STORE160	38

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Rows 1-25

Physical Memory (RAM) Utilization

This report displays the top sites with high physical memory (RAM) utilization issues per-user settings. It provides a color-coded alert on the report tile to indicate if there are sites with too many devices with physical memory issues.

If a device's physical memory is utilized more than 90% of the total memory during a given hour, it is considered a high physical memory utilization event.

Tile View

The tile displays the number of sites in each alert category and distribution.





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

Tile Alert Threshold Settings

An admin can modify the report threshold values.

• Operation Impact Tolerance Per Day

The percentage of utilized hours per day that are impacted due to high physical memory utilization. The default is 25%, so if a device experiences high physical memory utilization for more than 25% of its utilized hours during a day, the whole day is considered an impacted day for this device.

Site Impact for the Alert

The tile alert threshold can be set by using the percentage of impacted devices compared to the utilized devices at a site. The default settings are:

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

The settings can be modified to align with individual standards.

1. Click **2** > Report Settings.

The **Report Settings** screen displays.

2. Click Physical Memory (RAM) Utilization.

Physical Memory (RAM) Utilization	~
Operation Impact Tolerance Per day	
Percentage of utilized hours per day which are impacted due to high physical memory utilization	
25 %	
CANCEL SAV	E
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 SAV	E/

The Threshold settings screen displays.

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

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



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

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

Expanded View

The expanded view shows additional information


- 1. Graphs
 - a. Overview:
 - Graph of top 10 sites impacted ranked by percentage

Displays the top 10 sites that are most impacted by high physical memory utilization ranked by the percentage of impacted devices out of all utilized devices on the site.

• Graph of top 10 sites impacted - ranked by impacted devices

Click **View Total Devices impacted** to view the top 10 sites that are most impacted by high physical memory utilization ranked by impacted devices on the site.

- Hover over the graph and view the percentage or number of devices in different aging buckets.
- Click the legends to turn them on/off, and the graph changes accordingly.
- **b.** Total Impacted devices graph



- Click the Overview tab and select Impacted Devices to show this graph.
- Click All devices and select specific model of devices to show the graph accordingly.
- Hover over the graph to view the number of impacted devices and utilized devices on a specific day during the time range selected.
- Click the legends to turn them on/off, and the graph changes accordingly.
- c. Site Alerts graph
 - This graph is the same as displayed in the tile view.
- 2. Data Grid Columns
 - Device SR No, Device Name, Model, Full Model No, OS, BSP, Impacted Days, Site Name, Hierarchy (hidden by default), Total Memory (MB), Min Mem Consumed (MB), Median Mem Consumed (MB), Average Mem Consumed (MB), and Max Mem Consumed (MB).

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

Scan Metrics

This report displays the total number of scans and the number of successful scans and compares the symbology from scans performed by Zebra Android mobile computers. The insight provided by this report improves operational productivity by tracking successful/ unsuccessful scans, which allows customers to identify troublesome areas of the business. The root cause can be users, poor-quality bar codes, or device issues.

Tile View

The tile displays the number of successful scans out of the total scans reported from all mobile computers and the success rate during the default time range. It also shows the average scans and average successful scans per device. The report tile shows a visual alert based on the success rate threshold that you set.

Scan Metrics	
SUCCESSFUL SCANS 64,481 out of 566,556 Total Scans	11% Success Rate
Average Scans Per Device	1,434
Average Successful Scans Per Device	163
Last 7 Days	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.

Scan Metrics		^
Tile Alert		
Percentage of successful scan rate for devices. This percentage crossing into the respective thresholds will reflect on the tile color accordingly.		
70 % 80 %		
		_
	CANCEL	SAVE
	CANCEL	SAVE

The Threshold settings screen displays.

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

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



NOTE: The historical data for successful scan rates based on previous setting value(s) will not be changed.

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

Expanded View

The expanded view shows additional information.



1. Graphs

a. Scans Over Time (Absolute Totals):



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



b. Scans Over Time (Normalized Totals):

- Displays the Scans Per Device, Successful Scans Per Device, and Success Rate Per Device (%)
 per device that performed scans during the last 7 days (default) or a time range specified by the
 user.
- c. Barcode Symbology Comparison:



• Displays the top 10 most scanned symbologies. You can select which ones (up to 10) to display on the graph by setting the Select Symbologies filter on the right side of the screen.

- 2. Data Grid Columns
 - Device Serial (SR) No, Model, Site Name, Hierarchy, Total Scans, Successful Scans, and Success Rate.
- 3. Date Range Options
 - Last 7 Days (Default)
 - Custom Range
- 4. Use Case(s)
 - Provide descriptive analytics and trending of total, successful scans, and percent successful scans.
 - Identify potential problems with the device by observing changes in utilization, reduced or low scan success rates, etc.
 - Identify problems with symbology by correlating symbology with high failed scans/low scan success rates.

Storage Memory Utilization

This report displays the top sites with storage memory issues per user's settings. The report provides a color-coded alert on the report tile to indicate if sites have too many devices with storage memory issues.

If a device's storage memory uses more than 90% of the total memory during a given hour, it is considered a high storage memory utilization event.

Tile View

The tile displays the number of sites in each alert category and distribution

Storage Memory Utilization	
SITE ALERTS	Normal (268) Warning (5)
Last 7 Days	VIEW REPORT >



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

Tile Alert Threshold Settings

An admin can modify the report threshold values.

1. Click Settings > Report Settings.

The **Report Settings** screen displays.

2. Click Storage Memory Utilization.

Storage Memory Utilization	^
Site Impact	
Percentage of devices impacted by high storage memory utilization against active devices at the site. A device that had more number of days impacted will generate more impact as compared to a device with less number of days impacted.	
15% 25%	
	•
CANCEL	AVE -

The Threshold settings screen displays.

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

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

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

- 4. To reset the value back to the default, click Revert Settings.
- 5. Site impact for the tile alert:
 - Administrators can set the tile alert threshold using the percentage of impacted devices against active devices for a site. The default settings for site alerts are:
 - Normal Less than 15% of devices impacted on the site
 - Warning 15% 24% of devices impacted on the site
 - Critical 25% and above devices impacted on the site

Expanded View

RA

The expanded view shows additional information.



- 1. Graphs
 - a. Overview:
 - Graph of top 10 sites impacted ranked by percentage

Displays the top 10 sites that are most impacted by high physical memory utilization ranked by the percentage of impacted devices out of all utilized devices on the site.

• Graph of top 10 sites impacted - ranked by total impacted devices

Click **View Total Devices impacted** to view the top 10 sites that are most impacted by high storage memory utilization ranked by impacted devices on the site.

- Click the legends to turn them on/off, and the graph changes accordingly.
- **b.** Total Impacted devices graph



- Click the **Overview** tab and select **Impacted Devices** to show this graph.
- Click All devices and select a specific model of devices to show the graph accordingly.
- Hover over the graph to view the number of impacted devices and utilized devices on a specific day during the time range selected.
- Click the legends to turn them on/off, and the graph changes accordingly.
- c. Site Alerts graph
 - This graph is the same as displayed in the tile view.
- 2. Data Grid Columns
 - Device SR No, Device Name, Model, Full Model No, Impacted Days, OS, BSP, Site Name, Hierarchy (hidden by default), Total Memory (MB), Average Mem Consumed (MB), Max Mem Consumed (MB), and Max %.

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

Utilization Rightsizing

This report displays the top sites with the least and most device utilization per user's settings. The report provides a color-coded alert on the report tile to indicate if sites have too much or too little device utilization.

Tile View

The tile displays the number of sites in each alert category and distribution during the last 30 days.

Utilization Rightsizing	
	Vormal (82) Varning (147) Critical (1,238)
Last 7 Days	VIEW REPORT >

Tile Alert Threshold Settings

An admin can modify the report threshold values.

The default settings are:

- Red (under-utilized, critical) Less than 70% of devices on a site are utilized on a site.
- Amber (under-utilized, warning) Greater than or equal to 70% and less than 80% of devices on a site are utilized on a site.
- Green (utilized at right level) Greater than or equal to 80% and less than 95% of devices on a site are utilized on a site.
- Red (over-utilized, critical) Greater than or equal to 95% of devices on a site are utilized on a site.

The settings can be modified to align with individual standards.

1. Click Settings > Report Settings.

The **Report Settings** screen displays.

2. Click Utilization Rightsizing.

Utilization Rightsizing	^
% of devices utilized out of all devices in operation on a site	
	70 % 80 % 95 %
	CANCEL SAVE

The Threshold settings screen displays.

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

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



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

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

Expanded View

The expanded view shows additional information.

Utiliza	tion Rightsizing			Mar 05, 2025 - Mar 1	11, 2025 🗎 Export Report 👻 Rese	et To Default
ilters						
Search For Site	<u></u>					A
Mobile Computer	s Models • Sy	vstem Tags 🔹 User Tags 🔹				Apply Filters
	Le	east Utilization Percentage 🕦		Most	Utilization Percentage 👔	
STORE101 STORE149 STORE102 STORE102 STORE103 STORE104 STORE105 STORE106 STORE106 STORE109		τ	8.26% 89.66% 100% 100% 100% 100% 100% 100% 100% 1	STORE102 STORE103 STORE104 STORE105 STORE107 STORE107 STORE109 STORE101 STORE101 STORE102		100% 100% 100% 100% 100% 100% 100% 100%
Site Name	Model	Full Model No.	Maximum Utilization %	No. of Max Utilized Devices	No. of Max In Operation Devices	F., III
	Model	r di Moder No.	Maximum ounzation %	NO. OF WEAK OUTILES	No. of Max in operation bevices	
STORE160	TC51	TC510K-2PAZU4P-US	100.00%	3	3	
	TC51 TC75X	TC510K-2PAZU4P-US TC75AH-KA11ES-A1	100.00%	3	3	
STORE160						
STORE160 STORE160	TC75X	TC75AH-KA11ES-A1	100.00%	6	6	
STORE160 STORE160 STORE160	TC75X TC52	TC75AH-KA11ES-A1 TC520K-1PEZU4P-NA	100.00%	6 3	6 3	
STORE160 STORE160 STORE160 STORE160 STORE159 STORE159	TC75X TC52 MC95	TC75AH-KA11ES-A1 TC520K-1PEZU4P-NA MC95-SA12-NA	100.00% 100.00% 100.00%	6 3 2	6 3 2	

- 1. Graphs
 - a. Top Sites with the Least Utilization
 - Displays the top 10 sites with the least utilization percentage of utilized devices out of the total devices in operation on a site.
 - **b.** Top Sites with the Most Utilization
 - Displays the top 10 sites with the most utilization percentage of utilized devices out of the total devices in operation on a site.
- 2. Data Grid Columns
 - Site Name, Hierarchy (hidden by default), Model, Full Model No, Maximum Utilization %, No. of Max Utilized Devices, and No. of Max in Operation Devices.
- 3. Date Range Options
 - Last 7 Days (Default)
 - Last Month
 - Custom Range
- 4. Use Case(s)
 - Identify sites with device utilization issues to right-size device distribution throughout sites to increase device utilization.

WLAN Signal Strength

This report provides WLAN signal strength details at the site and access point (AP) level. It is possible to choose any of the sites and view the signal strength that devices have reported when connecting to all Access Points (APs) on that site during the last 7 days.

An AP can be selected to view the reported signal strength for that specific AP on any day during the last 7 days.



NOTE:

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

Tile View

The tile displays the summary of WLAN signal strengths reported by devices on all sites. The numbers in devices reporting different levels of WLAN signal strengths on each site are displayed to indicate the WLAN network quality during the last 7 days.

Users can click any site listed in the tile view to get to the expanded view of the report.

WLAN 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 >= -65dbm)
 - Good signal strength (signal strength between –66 and –77dbm)
 - Poor signal strength (signal strength <= -78dbm)
 - Add AP Friendly Name(s)

Add AP Friendly Name(s) - A .csv file can be uploaded to assign friendly names to access points, simplifying their identification. A sample file is available for download to facilitate the easy assignment of friendly names to the access points.

BSSID	AP Friendly Name
1a2b3c4d5e6f	Store Front Lobby
8f7e6d5c4b3a	Loading Dock
a4b6s4f5d54s	Main office

The sample file follows the same format, so friendly names can be applied correctly. After the file is uploaded, the friendly names are reflected in this report and the Out of Contact report after the next data load.

1. Click Settings > Report Settings.

The Report Settings screen displays.

2. Click WLAN Signal Strength.

WLAN Signal Strength	^
Signal Strength	
Signal strength header.	
-77 dBm -65 dBm	
	CANCEL SAVE-
Add AP Friendly Name(s)	
Via uploading a CSV file (DOWNLDAD A SAMPLE FILE) Please note that new file will update existing data.	
UPLOAD	

The **Threshold** settings screen displays.

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

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



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

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

Expanded View

The expanded view displays additional information.



- 1. Graphs
 - **a.** The first graph displays the number of devices reporting for each signal strength. The level of signal strengths reported are displayed with color-coded indicators.
 - Blue Excellent signal strength, >= -65dbm
 - Light blue Good signal strength, between -66 and -77dbm
 - Yellow Poor signal strength, <= -78dbm

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

								Excellent	t Signal Stree	ngth Goo	d Signal Stre	ength Po	or Signal Str	ength (Clear Filte
Number of unique	devices reporting fo	or each signal s	trength												
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 Device										
00:1a:d8:d0:36:50	Poor	5	1	0	0	0	0	0	0	0	0	0	0	0	0
00:2c:53:2f:fd:4c	Poor	0	0	1	1	2	1	5	1	2	1	5	1	2	1
00:87:4b:7e:db:4f	Poor	1	1	2	1	0	0	4	1	0	0	4	1	0	0
00:8e:d4:42:c9:77	Poor	5	1	0	0	0	0	0	0	0	0	0	0	0	0
00:91:5b:83:de:2d	Poor	4	1	0	0	0	0	0	0	0	0	0	0	0	0
00:98:5c:32:a6:04	Poor	6	1	0	0	0	0	0	0	0	0	0	0	0	0
00:a8:d8:25:a7:4d	Poor	3	1	0	0	2	1	4	1	3	1	4	1	2	1
00:af:31:2d:6a:86	Poor	4	1	4	1	6	1	0	0	4	1	0	0	6	1
00:c1:ce:dd:ed:0f	Poor	3	1	5	1	3	1	2	1	3	1	2	1	3	1
0:d2:75:84:cf:fe	Poor	6	1	0	0	0	0	0	0	0	0	0	0	0	0

b. The second graph displays the unique devices. Click on a device serial (SR) number to go to the details page for that device.

Device SR No. 🔨	Device Name	Model	Full Model No.	BSSID (?)	Access Point ③ Friendly Name	Signal Strength Reported	Band	Device Type	Reported Date/Time	Site Name	Hierarchy
D19291010M0544	TC75X-D19291010M0544	TC75X	TC75AH-KA11ES-A1	54:ee:03:eb:2e:2b		-2	Excellent	MOBILE COMPUTER	Apr 6, 2025 14:00:00	STORE103	ZEBRA/REGION/CO.
D19291010M0672	TC75X-D19291010M0672	TC75X	TC75AH-KA11ES-A1	c0:df:fd:16:a4:21		-91	Poor	MOBILE COMPUTER	Apr 8, 2025 00:00:00	STORE101	ZEBRA/REGION/CO.
D19291010M0165	TC75X-D19291010M0165	TC75X	TC75AH-KA11ES-A1	08:0a:b1:1c:69:bc		-78	Poor	MOBILE COMPUTER	Apr 4, 2025 06:00:00	STORE134	ZEBRA/REGION/CO.
D19291010M0073	TC75X-D19291010M0073	TC75X	TC75AH-KA11ES-A1	e6:7c:11:39:02:0a		-93	Poor	MOBILE COMPUTER	Apr 8, 2025 14:00:00	STORE103	ZEBRA/REGION/CO
D19291010M0544	TC75X-D19291010M0544	TC75X	TC75AH-KA11ES-A1	54:ee:03:eb:2e:2b		-73	Good	MOBILE COMPUTER	Apr 5, 2025 13:00:00	STORE103	ZEBRA/REGION/CO
D19291010M1026	TC75X-D19291010M1026	TC75X	TC75AH-KA11ES-A1	04:af:b2:2b:58:9a		-24	Excellent	MOBILE COMPUTER	Apr 9, 2025 22:00:00	STORE137	ZEBRA/REGION/CO
D19291010M0981	TC75X-D19291010M0981	TC75X	TC75AH-KA11ES-A1	f0:ec:65:38:79:60		-79	Poor	MOBILE COMPUTER	Apr 8, 2025 03:00:00	STORE101	ZEBRA/REGION/CO
D19291010M0817	TC75X-D19291010M0817	TC75X	TC75AH-KA11ES-A1	1c:2d:fc:76:15:99		-67	Good	MOBILE COMPUTER	Apr 6, 2025 17:00:00	STORE126	ZEBRA/REGION/CO.
D19291010M1202	TC75X-D19291010M1202	TC75X	TC75AH-KA11ES-A1	08:c5:fd:1c:b3:51		-35	Excellent	MOBILE COMPUTER	Apr 9, 2025 20:00:00	STORE102	ZEBRA/REGION/CO
D19291010M0099	TC75X-D19291010M0099	TC75X	TC75AH-KA11ES-A1	ce:2a:69:ed:e8:fb		-35	Excellent	MOBILE COMPUTER	Apr 8, 2025 07:00:00	STORE103	ZEBRA/REGION/CO

- 2. Data Grid Columns
 - Device Serial (SR) No, Device Name, Model, Full Model No., BSSID, Access Point Friendly Name, Signal Strength Reported, Band (Excellent, Good, Poor), Device Type, Reported Date/Time, Site Name, and Hierarchy.
- 3. Date Range Options
 - Last 7 Days (Default)
- 4. Use Case(s)
 - Identify possible WLAN coverage issues.

WWAN Utilization

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

This report contains the following data:

- Apps Impacted (High Data Usage) Broken down by top business and non-business apps.
- Devices Impacted (High Data Usage) Displaying top devices sorted by highest data usage.
- Sites Impacted (High Data Usage) Displaying top sites sorted by highest data usage.
- Carriers Impacted Showing location on a map of areas with poor performance issues.
- Faulty SIM Card Broken down by which performance issues were caused by the SIM cards.
- Total Device Data Usage Showing the total Gigabytes of data used during the date range.

Apps Impacted

The Apps Impacted tile provides insight into the applications on devices with high WWAN usage based on filter selections. This tile also breaks out the applications into business and non-business applications.

APPS IMPACTED (High Data Usage) 100% (62)							
Top business apps			Top non busines	is apps			
Application	Data 🗸 Usage		Application	Data Usage (GB)	~		
	(GB)		Camera	43,997.863			
BusinessApp	5,441.960		Inställningar	38,411.084			
Keep Notes	5,348.268		Behörighetsans	38,130.202			
Nomor+	5,005.214		EnterpriseBrow	36,867.185			
Attendant	4,845.529		Klocka	35.504.343			
MobiControl	4,802.277						
≪ < 1 > >> Rows 1-5 ≪ < 1 > >> Rows 1-5							
View More Details							

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

The data usage table includes the following fields:

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

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

APPS I	043 MINUTES	S AGO						Date Last 14 Days
Apps Impacted (Hig	ıh data usag	e) (2,000+)						
Application	Version	Application Category	Device SR No.	Device Name	Model	Site	Data Usage (in GB) 🗸 🗸	Site
Android-system	11	System Package	D19291010M0578	TC75X-D19291010M0578	тс75Х	STORE132	43.28	Include all
ZebraDeviceManager	13.2.0.7	Utility	D19291010M0578	TC75X-D19291010M0578	ТС75Х	STORE132	43.23	
BusinessApp	4.0.4	Business	D19291010M1046	TC51-D19291010M1046	TC51	STORE119	43.21	Model
VolumeHead	1.7	Utility	D19291010M0185	MC95-D19291010M0185	MC95	STORE135	37.86	
VolumeHead	1.7	Utility	D19291010M1077	MC95-D19291010M1077	MC95	STORE135	37.79	Include all
Behörighetsansvarig	r_aml_30	Non Business	D19291010M0481	MC95-D19291010M0481	MC95	STORE115	35.84	
Whywaste	1.5.10	Non Business	D19291010M0414	TC75X-D19291010M0414	ТС75Х	STORE110	33.83	> Application Category
VolumeHead	17	Utility	D19291010M0965	MC95-D19291010M0965	MC95	STORE115	33.79	
Behörighetsansvarig	r_aml_30	Non Business	D19291010M0620	MC95-D19291010M0620	MC95	STORE115	32.66	Include all
PnC	2018.2.0	System Package	D19291010M0197	TC52-D19291010M0197	TC52	STORE131	32.47	
Google Play-tjänster	24.20.13 (Non Business	D19291010M1225	TC75X-D19291010M1225	TC75X	STORE154	32.47	> Application
BusinessApp	4.0.4	Business	D19291010M0502	TC51-D19291010M0502	TC51	STORE133	32.46	Application
Nomor+	1.2.6	Business	D19291010M0305	TC51-D19291010M0305	TC51	STORE122	32.46	Include all
Inställningar	8.1.0	Non Business	D19291010M0338	TC52-D19291010M0338	TC52	STORE102	32.46	
EMDK Service	11.0.146.4	Utility	D19291010M0995	MC95-D19291010M0995	MC95	STORE115	32.46	
VolumeHead	1.7	Utility	D19291010M0365	TC52-D19291010M0365	TC52	STORE119	32.45	Device SR No.
StageNow	11.9.0.1	Utility	D19291010M0803	MC95-D19291010M0803	MC95	STORE115	32.45	
Keep Notes	4.0.4	Business	D19291010M0045	MC95-D19291010M0045	MC95	STORE125	32.45	Include all
Inställningar	8.1.0	Non Business	D19291010M0698	MC95-D19291010M0698	MC95	STORE122	32.45	
Battery Manager	1.3.3	Utility	D19291010M0959	TC52-D19291010M0959	TC52	STORE146	32.44	> User Tags
Inställningar	8.1.0	Non Business	D19291010M0578	TC75X-D19291010M0578	TC75X	STORE132	32.44	
Attendant	1.11.2	Business	D19291010M0423	TC51-D19291010M0423	TC51	STORE125	32.44	Include all
Camera	2.0.002 (1	Non Business	D19291010M1330	MC95-D19291010M1330	MC95	STORE153	32.44	
Keep Notes	4.0.4	Business	D19291010M0435	TC52-D19291010M0435	TC52	STORE121	32.44	
Android-system	11	System Package	D19291010M0643	TC52-D19291010M0643	TC52	STORE131	32.44	

Devices Impacted

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

DEVICES IMPACTED (High Data Usage) 92% (1,370)									
Top devices									
Device SR No	Data Usage 🗸 🗸 (GB)								
D19291010M07	491.148								
D19291010M0117	486.854								
D19291010M0015	482.769								
D19291010M1020	467.955								
D19291010M0410	467.063								
$\ll \langle 1 \rangle \gg$		Rows 1-5							
	View More Det	ails							

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

The data usage table includes the following fields:

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

DEVI	CES IMPACTED DE	AILS					
WAN ANALYTICS	3						
ST REFRESHED	611 MINUTES AGO						
vices impacted	(High data usage) (2,000+)						
Device SR No.	Device Name	Site	Carrier	Model	Data Usage(in GB)		1
19291010M0245	MC95-D19291010M0245	STORE131	carrier	MC95	142.64		
19291010M1291	TC75X-D19291010M1291	STORE153	Cellcom	TC75X	140.13		
9291010M0368	TC51-D19291010M0368	STORE149	Smart Communic	TC51	124.58		
19291010M0965	MC95-D19291010M0965	STORE115	carrier	MC95	122.34		
9291010M0254	TC52-D19291010M0254	STORE116	Cellcom	TC52	121.87		
9291010M0489	TC52-D19291010M0489	STORE131	Webbing	TC52	121.77		
9291010M0616	MC95-D19291010M0616	STORE102	Singtel	MC95	120.54		
291010M0265	MC95-D19291010M0265	STORE122	Cellcom	MC95	120.13		
291010M0593	TC75X-D19291010M0593	STORE110	Smart Communic	TC75X	115.51		
291010M1118	TC75X-D19291010M1118	STORE149	carrier	TC75X	115.12		
9291010M0389	MC95-D19291010M0389	STORE131	Singtel	MC95	114.86		
9291010M1263	TC51-D19291010M1263	STORE152	Singtel	TC51	114.84		>
9291010M1295	TC52-D19291010M1295	STORE115	Cellcom	TC52	114.80		
291010M0294	TC51-D19291010M0294	STORE153	Smart Communic	TC51	113.62		
291010M0859	TC52-D19291010M0859	STORE110	Smart Communic	TC52	113.01		
291010M1007	MC95-D19291010M1007	STORE140	Cellcom	MC95	112.17		
9291010M0743	TC52-D19291010M0743	STORE128	Movistar	TC52	111.35		
9291010M0408	MC95-D19291010M0408	STORE132	Singtel	MC95	110.84		
9291010M0578	TC75X-D19291010M0578	STORE132	Movistar	TC75X	110.13		
9291010M1212	MC95-D19291010M1212	STORE131	Smart Communic	MC95	110.04		
9291010M0015	MC95-D19291010M0015	STORE131	Movistar	MC95	109.66		
19291010M0233	TC75X-D19291010M0233	STORE153	Movistar	TC75X	108.47		
19291010M0971	MC95-D19291010M0971	STORE112	Webbing	MC95	108.06		
19291010M0338	TC52-D19291010M0338	STORE102	carrier	TC52	106.95		
019291010M1069	TC51-D19291010M1069	STORE110	carrier	TC51	106.54		

Sites Impacted

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

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

- Site
- Carrier
- Model

10100000 CTC5X-D192910100000 STOREI60 Singtal TC5X 10100001 CTC5X-D192910100000 STOREI60 Webbing TC5X 101000000 CTC5X-D192910100000 STOREI60 Singtal TC5X 101000000 CTC5X-D1929101000000 STOREI60 Singtal TC5X 101000000 CTC5X-D1929101000000 STOREI60 Singtal TC5X 1010000000 CTC5X-D1929101000000 STOREI60 Singtal TC5X 1010000000 CTC5X-D19291010000000 STOREI60 Singtal TC5X			AILS	IMPACTED DET	SITES
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NUMADIATCTSK-01229101M000STOREIGOSingletTCTSK100M0000TCTSK-01229101M0010STOREIGOSingletTCTSK100M0000TCTSK-01229101M0400STOREIGOSingletTCTSK100M0000TCTSK-01229101M0400STOREIGOSingletTCTSK100M0400TCTSK-01229101M0400STOREIGOSingletTCTSK100M0400TCTSK-01229101M0400STOREIGOSingletTCTSK100M0400TCTSK-01229101M0400STOREIGOSingletTCTSK100M0400TCTSK-01229101M0400STOREIGOMeblingTCTSK100M0400TCTSK-01229101M0400STOREIGOCellcomTCTSK100M0400TCTSK-01229101M0400STOREIGOCellcomTCTSK100M0400TCTSK-01229101M0400STOREIGOSingletTCTSK100M0400TCTSK-01229101M0400STOREIGOCellcomTCTSK100M0400TCTSK-01229101M0400STOREIGOSingletTCTSK100M0400TCTSK-01229101M0400STOREIGOCellcomTCTSK100M0400TCTSK-01229101M0400STOREIGOCellcomTCTSK100M0400TCTSK-01229101M0400STOREIGOCellcomTCTSK100M0400TCTSK-01229101M0400STOREIGOCellcomTCTSK100M0400TCTSK-01229101M0400STOREIGOCellcomTCTSK100M0400TCTSK-01229101M0400STOREIGOSingletTCTSK100M0400TCTSK-0122910M0400STOREIGOSingletTCTSK100M0400				gh data usage) (2,000+)	s impacted (Hi
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ND100000 TC75X-0192910100009 ST0REI60 Smart Communic. TC75X ND1000490 TC75X-01929101000490 ST0REI60 Garliet TC75X ND1000490 TC75X-01929101000490 ST0REI60 Garliet TC75X ND1000490 TC75X-01929101000490 ST0REI60 Singell TC75X ND1000490 TC75X-01929101000490 ST0REI60 Singell TC75X ND1000490 TC75X-01929101000590 ST0REI60 Callcom TC75X ND100000 TC75X-01929101000100 ST0REI60 Callcom TC75X ND100000 TC75X-01929101000100 ST0REI60 Sinart Communic. TC75X ND1000000 TC75X-01929101000100 ST0REI60 Sinart Communic. TC75X ND1000000 TC75X-01929101000000 ST0REI60 Sinart Communic. TC75X ND1000000 TC75X-01929101000000 ST0REI60 Sinart Communic. TC75X ND10000000 TC75X-01929101000000 ST0REI60 Callcom TC75X ND10000000 TC75X-01929101000000 ST0REI60	TC75X	Singtel	STORE160	TC75X-D19291010M0010	1010M0010
NUM0069 CTSX-D1929101004090 STOREIBO Singtal TCSX NDM0490 CTSX-D192910100490 STOREIBO Singtal TCSX NDM0490 CTSX-D192910100490 STOREIBO Singtal TCSX NDM0490 TCSX-D192910100490 STOREIBO Singtal TCSX NDM0490 TCSX-D192910100490 STOREIBO Webbing TCSX NDM0490 TCSX-D192910100050 STOREIBO Webbing TCSX NDM0490 TCSX-D192910100050 STOREIBO Webbing TCSX NDM0400 TCSX-D192910100050 STOREIBO Cellcom TCSX NDM0400 TCSX-D192910100050 STOREIBO Singtal TCSX NDM0400 TCSX-D19	TC75X	Webbing	STORE160	TC75X-D19291010M0010	1010M0010
00000490 C75X-D192910100490 STOREIGO carier TC5X 0000490 C75X-D192910100490 STOREIGO Singael TC5X 0000400 C75X-D192910100490 STOREIGO Singael TC5X 0000400 C75X-D192910100490 STOREIGO Singael TC5X 0000400 C75X-D1929101000490 STOREIGO Celicom TC5X 0000400 C75X-D192910100100 STOREIGO Celicom TC5X 0000400 C75X-D192910100100 STOREIGO Carier TC5X 00000400 C75X-D192910100000 STOREIGO Carier TC5X 00000400 C75X-D192910100000 STOREIGO Sinari Communic. TC5X 00000400 C75X-D192910100000 STOREIGO Sinari Communic. TC5X 00000400 C75X-D192910100000 STOREIGO Sinari Communic. TC5X 00000400 C75X-D1929101000000 STOREIGO Sinari Communic. TC5X 00000400 C75X-D1929101000000 STOREIGO Sinari Communic. TC5X	TC75X	Smart Communic	STORE160	TC75X-D19291010M0010	1010M0010
NDM04400 CTDSX-D1929101004940 STOREIB0 Singal CTDSX NDM04400 CTDSX-D1929101004940 STOREIB0 Smart Communic. TCDSX NDM04000 CTDSX-D1929101000509 STOREIB0 Webing TCDSX NDM04000 TCDSX-D1929101000509 STOREIB0 Celloom TCDSX NDM04000 TCDSX-D192910100000 STOREIB0 Celloom TCDSX NDM04000 TCDSX-D192910100000 STOREIB0 Celloom TCDSX NDM04000 TCDSX-D192910100000 STOREIB0 Store TCDSX NDM04000 TCDSX-D192910100000 STOREIB0 Store TCDSX NDM04000 TCDSX-D192910100000 STOREIB0 Store TCDSX NDM04000 TCDSX-D1929101000000 STOREIB0 Store TCDSX NDM04000 TCDSX-D1929101000000 STOREIB0 Celloom TCDSX NDM04000 TCDSX-D1929101000000 STOREIB0 Celloom TCDSX NDM04000 TCDSX-D1929101000000 STOREIB0 Celloom TCDSX	TC75X	Singtel	STORE160	TC75X-D19291010M0069	1010M0069
ND100490 CT25X-D1929101004900 ST0REI60 Smart Communic. TC5X ND004590 CT25X-D192910100590 ST0REI60 Webbing TC5X ND1004100 TC75X-D192910100100 ST0REI60 Celicom TC5X ND000400 TC75X-D1929101001000 ST0REI60 carrier TC75X ND000000 TC75X-D1929101000000 ST0REI60 Smart Communic. TC75X ND000000 TC75X-D1929101000000 ST0REI60 Webbing TC75X ND000000 TC75X-D1929101000000 ST0REI60 Smart Communic. TC75X ND000000 TC75X-D192910000000 ST0REI60	TC75X	carrier	STORE160	TC75X-D19291010M0490	1010M0490
N01000000 CT5X-D1929101000000 STOREIGO Webbing TC5X N01001000 CT5X-D1929101001000 STOREIGO Cellcom TC5X N01001000 TC5X-D1929101001000 STOREIGO Cellcom TC5X N01000000 TC5X-D1929101000000 STOREIGO Smart Commune. TC5X N01000000 TC5X-D1929101000000 STOREIGO Singel TC5X N01000000 TC5X-D1929101000000 STOREIGO Cellcom TC5X N01000000 TC5X-D1929101000000 STOREIGO Cellcom TC5X N01000000 TC5X-D1929101000000 STOREIGO Cellcom TC5X N01000000 TC5X-D1929101000000 STOREIGO Webbing TC5X N0100000 TC5X-D1929101000000 STOREIGO Webbing TC5X	TC75X	Singtel	STORE160	TC75X-D19291010M0490	1010M0490
N010N1010 CTC5K-D19291010M1010 STCREIGO Cellcom CT5K N010M1010 CTC5K-D1929101M0100 STCREIGO Carrier TC5K N010M1010 CTC5K-D1929101M0100 STCREIGO Smart Communic. TC5K N010M0000 TC75K-D1929101M0000 STCREIGO Smart Communic. TC75K N010M0000 TC75K-D1929101M00009 STCREIGO Cellcom TC75K N010M0000 TC75K-D1929101M0009 STCREIGO Cellcom TC75K N010M000 TC75K-D192910M0490 STCREIGO Webbing TC75K N010M000 TC75K-D192910M0490 STCREIGO Webbing TC75K N010M000 TC75K-D192910M0400 STCREIGO Mebling TC75K N010M000 TC75K-D192910M04000 STCREIGO STGREIGO	TC75X	Smart Communic	STORE160	TC75X-D19291010M0490	1010M0490
D000000 TC75X-D1929101001000 STOREB60 carrier TC75X-D192910100000 STOREB60 Smart Communic. TC75X-D1929101000009 STOREB60 Smart Communic. TC75X-D1929101000009 STOREB60 Smart Communic. TC75X-D1929101000009 STOREB60 Smart Communic. TC75X-D1929101000099 STOREB60 Smart Communic. TC75X-D1929101000099 STOREB60 Smart Communic. TC75X-D1929101000099 STOREB60 Smart Communic. TC75X-D1929101000099 STOREB60 Cellcom TC75X-D192910100009 STOREB60 Cellcom TC75X-D1929101000099 STOREB60 Storega TC75X-D19291010000099 STOREB60 Storega <td>TC75X</td> <td>Webbing</td> <td>STORE160</td> <td>TC75X-D19291010M0509</td> <td>010M0509</td>	TC75X	Webbing	STORE160	TC75X-D19291010M0509	010M0509
Dit/Mod00 TC75X-D1929101M0010 STOREI60 Smart Communic TC75X Dit/Mod09 TC75X-D1929101M0009 STOREI60 Gledom TC75X Dit/Mod09 TC75X-D1929101M0009 STOREI60 Celicom TC75X Dit/Mod09 TC75X-D1929101M0069 STOREI60 Celicom TC75X Dit/Mod09 TC75X-D1929101M0069 STOREI60 Celicom TC75X Dit/Mod09 TC75X-D1929101M0069 STOREI60 Celicom TC75X Dit/Mod09 TC75X-D1929101M0490 STOREI60 Celicom TC75X Dit/Mod09 TC75X-D1929101M0490 STOREI60 Celicom TC75X Dit/Mod09 TC75X-D1929101M0490 STOREI60 Webbing TC75X Dit/Mod01 TC75X-D1929101M0100 STOREI60 Ment TC75X Dit/Mod01 TC75X-D1929101M0100 STOREI60 Ment TC75X Dit/Mod01 TC75X-D1929101M0100 STOREI60 Ment TC75X Dit/Mod01 TC75X-D1929101M01000 STOREI60 Montar TC75X	тс75Х	Cellcom	STORE160	TC75X-D19291010M1010	010M1010
NUMBORI CTSK-D19291010M0090 STOREI60 Singted TCTSK D10M0069 TCTSK-D19291010M0099 STOREI60 Celcom TCTSK D10M0069 TCTSK-D19291010M0099 STOREI60 Smart Communic. TCTSK D10M0069 TCTSK-D19291010M0099 STOREI60 Celcom TCTSK D10M0069 TCTSK-D19291010M0099 STOREI60 Celcom TCTSK D10M0069 TCTSK-D19291010M0099 STOREI60 Celcom TCTSK D10M0069 TCTSK-D19291010M0490 STOREI60 Vebbing TCTSK D10M0069 TCTSK-D19291010M109 STOREI60 Vebbing TCTSK D10M0100 TCTSK-D19291010M100 STOREI60 Webbing TCTSK D10M0101 TCTSK-D19291010M1010 STOREI60 Smart Communic. TCTSK D10M0101 TCTSK-D19291010M1010 STOREI60 Smart Communic. TCTSK D10M0101 TCTSK-D19291010M1010 STOREI60 Smart Communic. TCTSK D10M0101 TCTSK-D19291010M1010 STOREI60 Meobing	TC75X	carrier	STORE160	TC75X-D19291010M1010	010M1010
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200000069 CTSX-D1922010000069 STOREI60 Smart Communica. TCSX 20000069 CTSX-D1922010000698 STOREI60 Celicom TCSX 200000690 TCSX-D1922010000698 STOREI60 Celicom TCSX 200000690 TCSX-D1922010000490 STOREI60 Celicom TCSX 200000690 TCSX-D192901000010 STOREI60 Webbing TCSX 2000010 TCSX-D192901000101 STOREI60 Webbing TCSX 2000010 TCSX-D192901000101 STOREI60 Webbing TCSX 2000010 TCSX-D192901000010 STOREI60 Smart Communica. TCSX 20000100 TCSX-D192901000010 STOREI60 Webbing TCSX 20000010 TCSX-D1929101000010 STOREI60 Webbing TCSX	TC75X	Singtel	STORE160	TC75X-D19291010M0010	D10M0010
NUM069 TC75X-019291010M0699 STOREI60 Cellcom TC75X NUM0490 TC75X-019291010M0490 STOREI60 Cellcom TC75X NUM0400 TC75X-019291010M0490 STOREI60 Webbing TC75X NUM0400 TC75X-019291010M0490 STOREI60 Webbing TC75X NUM0400 TC75X-019291010M010 STOREI60 Webbing TC75X NUM0400 TC75X-019291010M010 STOREI60 Singtel TC75X NUM0400 TC75X-019291010M010 STOREI60 Singtel TC75X NUM0400 TC75X-019291010M010 STOREI60 Mebling TC75X NUM0400 TC75X-019291010M010 STOREI60 Mebling TC75X NUM0400 TC75X-019291010M010 STOREI60 Meibling TC75X NUM0400 TC75X-019291010M0490 STOREI60 Meibling TC75X NUM0400 TC75X-019291010M0490 STOREI60 Meibling TC75X NUM0400 TC75X-019291010M0490 STOREI60 Meibling TC75X	TC75X	Cellcom	STORE160	TC75X-D19291010M0069	10M0069
ADMAGA9 TC75X-D19291010M0490 STORE160 Cellcom TC75X ADMAG49 TC75X-D19291010M0490 STORE160 Webbing TC75X ADMAG40 TC75X-D19291010M0490 STORE160 Webbing TC75X ADMAG40 TC75X-D19291010M0490 STORE160 Singtel TC75X ADMAG40 TC75X-D19291010M0400 STORE160 Singtel TC75X ADMAG40 TC75X-D19291010M0400 STORE160 Singtel TC75X ADMAG40 TC75X-D19291010M0490 STORE160 Movisar TC75X ADMAG40 TC75X-D19291010M0490 STORE160 Movisar TC75X ADMAG40 TC75X-D19291010M0490 STORE160 Movisar TC75X ADMAG40 TC75X-D19291010M0490 STORE160 Webbing TC75X	TC75X	Smart Communic	STORE160	TC75X-D19291010M0069	0M0069
1000490 TCFX-D1929101000490 STOREI60 Webbing TCFX 1000401 TCFX-D192910100100 STOREI60 Webbing TCFX 1000400 TCFX-D192910100100 STOREI60 Singtel TCFX 1000400 TCFX-D1929101000100 STOREI60 Singtel TCFX 1000400 TCFX-D1929101000100 STOREI60 Singtel TCFX 1000400 TCFX-D1929101000010 STOREI60 Webbing TCFX 1000400 TCFX-D1929101000490 STOREI60 Movistar TCFX 10004090 TCFX-D1929101000490 STOREI60 Movistar TCFX 1000490 TCFX-D1929101000490 STOREI60 Webbing TCFX	TC75X	Cellcom	STORE160	TC75X-D19291010M0069	10M0069
OM100 TC75X-D19291010M100 STOREIGO Webbing TC75X OM100 TC75X-D19291010M100 STOREIGO Singstel TC75X OM000 TC75X-D19291010M000 STOREIGO Smart Communic TC75X OM0010 TC75X-D19291010M0040 STOREIGO Webbing TC75X OM0490 TC75X-D19291010M0490 STOREIGO Webbing TC75X OM0490 TC75X-D19291010M0490 STOREIGO Webbing TC75X OM0490 TC75X-D19291010M0490 STOREIGO Webbing TC75X	TC75X	Cellcom	STORE160	TC75X-D19291010M0490	OM0490
ItoMiolo TC75X-D19291010M1010 STOREI60 Singtel TC75X I0M0010 TC75X-D19291010M0010 STOREI60 Smart Communic TC75X I0M0010 TC75X-D19291010M0010 STOREI60 Webbing TC75X I0M0490 TC75X-D19291010M0490 STOREI60 Movistar TC75X I0M0490 TC75X-D19291010M0490 STOREI60 Webbing TC75X I0M0490 TC75X-D19291010M0490 STOREI60 Webbing TC75X	TC75X	Webbing	STORE160	TC75X-D19291010M0490	10M0490
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IOMODID TC75X-D19291010M0010 STOREI60 Webbing TC75X IOMO490 TC75X-D19291010M0490 STOREI60 Movistar TC75X IOM0490 TC75X-D19291010M0490 STOREI60 Movistar TC75X IOM0490 TC75X-D19291010M0490 STOREI60 Webbing TC75X	тс75Х	Singtel	STORE160	TC75X-D19291010M1010	IOM1010
1000/0490 C75X-D192910100/0490 STOREI60 Movistar TC75X 1000/0490 C75X-D192910100/0490 STOREI60 Webbing TC75X	TC75X	Smart Communic	STORE160	TC75X-D19291010M0010	010M0010
210M0490 TC75X-D19291010M0490 STOREI60 Webbing TC75X	тс75Х	Webbing	STORE160	TC75X-D19291010M0010	010M0010
	TC75X	Movistar	STORE160	TC75X-D19291010M0490	010M0490
10M1010 TC75X-019291010M1010 STOREI60 Cellcom TC75X	тс75Х	Webbing	STORE160	TC75X-D19291010M0490	10M0490
	TC75X	Cellcom	STORE160	TC75X-D19291010M1010	D10M1010
010M0010 TC75X-D19291010M0010 STOREI60 Smart Communic TC75X	TC75X	Smart Communic	STORE160	TC75X-D19291010M0010	010M0010

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.

Carrier Number of impacted devices Verizon Wirele_ 22 T-Mobile USA 43	CARRIERS IMPACTED (POOR P Top carrier and devices impacted	ERFORMANCE)	Location of devices impacted by poor carrier performance Regina Winnipez
T-Mobile USA 43 T-Mobile USA 43	devices		+ Vancouver - Seittle Spokane Saguenay St. John's
		Rows 1-2	Portland Boise Eureka Reno San Francisco Las Vegas Santa Fe Los Angeles Phoenix Lubbock Ensenada Ciudad juárez Chihuahua Cirv Chihuahua Cirv

This tile includes a map that provides visual data. Zoom out to view regions affected, or zoom in to view details down to the street level.



Location of devices impacted by poor carrier performance





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

Click View More Details to see Carrier Poor Performance details.

The carriers impacted table includes the following fields:

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

Filters

Date

CARRIER POOR PERFORMANCE DETAILS

WWAN ANALYTICS	
LAST REFRESHED 12149	MINUTES AGO

evice SR No.	Device Name	Carrier	Generation	Model	Site	Total poor signal events	Total poor connectivity events
019291010M1248	MC95-D19291010M1248	T-Mobile USA	Unknown	MC95	STORE154	20	14
19291010M0461	MC95-D19291010M0461	Verizon Wireless	2G	MC95	STORE149	13	7
19291010M0666	MC95-D19291010M0666	Verizon Wireless	2G	MC95	STORE141	0	17
019291010M1007	MC95-D19291010M1007	T-Mobile USA	5G	MC95	STORE140	2	3
19291010M1103	MC95-D19291010M1103	Verizon Wireless	2G	MC95	STORE135	2	14
19291010M0572	MC95-D19291010M0572	T-Mobile USA	5G	MC95	STORE135	1	22
19291010M0259	MC95-D19291010M0259	T-Mobile USA	3G	MC95	STORE134	14	1
19291010M0357	MC95-D19291010M0357	Verizon Wireless	Unknown	MC95	STORE124	6	18
19291010M1290	MC95-D19291010M1290	Verizon Wireless	5G	MC95	STORE121	12	17
19291010M0184	MC95-D19291010M0184	T-Mobile USA	4G	MC95	STORE103	19	0
19291010M1289	TC51-D19291010M1289	T-Mobile USA	3G	TC51	STORE158	0	10
19291010M0275	TC75X-D19291010M0275	T-Mobile USA	2G	тс75Х	STORE158	1	1
019291010M0104	TC75X-D19291010M0104	T-Mobile USA	2G	тс75Х	STORE158	3	20
19291010M0013	TC51-D19291010M0013	Verizon Wireless	Unknown	TC51	STORE152	3	9
19291010M1085	TC51-D19291010M1085	T-Mobile USA	5G	TC51	STORE149	20	13
19291010M0003	TC75X-D19291010M0003	Verizon Wireless	Unknown	тс75Х	STORE144	3	2
19291010M1129	TC75X-D19291010M1129	T-Mobile USA	4G	тс75Х	STORE144	10	22
19291010M1216	TC75X-D19291010M1216	Verizon Wireless	3G	TC75X	STORE139	5	2
019291010M0105	TC75X-D19291010M0105	T-Mobile USA	5G	TC75X	STORE133	0	15
19291010M0841	TC75X-D19291010M0841	T-Mobile USA	3G	ТС7БХ	STORE133	15	11
19291010M0043	TC75X-D19291010M0043	T-Mobile USA	3G	TC75X	STORE128	3	2
19291010M0158	TC51-D19291010M0158	Verizon Wireless	2G	TC51	STORE127	4	6
19291010M1119	TC51-D19291010M1119	T-Mobile USA	Unknown	TC51	STORE127	19	3
19291010M0707	TC75X-D19291010M0707	T-Mobile USA	Unknown	TC75X	STORE127	2	0
19291010M0917	TC51-D19291010M0917	Verizon Wireless	Unknown	TC51	STORE125	14	23

Faulty SIM Card



The Faulty SIM Card tile displays the percentage of devices with a faulty SIM.

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

The faulty SIM card table includes the following fields:

SIM Card Status

- Device Serial (SR) No
- International Mobile Equipment Identify (IMEI)
- Device Name
- Model
- Site

FAULTY SIM						
ST REFRESHED 12169 MINU	TES AGO					
aulty SIM Card (2,000+)						
im Card Status	Device SR No.	IMEI	Device Name	Model	Site	
IM_STATE_PIN_REQUIRED	D19291010M0561	774465795385154	MC95-D19291010M0561	MC95	STORE160	
IM_STATE_PIN_REQUIRED	D19291010M0561	774465795385154	MC95-D19291010M0561	MC95	STORE160	
IM_STATE_PIN_REQUIRED	D19291010M0561	774465795385154	MC95-D19291010M0561	MC95	STORE160	
IM_STATE_PUK_REQUIRED	D19291010M0010	274543995416156	TC75X-D19291010M0010	TC75X	STORE160	
IM_STATE_PUK_REQUIRED	D19291010M0010	274543995416156	TC75X-D19291010M0010	TC75X	STORE160	
IM_STATE_PUK_REQUIRED	D19291010M0010	274543995416156	TC75X-D19291010M0010	TC75X	STORE160	
IM_STATE_UNKNOWN	D19291010M0509	455871872931146	TC75X-D19291010M0509	TC75X	STORE160	
IM_STATE_UNKNOWN	D19291010M0509	455871872931146	TC75X-D19291010M0509	TC75X	STORE160	
IM_STATE_UNKNOWN	D19291010M0509	455871872931146	TC75X-D19291010M0509	ТС75Х	STORE160	
IM_STATE_CARD_IO_ERROR	D19291010M0277	858943392776264	TC51-D19291010M0277	TC51	STORE160	
IM_STATE_CARD_IO_ERROR	D19291010M0277	858943392776264	TC51-D19291010M0277	TC51	STORE160	
IM_STATE_CARD_IO_ERROR	D19291010M0277	858943392776264	TC51-D19291010M0277	TC51	STORE160	
IM_STATE_ABSENT	D19291010M0978	316755561234419	TC75X-D19291010M0978	TC75X	STORE160	
IM_STATE_ABSENT	D19291010M0978	316755561234419	TC75X-D19291010M0978	TC75X	STORE160	
IM_STATE_ABSENT	D19291010M0978	316755561234419	TC75X-D19291010M0978	TC75X	STORE160	
IM_STATE_ABSENT	D19291010M0069	458276339149358	TC75X-D19291010M0069	TC75X	STORE160	
IM_STATE_ABSENT	D19291010M0069	458276339149358	TC75X-D19291010M0069	TC75X	STORE160	
IM_STATE_ABSENT	D19291010M0069	458276339149358	TC75X-D19291010M0069	TC75X	STORE160	
IM_STATE_UNKNOWN	D19291010M0063	465351741135147	TC51-D19291010M0063	TC51	STORE160	
IM_STATE_UNKNOWN	D19291010M0063	465351741135147	TC51-D19291010M0063	TC51	STORE160	
IM_STATE_UNKNOWN	D19291010M0063	465351741135147	TC51-D19291010M0063	TC51	STORE160	
IM_STATE_PIN_REQUIRED	D19291010M1283	754474363743443	TC51-D19291010M1283	TC51	STORE160	
IM_STATE_PIN_REQUIRED	D19291010M1283	754474363743443	TC51-D19291010M1283	TC51	STORE160	
IM_STATE_PIN_REQUIRED	D19291010M1283	754474363743443	TC51-D19291010M1283	TC51	STORE160	
IM_STATE_ABSENT	D19291010M0490	687219158339414	TC75X-D19291010M0490	TC75X	STORE160	

Total Device Data Usage

The **Total Device Data Usage** tile provides insight into the total WWAN usage by all devices in the fleet based on filter selections.



Click View More Details to see data usage for each device.

The total device data usage table includes the following fields:

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

TOTAL DATA USAGE DETAILS

WWAN ANALYTICS LAST REFRESHED 655 MINUTES AGO

Total Device Data Usage (2,000+)

Device SR No.	Data Usage (in GB) 🛛 🗸	Carrier	Device Name	Site	Model
D19291010M0164	111.13	Movistar	MC95-D19291010M0164	STORE148	MC95
D19291010M0837	110.93	Webbing	TC51-D19291010M0837	STORE134	TC51
D19291010M0629	110.48	Singtel	TC75X-D19291010M0629	STORE115	TC75X
D19291010M0635	107.83	Webbing	TC52-D19291010M0635	STORE134	TC52
D19291010M0322	106.96	Cellcom	TC51-D19291010M0322	STORE108	TC51
D19291010M0008	103.02	Movistar	TC51-D19291010M0008	STORE159	TC51
D19291010M0381	101.22	Smart Communic	MC95-D19291010M0381	STORE158	MC95
D19291010M0198	99.10	Singtel	TC51-D19291010M0198	STORE105	TC51
D19291010M0196	98.83	Smart Communic	TC51-D19291010M0196	STORE135	TC51
D19291010M0824	97.67	Smart Communic	TC52-D19291010M0824	STORE112	TC52
D19291010M0999	97.58	Cellcom	MC95-D19291010M0999	STORE145	MC95
D19291010M1242	97.20	Movistar	TC52-D19291010M1242	STORE159	TC52
D19291010M0734	96.15	Cellcom	TC51-D19291010M0734	STORE126	TC51
D19291010M1157	94.16	Webbing	TC75X-D19291010M1157	STORE106	TC75X
D19291010M0653	94.06	Movistar	TC52-D19291010M0653	STORE107	TC52
D19291010M0655	91.70	Movistar	TC75X-D19291010M0655	STORE157	TC75X
D19291010M0483	90.77	Webbing	MC95-D19291010M0483	STORE113	MC95
D19291010M0593	90.33	Smart Communic	TC75X-D19291010M0593	STORE110	тс75Х
D19291010M0965	88.64	Singtel	MC95-D19291010M0965	STORE115	MC95
D19291010M0291	87.82	Webbing	TC51-D19291010M0291	STORE113	TC51
D19291010M0067	87.69	Movistar	TC51-D19291010M0067	STORE106	TC51
D19291010M0257	87.41	Movistar	TC51-D19291010M0257	STORE146	TC51
D19291010M1062	87.28	Movistar	TC75X-D19291010M1062	STORE105	TC75X
D19291010M0001	86.50	Singtel	TC51-D19291010M0001	STORE126	TC51
D19291010M1091	86.47	Movistar	TC75X-D19291010M1091	STORE115	TC75X

≪ < 12345...80 >>>

Rows 1-25

Filters

Date

Site Include all Model Include all

Lest Month

Device SR No.
Include all
User Tags
Include all

Additional Options

The additional options display additional information.

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

Export CSV	∓ Filter
------------	-----------------

The filter options display.

Filter
Sites
Include all
Models
Include all
User Tags
Include all
Date
Last 1 Days

b. Hover over the upper-right corner of the date picker, and click the pencil to edit the dates.



c. Select the desired date options, and then click Apply.

Date	Edit Filter						
0	Include all (no fil	ter applied)					
0	Year	~	Select	~			
۲	Last v	1 🗘 [Day ~	Including curre	nt		
0	From Select	=	To Select	Ē			
0	ls 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.

Sites
Include all
Models
Include all
User Tags
Include all

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

VIQ Vitals

The Vitals screen provides a snapshot of the key health indicators that provide specific insights for your device fleet for the last 30 days. It does not replace the Detailed Insights reports but is intended to focus on the current health of devices. Use this information to optimize the operational health of the fleet.



- 1. Click Vitals in the Global Navigation Bar to access the VIQ Vitals screen.
- **2.** Mouse over a Vitals widget to reveal an information icon in the top-right corner. Hover your cursor over the information icon to better understand the data displayed.

UNACCOUNTED FOR DEVICES	Q .: DEVICE UTILIZATION	BATTERY HEALTH
30	Click to view full details.	
25 – 24	Widget Description: Insight: Summary of devices that have stopped communicating with V Scenarios: Device loss or communication failures from firewall, Zebra Date Range: As of vesterday.	
20 -	Bate Range: As of yesterday.	3

- 3. View the information for each Vitals category and decide if you need to take further action.
- 4. Click the heading on a specific tile to see the next level of information for that Vitals category.

For more information about the levels of information, see Levels of Information in Tiles and Reports on page 30.

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

Using VIQ Vitals

This section describes how the VIQ Vitals tiles and reports function.

Health Score Tile

The center tile on the Vitals page summarizes your system's overall health. Each wedge of the pie chart highlights a different critical dimension. The largest wedges are the healthiest aspects while the smallest wedge shows where you should take corrective action to improve that health category.



Interpreting Health Scores on Vitals Reports

Many of the Vitals reports include one or more health scores with a meter. This section explains what the numbers and colors mean.

• Green (health score of 700-1000)

Green indicates that everything is going well regarding what the current report shows. No immediate action is necessary.



• Amber (health score of 300-700)

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



• Red (health score of 0-300)

Red indicates that there is a critical issue with the health indicator shown by this vital. Investigate the issues as soon as possible by looking at further insights given by the vital.



Interpreting Colored Arrows on Vitals Reports

Within the Vitals reports tables, colored arrows appear with some of the data. This section explains what the numbers and colors mean.

o \leftrightarrow
о \leftrightarrow
500 🔶
650 🗡
1,000 🔺
1,000 🔶

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

Setting Filters on Vitals Reports

On the expanded view page for each Vital, one or more tables show relevant data, which can be filtered. In the drop-down list for a filter type, select the desired filter and then fill in the text or numeric range to narrow down the data displayed.

This example shows a filter with its choices.

	Set Filter by Sites				
	Select Column	K	Search text	Search	Clear
	Select Column	45			
	SITE NAME				
	SITE SCORE				
	RECENTLY UNACCOUNTED FOR DEVICES				
_	UNACCOUNTED FOR DEVICES				
	CONSIDER REMOVING				
	TOTAL UNACCOUNTED FOR DEVICES				

Unaccounted for Devices

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

Unaccounted-for devices could also be because of something simple, such as an access point is down or devices were put away in storage. For devices that are not actually missing, you can tag them so that they are no longer tracked.

A device is considered "unaccounted for" if it has not reported to the dashboard in 24 hours. This corresponds to the Out of Contact category in the classic reports (go to **Detailed Insights** > **Devices** > **Out of Contact**).

Tile

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



Expanded View

The expanded view shows additional information, such as the number of devices in each category (mobile computers, scanners, or printers) and the details about each site or device group with unaccounted for devices.

VIQ Vitals

	COUNTED FOR DEVICES 0 1 MINUTES AGO						
NACCOUNTED	FOR DEVICE HEALTH SC	SUMMARY				INDUSTRY RANK	
Г		Unaccour Statistical	Analysis				
			value for unaccounted devices is 113.			9.2	2
		Model				Your company's health	score is better than
	0 1000		14 Models. MC95 has the highest (17), which cons			9.2% of all indust	ry customers.
	150	8.1.), which comprises 0.885% of the total unaccounte	ed devices. The average value of unaccou	inted devices per Model is		
BILE COMPU	TERS		SCANNERS		PRI	NTERS	
	F O			~~		~ 7	
	56			30		27	
	00			00		~ /	
et Filter							
t Filter							
elect Column	✓ Search text		Search Clear				
ES WITH UNA	CCOUNTED FOR DEVICES (4	15)					
TE NAME		SITE SCOR	E RECENTLY UNACCOUNTED FOR DEVIC	UNACCOUNTED FOR DEVIC	CES CONSIDER REMOVING	TOTAL UNACCOUNTED FOR DEVICES	
ORE107		o 🔶	4	1	0	5	
ORE102		o \leftrightarrow	6	1	0	7	
ORE145		o 🔶	1	2	0	3	
ORE116		o ↔	3	0	0	3	
ORE142		o \leftrightarrow	1	0	0	1	
ORE159		o \leftrightarrow	1	1	0	2	
ORE144		333 人	1	1	0	2	
ORE149		o \leftrightarrow	1	3	0	4	
ORE103		o \leftrightarrow	6	0	0	6	
ORE120		0 🗡	0	2	0	2	
< 12345	2. 29						Rows 1
	7 17						Rows I
t Filter							
Select Column	✓ Search text		Search Clear				
EVICE GROUPS	WITH UNACCOUNTED FOR	DEVICES (7)					
VICE GROUP	GROUP LABEL	SCORE A	RECENTLY UNACCOUNTED FOR DEVICES	UNACCOUNTED FOR DEVICES	CONSIDER REMOVING	TOTAL UNACCOUNTED FOR DEVICES	
partment	Cardiology	o \leftrightarrow	2	0	0	2	
	Label2	0 \leftrightarrow	1	1	0	2	
tipleLabels	nda	o 🔲	1	0	0	1	
	TC51 D	71 🔺	7	6	0	13	
group		143 🔺	3	3	0	6	
i group vice name	MP7000			3	0	10	
i group rice name del	MP7000 Label1	167 📥	7	3	0	10	
ItipleLabels a group vice name del ItipleLabels Mapping			7 1	1	0	2	
Unaccounted for Device Health Score

This health score is calculated using factors such as the number of devices, the type of devices, and the lack of communication duration. The data range is for the previous full day of data (usually yesterday).



Industry Rank

This section tells you how your unaccounted-for device health score ranks compared to other VIQ users. The data range is for the previous full day of data.

INDUSTRY RANK	
1.4	
Your health rank is better than 1.4% of Industry	

Device Categories

Each of these categories shows the number of devices that stopped communicating with VIQ. Reestablishing communication with or decommissioning the missing devices reduces the numbers. The data range is for the previous full day of data (usually yesterday).

MOBILE COMPUTERS	SCANNERS	PRINTERS
215	27	32

Sites with Unaccounted for Devices

This table displays the sites that have devices that are not accounted for. Click on any heading to sort by that column.

The headings show the progression of a device after it is first considered "unaccounted for." Consider removing (decommissioning) a device if it has been missing for a long time.

SITES WITH UNACCOUNTED F	FOR DEVICES (45)				
SITE NAME	SITE SCORE	RECENTLY UNACCOUNTED FOR DEVICES	UNACCOUNTED FOR DEVICES	CONSIDER REMOVING	TOTAL UNACCOUNTED FOR DEVICES
STORE107	o 🔶	4	1	0	5
STORE102	0 \leftrightarrow	6	1	0	7
STORE145	o \leftrightarrow	1	2	0	3
STORE116	0 \leftrightarrow	3	0	0	3
STORE142	o 🔶	1	0	0	1
STORE159	o 🔶	1	1	0	2
STORE144	333 🔺	1	1	0	2
STORE149	o \leftrightarrow	1	3	0	4
STORE103	0 \leftrightarrow	6	0	0	6
STORE120	o 🗡	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	o 🔲	2	0	0	2
multipleLabels	Label2	0 \leftrightarrow	1	1	0	2
nda group	nda	o \leftrightarrow	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 35 or Displaying Group Label Details on page 37 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.



Set Filter by Models								
Select Column	✓ Search text		Search Clear					
MODELS WITH UTIL	IZATION ISSUES, LAST 3	DAYS (15)						
MODEL	MODEL SCORE	TOTAL DEVI OPERATION		AGE 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
≪ < 12 > ≫								Rows
								1005
Set Filter by Device	Groups							
Select Column	✓ Search text		Search Clear					
DEVICE GROUPS W	ITH UTILIZATION ISSUES	LAST 30 DATS (I	0					
DEVICE GROUP	GROUP LABEL	SCORE	TOTAL DEVICES IN OPERATION	AVERAGE OPERATIONAL DEVICES	MAX CONCURRENT USED DEVICES		AVERAGE OF DEVICES NOT USED DAILY	AVERAGE OF DAILY UNACCOUNTED FOR DEVICES
number	three	1,000 🔺	1	1	1	1	0	0
number	080	846	1	1	1	1	0	0

			IN OPERATION	DEVICES	USED DEVICES	USED DAILY	NOT USED 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

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 ISSU	ES, LAST 30 DAYS	5 (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

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 U	JTILIZATION ISSUES, LAST 30	DAYS (15)					
MODEL	MODEL SCORE	TOTAL DEVICES IN OPERATION	AVERAGE OPERATIONAL DEVICES	MAX CONCURRENT USED DEVICES	MAX TOTAL DEVICES V 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 WI	TH 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 A 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 35 or Displaying Group Label Details on page 37 for examples.

Battery Health

The Battery Health vital helps you to improve employee productivity and safety by eliminating midshift battery swaps and removing underperforming batteries from inventory. By knowing the health, location, and remaining useful life of each battery, you can plan for battery distribution and predict when to purchase replacements.

This vital considers factors such as battery discharge rate, charging cycles, battery age, and temperature. Each site and model get a score, relative ranking, and 30-day score trend to help identify issues and improve operations.

Tile

The tile shows the number of batteries in each category, from those with excellent health to those that need to be replaced immediately. Click the heading to go to the expanded view.



Expanded View

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



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	~	Search text	Search	Clear

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

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Set Filter by Models

Select Column	~	Search text	Search	Clear

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

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Select Column 🗸	Search text	Search	Clear

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 1-8

Rows 1-1

Rows 1-10

Battery Health Score

This health score is calculated using factors such as the battery discharge rate, charging cycles, battery age, and temperature. The data range is for the previous full day of data (usually yesterday).

BATTERY HEALTH SCORE



Industry Rank

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



Sites with Batteries Needing Replacement

This table displays 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 BA	IODELS WITH BATTERIES NEEDING REPLACEMENT (8)											
MODEL	MODEL SCORE	∧ ^{Ri}	EPLACE 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 35 or Displaying Group Label Details on page 37 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 will help to improve return on investment (ROI) and increase employee satisfaction.

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

- when certain models need software patches to improve issues, such as device disruptions
- when a hardware refresh is needed and at which locations

Seeing which sites, 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.

HARD	WARE HEALTH								
(ITALS > HARDWAI									
AST REFRESHED 18									
HARDWARE HEALTH	HISCORE			SUMM	ARY			INDUSTRY F	RANK
				Comm					
					s with hardware issues tal devices with hardware issues				
				SSD is	sues	value is 399.			9.5
	0 1000				tal SSD issues value is 110. n Reboots				Your company's health score is better than
	883				tal System Reboots value is 787.				9.5% of all Industry customers.
	000								
Set Filter by Sites									
Select Column	✓ Search text			Search Clear					
SITES WITH HARDW	VARE ISSUES (56)								
SITE NAME		SITE SCORE	~	DEVICES WITH HARDWARE ISSUES	PEAK MEMORY EVENTS	SSD ISSUES	SYSTEM RE	BOOTS	
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 STORE123		952		3	0	0	6		
STORE125		952		2	0	0	4		
01012100		552 4		-	Ū	0			
« < 123456 »	> >>								Rows 1-
Set Filter by Models									
Select Column	✓ Search text			Search Clear					
Select Column	Search text			Cieur					
	RDWARE ISSUES (4)								
	DWARE 1330E3 (4)								
MODEL		MODEL SCORE	~	DEVICES WITH HARDWARE ISSUES	PEAK MEMORY EVENTS	SSD ISSUES	SYSTEM RE	BOOTS	
		935 💙		44	77	31	84		
		921 💙		61	86	36	119		
MC95				60	114	43	116		
MC95 TC75X		910 🗡		00	114				
MC95 TC75X TC52		910 ¥ 813 ¥		234	0	0	468		
MC95 TC75X TC52 TC51						0	468		Rows 1
MC95 TC75X TC52 TC51 « < 1 > »	Groups					0	468		Rows 1
MC95 TC75X TC52 TC51 « < 1 > » Set Filter by Device	·			234		0	468		Rows 1
MC95 TC75X TC52 TC51 « < 1 > »	Groups Search text					0	468		Rows 1
MC95 TC75X TC52 TC51 « < 1 > » Set Filter by Device Select Column	·			234		0	468		Rows 1
MC95 TC75X TC52 TC51 « < 1 > » Set Filter by Device Select Column	✓ Search text			234 Search Clear	0 PEAK MEMORY	0 SSD ISSUES	468 SYSTEM REE	800TS	Rows 1
MC95 TC75X TC52 TC51 « < 1 > » Set Filter by Device Select Column DEVICE GROUPS W DEVICE GROUP	Search text ITH HARDWARE ISSUES (3) GROUP LABEL	813 ¥		234 Search Clear DEVICES WITH HARDWARE ISSUES	0 PEAK MEMORY EVENTS	SSD ISSUES	SYSTEM REP	BOOTS	Rows 1
MC95 TC75X TC52 TC51 « < 1 > » Set Filter by Device Select Column	Search text	813 ¥		234 Search Clear	0 PEAK MEMORY			BOOTS	Rows 1

Department $\ll \langle 1 \rangle \gg$

Rows 1-3

Hardware Health Score

This health score is calculated using factors such as peak memory events, Solid State Drive (SSD) card issues, and system reboots. The data range is for the previous full day of data.

HARDWARE HEALTH SCORE



Industry Rank

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



Sites with Hardware Issues

This table shows the sites with hardware issues in the last 30 days.



NOTE: Because a device can experience more than one issue or can experience the same issue multiple times, the total number of issues for a site can be larger than the reported number of devices with issues.

SITE NAME	SITE V SCORE	DEVICES WITH HARDWARE ISSUES	PEAK MEMORY EVENTS	SSD 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.

MODELS WITH HARDWARE ISSUES (4)											
MODEL	MODEL ~ SCORE	DEVICES WITH HARDWARE ISSUES	PEAK MEMORY EVENTS	SSD ISSUES	SYSTEM REBOOTS						
MC95	935 💙	44	77	31	84						
TC75X	921 💙	61	86	36	119						
TC52	910 💙	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.

K

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	SSD 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 35 or Displaying Group Label Details on page 37 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.



Rows 1-10

Rows 1-10

Rows 1-10

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

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	0-1-1-0-1		
:	Set Filter by Models		

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

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Set Filter by Device Group

Search Clear ✓ Search text Select 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

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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 🗸	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 35 or Displaying Group Label Details on page 37 for examples.

Software Health

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

With this vital, you can track which apps have been installed and how often they are used. If apps are experiencing issues, you can take measures to minimize the impact on your users and their devices.

Tile

The tile shows the number of devices in each category that are unaccounted for. The larger the circle, the more times the app has been installed.



Click the heading to go to the expanded view.

Expanded View

The expanded view shows additional information, such app and OS health and usage issues.



NOTE: This Vital displays apps in the Business application category. To move apps to this category, change their settings in > **Company Level Settings** > **Reassign App Categories**. For more information, see Reassign App Categories on page 128.

TALS > SO	OFTWARE HEA		Ή					
ST REFRES	SHED 41 MINU	JTES AGO		SUMMAR	Y		INDUSTRY RANK	
THEALTING	-	_						
	1				Average ANR (Count value is 6.2. Waze, GPS Maps, Camera,	6	0
	-	_				email are significant positive outliers among g 80.6% (5), 14.8% (0.9), 2.17% (0.1), 1.58 Show		th score is better than
	1,	000						bra customers
et Filter								
Select Column	ı v	Search text		Search	Clear			
PP HEALTH IS	SSUE, LAST 30	DAYS (144)						
PP NAME			HEALTH SCORE			AVG APP NOT RESPONDING PER INSTALLS	AVG CRASHES PER INSTALL	NO. OF VERSIONS
PS Maps			947 🔺	2		1	0	2
amsara Driver			964 🔺	5		0	0	2
3RFID Mobile			974	3		0	0	3
lessenger			985	2		0	0	1
M Driver			986	3		0	0	2
plashtop Stream	mer		993 🔺	2		0	0	1
alculator Plus isual Voicemail			993	3		0	0	2
acebook			994	6		0	0	4
refox			997	3		0	0	2
il elox			557	5			0	2
et Filter								
Select Column	ı 🗸	Search text		Search	Clear			
PP USAGE IS:	SUE, LAST 30 [DAYS (144)						
	SUE, LAST 30 I		KGROUND	TOTAL USA	GE AVG I	MEMORY V		
PP NAME	FOREGROUND USAGE (minute	BACH BACH USAG	GE (minutes)	(minutes)	(MB)			
PP NAME	FOREGROUND USAGE (minute 115hrs 49mins	BACH USAC Ohrs	GE (minutes) Omins	(minutes) 115hrs 49min	(MB) ns 571,15	59.06		
PP NAME Vaze	FOREGROUND USAGE (minute 115hrs 49mins 13hrs 30mins	BACE USAC Ohrs Ohrs	GE (minutes) Omins Omins	(minutes) 115hrs 49mir 13hrs 30min	(MB) ns 571,15 is 83,39	59.06 94.97		
APP NAME Vaze - Track amsara Driv	FOREGROUND USAGE (minute 115hrs 49mins 13hrs 30mins 3hrs 53mins	BACHUSAC USAC Ohrs Ohrs Ohrs	GE (minutes) Omins Omins Omins	(minutes) 115hrs 49min 13hrs 30min 3hrs 53mins	(MB) ns 571,15 is 83,39 s 2,251	59.06 94.97		
APP NAME Vaze CTrack amsara Driv martPODPlus	FOREGROUND USAGE (minute 115hrs 49mins 13hrs 30mins 3hrs 53mins 1hrs 1mins	BACHUSAC USAC Ohrs Ohrs Ohrs Ohrs	GE (minutes) Omins Omins Omins Omins	(minutes) 115hrs 49min 13hrs 30min 3hrs 53mins 1hrs 1mins	(MB) ns 571,15 is 83,39 s 2,251 0	59.06 94.97 1.23		
PP NAME /aze -Track amsara Driv martPODPlus amera	FOREGROUND USAGE (minute 115hrs 49mins 13hrs 30mins 3hrs 53mins	bis) BACH USAC Ohrs Ohrs Ohrs Ohrs Ohrs	GE (minutes) Omins Omins Omins Omins Omins	(minutes) 115hrs 49min 13hrs 30min 3hrs 53mins 1hrs 1mins 0hrs 48mins	(MB) ns 571,15 is 83,39 s 2,251 0	59.06 94.97 1.23		
PP NAME Aze Track amsara Driv martPODPlus camera auncher	FOREGROUND USAGE (minute 115hrs 49mins 13hrs 30mins 3hrs 53mins 1hrs 1mins 0hrs 48mins	bis) BACK USAC Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs	GE (minutes) Omins Omins Omins Omins	(minutes) 115hrs 49min 13hrs 30min 3hrs 53mins 1hrs 1mins	(MB) ns 571,15 is 83,39 s 2,251 0 s 146.5	59.06 94.97 1.23		
PP NAME /aze -Track amsara Driv martPODPlus amera auncher rint Station	FOREGROUND USAGE (minute 115hrs 49mins 13hrs 30mins 3hrs 53mins 1hrs 1mins 0hrs 48mins 0hrs 8mins	bis) BACC USAG Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs	GE (minutes) Omins Omins Omins Omins Omins	(minutes) 115hrs 49mir 13hrs 30min 3hrs 53mins 1hrs 1mins Ohrs 48mins Ohrs 8mins	(MB) ns 571,15 is 83,39 is 2,251 0 0 is 146.5 0 0	59.06 94.97 1.23		
PP NAME	FOREGROUND USAGE (minute 115hrs 49mins 13hrs 30mins 3hrs 53mins 0hrs 48mins 0hrs 48mins 0hrs 8mins 0hrs 7mins	bis) BACC USAG Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs	GE (minutes) Omins Omins Omins Omins Omins Omins	(minutes) 115hrs 49min 13hrs 30min 3hrs 53mins 1hrs 1mins 0hrs 48mins 0hrs 8mins 0hrs 7mins	(MB) ns 571,15 is 83,35 is 2,251 0 0 is 146,5 0 0	59.06 94.97 1.23		
PP NAME	FOREGROUND USAGE (minute 115hrs 49mins 13hrs 30mins 3hrs 53mins 0hrs 48mins 0hrs 48mins 0hrs 8mins 0hrs 7mins 0hrs 7mins 0hrs 5mins	bis) BACUSAU USAU Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs	GE (minutes) Omins Omins Omins Omins Omins Omins Omins Omins	(minutes) 115hrs 49mir 13hrs 30min 3hrs 53mins 1hrs 1mins 0hrs 48mins 0hrs 8mins 0hrs 7mins	(MB) nns 571,15 as 83,35 as 2,251 0 0 ss 146,5 0 0 0 0 0 0 0 0	59.06 94.97 1.23		
PP NAME /aze Track amsara Driv martPODPlus amera auncher trint Station lentor uelman briver	POREGROUND USAGE (minute 115hrs 49mins 13hrs 30mins 3hrs 53mins 1hrs 1mins 0hrs 49mins 0hrs 49mins 0hrs 7mins 0hrs 5mins 0hrs 2mins	bis) BACUSAU USAU Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs	GE (minutes) Omins Omins Omins Omins Omins Omins Omins Omins Omins	(minutes) 115hrs 49min 13hrs 30min 3hrs 53mins 1hrs 1mins 0hrs 48mins 0hrs 8mins 0hrs 8mins 0hrs 7mins 0hrs 5mins 0hrs 5mins	(MB) nns 571,15 as 83,39 as 2,251 as 146.5 as 0 as 0 as 0 as 0,0 as 0,0 as 0,0 as 0,0	59.06 94.97 1.23		Rows 1-10
APP NAME Vaze Arrack amsara Driv amstPODPlus camera auncher auncher inint Station Mentor iuelman 6M Driver	POREGROUND USAGE (minute 115hrs 49mins 13hrs 30mins 3hrs 53mins 1hrs 1mins 0hrs 49mins 0hrs 49mins 0hrs 7mins 0hrs 5mins 0hrs 2mins	bis) BACUSAU USAU Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs	GE (minutes) Omins Omins Omins Omins Omins Omins Omins Omins Omins	(minutes) 115hrs 49min 13hrs 30min 3hrs 53mins 1hrs 1mins 0hrs 48mins 0hrs 8mins 0hrs 8mins 0hrs 7mins 0hrs 5mins 0hrs 5mins	(MB) nns 571,15 as 83,39 as 2,251 as 146.5 as 0 as 0 as 0 as 0,0 as 0,0 as 0,0 as 0,0	59.06 94.97 1.23		Rows 1-10
APP USAGE IS: APP NAME Vaze /-Track Gamsara Driv Gamera .auncher Print Station Alentor 	FOREGROUND USAGE (minute 115hrs 49mins 13hrs 30mins 3hrs 53mins 1hrs 1mins 0hrs 48mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 1mins 5 15 \$ \$	bis) BACUSAU USAU Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs	GE (minutes) Omins Omins Omins Omins Omins Omins Omins Omins Omins	(minutes) 115hrs 49min 13hrs 30min 3hrs 53mins 1hrs 1mins 0hrs 48mins 0hrs 8mins 0hrs 8mins 0hrs 7mins 0hrs 5mins 0hrs 5mins	(MB) nns 571,15 as 83,39 as 2,251 as 146.5 as 0 as 0 as 0 as 0,0 as 0,0 as 0,0 as 0,0	59.06 94.97 1.23		Rows 1-10
APP NAME Vaze A Track samsara Driv martPODPlus Camera auuncher Vrint Station Aentor viuelman SM Driver & < 1 2 3 4 et Filter Select Column	FOREGROUND USAGE (minute 115hrs 49mins 13hrs 30mins 3hrs 53mins 1hrs 1mins Ohrs 48mins Ohrs 48mins Ohrs 7mins Ohrs 7mins Ohrs 7mins Ohrs 1mins 5 15 > >	bis) BACUSA USA USA Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Search text	GE (minutes) Omins Omins Omins Omins Omins Omins Omins Omins Omins	(minutes) 115hrs 49min 13hrs 30min 3hrs 53mins 1hrs 1mins 0hrs 48mins 0hrs 8mins 0hrs 7mins 0hrs 7mins 0hrs 5mins 0hrs 1mins	(MB) nns 571,18 sis 83,39 sis 2,251 o 0 sis 146,5 o 0 o 0 o 0 o 0 o 0 o 0 o 0 o 0	59.06 94.97 1.23		Rows 1-10
APP NAME	FOREGROUND USAGE (minute 115hrs 49mins 13hrs 30mins 3hrs 53mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 7mins 0hrs 7mins 0hrs 1mins 5 15 > >	bis) BACL USAU Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs	GE (minutes) Omins	(minutes) 115hrs 49min 13hrs 30min 3hrs 53mins 1hrs 1mins 0hrs 48mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 5mins 0hrs 1mins	(MB) (MB) 571,18 83,39 2,251 0 0 0 0 0 0 0 251.4 Clear	99.06 94.97 1.23 5 7 7 8	P TO DATE)	Rows 1-10
PP NAME faze Track amsara Driv martPODPlus amera auncher rint Station lentor uelman M Driver c < 1 2 3 4 st Filter Select Column S HEALTH IS NDEL	FOREGROUND USAGE (minute 115hrs 49mins 13hrs 30mins 3hrs 53mins 1hrs 1mins Ohrs 48mins Ohrs 48mins Ohrs 7mins Ohrs 7mins Ohrs 7mins Ohrs 1mins 5 15 > >	Search text	GE (minutes) Omins	(minutes) 115hrs 49min 13hrs 30min 3hrs 53mins 0hrs 1mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 5mins 0hrs 5mins 0hrs 1mins Search	(MB) ns 571,19 is 83,39 is 2,251 i 0	123 32. 32. 32. 123 35. 123 36. 123 37. 123 37. 123 123 123 123 123 123 123 123	P TO DATE)	Rows 1-10
PP NAME aze Track amsara Driv martPODPlus amera auncher int Station int Station int Station int Station ister select Column Select Column SHEALTH IS IODEL C605	FOREGROUND USAGE (minute 115hrs 49mins 13hrs 30mins 3hrs 53mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 7mins 0hrs 7mins 0hrs 1mins 5 15 > >	sise arch text BaCt USA	GE (minutes) Omins	(minutes) 115hrs 49min 13hrs 30min 3hrs 53mins 0hrs 1mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 5mins 0hrs 5mins 0hrs 1mins Search	(MB) ns 571,19 is 83,39 is 2,251 i 0 i 0 i 0 i 0 i 0 i 0 i 0 i 0 i 0 i 0 i 0 i 251,4	59.06 94.97 1.23 5 7 1.23 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	P TO DATE)	Rows 1-1
PP NAME laze laze laze laze lamsara Driv martPODPlus amera auncher rint Station lentor len	FOREGROUND USAGE (minute 115hrs 49mins 13hrs 30mins 3hrs 53mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 7mins 0hrs 7mins 0hrs 1mins 5 15 > >	sise and the second se	GE (minutes) Omins Omin	(minutes) 115hrs 49min 13hrs 30min 3hrs 53mins 0hrs 1mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 5mins 0hrs 5mins 0hrs 1mins Search	(MB) ns 571,19 is 83,39 is 2,251 i 0 i 0 i 0 i 0 i 0 i 0 i 0 i 0 i 0 i 251,4 i 0 i 0 i 0 i 0 i 0 i 0 i 0 i 0 i 0 i 0 i 0 i 0 i 0	59.06 94.97 1.23 5 1.23 5 1.23 5 1.23 5 1.23 5 1.23 5 1.23 5 1.23 5 1.23 5 1.23 5 1.23 1.24	P TO DATE)	Rows 1-1
PP NAME Azze Azze Track amsara Driv martPODPlus amera auucher rint Station lentor uselman M Driver & < 1 2 3 4	FOREGROUND USAGE (minute 115hrs 49mins 13hrs 30mins 3hrs 53mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 7mins 0hrs 7mins 0hrs 1mins 5 15 > >	BaCt USA USA USA Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs	GE (minutes) Omins Omin	(minutes) 115hrs 49min 13hrs 30min 3hrs 53mins 0hrs 1mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 5mins 0hrs 5mins 0hrs 1mins Search	(MB) ns 57(16) is 83.35 is 2,251 is 0	123 34.97 1.23 3 4 5 4 123 5 123 5 123 123 123 123 123 123 123 123	P TO DATE)	Rows 1-1
PP NAME Azze Azze Track amsara Driv mara Driv mara Driv amera auucher rint Station tentor uelman M Driver & < 1 2 3 4	FOREGROUND USAGE (minute 115hrs 49mins 13hrs 30mins 3hrs 53mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 7mins 0hrs 7mins 0hrs 1mins 5 15 > >	search text Search text Search text Search text Search text Search text 11 71.2 8.0 10 Search 10 S	GE (minutes) Omins Omin	(minutes) 115hrs 49min 13hrs 30min 3hrs 53mins 0hrs 1mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 5mins 0hrs 5mins 0hrs 1mins Search	(MB) ns 57(16) is 83,35 is 2,251 is 0	123 34.97 1.23 3 4 5 4 123 5 5 6 7 7 7 7 7 7 7 7 7 7 7 7 7	P TO DATE)	Rows 1-1
PP NAME Azze Azze Track amsara Driv mara Driv mara Driv amera auucher rint Station tentor uelman uelman M Driver Select Column SHEALTH IS CG05 CG05 CG05 CG05 CG05 CG05 CG05 CG05	FOREGROUND USAGE (minute 115hrs 49mins 13hrs 30mins 3hrs 53mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 7mins 0hrs 7mins 0hrs 1mins 5 15 > >	BaCt USA USA USA Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs	GE (minutes) Omins O	(minutes) 115hrs 49min 13hrs 30min 3hrs 53mins 0hrs 1mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 5mins 0hrs 5mins 0hrs 1mins Search	(MB) ns 57(15) is 83.35 is 2,251 is 0	99.06 94.97 1.23 5 6 7 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7 7 7 8 7 7 7 7 8 7 7 7 7 8 7 7 7 7 7 8 7	P TO DATE)	Rows 1-1
APP NAME Vaze Vaze CTrack amsara Driv martPODPlus amera auncher rint Station tentor uuelman M Driver Select Column AS HEALTH IS ADDEL CC605	FOREGROUND USAGE (minute 115hrs 49mins 13hrs 30mins 3hrs 53mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 7mins 0hrs 7mins 0hrs 1mins 5 15 > >	BaCt USA USA USA Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Nrs Ohrs Ohrs Ohrs Ohrs Nrs Ohrs	GE (minutes) Omins Omins <td>(minutes) 115hrs 49min 13hrs 30min 3hrs 53mins 0hrs 1mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 5mins 0hrs 5mins 0hrs 1mins Search</td> <td>(MB) ns 57(16) is 83,35 is 2,251 is 0 is 0</td> <td>39.06 34.97 1.23 5 6 1.23 5 6 1.23 5 1.23 5 1.23 1.25</td> <td>P TO DATE)</td> <td>Rows 1-1</td>	(minutes) 115hrs 49min 13hrs 30min 3hrs 53mins 0hrs 1mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 5mins 0hrs 5mins 0hrs 1mins Search	(MB) ns 57(16) is 83,35 is 2,251 is 0	39.06 34.97 1.23 5 6 1.23 5 6 1.23 5 1.23 5 1.23 1.25	P TO DATE)	Rows 1-1
Vace Vaca Vaca Amarana Driv Smara Driv Amarana Driv Amarana Driv Amarana Driv Amarana Driver Amarana Driver Select Column Driver DS HEALTH IS Cocos Cocos <	FOREGROUND USAGE (minute 115hrs 49mins 13hrs 30mins 3hrs 53mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 7mins 0hrs 7mins 0hrs 1mins 5 15 > >	BaC USA USA USA USA Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Name Ohrs	GE (minutes) Omins O	(minutes) 115hrs 49min 13hrs 30min 3hrs 53mins 0hrs 1mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 5mins 0hrs 5mins 0hrs 1mins Search	(MB) ns 57(16) is 83,35 is 2,251 is 0	59.06 34.97 1.23 5 6 7 7 7 8 8 123 123 123 124 125 125 126 126 126 126 126 126 126 126	P TO DATE)	Rows 1-1
Vace Image: Comparison of the comparison of	FOREGROUND USAGE (minute 115hrs 49mins 13hrs 30mins 3hrs 53mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 7mins 0hrs 7mins 0hrs 1mins 5 15 > >	BaCt USA USA USA Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Ohrs Nrs Ohrs Ohrs Ohrs Ohrs Nrs Ohrs	GE (minutes) Omins Omins <td>(minutes) 115hrs 49min 13hrs 30min 3hrs 53mins 0hrs 1mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 5mins 0hrs 5mins 0hrs 1mins Search</td> <td>(MB) ns 57(16) is 83,35 is 2,251 is 0 is 0</td> <td>39.06 34.97 1.23 5 6 1.23 5 6 1.23 5 1.23 5 1.23 1.25</td> <td>P TO DATE)</td> <td>Rows 1-1</td>	(minutes) 115hrs 49min 13hrs 30min 3hrs 53mins 0hrs 1mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 5mins 0hrs 5mins 0hrs 1mins Search	(MB) ns 57(16) is 83,35 is 2,251 is 0	39.06 34.97 1.23 5 6 1.23 5 6 1.23 5 1.23 5 1.23 1.25	P TO DATE)	Rows 1-1
APP NAME Vaze A Track samsara Driv martPODPlus Camera auuncher Vrint Station Aentor viuelman SM Driver & < 1 2 3 4 et Filter Select Column	FOREGROUND USAGE (minute 115hrs 49mins 13hrs 30mins 3hrs 53mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 7mins 0hrs 7mins 0hrs 1mins 5 15 > >	BaCt USA USA USA Ohrs Ohr	GE (minutes) Omins Omin	(minutes) 115hrs 49min 13hrs 30min 3hrs 53mins 0hrs 1mins 0hrs 48mins 0hrs 7mins 0hrs 7mins 0hrs 5mins 0hrs 5mins 0hrs 1mins Search	(MB) (MB) ns 57115 is 83.35 is 2,251 is 0 is 0	59.06 34.97 1.23 5 6 7 7 7 8 8 8 8 8 8 8 9 9 9 9 9 9 9 9 9 9 9 9 9	P TO DATE)	Rows 1-1

App Health Score

This health score is calculated using many dimensions of software, including the number of app versions, Application Not Responding issues (ANRs), crashes, age of apps, and the type of apps. The data range is for the previous full day of data (usually yesterday).

APP HEALTH SCORE	
	1,000

Industry Rank

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

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

App Health Issues

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

APP NAME	HEALTH SCORE	NO. OF INSTALLS	AVG APP NOT RESPONDING PER INSTALLS	AVG CRASHES PER INSTALL	NO. OF VERSIONS
GPS Maps	947 人	2	1	0	2
Samsara Driver	964 人	5	0	0	2
123RFID Mobile	974 人	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

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

AST REFRESHED 1,924		iagnostic Tool GO										
PP HEALTH SCORE				SU	MMARY				APP HE	ALTH SCORE RANK		
	_			F	or App Name Diagn	ostic Tool						
											10	
					nere are 34 ANR co is app.	unts across the 30	-day average fo	r all versions	of		13	
		0 1,000								This ap	p ranks 13 out of 20	apps.
		857			ne memory usage a op is 0.02 MB	cross the 30-day a	verage for all ve	ersions of this				
				D	outinally chark if this	e ann ie un to data	with the latect u	ercion to				
PP USAGE							APP USAGE R	ANK				
			2,576							17		
		-	ninutes over last 30 day	_						usage ranks #17 out o		
iet Filter												
Select Column	 ✓ Sear 	ch text	Search	Clear								
PP HEALTH ISSUES W	ITH VERSIO	NS (8)										
PP NAME + ERSION	MODEL	OS VERSION	DEVICES IMPACTED WITH OS VERSION	NO. OF INSTALLS	AVG APP NOT RESPONDING PER INSTALLS	AVG CRASHES PER INSTALLS	DAILY V BATTERY USAGE	AVG MEMORY (MB)	AVERAGE FOREGROUND USAGE (minutes)	AVERAGE BACKGROUND USAGE (minutes)	AVG USAGE (minutes)	TOTAL DEVICES
ENGION	TC77	13					0%	0	0	0	0	
	TC77	N\A	14,715	13,352	0	0	0%	0	0	0	0	15,194
iagnostic Tool version		NA	12	11	0	0	0%	0	0	0	0	12
iagnostic Tool version iagnostic Tool version	TC77	8.1.0	1	1	0	0	0%	0	0	0	0	1
agnostic Tool version agnostic Tool version agnostic Tool 3.1.0.2	TC77 TC77		1,718	15,367	0	0	0%	0	0	0	0	16,724
iagnostic Tool version iagnostic Tool version iagnostic Tool 3.1.0.2 iagnostic Tool 2.6.0.2		10	1,710					0	0.05	0	0.52	20
iagnostic Tool version iagnostic Tool version iagnostic Tool 3.1.0.2 iagnostic Tool 2.6.0.2 iagnostic Tool version	TC77	10 N\A	20	18	0	0	0%	0	0.00	÷	0.02	20
liagnostic Tool version liagnostic Tool version liagnostic Tool 3.1.0.2 liagnostic Tool 2.6.0.2 liagnostic Tool version liagnostic Tool 2.6.0.2 liagnostic Tool version	TC77 TC77			18 11,374	0	0	0%	0	0	0	0	12,316

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



DEVICE SR. NO	SITE NAME	AVG APP NOT RESPONDI	AVG CRASHES	AVG FOREGROUND USAGE (minutes)	AVG BACKGROUND USAGE (minutes)	TOTAL USAGE (minutes)	DAILY BATTERY A USAGE	DAILY DATA USAGE (MB)
D19291010M0423	STORE125	0	0	0.00	0.00	0.00	0%	100
D19291010M1253	STORE142	0	0	0.00	0.00	0.00	0%	0
D19291010M0638	STORE102	0	0	0.00	9.70	9.70	0%	0
D19291010M0605	STORE111	0	0	0.00	19.87	19.87	0%	100
D19291010M1420	STORE108	0	0	0.00	26.65	26.65	0%	0
D19291010M1293	STORE116	0	0	0.00	26.80	26.80	0%	0
D19291010M0716	STORE146	0	0	0.00	70.67	70.67	0%	100
D19291010M1398	STORE135	0	0	0.00	39.65	39.65	0%	0
D19291010M0030	STORE144	0	0	0.00	47.40	47.40	0%	100
D19291010M0943	STORE147	0	0	0.00	31.65	31.65	0%	0
« < 1 2345	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 NAME	FOREGROUND	BACKGROUND USAGE	TOTAL V USAGE	AVG MEMORY
Waze	115hrs 49mins	Ohrs Omins	115hrs 49mins	571,159.06
V-Track	13hrs 30mins	Ohrs Omins	13hrs 30mins	83,394.97
Samsara Driv	3hrs 53mins	Ohrs Omins	3hrs 53mins	2,251.23
SmartPODPlus	1hrs 1mins	Ohrs Omins	1hrs 1mins	0
Camera	Ohrs 48mins	Ohrs Omins	Ohrs 48mins	146.5
Launcher	Ohrs 8mins	Ohrs Omins	Ohrs 8mins	0
Print Station	Ohrs 7mins	Ohrs Omins	Ohrs 7mins	0
Mentor	Ohrs 5mins	Ohrs Omins	Ohrs 5mins	0
Fuelman	Ohrs 2mins	Ohrs Omins	Ohrs 2mins	0
GM Driver	Ohrs 1mins	Ohrs Omins	Ohrs 1mins	251.42

Rows 1-10

OS Health Issues

This table shows the models with Operating System (OS) issues in the last 30 days.

In the OS Health Issues table, green indicates that the devices are up-to-date, and red indicates that they are not. Notice that a model can appear in the table more than once and be up-to-date for some and not for others.

OS HEALTH ISSUE, LAST 30 DAYS (20)

MODEL	∧ OS VERSION	DEVICES IMPACTED WITH OS VERSION	TOTAL DEVICES WITH LATE	EST BSP (UP TO DATE VS NOT UP TO DATE)
TC51	11	70	01.21.04.1	70
TC51	8.1.0	134	01.21.04.1	134
TC52	10	63	01.21.04.1	63
TC52	8.1.0	113	01.21.04.1	113
TC52	7.1.2	41	01.01.49	41
TC52	11	53	01.21.04.1	53
TC75X	10	61	01.21.04.1	61
TC75X	7.1.2	46	01.01.49	46
TC75X	11	72	01.21.04.1	72
TC75X	8.1.0	121	01.21.04.1	121

Damage and Repairs

The damage and repairs vital tells you where, when, and how frequently damage happens and the types of damage happening to your devices. Finding the root causes can extend the life of your investments by reducing device damage and preventing abuse. You can also use the data to select models that suit your work environment.

Tile

The tile shows the top five sites with repair issues in the last 3 months. The data include the average drop rate and average repair rate per device for each site. Click the heading to go to the expanded view.



Expanded View

The expanded view shows additional information about damages and repairs. The tables group data by site, by model, and by device group.

TALS > DAMAGE AND AST REFRESHED 220 M									LAST 30 DAYS		
NAMAGE AND REPAIR H	HEALTH SCORE	-	The Total Repair C the last 30 days. The average value Drop Rate (avg dro The average value	There are 9 number of models and 49 number of sites for the company, VIQ FORESIGHT. The Total Repair Count and the Total Drop Count for the company is 187 and 992 respectively in 52							
EPAIR RATE (AVG REP)	AIR PER DEVICE - Last 30	days)			DROP RATE (AVG D	ROP PER DEVICE - Las	st 30 days)				
		0.09					0.46				
Set Filter by Sites			_								
Select Column	Search text	Sea	rch Clear								
ITES WITH DAMAGE A	ND REPAIR ISSUES, LAST	30 DAYS (49) NO FAULT FOUND	D 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		
TORE128	820 ¥	0	0	1	0.13	39	4.88	0.16	8		
TORE130	574 🔺	2	0	1	0.43	28	4.00	0.13	7		
TORE137	789 🔺	2	2	0	0.24	54	3.18	0.1	17		
TORE160	934 👄	1	0	1	0.22	27	3.00	0.1	9		
TORE147	963 🔶	1	0	2	0.17	51	2.83	0.09	18		
TORE143	939 🔶	3	1	2	0.20	78	2.60	0.09	30 25		
STORE139 STORE138	980 A 976 A	1	0	2	0.12	60 37	2.40	0.08	18		
STORE135	898 ¥	1	0	0	0.07	29	1.93	0.06	15		
STORE153	799 ¥	2	3	4	0.47	34	1.79	0.06	19		
≪ < 12345 > ≫ et Filters By Models									Row		
Select Column	✓ Search text	Sea	rch Clear								
	E AND REPAIRS, LAST 30										
MODEL	MODEL SCORE A	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		
C605	500 🗡	1	2	0	1.50	16	8.00	0.27	2		
DS8178	776 🔺	7	7	6	0.37	0	0.00	0	54		
053608	827 ¥	3	2	4	0.45	0	0.00	0	20		
MP7000 DS3678	841 ¥ 842 ¥	9	6	5	0.43	0	0.00	0	47 47		
C75X	829 🗰	9	3	8	0.10	210	1.08	0.04	194		
TC52	865	10	6	10	0.08	176	0.57	0.02	309		
°C51	869 🔺	10	9	7	0.13	305	1.58	0.05	193		
AC95	895 🔺	11	11	7	0.11	285	1.12	0.04	254		
« < 1 > »									Row		
et Filter by Device Gro	oups										
Select Column	✓ Search text	Sea	rch Clear								
	DAMAGE AND REPAIR ISS										
DEVICE GROUP	GROUP LABEL	SCORE ^ NO	FAULT PHYSICAL UND 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	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
« < 1 > »										Rows 1-7

Damage and Repair Health Score

This health score is calculated using root cause analysis. The data range is for the previous 3 months.



Repair Issues

This chart shows the repairs grouped by root causes: no trouble found (NTF), physical damage, and other failures. Knowing this information can help you to improve processes, focus employee training, and deep devices in circulation longer by reducing the number of repairs.



Repair Rate

This number shows the average repair rate per device for the company during the last 30 days.



Average Drops per Device

This number shows the average drop rate per device at the company level for the last 30 days.



Sites with Damage and Repair Issues

This table displays the sites that had damage and repair issues over the last 30 days. Click on any heading to sort by that column.

SITES WITH D	TES WITH DAMAGE AND REPAIR ISSUES, LAST 30 DAYS (51)												
SITE NAME	SITE SCORE	NO FAULT FOUND	PHYSICAL DAMAGE	OTHER FAILURE	REPAIR RATE (AVG PER DEVICE)	TOTAL NO. OF DROPS	DROP RATE V (AVG PER DEVICE)	AVG DROP PER DEVICE PER DAY	TOTAL DEVICES				
STORE154	820 🗡	1	1	2	0.29	76	5.43	0.18	14				
STORE101	574 🔺	2	5	3	0.38	66	2.54	0.08	26				
STORE138	789 🔺	1	1	1	0.20	27	1.80	0.06	15				
STORE120	934 🔶	1	1	1	0.20	21	1.40	0.05	15				
STORE153	963 🔶	0	2	0	0.13	21	1.31	0.04	16				
STORE142	939 \leftrightarrow	1	0	1	0.25	8	1.00	0.03	8				
STORE145	980 🔺	2	0	0	0.20	5	0.50	0.02	10				
STORE147	976 🔺	1	1	0	0.22	4	0.44	0.01	9				
STORE143	898 🗡	1	1	1	0.17	8	0.44	0.01	18				
STORE160	799 🗡	0	0	3	0.25	4	0.33	0.01	12				

Click on a site to see how the site ranks with others in your organization and for specific repairs to different models.

ITALS > D	SITE: STORE106 DAMAGE AND REPAIRS ESHED 38 MINUTES AG	> SITE						LAST 30 DAYS
)AMAGE AI		ORE BY SITE	SUMMARY The Repair Rate for a Site STORE106.	(avg per device) is 0.12 and the [Drop Rate for a Site (avg per	device) is 0.00 for the site,		38 s site ranks #38 ut of 51 sites.
Select C	821 Column V Sea	rch text	Search Clea	ı.				
				r				
	Column 🗸 Sea	AIR ISSUES, LAST 30 DA		PHYSICAL DAMAGE	OTHER FAILURE	TOTAL REPAIRS	TOTAL NO. OF DROPS	AVG DROPS PER DA
10DELS W NODEL	Column Sea	AIR ISSUES, LAST 30 DA	AYS (6)		OTHER FAILURE	TOTAL REPAIRS	TOTAL NO. OF DROPS	AVG DROPS PER DAY
IODELS W IODEL IAME IS3608	Column V Sea /ITH DAMAGE AND REP DEVICE SR NO.	AIR ISSUES, LAST 30 DA	AYS (6)	PHYSICAL DAMAGE				
ODELS W IODEL AME S3608 S8178	Column V Sea /ITH DAMAGE AND REP DEVICE SR NO. D1923101050218	AIR ISSUES, LAST 30 DA	AYS (6) NO FAULT FOUND	PHYSICAL DAMAGE	1	1	0	0
ODELS W IODEL AME S3608 S8178 IC95	Column Sea /ITH DAMAGE AND REP DEVICE SR NO. DEVICE SR NO. D1923101050218 D1923101050036 D1923101050036	AIR ISSUES, LAST 30 DA DEVICE SCORE ▲ 379 ▲ 838 ↔	AYS (6) NO FAULT FOUND 0 0	PHYSICAL DAMAGE 0 0	1	1 1	0	0
IODELS W IODEL IAME	Column Sea //TH DAMAGE AND REP DEVICE SR NO. DEVICE SR NO. D1923101050218 D1923101050036 D19291010M1105	AIR ISSUES, LAST 30 DA DEVICE SCORE ▲ 379 ▲ 838 ↔ 893 ¥	AYS (6) NO FAULT FOUND 0 0 1	PHYSICAL DAMAGE 0 0 0	1 1 0	1 1 1	0 0 0	0 0 0 0

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

See Also

Displaying Mobile Computer Details 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.

MODEL	L: TC75X						
	ND REPAIRS > MODEL						
DAMAGE & REPAIR H	EALTH SCORE BY MODEL	SUMMARY	MODEL RANK				
	903	The Repair Rate for a M TC75X.	lodel (avg per device) is 0.06 and	the Drop Rate for a Model (avg per dev	ice) is 0.03 for the model,	This model ran out of 10 mod	
Select Column	✓ Search text		lear				
SITES WITH DAMAGE	E AND REPAIR ISSUES, LAST 30 D	DAYS (24)					τοται
ITES WITH DAMAGE	E AND REPAIR ISSUES, LAST 30 D	DAYS (24)	NO FAULT FOUND	PHYSICAL DAMAGE	OTHER FAILURE	TOTAL REPAIRS	
ITES WITH DAMAGE BITE NAME BTORE114	E AND REPAIR ISSUES, LAST 30 D DEVICE SR NO. D19291010M0315	DAYS (24) DEVICE SCORE 966 #	NO FAULT FOUND	0	0	1	0
ITES WITH DAMAGE BITE NAME STORE114 STORE125	E AND REPAIR ISSUES, LAST 30 D	DAYS (24)	NO FAULT FOUND	-			
ITES WITH DAMAGE ITE NAME STORE114 STORE125 STORE137	E AND REPAIR ISSUES, LAST 30 D DEVICE SR NO. D19291010M0315 D19291010M0375	0AYS (24) DEVICE SCORE 966 ↔ 966 ▲	NO FAULT FOUND 1 1	0	0	1	0
TES WITH DAMAGE ITE NAME TORE114 TORE125 TORE137 TORE159	E AND REPAIR ISSUES, LAST 30 D DEVICE SR NO. D19291010M0315 D19291010M0375 D19291010M0268	DAYS (24) DEVICE SCORE 966 ↔ 966 ▲ 966 ↔	NO FAULT FOUND 1 1 1	0 0 0 0	0 0 0	1 1 1	0 0 0
ITES WITH DAMAGE ITE NAME ITORE114 ITORE125 ITORE137 ITORE159 ITORE120	E AND REPAIR ISSUES, LAST 30 D DEVICE SR NO. D19291010M0315 D19291010M0375 D19291010M0268 D19291010M0340	AYS (24) DEVICE SCORE 966 ↔ 966 ↓ 966 ↔ 966 ↔	NO FAULT FOUND 1 1 1 1 1	0 0 0 0 0	0 0 0 0 0	1 1 1 1 1	0 0 0 0
ITES WITH DAMAGE STORE114 STORE125 STORE137 STORE159 STORE120 STORE109	E AND REPAIR ISSUES, LAST 30 D DEVICE SR NO. D19291010M0315 D19291010M0375 D19291010M0268 D19291010M0340 D19291010M0273	AYS (24) DEVICE SCORE 966 ↔ 966 ↓ 966 ↔ 966 ↔ 983 ↔	NO FAULT FOUND 1 1 1 1 1 1 1 1 1	0 0 0 0 0 0 0	0 0 0 0 0 0	1 1 1 1 1 1 1	0 0 0 0 0
STORE 120 STORE 114 STORE 114 STORE 125 STORE 137 STORE 159 STORE 120 STORE 120 STORE 109 STORE 105	E AND REPAIR ISSUES, LAST 30 D DEVICE SR NO. D19291010M0315 D19291010M0375 D19291010M0268 D19291010M0340 D19291010M0273 D19291010M0333	AYS (24) DEVICE SCORE 966 ↔ 966 ↔ 966 ↔ 983 ↔ 966 ↔	NO FAULT FOUND 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0	1 1 1 1 1 1 1 1 1 1 1	0 0 0 0 0 0
	E AND REPAIR ISSUES, LAST 30 D DEVICE SR NO. D19291010M0315 D19291010M0375 D19291010M0268 D19291010M0273 D19291010M0273 D19291010M0333 D19291010M0968	AYS (24) DEVICE SCORE 966 ↔ 966 ↔ 966 ↔ 983 ↔ 966 ↔ 793 ▼	NO FAULT FOUND 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0	1 1 1 1 1 1 1 1 1 1 1 1 1	0 0 0 0 0 0

Rows 1-10

≪ < 123 > ≫

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.



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.
	SHED 34 MINUTES A	> group label .go									
/ICE UTI	LIZATION SCORE			SUMM	ARY			GROU	IP LABEL RANK		
						s 4 devices that are over-utilize				1	
· · · · · · · · · · · · · · · · · · ·					recommends keeping overall device utilization under 120% to allow for operating resilience.				The Group Label ranks #1 out of 1 Group Labels in Department device group.		
					ally utilized: This group labe on is recommended at this	el has 63 devices that appear t time.	o be correctly utilized.				
					utilized: This group label ha al effect, then consider rep	as 2 devices that are under-uti urposing idle devices or retirin	lized. If this is not a g older devices.				
BILE CO	MPUTERS			PRINTE	RS			SCAN	NERS		
		72				1				2	
	4	0								2	
Filter											
lect Colu	mn 🗸 Se	arch text	Se	arch Clear							
DELS IN DEL	GROUP LABEL WITH			USED (IN DAYS)	NOT USED (IN DAYS)	UNACCOUNTED FOR	NON OPERATIONAL (IN	DAVO	DIFFERENT LOCATION	UNKNOWN STATUS	
608		0 #				(IN DAYS)	0	DATS	(IN DAYS)	(IN DAYS)	
178	D19231010S0007 D19231010S0006	501 🔺	STORE103 STORE148	0	0	0	0	0 29 0 29			
< 1>>	>										Rows
	CATION										
	Jenne .	But	tteBilling	zs	Sec.		10000		Ottawa Sherbrooke	Fredericton	
	Salem		Cody	Rapid Cit	Pierre	Minneapolis Greet	n Bay	Barrie	Kingston Montpelier Au	Igusta	alifax
			no Falls Itello	Casper	Sioux Falls		Bay City	Toronto on Buffalo	Syracuse		
	Medford		1.1	Torrington	Sioux Cit	Davenport Ch	icago		Albany Bostor	1	
Eur	eka 🚛 👘	Salt	Lake City Stear	Cheyenne I nboat Springs	North Platte Omal	ha Burlington	rore wayne	ren Will ttsburgh	liamsport Bridgeport		
	Reno	Ely	Grand Jun	Denver	United States	Springfield	Columbus		Philadelphia		
	Sacramento		Grand Jun	Pueblo		St. Louis	Louisville Charlesto		shington		
	San Francisco Fresno	St. Georg	e e Bloon	field	Dodge City Wichita	Springfield Cape Girarde	u : 🖕 📑	Rich	nmond Virginia Beach		
		Las Vegas		Santa Fe		in the part	Nashville Knoxville Gr	eensboro			
	Bakersfie Paln	eld F ndale Lake Havasu Cit	lagstaff ty	An	Oklahoma City	b Memphis L	Huntsville				
		Indio Buck		Roswell Lu	Wichita Falls	Pine Bluff Tuse		nbia Wilmin	ngton		
		Mexicali			Abilene	Shreveport Jackson	Montgomery	arleston			
		Golfo de Santa Cla	ara C	iudad Juárez Ode	Killeen		g Dothan				

See Also
Displaying Mobile Computer Details

Connectivity Health

The connectivity health vital tells you your network scores. Knowing the quality of Cellular (WWAN) and Wi-Fi (WLAN) communication from the devices' perspectives aids you in diagnosing device communication issues or possible physical obstructions within the work environment.

Tile

The tile shows the top five sites with the highest connectivity health scores for the current and previous months. Click the heading to go to the expanded view.



Expanded View

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

	ECTIVITY HEALTH D 32 MINUTES AGO	HEALTH											
OTAL CONNEC	TIVITY HEALTH SC	ORE WW	AN HEALTH S	CORE	WLAN HEALTH SC	DRE	SUMMARY				INDUSTRY RANK		
												23.1	
							Critical: There are	3,140 critical sites.			Your c	ompany's health score	is better than
	0 1,000		0	1,000	0	1000	Warning: There ar	re 358 warning sites.				23.1% of all industry cu	
	611			710		577	Optimal: There are	e 2,629 optimal sites.					
Set Filter							Set Filter						
Select Column	✓ Searce	h toyt		Search Clear			Select Column	✓ Search	toxt		Search Clear		
Select Column	• Searc	II IEXI		Clear			Select Column	• Search	TIEAL		Clear		
SITES WITH WW	AN CONNECTIVITY	ISSUES, LAST	30 DAYS (500)	D)			SITES WITH WLA	AN CONNECTIVITY	SSUES, LAST	30 DAYS (169	D)		
SITE NAME		SITE SCORE	NO OF	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	TOTAL DEVICES	SITE NAME	SI	TE SCORE 🥎	NO OF	PERCENTAGE CHANGE	DEVICES IMPACTED	TOTAL DEVICE
STORE101		1 🔺	19	0	1	1	STORE101	63		5,907	-16	6	6
STORE149		37 ¥	2	0	1	5	STORE149		3 🔺	947	-9	3	3
STORE104		41 🔺	6	0	1	1	STORE104		2 🔺	8	-80	1	3
STORE103		42 🔺	8	0	1	1	STORE103		2 ¥	825	11	1	1
STORE102		44 ¥ 46 ¥	9	-10	2	2	STORE102		4 ¥ 8 🔺	2,524	-13	3	9
STORE105 STORE110		46 🕈	0	0	2	11	STORE105 STORE110		5 🔺	2,524	-6	1	1
STORE132		59 🔺	0	0	1	3	STORE132		13 🔺	6,604	-22	8	8
STORE107		60 🙏	0	0	1	2	STORE107	2:	:5 ¥	1,096	-16	1	1
STORE109 ≪ < 1 2 3 4 5		62 💙	24	300	1	1 Rows 1-10	STORE109		n ¥	1,137	-8	1	1 Rows
	► Searc	h text		Search Clear			Set Filter Select Column	▼ Searc	n text		Search Clear		
Select Column	WAN CONNECTIV	'ITY ISSUES, LA	ST 30 DAYS (8)			Select Column	WLAN CONNECTIVI	TY ISSUES, L		9)		
MODEL		'ITY ISSUES, LA	ST 30 DAYS (8		DEVICES IMPACTED	TOTAL DEVICES	Select Column		TY ISSUES, L	ENTS PER	9)	DEVICES IMPACTED	TOTAL DEVICES
Select Column MODELS WITH V MODEL TC58		NO OF INCIDER	ST 30 DAYS (8 NTS PERC FROM 148) ENTAGE CHANGE	835	1,389	MODELS WITH V MODEL Nokia 2.4		NO OF INCIE	PENTS PERC FRO)) CENTAGE CHANGE M LAST MONTH	DEVICES IMPACTED	2
Select Column MODELS WITH V MODEL TC58 TC78	WWAN CONNECTIV MODEL SCORE ~ 441 ¥ 470 ¥	NO OF INCIDER 61,772 363,636	ST 30 DAYS (8 NTS PERC FROM 148 150) ENTAGE CHANGE	835 4,971	1,389 7,461	Select Column MODELS WITH V MODEL Nokia 2.4 SM-A065M	MLAN CONNECTIVI MODEL SCORE ~ 0 # 47 ▲	NO OF INCID 37 175	PENTS PERC FRO 68 41	9) CENTAGE CHANGE M LAST MONTH	1	2 2
Select Column MODELS WITH V MODEL TC58 TC78 TC26		NO OF INCIDER	ST 30 DAYS (8 NTS PERC FROM 148) ENTAGE CHANGE	835	1,389	MODELS WITH V MODEL Nokia 2.4	WLAN CONNECTIVI MODEL SCORE ~ 0 # 47 ~ 241 ~	NO OF INCIE	PENTS PERC FRO	9) CENTAGE CHANGE M LAST MONTH		2
Select Column MODELS WITH V MODEL TCS8 TC78 TC26 TC77	WWAN CONNECTIN MODEL SCORE	ITY ISSUES, LA NO OF INCIDER 61,772 363,636 115,450	ST 30 DAYS (8 NTS PERC FROM 148 150 88) ENTAGE CHANGE	835 4,971 1,513	1,389 7,461 3,422	Select Column MODELS WITH V MODEL Nokia 2.4 SM-A065M ET56	MLAN CONNECTIVI MODEL SCORE ~ 0 # 47 ▲	TY ISSUES, LI NO OF INCIE 37 175 38,957	DENTS PERC FRO 68 41 -9	3) CENTAGE CHANGE M LAST MONTH	1 1 87	2 2 138
Select Column MODELS WITH V MODEL TC58 TC78 TC26 TC77 TC27 TC27 TC57	WWAN CONNECTIN MODEL SCORE ▲ 441 ¥ 470 ¥ 471 ▲ 474 ¥ 483 ¥ 497 ¥	NO OF INCIDEN 61,772 363,636 115,450 1,234,260 8,074 87,108	ST 30 DAYS (8 NTS PERC FROM 148 150 88 130 280 106) ENTAGE CHANGE	835 4,971 1,513 25,620 154 1,196	1,389 7,461 3,422 53,344 301 1,438	Select Column MODELS WITH V MODEL Nokia 2.4 SM-A065M ET56 V2141 TC57X TC52	MLAN CONNECTIVI MODEL SCORE ~ 0 # 47 Å 241 Å 250 Å 680 ¥ 783 ¥	NO OF INCID 37 175 38,957 2 59,611,132 263,440	PERTS PERC 68 41 -9 0 -13 -13	9) CENTAGE CHANGE M LAST MONTH	1 1 87 1 89,712 352	2 2 138 0 107700 705
Select Column MODELS WITH V MODEL TC58 TC78 TC78 TC77 TC57 TC57X	WWAN CONNECTIV MODEL SCORE ▲ 441 ▼ 470 ▼ 471 ▲ 474 ▼ 483 ▼ 497 ▼ 536 ▼	NO OF INCIDEN 61,772 363,636 115,450 1,234,260 8,074 87,108 10,898,741	ST 30 DAYS (8 NTS PERC FROM 148 88 130 280 106 10) ENTAGE CHANGE	835 4,971 1,513 25,620 154 1,196 90,634	1,389 7,461 3,422 53,344 301 1,438 120,366	Select Column MODELS WITH V MODEL Nokia 2.4 SM-A065M ET56 V2141 TC57X TC52 TC75X	MLAN CONNECTIVI MODEL SCORE ∧ 0 ₩ 47 Å 250 Å 660 ¥ 783 ¥ 784 ¥	NO OF INCID 37 175 38,957 2 59,611,132 263,440 285,877	PERTS PERC FRO 68 41 -9 0 -13 -13 -14	3) CENTAGE CHANGE M LAST MONTH	1 1 87 1 89,712 352 386	2 2 138 0 107700 705 766
ADDELS WITH V MODEL WITH V MODEL CS8 TC78 TC78 TC77 TC77 TC57 TC57X	WWAN CONNECTIN MODEL SCORE ▲ 441 ¥ 470 ¥ 471 ▲ 474 ¥ 483 ¥ 497 ¥	NO OF INCIDEN 61,772 363,636 115,450 1,234,260 8,074 87,108	ST 30 DAYS (8 NTS PERC FROM 148 150 88 130 280 106) ENTAGE CHANGE	835 4,971 1,513 25,620 154 1,196	1,389 7,461 3,422 53,344 301 1,438	Select Column MODELS WITH V MODEL Nokia 2.4 SM-A065M ET56 V2141 TC57X TC52 TC75X MC95	MLAN CONNECTIVI MODEL SCORE ~ 0 # 47 Å 241 Å 250 Å 680 ¥ 783 ¥	IV ISSUES, LI NO OF INCIE 37 175 38,957 2 59,611,32 263,440 285,877 277,718	PERTS PERC 68 41 -9 0 -13 -13	9) CENTAGE CHANGE M LAST MONTH	1 1 87 1 89,712 352	2 2 138 0 107700 705
ADDELS WITH V MODELS WITH V MODEL CS8 CS8 CC78 CC26 CC77 CC26 CC77 CC27 CC57 CC57 CC57 CC57 CC57 CC57	WWAN CONNECTIV MODEL SCORE ▲ 441 ▼ 470 ▼ 471 ▲ 474 ▼ 483 ▼ 497 ▼ 536 ▼	NO OF INCIDEN 61,772 363,636 115,450 1,234,260 8,074 87,108 10,898,741	ST 30 DAYS (8 NTS PERC FROM 148 88 130 280 106 10) ENTAGE CHANGE	835 4,971 1,513 25,620 154 1,196 90,634	1,389 7,461 3,422 53,344 301 1,438 120,366	Select Column MODELS WITH V MODEL Nokia 2.4 SM-A065M ET56 V2141 TC57X TC52 TC75X	MLAN CONNECTIVI MODEL SCORE ~ 0 * 47 ~ 241 ~ 250 ~ 680 ~ 783 ~ 783 ~ 784 ~ 784 ~	NO OF INCID 37 175 38,957 2 59,611,132 263,440 285,877	PERTS PERC 68 41 -9 0 -13 -13 -14 -12	9) CENTAGE CHANGE M LAST MONTH	1 87 1 89,712 89,712 352 386 376	2 2 138 0 107700 705 766 740
ABODELS WITH A MODELS WITH A MODEL CSS CSS CSS CSS CSS CSS CSS CSS CSS CSS	WWAN CONNECTIV MODEL SCORE ▲ 441 ▼ 470 ▼ 471 ▲ 474 ▼ 483 ▼ 497 ▼ 536 ▼	NO OF INCIDEN 61,772 363,636 115,450 1,234,260 8,074 87,108 10,898,741	ST 30 DAYS (8 NTS PERC FROM 148 88 130 280 106 10) ENTAGE CHANGE	835 4,971 1,513 25,620 154 1,196 90,634	1.389 7,461 3,422 53,344 301 1.438 120,366 151	Select Column MODELS WITH V MODEL Nokia 2.4 SM-A065M ET56 V2441 TC57X TC52 TC57X TC52 TC55X MC95 TC51	MLAN CONNECTIVI MODEL SCORE ~ 0 * 47 ~ 241 ~ 250 ~ 680 ~ 783 ~ 783 ~ 784 ~ 784 ~	IV ISSUES, LI NO OF INCIE 37 175 38,957 2 59,611,32 263,440 285,877 277,718	PERTS PERC 68 41 -9 0 -13 -13 -14 -12	9) CENTAGE CHANGE M LAST MONTH	1 87 1 89,712 89,712 352 386 376	2 2 138 0 102700 705 766 740 747
Select Column MODELS WITH V MODEL TCS8 TC78 TC26 TC27 TC27 TC27 TC27 TC27 TC57X TC57X TC57X TC55X TC55X CS5X CS5X CS5X CS5X CS5X CS5X CS5X	WWAN CONNECTIV MODEL SCORE ▲ 441 ▼ 470 ▼ 471 ▲ 474 ▼ 483 ▼ 497 ▼ 536 ▼	ITY ISSUES, LA NO OF INCIDEN 61,772 336,355 115,450 1,234,260 8,074 8,708 8,704 8,708 16,989,741 16,941	ST 30 DAYS (8 NTS PERC FROM 148 88 130 280 106 10) ENTAGE CHANGE	835 4,971 1,513 25,620 154 1,196 90,634	1.389 7,461 3,422 53,344 301 1.438 120,366 151	Select Column MODELS WITH W MODEL Nokia 2.4 SM-A065M ET56 V2141 TC57X TC52 TC51 « < 1 > »	MLAN CONNECTIVI MODEL SCORE ~ 0 * 47 ~ 241 ~ 250 ~ 680 ~ 783 ~ 783 ~ 784 ~ 784 ~	NO OF INCIE 37 175 38,957 2 59,611132 263,440 285,877 277,718 275,618	PERTS PERC 68 41 -9 0 -13 -13 -14 -12	9) CENTAGE CHANGE M LAST MONTH	1 87 1 89,712 89,712 352 386 376	2 2 138 0 102700 705 766 740 747
Select Column MODELS WITH V MODEL TC58 TC58 TC78 TC26 TC77 TC27 TC57 TC57 TC57 Select Column	WWAN CONNECTIV MODEL SCORE ▲ 441 ¥ 470 ¥ 471 ▲ 474 ¥ 483 ¥ 497 ¥ 536 ¥ 538 ▲	ITY ISSUES, LA NO OF INCIDER 61772 963,636 115,450 1,234,260 8,074 8,708 8,074 8,704 16,941 16,941	ST 30 DAYS (8 ITS PERC 148 150 88 130 280 106 10 1 1	Search Clear	835 4,971 1,513 25,620 154 1,196 90,634	1.389 7,461 3,422 53,344 301 1.438 120,366 151	Select Column MODELS WITH V MODEL Nokia 2.4 SM-A065M ET56 V2141 TC52 TC55 K<<1>>> Select Column Set Filter Select Column	MLAN CONNECTIVI MODEL SCORE ▲ 0 0 47 ▲ 250 ▲ 580 ♥ 783 ♥ 784 ♥ 784 ♥ 785 ▲	NO OF INCID 37 175 38.957 2 59.61132 263,400 285,877 277,718 275,618	PERTS PERTS 68 41 -9 0 -13 -13 -14 -12 -12 -12	entrage change M Last Month	1 87 1 89,712 89,712 352 386 376	2 2 138 0 102700 705 766 740 747
Select Column AODELS WITH M MODEL CS8 CC78 CC77 CC77 CC77 CC57X CC	WWAN CONNECTIN MODEL SCORE	ITY ISSUES, LA NO OF INCIDER 61772 963,636 115,450 1,234,260 8,074 8,708 8,074 8,708 10,989,741 16,941	ST 30 DAYS (8 ITS PERCH 148 150 88 130 220 106 10 10 1 1	Search Clear	835 4,971 1,513 25,620 154 196 90,634 90	1.389 7,461 3,422 53,344 301 1.438 120,366 151	Select Column MODELS WITH V MODEL Nokia 2.4 SM-A065M ET56 V2141 TC52 TC55 K<<1>>> Select Column Set Filter Select Column	WLAN CONNECTIVI MODEL SCORE ▲ 0 ↔ 47 ▲ 250 ▲ 50 ♥ 783 ♥ 784 ♥ 785 ▲ ✓ Search	NO OF INCID 37 175 38.957 2 59.61132 263,400 285,877 277,718 275,618	PERTS PERTS 68 41 -9 0 -13 -13 -14 -12 -12 -12 SUES, LAST 30 -14	entrage change M Last Month	1 87 1 99/12 352 386 376 375	2 2 138 0 107/00 705 766 740 747
Select Column MODELS WITH W MODEL ICS8 ICC8 ICC8 ICC7 ICC7 ICC7 ICC7 ICC7 ICC	WWAN CONNECTIN MODEL SCORE A 441 ¥ 470 ¥ 471 Å 474 ¥ 483 ¥ 497 ¥ 536 ¥ 538 Å Searc S WITH WWAN COI GROUP LABEL Cafeteria	ITY ISSUES, LA NO OF INCIDEN 61,772 333,535 115,450 1,234,260 8,074 87,004 87,004 87,004 16,941 16,	ST 30 DAYS (8 ITS PERCE 148 150 88 130 220 106 10 1 1 UES, LAST 30 NO OF INCIDENTS 2	Search Clear DAYS (31) PERCENTAGE CHANGE FROM LAST MONTH 0	835 4,971 1,513 25,620 154 1096 900 EVICES IMPACTED 1	1.389 7.461 3.422 53.344 1.438 120.366 151 Total Devices 7074L Devices 3	Select Column MODELS WITH V MODEL Nokia 2.4 SM-A065M ET56 V2411 TC57X TC52 TC51 « < 1 > » Select Column DEVICE GROUPS DEVICE GROUPS DEVICE GROUPS	MUAN CONNECTIVI MODEL SCORE	TY ISSUES, LI NO OF INCID 37 59.61132 263.440 285.877 277.718 275.618 Text NECTIVITY IS SCORE ~ 100 ~	PERTS PERTS 68 41 -9 0 -13 -13 -14 -12 -12 -12 SUES, LAST 30 -14 NO OF NOIDENTS 53 -3	9) EENTAGE CHANGE M LAST MONTH Search Clear DAYS (23) PERCONLAST MONTH 0	1 1 99.712 1 99.712 352 376 377 DEVICES IMPACTED 2	2 2 138 0 107700 705 766 740 747 747 Row
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Select Column MODELS WITH N MODEL TCSS TCSS TC77 TC27 TC57 TC57 TC57 TC57 Set Filter Select Column DEVICE GROUP Department Department	WWAN CONNECTIN MODEL SCORE A 411 470 471 A 474 471 A 474 473 471 A 474 573 471 A 475 588 A 588 588 A Second Swith WWAN COI GROUP LABEL Cafetria Intensive Care Cardiology	ITY ISSUES, LA NO OF INCIDEI 61,72 363,636 115,450 1,234,260 8,074 87,08 10,598,741 16,941 16,941 NECTIVITY ISS SCORE A 2271 227 227 227 235 8	ST 30 DAYS (8 TS PERCH 148 150 88 130 280 106 10 10 1 1 UUES, LAST 30 NO OF INCIDENTS 2 9 284	Search Clear DAYS (31) PERCENTAGE CHANGE FROM LAST MONTH O O O O	835 4,971 1513 25,620 154 1590 90,634 90 EUVICES IMPACTED 1 1 1 6 6	1.389 7.461 3.422 53.344 301 1.438 120.366 15	Select Column MODELS WITH V MODEL Nokis 2.4 SM-A065M ET56 V2141 TC57X TC52 TC551 & < 1 > >> Set Filter Set Column DEVICE GROUP Department Department Department	WLAN CONNECTIVI MODEL SCORE 0 47 250 680 784 784 784 785 SWITH WLAN CON GROUP LABEL Cafeteria Intensive Care Cardiology	TY ISSUES, La NO OF INCID 37 175 38.957 2 59.611132 263.440 285.877 277.718 277.718 277.718 277.718 275.618 NECTIVITY IS SCORE ~ 100 246 246 247 247	PERTS PERC 68 41 -9 0 -13 -13 -14 -12 -12 -12 SUES, LAST 300 SUES, LAST 300 SUES, LAST 300 53 53 239 14,363	9) EENTAGE CHANGE M LAST MONTH Search Clear DAYS (23) PERCENTAGE CHANGE FROM LAST MONTH 0 0 0 0	I I 87 I 99,712 I 382 I 383 I 384 I 385 I 386 IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	2 2 138 0 107700 705 766 740 747 747 Row
Select Column MODELS WITH W MODEL CGS	WWAN CONNECTIN MODEL SCORE 411 ¥ 470 ¥ 471 Å 473 ¥ 483 ¥ 497 ¥ 536 ¥ 538 Å Searce S WITH WWAN COI GROUP LABEL Cafeteria Intensive Care Cardiology Radiology	ITY ISSUES, LA NO OF INCIDE 61.72 963.636 115.450 1.234.260 8.074 8.708 10.898.741 16.941 16.941 NNECTUTY ISS SCORE A 271 271 271 271	ST 30 DAYS (8 TS PERCH 148 150 88 130 280 106 10 1 1 1 UUES, LAST 30 NO OF INCIDENTS 2 9	Search Clear	835 4,971 1,513 25,620 154 1396 900 50,634 900 50,634 900 50,634 900 50,634 50,	1,389 7,461 3,422 53,344 301 1,438 120,366 151 Rows 1-8 70TAL DEVICES 3 6	Select Column MODELS WITH W MODEL Nokia 2.4 SM-A065M ET56 V2141 TC52 TC55 K<<1 > >> Set Filter Set Column DEVICE GROUP Department Department	WLAN CONNECTIVI MODEL SCORE 0 47 250 680 783 784 784 785 SWITH WLAN CON GROUP LABEL Cafeteria Intensive Care	Y ISSUES, Li N0 OF INCIE 37 75 38.957 2 59.61132 263,440 285,877 277,718 275,618 text text EXECTIVITY IS SCORE ∧ 100 ▲ 246 ▲	PERTS PERTS 68 41 -9 0 -13 -13 -14 -12 -12 -12 SUES, LAST 3C SUES, LAST 3C SUES, LAST 3C 53 239	b) CENTRAGE CHANGE M LAST MONTH Search Clear DAYS (23) PRCONTAGE CHANGE FROM LAST MONTH 0 0	I 87 1 99.712 352 356 376 375 375 375 375 375 375 375 375 375 375	2 2 138 0 107700 705 766 740 747 747 747 Row
Select Column MODELS WITH W MODELS WITH W MODEL CC58 CC77 CC77 CC77 CC77 CC77 CC77 CC77	WWAN CONNECTIN MODEL SCORE A 411 470 471 A 474 471 A 474 473 471 A 474 573 471 A 475 588 A 588 588 A Second Swith WWAN COI GROUP LABEL Cafetria Intensive Care Cardiology	ITY ISSUES, LA NO OF INCIDES 61,772 363,636 115,450 10,298,741 16,941 10,987,741 16,941 10,987,741 16,941 10,987,741 16,941 10,987,741 10,941 10,987,741 10,987,741 10,987,741 10,987,741 10,987,741 10,987,741 10,987,741 10,987,741 10,987,741 10,987,741 10,987,741 10,99	ST 30 DAYS (8 TS PERC PERC 148 150 88 130 280 106 10 1 1 UUES, LAST 30 UUES, LAST 30 NO OF INCIDENTS 2 9 284 52	Search Clear DAYS (31) PERCENTAGE CHANGE FROM LAST MONTH 0 0 0 0 0 0 0	835 4,971 25,620 1513	1.389 7.461 3.422 53.344 301 1.438 120.366 151 Rows 1.8	Select Column MODELS WITH V MODEL Noka 2.4 SMA065M ET56 V2141 TC57X TC52 TC75X MC95 TC51 ≪ < 1 > ≫ Select Column DEVICE GROUP Department Department Department	WLAN CONNECTIVI MODEL SCORE 0 47 241 250 680 783 784 784 785 Search SWITH WLAN CON GROUP LABEL Cafeteria Intensive Care Cardology Radiology	TY ISSUES, L. NO OF INCIL 37 175 38,957 2 59,611132 263,440 285,877 277,718 277,718 277,718 277,718 275,618 NECTIVITY IS SCORE ~ 100 ~ 246 ~ 247 ~ 247 ~	PERTS PERCINATION 68 41 73 73 73 73 74 72 72 72 SUES, LAST 30 SUES, LAST 32 S3 239 14,53 8,428	2) CENTAGE CHANGE MLAST MONTH Clear DAYS (23) PERCENTAGE CHANGE FROM LAST MONTH 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	B 1 80/12 552 553 373 375 Impacted 1MPACTED 2 9 2 9 2 9 20 80 70	2 2 138 0 107700 705 766 740 747 747 Row
Select Column MODELS WITH V MODELS WITH V MODEL CS8 CC28 CC77 CC27 CC27 CC27 CC27 CC27 CC2	WWAN CONNECTIN MODEL SCORE ▲ 441 ▼ 470 ▼ 471 ▲ 473 ↓ 473 ↓ 576 ↓ 578 ↓	ITY ISSUES, LA NO OF INCIDEI 61.72 963.636 115.450 1.234.260 8.074 8.708 10.898.741 15.941 1	ST 30 DAYS (8 415 PERC PERC 148 150 88 130 280 106 10 1 1 UES, LAST 30 UUES, LAST 30 NO OF INCIDENTS 2 9 284 52 61	Search Clear DAYS (31) PERCENTAGE CHANGE 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	835 4,971 1513 25,620 154 154 900 8 900 8 900 8 900 8 9 9 8 9 9 9 9 9 9 9 9 9 9 9 9 9	1.389 7.461 3.422 53.344 301 1.438 120.366 13 1	Select Column MODELS WITH W MODEL Noka 2.4 SMA065M ET56 V2141 TC57X TC55 « < 1 > » Select Column Select Column DEVICE GROUP Department Department Department Department Department Department Department	VLAN CONNECTIVI MODEL SCORE ~ 0 th 47 Å 241 Å 250 Å 680 ¥ 783 ¥ 784 ¥ 784 ¥ 784 ¥ 785 Å Search SWITH WLAN CON GROUP LABEL Cafeteria Intensive Care Cardiology Radiology Emergency	TY ISSUES, L NO OF INCID 37 38,957 2 59,61132 263,440 285,877 277,718 275,618 text ECTIVITY IS SCORE ~ 100 Å 246 Å 247 Å 277 Å 277 Å 277 Å	PERTS PERC 68 41 -9 0 -13 -13 -14 -12 -12 -12 SUES, LAST 3C SUES, LAST 32 SUES, LAST 32 14 44 -9 68 -9 68 -9 72 -9 73 -9 74 -9 75 -9 73 -9 74 -9 75 -9 74 -9 74 -9 74 -9 74 -9 75 -9 75 -9 74 -9 74 -9 74 -9 74 -9 74 -9 74 -9 74 -9 74 -9 74 -9 74 -9 <	2) CENTAGE CHANGE M LAST MONTH Search Clear DAYS (23) PERCENTAGE CHANGE 0 0 0 0 0 0 0 0 0 0 0 0 0	I I 87 I 97/12 I 98/12 I 18/2 I 37/2 I 37/3 I I	2 2 138 0 107700 705 766 740 747 747 Row
Select Column MODELS WITH V MODEL TC58 TC78 TC77 TC27 TC27 TC57 TC57 TC57 TC57 TC57 TC57 TC57 TC5	WWAN CONNECTIN MODEL SCORE A 411 470 471 4 470 471 4 474 473 4 474 473 4 474 473 4 474 473 4 474 473 4 475 4 475 4 476 4 477 4 478 4 479 4 47	ITY ISSUES, LA NO OF INCIDEI 61,72 363,636 115,450 1,234,260 8,074 87,08 10,898,741 16,941 10,989,741 16,941 10,989,741 16,941 10,989,741 16,941 10,989,741 10,999,741 1	ST 30 DAYS (8 TS PERC PRO 148 150 88 130 280 106 10 10 1 1 UUES, LAST 30 UUES, LAST 30 NO OF INCIDENTS 2 9 284 52 61 590 371 118	Search Clear DAYS (31) PERCENTAGE CHANGE 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	835 4,971 25,620 154 154 156 157 154 156 157 157 157 157 157 157 157 157	1.389 7.461 3.422 53.344 301 1.438 120.366 15 Total Devices 3 6 7 2 1 6 7 2 1 6 1 7 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Select Column MODELS WITH W MODEL Nokis 2.4 SM-A065M ET55 V2141 TC57X TC52 TC51 & < 1 > >> Set Filter Set Filter DEVICE GROUP Department Department	WLAN CONNECTIVI MODEL SCORE 0 47 47 250 580 783 784 784 784 785 Search SWITH WLAN CON GROUP LABEL Cafeteria Intensive Care Cardiology Radiology Emergency Oncology Physical Therapy Pediatrics	TY ISSUES, La NO OF INCID 37 175 38.957 2 59.611132 263.440 285.877 277.718 277.718 277.718 277.718 275.618 NECTIVITY IS SCORE ~ 100 ~ 100 ~ 246 ~ 247 ~ 247 ~ 241 ~ 389 ~ 559 ~ 559 ~ 559 ~ 579 ~	PERTS PERCENTS 68 -10 -13 -13 -14 -14 -12 -12 SUES, LAST 3C NO OF INCIDENTS 53 -239 43,83 8,428 96 -522 3,408 -241	a) DENTAGE CHANGE M LAST MONTH AST MONTH Clear DAYS (23) PERCENTAGE CHANGE FROM LAST MONTH 0 0 0 0 0 0 0 0 0 0 0 0 0	I I 87 I 99,712 I 383 I 3837 I 384 I 385 I 386 I 387 I 387 I 388 I 399 I 39 I 300 I 300	2 2 138 0 107700 705 740 747 747 747 707 Row 707AL DEVICES
Select Column MODELS WITH V MODEL TC58 TC77 TC26 TC77 TC27 TC57 TC57X ET56 Set Filter Select Column	WWAN CONNECTIN MODEL SCORE A 441 V 470 V 471 A 474 V 473 A 474 V 474 S 474 V 474 S 474 V 475 S 474 V 475 S 474 V 475 Searce S WITH WWAN COIN GROUP LABEL Cardetena Intensive Care Cardiology Radiology Physical Therapy Physical Therapy	ITY ISSUES, LA NO OF INCIDEI 61.72 963.636 115.450 1.234.260 8.074 8.708 10.898.741 15.941 1	ST 30 DAYS (8 FROM 148 150 88 130 280 106 10 1 1 10 1 10 1 10 280 106 10 1 1 10 280 106 10 1 1 10 280 106 10 1 10 280 106 10 10 10 280 106 10 10 10 10 10 10 10 10 10 10	Search Clear DAYS (31) PERCENTAGE CHANGE 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	835 4,971 1513 25,620 154 154 900 8 900 8 900 8 900 8 9 9 8 9 9 9 9 9 9 9 9 9 9 9 9 9	1.389 7.461 3.422 53.344 301 1.438 120.366 13 1	Select Column MODELS WITH V MODEL Nokia 2.4 SM-A065M ET56 V2441 TC52 TC52 TC55 K < 1 > >> Set Filter Select Column DEVICE GROUP Department	WLAN CONNECTIVI MODEL SCORE 0 47 250 680 783 784 784 785 SWITH WLAN CON GROUP LABEL Cardeology Radiology Emergency Oncology Physical Therapy	Y ISSUES, Li NO OF INCIE 37 59,61132 263,440 285,877 277,718 277,718 277,718 277,718 277,718 275,618 NECTIVITY IS SCORE ▲ 100 ▲ 246 ▲ 247 ▲ 277 ▲ 289 ▲ 569 ▲	ENTS PERF 68 69 0 -13 -13 -13 -13 -14 -12 -12 SUES, LAST 3C SUES, SUES, SUES, SUES, SUES, SUES, SUES, SUES, SUES,	error Clear	I I 87 I 97/12 I 98/12 I 18/2 I 37/2 I 37/3 I I	2 2 138 0 107700 705 766 740 747 747 747 747 747 70 707 167 167

Connectivity Health Scores

These health scores are calculated by device model, physical location, and application. The data range is for the previous full day of data (usually yesterday). A score of zero typically indicates that Cellular or Wi-Fi connectivity is not available, either temporarily or by design.



Percentile Score

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



Sites with Connectivity Issues

This section of the report shows the sites with connectivity issues in the last 30 days. Click on a site in the table to access the site details.

This table shows sites with connectivity issues (such as low signal strength) in the last 30 days. It includes the total number of incidents per site, the percentage of change in the number of incidents compared to last month, and the total number of devices per site that experienced the incidents.

- For WWAN issues, investigate potential connectivity issues and downtime related to the service provider(s).
- For WLAN issues, go to the site details report to investigate potential internet and connectivity issues at different sites. Are certain access points at specific sites causing problems?
- For all connectivity issues, check for recent or missing software updates that could be affecting the performance of certain models or devices.

SITES WITH WWAN CONNECTIV	ITY ISSUES, LAST	30 DAYS (5000))			SITES WITH WLAN CO	INNECTIVITY ISSUES, LAS	T 30 DAYS (169	D)		
SITE NAME	SITE SCORE	NO OF INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	TOTAL DEVICES	SITE NAME	SITE SCORE	NO OF INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	TOTAL DEVICES
STORE101	1 🔺	19	0	1	1	STORE101	63 🔺	5,907	-16	6	6
STORE149	37 💙	2	0	1	5	STORE149	103 🔺	947	-9	3	3
STORE104	41 🔺	6	0	1	1	STORE104	122 🔺	8	-80	1	3
STORE103	42 🔺	8	0	1	1	STORE103	122 💙	825	11	1	1
STORE102	44 💙	9	-10	2	2	STORE102	124 💙	555	-13	3	6
STORE105	46 💙	6	0	1	3	STORE105	158 🔺	2,524	-6	5	9
STORE110	49 📥	0	0	2	11	STORE110	215 🔺	711	3	1	1
STORE132	59 🔺	0	0	1	3	STORE132	223 🔺	6,604	-22	8	8
STORE107	60 🔺	0	0	1	2	STORE107	225 💙	1,096	-16	1	1
STORE109	62 💙	24	300	1	1	STORE109	231 💙	1,137	-8	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.





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

See Also

Displaying Device Details

Models with Connectivity Issues

This section of the report shows the models with connectivity issues in the last 30 days.

This table shows models with connectivity issues (such as low signal strength) in the last 30 days. It includes the total number of incidents per model, the percentage of change in the number of incidents compared to last month, and the total number of devices that experienced the incidents.

 For WWAN issues, investigate potential connectivity issues and downtime related to the service provider(s).

- For WLAN issues, click on a model to go to the model report to investigate potential internet and connectivity issues at different sites or with specific devices.
- For all connectivity issues, check for recent or missing software updates that could be affecting the performance of certain models.

MODELS W	TH WWAN CONNECTI	VITY ISSUES, LAST 30	DAYS (8)			MODELS WITH	WLAN CONNECTIVI	TY ISSUES, LAST 30 I	DAYS (9)		
MODEL	MODEL SCORE	NO OF INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	TOTAL DEVICES	MODEL	MODEL SCORE	NO OF INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	
58	441 💙	61,772	148	835	1,389	Nokia 2.4	o 🗰	37	68	1	
TC78	470 💙	363,636	150	4,971	7,461	SM-A065M	47 🔺	175	41	1	
C26	471 🔺	115,450	88	1,513	3,422	ET56	241 📥	38,957	-9	87	
TC77	474 💙	1,234,260	130	25,620	53,344	V2141	250 🔺	2	0	1	
TC27	483 💙	8,074	280	154	301	TC57X	680 💙	59,611,132	-13	89,712	
TC57	497 💙	87,108	106	1,196	1,438	TC52	783 💙	263,440	-13	352	
TC57X	536 💙	10,898,741	10	90,634	120,366	TC75X	784 💙	285,877	-14	386	
ET56	538 🔺	16,941	1	90	151	MC95	784 💙	277,718	-12	376	
						TC51	785 🔺	275,618	-12	375	

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.





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 CONNE	ECTIVITY ISS	UES, LAST 30 DA	YS (31)			DEVICE GROUPS	WITH WLAN CONN	NECTIVITY IS	SUES, LAST 30	DAYS (23)		
DEVICE GROUP	GROUP LABEL	SCORE ^	NO OF INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	TOTAL DEVICES	DEVICE GROUP	GROUP LABEL	SCORE A	NO OF INCIDENTS	PERCENTAGE CHANGE FROM LAST MONTH	DEVICES IMPACTED	TOTAL DEVICE
Department	Cafeteria	271 🔺	2	0	1	3	Department	Cafeteria	100 🔺	53	0	2	
Department	Intensive Care	327 👗	9	0	1	6	Department	Intensive Care	246 🔺	239	0	9	
Department	Cardiology	355 🔺	284	0	6	7	Department	Cardiology	247 👗	14,163	0	80	167
Department	Radiology .	412 👗	52	0	1	2	Department	Radiology	277 👗	8,428	0	77	170
Department	Emergency	422 🔺	61	0	1	5	Department	Emergency	281 🔺	96	0	2	
Department	Oncology	425 🔺	590	0	10	10	Department	Oncology	389 🔺	622	0	12	
Department	Physical Therapy	432 👗	371	0	8	9	Department	Physical Therapy	569 🔺	3,408	0	29	50
Department	Pediatrics	437 📥	118	0	8	5	Department	Pediatrics	579 🔺	241	0	4	
Department	Pharmacy	457 👗	64	0	2	3	Department	Pharmacy	612 🔺	34,538,210	506	80,575	92,269
Department	Surgery	478 💙	296	36	6	1,216	Department	Surgery	673 🔺	11,789	0	78	100

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: Dep VITALS > CONNECTIVITY HEALTH > DEVI 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 IS	SUES, LAST 30 DAYS	Fran Spain Morocco Western Sahara Mauritania Sengat Burtina Far Gnana	Libya Egypt Saudi Arabia Oman India Bangladesh Tai Niger Chad Surtan Efitrea Yemen Vietnam

100	N // I
VQ	Vitals

Select Column	✓ Search text	Search	Clear				
EVICES IN DEVI	CE GROUP WITH WWAN CON	NECTIVITY ISSUES, LAST	30 DAYS (5000)				
MODEL	DEVICE SR NO.	GROUP LABEL	TIMESTAMP	SIGNAL STRENGTH	CARRIER	LAST KNOWN GPS	
IC57X	21109522511566	Radiology	Jun 11, 2025 22:00:00	-108	AT&T Mobility	35.3019193.12026	
IC57X	22151522512133	Radiology	Jun 16, 2025 22:00:00	-105	AT&T Mobility	35.2726021,-93.1335144	
C52	21104522504977	Oncology	Jun 17, 2025 21:00:00	-99	AT&T Mobility	35.2924652,-93.1068954	
C52	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	
rC51	21104522504977	Pediatrics	Jun 19, 2025 23:00:00	-95	AT&T Mobility	35.2834,-93.13388	
C51	22151522512133	Oncology	Jun 17, 2025 21:00:00	-94	AT&T Mobility	35.20839,-93.15563	
C57X	21109522511566	Oncology	Jun 13, 2025 22:00:00	-94	AT&T Mobility	35.30191,-93.12026	
C57X	21104522510042	Cardiology	Jun 18, 2025 21:00:00	-82	AT&T Mobility	35.2725334,-93.13346	
C57X	21311522509284	Cardiology	Jun 19, 2025 19:00:00	-121	AT&T Mobility	37.9817619,-78.2085342	
574	21011022005204	Carolology	301113, 2023 15:00:00	-121	ATOT MODILLY	37.3617013,-70.2003342	
< 12345	. 500 » »						
P 5 WORST AC	CESS POINTS						LAST 30 DAYS 🗸
2 2K 0	21 May 24 May 25 Ju	In 01 Jun 02 Jun 03	Jun 04 Jun 05 Jun 06	Jun 07 Jun 08 Jun 09	Jun 10 Jun 11	lun 12 Jun 13 Jun 14	Jun 15 Jun 15 Jun 17
et Filter			ee:55:b8:0d:71:c3 ee:55:b8:			Jun 12 Jun 13 Jun 14	Jun 15 Jun 16 Jun 17
4K 2K 0 May	✓ Search text	Search	ee:55:b8:0d:7bc3 ee:55:b8: Clear				Jun 15 Jun 16 Jun 17
et Filter Select Column		Search	ee:55:b8:0d:7bc3 ee:55:b8: Clear				Jun 15 Jun 16 Jun 17
4K 2K 0 May et Filter Select Column	✓ Search text	Search	ee:55:b8:0d:7bc3 ee:55:b8: Clear				Jun 15 Jun 16 Jun 17
4K 2K 0 May et Filter Select Column EVICES IN DEVIC	Search text CE GROUP WITH WLAN CON	Search NECTIVITY ISSUES, LAST 3	ee:55:b8:0d:7tc3 ee:55:b8: Clear	0d:71:d2 ee:55:b8:21:11:7d	ee:55:b8:2111:b8	NA	Jun 15 Jun 16 Jun 17
4K 2K 0 May t Filter Evelect Column	Search text CE GROUP WITH WLAN CON DEVICE SR NO.	NECTIVITY ISSUES, LAST 3	ee:55:b8:0d:7tc3 ee:55:b8: Clear 30 DAYS (5000) GROUP LABEL	0d:71:d2 ee:55:b8:21:11:7d	ee:55:b8:2111:b8	ACCESS POINTS	Jun 15 Jun 16 Jun 17
4K 2K 0 May t Filter Exelect Column	Search text CE GROUP WITH WLAN CON DEVICE SR NO. D19291010M0142	Search NECTIVITY ISSUES, LAST 3 DEVICE SCORE 625	ee:55:b8:0d:7tc3 ee:55:b8: Clear 30 DAYS (5000) GROUP LABEL Oncology	0d:71:d2 ee:55:b8:21:11:7d	ee:55:b8-21:11:b8	ACCESS POINTS 54/26/6b/ae/c5/1c	Jun 15 Jun 16 Jun 17
4K 2K 2K 0 May t Filter Exelect Column CODEL 275X 295 275X	Search text CE GROUP WITH WLAN CON DEVICE SR NO. D19291010M0142 D19291010M0767	Search NECTIVITY ISSUES, LAST 3 DEVICE SCORE 625 A 896 A	ee:55:b8:0d:7tc3 ee:55:b8: Clear 30 DAYS (5000) GROUP LABEL Oncology Oncology Oncology	0d:71:d2 ee:55:b8:21:11:7d	ee:55:b8:21:11:b8 SIGNAL STRENGTH(dB) -95 -92	ACCESS POINTS 54:26:6b:ae:c5:1c 1c:67:4a:9b:c8:03	Jun 15 Jun 16 Jun 17
4K 2K 2K 0 May et Filter Select Column CODEL C75X C95 C75X	Search text Search text DEVICE SR NO. D19291010M0142 D19291010M0767 D19291010M0767	Search NECTIVITY ISSUES, LAST 3 DEVICE SCORE 625 A 896 A 875 A	ee:55:b8:0d:7tc3 ee:55:b8: Clear 30 DAYS (5000) GROUP LABEL Oncology Oncology Cardiology Cardiology Cardiology	0d:71:d2 ee:55:b8:21:11:7d TIMESTAMP Jun 19, 2025 18:00:00 Jun 19, 2025 21:00:00 Jun 19, 2025 08:00:00	ce:55:b8:21:11:b8	ACCESS POINTS 54:26:6b:ae:c5:1c 1c:67:4a:9b:e8:03 3c:09:b6:4t:f9:91	Jun 15 Jun 16 Jun 17
et Filter Select Column	✓ Search text CE GROUP WITH WLAN CON DEVICE SR NO. D19291010M0142 D19291010M0767 D19291010M0767 D19291010M0439 D19291010M0981	Search NECTIVITY ISSUES, LAST 3 DEVICE SCORE 625 896 875 854	ee:55:b8:0d:7tc3 ee:55:b8: Clear 30 DAYS (5000) GROUP LABEL Oncology Oncology Cardiology	0d:71:d2 ee:55:b8:21:11:7d TIMESTAMP Jun 19, 2025 18:00:00 Jun 19, 2025 08:00:00 Jun 19, 2025 08:00:00 Jun 19, 2025 08:00:00	ee:55:b8:21:11:b8	N/A ACCESS POINTS 54:26:6b:ae:c5:1c 1c:67:4a:9b:e8:03 3c:09:b6:41:f9:91 f0:ec:65:38:79:60	Jun 15 Jun 16 Jun 17
веред од 4К	✓ Search text CE GROUP WITH WLAN CON DEVICE SR NO. D19291010M0142 D19291010M0767 D19291010M0439 D19291010M0981 D19291010M1932	Search NECTIVITY ISSUES, LAST 3 DEVICE SCORE 625	ee:55:b8:0d:7tc3 ee:55:b8: Clear Clear Cl	0d:71:d2 ee:55:b8:21:11:7d TIMESTAMP Jun 19, 2025 18:00:00 Jun 19, 2025 08:00:00 Jun 19, 2025 08:00:00 Jun 19, 2025 20:00:00 Jun 19, 2025 20:00:00	ee:55:b8:21:11:b8	N/A ACCESS POINTS 54:26:6b:ae:c5:1c 1c:67:4a:9b:e8:03 3c:09:b6:41:f9:91 f0:ec:65:38:79:60 5e:da:84:atfe:5d	Jun 15 Jun 16 Jun 17
et Filter EVICES IN DEVIC C75X C75X C75X C52	✓ Search text CE GROUP WITH WLAN CON DEVICE SR NO. D19291010M0142 D19291010M0767 D19291010M039 D19291010M0981 D19291010M032 D19291010M032 D19291010M0208 D19291010M1141	Search NECTIVITY ISSUES, LAST 3 DEVICE SCORE 625 Å 896 Å 875 Å 854 Å 792 Å 854 Å	ee:55b8:0d:7bc3 ee:55b8: Clear Clear Clea	0d:71:d2 ee:55:b8:21:11:7d TIMESTAMP Jun 19, 2025 18:00:00 Jun 19, 2025 08:00:00 Jun 19, 2025 08:00:00 Jun 19, 2025 20:00:00 Jun 19, 2025 20:00:00 Jun 19, 2025 21:00:00 Jun 19, 2025 21:00:00	ee:55:b8:21:11:b8 SIGNAL STRENGTH(dB) -95 -92 -91 -91 -97 -94 -93	NA ACCESS POINTS 54/26:6b:ae:c5:1c 1c:67:4a:9b:e8:03 3c:09:b6:41:f9:91 10:ec:65:38:79:60 5e:da:84:atfre5d 52:72:9e:c7:42:f9 14:88:51:13:cf;7d	Jun 15 Jun 16 Jun 17
see of the second sec	✓ Search text CE GROUP WITH WLAN CON DEVICE SR NO. D19291010M0142 D19291010M0767 D19291010M0767 D19291010M0981 D19291010M032 D19291010M032	Search NECTIVITY ISSUES, LAST 3 DEVICE SCORE 625 Å 896 Å 875 Å 854 Å 792 Å 854 Å 813 Å	ee:55b8:0d:7bc3 ee:55b8: Clear Clear Clea	0d:71:d2 ee:55:b8:21:11:7d TIMESTAMP Jun 19, 2025 18:00:00 Jun 19, 2025 08:00:00 Jun 19, 2025 08:00:00 Jun 19, 2025 20:00:00 Jun 19, 2025 20:00:00 Jun 19, 2025 20:00:00 Jun 19, 2025 21:00:00	ee:55:b8:21:11:b8	NA ACCESS POINTS 54/26.6b.ae:c5:1c 1c.67:4a:9b:e8:03 3c:09:b6.41:f9:91 10:ec:65:38:79:60 5e:da:84:a1fe:5d 5e:da:84:a1fe:5d b2:72:9e:c7:42:f9	Jun 15 Jun 16 Jun 17

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.



Select Column	✓ Search text	Search	Clear			
			(0.(5000)			
		NECTIVITY ISSUES, LAST 30 DAY				
IODEL	DEVICE SR NO.	TIMESTAMP	SIGNAL STRENGTH	CARRIER	LAST KNOWN GPS	
C57X	21109522511566	Jun 11, 2025 22:00:00	-108	AT&T Mobility	35.30191,-93.12026	
C57X	22151522512133	Jun 16, 2025 22:00:00	-105	AT&T Mobility	35.2726021,-93.1335144	
C52	21104522504977	Jun 17, 2025 21:00:00	-99	AT&T Mobility	35.2924652,-93.1068954	
C52 IC95	21104522504977	Jun 12, 2025 22:00:00	-99	AT&T Mobility	35.3003044,-93.1061859	
	21104522510042	Jun 16, 2025 23:00:00		AT&T Mobility	35.2725372,-93.13347	
C51	21104522504977 22151522512133	Jun 19, 2025 23:00:00 Jun 17, 2025 21:00:00	-95	AT&T Mobility	35.2834,-93.13388 35.20839,-93.15563	
C51			-94	AT&T Mobility		
C57X C57X	21109522511566 21104522510042	Jun 13, 2025 22:00:00 Jun 18, 2025 21:00:00	-94 -82	AT&T Mobility AT&T Mobility	35.30191,-93.12026 35.2725334,-93.13346	
C57X	21311522509284	Jun 19, 2025 19:00:00	-121	AT&T Mobility	37.9817619,-78.2085342	
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OP 5 WORST AC	CESS POINTS					LAST 30 DAYS 🗸
	21 May 24 May 25 Ju	n 01 Jun 02 Jun 03 Jun • ee	04 Jun 05 Jun 06 Jur 55:b8:0d:71:c3 <mark>=</mark> ee:55:b8:0d:	n 07 Jun 08 Jun 09 :7td2 ee:55:b8:2t:11:7	Jun 10 Jun 11 Jun d ee:55:b8:21:11:b8	
ак о' 2к 0	21 May 24 May 25 Ju	_				
4K 2K 0 May	21 May 24 May 25 Ju					
2K 0 May			55:b8:0d:71:c3 ee:55:b8:0d:			
4K 2K 0 May et Filter Select Column	▼ Search text		55:b8:0d:7h:3 ee:55:b8:0d Clear			
et Filter Select Column	▼ Search text	Search	55:b8:0d:7tc3 ee:55:b8:0d Clear			
et Filter Select Column	Search text UP LABEL WITH WLAN CONN	ECTIVITY ISSUES, LAST 30 DAY	55:b8:0d:7tc3 ee:55:b8:0d Clear S (60) TIMESTAMP	:71:d2 ee:55:b8:21:11:7	d ee:55:b8:21:11:b8	
4K 2K 0 may et Filter Select Column EVICES IN GRO KODEL	Search text UP LABEL WITH WLAN CONN DEVICE SR NO.	ECTIVITY ISSUES, LAST 30 DAY DEVICE SCORE	55:b8:0d:7tc3 ee:55:b8:0d Clear S (60) TIMESTAMP Jun 19, 2025 10:00:00	.71:d2 ee:55:b8:21:11:7 SIGNAL STRENGTH (dB)	d ee:55:b8:21:11:b8	
4K 2K 0 may et Filter Select Column EVICES IN GRO KODEL IC295 C51	Search text UP LABEL WITH WLAN CONN DEVICE SR NO. D19291010M0995	ECTIVITY ISSUES, LAST 30 DAY DEVICE SCORE 0 *	55:b8:0d:7tc3 ee:55:b8:0d Clear S (60) TIMESTAMP Jun 19, 2025 10:00:00 Jun 19, 2025 22:00:00	:7t:d2 ee:55:b8:21:11:7 SIGNAL STRENGTH (dB) -98	d ee:55:b8:21:11:b8 ACCESS POINTS 2a:ba:80:1f:c5:71	
4K 2K 0 2K 0 May et Filter Select Column EVICES IN GROUNDEL IC95 C51 C52	Search text UP LABEL WITH WLAN CONN DEVICE SR NO. D19291010M0995 D19291010M0634	ECTIVITY ISSUES, LAST 30 DAY DEVICE SCORE 0 0 688	55:b8:0d:7tc3 ee:55:b8:0d Clear S (60) TIMESTAMP Jun 19, 2025 10:00:00 Jun 19, 2025 22:00:00 Jun 19, 2025 12:00:00	:7t:d2 ee:55:b8:21:11:7 SIGNAL STRENGTH (dB) -98 -100	d ee:55:b8:21:11:b8 ACCESS POINTS 2a:ba:a0:1f:c5:71 a8:a2:a6:55:2c:e2	
Select Column CS1 CS2 CS1 CS2 CS3	Search text UP LABEL WITH WLAN CONN DEVICE SR NO. D19291010M0995 D19291010M0634 D19291010M0112	ECTIVITY ISSUES, LAST 30 DAY	55:b8:0d:71:c3 ee:55:b8:0d: Clear S (60) TIMESTAMP Jun 19, 2025 10:00:0 Jun 19, 2025 12:00:00 Jun 19, 2025 12:00:00 Jun 19, 2025 20:00:00	SIGNAL STRENGTH (dB) -98 -100 -85	ACCESS POINTS 2a:ba:80:1fr:c6:71 a8:a2:a6:55:2c:e2 12:be:75:7a:be:88	
39 4K 2K 0 2K 0 4K May	Search text UP LABEL WITH WLAN CONN DEVICE SR NO. D19291010M0995 D19291010M0634 D19291010M0112 D19291010M0410	ECTIVITY ISSUES, LAST 30 DAY	55:b8:0d:71:c3 ee:55:b8:0d: Clear S (6) TIMESTAMP Jun 19, 2025 10:00:00 Jun 19, 2025 12:00:00 Jun 19, 2025 22:00:00 Jun 19, 2025 20:00:00 Jun 19, 2025 19:00:00	SIGNAL STRENGTH (dB) -98 -100 -85	d ee:55:b8:21:11:b8 ACCESS POINTS 2a:ba:a0:1f:c5:71 a8:a2:a6:55:2c:e2 12:be:75:7a:be:88 cc:43:37:87:54:f8	
see 4K	Search text UP LABEL WITH WLAN CONN DEVICE SR NO. D19291010M0995 D19291010M0634 D19291010M0112 D19291010M0112 D19291010M0115	Search I IECTIVITY ISSUES, LAST 30 DAY I DEVICE SCORE 0 0 1 688 1 917 833 854 1	55:b8:0d:71:c3 ee:55:b8:0d Clear S (60) TIMESTAMP Jun 19, 2025 10:00:00 Jun 19, 2025 12:00:00 Jun 19, 2025 12:00:00 Jun 19, 2025 19:00:00 Jun 19, 2025 19:00:00	SIGNAL STRENGTH (dB) -98 -100 -85 -85 -84	d ec:55:b8:2111:b8	
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99 4K 2K	Search text UP LABEL WITH WLAN CONN DEVICE SR NO. D19291010M0995 D19291010M094 D19291010M0634 D19291010M0614 D19291010M015 D19291010M0164 D19291010M0184 D19291010M0840	Search Cearch Cearch<	Sibbiolithic and a second a secon	SIGNAL STRENGTH (dB) -98 -100 -85 -85 -84 -80 -86	d ee:55:b8:21:11:b8 ACCESS POINTS 2a:ba:a0:11:c5:71 a8:a2:a6:55:2c:e2 12:be:75:7a:be:88 cc:43:37:87:54:fa 86:fc:44:5e:f1:22 ca:b1:87:c3:de:82 4c:04:64:e3:1a:32	

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

See Also

Displaying Device Details

Visibility IQ OneCare Glossary

Report	Term	Definition
Repair Lifecycle	Open Orders	Devices for which an RMA is created; however, the repaired or replaced device is not yet shipped to the customer. This indicates a pending action by Zebra.
	Expected	Devices for which an RMA is created; however, the defective device is not yet received at the Repair Depot. This indicates a pending action by the customer.
	In Repair	The defective device is received at the Repair Center, however, the repair is incomplete, and the close date does not exist.
	Repaired	The repair of the defective device is completed.
	Shipped	The repaired or replacement device is shipped from the repair center.
	Spare Pool	Device resides within a customer-owned/ dedicated spare pool.
Case Lifecycle	Type Code	This field is used in the Case Lifecycle Report. It identifies whether the case is opened for a hardware-related issue, software-related issue, to open a Return RMA, or for other classifications.
Contracts	Visibility Entitlement	Visibility Entitlement is a type of entitlement assigned to a Zebra contract that indicates a contract can show data in the VIQ dashboards and control the data displayed.
		Possible values: Online Repair Dashboard, Operation Visibility Service, Operation Visibility Connect, TSS Core HW/SW.
LifeGuard Analytics	Туре	This field indicates if the BSP is of type GMS or non-GMS. GMS stands for Google Mobile Services, and non-GMS can also be referred to as AOSP (Android Open-Source Project). GMS SW includes the Google suite of applications (Gmail, Play Store, Maps, etc.), whereas non- GMS does not include these added services and applications).

Report	Term	Definition
	BSP Version	BSP stands for Board Support Package and generally refers to the software image currently on the device. The BSP Version is also referred to by the EMC team (zebra.com) as the Baseline. Any software image (known as BSP) is uniquely identified by the duple of Baseline and Update Levels.
	Lifeguard Update Level	The update level refers to the patch version associated with a specific BSP. For example, a BSP Version might be 01.03.39, and this package can be modified by applying an update. Update levels start at 0, indicating no modifications, and are incremented sequentially (1, 2, 3). Patches are cumulative, meaning an update level of 5 includes all the fixes from levels 1 through 4. Installation of updates need not follow a sequential order; one can jump from level 1 to level 5 to level 3 as desired.
	Android Security Patch Level	The date that indicates how many fixes or vulnerabilities are repaired in each BSP. The dates and required fixes are given by Google as part of Android Security Bulletins.
On Time Delivery	On Time %	For all repairs that are due to ship in a given month, how many were actually shipped on time.
Repair Return Rate	NTF	No Trouble Found: Devices returned for repair, per the reported period, with no hardware malfunction found or problem and any requirement for preventive maintenance.
	NTF Rate	Calculated by-product, the number of devices with NTF classification for a particular product divided by the number of repairs for that product. This rate aggregates for each calendar quarter.
	Damage	Physically damaged units.
	Damage Rate	Calculated by-product, the number of devices with damage classification for a particular product divided by the number of units under contract for that product. This rate aggregates for the calendar year.
	Failure	Devices returned for repair, per the reported period, with material/component malfunction.
Repair Repeat Rate	Repeat Net	Units returned for repair within 30 days after its last repair; excluding physically damaged units and units with NTF (No Trouble Found). Only genuine failures.
	Repeat Gross	Units returned for repair within 30 days after its last repair; excluding physically damaged units.
Top Repair Metrics	Fault	Device defect determined by Zebra repair depot.
	Problem	Device defect reported by the customer at the time the RMA was created.



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