

VIQF Bundled 42Gears Things Printers - Onboarding Guide:

1. Complete the Technical form

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

2. ZPC (Zebra Printer Connector) enablement

For Link-OS version 4.0 or later networked printers, the Zebra Printer Connector (ZPC) will connect your devices to VIQF via the cloud. This connection uses a secure, encrypted certificate like those used for e-commerce or banking sites. With ZPC, you can access a variety of printer reports, including:

- | | |
|----------------------------------|----------------------------------|
| ○ Contracts | ○ Smart Battery Health |
| ○ Total Devices | ○ Printers Alerts |
| ○ Devices in Operation | ○ Printer Setting Changes |
| ○ Out of Contact | ○ Printer Utilization |
| ○ Newly activated Devices | ○ Printer Insights |
| ○ Critical Battery Events | |

We recommend reviewing the [ZPC Guide](#) and the [VIQF Printers FAQ document](#). Ensure the Asset Visibility Agent is enabled on your devices by meeting these requirements:

- Printers must support the Asset Visibility Agent/ZPC. All the Link-OS printers with OS version 4.0 or above come with the Visibility Agent support.
- Printers need to be connected to the Internet all the time.
- Printers need to be connected to the Internet directly (without being blocked by firewalls or content-filters).
- Printers can reach the address <https://avs.zpc.zebra.com> and Server Port: 443. The communication of data to the cloud via HTTPS/WS port 443 must be allowed.

Onboarding steps:

Upon fulfillment of all the above requirements, **the VIQF Onboarding team proceeds with MDM configuration and VIQF dashboard preparation.**

Once VIQF and MDM are ready, both **accesses are provided to the customer**, and they can start with **Printer enrollment**.

Please be advised that printers enrolled in the 42Gears management system will not transmit any data to VIQF without Serial Number entitlement. To ensure visibility of VIQF-related data, the Asset Visibility agent pre-requisites must be met as advised above.



We recommend checking the following step-by-step [Guide](#) for assistance with enrolling your printers in 42Gears.

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

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

Let us know what you think

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

If you have any questions, feel free to contact us at onboarding.pm@zebra.com.



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