

Proactive Battery Replacement

ONBOARDING GUIDE IOT version

This document describes the technical prerequisites for the service setup, the phases of the onboarding process and the responsibilities of each party involved.

The information in this document is applicable to customers whose devices are frequently connected to WLAN, have non-overlapping IP address ranges that map to sites, and:

- are purchasing standalone *Proactive Battery Replacement* service; **OR**
- are purchasing *Proactive Battery Replacement & VisibilityIQ Foresight IOT*; **OR**
- already have *VisibilityIQ Foresight IOT* and are adding *Proactive Battery Replacement*.

If none of the above is applicable to your case, please check the [PBR Onboarding Guide \(MDM version\)](#).

1. Service Description:

The Proactive Battery Replacement is a new service enhancement to a core Zebra OneCare™ maintenance plan for Zebra mobile computers. Batteries will be proactively replaced when they fall under a Remaining Useful Life (RUL) of < 30 days. All batteries that are identified in this category will be sent a replacement to the end user location(s) based on information provided during on-boarding of the service. There is no guess work involved with which batteries need replacing as the new service does all the work for you. All batteries are monitored daily/monthly using Zebra's patented predictive analytics algorithms. When Zebra identifies a battery which will fail over the next 30 days, a new battery will be shipped. When the new battery is received at the end user location, it can be swapped out with the poor battery and the older battery can be removed from the customers operational environment.

2. Onboarding phases and requirements:

2.1 Pre-Onboarding Phase:

Prior to the onboarding start, the customer must:

1. Ensure the ZDS (Zebra Data Services) Agent is running on their devices and is able to transmit data to VisibilityIQ, as per the [ZDS Agent Configuration Guide](#).
2. Proactively enable ZDS-WLAN data collection on devices, as per the [WLAN configuration guide](#), using a corresponding WLAN configuration file.
3. Provide a full list of their operational sites along with their site hierarchies, shipping addresses and corresponding IP address ranges, using this [IOT site mapping template](#). Please send the file to Onboarding.PM@zebra.com

Pre-Onboarding Phase continued

4. Complete the appropriate *Customer Technical Form* (links below) which gathers information about the device configuration as well as PBR dashboard settings and required user accesses.
 - Use [this form](#) if you are only purchasing Proactive Battery Replacement;
 - Use [this form](#) if you are purchasing Proactive Battery Replacement + VIQF IOT.
5. Please provide a **bookable purchase order** to the appropriate party (Customer [Partner [Distributor [Zebra).

Note for party submitting PO:

- PBR-only orders need to be sent to the Zebra Contract Services Team;
- PBR + VIQF orders need to be sent to the Zebra ZaaS Team.

Upon receiving the purchase order, customer technical form and the site information, Zebra will:

- Check the reception of ZDS data from customer's devices in Zebra's Data Lake;
- Check the provided site mapping data for discrepancies or errors;
- Provide corresponding feedback to the customer.

The onboarding phase will start once the above-mentioned prerequisites are met, the ZDS data is being received from customer's devices and any errors in the site mapping template data file have been corrected.

2.2 Onboarding Phase:

In this phase, the PBR service is set up in a series of steps coordinated by the Onboarding Team:

1. The PBR dashboard is set up for a specific Partner/End user combination.
2. The auto site relocation is implemented based on the IP address ranges provided for each site.
3. Basic data flow checks are performed on the dashboard.
4. Dashboard access is granted to customer.

2.3 Validation Phase:

In this phase, Onboarding Team performs service validation by:

1. Performing a thorough check of the data generated on the PBR dashboard and consulting any discrepancies or unexpected results with the customer.
2. Providing the customer with a project completion summary and requesting a final sign off.

2.4 Run Phase:

After receiving the final sign off confirmation, the Onboarding Team provides the customer with a contact for technical support in the run phase:

- PBR Dashboard queries & requests: mscustomeronboarding@zebra.com

3. Let us know what you think

We would love to hear about your experience with PBR via an anonymous [Evaluation & feedback survey!](#)