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Appendix A Customer Support
About This Guide

This chapter is organized into the following sections:

- Using the Documentation
- Zebra Technologies Corporation (“Zebra”) End-User Software License Agreement
Using the Documentation

The following sections provide information about the document and notational conventions used in the guides, and provides a list of related documentation.

Document Conventions

The following conventions are used in this manual to draw your attention to important information:

- **NOTE:** Indicates tips or special requirements.

- **CAUTION:** Indicates conditions that can cause equipment damage or data loss.

- **WARNING!** Indicates a condition or procedure that could result in personal injury or equipment damage.

Revision History

This guide has the following release and revision milestone history:

<table>
<thead>
<tr>
<th>Release</th>
<th>Date</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0 Revision A</td>
<td>August, 2014</td>
<td>Release of initial 1.0 baseline of MPact.</td>
</tr>
<tr>
<td>1.0.1 Revision B</td>
<td>December, 2014</td>
<td>Updated to 1.0.1 feature baseline.</td>
</tr>
<tr>
<td>1.0.2 Revision C</td>
<td>March, 2015</td>
<td>Updated to 1.0.2 feature baseline.</td>
</tr>
<tr>
<td>1.1.0 Revision D</td>
<td>May, 2015</td>
<td>Updated login screen.</td>
</tr>
<tr>
<td>2.0.0 Revision A</td>
<td>February, 2016</td>
<td>Updated to 2.0.0 feature baseline and incorporated new Zebra templates.</td>
</tr>
</tbody>
</table>
Notational Conventions

The following notational conventions are used in this document:

- Italics are used to highlight specific items in the general text, and to identify chapters and sections in this and related documents.
- Bullets (•) indicate:
  - lists of alternatives
  - lists of required steps that are not necessarily sequential
  - action items
- Sequential lists (those describing step-by-step procedures) appear as numbered lists.

Related Documentation

MPact Location and Analytics documentation includes the following:

- MPact Location & Analytics Deployment Guide
- MPact Location & Analytics Server Reference Guide
- MPact Location & Analytics Android Toolbox User Guide
- MPact Location & Analytics iOS Toolbox User Guide
- MPact Location & Analytics Client Software Development Kit
- MPact Location & Analytics Server API Reference Guide
- MPact Location & Analytics Hardware Installation Guide
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Obtaining Software Licenses

To obtain software licenses for MPact Location & Analytics Server, Toolbox or Client Software Development Kit, provide the following information:

- Identification
- Email address
- Payment
The MPact Toolbox iPad application is designed for beacon installation and management. Administrators carry their Android within an MPact deployment area to install beacons and validate beacons are working as expected.

MPact Toolbox mediates MPact Server and MPact beacon exchanges. The Toolbox pulls configuration and firmware information from the MPact Server and allows the administrator to update beacons when necessary. The Toolbox records beacon placements and updates the Server continuously.

MPact Toolbox for iPad is available in the Apple App Store. Go to the Apple App Store and search for *MPact Toolbox*. 
1.1 Toolbox and Server Communication

Figure 1-1 illustrates communications between MPact Toolbox, MPact Server, the client application and the MPact Server. The Toolbox requests the tree hierarchy, floor plans and beacon positions from the Server and updates the Server as changes are made on the Toolbox.
A Toolbox equipped iPad reads beacon installations from the Server, including beacon positions, IDs and other attributes. Users can add or delete beacons (not beacon positions) on a site’s floor plan using the Toolbox.

For more information, refer to the following:

- MPact Toolbox Installation and Login
- Beacon Installation
2.1 MPact Toolbox Installation and Login

The MPact Toolbox runs on iOS versions 7.1.2 and higher. The iOS Toolbox supports all four MPact beacon beaconing modes (Battery Save, SecureCast, iBeacon and MPact).

After downloading the Toolbox from the Apple Store, upload the Toolbox application to an iOS application server. Authorized individuals can download to iOS client devices using the URL link to the Server.

2.1.1 Toolbox Login

As a prerequisite to logging into the Toolbox, the MPact Server must be installed, configured and setup with an active site. For more information, see MPact Location & Analytics Server Reference Guide available at www.zebra.com/support.

For information about Toolbox Settings that define MPact Server connection settings, network options, display, beacon mode, scanning mode, UUID and log debug file settings, refer to Chapter 5, Toolbox Settings.

When initially logging into the Toolbox, Server configurations are pushed to the Toolbox, including site hierarchies, floor plans, beacon positions and other attributes. This process takes several minutes and is based on network connectivity and scale of the deployment.

To login into MPact Toolbox:

1. Select MPact Toolbox on your iPad.
   A screen displays prompting for user name, password and the Server port for data transfers between an MPact beacon and the MPact Server.

2. Enter the same Username and Password created on the Server (must be the same as the Server).

3. Provide the numeric Server IP address and port used for communication with the Toolbox. The format is: IP:PORT

4. Select Login.
5. Select **Remember Me** to use the same credentials in subsequent logins.

**NOTE:** Ensure the iPad device has network connectivity to the MPact Server via Wi-Fi or cellular network.

The **Home** page displays upon login to the Toolbox.

![Figure 2-2 MPact Client Toolbox - Home Page](image)

6. Select the appropriate icon representative of the intended Toolbox configuration activity:

<table>
<thead>
<tr>
<th>Installation</th>
<th>Displays a site map containing building and floor images. Individual floors can be administrated for specific beacon deployment activities.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance</td>
<td>Validates the operation and functionality of installed beacons.</td>
</tr>
<tr>
<td>Beacon Configure</td>
<td>Sets beacon configurations and upgrades beacon firmware.</td>
</tr>
<tr>
<td>Settings</td>
<td>Administrates the connection settings between the handheld device and the MPact Server.</td>
</tr>
<tr>
<td>Logout</td>
<td>Allows users to logout quickly.</td>
</tr>
</tbody>
</table>
7. To exit the Toolbox, select the **Logout** at the bottom corner of the home screen.

8. Refer to the **Home** icon located at the bottom, right-hand, corner of subsequent Toolbox screens to return to the **Home** page.

![Figure 2-3 MPact Client Toolbox - Home Icon](image)

### 2.2 Beacon Installation

Select the **Installation** icon to install beacons in pre-defined beacon positions. Beacon positions must be located on a site’s floor plan in the MPact Server prior to installing in the Toolbox. For more information, see the *MPact Location & Analytics Server Reference Guide* available at [www.zebra.com/support](http://www.zebra.com/support).

**NOTE:** The following installation example is for Battery Save Mode. For more information about installing beacons in iBeacon, MPact and SecureCast modes see *MPact Location & Analytics Server Deployment Guide* available at [www.zebra.com/support](http://www.zebra.com/support).

To install an MPact beacon:

1. Select **Installation** on the Toolbox **Home** page.

![Figure 2-4 MPact Toolbox Home Page](image)
2. From the **Site Hierarchy** screen, select the + icon to the left of a site name to expand the site and list its supporting floor plans.

![Site Hierarchy]

*Figure 2-5  MPact Toolbox - Deployment Site Hierarchy*

3. Navigate to a floor plan.

The floor plan is pushed from the Server and displayed in the Toolbox. The beacon or Wi-Fi positions created on the Server display on the floor plan, along with their status. The status of the beacon positions displayed in *Figure 2-6* are unassigned.

![Floor Plan]

*Figure 2-6  MPact Toolbox - Unassigned Beacon Positions*
4. Refer to the following beacon position status icons:

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Empty</td>
<td>Represents a position with no beacon installed.</td>
</tr>
<tr>
<td>Gray</td>
<td>Defines an installed beacon in an inactive state. The beacon is not yet activated or transmitting.</td>
</tr>
<tr>
<td>Green</td>
<td>Indicates the beacon is active with remaining battery life between 40% ( \leq ) 100%.</td>
</tr>
<tr>
<td>Yellow</td>
<td>Indicates there is between 20% ( &lt; ) 40% remaining beacon battery life. The administrator should be planning to replace this beacon battery soon.</td>
</tr>
<tr>
<td>Red</td>
<td>Indicates there is between 0% ( &lt; ) 20% remaining beacon battery life. The administrator should be planning to replace this beacon battery soon.</td>
</tr>
</tbody>
</table>

5. Optionally, cursor over any position on the floor plan to display beacon specific information (tool tips).

When an unassigned position is selected, the position popup displays the position’s name, description, status, and mapped categories. The scan barcode button associates a beacon’s barcode to a beacon position on the Server.

![Beacon Details: Isle 1 - Tablets](image)

**Figure 2-7 MPact Toolbox - Beacon Tool Tips**

6. Select an unassigned position (empty circle on the floor plan) by touching the position on the iOS device.

7. Ensure a beacon’s barcode is right side up before scanning its barcode. Scanning associates the beacon with an unassigned position. Barcodes are on the outside housing of the beacon, with the exception of MPACT-MB3000-01 models.

**NOTE:** Please see the *MPact Location & Analytics Hardware Installation Guide* for the beacon model numbers, SKUs and operating modes for specific beacon style(s). The guide is available at [www.zebra.com/support](http://www.zebra.com/support).
8. Aim the camera within 3-4 inches of the beacon’s barcode and focus the camera on the barcode until the green outline displays around the barcode, as shown in Figure 2-8, Figure 2-9 and Figure 2-10.

![Figure 2-8 MPact Toolbox - MPACT-T1B10-000-WR Beacon Barcode](image)

![Figure 2-9 MPact Toolbox - MPACT-MB2000-01-WR Beacon Barcode](image)

![Figure 2-10 MPact Toolbox - MPACT-MB4000-01-WR Beacon Barcode](image)

Select **Done** from the popup when the image is appropriately focused.

When the beacon is successfully scanned, the **Beacon Scanned** popup displays the beacon's name and MAC address.

![Beacon Scanned](image)

**NOTE:** The Toolbox default setting for Scan Mode is **Barcode**. However, if the printed barcode font is too small to be scanned, change the Scan Mode to **Picture** instead. The **Input** option allows the input of the beacon MAC address if the barcode is too small. If using a Bluetooth barcode scanner (model CS4070) sold separately, use the **Input** option to scan the barcode. For more information, see **Toolbox Settings**.

9. Select **Save** to commit the beacon’s placement on the Toolbox and the Server. To cancel the installation, select the **X** button on the top, right-hand, side of the popup or tap any area outside of the popup.
10. Optionally, the installer can choose to follow the remaining steps, or change the order of operations by activating (pulling off the mylar strip) and scanning the beacons before installing them in the field.

**NOTE:** If beacon Positions are pre-configured on the Server with the beacon’s MAC address, select the proper beacon with the correct MAC matching what is on the beacon installation popup display.

Within twenty seconds, the beacon connects to the Toolbox.

*Figure 2-12* shows a gray position, indicating a beacon is installed in an inactive state.

![Beacon Installation](image1)

*Figure 2-12*  *Pact Toolbox - Successful Beacon Installation*

11. Pull the mylar strip from the beacon to transmit a signal to the iPad for a connection (applicable for the MPACT-MB2000-01-WR, MPACT-T1B10-000-WR, and MPACT-T1B10-000-WR).

*Figure 2-13*  *Beacon Mylar Strip - SKUs MPACT-MB2000-01-WR, MPACT-T1B10-000-WR, and MPACT-T1B10-000-WR*

The beacon remains in connect mode up to 20 seconds, scanning for the iPad. When the iPad recognizes the beacon’s BLE signal, the beacon’s state changes to Active and the beacon’s icon changes to green (as shown in *Figure 2-14*). When the beacon connects to the iPad, it changes to transmit mode, transmitting to client devices on the floor. The blue dot (flashing) represents the Toolbox user’s client device. If the icon does not change to green, the beacon’s configuration does not match with Server settings. See *Beacon Configuration and Firmware Upgrade*.

*Figure 2-14*  *Installed Beacon Activation*
2.2.1 Beacon Deletion

Deleting a beacon from a floor plan only removes the beacon, and leaves the beacon's position in place. Beacon positions can only be deleted from the Server.

To delete a beacon:

1. Tap the beacon to delete.
2. Select **Delete Beacon** when the popup displays.
CHAPTER 3 BEACON MAINTENANCE

3.1 Beacon Maintenance

Use Toolbox Maintenance options to periodically verify the state (functionality) of a beacon. With the Toolbox open, administrators walk amongst installed beacons and verify the state of each beacon. Beacons turn green to indicate they’re active. Customers appear as blue dots moving amongst the aisles.

**NOTE:** Beacons must be in **beaconing** mode to be available for configuration. If a beacon is not in beaconing mode, the Toolbox does not recognize the beacon and it does not show up in the Toolbox. In this case, the position displays as empty, even though a beacon might be in the correct physical location. Reboot the beacon by removing, then, reinserting the beacon’s battery, resetting the beacon to connect mode. Once re-connected, it displays properly in the Toolbox to determine maintenance needs.

To verify beacon states:

1. Select **Maintenance** on the Toolbox home page.
2. Select the **Clear Beacon State** eraser located at the bottom, right-hand side, of the Toolbox.

   A **Clear Beacon State** warning displays. The warning prompts whether to place each beacon in an inactive state within the handheld device.

   **NOTE:** Placing a beacon in an inactive state does not impact the beacon states within the MPact Server.

3. Select **Yes** to remove beacons from an inactive state for active beacon administration. Select **No** to keep the beacons in its current states.

   When **Yes** is selected, and a floor is selected in maintenance mode, the Toolbox displays a snapshot of the floor plan and the status of all the beacons on the floor. No further updates to the floor plan or beacons are received from the Server after this point. This is illustrated by adding a beacon to the floor plan after entering **Maintenance** mode. The new beacon does not display on the floor plan until an action is initiated, resulting in the floor plan data being reloaded.

   Actions to update status include:
   - Selecting the **Refresh** in the Toolbox.
   - Selecting the **Map List** in the Toolbox.
- Selecting **Cloud Download** in the Toolbox.
- Selecting **Home** and reentering **Maintenance**.
- Selecting i toggles the Beacon MAC address and RSSI value for each beacon. The RSSI value flashes and continues to update as the Toolbox receives each beacon. RSSI values change according to its signal strength.
- The **Clear Beacon State** button only sets beacons to the inactive state on the Toolbox; it does not affect the state on the Server. The tags remain grey in the Toolbox until either:
  - A beacon is detected.
  - The beacon status is reloaded from the Server by one of the above methods.
  - Once cleared and rendered inactive, each beacon displays gray on the Toolbox. Beacon states are cleared only in the Toolbox, not in the MPact Server.

![Figure 3-1 Beacon State Clearance](image-url)
Once the Toolbox detects a beacon, the corresponding beacon state displays as active (green) once again. The customer inspecting the beacon displays as a flashing blue dot, as seen in Figure 3-2.
4.1 Beacon Configuration and Firmware Upgrade

Use Beacon Configuration to globally update beacon configurations and upgrade firmware. All beacon configurations are received from the MPact Server, including beacon power, channel, interval and mode. All beacons must be in the same beacon mode (Battery Save, SecureCast, and iBeacon or MPact) on both the Server and the Toolbox. Beacons must be in connect mode to appear in the Toolbox.

To update beacon configurations:
1. Select Beacon Configuration from the Toolbox home page.
**NOTE:** Only connectable beacons can be selected from the Over the Air Configure screen for an update. Otherwise, the beacon's Select option is grayed out and not available. For more information about MPact beacon connect mode for indoor and outdoor beacons refer to the MPact Location & Analytics Hardware Installation Guide, available at https://zebra.com/support.

Over the Air Configure displays the global configuration settings for beacons. These values are configured in the Server and pushed to the Toolbox for display.

**Figure 4-2 Over the Air Configuration Headings**

2. Refer to the following to determine whether a listed beacon should be included in a configuration update or firmware upgrade:

| **Select** | Select either Yes or No to include a beacon in a configuration update or firmware upgrade. As many as 20 beacons can be included in a single update or upgrade operation. When an update or upgrade is initiated from the Toolbox, the updates are initiated sequentially, with one beacon being updated or upgraded at a time. |
| **Action** | Lists the pending configuration action for each listed beacon. Actions include:  
- **None:** No update has been set for the beacon.  
- **Pending:** An update has been set and can be tracked using the progress bar.  
- **Successful:** Updates are successful. |
| **Name** | Lists each beacon’s MAC address. |
| **Power** | Lists each beacon’s output power from -23 to 4 dBm. Use this data on a per beacon basis to determine whether specific beacon power levels require an increase. |
| **Channel** | Lists channels from 1-7 (7 is the default) to apply an operation channel restriction to beacon transmissions. This is helpful in areas where beacon deployments are abundant, as beacons can be strategically grouped to specific channels to reduce excess channel interference on the network.  
Channel broadcast options:  
1: Channel 39  
2: Channel 38  
3: Channel 38, 39  
4: Channel 37  
5: Channel 37, 39  
6: Channel 37, 38  
7: Channel 37, 38, 39 |
**Interval**

Defines an interval (from 0.1 sec to 10 sec) for a beacon transmission. The shorter the interval, the shorter the beacon's battery life. However, shorter intervals result in increased accuracy. The default setting is 0.6 sec.

**Mode**

Sets the mode defining how signals are emitted from MPact beacons. Supported modes include Battery Save, SecureCast, iBeacon, MPact (default setting). Refer to the MPact Location & Analytics Deployment Guide for information on installing a beacon. The guide is available at: https://zebra.com/support

**Battery Save**: Optimized for battery life by making the broadcast packet as small as possible (the beacon contains the minimal amount of information needed to support MPact Server functions). An MPact beacon contains the power-save mode beacon, beacon ID and a single byte representing the percentage of battery life remaining (0-100).

**SecureCast**: Is a method of broadcasting encrypted (using an Advanced Encryption Standard Key) signals over Bluetooth for organizations that utilize fraud protection to tie beacon signals to verified presence detection. SecureCast ensures beacons do not display identifiers (MAC address) and are constantly rotating and changing.

**iBeacon**: Created by Apple for use in iOS devices (beginning with iOS version 7.0). There are three data fields Apple has made available to iOS applications, a **UUID** for device identification, a **Major** value for device class and a **Minor** value for more refined information like product category. The UUID must be the same on the beacon and the Server. The Major field identifies the device class (range, 0-65535). For example, the Major value could be the same for each device on the first floor of a particular department store. The Minor field is for more refined information (range, 0-65535), like product category. Beacons configured in iBeacon mode use a combination of Major and Minor values for the beacon ID. After scanning and installing the beacons in the Toolbox, beacon configuration must be reapplied (pushed from the Server) using the Toolbox (Configuration) to associate the Major and Minor values from the Server.

**MPact**: Uses the iBeacon format. The Major and Minor fields must be compatible with the MPact Server. The last byte of Minor is used for battery life broadcasting.

**UUID**

Set in the Server if iBeacon or MPact is selected. Enter a 16 byte hex character string that defines the purpose of the device. The UUID must be the same on the beacon and the Server. A UUID is represented by 36 characters (32 alphanumeric characters and four hyphens), for example, 123a4567-e23b-89d3-a234-135790864215.

The **Universally Unique IDentifier** (UUID) classification is meant to be broad. For example, a UUID could identify a beacon was owned by a specific company. To generate a UUID, use any GUID/UUID generation tool to create a unique identifier. For example, the uuidgen command in OS X. The uuidgen command generates a UUID, which is a 128-bit value guaranteed to be unique.

**Model**

Displays beacon model number.

**Major**

Set from 0 - 65535 in the Server. The Major field identifies the device class. For example, the Major value could be the same for each device on the first floor of a particular department store.

**Minor**

Set from 0 - 65535 in the Server. In iBeacon mode, the Minor field is a field for more refined information, like product category.

**Sleep**

Image B: After a certain number of minutes the beacon stops broadcasting and goes into sleep mode.
3. Refer to the following configuration actions:

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select All</td>
<td>Readies each listed beacon for an upgrade to the version listed in the <em>Available Firmware</em> column.</td>
</tr>
<tr>
<td>Deselect All</td>
<td>Reverts each selected beacon back to an unselected state.</td>
</tr>
<tr>
<td>Configure</td>
<td>Updates selected beacon configurations. Configuration updates take approximately 20 seconds each, and are conducted sequentially, with no two beacons updating at the same time.</td>
</tr>
<tr>
<td>Stop</td>
<td>Halts an in-process configuration operation. When stopping an update operation, each beacon selected and in the queue is stopped, not just the beacon currently updating. Each beacon is applied a status of <em>Failed</em>.</td>
</tr>
</tbody>
</table>
Beacon Configuration 4 - 5

| Reset   | Resets the beacon. The beacon is not in an operational state during the reset operation. |
| Reboot  | Reboots the beacon. The beacon is not in an operational state during the reboot operation. |

4. Reboot the mobile device if difficulty is encountered after at least twenty beacons are upgraded or updated.

![Figure 4-3 Over the Air Configuration Firmware Upgrade](image)

Beacons automatically reboot and are available for activation upon a successful update or firmware upgrade.
5.1 Toolbox Settings

Toolbox Settings define MPact Server connection settings, network options, Toolbox display, beacon mode, scanning mode, UUID and log debug file settings.

To configure Toolbox settings:
1. Select the Settings icon from the Toolbox home page.
2. Refer to the **Server Option** field to set MPact Server connection values:

<table>
<thead>
<tr>
<th>IP Address</th>
<th>Enter the numeric IP address or domain name of the MPact Server used to administrate the MPact system using, in part, the values set within the Toolbox application.</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP Port</td>
<td>Enter the virtual port number used for connecting to the MPact Server. The default port setting is 80.</td>
</tr>
<tr>
<td>Connection Protocol</td>
<td>Set the MPact Server connection method as either HTTP or HTTPS. Both HTTP and HTTPS use the same Uniform Resource Identifier (URI), so requesters can be identified. However, HTTPS is recommended, as it affords transmissions some measure of data protection HTTP cannot provide.</td>
</tr>
</tbody>
</table>

3. Refer to the **Network Option** field to set network connection values:

<table>
<thead>
<tr>
<th>Proxy Address</th>
<th>Set the IP address or FQDN of the proxy server. Use Proxy Settings to connect to an outside server when inside the proxy.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proxy Port</td>
<td>Defines the Proxy server port.</td>
</tr>
</tbody>
</table>
The Toolbox takes priority over the iOS settings for the Toolbox only. It does not impact other applications.

4. Set **Display Options** to customize the display of the tree hierarchy.

   The Toolbox displays as a collapsible hierarchal tree. *Country, Region, City* and *Campus* tree items can be customized using the **Show** and **Hide** display options available to each.

5. Use the **Barcode Scanning Option** area to set the **Scan Mode** to Barcode, Picture or Input (for scanning with a bluetooth scanner). The default setting is Barcode. If the printed barcode font is too small to scan, select **Picture Mode** instead.

   ![NOTE: INPUT Mode](image)

   **NOTE: INPUT Mode** is for on-screen keyboard or bluetooth scanner.

6. Set the following **Floor Location Options** to customize an iPad’s MPact Toolbox display:

   | Local Network  | Enable this option in the network, but the iPad displays there is no network available. Local network settings force a connection. For example, if there is no Wi-Fi icon on the top left corner of the iPad, but it is certain that there is a Wi-Fi connection, then the connection is within a private network without Internet access. The local network option is required to force a connection. Without this local network option, the Toolbox does not allow any server related operations. |

   The Toolbox displays as a collapsible hierarchal tree. *Country, Region, City* and *Campus* tree items can be customized using the **Show** and **Hide** display options available to each.

7. Set the following **Beacon Options** for firmware and UUID:

   | Beacon Mode | Lists the mode defining how signals are transmitted from MPact beacons. *Battery Save* format, is optimized for battery life by making the beacon as small as possible (the beacon contains the minimal amount of information needed to support MPact Server functionality). An MPact beacon contains the registered manufacturing ID, beacon ID and a single byte representing the percentage of battery life remaining (0-100).
   |

   *iBeacon* format was created by Apple for use in iOS devices (beginning with iOS version 7.0). There are three data fields Apple has made available to iOS applications, a **UUID** for device identification, a **Major component** for device class and a **Minor component** for more refined information like product category. The Major field is a 2 byte field for identifying the device class (range, 0-65525). For example, the Major value could be the same for each device on the first floor or a particular department store. The Minor field is a 2 byte field for more refined information (range, 0-65525), like product category. If the major or minor values display in red, they have been pre-set from MPact Server and do not require modification, they just need to be pushed to the device.

   *MPact* format, the default setting, uses the iBeacon format and provides battery life information. However, the Major and Minor fields have been defined so MPact data can be conveyed as being compatible with MPact Server. No input is required.
8. Set the following **Debug Options** for troubleshooting:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Save Log</strong></td>
<td>Saves the log file on the device. A popup displays the specific location of the file. Use any device explorer and locate the file saved in /apps/local file/&lt;filename&gt;.txt.</td>
</tr>
<tr>
<td><strong>Upload Log</strong></td>
<td>Uploads the debug log file to the MPact Server.</td>
</tr>
<tr>
<td><strong>Show Log</strong></td>
<td>Displays the log on the screen.</td>
</tr>
</tbody>
</table>

9. Save the updates to commit them to the Toolbox.
If you have a problem with your equipment, contact Support for your region. Support and issue resolution is provided for products under warranty or that are covered by a services agreement. Contact information and Web self-service is available by visiting www.zebra.com/support.

When contacting Support, please provide the following information:

- **MAC ID of the unit**
- **Model number or product name**
- **Software type and version number**

Support responds to calls by email or telephone within the time limits set forth in support agreements. If you purchased your product from a business partner, contact that business partner for support.

**Customer Support Web Site**

The support site, located at www.zebra.com/support provides information and online assistance including developer tools, software downloads, product manuals, support contact information and online repair requests.

**Manuals**

To see manuals, go to: www.zebra.com/support.