



## Remote Diagnostics

Real-time insight into every aspect of your scanners

Your Zebra scanners are engineered for split-second, fail-proof scanning across a wide range of applications and environments. Whether you have scanners in one location or around the globe, you want to make sure that every device is configured properly, operating at peak efficiency and utilized as expected. Now you can. Zebra's Remote Diagnostics suite of tools takes all the guesswork out of the performance, uptime and utilization of your Zebra scanners.

With Remote Diagnostics, you have a simple, yet powerful, toolset to gain real-time visibility into every aspect of your Zebra scanners—from how they're configured to when they're used and how they're performing. The toolset automates the recording of asset information, device health, real-time alerts, statistics and barcode data. Not only does Remote Diagnostics give you up-to-the-minute data; it makes it easy to understand. You can turn information into action in order to prevent unplanned disruptions, verify events, understand fleet-wide patterns and trends—all to improve your return on investment.

### Benefits

- Maximize device availability and performance
- Enables fleet-wide device diagnostics and troubleshooting
- Prevent unexpected workflow interruptions
- Enable single-trip repair calls
- Understand device utilization and program ROI

## Get Enterprise-Wide Insight Into Your Devices

Want to remotely access asset information, health and statistics, configuration settings and barcode data on a fleet of scanners? Zebra's toolset includes out-of-box solutions such as IoT Connector (Windows® and Linux®) and scripting solutions leveraging our WMI agent or direct API calls. Now, you'll have the insight needed for event verification, troubleshooting and predictive fleet-wide trend analysis.

## Complex Diagnostics Made Simple

Zebra's Remote Diagnostics toolset presents you with an extensive list of asset information, statistics, real-time alerts, parameter values and diagnostic data. Making trend analysis easy, Zebra's IoT Connector enables data collection through a JSON call to a data lake or cloud endpoint, like Splunk.

## Make Configuration Tracking Easy

With Remote Diagnostics, you don't have to be onsite to check and validate every scanner setting. You can remotely confirm that your fleet of scanners are properly configured with the correct settings and firmware version. Should you need to alter a setting, we have Remote Management tools to assist you.

## Troubleshoot Without Traveling

By troubleshooting remotely, you can cut your onsite service visits from two to one. Remote Diagnostics makes it possible to access diagnostic data, such as the status of your scanner's illumination sensors, camera, scale, boards and more—all from your remote management console. The result? Significantly lower service costs. There's no need to incur the expense and time to travel onsite to diagnose your multi-plane or other scanners.

## Detect Patterns

Want to better understand scanner usage patterns, whether at a pilot site or post deployment? With Remote Diagnostics, you can see when a scanner is being used, how many items it has scanned, as well as the breakdown of scanned barcodes by symbology. By automating the collection of critical attribute information, the IoT Connector can also help ensure return on investment.

## Your Scanner's Built-In Advantage

Scan with abilities developed and continuously refined by a partner with more than 50 years of field-proven innovation. Zebra knows the scanning journey better than other providers. That's why we've engineered into all our scanners Zebra DataCapture DNA—a suite of software capabilities to help your team adapt to future needs and achieve greater business outcomes.

### Applications

Remote Diagnostics gives you the information needed for:

- Asset query
- Remote troubleshooting
- Real-time alerts
- Event verification
- Fleet-wide trend analysis
- And more

**Turn device diagnostics into lower Total Cost of Ownership.**  
For more information, please visit [www.zebra.com/remotediagnostics](http://www.zebra.com/remotediagnostics)



**NA and Corporate Headquarters**  
+1 800 423 0442  
inquiry4@zebra.com

**Asia-Pacific Headquarters**  
+65 6858 0722  
contact.apac@zebra.com

**EMEA Headquarters**  
zebra.com/locations  
contact.emea@zebra.com

**Latin America Headquarters**  
zebra.com/locations  
la.contactme@zebra.com