

ZEBRA ONECARE ASSET VISIBILITY PORTAL USER GUIDE



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Revision History

Changes to the original guide are listed below:

Change	Date	Description
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Rev B	9/21/15	Portal Revision #3.2.2
Rev C	1/25/16	Portal Revision #3.3



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ABOUT THIS GUIDE

Introduction

This guide provides information about using the Zebra OneCare Asset Visibility Portal. The guide covers all levels of OneCare service:

- Zebra OneCare Essential
- Zebra OneCare Select
- Zebra Operational Visibility Service (OVS)
- Zebra OneCare Premier

✓ **NOTE:** *Screens and windows pictured in this guide are samples and can differ from actual screens.*

Notational Conventions

The following conventions are used in this document:

- “OneCare” refers to Zebra OneCare.
- **Bold** text is used to highlight the following:
 - Key names on a keypad
 - Button names on a screen or window.
- Bullets (•) indicate:
 - Action items
 - Lists of alternatives
 - Lists of required steps that are not necessarily sequential
- Sequential lists (e.g., those that describe step-by-step procedures) appear as numbered lists.

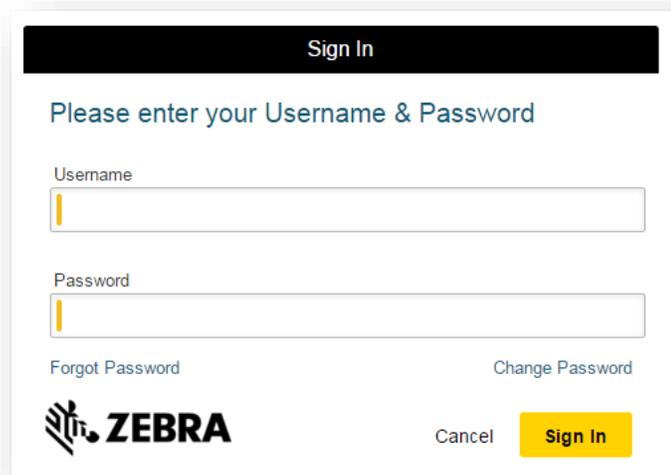
✓ **NOTE:** *This symbol indicates something of special interest or importance to the reader.*

CHAPTER 1 LOGGING IN

Overview

This chapter describes the log in process to gain access to the Zebra OneCare Asset Visibility portal. The process is the same for every service level.

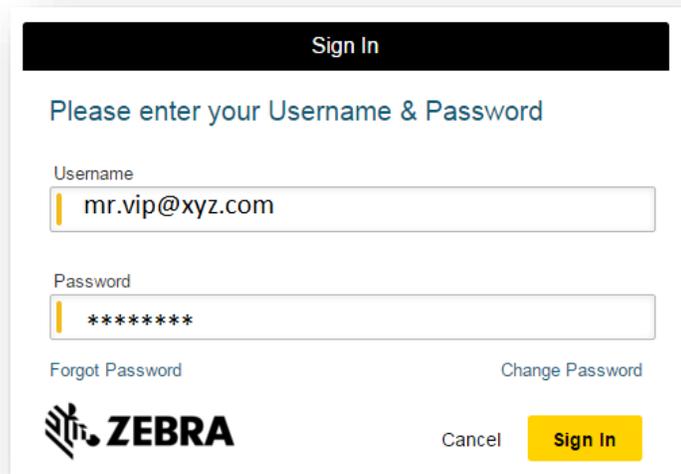
Navigate to <https://avp.zebra.com>. The **CUSTOMER PORTAL** landing page appears. Click on the **CUSTOMER PORTAL** button.



The screenshot shows the 'Sign In' page with a black header bar containing the text 'Sign In'. Below the header, the text 'Please enter your Username & Password' is displayed in blue. There are two input fields: 'Username' and 'Password', both of which are empty. Below the 'Username' field is a link for 'Forgot Password' and below the 'Password' field is a link for 'Change Password'. At the bottom left is the Zebra logo, and at the bottom right are 'Cancel' and 'Sign In' buttons.

Figure 1-1 Customer Portal Landing Page

The **LOG IN** page appears.



The screenshot shows the 'Sign In' page with the same layout as Figure 1-1. The 'Username' field is now filled with the text 'mr.vip@xyz.com' and the 'Password' field is filled with asterisks '*****'. The 'Forgot Password' and 'Change Password' links, the Zebra logo, and the 'Cancel' and 'Sign In' buttons remain the same.

Figure 1-2 LOGINPage

Enter your User ID and Password.

The **My Companies*** Page will appear for Administrator roles, the **Dashboard** appears for End Users. **Dashboard** appearance varies depending on Service Level. All users will be automatically logged out after 60** minutes of inactivity.

*The My Companies page is described on page 51.

**Timing is subject to change per corporate policy.

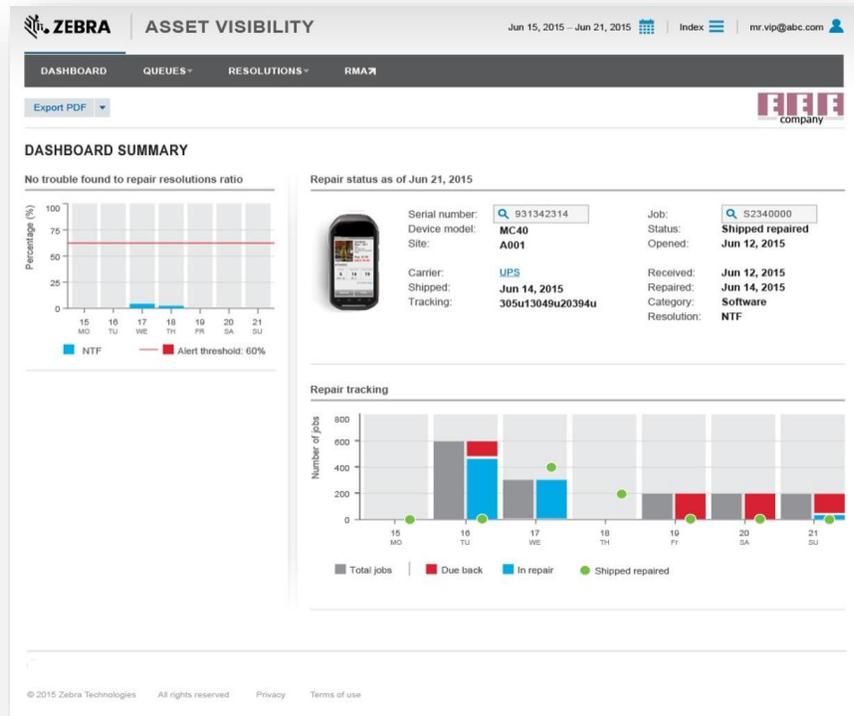


Figure 1-6 OneCare Essentials Dashboard

Compatible Browsers

To access the Asset Visibility Portal, you need access to the Internet through the following Browsers:

- Internet Explorer version 10 and higher
- Firefox 24.7.0 and higher
- Chrome 37.0.2062 and higher

The Asset Visibility Portal browser compatibility will continuously be updated to work with the most current versions.

✓ **NOTE:** For entities that do not allow external access to the Internet, you will need to open Internet access to port 80/443 for: avp.zebra.com, deliveredmobility.motorolasolutions.com enable Single Sign On (SSO).

CHAPTER 2 NAVIGATION

Overview

This chapter provides information about navigating in the Zebra OneCare Asset Visibility Portal. This information is common to all service levels, which includes: OneCare Essential, OneCare Select, OneCare Operational Visibility Service, and OneCare Premier.

The following items display for all service levels:

- **Date and Calendar** icon
- **Red Alert** icon
- **Index** icon
- **User** icon
- **Navigation Bar**
- **Action Bar**
- **Gear** icon
- **Navigation** arrows
- **Report** tiles
- **Export** button
- **Navigation** arrows
- **Chart** legend

Date and Calendar Icon (All Service Levels)

The **Date and Calendar** icon is located in the upper-right corner of the page. By default, the last seven days are always displayed.



Figure 2-1 *Date and Calendar Icon*

All Users can review data for the past 65 days by day, work week or the entire previous month. Specific User Roles have additional access to Historical Date Ranges. You can choose to view data for a different date or range of dates by clicking on the **Date and Calendar** icon. The **Calendar options** window appears. Select the desired range of data to display.



Figure 2-2 Calendar Options Window

Red Alert Icon (All Service Levels)

The exclamation point is used in several areas throughout the portal. It is an indication that there is an alert message. Clicking on the icon will display the message. For example, this image will appear next to the **Calendar Picker** when there is scheduled down time for a new release.



Figure 2-3 RedAlertIcon

Index (Partner/Administrator)

The **Index** icon appears at the top of every page in the portal in the Partner and Administrator views. This feature is for Partners or Administrators who manage more than one company. When clicked, it displays options to filter the available data by Site/organization.

Select the desired option to continue.

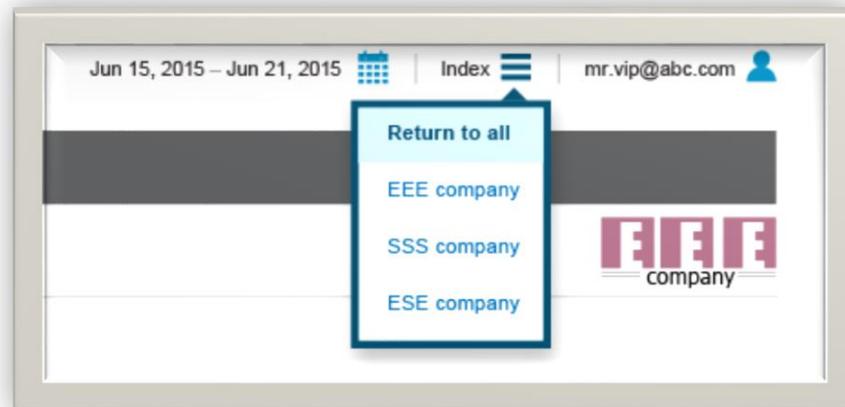


Figure 2-4 Index Icon

User Icon (All Service Levels)

The **User** icon is located in the upper-right corner of every page. Click on this icon to display User options:

- **User settings**- All Users
- **Report settings** - Administrators
- **Site assignments** - Administrators
- **Log out** - All Users

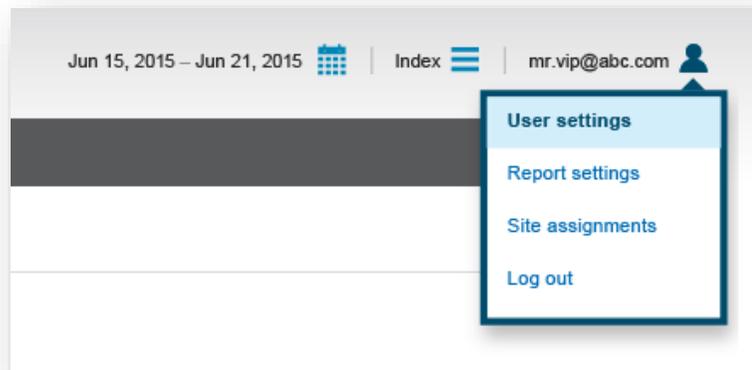


Figure 2-5 User Icon Options

Navigation Bar (All Service Levels)

The **Navigation** bar appears at the top of every page in the portal. It displays links to additional information available on the page. The links displayed will vary depending on user role.

Navigation Bar (OneCare Essential and Select)

From the **Navigation** bar, Zebra OneCare Essential or Select Users may access the **Dashboard**, **Queues** and **Resolutions**. The **Return Materials Authorization** (RMA) link will take you outside the portal to the online RMA Site as defined by the Region.



Figure 2-7 Navigation Bar for OneCare Essential or Select

Queues Drop-down Arrow (Essential and Select)

In the **Navigation** bar, the **Queues** drop-down arrow displays report tiles that represent repairs or technical support cases that are currently in queue, per service level. Refer to the chapter regarding your service level for additional detail on reports.



Figure 2-8 Repair Queue Drop-down Arrow (Essential and Select)

Resolutions Drop-down Arrow (Essential and Select)

The **Resolutions** drop-down arrow displays report tiles for repairs and technical support cases that have been resolved. Refer to the chapter regarding your service level for additional detail on reports.



Figure 2-9 Resolutions Drop-down Arrow (Essential and Select)

Navigation Bar (OneCare OVS)

From the **Navigation** bar, Zebra OneCare OVS Users may access the **Dashboard**, **Operations** and **Support**. The **RMA** link will take you outside the portal to the online RMA Site as defined by the Region. For Technical Administrative users, they will see a link to **MDM**. This link will take them via SSO (Single Sign On) to the MDM web-based console.

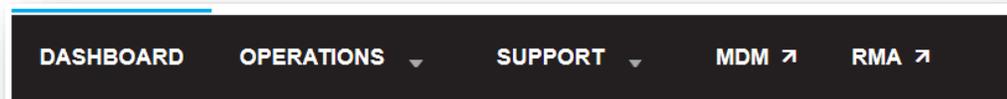


Figure 2-11 OVS Navigation Bar

Operations Drop-down Arrow

The **Operations** drop-down arrow from the **Navigation** bar displays report tiles for the following categories:

- Device Information
- Battery Information
- Mobile Printer Information
- Device Utilization
- Wide Local Area Network (WLAN)/Wireless Wide Area Network (WWAN) Information

Tiles will vary based on Service Level. Please refer to the appropriate service level for additional information on detailed reports.

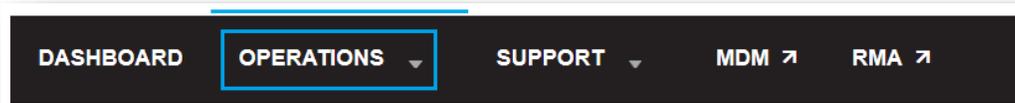


Figure 2-12 *Operations Drop-down Arrow*

Support Drop-down Arrow

The **Support** drop-down arrow from the **Navigation** bar will display report tiles for the following categories:

- Queues
- Resolutions

Reports will vary depending on Service Level. Refer to the appropriate chapter for information on the detailed reports.

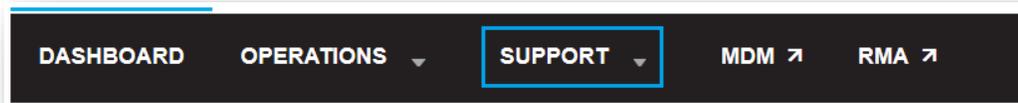


Figure 2-13 *Support Drop-down Arrow*

Mobile Device Management (MDM) Link (OVS and Premier)

The **MDM** link in the **Navigation** bar is for specific User Roles and will allow that User access to the MDM tool of record via Single Sign-On (SSO).

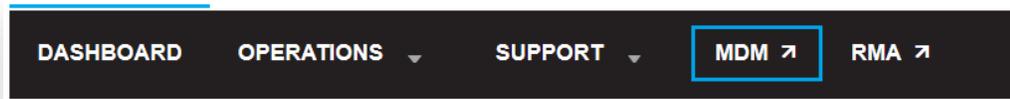


Figure 2-14 MDM Link

Return Material Authorization (RMA) Link (Essential, Select and OVS)

The **RMA** (Return Material Authorization) link will take the User to the Repair Portal specific to each Region.

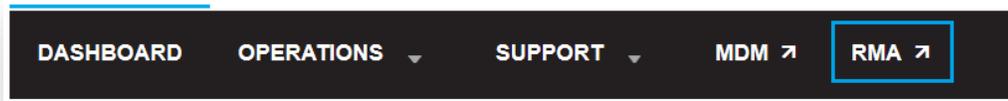


Figure 2-15 RMA Link

Return Material Authorization (RMA) Link (Essential, Select and OVS)

The **RMA** (Return Material Authorization) link will take the User to the Repair Portal where they will be directed to the link for their specific Region.



Figure 2-10 RMA Link

Navigation Bar (OneCare Premier)

The **Navigation** bar appears at the top of every page in the portal. It displays links to additional information available on the page. The links displayed will vary depending on user role.

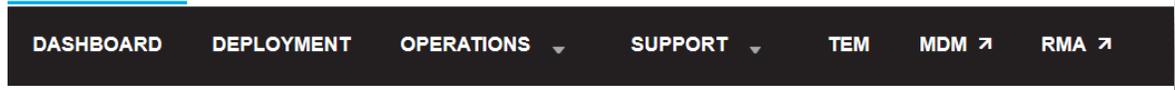


Figure 2-16 Premier Navigation Bar

From the **Navigation** bar, Zebra OneCare Premier users may access the **Dashboard, Operations** and **Support**. Certain user roles will also see links to **Telecom Expense Management (TEM)** and **Mobile Device Management (MDM)**.

Operations Drop-down Arrow (Premier)

The **Operations** drop-down arrow from the **Navigation** bar displays report tiles for the following categories:

- Device Information
- Battery Information
- Mobile Printer Information
- Device Utilization
- Wide Local Area Network (WLAN)/Wireless Wide Area Network (WWAN) Information.
- Tiles will vary based on Service Level. Please refer to the appropriate service level for additional information on detailed reports.



Figure 2-17 Operations Drop-down Arrow

Support Drop-down Arrow

The **Support** drop-down arrow from the **Navigation** bar will display report tiles for the following categories:

- Queues
- Resolutions
- Support

Reports will vary depending on Service Level. Refer to the appropriate chapter for information on the detailed reports.



Figure 2-18 Support Drop-down Arrow

Telecom Expense Management (TEM) Link

The **TEM** link in the **Navigation** bar will display reports specific to Cellular Data usage for customers who choose this as an optional service.

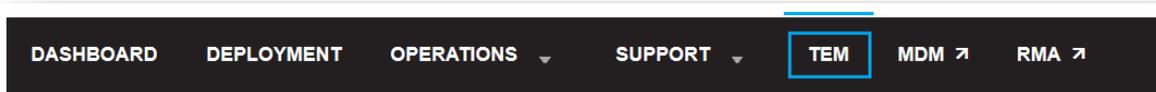


Figure 2-19 TEM Link

Mobile Device Management (MDM) Link

The **MDM** link in the **Navigation** bar is for specific User Roles and will allow that User access to the MDM tool of record via Single Sign-On (SSO).

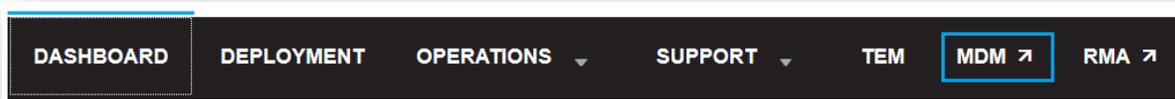


Figure 2-20 MDM Link

Action Bar (All Service Levels)

The **Action Bar** is the area just below the **Navigation Bar** on all pages. Company logos are also displayed here on the right side of the **Action Bar**. Other items that appear in the **Action Bar** will allow you to take some action on the report below. Examples are:

- Exporting data to Excel®
- Searching for specific information in a report



Figure 2-21 Action Bar (All Levels)

Action Bar Search Feature

You can also use the **Action Bar** to search for a specific Site, Device Model or Individual Device.

- Click on the drop down arrow
- Make a selection
- Enter your search criteria in the search box to the right
- The tables will filter based on your search criteria

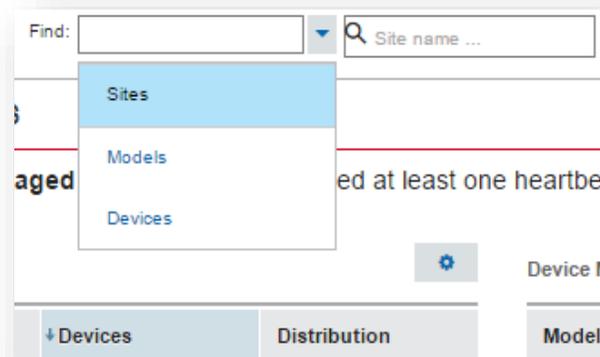
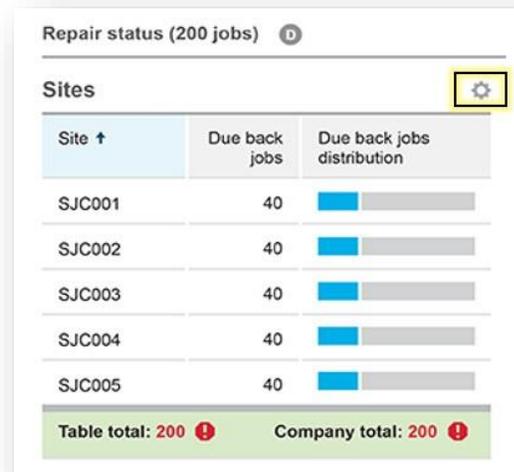


Figure 2-22 Action Bar Search Feature

Gear Icon (All Service Levels)

The **Gear** icon appears at the top of reports that use tables. The gear can be used to change information in one or more of the columns in the table.



Repair status (200 jobs) D

Sites ⚙️

Site ↑	Due back jobs	Due back jobs distribution
SJC001	40	<div style="width: 40%; background-color: #00a0e3;"></div>
SJC002	40	<div style="width: 40%; background-color: #00a0e3;"></div>
SJC003	40	<div style="width: 40%; background-color: #00a0e3;"></div>
SJC004	40	<div style="width: 40%; background-color: #00a0e3;"></div>
SJC005	40	<div style="width: 40%; background-color: #00a0e3;"></div>

Table total: 200 ⚠️ Company total: 200 ⚠️

Figure 2-23 OneCare Gear Icon

Gear Icon Examples

The following are examples of the **Gear** icon.



Figure 2-24 Gear Icon Example One



Figure 2-25 Gear Icon Example Two

As of Day Icon (All Service Levels)

The **As of Day** icon indicates the report includes data for a single day.



Figure 2-26 *As of Day Icon*

Report Tiles (All Service Levels)

Report tiles are available throughout the portal for all service levels. The number of tiles correlates with the number of available reports. The number on the tile and color coding is tied to the data that makes up each individual report.

- Blue indicates that this report is for information purposes only.
- Green indicates that there is a threshold set for that report and the data is well within the threshold setting.
- Amber indicates that data is approaching the maximum threshold but has not surpassed it.
- Red indicates that there is a threshold set for that report and the data has surpassed the threshold setting. This would indicate that the user needs to investigate why thresholds have been surpassed.

Tiles can change colors (Red, Amber, and Green) each time data is aggregated or date ranges change.

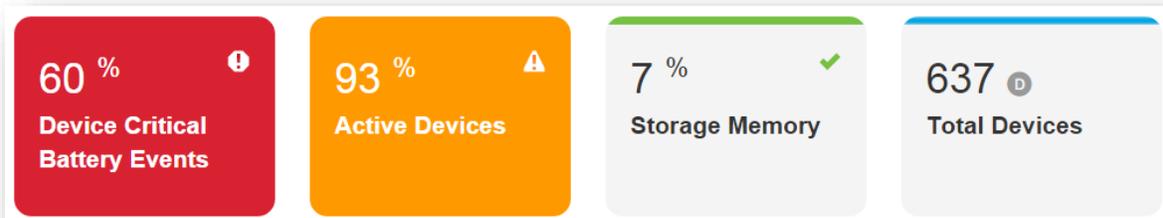


Figure 2-27 *Example Report Tiles - Red, Amber, Green, Blue*

Export Button (All Service Levels)

The **Export** button allows the user to export page information to an Excel spreadsheet.

- Click on the drop-down arrow.
- Select the desired export option.
- To see previously exported files, click on the **See exports** option.
- The exported report will appear at the bottom of your landing page. Double-click the file to open.

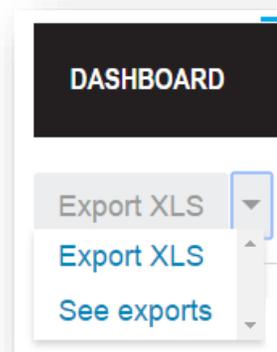


Figure 2-28 *Export Button*

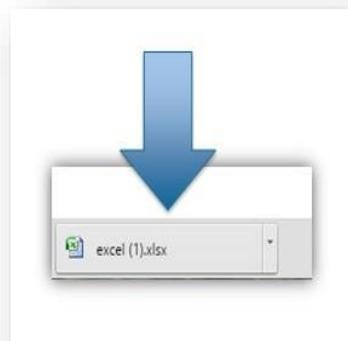


Figure 2-29 *Exported File*

- ✓ **NOTE:** When exporting a report into Excel from AVP, the data is exported as a mixed format. When you sort a column that has numbers and letters, an Excel message may pop up asking if you want to 1)Sort anything that looks like a number, as a number, or 2)Sort numbers and numbers stored as text separately. Choosing either option is fine and will sort first numerically, then alphabetically.

Site Filtering

Three-table reports can be filtered a number of ways. There is a search feature in the Action Bar where a user can search for a specific Site, Device Model or Individual Device. Tables can also be filtered by clicking on information in the tables.

1. Click on the drop down arrow
2. Make a selection
3. Enter your search criteria in the search box to the right
4. The tables will filter based on your search criteria

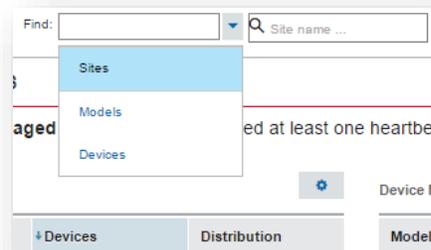


Figure 2-30 *Site Filtering*

Table Filtering

Table filtering allows you to sort information presented within a table the Site or Device table.

1. Within the Site or Device Model Table, click on a **Site** or **Device Model**.
2. The row selected will be highlighted.
3. The other two tables will automatically filter based on the selection.
4. Unlick to return to the original data set.

ACTIVE - IN OPERATION DEVICES
 ✓ 12,000 devices (97%) checked in at least once during Jun 15, 2015 - Jun 21, 2015.

Sites			Device Models			Devices	
Site	Devices	Distribution	Model	Devices	Distribution	Device name	Last checked in
E001	100	<div style="width: 100%;"></div>	ET1	11,092	<div style="width: 100%;"></div>	FOS_007	Jun 21, 2015 11:59:33 PM
E002	100	<div style="width: 100%;"></div>	6.0.2	11,080	<div style="width: 100%;"></div>	WHSE_005	Jun 21, 2015 01:59:00 PM
E003	100	<div style="width: 100%;"></div>	7	12	<div style="width: 100%;"></div>	WHSE_321	Jun 21, 2015 11:59:00 AM
E004	100	<div style="width: 100%;"></div>	MC67	1,000	<div style="width: 100%;"></div>	WHSE_054	Jun 20, 2015 11:59:00 PM
E005	100	<div style="width: 100%;"></div>	MC40	8	<div style="width: 100%;"></div>	FOS_102	Jun 19, 2015 11:59:00 PM
E006	100	<div style="width: 100%;"></div>	4.1	4	<div style="width: 100%;"></div>	WHSE_043	Jun 19, 2015 11:59:00 PM
E007	100	<div style="width: 100%;"></div>	4.0	4	<div style="width: 100%;"></div>	WHSE_202	Jun 19, 2015 11:59:00 PM
E008	100	<div style="width: 100%;"></div>				WHSE_017	Jun 19, 2015 11:59:00 PM
E009	100	<div style="width: 100%;"></div>				FOS_056	Jun 19, 2015 11:59:00 PM
E010	100	<div style="width: 100%;"></div>				WHSE_090	Jun 19, 2015 11:59:00 PM

10 rows of 121 of 1,210

Figure 2-30 Table Filtering

Navigation Arrows (All Service Levels)

Navigation arrows appear on many of the reports with tables of data. Depending on the number of Devices, Sites, or Device models held in the account, there may be several pages of data to display in any particular view. The **Navigation** arrows allow you to:

- a. See or change how many total rows are available on the page
- b. See how many total pages of data are available
- c. See which page you are currently viewing
- d. Move forward/backward one page at a time
- e. Jump back to the first page
- f. Jump ahead to the last page



Figure 2-31 *Navigation Arrows*

Chart Legend (All Levels)

Many reports include a chart legend. Chart elements can be turned on or off by clicking the legend element. The chart views will change when elements are turned on and off.

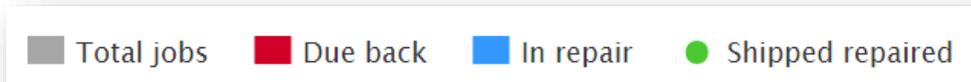


Figure 2-32 *Chart Legend*

CHAPTER 3 ONECARE ESSENTIAL

Overview

This chapter provides information about the **Dashboard** and Reports for the OneCare Essential Service Level. Refer to the chapter regarding your service level for additional detail on reports.

Dashboard (OneCare Essential)

Upon login, the user will see the **Dashboard** page, which summarizes the information available for the account. The OneCare Essentials **Dashboard** includes:

- No Trouble Found (NTF)
- Repair status
- Repair tracking

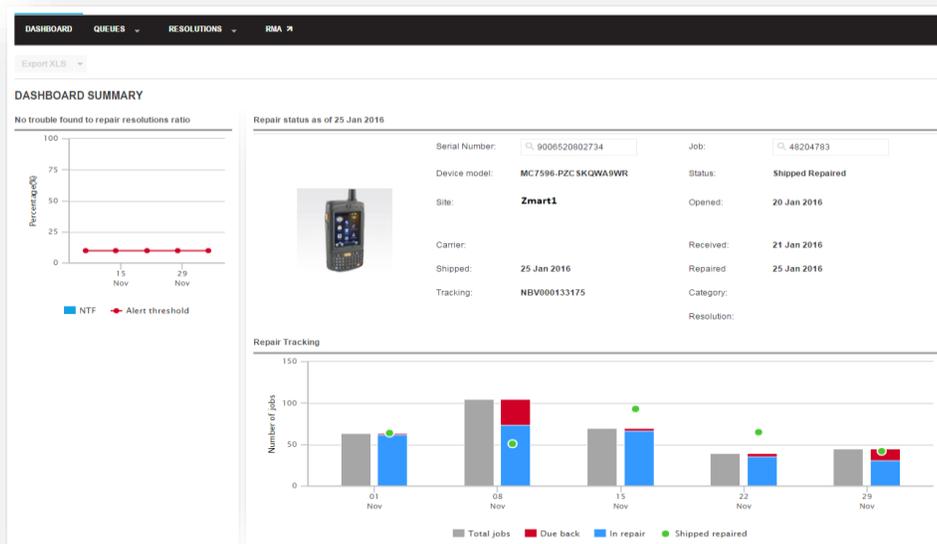


Figure 3-1 Essential Dashboard

No Trouble Found to Repair Resolutions Ratio

The **No Trouble Found (NTF)** graph displays repair information by calendar where the resolution was No Trouble Found. The red bar indicates the **No Trouble Found Threshold**.

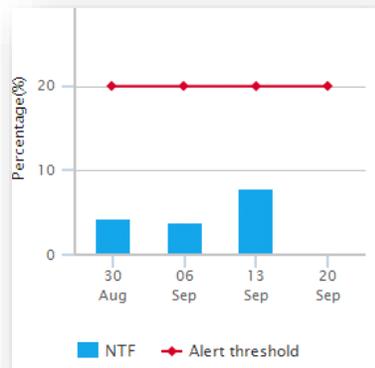


Figure 3-2 No Trouble Found to Repair Resolutions Ratio Graph

Repair Status Section

The **Repair status** section allows the user to view the repair status of an individual Device. Search for the Device by entering either the Serial number or the Job number in the appropriate field and clicking **Enter**.

Repair status as of 25 Jan 2016

	Serial Number:	<input type="text" value="13260521640120"/>	Job:	<input type="text" value="R930950993"/>
	Device model:	MC4597-BAPBA0000	Status:	Shipped Replacement
	Site:	Zmart1	Opened:	29 Dec 2015
	Carrier:		Received:	30 Dec 2015
	Shipped:	30 Dec 2015	Repaired:	11 Jan 2016
	Tracking:	NBV000131026	Category:	
			Resolution:	

Figure 3-3 Repair Status Section

Repair Tracking Section

The **Repair Tracking** section displays the following metrics over a date range. That date range is always tied to the **Date Picker**.

- Total jobs
- Devices due back
- Devices in repair
- Devices Shipped repaired (en route back to the user having been repaired)

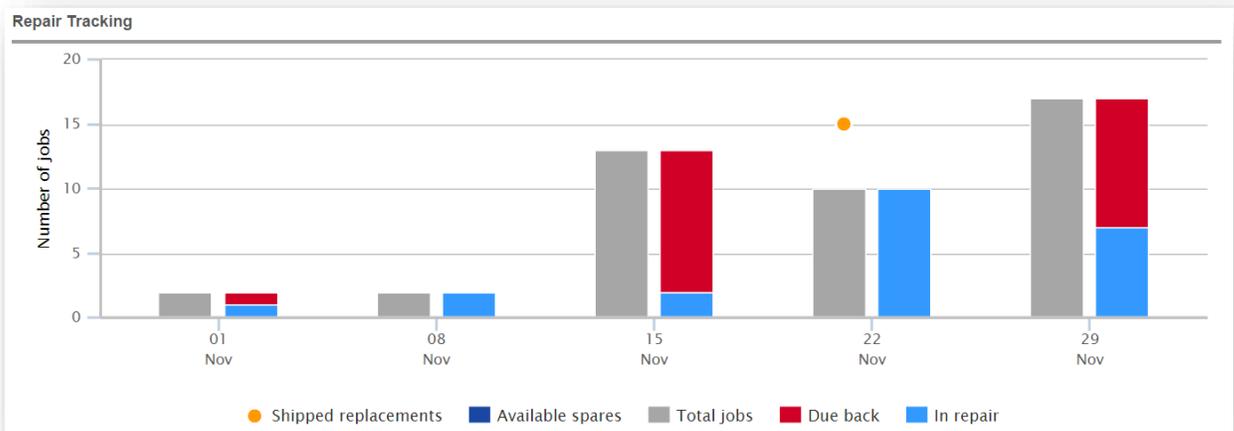


Figure 3-4 OneCare Essential Repair Tracking Section

Essential Reports

The following reports are available to OneCare Essential customers:

- Repair Queue
- Repair Resolutions
- Individual Device Summary Report

Detailed Report information is available in Appendix B: Reports.

CHAPTER 4 ONECARE SELECT

Overview

This chapter provides information about the **Dashboard** and Reports for the OneCare Select Service Level. Refer to the chapter regarding your service level for additional detail on reports.

Dashboard (OneCare Select)

Upon login, the user will see the **Dashboard** page, which summarizes the information available for the account. The OneCare Select **Dashboard** includes:

- No Trouble Found to Repair Resolutions Ratio
- Repair status
- Repair tracking
- Repair status by Site
- Repair status by Device Model

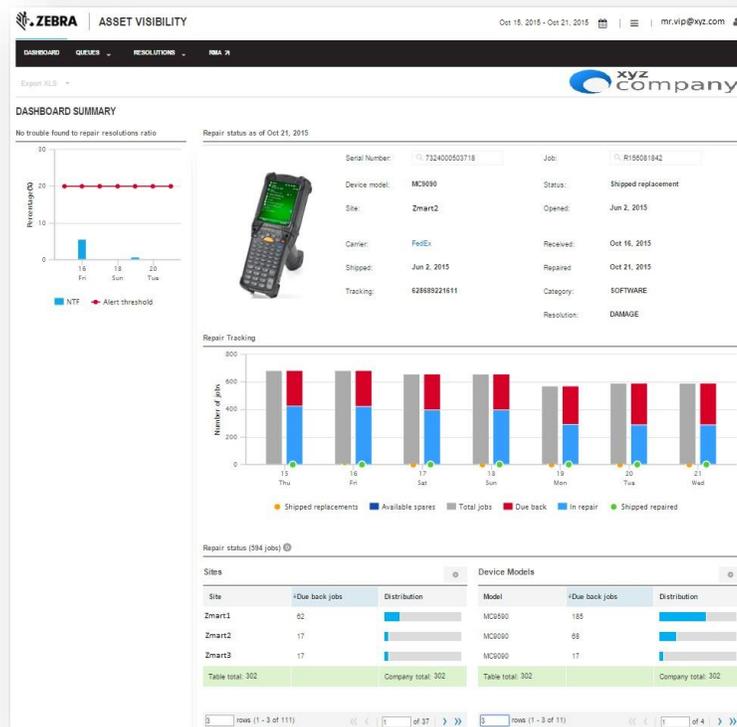


Figure 4-1 OneCare Select Dashboard

No Trouble Found to Repair Resolutions Ratio

The **No Trouble Found (NTF)** graph displays repair information by calendar where the resolution was No Trouble Found. The red bar indicates the **No Trouble Found** threshold.

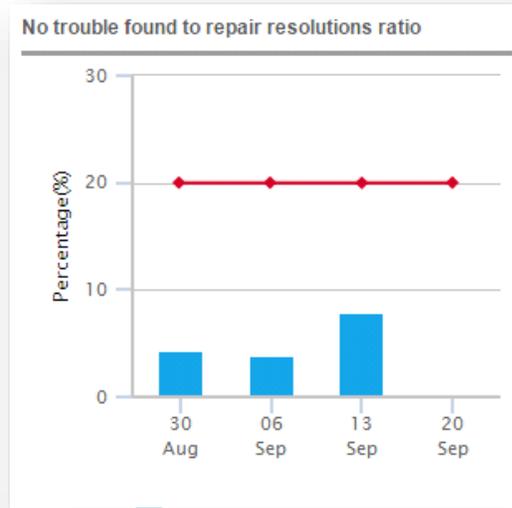


Figure 4-2 No Trouble Found to Repair Resolutions Ratio Graph

Repair Status Section

The **Repair Status** section allows the user to view the service status of an individual Device. Search for the Device by entering either the Serial number or the Job number in the appropriate field and clicking **Enter**.

Repair status as of 25 Jan 2016

Serial Number:	<input type="text" value="13260521640120"/>	Job:	<input type="text" value="R930950993"/>
Device model:	MC4597-BAPBA0000	Status:	Shipped Replacement
Site:	Zmart1	Opened:	29 Dec 2015
Carrier:		Received:	30 Dec 2015
Shipped:	30 Dec 2015	Repaired:	11 Jan 2016
Tracking:	NBV000131026	Category:	
		Resolution:	



Figure 4-3 OneCare Select Repair Status Section

Repair Tracking Section

The **Repair tracking** section displays the following metrics over a date range. That date range is always tied to the **Date Picker**.

- Total jobs
- Devices due back
- Devices in repair
- Replacement Devices Shipped (en route back to the user having been repaired)
- Available spares



Figure 4-4 OneCare Select Repair Tracking Section

Repair Status by Site/Model

OneCare Select customers are able to review repair status by Site and Device Model on the **Dashboard**. The information displayed includes:

- Site
- Device Model
- Distribution

The **Repair status by Site/Model** section can display Due back jobs, Devices in Repair, available Spares or replacement Devices shipped by toggling the **Gear** icon in the upper right corner. The **Distribution** bar graph displays the percentage of Devices allocation.

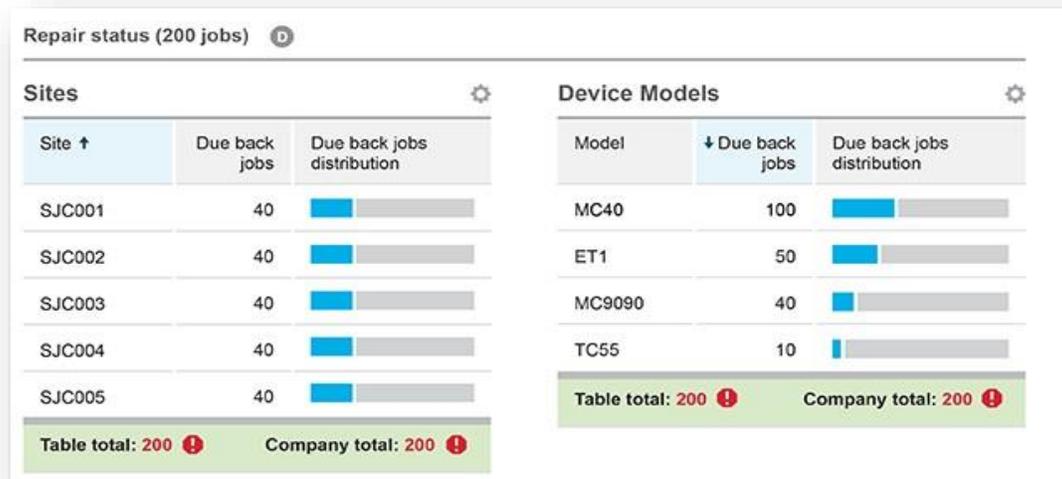


Figure 4-5 Repair Status by Site/Model

Repair Status by Site Alert

If the total number of Devices due back exceeds the threshold set by the Administrator, an alert will appear in red as shown here.

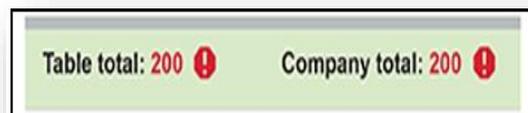


Figure 4-6 Repair Status by Site Alert

OneCare Select Reports

The following reports are available to OneCare Select customers:

- Advanced Exchange Resolutions
- Case Queue
- Case Resolutions
- Repair Queue
- Repair Resolutions
- Individual Device Summary Report

Detailed Report information is available in [Appendix B, Reports](#).

CHAPTER 5 ONECARE OVS

Overview

This chapter provides information about the **Dashboard** and Reports for the OneCare Operational Visibility Service (OVS). Refer to the chapter regarding your service level for additional detail on reports.

Dashboard (OneCare OVS)

Upon login, the user will see the **Dashboard Summary** page, which summarizes the information available for the account. The OneCare OVS **Dashboard** includes:

- Due back for repair
- Case queue
- No trouble found (NTF) to repair resolutions ratio
- Compelling events
- Operational status
 - Device status
 - Sites

Dashboard elements are determined by the Contract type. Each individual user can choose to show or hide the selected elements. Refer to the User Settings section for instructions.

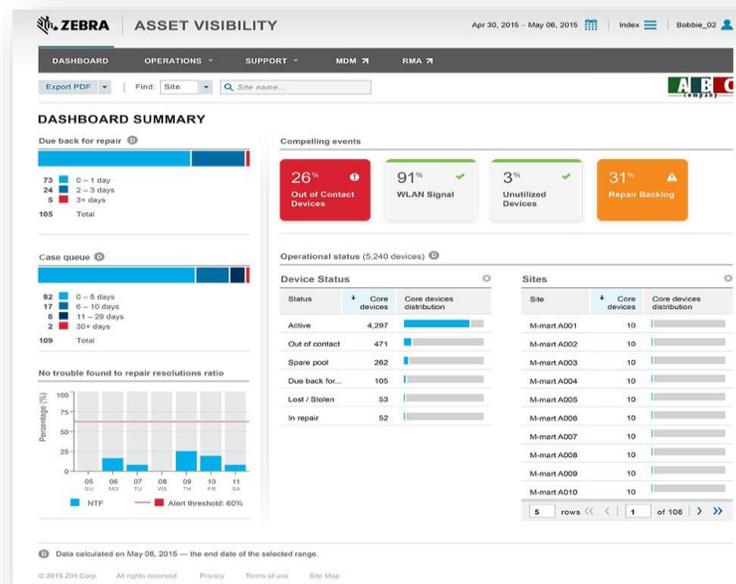


Figure 5-1 OneCare OVS Dashboard

Due Back for Repair Section

The **Due back for repair** section helps the user see the number of Devices that are due back into the depot for repair and how many days they are overdue.

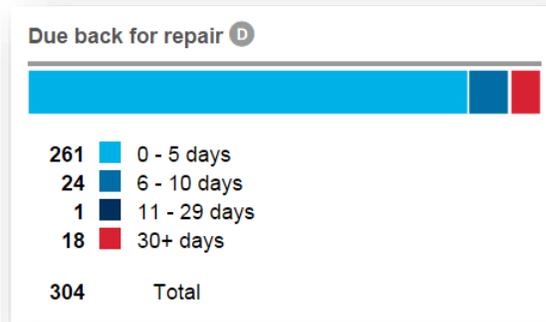


Figure 5-2 OneCare OVS Due Back for Repair Section

Case Queue Section

The **Case queue** section helps the user identify technical support cases that remain open.

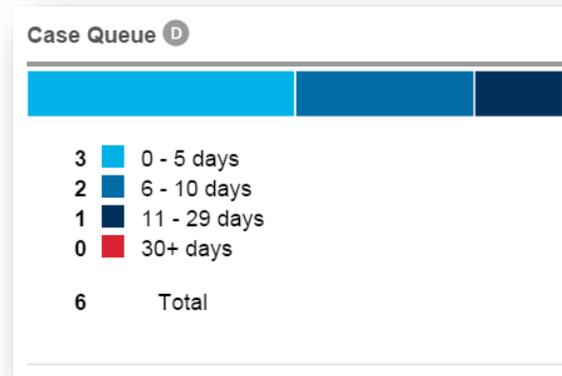


Figure 5-3 OneCare OVS Case Queue Section

No Trouble Found to Repair Resolutions Ratio

The **No Trouble Found (NTF)** graph displays repair information by calendar where the resolution was No Trouble Found. The red bar indicates the **No Trouble Found** threshold.

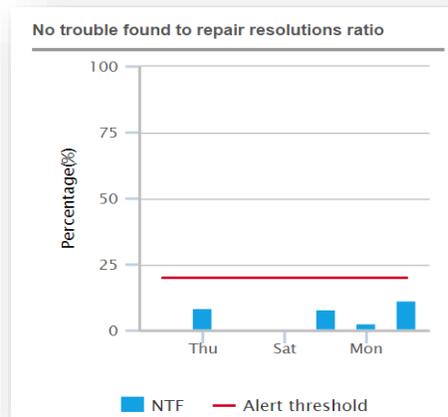


Figure 5-4 No Trouble Found to Repair Resolutions Ratio

Compelling Events

Compelling Events on the **Dashboard** is an area that can display report tiles. Those tiles are chosen by the Customer and set by the Administrator from the complete list of available reports. Once those reports have been set, the Administrator can change those reports upon request. Each individual user can choose to hide or show the reports selected. Refer to the **User Settings** chapter for instructions.



Figure 5-5 Compelling Events Display

Device Operational Status

The **Device Operational Status Section** provides the number and distribution of Devices as of the last date range that are:

- Active - Devices that are in the Operational Environment and actively communicating with the MDM tool on the last day in the date range.
- Out of contact - Devices that are in the Operational Environment that did not check into the MDM tool during the previous 24 hour reporting period.
- Held in spare pool - Metric for customer-owned spares that are held for Advanced Replacement.
- Due back for repair - Devices that have an open RMA but have not been received at the repair facility.
- Lost/stolen - Devices that have been reported as Lost or Stolen and flagged in that status in the MDM tool.
- In repair at the Repair Depot - Devices that are in the repair facility.

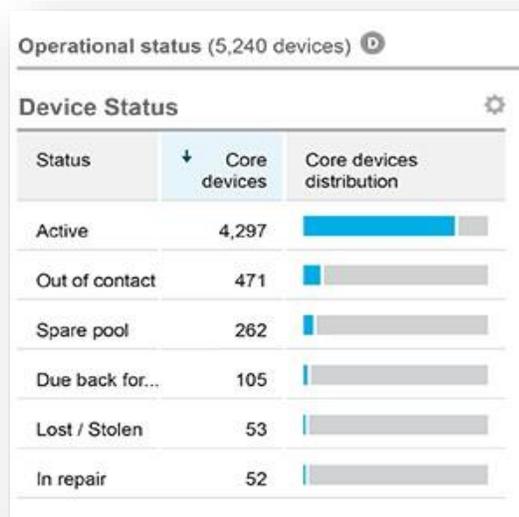
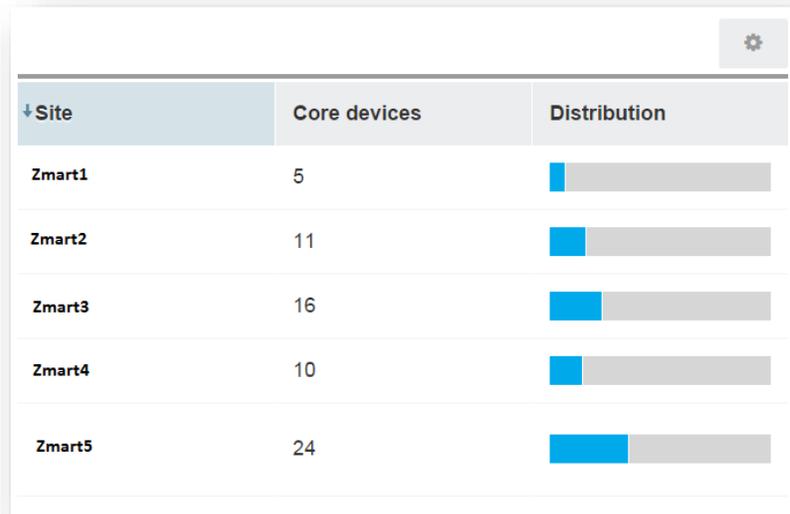


Figure 5-6 Operational Device Status

Sites Table

The **Sites** table on the **Dashboard** shows the number of Devices associated with each predefined Site or location.



↓ Site	Core devices	Distribution
Zmart1	5	<div style="width: 10%; background-color: #007bff;"></div>
Zmart2	11	<div style="width: 20%; background-color: #007bff;"></div>
Zmart3	16	<div style="width: 30%; background-color: #007bff;"></div>
Zmart4	10	<div style="width: 20%; background-color: #007bff;"></div>
Zmart5	24	<div style="width: 40%; background-color: #007bff;"></div>

Figure 5-7 OVS Sites Table

OneCare OVS Reports with Essential

The following reports are available to OneCare Essential customers with OVS:

- Active Devices
- Device Battery Discharge Rate
- Device Battery Level
- Device Critical Battery Events
- Device Physical Memory Utilization
- Device Storage Memory Utilization
- GPS Locations
- Labels Printed
- Managed Individual Device Summary
- Newly Activated Devices
- Out of Contact Devices
- Printer Battery Level
- Printer Critical Battery Events
- Printer Odometer
- Repair Queues
- Repair Resolutions
- Unutilized Devices
- Total Devices
- WLAN Signal
- WWAN Call Time
- WWAN Signal

Detailed Report information is available in [Appendix B, Reports](#).

OneCare OVS Reports with Select

The following reports are available to OneCare Select customers with OVS:

- Active Devices
- Advanced Exchange Resolutions
- Case Queue
- Case Resolution
- Device Battery Discharge Rate
- Device Battery Level
- Device Critical Battery Events
- Device Physical Memory Utilization
- Device Storage Memory Utilization
- GPS Locations
- Labels Printed
- Managed Individual Device Summary
- Newly Activated Devices
- Out of Contact Devices
- Printer Battery Level
- Printer Critical Battery Events
- Printer Odometer
- Repair Queues
- Repair Resolutions
- Total Devices
- Unutilized Devices
- WLAN Signal
- WWAN Call Time
- WWAN Signal Report

Detailed Report information is available in [Appendix B, Reports](#).

CHAPTER 6 ONECARE PREMIER

Overview

This chapter provides information about the **Dashboard** and Reports for the OneCare Premier Service Level. Refer to the chapter regarding your service level for additional detail on reports.

Dashboard (OneCare Premier)

Upon login, the user will see the **Dashboard Summary** page, which summarizes the information available for the account. The OneCare Premier **Dashboard** includes:

- Seasonal deployment
- Due back for Repair
- Case Queue
- No trouble found (NTF) to repair resolutions ratio
- Compelling events
- Device status

Dashboard elements are determined by the Contract type. Each user can select or hide dashboard elements in User Settings. Please refer to the Settings Section for instructions.

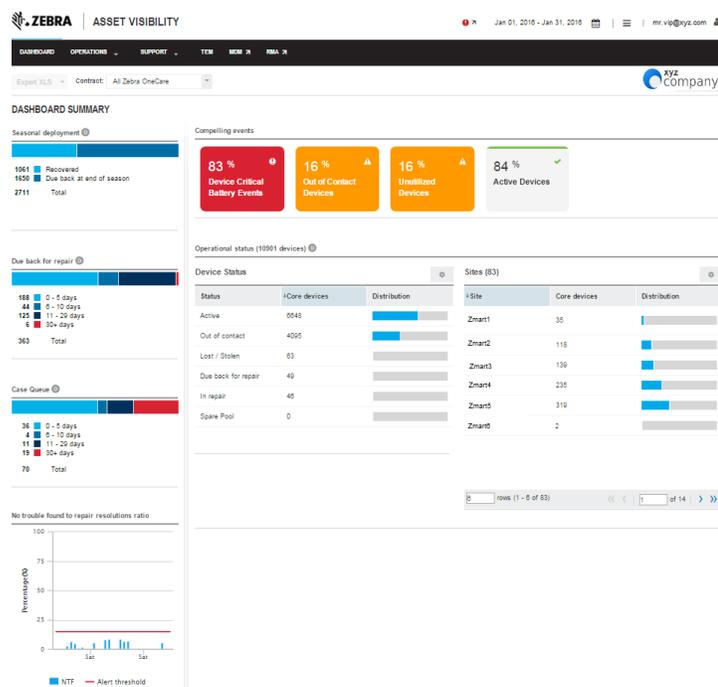


Figure 6-1 Premier Dashboard

Seasonal Deployment Graph

The **Seasonal Deployment** graph is designed to show the number of Devices that have been recovered and the Devices that are due back at the end of a seasonal usage period. (Optional)



Figure 6-2 Seasonal Deployment Graph

Due Back for Repair Graph

The **Due back for repair** graph helps the User see the number of Devices that are due back into the repair facility for repair and how many days they are overdue.

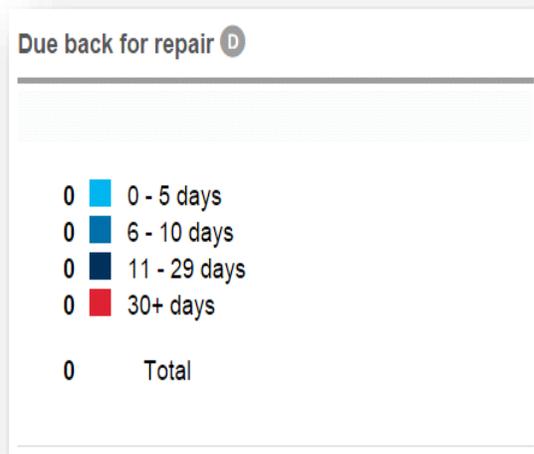


Figure 6-3 Due Back for Repair Graph

Case Queue Graph

The **Case Queue** graph helps the user identify technical support cases that remain open.



Figure 6-4 Case Queue Graph

No Trouble Found to Repair Resolutions Ratio

The **No Trouble Found** (NTF) graph displays repair information by calendar where the resolution was No Trouble Found. The red bar indicates the **No Trouble Found** threshold.

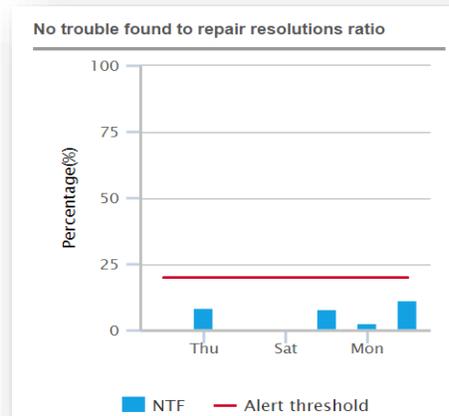


Figure 5-4 No Trouble Found to Repair Resolutions Ratio

Compelling Events

Compelling Events on the **Dashboard** is an area that can display report tiles. Those tiles are chosen by the Customer and set by the Administrator from the complete list of available reports. Once those reports have been set, the Administrator can change those reports upon request. Each individual user can choose to hide or show the reports selected. Refer to the User Settings chapter for instructions.

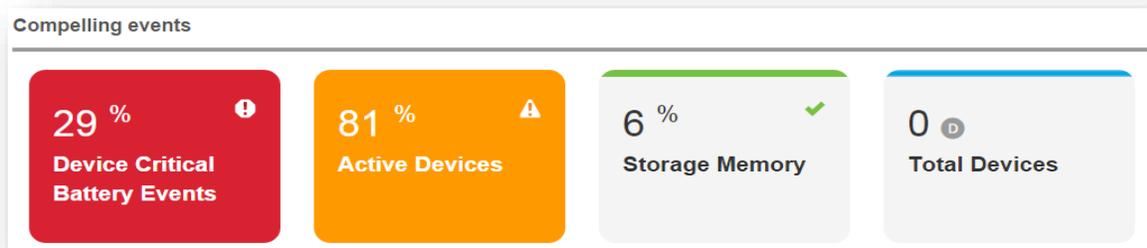


Figure 6-5 *Compelling Events Display*

Device Operational Status

The **Device Operational Status Section** shows the location and condition of all Devices. The tables can display either core or seasonal Devices or all combined.

The **Device Status Table** shows the following conditions:

- Active - Devices that are in the Operational Environment and actively communicating with the MDM tool on the last day in the date range.
- Out of contact - Devices that are in the Operational Environment that did not check into the MDM tool during the previous 24 hour period.
- Held in spare pool - Metric for customer-owned spares that are held in our repair depot for Advanced Replacement.
- Due back for repair - Devices that have an open RMA but have not been received at the repair facility.
- Lost/stolen - Devices that have been reported as Lost or Stolen and flagged in that status in the MDM tool.
- In repair at the repair depot - Devices that are in the repair facility.

Operational status (5,240 devices) D

Device Status ⚙️

Status	↓ Core devices	Core devices distribution
Active	4,297	<div style="width: 82%;"><div style="width: 82%;"></div></div>
Out of contact	471	<div style="width: 9%;"><div style="width: 9%;"></div></div>
Spare pool	262	<div style="width: 5%;"><div style="width: 5%;"></div></div>
Due back for...	105	<div style="width: 2%;"><div style="width: 2%;"></div></div>
Lost / Stolen	53	<div style="width: 1%;"><div style="width: 1%;"></div></div>
In repair	52	<div style="width: 1%;"><div style="width: 1%;"></div></div>

Figure 6-6 Operational Device Status Table

Device Status by Site

The **Devices by Site** section displays the number of Devices at each Site and the distribution of Devices across the enterprise. The table can display either core or seasonal Devices or a combined view of all Devices. The view can be changed by using the **Gear** icon.

Sites (126) ⚙️

↓ Site	Core devices	Distribution
Zmart 1	1	<div style="width: 2%;"><div style="width: 2%;"></div></div>
Zmart 2	1	<div style="width: 2%;"><div style="width: 2%;"></div></div>
Zmart 3	3	<div style="width: 6%;"><div style="width: 6%;"></div></div>
Zmart 4	3	<div style="width: 6%;"><div style="width: 6%;"></div></div>
Zmart 5	3	<div style="width: 6%;"><div style="width: 6%;"></div></div>

5 rows (1 - 5 of 126) << < | 1 of 26 | > >>

Figure 6-7 Core Devices by Site

OneCare Premier Reports

The following reports are available to OneCare Premier customers. The exact number of reports is determined by Operating System, Device type and MDM tool used.

- Active Devices
- Advanced Exchange Resolutions
- Case Queue
- Case Resolutions
- Device Battery Charge Time (when supported)
- Device Battery Charges (when supported)
- Device Battery Discharge Rate
- Device Battery Level
- Device Battery Utilization Time (when supported)
- Device Critical Battery Events
- Device Physical Memory Utilization
- Device Storage Memory Utilization
- Device Reboots (when supported)
- Device Scans (when supported)
- GPS Locations
- Labels Printed
- Managed Individual Device Summary
- Newly Activated Devices
- Out of Contact Devices
- Printer Battery Level
- Printer Critical Battery Events
- Printer Odometer
- Repair Resolutions
- Repair Queue
- Seasonal Devices
- Service Desk Calls
- Total Devices
- Unutilized Devices
- WLAN Data Rate (when supported)
- WLAN Signal
- WWAN Call Time
- WWAN Signal

Detailed Report information is available in [Appendix B, Reports](#).

CHAPTER 7 SETTINGS

Overview

This chapter describes User and Administrator Settings. Administrator Settings need to be completed prior to User Settings to ensure each user has access to the correct elements.

Administrator Settings (All Service Levels)

Complete all the Administrator Settings in the order presented below before you begin the User Settings.

Dashboard Setup

Once the customer has been onboarded, the Administrator (Admin.) will need to perform the following actions to set the reporting dashboard for each customer:

- Set Report Settings
- Set Goals
- Set Spares
- Set Site Assignments
- For each user:
- Set User Settings

My Companies Page

The "My Companies" Metrics page is designed for the Internal Administrator Role who is managing more than one company. This is applicable for Essential, Select and OVS level customers. Alerts can be set for any of the available metrics. Status change is indicated by a symbol to the left of the metric. Select the star next to company name to create Favorites selection.

✓ = Good (Green)

▲ = Approaching Threshold (Amber)

● = Beyond Threshold (Red)

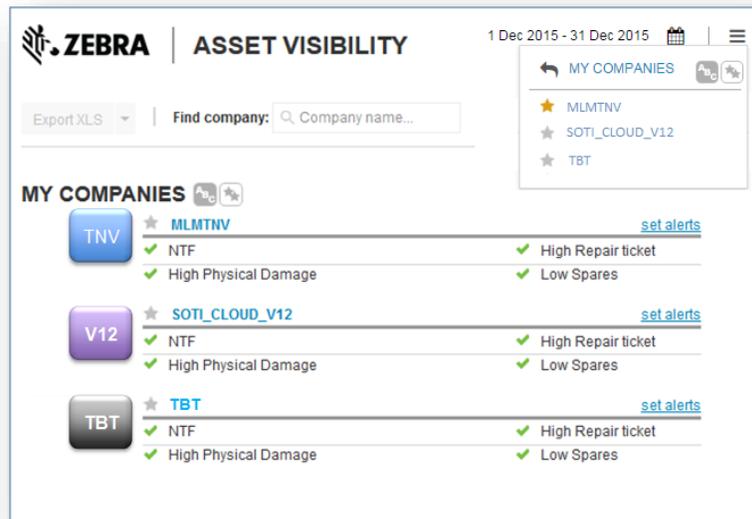


Figure 7-1 My Companies Page

Set Alerts

To set an Alert from the My Companies page, Click on [set alerts](#) to the right for the desired company

There are four alerts options that you can control:

- **NTF (%) (No Trouble Found)** - Adjust the slider to create your thresholds
- **Hi Physical Damage (%)** - Adjust the slider to create your thresholds
- **Low Spares (%)** - Adjust the slider to create your thresholds
- **High Repair Ticket (count)** - Input the limits you wish to set

Indicator	Value	Status
NTF (%)	10	Good
High Physical Damage (%)	20	Good
Low Spares (%)	40	Good
High Repair Ticket (count)	30	Warning
High Repair Ticket (count)	71	Critical

Figure 7-2 Set Alerts

Based on your selections for these indicators, you will see an Alert symbol next to that indicator on your My Companies page. Click **Apply** to **Save** you settings.

✓ = Good ⚠ = Warning ❗ = Critical

These selections will only affect the My Companies page, and do not impact any of the portal reports.

Admin. Report Settings

Follow these steps for Admin. Report Settings:

1. Through the Admin Icon in the upper right corner, click on Report Settings

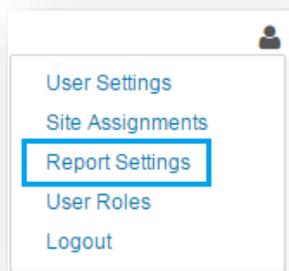


Figure 7-3 Admin. Icon - Report Settings

2. Select the Reports that you want to present to other users by selecting the radio button next to each report. Refer to the AVP Report Matrix on AVP SharePoint site to verify what reports are applicable by Service Level.

The screenshot shows the 'REPORT SETTINGS' interface. At the top, there are navigation tabs: DASHBOARD, OPERATIONS, SUPPORT, MDM, and RMA. Below these are 'Export XLS', 'Goals', and 'Spare Pool' buttons. The main section is titled 'REPORT SETTINGS' with 'Apply' and 'Cancel' buttons. Below that, there are two radio buttons for 'SELECT entitlement with SOTI', both labeled 'Some'. The main table has columns for 'Report', 'Included', 'Compelling', and 'Threshold (%)'. The table lists various reports with their respective selection states and descriptions.

Report	Included	Compelling	Threshold (%)
Active Devices	<input checked="" type="radio"/>	<input type="radio"/>	devices checked in at least once during date range.
Adv. Exchange Resolutions	<input checked="" type="radio"/>	<input type="radio"/>	advanced exchanges shipped during date range.
Case Queue	<input checked="" type="radio"/>	<input type="radio"/>	cases open as of date.
Case Resolutions	<input checked="" type="radio"/>	<input type="radio"/>	cases closed during date range.
Device Battery Charge Time	<input type="radio"/>	<input type="radio"/>	devices were active with at least one hour charge during date range.
Device Battery Charges	<input type="radio"/>	<input type="radio"/>	devices were active with at least one charge during date range.
Device Battery Discharge Rate	<input checked="" type="radio"/>	<input type="radio"/>	simple average of hourly discharge rate from active devices during date range.
Device Battery Level	<input checked="" type="radio"/>	<input checked="" type="radio"/>	simple average of battery level from active devices during date range.
Device Battery Utilization Time	<input type="radio"/>	<input type="radio"/>	devices were active with at least one hour battery usage during date range.
Device Critical Battery Events	<input checked="" type="radio"/>	<input checked="" type="radio"/>	devices were active with battery level below critical threshold at least once during date range.
Totals	19	4	11

Figure 7-4 Report Settings

3. **This step is for OVS and Premier Customers only.** (Non OVS/Premier Customers proceed to Step 4.) Select the Reports that you want to appear in the Compelling Events area of the Dashboard by clicking the radio button next to each report. The Dashboard Can display up to 8 compelling event tiles.

This screenshot is similar to Figure 7-4 but shows a red arrow pointing to the 'Compelling' radio button for the 'Active Devices' report, indicating the selection process.

Report	Included	Compelling	Threshold (%)
Active Devices	<input checked="" type="radio"/>	<input checked="" type="radio"/>	devices checked in at least once during date range.
Adv. Exchange Resolutions	<input checked="" type="radio"/>	<input type="radio"/>	advanced exchanges shipped during date range.
Case Queue	<input checked="" type="radio"/>	<input type="radio"/>	cases open as of date.

Figure 7-5 Select Reports to appear in Compelling Events

4. Set the thresholds for reports where applicable. Thresholds are set by moving the blue ball along the “red, amber, green” threshold bar. Thresholds are tied to headline for each report. Refer to Report Matrix on SharePoint site for suggested threshold settings.
5. Click the **Apply** button.

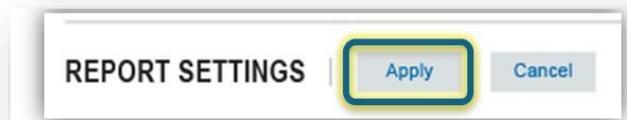


Figure 7-6 Click the *Apply* button.

✓ **NOTE:** See *Report Matrix for applicable Reports by Service Level.*

Set Admin. Goals

Once you have completed Admin. Report Settings, it is time to set Admin. Goals.

1. Through the Admin Icon in the upper right corner, click on **Report Settings**.
2. Click on the **Set Goals** button in the Action Bar.

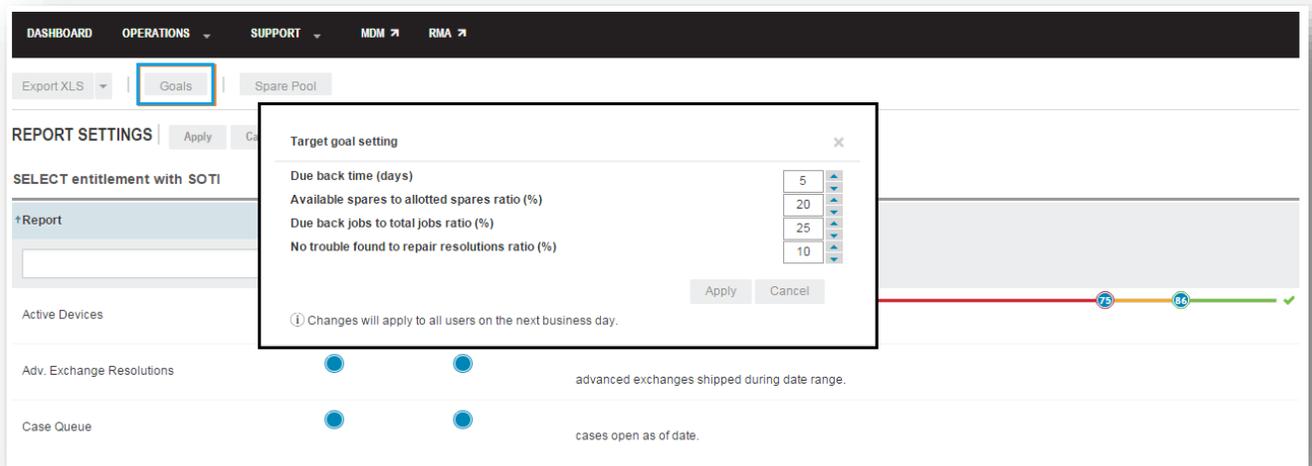
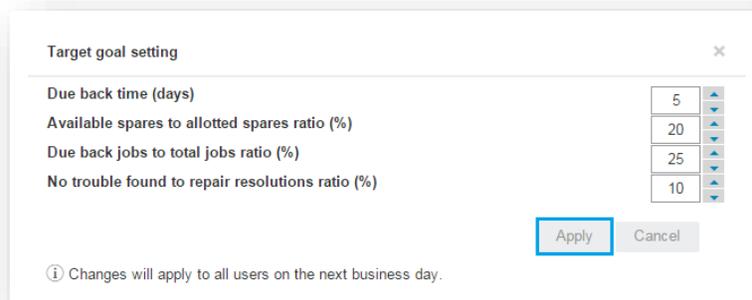


Figure 7-7 Set *Goals* button.

3. Set the desired goals for each item as applicable. (See recommended settings in the AVP Report Matrix on SharePoint site.)

- Due Back time (days) – All Service Levels
- Due back jobs to total jobs ratio – Select Only
- No Trouble Found – All Service levels
- Available Spares – Select, OVS with Select & Premier (where applicable)

4. Click the **Apply** button.



Setting	Value
Due back time (days)	5
Available spares to allotted spares ratio (%)	20
Due back jobs to total jobs ratio (%)	25
No trouble found to repair resolutions ratio (%)	10

Apply Cancel

Changes will apply to all users on the next business day.

Figure 7-8 Target Goal Setting Apply Button

Admin. Set Spares (Select, OVS with Select and Premier Only)

After you have set Admin. Goals, it is time to set spares. This step applies to Select, OVS with Select and Premier Only. The Set Spares features allows the Admin. to “set” the quantity of spares that by Device Model should be available at the beginning of the contractual period. The Spare Pool goal setting will be calculated against this amount.

1. Through the Admin. Icon in the upper right corner, click on **Report Settings**.
2. Click **Set Spares**.
3. Enter the Device Model in the Search Bar.

Device model	Allotted
ET1	400
MC40	100
MC67	100
MC9090	100
Device name B	0
Device name C	0
Device name D	0
Device name E	0
Device name F	0
Device name G	0
Totals	700

10 rows (01-10 of 3,600) << < | 1 of 360 | > >>

Apply Cancel Changes will apply starting tomorrow.

Figure 7-9 Enter Device Model in Search Bar

4. Select the correct Device Model

5. Enter the desired quantity for each Device Model selected.

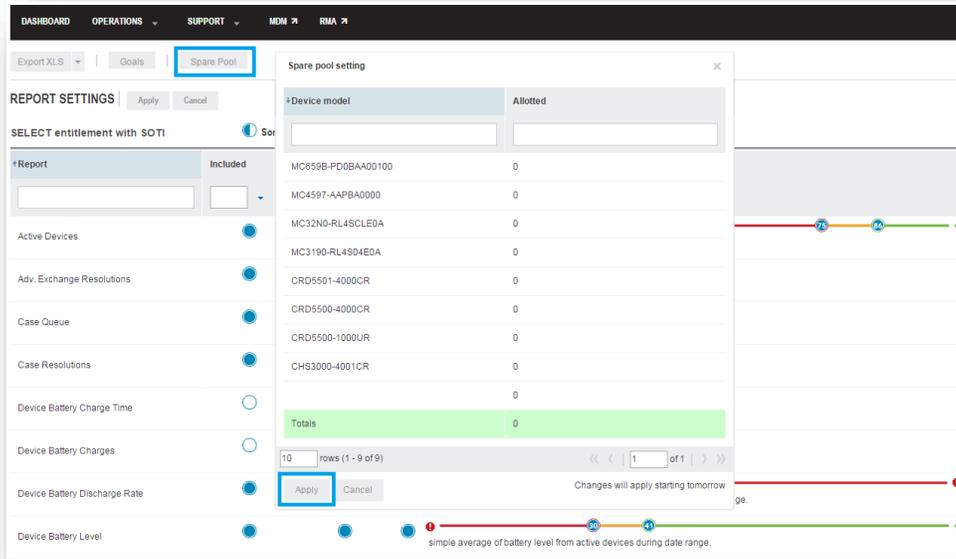


Figure 7-10 Set Spares Setting Apply Button

Site Assignments Admin. Setting

Once the customer has been onboarded, the Admin will need to assign sites to each user. Sites can be set to **all** or the Admin can select specific sites for each user. Users can be assigned all sites, no sites or some of the sites available.

1. Through the Admin Icon in the upper right corner, click on **Site Assignments**.

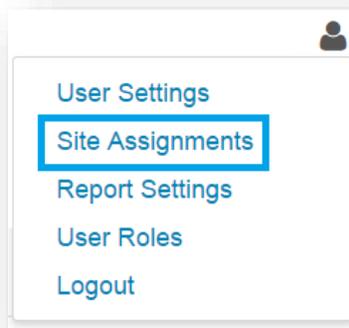


Figure 7-11 Select Site Assignments

2. Select the User from the left table.

The screenshot shows the 'SITE ASSIGNMENTS' interface. On the left, the 'USER SELECTION' table lists users and their roles. The user 'AUTOTEST1MLMASM@MOTOROLA-SOTI.COM' with role 'External' is highlighted in blue. On the right, the 'SITE SELECTION' table shows sites with radio buttons for inclusion. 'Pool_1' is selected with a blue radio button, while 'Atlanta' is unselected with a white radio button. The interface includes 'Apply' and 'Cancel' buttons at the top.

User login	User role
AUTOTEST1MLMASM@MOTOROLA-SOTI.COM	External
AVPTEST1	ASM
CKM368	ASM
CXKG87	ASM
FRG873	ASM
MBF743	ASM
MLMTNV3@MOTOROLA-SOTI.COM	ASM
MLMTNV9@MOTOROLA-SOTI.COM	External
OCT487	ASM
VRQH83	ASM

Site	Included
Atlanta	<input type="radio"/>
Pool_1	<input checked="" type="radio"/>

Figure 7-12 Select User

3. Click Edit - this will open radio buttons next to each site.



Figure 7-13 Click on Edit

4. Select User. Choose the User or Users from the User selection table. Users can also be searched via the Search box.

The screenshot shows the 'SITE ASSIGNMENTS' interface with a search box in the 'SITE SELECTION' table. The 'USER SELECTION' table on the left has several users selected in blue. The 'SITE SELECTION' table on the right shows search results for sites, with radio buttons for inclusion. The search results include sites like '1934248-Chicago', '1934249-Alpharetta', '1934250-RiverRock', 'Alpharetta', 'Chicago', 'Georgia', and 'Lost_Stolen'. The interface includes 'Export XLS', 'Apply', and 'Cancel' buttons at the top.

User login	User role
ASM_MLMTNV@MOTOROLA-SOTI.COM	MLM ASM Admin User
JJAMBUNATHAN	MLM ASM Admin User
MLMSEAR57@MOTOROLA-SOTI.COM	MLM ASM Admin User
MLMSEAR58@MOTOROLA-SOTI.COM	MLM ASM Admin User
MLMSTARBUCKS10@MOTOROLA-SOTI.COM	MLM ASM Admin User
MLMSTARBUCKS14@MOTOROLA-SOTI.COM	MLM ASM Admin User
MLMTNV19@MOTOROLA-SOTI.COM	MSI Help Desk Admin
MLMTNV12@MOTOROLA-SOTI.COM	MLM Tangoe Access User

Site	Included
1934248-Chicago	<input type="radio"/>
1934249-Alpharetta	<input checked="" type="radio"/>
1934250-RiverRock	<input type="radio"/>
Alpharetta	<input checked="" type="radio"/>
Chicago	<input checked="" type="radio"/>
Georgia	<input checked="" type="radio"/>
Lost_Stolen	<input checked="" type="radio"/>

Figure 7-14 Site Selection Search Box

5. Select the sites to be assigned to this user from the right table by clicking the appropriate radio button. Users/Sites may be selected multiple ways. Multi Users/Sites can be selected at the one time by using Shift+Click (contiguous) or Ctrl+Click (noncontiguous) to select the desired Users/Sites.

Individual Sites can be selected by clicking the individual radio button next to each Site or by filtering the table by Site Names, Country or Region and selecting All, None, or Some.

All Sites can be selected by clicking the Master Radio button at the top right of the table.

The screenshot shows the ZEBRA SITE ASSIGNMENTS interface. The 'SITE SELECTION' table is as follows:

Site	Included
1934248-Chicago	<input checked="" type="radio"/>
1934249-Alpharetta	<input type="radio"/>
1934250-RiverRock	<input checked="" type="radio"/>
Alpharetta	<input type="radio"/>
Chicago	<input type="radio"/>
Georgia	<input checked="" type="radio"/>
Lost_Stolen	<input checked="" type="radio"/>
MLMTnV Site 1	<input type="radio"/>

Figure 7-15 Site Selection Radio Buttons

6. Click Apply before moving to the next User.

The screenshot shows the ZEBRA SITE ASSIGNMENTS interface with the 'Apply' button highlighted by a blue box. The 'SITE SELECTION' table is as follows:

Site	Included
1934248-Chicago	<input checked="" type="radio"/>
1934249-Alpharetta	<input type="radio"/>
1934250-RiverRock	<input checked="" type="radio"/>
Alpharetta	<input type="radio"/>
Chicago	<input type="radio"/>
Georgia	<input checked="" type="radio"/>
Lost_Stolen	<input checked="" type="radio"/>
MLMTnV Site 1	<input type="radio"/>

Figure 7-16 Select User Apply Button

7. Shift+Click or Ctrl+Click to Select Multiple Users/Sites

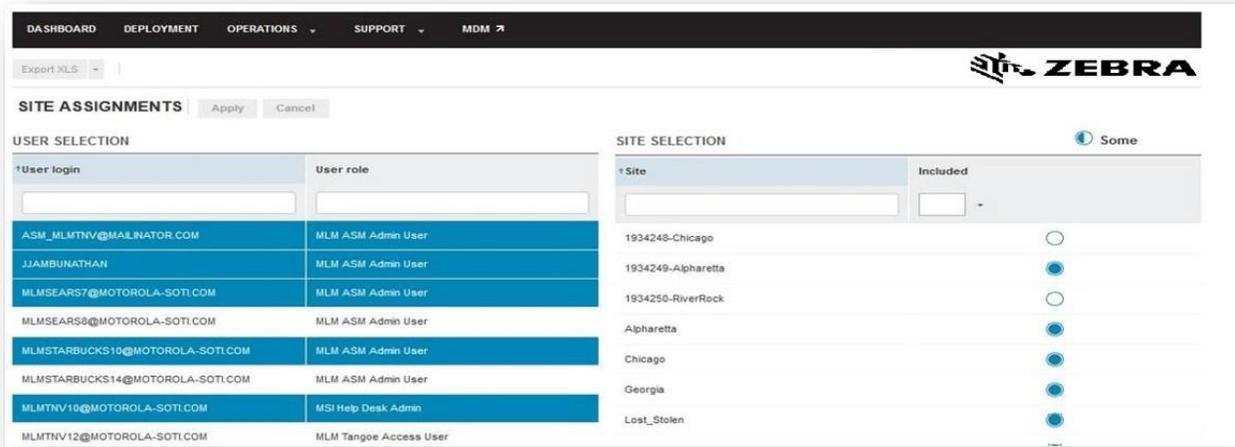


Figure 7-17 Multi-User Site Selection

User Settings (All Service Levels)

After the Admin has performed all of the Admin Functions, all Users will need to set their User Settings:

- Select Preferences
 - Set Date Format
 - Set Language (English or Spanish)
- Site/Model Selection
- Set Dashboard

User Settings - Set Preferences - Date Format

All Users will need to set their Date Format.

1. Through the User Icon in the upper right corner, click on **User Settings**.
2. Click on the **Preferences** button. Date format can be set to U.S. (Month/Date/Year) or EMEA (Date/Month/Year).

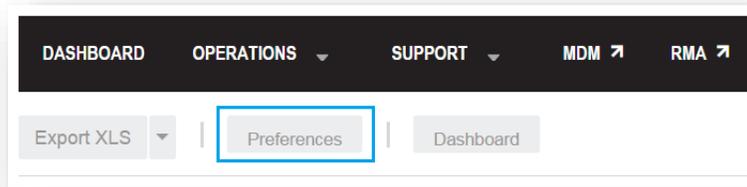


Figure 7-18 Set Preferences Button

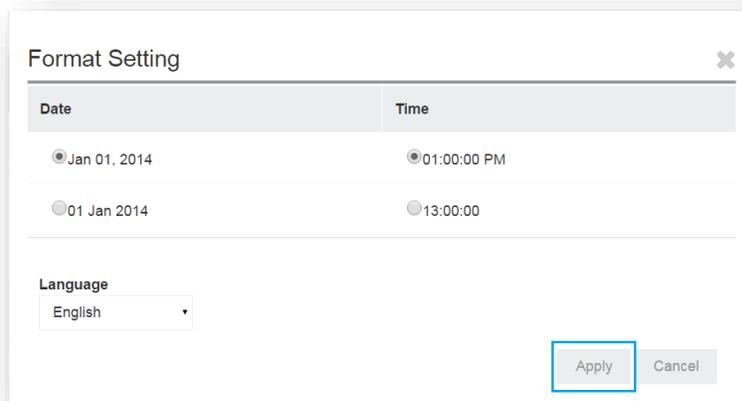


Figure 7-19 Set Format Apply Button

3. Click the **Apply** button.

User Settings – Preferences - Select Language

Users can select their language of choice by using the pull down menu, then click Apply.

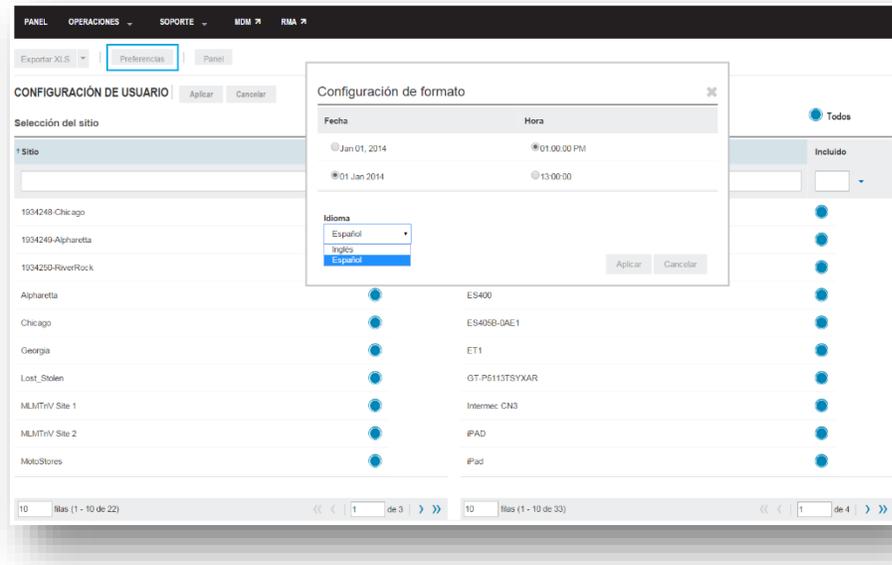


Figure 7-20 *Select Language*

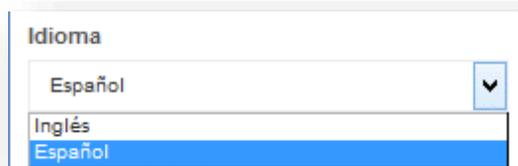


Figure 7-21 *Language Setting Drop-down Arrow*

User Settings - Set Dashboard

All Users will need to set their Dashboard after the Admin has performed all of the Admin Functions.

1. Through the User Icon in the upper right corner, click on **User Settings**.
2. Click on the **Set Dashboard** button. All dashboard elements that have been selected by the Admin. are available choices.

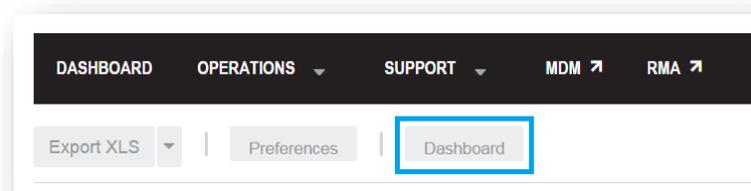


Figure 7-22 Set Dashboard Button

3. Select each dashboard element that is to be presented on the dashboard by clicking the checkbox next to each item.

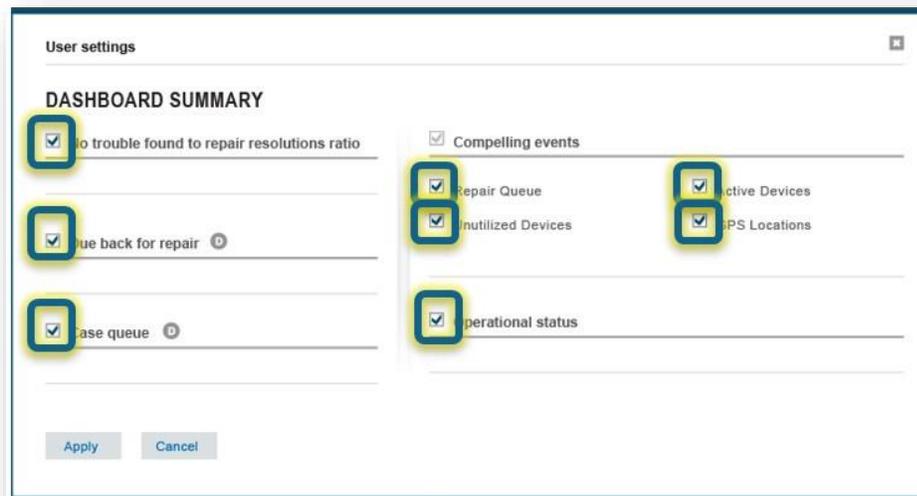


Figure 7-23 Select Dashboard Elements

4. Click the **Apply** button.

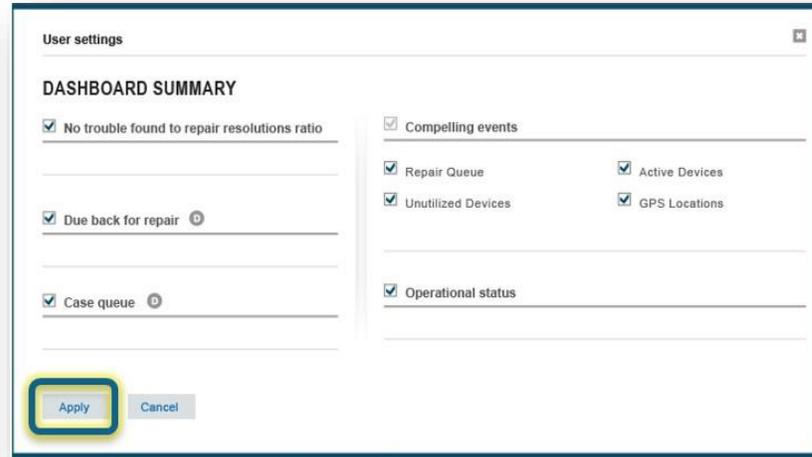


Figure 7-24 Dashboard Elements Apply Button

✓ **NOTE:** See the *Report Matrix on SharePoint site for applicable Dashboard Elements by Service Level.*

User Settings - Site/Model Selection

The User will select Sites and Models using the following steps:

1. Through the User Icon in the upper right corner, click on **User Settings**.

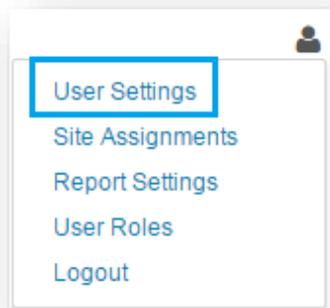


Figure 7-25 User Icon - User Settings

2. Select the sites from the Site Table by clicking on the Radio Button next to each site or select All sites by clicking the **Master Site** button on the top right of the Table. Sites can be searched by using the **Search Box** feature. It is important to note that as new sites are added, Users will need to add those sites to their view if they want those included in the reports. New sites are not automatically added to the User selection.

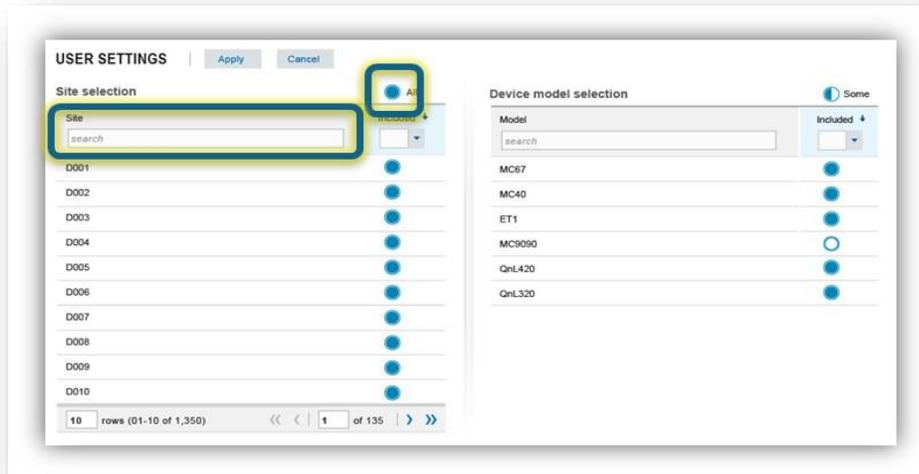


Figure 7-26 User Settings - Select Sites

3. Select the device models from the Device model selection table by clicking the radio button next to each model or select all models by clicking the **Master Model** button on the top right of the table. Device Models can be searched by using the **Search Box** feature. It is important to note that as new Device Models are added, Users will need to add those models to their view if they want those included in the reports. New Device Models are not automatically added to the User Selection.

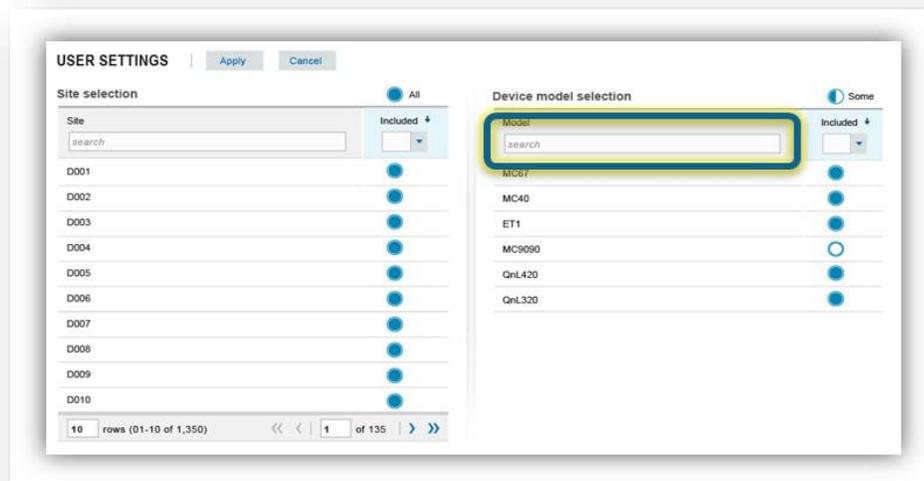


Figure 7-27 User Settings - Search Device Models

4. Click the **Apply** button.

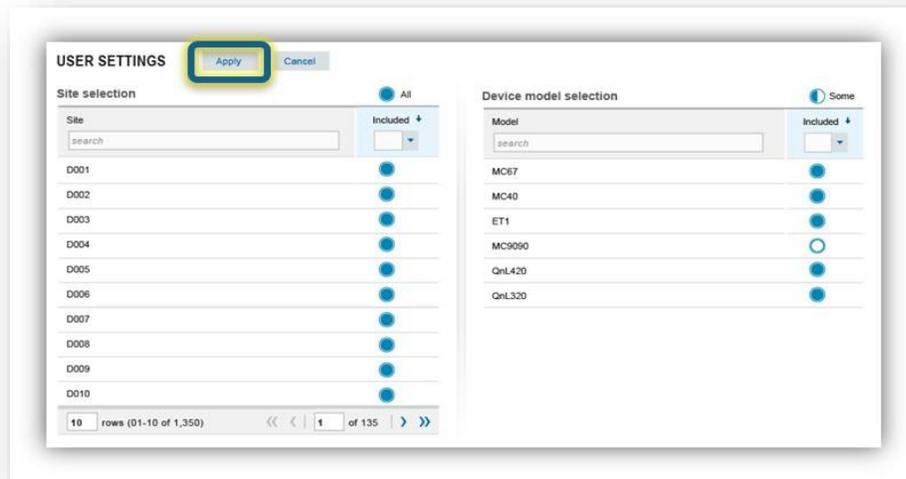


Figure 7-28 User Settings - Apply Button

✓ **NOTE:** Users can see just the sites or models that are either selected or not selected by using the drop down arrow above the radio buttons.

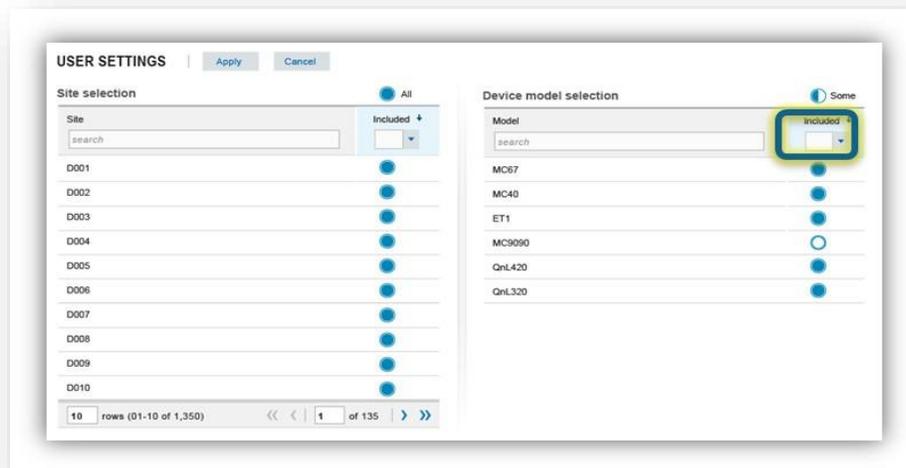


Figure 7-29 User Settings - Drop-down Arrow

CHAPTER 8 USER ROLES

User Roles

The AVP has three different user roles these are:

- External
- ASM
- Super Admin

External User – An external user is any user that wants access to their portal. This role can be an End Customer or a Partner. This role can be configured to assign any portal feature.

ASM – This internal user role is for an individual who manages multiple companies. ASMs can create external Users for their customers only.

Super Admin – An internal user role that can create companies and users. They do not see customer dashboards.

ASM and Partner User Creation

Requirements

- The Company must exist in AVP
- The Company must already be assigned to ASM by Super Admin
- ASM must have the following information related to the user in order to onboard him/her in AVP
 1. Email
 2. First Name
 3. Last Name
 4. A Contact Number

✓ **NOTE:** *An ASM user cannot create Companies nor can they create users for companies not assigned to their user ID*

Steps

1. Log in to AVP Portal using your Zebra Credentials

Figure 8-1 User Login

2. Navigate to User Menu and select **User Roles**

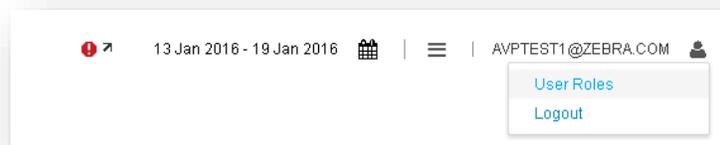


Figure 8-2 User Roles Drop-down

3. On the **User Roles** screen, any existing External User of the companies assigned to the ASM or Partner are searchable

User ID	Company	Partner	Last Name	Role	Edit
AUTOTEST1MLMASM@MOTOROLA-SOTI.COM	YODEL	ZEBRA	ASM	External	✎ ✕
AUTOTEST1SUPSRVADMIN@MOTOROLA-SOTI.COM	YODEL	ZEBRA	SupSrvAdmin	External	✎ ✕
AVP_EXTUSER13@MAILINATOR.COM	YODEL	ZEBRA	test	External	✎ ✕
AVP_EXTUSER14@MAILINATOR.COM	YODEL	ZEBRA	Test	External	✎ ✕
CONSUM_UNITED@MAILINATOR.COM	CON WAY INC	ZEBRA	conwayunited	External	✎ ✕

Figure 8-3 User Search

4. Click on Add New User

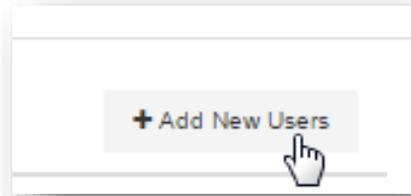


Figure 8-4 Add User

5. Enter the Email Id of the User which is required to be created

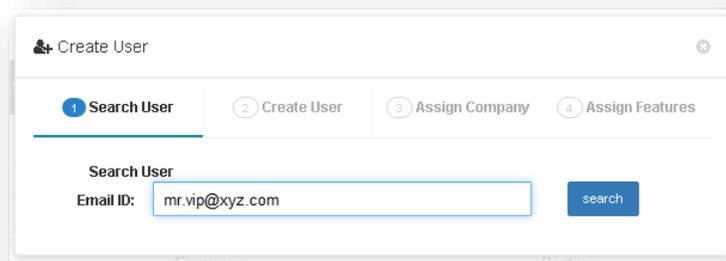
A screenshot of a web application form titled "Create User". The form has a progress bar at the top with four steps: "1 Search User", "2 Create User", "3 Assign Company", and "4 Assign Features". The "Search User" step is currently active. Below the progress bar, there is a section labeled "Search User" with an "Email ID:" label and a text input field containing "mr.vip@xyz.com". To the right of the input field is a blue "search" button. Below the input field, there are faint labels for "Company" and "Password".

Figure 8-5 User Email



NOTE: As a first step, a search takes place in the system to make sure that the user does not already exist. If the user does already exist the details of that user will be populated. If the user doesn't exist, the new information can be entered to create the user.

6. **Create User** – Enter the Personnel Details related to the user being created, then click **Next**

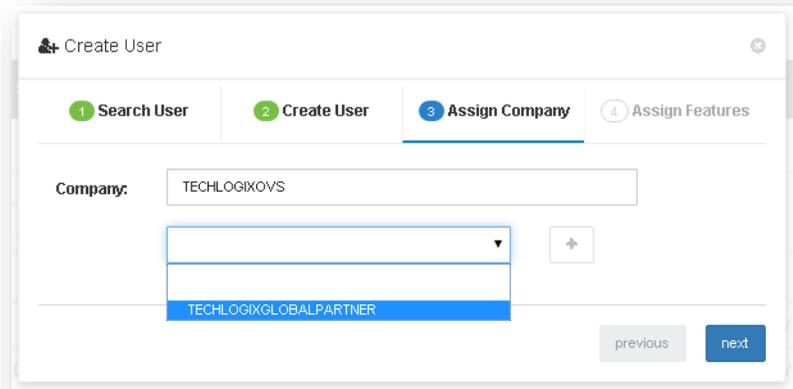
Figure 8-6 Create User

✓ **NOTE:** The user type has been defaulted to External based on the email address of the user. Emails with @Zebra.com domain can only be created as external users by Super Admins. ASMs cannot create another ASM.

7. **Assign Company** - As you type the first few characters of the company name, the list of companies will appear. Select the company you want to assign to the user. Click **Next**

Figure 8-7 Assign Company

8. Select the Partner Company from the Drop Down..

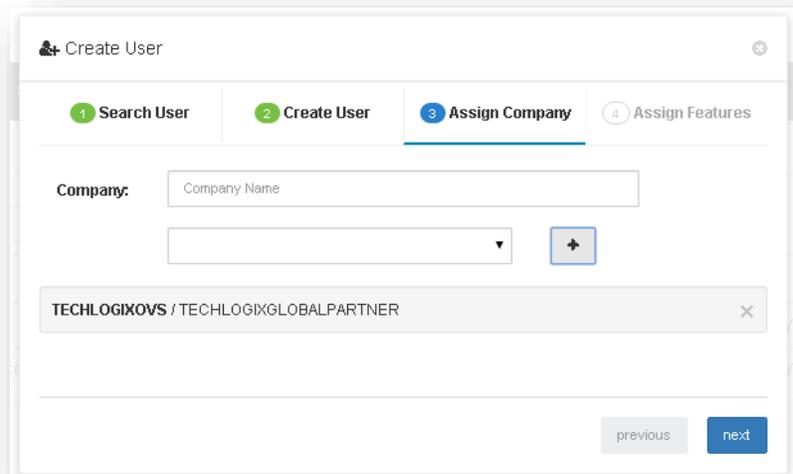


The screenshot shows a 'Create User' dialog box with four steps: 1 Search User, 2 Create User, 3 Assign Company (current), and 4 Assign Features. The 'Company' field contains 'TECHLOGIXOVS'. A dropdown menu is open, showing 'TECHLOGIXGLOBALPARTNER' selected. The 'next' button is highlighted.

Figure 8-8 *Company Drop-down*

✓ **Note:** For Direct Customers and for Partner Companies, “Zebra Technologies” is considered as Partner

9. Click the + Sign, then click **Next**



The screenshot shows the 'Create User' dialog box at step 3: Assign Company. The 'Company' field contains 'Company Name'. A dropdown menu is open, showing 'TECHLOGIXOVS / TECHLOGIXGLOBALPARTNER' selected. The 'next' button is highlighted.

Figure 8-9 *Assign Company*

10. **Create User** – Check the boxes to assign features that are required to be assigned to the User. Then click **Submit**

The screenshot shows a 'Create User' form with four steps: 1. Search User, 2. Create User, 3. Assign Company, and 4. Assign Features. The 'Assign Features' step is active. A dropdown menu for 'Company' is set to 'TECHLOGIXOVS / TECHLOGIXGLOBALPARTNER'. Below the dropdown is a list of features with checkboxes:

- Select All
- Historical Date Picker
- No Trouble Found to repair resolutions ratio
- Due Back Time in Days
- Set Goals
- Report Settings
- MDM - Nav Bar
- Spare to allotted spare ratio
- Site Assignments
- Set Spares
- Set Categories - Unutilized Device Report

At the bottom right, there are two buttons: 'previous' (disabled) and 'submit' (active).

Figure 8-10 Assign Features

✓ **NOTE:** *The list of assignable features is different based on the contract type of the company assigned on the previous tab*

11. Once the Request is submitted, the user will receive a welcome email with a temporary password to allow the new user to log in and create a new password.

Password Reset/ Forgot Password

In order to reset password user can take the following steps.

1. Go to avp.zebra.com Login page
2. Click on **Change Password**

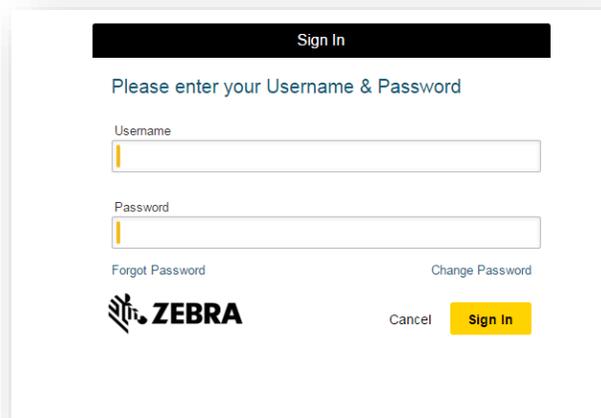
A screenshot of the Zebra Sign In page. The page has a black header with the text "Sign In" in white. Below the header, the text "Please enter your Username & Password" is displayed in blue. There are two input fields: "Username" and "Password", both with yellow cursors. Below the "Password" field, there are two links: "Forgot Password" and "Change Password". At the bottom left is the Zebra logo, and at the bottom right are "Cancel" and "Sign In" buttons.

Figure 8-11 Login

3. Type in your username and click Submit.

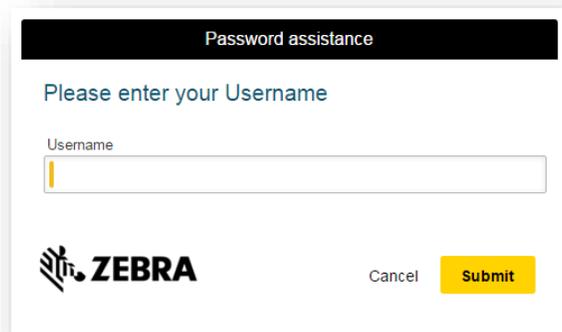
A screenshot of the Zebra Password assistance page. The page has a black header with the text "Password assistance" in white. Below the header, the text "Please enter your Username" is displayed in blue. There is one input field labeled "Username" with a yellow cursor. At the bottom left is the Zebra logo, and at the bottom right are "Cancel" and "Submit" buttons.

Figure 8-12 Enter Username

✓ **NOTE:** A message will display stating that a new temporary password has been sent to your email address.

Editing/Deleting a User

Editing a User

1. In order to edit a user click on the edit icon under the edit column in the User Management table



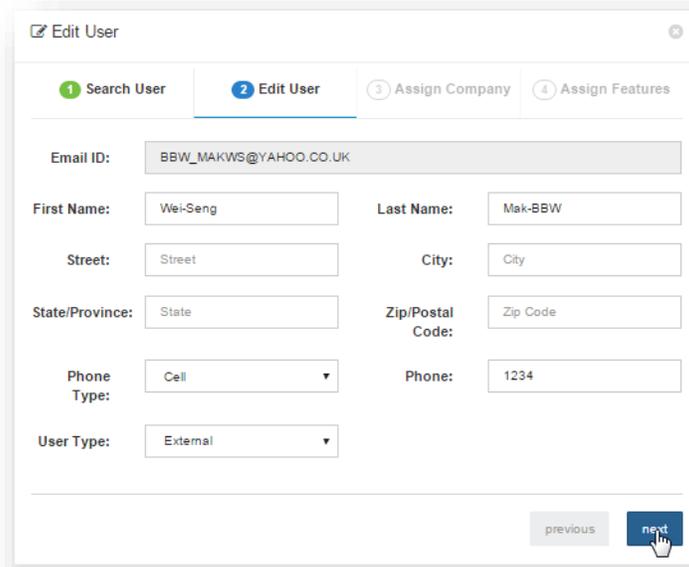
USER MANAGEMENT

Global Search + Add New Users

User ID	Company	Partner	Last Name	Role	Edit
ASDF@YTG.H.COM	YODEL	ZEBRA	werty	External	
AUTOTEST1MLMASM@MOTOROLA-SOTI.COM	YODEL	ZEBRA	ASM	External	

Figure 8-13 User Management Table

2. This will bring up the users details click through the customers details to **edit details** or amend the **assigned features**. Once completed click on **submit** to save the new details.



Edit User

1 Search User 2 Edit User 3 Assign Company 4 Assign Features

Email ID: BBW_MAKWS@YAHOO.CO.UK

First Name: Wei-Seng Last Name: Mak-BBW

Street: Street City: City

State/Province: State Zip/Postal Code: Zip Code

Phone Type: Cell Phone: 1234

User Type: External

previous **next**

Figure 8-14 Edit User

Deleting a User

1. In order to delete a user click on the trash can icon under the edit column in the User Management table

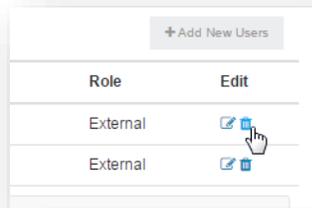


Figure 8-15 Delete User

2. Click the 'Yes, Delete User Assignment'

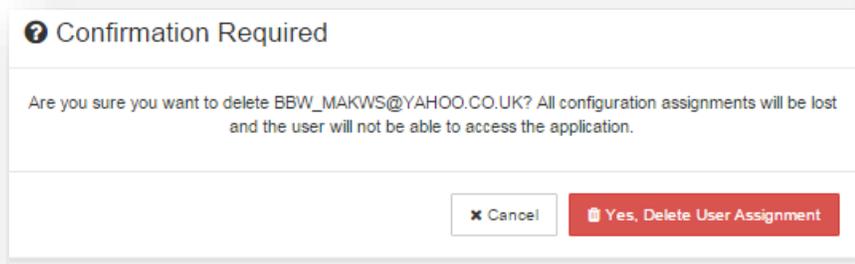


Figure 8-16 Delete User Confirmation

- ✓ **Note:** *Once the user is deleted from AVP the user will still be able to login to the avp.zebra.com because the PING account is not deleted but the user will not see any reports or dashboards, instead will see a red color Error Message*

APPENDIX A DEFINITIONS

Introduction

This section provides additional information on Zebra OneCare Definitions.

Zebra OneCare Definitions

The following definitions apply to Zebra OneCare 2Q 2015 release:

Alert Threshold - Customer definable report setting that defines report tipping points used to bring the User's attention to reports where the data is approaching or has surpassed a level of concern

Available Spares - Devices that are customer owned and held in a designated location ready to be shipped out as a replacement Device

Battery Discharge Rate - A Device status to show fastest, slowest and average battery discharge rate by Device model or Site for a chosen date range.

Critical Battery Event - When a Device's battery falls below 30% charge and checks into the MDM tool that is counted as one event.

Dashboard- Customizable Summary-level landing page designed to give the user visibility into their mobile environment. Differentiated by Service Level.

Deployment - General status of Devices that are being deployed into the customer's environment

GPS Location Report - Map of last known GPS location for WWAN Devices.

In Submission - Deployment status where the request has been accepted

In Fulfillment - Deployment status where the request is being fulfilled by the staging depot

In Shipment - Deployment status where the request has been shipped to the end customer location

Canceled - Deployment status where the request was canceled or rejected

Due Back - Devices that have an open RMA but have not been received at the Repair Depot.

In-Operation Active - Devices in the operational environment that had actively checked into the MDM tool during the selected date range.

In Repair - Number of Devices received by Zebra's Repair depot and being taken through the repair process.

Lost/Stolen- Devices that have been reported by the customer as lost or stolen. Devices will be flagged with the appropriate status in the MDM tool and reported as such.

Newly Activated- Any new Devices that have been deployed into the existing environment.

No Trouble Found (NTF) - Quantity of Devices taken through the repair process that were found fully functioning as per the Manufacturer's specs. Zebra's Repair Depot could not find any failure to report. Also referred to as "No Fault Found" (NFF).

Out of Contact - Devices in the operational environment that did not check into the MDM tool during the previous 24 hour period.

Physical Memory- The total Random Access Memory (RAM) in the Device.

Queues - Navigation Bar Report Category that allows access to OPEN Repair & Support Services reports.

Reboot - When a Device restarts. Can be considered a cold reboot or warm reboot.

Resolutions - Navigation Bar Report Category that allows access to additional closed Repair & Support Services reports.

Seasonal Devices - Total number of Devices that are used for Seasonal or Peak Usage only.

Shipped Repaired - Number of Devices repaired by Zebra's depot and in transit back to customer's location.

Shipped Replacement - Devices shipped to customers as part of Zebra OneCare Select Advance Exchange Service.

Spare Pool- Customer-owned Devices that are held by a staging facility waiting to be shipped out as an Advanced Replacement for a defective Device.

Storage Memory - Memory used to store files and program data.

Total Jobs - Number of Total Open Repair Tickets or Jobs reported within the date timeframe selected. This includes all Due Back and In Repair.

Unutilized Devices - Report that shows how a Device is being used. May be customized to meet individual customer definition of utilization logic.

WLAN Analysis By Device - Average of bytes received and transmitted per collection period per Device.

WLAN Signal - Signal Quality by Device Model - Shows WLAN Average Signal Quality by Site, Model and Device for the selected date range.

APPENDIX B REPORTS

Introduction

This section provides additional information on Zebra OneCare:

- Support reports
- Managed reports

Support Reports

Support reports include:

- Advanced Exchange Resolutions
- Case Queue
- Case Resolutions
- Individual Device Summary
- Repair Queues
- Repair Resolutions
- Service Desk Calls

Advanced Exchange Resolutions Report

The Advanced Exchange Resolutions report displays Closed Advanced Exchange tickets. The report is available with:

- Zebra OneCare Select
- Operational Visibility Service with Select
- Zebra OneCare Premier

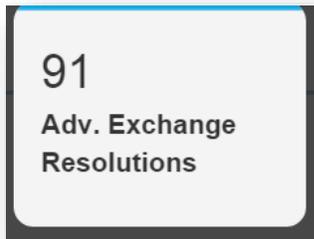


Figure B-1 Sample Advanced Exchange Resolutions Report Tile

ADVANCED EXCHANGE RESOLUTIONS					
91 advanced exchanges shipped during Oct 16, 2015 - Oct 16, 2015.					
Shipped request details					
Shipped	Overdue	Job	Device Model	Serial Number	Site
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Oct 16, 2015	No	Q001315662	MC5590-P30DURQA7WR	11152521401436	STORE #1
Oct 16, 2015	No	Q001315646	MC55A0-P30SWRQA7WR	11102521402125	STORE #1
Oct 16, 2015	No	Q001315645	MC55A0-P30SWRQA7WR	10060521401654	STORE #1
Oct 16, 2015	No	Q001314896	MC55A0-P30SWRQA7WR	11207521400241	STORE #2
Oct 16, 2015	No	Q001315610	MC55A0-P30SWRQA7WR	10039521401809	STORE #3
Totals	2	91	8	91	45

5 rows (1 - 5 of 91) << < | 1 of 19 | > >>

Figure B-2 Sample Advanced Exchange Resolutions Report

Advanced Exchange Resolutions Report

The Advanced Exchange Resolutions report displays Closed Advanced Exchange tickets. This is an informational only report with no threshold settings. This report is available with:

- Zebra OneCare Select
- Operational Visibility Service with Select
- Zebra OneCare Premier

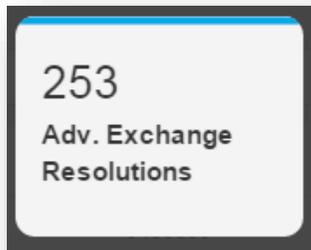


Figure B-1 Sample Advanced Exchange Resolutions Report Tile

ADVANCED EXCHANGE RESOLUTIONS					
253 advanced exchanges shipped during Jan 01, 2016 - Jan 31, 2016.					
Shipped request details					
* Shipped	Overdue	Job	Device Model	Serial Number	Site
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Jan 29, 2016	No	9456093	MC67NA	14248521403483	Zmart1
Jan 29, 2016	No	9456099	MC67NA	12307521400597	Zmart1
Jan 29, 2016	No	9455850	MC67NA	12307521401517	Zmart2
Jan 29, 2016	No	9455856	MC67NA	13213521403915	Zmart2
Jan 29, 2016	No	9456330	MC67NA	12307521400708	Zmart3
Jan 29, 2016	No	9454063	MC67NA	12291521401714	Zmart3
Jan 29, 2016	No	9455181	MC67NA	13129521400506	Zmart4
Jan 29, 2016	No	9455985	MC67NA	13325521400331	Zmart4
Jan 29, 2016	No	9456415	MC67NA	12291521402710	Zmart5
Jan 29, 2016	No	9453331	MC67NA	14230521400386	Zmart5
Totals	1	253	6	249	45

10 rows (1 - 10 of 253) << < | 1 of 26 >> >>

Figure B-2 Sample Advanced Exchange Resolutions Report

Case Queue Report

This report provides information on all open Technical & non-Technical Cases. The Case Queue report is available with:

- Zebra OneCare Select
- Operational Visibility Service with Select
- Zebra OneCare Premier

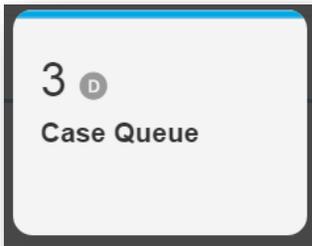


Figure B-3 Sample Case Queue Report Tile

CASE QUEUE

7 cases open as of Oct 16, 2015.

Open cases summary ⓘ

Sites			Device Models			Categories		
Site	Cases	Cases distribution	Model	Cases	Cases distribution	Category	Cases	Cases distribution
STORE #1	1	<div style="width: 25%; background-color: #007bff;"></div>	DQSRX210H	4	<div style="width: 50%; background-color: #007bff;"></div>	Infrastructure	6	<div style="width: 66%; background-color: #007bff;"></div>
STORE #2	1	<div style="width: 25%; background-color: #007bff;"></div>	RFS-4010-00010-WR	2	<div style="width: 33%; background-color: #007bff;"></div>	Software	1	<div style="width: 100%; background-color: #007bff;"></div>
STORE #3	1	<div style="width: 25%; background-color: #007bff;"></div>	NX-9500-100RO-WR	1	<div style="width: 100%; background-color: #007bff;"></div>			

10 rows (1 - 2 of 2) << < | 1 | > >>

10 rows (1 - 3 of 3) << < | 1 | > >>

3 rows (1 - 3 of 7) << < | 1 | > >>

Open case details ⓘ

+Age (Days)	Case	Title	RMA	Category	Device Model	Serial Number	Site
36	3322145	WNMO - Juniper Node Down		Infrastructure	DQSRX210H		STORE #1
32	3324222	WNMO - Juniper Node Down		Infrastructure	DQSRX210H		STORE #2
23	3329726	WNMO - Juniper Node Down		Infrastructure	RFS-4010-00010-WR	12206522400090	STORE #3
22	3330622	WNMO - Juniper Node Down		Infrastructure	DQSRX210H		STORE #4
Totals	7	4	0	2	3	3	7

4 rows (1 - 4 of 7) << < | 1 | > >>

Figure B-4 Sample Case Queue Report

Case Resolutions Report

This report shows all closed cases within the specified date range. The key metric is number of closed cases. This is an informational only report with no threshold settings. The Case Resolutions report is available with:

- Zebra OneCare Select
- Operational Visibility Service with Select
- Zebra OneCare Premier

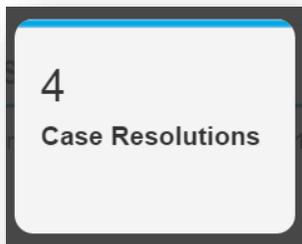


Figure B-5 Sample Case Resolutions Report Tile

CASE RESOLUTIONS

4 cases closed during Oct 16, 2015 - Oct 16, 2015.

Closed cases summary

Sites			Categories			Resolutions		
Site	Cases	Distribution	Category	Cases	Distribution	Resolution	Cases	Distribution
STORE #1	1	<div style="width: 25%; background-color: #007bff;"></div>	Infrastructure	4	<div style="width: 100%; background-color: #007bff;"></div>	Issue cleared/NTF	2	<div style="width: 50%; background-color: #007bff;"></div>
STORE #2	1	<div style="width: 25%; background-color: #007bff;"></div>	10 rows (1 - 1 of 1) << < 1 of 1 > >>			Customer Induced	1	<div style="width: 25%; background-color: #007bff;"></div>
STORE #3	1	<div style="width: 25%; background-color: #007bff;"></div>	10 rows (1 - 3 of 3) << < 1 of 1 > >>			HW Replaced	1	<div style="width: 25%; background-color: #007bff;"></div>
3 rows (1 - 3 of 4) << < 1 of 2 > >>								

Closed case details

#Closed	Case	Title	RMA	Category	Device Model	Serial Number	Site
Oct 16, 2015	3338962	WNMO - RFS Node Down - 3335445		Infrastructure	RFS-4010-00010-WR	12193522400054	STORE #1
Oct 16, 2015	3343385	WNMO - RFS Node down		Infrastructure	RFS-4010-00010-WR	12198522400078	STORE #2
Oct 16, 2015	3343339	WNMO-RFS Node Down		Infrastructure	RFS-4010-00010-WR	12190522400034	STORE #3
Oct 16, 2015	3343295	WNMO - RFS Node Down		Infrastructure	RFS-4010-00010-WR	12190522400009	STORE #4
Totals	4	4	0	1	1	4	4

20 rows (1 - 4 of 4) << < 1 of 1 > >>

Figure B-6 Sample Case Resolutions Report

Individual Device Summary

The Individual Device Summary is available with:

- Zebra OneCare Essential
- Zebra OneCare Select (Shows only with Select contracts)

Summary as of Oct 21, 2015 ✕

Device model: MC9090	Image: 
Serial Number: 7319000500868	
Site: Zmart 1	

Repairs (1)

Service Desk (0)

Expand all

+Repair tickets

+

-

	R155893263		
	Jan 15, 2015 06:33:30 PM	Replacement shipped	FEDEX: 629251078514
	Jan 13, 2015 01:29:38 PM	Due back for repair	

Figure B-7 Sample Individual Device Summary

Repair Queues Report

This report shows all information regarding repair logistics for Open RMA (Return Material Authorization) tickets, including All Devices In Repair, Due Back & Total RMAs. Data is shown in graphical format and a detailed table view tied to a specified date range. The key metric is number and percentage of Due Back Devices. The high and low threshold for Due Back levels can be determined by the customer and set by the Administrator. The recommended threshold settings are: 0-10% Green, 10-15% Amber and 15%+ Red. The Repair Queues report is available with:

- Zebra OneCare Essential (Report displays Shipped Repaired)
- Zebra OneCare Select (Report displays Shipped Replacements)
- Operational Visibility Service
- Zebra OneCare Premier

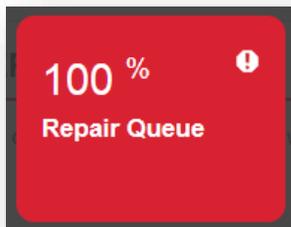


Figure B-8 Sample Repair Queue Report Tile

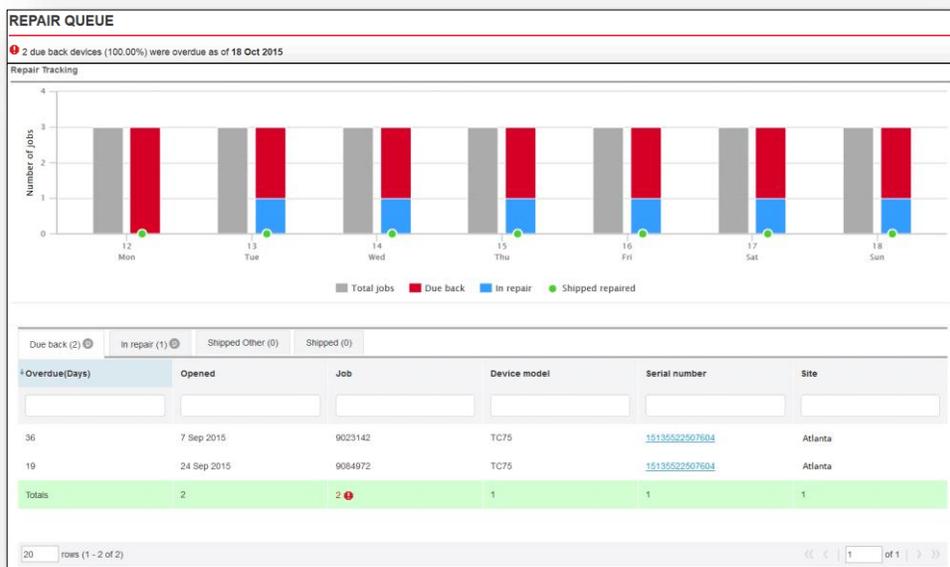


Figure B-9 Sample Repair Queues Report

Repair Resolutions Report

This report shows all information regarding repair logistics for Closed RMA tickets, including All Devices In Repair, Due Back & Total RMAs. Data is shown in graphical format and a detailed table view tied to a specified date range. The key metric is number and percentage of repairs with a No Trouble Found resolution. The high and low threshold for No Trouble Found tolerance can be determined by the customer and set by the Administrator. The recommended threshold settings are: **0-15% Green**, **15-20% Amber** and **20%+ Red**. The Repair Resolutions report is available with:

- Zebra OneCare Essential (includes Shipped Repaired)
- Zebra OneCare Select (includes Shipped Replacements)
- Operational Visibility Service
- Zebra OneCare Premier



Figure B-10 Sample Repair Resolutions Report Tile

REPAIR RESOLUTIONS

✓ 0 repairs (0.00%) reported as no trouble found during 27 Sep 2015 - 3 Oct 2015.

Sites			Categories			Resolutions		
Site	+Jobs	Distribution	Category	+Jobs	Distribution	Resolution	+Jobs	Distribution
Atlanta	1	<div style="width: 100%; height: 10px; background-color: #0070C0;"></div>	DAMAGE	1	<div style="width: 100%; height: 10px; background-color: #0070C0;"></div>	DAMAGED	1	<div style="width: 100%; height: 10px; background-color: #0070C0;"></div>

10 rows (1 - 1 of 1) 10 rows (1 - 1 of 1) 10 rows (1 - 1 of 1)

Repair details

#Repaired	Received	Job	Category	Resolution	Serial Number	Device Model	Site
1	29 Sep 2015	0091261	DAMAGE	DAMAGED	15180522500190	TC75	Atlanta
Totals	1	1	1	1	1	1	1

20 rows (1 - 1 of 1)

Figure B-11 Sample Repair Resolutions Report

Service Desk Calls Report

The Service Desk Calls report is available with Zebra OneCare Premier. This report provides detailed information about Calls that were handled by the Zebra Support Center within the specified date range. This report includes statistics on Call Totals, Answered Calls, Abandoned Calls and Answered Totals by Wait Time. The key metric is number and percentage of Abandoned Calls. The high and low threshold for Abandoned Calls can be determined by the customer and set by the Administrator. The recommended threshold settings are: 0-3% Green, 3-5% Amber and 5%+ Red.

✓ **Note: Wait Time does not include calls greater than 180 seconds**

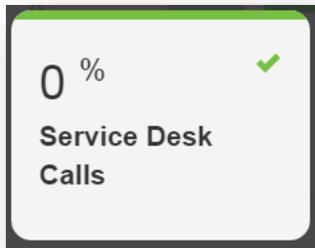


Figure B-12 Sample Service Desk Calls Report Tile

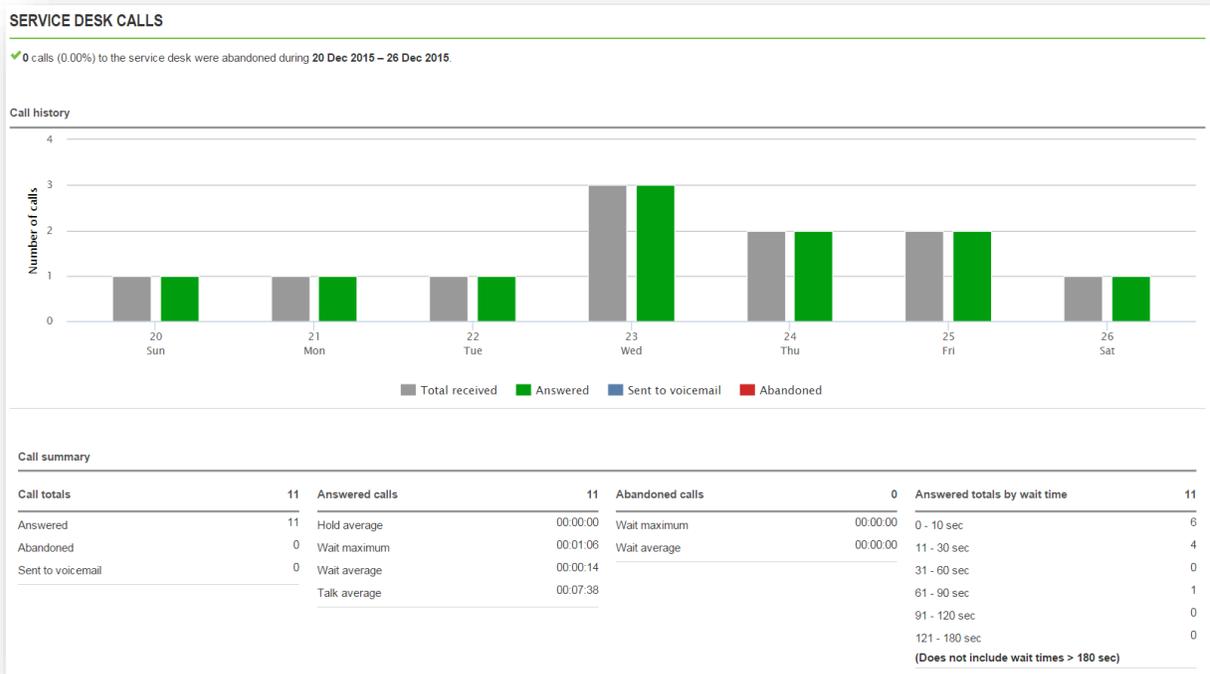


Figure B-13 Sample Service Desk Calls Report

Managed Reports

Managed reports include:

- Active - In Operation Devices
- Device Battery Charge Time
- Device Battery Charges Report
- Device Battery Discharge Rate
- Device Battery Level
- Device Battery Utilization Time
- Device Critical Battery Events
- Device Physical Memory Utilization
- Device Reboots
- Device Scans
- Device Storage Memory Utilization
- GPS Locations
- Labels Printed
- Managed Individual Device Summary
- Newly Activated Devices
- Out of Contact Devices
- Printer Battery Level
- Printer Critical Battery Events
- Printer Odometer
- Seasonal Devices
- Total Devices
- Unutilized Devices
- WLAN Data Rate
- WLAN Signal
- WWAN Call Time
- WWAN Signal

Active - In Operation Devices Report

This 3 - Table report will show the count & percentage of Devices by Site, Device Model and Individual Device which are currently active for the specified date range. Active means that the Device is communicating with the MDM Tool. The key metric is number and percentage of Active Devices that checked into the MDM tool at least once during the date range. The high and low threshold can be determined by the customer and set by the Administrator. The recommended threshold settings are: **0-75% Green**, **75-85% Amber** and **85%+ Red**. The Active - In Operation Devices Report is available with:

- Operational Visibility Service
- Zebra OneCare Premier

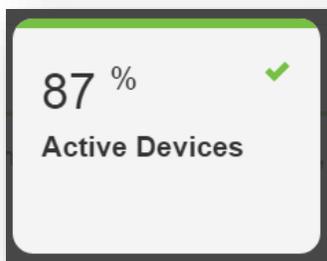


Figure B-14 Sample Active Devices Report Tile

ACTIVE DEVICES

✓ 9463 devices (87.08%) checked in at least once during Oct 15, 2015 - Oct 21, 2015.

Sites			Device Models			Devices	
Site	+Devices	Distribution	Model	+Devices	Distribution	Device name	+Last contact
1934249- Alpharetta	6	<div style="width: 100%; height: 10px; background-color: blue;"></div>	MC7596	2	<div style="width: 50%; height: 10px; background-color: blue;"></div>	MC40-13022522500453	Oct 12, 2015 11:00:00 PM
1934250- RiverRock	1	<div style="width: 25%; height: 10px; background-color: blue;"></div>	MC40N0	2	<div style="width: 50%; height: 10px; background-color: blue;"></div>	MC75-1	Oct 12, 2015 11:00:00 PM
			SPH-L710	1	<div style="width: 25%; height: 10px; background-color: blue;"></div>	Samsung Tab III	Oct 12, 2015 11:00:00 PM
			SAMSUNG- SM-T217A	1	<div style="width: 25%; height: 10px; background-color: blue;"></div>	MC75-2	Oct 12, 2015 11:00:00 PM
			ET1	1	<div style="width: 25%; height: 10px; background-color: blue;"></div>	MC40-13022522500506	Oct 12, 2015 11:00:00 PM
						ET1-12123521403819	Oct 12, 2015 11:00:00 PM
						Galaxy SIII	Oct 12, 2015 11:17:45 AM

20 rows (1 - 2 of 2) 20 rows (1 - 5 of 5) 20 rows (1 - 7 of 7)

Figure B-15 Sample Active - In Operation Devices Report

Device Battery Charge Time Report

This 3-table report shows the number of active Devices that reported at least one hour of charge time by Site, Device Model & Individual Device for the specified date range. The key metric is number and percentage of devices that reported at least one hour of charge time during the date range. This is an informational only report with no threshold setting. The Device Battery Charge Time report is available with Zebra OneCare Premier. (MSP Only)

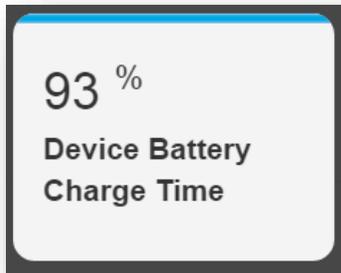


Figure B-18 Sample Device Battery Charge Time Report Tile

DEVICE BATTERY CHARGE TIME

2770 devices (93.08%) were active with at least one hour charge during Oct 14, 2015 – Oct 20, 2015.

Sites			Device Models			Devices	
Site	+Daily	Distribution	Model	+Daily	Distribution	Device name	+Daily
Zmart 1	23.50	<div style="width: 23.5%;"></div>	+MC67	2.45	<div style="width: 2.45%;"></div>	MC100	0.01
Zmart 2	28.19	<div style="width: 28.19%;"></div>	+MC67NA	54158.33	<div style="width: 54.15833%;"></div>	MC200	0.07
Zmart 3	31.97	<div style="width: 31.97%;"></div>				MC300	0.12

3 rows (1 - 3 of 74) 20 rows (1 - 2 of 2) 1 of 1 3 rows (1 - 3 of 2773) 1 of 925

Figure B-19 Sample Device Battery Charge Time Report

Device Battery Charges Report

This 3-table report shows the number of times a Device has reported being on charge by Site, Device Model & Individual Device within the specified date range. The key metric is number and percentage of devices that reported at least one charge time period during the date range. This is an informational only report with no threshold setting. The Device Battery Charges report is available with Zebra OneCare Premier. (MSP Only)

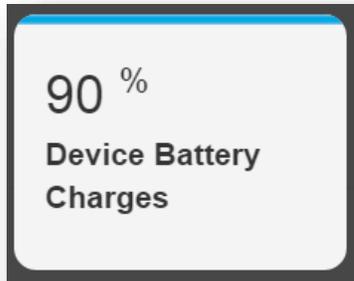


Figure B-20 Sample Device Battery Charges Report Tile

DEVICE BATTERY CHARGES

2665 devices (89.55%) were active with at least one charge during Oct 14, 2015 – Oct 20, 2015.

Sites			Device Models			Devices	
Site	↑Charges	Distribution	Model	↑Charges	Distribution	Device name	↑Charges
Zmart 1	38	<div style="width: 38%;"></div>	MC67	508	<div style="width: 50.8%;"></div>	MC100	1
Zmart 2	65	<div style="width: 65%;"></div>	MC67NA	834007	<div style="width: 83.4007%;"></div>	MC200	1
Zmart 3	101	<div style="width: 101%;"></div>					
Zmart 4	113	<div style="width: 113%;"></div>					

20 rows (1 - 2 of 2) 1 of 1 2 rows (1 - 2 of 2665) 1 of 1333

4 rows (1 - 4 of 74) 1 of 19

Figure B-21 Sample Device Battery Charges Report

Device Battery Discharge Rate Report

This 3-table report shows the average battery discharge rate by Site, Device Model & Individual Device for the specified date range. The key metric shows the active devices reporting battery discharge rates shown in simple average during the date range. The high and low threshold for can be determined by the customer and set by the Administrator. The recommended threshold settings are: 0-5% Green, 5-7% Amber and 7%+ Red. The Device Battery Discharge Rate report is available with:

- Operational Visibility Service
- Zebra OneCare Premier

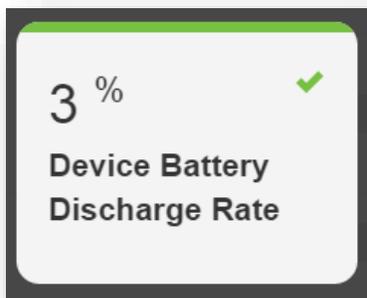


Figure B-22 Sample Device Battery Discharge Rate Report Tile

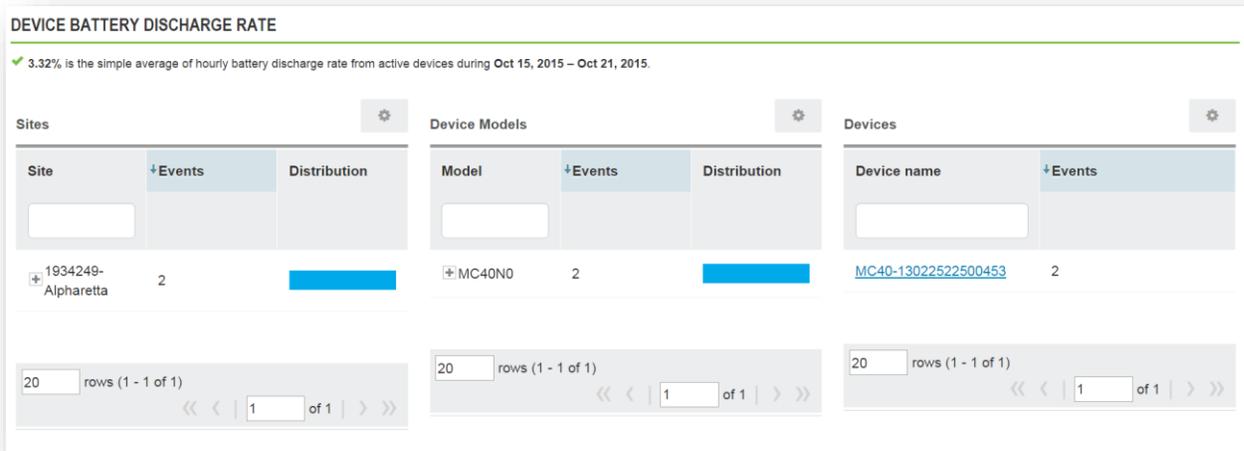


Figure B-23 Sample Device Battery Discharge Rate Report

Device Battery Level Report

This 3-table report shows the average battery level reported by Site, Device Model & Individual Device for the specified date range. The key metric shows the active devices reporting battery level shown as a simple average during the date range. The high and low threshold can be determined by the customer and set by the Administrator. The recommended threshold settings are: **40%+ Green**, **30-40% Amber** and **0-30%+ Red**.

The Device Battery Level report is available with:

- Operational Visibility Service
- Zebra OneCare Premier

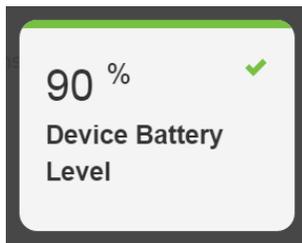


Figure B-24 Sample Device Battery Level Report Tile

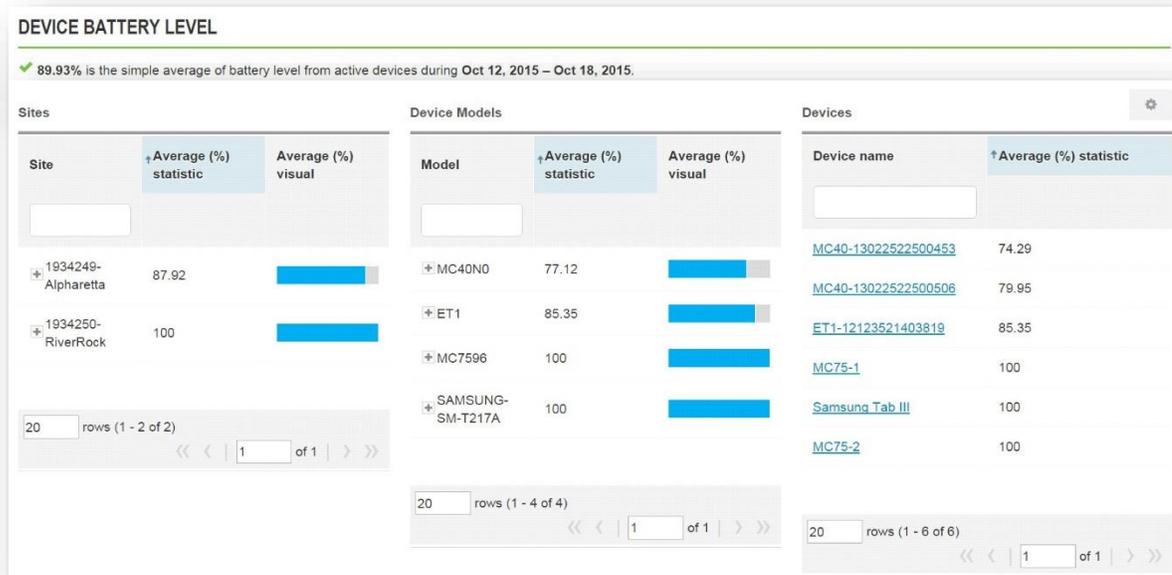


Figure B-25 Sample Device Battery Level Report

Device Battery Utilization Time Report

This 3-table report shows the number of active Devices that reported at least one hour of battery usage time by Site, Device Model & Individual Device for the specified date range. The key metric is number and percentage of devices that reported at least one hour of battery utilization during the date range. This is an informational only report with no threshold setting. The Device Battery Utilization Time report is available with Zebra OneCare Premier. (MSP Only)

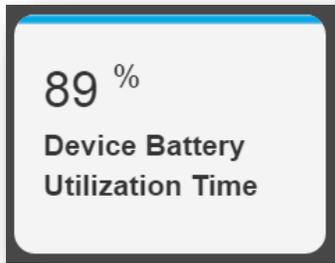


Figure B-26 Sample Device Battery Utilization Time Report Tile

DEVICE BATTERY UTILIZATION TIME

2653 devices (89.15%) were active with at least one hour battery usage during Oct 14, 2015 – Oct 20, 2015.

Sites			Device Models			Devices	
Site	↑ Daily	Distribution	Model	↑ Hours	Distribution	Device name	↑ Daily
Zmart1	408.96	<div style="width: 100%; height: 10px; background-color: #ccc;"></div>	MC67	2891.8032786688525	<div style="width: 100%; height: 10px; background-color: #ccc;"></div>	P12307521400577	0.00
Zmart2	572.98	<div style="width: 100%; height: 10px; background-color: #ccc;"></div>	MC67NA	5232781.03306242	<div style="width: 100%; height: 10px; background-color: #007bff;"></div>	P12307521400805	0.00
Zmart3	604.90	<div style="width: 100%; height: 10px; background-color: #ccc;"></div>					

3 rows (1 - 3 of 74) 20 rows (1 - 2 of 2) 2 rows (1 - 2 of 2976)

Figure B-27 Sample Device Battery Utilization Time Report

Device Critical Battery Events Report

This 3-table report provides the count and percentage of active Devices which have reported at least one critical battery event (when battery level falls below 30%) by Site, Device Model & Individual Device for the specified date range. The key metric is number and percentage of Active Devices that checked into the MDM tool with a battery level below 30% at least once during the date range. The high and low threshold can be determined by the customer and set by the Administrator. The recommended threshold settings are: **0-20% Green**, **20-25% Amber** and **25%+ Red**. The Device Critical Battery Events report is available with:

- Operational Visibility Service
- Zebra OneCare Premier

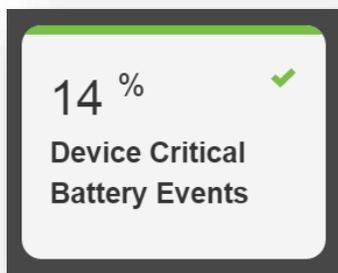


Figure B-16 Sample Device Critical Battery Events Report Tile

DEVICE CRITICAL BATTERY EVENTS								
✓ 1 devices (14.29%) were active with battery level below critical threshold at least once during Oct 12, 2015 – Oct 18, 2015.								
Sites			Device Models			Devices		
Site	↓Events	Distribution	Model	↓Events	Distribution	Device name	↓Events	
+ 1934249- Alpharetta	2	<div style="width: 100%; height: 10px; background-color: #0070C0;"></div>	+ MC40N0	2	<div style="width: 100%; height: 10px; background-color: #0070C0;"></div>	MC40-13022522500453	2	
20 rows (1 - 1 of 1) << < 1 of 1 >>			20 rows (1 - 1 of 1) << < 1 of 1 >>			20 rows (1 - 1 of 1) << < 1 of 1 >>		

Figure B-17 Sample Device Critical Battery Events Report

Device Physical Memory Utilization Report

This 3-table report will show Average Physical Memory Utilization of Devices by Site, Device Model and Individual Device for the specified date range. Physical Memory is the total Random Access Memory (RAM). The key metric shows the Active Devices that reported Physical Memory status shown as a simple average during the date range. The high and low threshold can be determined by the customer and set by the Administrator. The recommended threshold settings are: 0-65% Green, 65-75% Amber and 75%+ Red. The Device Physical Memory Utilization report is available with:

- Operational Visibility Service
- Zebra OneCare Premier

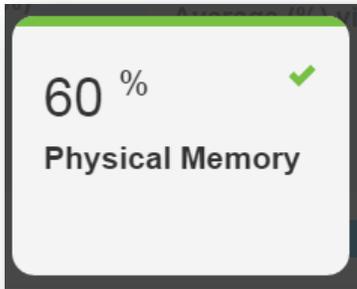


Figure B-28 Sample Physical Memory Report Tile

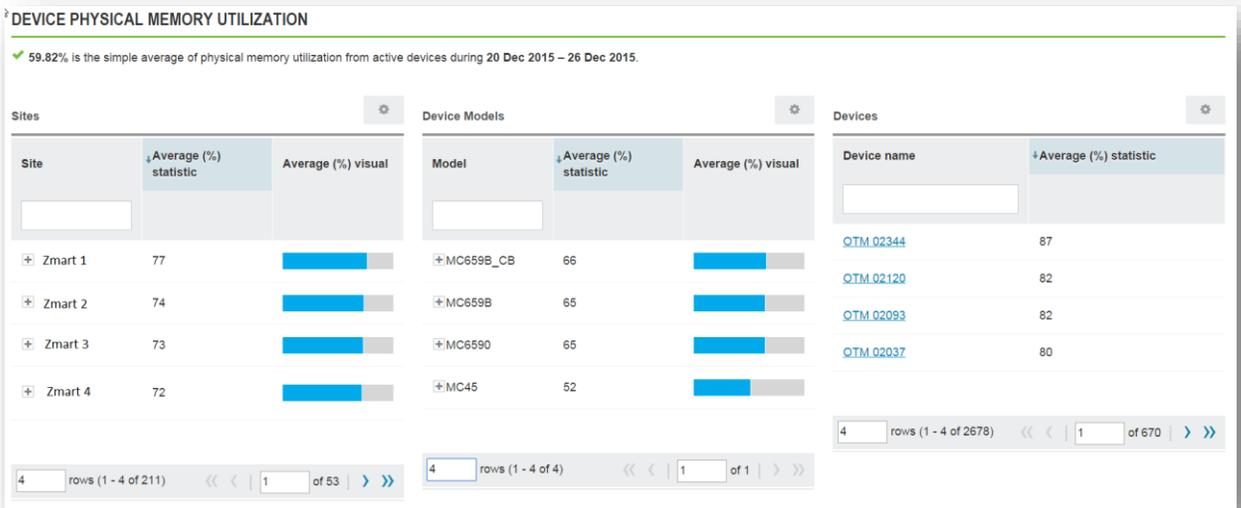


Figure B-29 Sample Device Physical Memory Utilization Report

Device Reboots Report

This 3-table report shows the number of times a Device has rebooted by Site, Device Model & Individual Device for the specified Date Range. A reboot is captured for both warm and cold reboots of the Device. The key metric is number and percentage of devices that reported at least one reboot during the date range. This is an informational only report with no threshold settings. The Device Reboots report is available with Zebra OneCare Premier with Custom Data Collection.

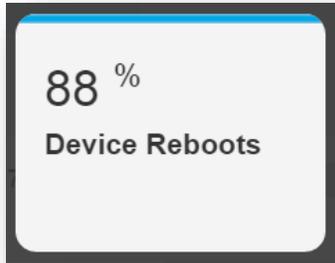


Figure B-30 Sample Device Reboots Report Tile

DEVICE REBOOTS

2625 devices (88.21%) were active with at least one reboot during Oct 14, 2015 – Oct 20, 2015.

Sites			Device Models			Devices	
Site	Reboots	Distribution	Model	Reboots	Distribution	Device name	Daily
Zmart 1	1604	<div style="width: 100%; height: 10px; background-color: #ccc;"></div>	MC67NA	45843	<div style="width: 100%; height: 10px; background-color: #007bff;"></div>	MC100	36.29
Zmart 2	1587	<div style="width: 100%; height: 10px; background-color: #ccc;"></div>	MC67	24	<div style="width: 100%; height: 10px; background-color: #ccc;"></div>	MC200	23.57
Zmart 3	1531	<div style="width: 100%; height: 10px; background-color: #ccc;"></div>				MC300	22.00

3 rows (1 - 3 of 74) 20 rows (1 - 2 of 2) 3 rows (1 - 3 of 2625)

Figure B-31 Sample Device Reboots Report

Device Scans Report

This report will show the percentage and count of Devices that reported at least one scan for the specified date range by Site, Device Model & Individual Device. (This report is only available using SOTI with custom data collection rules in place.) The key metric is number and percentage of devices that reported at least one scan time during the date range. This is an informational only report with no threshold setting. The Device Scans report is available with Zebra OneCare Premier with Custom Data Collection.

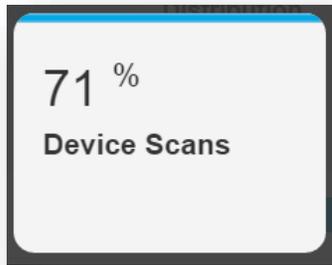


Figure B-32 Sample Scans Report Tile

DEVICE SCANS

6816 devices (71.39%) were active with at least one scan during Sep 1, 2015 – Sep 30, 2015.

Sites			Device Models			Devices	
Site	↑Scans	Distribution	Model	↑Scans	Distribution	Device name	↑Scans
ZMART1	2	<div style="width: 2%;"></div>	+ MC5574	2839	<div style="width: 28%;"></div>	MC100	1
ZMART2	343	<div style="width: 3%;"></div>	+ MC67	4736	<div style="width: 47%;"></div>	MC200	1
ZMART3	468	<div style="width: 4%;"></div>	+ ES400	413060	<div style="width: 41%;"></div>	MC300	1
ZMART4	570	<div style="width: 5%;"></div>	+ MC67NA	4389989	<div style="width: 44%;"></div>	MC400	1
			+ MC45	5911345	<div style="width: 59%;"></div>		

4 rows (1 - 4 of 66) 1 of 17 4 rows (1 - 4 of 6816) 1 of 1704

20 rows (1 - 5 of 5) 1 of 1

Figure B-33 Sample Device Scans Report

Device Storage Memory Utilization Report

This 3-table report will show Average Storage Memory Utilization of Devices by Site, Device Model and Individual Device for the specified date range. Storage memory is used for saving files and program data. The key metric shows the Active Devices that have reported storage memory status shown as a simple average during the date range. The high and low threshold can be determined by the customer and set by the Administrator. The recommended threshold settings are: **0-65% Green**, **65-75% Amber** and **75%+ Red**. The Device Storage Memory Utilization report is available with:

- Operational Visibility Service
- Zebra OneCare Premier

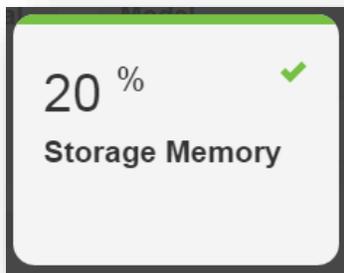


Figure B-34 Sample Storage Memory Report Tile

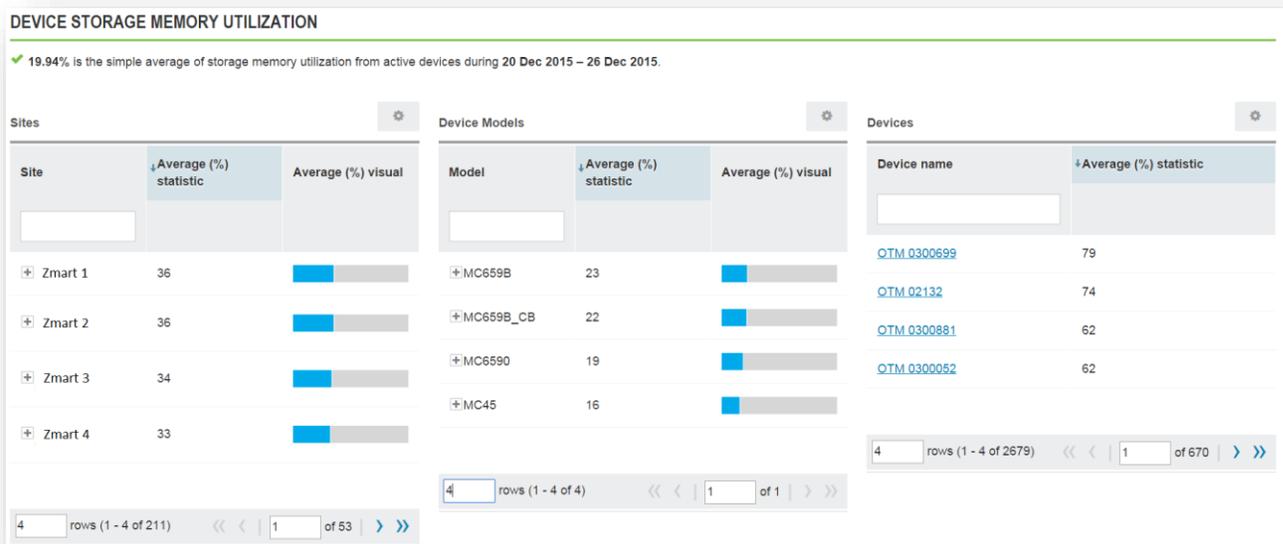


Figure B-35 Sample Device Storage Memory Utilization Report

GPS Locations Report

This report is an interactive map that displays the last known GPS location of Devices. As you zoom in and out Devices can be displayed in groups (indicated by a number) or by individual Device (indicated by a pin point.) The key metric is number and percentage of devices that reported at least one GPS location during the date range. This is an informational only report with no threshold setting. The GPS Locations report is available with:

- Operational Visibility Service
- Zebra OneCare Premier

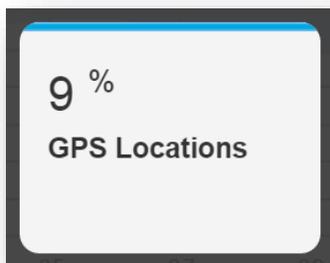


Figure B-61 Sample GPS Locations Report Tile

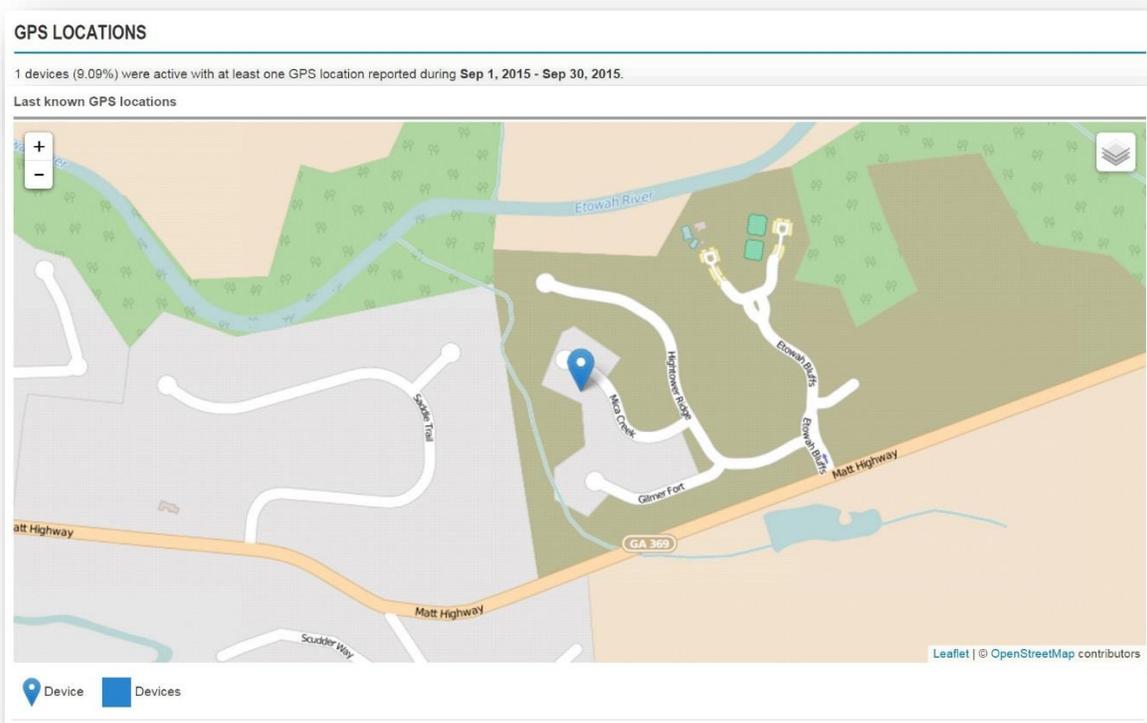


Figure B-62 Sample GPS Locations Report

Labels Printed Report

This report shows the number of labels printed by Site, printer model and individual printer over a given date range. The key metric is number and percentage of printers that were active and reported at least one printed label during the date range. This is an informational only report with no threshold setting. The Labels Printed report is available with:

- Operational Visibility Service
- Zebra OneCare Premier



Figure B-36 Sample Labels Printed Report Tile

LABELS PRINTED							
4 printers (100.00%) were active with at least one label printed during Aug 1, 2015 – Aug 31, 2015.							
Sites			Device Models			Devices	
Site	↑Labels	Distribution	Model	↑Labels	Distribution	Device name	↑Labels
+ Atlanta	127	<div style="width: 100%; height: 10px; background-color: blue;"></div>	+ QLn320	19	<div style="width: 100%; height: 10px; background-color: blue;"></div>	QLn320-Wireless	19
+ Pool_1	480	<div style="width: 100%; height: 10px; background-color: blue;"></div>	+ QLn420	104	<div style="width: 100%; height: 10px; background-color: blue;"></div>	Printer_3	104
			+ QLn220	108	<div style="width: 100%; height: 10px; background-color: blue;"></div>	QLn220-Wireless	108
			+ ZT230	376	<div style="width: 100%; height: 10px; background-color: blue;"></div>	Printer_1	376

Figure B-37 Sample Labels Printed Report

Managed Individual Device Summary

The Managed Individual Device Summary Report shows detailed information on a single device. This is an “as of day” report showing information only for a single day tied to the end date shown in the calendar picker. Data is only shown on dates where the device was activity reporting data to the MDM tool. The Managed Individual Device Summary is available with:

- Operational Visibility Service
- Zebra OneCare Premier

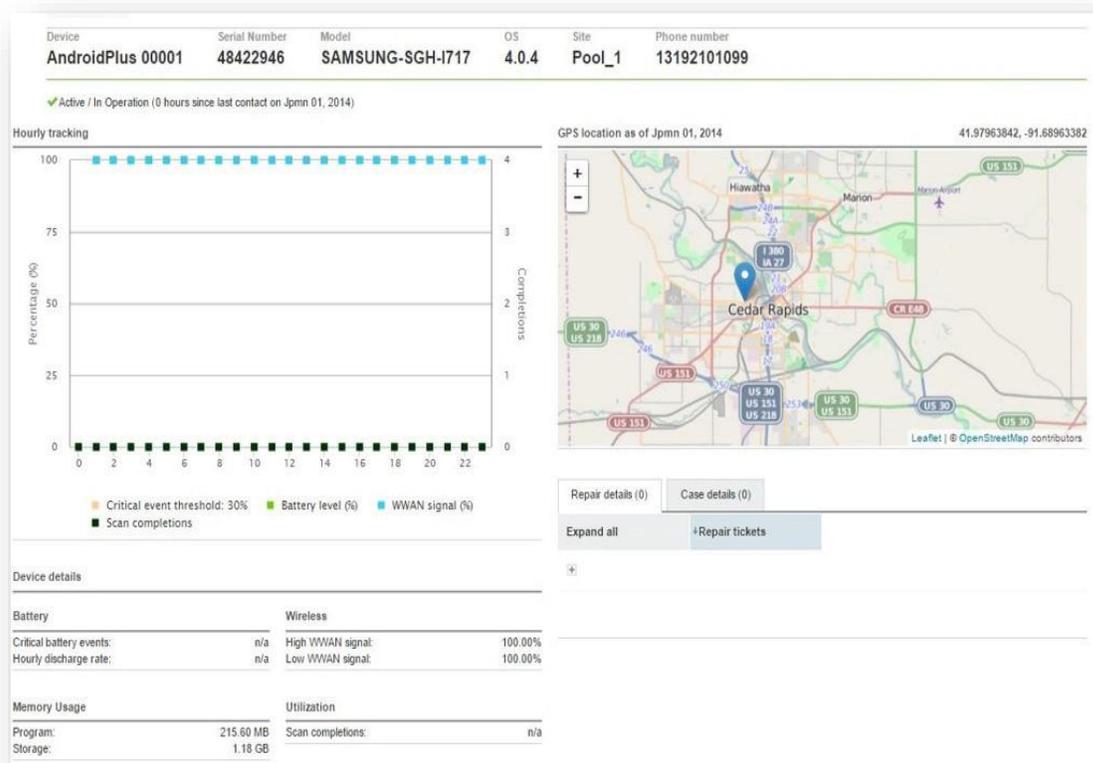


Figure B-38 Sample Managed Individual Device Summary

Newly Activated Devices Report

This 3-table report shows any new Devices deployed into the Operational Environment for the first time during the specified Date Range by Site, Device Model and Individual Device. The key metric is number and percentage of devices that reported into the MDM tool for the very first time during the date range. This is an informational only report with no threshold setting. The Newly Activated Devices report is available with:

- Operational Visibility Service
- Zebra OneCare Premier

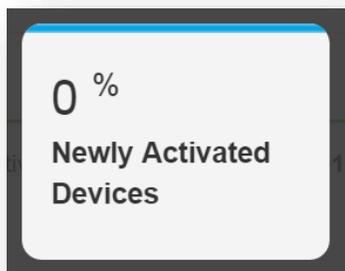


Figure B-39 Sample Newly Activated Devices Report Tile

NEWLY ACTIVATED DEVICES
3 devices checked in for the first time during Sep 1, 2015 - Sep 30, 2015.

Sites			Device Models			Devices	
Site	↑Devices	Distribution	Model	↑Devices	Distribution	Device name	↑First contact
ZMART 1	8	<div style="width: 100%; height: 10px; background-color: #ccc;"></div>	MC67NA	78	<div style="width: 100%; height: 10px; background-color: #007bff;"></div>	MC100	Sep 29, 2015 07:22:00 AM
ZMART 2	6	<div style="width: 75%; height: 10px; background-color: #ccc;"></div>				MC200	Sep 29, 2015 06:16:00 AM
ZMART 3	5	<div style="width: 62.5%; height: 10px; background-color: #ccc;"></div>				MC300	Sep 29, 2015 05:33:00 AM

3 rows (1 - 3 of 34) 20 rows (1 - 1 of 1) 3 rows (1 - 3 of 78)

Figure B-40 Sample Newly Activated Devices Report

Out of Contact Devices Report

The 3-table report will show the count & percentage of Devices by Site, Device Model and Individual Devices which are out of contact for the specified date range. The term Out of Contact refers to any Device not communicating with the MDM tool. The key metric is number and percentage of Devices that have not checked into the MDM tool during the date range. The high and low threshold for Out of Contact Devices can be determined by the customer and set by the Administrator. The recommended threshold settings are: **0-15% Green**, **15-25% Amber** and **25%+ Red**. The Out of Contact Devices report is available with:

- Operational Visibility Service
- Zebra OneCare Premier

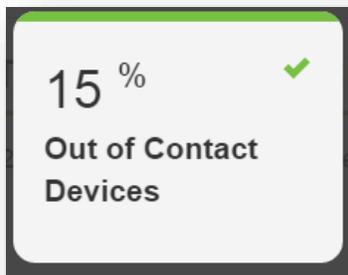


Figure B-41 Sample Out of Contact Devices Report Tile

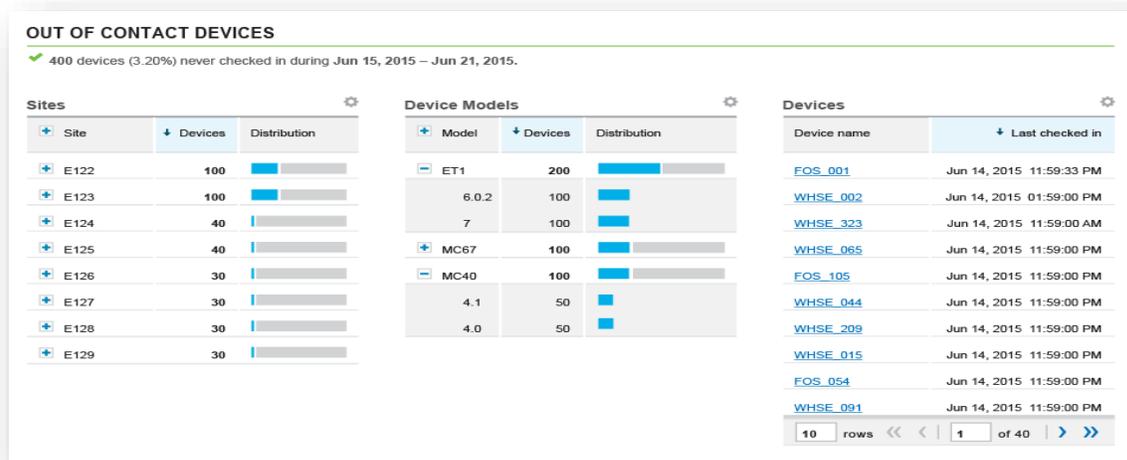


Figure B-42 Sample Out of Contact Devices Report

Printer Battery Level Report

This report shows the average battery level reported by mobile printers over a given date range. The key metric shows the active printers that reported a battery level shown as a simple average during the date range. The high and low threshold can be determined by the customer and set by the Administrator. The recommended threshold settings are: **40%+ Green**, **30-40% Amber** and **0-30%+ Red**. The Printer Battery Level report is available with:

- Operational Visibility Service
- Zebra OneCare Premier



Figure B-43 Sample Printer Battery Level Report Tile

PRINTER BATTERY LEVEL

✓ 80.78% is the simple average of battery level from active printers during Sep 1, 2015 – Sep 30, 2015.

Sites			Device Models			Devices	
Site	↑ Average (%) statistic	Average (%) visual	Model	↑ Average (%) statistic	Average (%) visual	Device name	↑ Average (%) statistic
Atlanta	80.77	<div style="width: 80.77%;"></div>	QLn220	77.58	<div style="width: 77.58%;"></div>	QLn220-Wireless	77.58
			QLn320	83.86	<div style="width: 83.86%;"></div>	QLn320-Wireless	83.86

20 rows (1 - 1 of 1) << < | 1 | > >>

20 rows (1 - 2 of 2) << < | 1 | > >>

20 rows (1 - 2 of 2) << < | 1 | > >>

Figure B-44 Sample Printer Battery Level Report

Printer Critical Battery Events Report

This report shows the number of critical battery events (below 30%) reported by mobile printers at the Company level, the Site level, the printer model level and by each individual printer over a given date range. The key metric is number and percentage of Active Printers that reported a battery level below 30% at least once during the date range. The high and low threshold for can be determined by the customer and set by the Administrator. The recommended threshold settings are: **0-20% Green**, **20-25% Amber** and **25%+ Red**. The Printer Critical Battery Events report is available with:

- Operational Visibility Service
- Zebra OneCare Premier

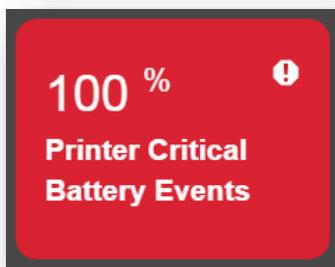


Figure B-45 Sample Printer Critical Battery Events Report Tile

PRINTER CRITICAL BATTERY EVENTS

3 printers (100.00%) were active with battery level below critical threshold at least once during Jan 01, 2016 – Jan 31, 2016.

Sites			Device Models			Devices	
Site	#Events	Distribution	Model	#Events	Distribution	Device name	#Events
Pool_1	8	<div style="width: 100%; background-color: blue;"></div>	QLn220	7	<div style="width: 100%; background-color: blue;"></div>	QLn220-Wireless	7
Atlanta	16	<div style="width: 100%; background-color: blue;"></div>	ZT230	8	<div style="width: 100%; background-color: blue;"></div>	Printer_1	8
			QLn320	9	<div style="width: 100%; background-color: blue;"></div>	QLn320-Wireless	9

20 rows (1 - 2 of 2) << < | 1 of 1 | > >>

20 rows (1 - 3 of 3) << < | 1 of 1 | > >>

20 rows (1 - 3 of 3) << < | 1 of 1 | > >>

Figure B-46 Sample Printer Critical Battery Events Report

Printer Odometer Report

This report shows the inches printed on the printer odometer by Site, printer model and individual printer over a given date range. The key metric is number and percentage of printers that reported at least one centimeter of printhead usage during the date range. This is an informational only report with no threshold setting. The Print Odometer report is available with:

- Operational Visibility Service
- Zebra OneCare Premier

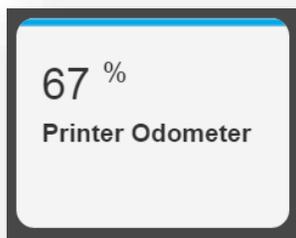


Figure B-47 Sample Printer Odometer Report Tile

PRINTER ODOMETER

2 printers (66.67%) were active with at least one cm printed during Jan 01, 2016 – Jan 31, 2016

Sites			Device Models			Printers	
Site	*Daily (cm)	Distribution	Model	*Daily (cm)	Distribution	Device name	*Daily (cm)
Atlanta	20.61	<div style="width: 100%; height: 10px; background-color: blue;"></div>	QLn320	7.39	<div style="width: 50%; height: 10px; background-color: blue;"></div>	QLn320-Wireless	7.39
			QLn220	13.23	<div style="width: 100%; height: 10px; background-color: blue;"></div>	QLn220-Wireless	13.23

20 rows (1 - 1 of 1) << < 1 of 1 > >>

20 rows (1 - 2 of 2) << < 1 of 1 > >>

20 rows (1 - 2 of 2) << < 1 of 1 > >>

Figure B-48 Sample Printer Odometer Report

Seasonal Devices Report

This 3-table report shows count and percentage of Devices by Site, Device Model and Individual Devices that have been deployed for Seasonal (Peak) usage. The key metric is number and percentage of devices that have not been recovered after the seasonal usage during the date range. This is an informational only report with no threshold setting. The Seasonal Devices report is available with Zebra OneCare Premier.

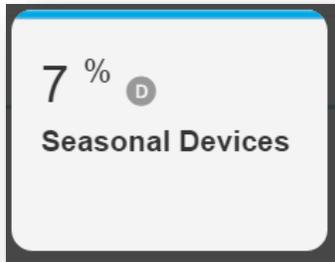


Figure B-49 Sample Seasonal Devices Report Tile

SEASONAL DEVICES ⓘ

734 devices (7.10%) were unrecovered as of Sep 30, 2015.

Sites			Device Models			Devices	
Site	Deployed devices	Distribution	Model	Deployed devices	Distribution	Device name	Last contact
ZMART1	87	<div style="width: 100%; height: 10px; background-color: #0070C0;"></div>	MC67NA	503	<div style="width: 100%; height: 10px; background-color: #0070C0;"></div>	MC100	Oct 20, 2015 04:19:52 PM
ZMART2	57	<div style="width: 100%; height: 10px; background-color: #0070C0;"></div>	ES400	191	<div style="width: 100%; height: 10px; background-color: #0070C0;"></div>	MC200	Oct 20, 2015 04:19:52 PM
ZMART3	53	<div style="width: 100%; height: 10px; background-color: #0070C0;"></div>	MC5574	39	<div style="width: 100%; height: 10px; background-color: #0070C0;"></div>	MC300	Oct 20, 2015 04:19:52 PM
ZMART4	43	<div style="width: 100%; height: 10px; background-color: #0070C0;"></div>	MC67	1	<div style="width: 100%; height: 10px; background-color: #0070C0;"></div>	MC400	Oct 20, 2015 04:19:52 PM
			MC45	0	<div style="width: 100%; height: 10px; background-color: #0070C0;"></div>		

4 rows (1 - 4 of 1663) 20 rows (1 - 5 of 5) 1 of 416

Figure B-50 Sample Seasonal Devices Report

Total Devices Report

This 3-table report shows the overall number of Devices in the Customer's operational environment by Site, Device Model and Individual Device for a specified date range. The key metric is the count of all devices regardless of status. This is an "as of day" report tied to the end date selected in the calendar picker. This is an informational only report with no threshold setting. The Total Devices report is available with:

- Operational Visibility Service
- Zebra OneCare Premier

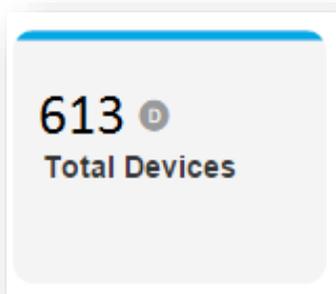


Figure B-51 Sample Total Devices Report Tile

TOTAL DEVICES D

13,000 devices as of Jun 21, 2015.

Sites			Device Models			Devices	
Site	Devices	Distribution	Model	Devices	Distribution	Device name	Last checked in
D001	100	<div style="width: 100%;"></div>	ET1	11,300	<div style="width: 100%;"></div>	MC_FOS_007	Jun 21, 2015 11:59:33 PM
D002	100	<div style="width: 100%;"></div>	6.0.2	11,200	<div style="width: 100%;"></div>	MC_WHSE_005	Jun 21, 2015 01:59:00 PM
D003	100	<div style="width: 100%;"></div>	7	100	<div style="width: 100%;"></div>	MC_WHSE_321	Jun 21, 2015 11:59:00 AM
D004	100	<div style="width: 100%;"></div>	MC67	1,500	<div style="width: 100%;"></div>	MC_WHSE_064	Jun 20, 2015 11:59:00 PM
D005	100	<div style="width: 100%;"></div>	MC40	200	<div style="width: 100%;"></div>	MC_FOS_102	Jun 19, 2015 11:59:00 PM
D006	100	<div style="width: 100%;"></div>	4.1	100	<div style="width: 100%;"></div>	MC_WHSE_043	Jun 19, 2015 11:59:00 PM
D007	100	<div style="width: 100%;"></div>	4.0	100	<div style="width: 100%;"></div>	MC_WHSE_202	Jun 19, 2015 11:59:00 PM
D008	100	<div style="width: 100%;"></div>				MC_WHSE_017	Jun 19, 2015 11:59:00 PM
D009	100	<div style="width: 100%;"></div>				MC_FOS_056	Jun 19, 2015 11:59:00 PM
D010	100	<div style="width: 100%;"></div>				MC_WHSE_090	Jun 19, 2015 11:59:00 PM

10 rows of 1 of 135

10 rows of 1 of 1,300

Figure B-52 Sample Total Devices Report

Unutilized Devices Report

This 3-table report shows count and percentage of Devices that are considered Unutilized. A Customer can select from 10 different settings to define the term "Unutilized" for the purpose of the report. The key metric is number and percentage of Active Devices that were not utilized (as per the selected definition) during the date range. The high and low threshold can be determined by the customer and set by the Administrator. The recommended threshold settings are: 0-15% Green, 15-25% Amber and 25%+ Red. The Unutilized Devices report is available with:

- Operational Visibility Service
- Zebra OneCare Premier

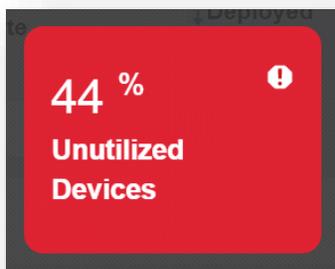


Figure B-53 Sample Unutilized Devices Report Tile

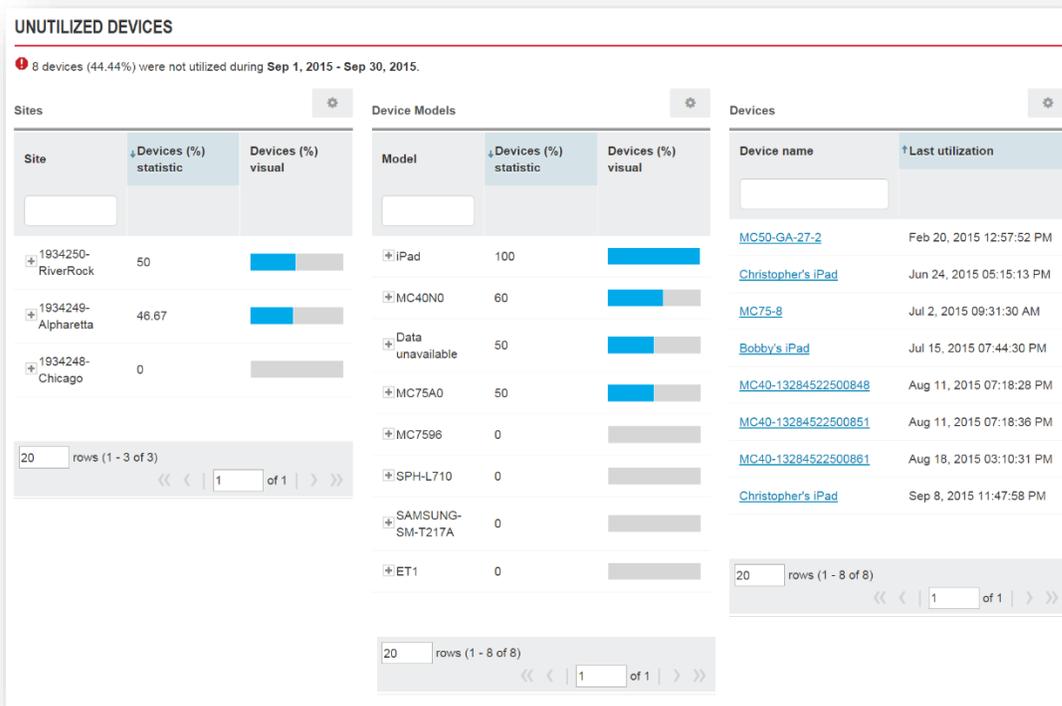


Figure B-54 Sample Unutilized Devices Report

WLAN Data Rate Report

This report contains two graphs: One for Data transmission rate and One for Data Reception Rate based on the specified date range. The key metric is number and percentage of devices that transmitted and or received at least 1 kilobyte of data during the selected date range. This is an informational only report with no threshold setting. The WLAN Data Rate report is available with:

Zebra OneCare Premier (MSP Only)

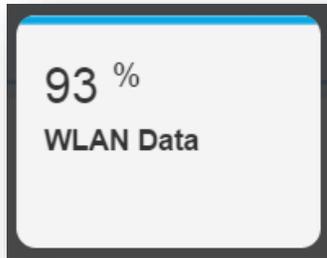


Figure B-55 Sample WLAN Data Rate Report Tile

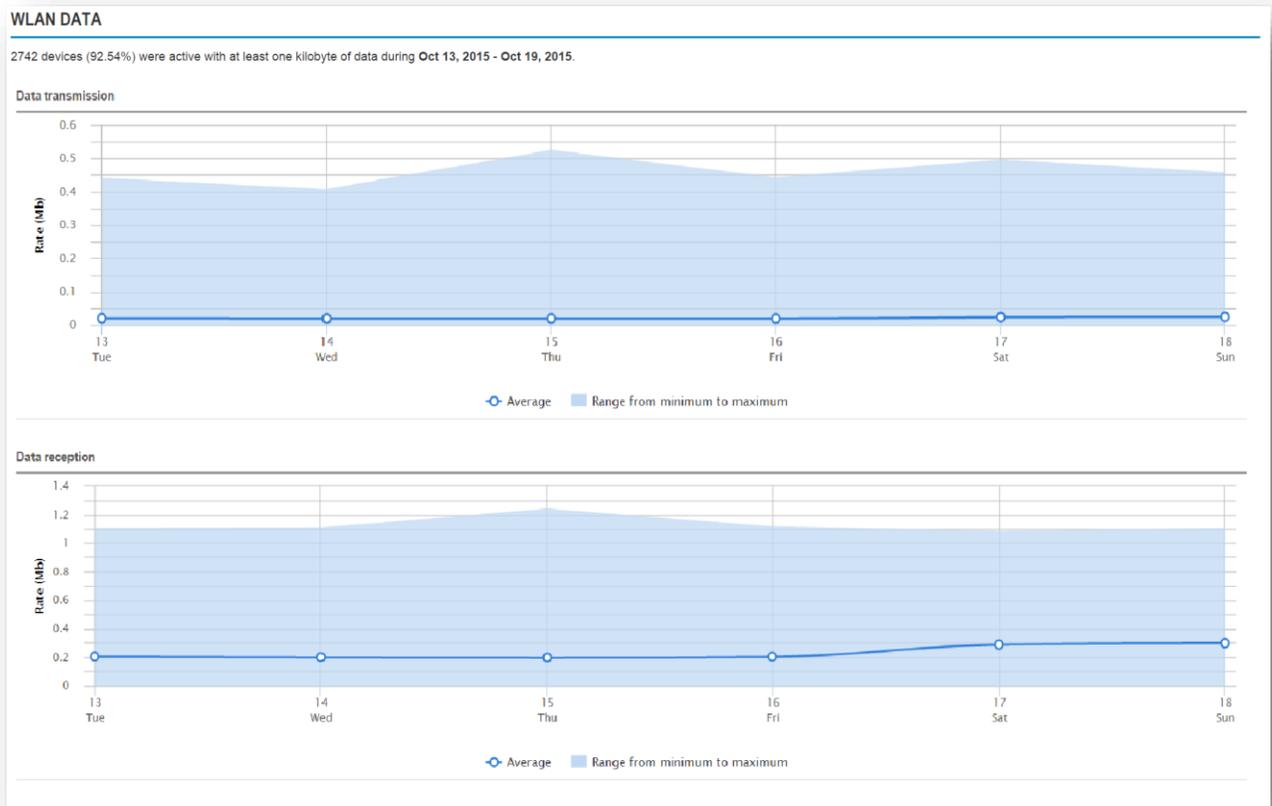


Figure B-56 Sample WLAN Data Rate Report

WLAN Signal Report

The WLAN Signal report varies based on MDM Tool used in the customer solutions.

WLAN Signal Strength provided by SOTI is displayed in decibels per minute (dBm) of all devices in a specific location over the specified date range. "Poor" quality is between -100 and -85dBm; "Good" quality is between -85 and -60dBm and "Excellent" quality is between -60 and -40dBm. The graph displays the highest, lowest and average signal strength of all devices.

WLAN Signal Quality and WLAN Signal Errors are metrics provided by MSP - Average Signal Quality is shown in percentages, based on high, low and average. Signal Errors shows number of errors ranging from high to low to average based on the specified reporting date range. This is an informational only report with no threshold setting. The WLAN Signal report is available with:

- Operational Visibility Service
- Zebra OneCare Premier



Figure B-57 Sample WLAN Signal Report Tile

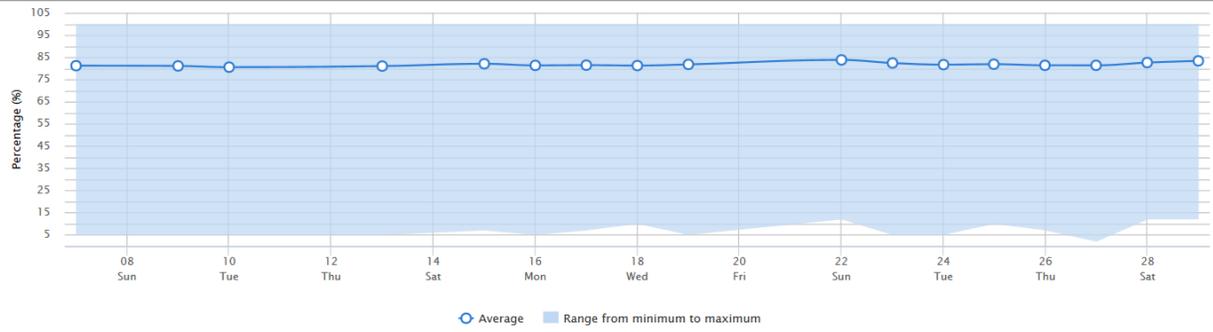


Figure B-58 Sample WLAN Signal Strength from SOTI

WLAN SIGNAL

81.71% average WLAN signal quality from active devices during 1 Nov 2015 - 30 Nov 2015.

Signal quality



Signal errors

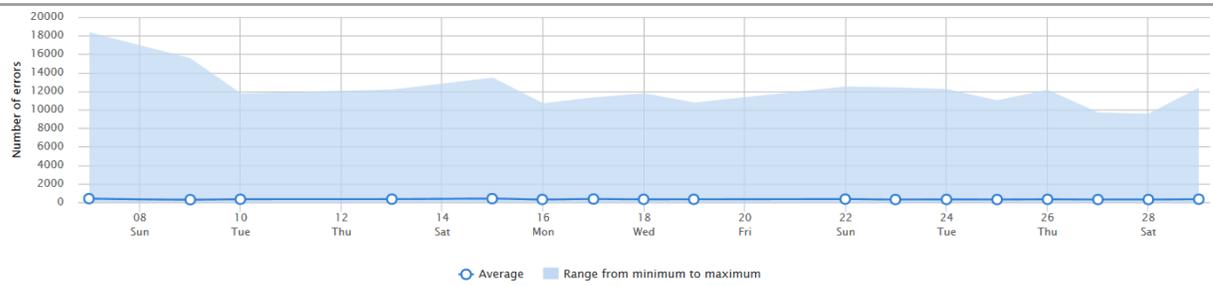


Figure B-58a Sample WLAN Signal Strength from MSP

WWAN Call Time Report

This 3-table report shows cellular call time in minutes by Site, Device Model and Individual Device. The key metric is number and percentage of devices that reported at least one minute of call time during the date range. This is an informational only report with no threshold setting. The WWAN Call Time report is available with:

- Operational Visibility Service
- Zebra OneCare Premier

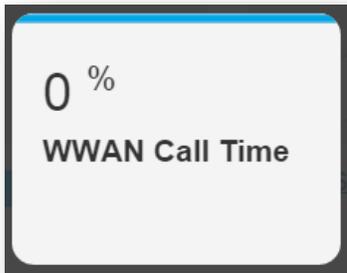


Figure B-59 Sample WWAN Call Time Report Tile

Sites			Device Models			Devices	
Site	Minutes	Distribution	Model	Minutes	Distribution	Device name	Minutes
ZMART1	34.92	<div style="width: 100%; height: 10px; background-color: #0070C0;"></div>	ES400	34.92	<div style="width: 100%; height: 10px; background-color: #0070C0;"></div>	MC100	34.92

1 devices (0.01%) were active with at least one minute call time during Sep 1, 2015 – Sep 30, 2015.

20 rows (1 - 1 of 1) 20 rows (1 - 1 of 1) 20 rows (1 - 1 of 1)

Figure B-60 Sample WWAN Call Time Report

WWAN Signal Report

There are three report options for the WWAN Signal Report, depending on the MDM tool used.

- If Airwatch - You will see a map that shows WWAN signal strength indicators plotted on a map.
- If SOTI - You will see a Signal Quality graph with highest, lowest and average signal captured during the reporting period, followed by an interactive map with signal strength indicators plotted on a map.
- If MSP - You will see a Signal Quality graph with highest, lowest and average signal captured during the reporting period, followed by an interactive map with signal strength indicators plotted on a map and a second graph showing highest, lowest and average Signal Errors.

The key metric shows either signal strength or signal quality displayed as a simple average for during the date range. The high and low threshold can be determined by the customer and set by the Administrator. The recommended threshold settings are: **85%+ Green**, **75-85% Amber** and **0-75%+ Red**. The WWAN Signal report is available with:

- Operational Visibility Service
- Zebra OneCare Premier



Figure B-63 Sample WWAN Signal Report Tile

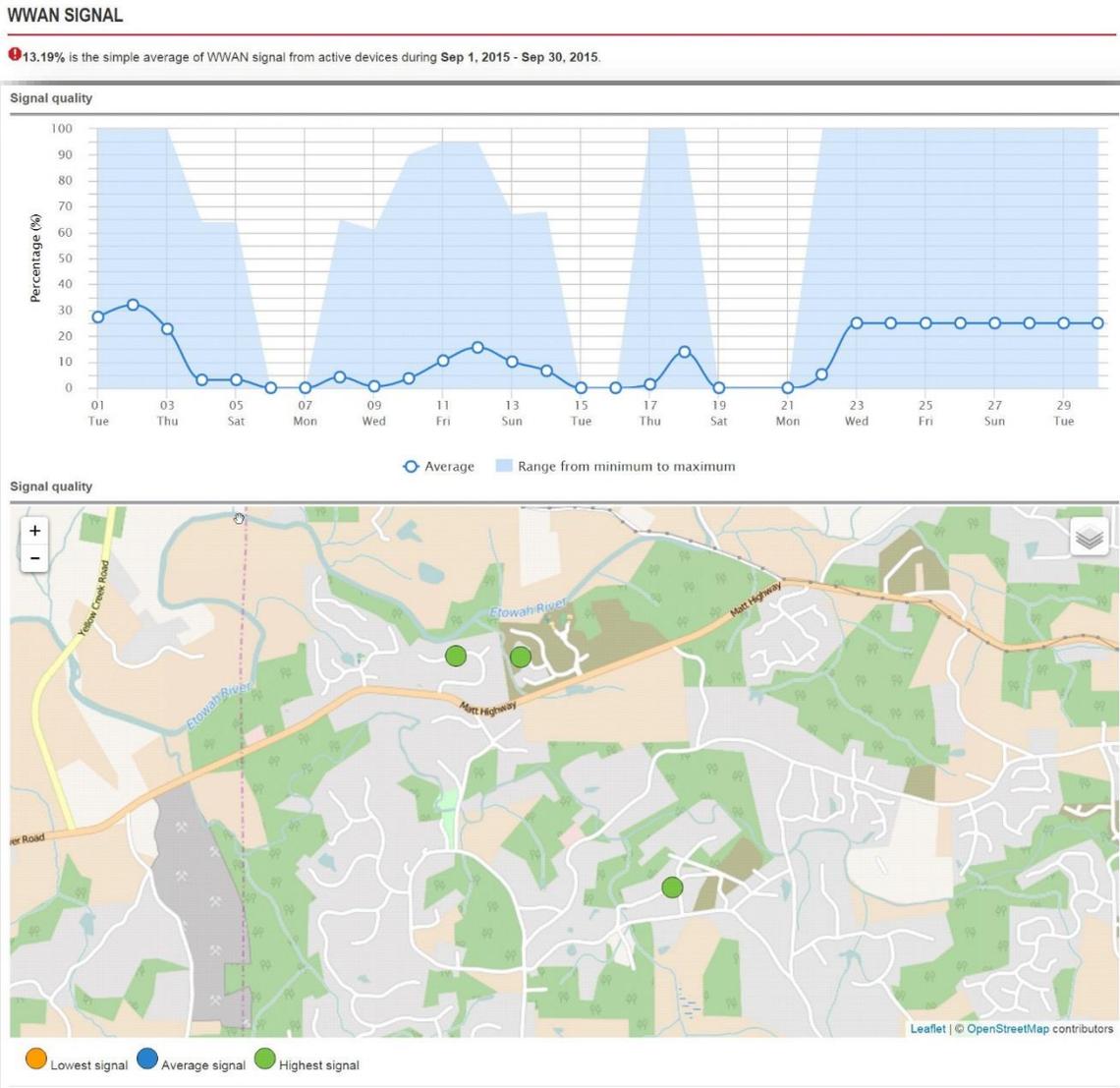


Figure B-64 Sample WWAN Signal Report

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