Zebra’s Comprehensive Support Resources

Explore Zebra’s Convenient Online Tools and Information Resources
Support Resources from Zebra Experts Who Built Customers Solutions

• Zebra’s convenient online tools and information resources help our customers to get the most from their devices -- and assist them with troubleshooting and resolving common device problems.

• Let’s explore all the tools and resources Zebra provides to help customer solve their challenges.
WAYS TO GET THE SUPPORT YOU NEED

- Search the Knowledge Base
- Ask the Support Community
- Self-Diagnose Your Device
- Request a Repair
- Printer Software License Reset Request
- Perform a Quick Warranty Check
- Perform a Quick Repair Status Check

zebra.com/support
Device Diagnostic Tool

• Complimentary tool from Zebra that can help eliminate the high cost of all those needless returns of devices that don’t really need repair.

• With this Mobility DNA utility, administrators and end users alike can instantly test and diagnose the main operability on Zebra mobile computers with a simple press of a button to determine system health and functionality.

• Results reveal whether the issue can be fixed onsite by a user or whether a trip to the Zebra Repair Centre is required.

• If needed, Zebra technical support experts can leverage this data to troubleshoot the device over the phone to reach resolution and keep the device out in the field.

• And should the device need to be sent in for repair, the device diagnostics test results enable help to the correct problem is identified when creating a repair order.
Find drivers, software, manuals, knowledge articles, how-to-videos, firmware and more.

- **Product Support**
- **Support Resources**
- **Support Notifications**
- **Software Downloads**
Zebra VisibilityIQ OneCare

VisibilityIQ OneCare is a configurable cloud-based tool extending support visibility beyond repair metrics. Customers can view a series of repair, technical support, contracts, and LifeGuard™ Analytics reports with quick reference status color-coding indicating actions to be taken across various views.

This benefit is included for valid Zebra OneCare® contract holders for Zebra Mobile Computers and Scanners.

Additional features include:
- Enhanced navigation and simplified dashboard
- Replacement of manual reporting with an automated interactive tool
- Date picker enhancements
- Site assignment administration feature
- Site level reporting to identify and isolate problem sites
Use the **discussion forum** to connect with Zebra users and Partners to ask questions and share your knowledge about Zebra products.

- Posts and replies can be viewed publicly with English as the main language of the discussion forum.
- Receive recognition badges for assisting other community members.
Search the Knowledge Base

- Access to knowledge articles featuring solutions and guides covering various Zebra products
- Search for articles or browse by Product topics
- 4,000+ articles in English and 2000+ articles translated to Chinese, Spanish, French, German and many other languages
Request a Repair

OPTION 1: Repair Order Portal
- Ideal for larger partners and customers with frequent or bulk repair orders
- Instantaneous authorizations
- Detailed warranty & OneCare coverage information
- Immediate quotes for per incident (billable) repairs
- Real-time repair status updates

OPTION 2: Repair Request Form
- Available for repair requests with up to 10 devices
- Authorization usually within 1 business day
- Basic warranty and OneCare coverage information

zebra.com/repair
The license reset request form is used for ZebraDesigner Professional 3 and Card Studio 2.

A case is created on submission of the form and routed to the appropriate support team for prompt processing and a response.

zebra.com/license reset
Perform a Quick Warranty Check

- Check the warranty status of your Zebra product online by entering a valid device serial number.
- The hardware warranty start and end date will be displayed.
- Where applicable an active Zebra OneCare support services contract start date and end date will be provided.

zebra.com/warranty check
Perform a Quick Repair Status Check

Check the status of your approved repair request by providing the Repair Order Number and valid email address.

For users who are logged into the Support Community, the return shipment tracking number of your repaired device will also be provided.

zebra.com/repairstatuscheck
Virtual Assistant

- Virtual Assistant support interaction with login or non-login users to get:
  - Repair Order Status
  - Check Zebra OneCare and Warranty Coverage for Your Device
  - Download Software and Products Files
  - Search Knowledge Library
  - Chat with a Service Support Representative
  - Create a Case
PARTNER REGISTRATION
If your organization is a member of PartnerConnect, please contact your Partner Administrator to request access to Zebra Repair Order Portal

CUSTOMER REGISTRATION
The 4-step registration process can be initiated from the repair order portal registration page. Users requesting access must have a valid email address

A user granted access to the Zebra Repair Order Portal will automatically have access to the Support Community and Zebra.com
Scan Me!
Online Support Resource

Quick Answers
Access Knowledge Base articles that answer questions you may have about your product
zebra.com/knowledge

Download or Watch
Download manuals, drivers, and Software. Watch videos on how to use your product
zebra.com/downloads

Repair Request
Submit a repair order request and track the end-to-end status
zebra.com/repair

Community Connection
Join our community of Zebra users and ambassadors from around the globe
zebra.com/supportcommunity
Thank You