



## **Zebra OneCare® Support Service for Mobile Computers & Scanners**

# **VISIBILITYIQ™ ONECARE® FAQs**

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Zebra provides the following Frequently Asked Questions (FAQs) information to assist with answering the most commonly encountered questions related to the VisibilityIQ™ OneCare® cloud-based view. If you have additional questions, please contact your Zebra account manager.

### **1. What is VisibilityIQ OneCare?**

VisibilityIQ OneCare is a feature available to all partners and customers who hold a valid Zebra OneCare® TSS (Core HW/SW SKUs), Essential, Select, or SV for TC2X Support Service Agreement for Mobile Computers or Scanners. The cloud-based dashboard is a configurable, web-based tool that enables a series of reports that analyze repair, replacement, and technical support status and performance metrics for products under OneCare contract. This tool provides customers with more visibility into LifeGuard™ for Android analytics data, repair data, technical/non-technical case data, contract information, performance-related reports, data trends, relevant operational and actionable information.

### **2. Is there an extra fee for this feature?**

No, there is no extra fee for customers who hold a valid Zebra OneCare support agreement, as listed above. If you have a valid agreement, you can have access to this valuable feature as part of your included benefits.

### **3. For which products can I view repair data?**

Currently, VisibilityIQ OneCare captures data for Zebra Mobile Computers and Scanners. VisibilityIQ OneCare does not yet include data for Zebra Printers, though will be available at a later date.

### **4. When will VisibilityIQ OneCare be available for Printers?**

Printer data is planned (though not yet scheduled) for a future release.

### **5. In which geographical regions is VisibilityIQ OneCare available?**

Currently VisibilityIQ OneCare is available in North America (U.S. and Canada), EMEA (Europe, Middle East, and Africa), APAC regions, and Latin America (including Mexico).

### **6. Is VisibilityIQ OneCare available for TSS contracts?**

The VisibilityIQ OneCare release will include data for the base Hardware and Software package that ships with the device which includes any OS updates or patch fixes for Technical & Software Support (TSS) Service for Enterprise Products customers. Eligible TSS customers will receive access to Case Lifecycle report, Contracts report, and Lifeguard Analytics report. It will only be available for following SKUs. As a condition of data showing in the dashboard, the relevant SKU must have assets associated to it.

- Z1B5-EMH250-1000, 3000, 5000
- Z1B5-EMH250-2000
- Z1B5-EM1000-1000, 3000, 5000
- Z1B5-EM5000-1000,3000,5000
- Z1W5-EMH250-1000, 2000, 3000
- Z1W5-EM1000-1000
- Z1W5-EM5000-1000

### **7. What VisibilityIQ OneCare reports are available for a TSS Only customer?**

TSS Only dashboards will have visibility to the Case Lifecycle report, Contracts Report and Lifeguard Analytics report to the extent that data is available.

### **8. What is the Onboarding Process for New Users to Existing Accounts?**

For a company that has already been set up on VisibilityIQ OneCare, it has recently been simplified. Simply go to the Zebra.com [VisibilityIQ OneCare](#) page and click the button to request access for a new user. This will send an email to the onboarding team to fulfill your request. You will be asked to supply the name and email of the person/people to be added, along with your company name as used on VisibilityIQ OneCare.

### **9. What is the Onboarding Process for Companies to be set up with VisibilityIQ OneCare for the first time?**

For these companies, Partners can find a link on [Partner Gateway](#) to the online form requesting a dashboard for one of their customers. For customers with a direct financial relationship with Zebra, the online form can be found on Zebra.com [VisibilityIQ OneCare](#) page. These requests will then be sent to the onboarding team for fulfillment.

### **10. Will I have to notify Zebra when I have a new or renewal contract that I want to see in VisibilityIQ OneCare?**

No. New contract auto-add feature will automatically search Zebra's contracts database and add any new or renewed contracts that should be included in your dashboard view, as long as the reseller name and end customer name are specified exactly as they are in previous contracts. However, if there has been a change to either reseller name or end customer name specified on the contract, then please make our onboarding team aware of these new contracts.

### **11. What kind of information will I be able to view in VisibilityIQ OneCare?**

You will see relevant operational and actionable data and trend information related to LifeGuard™ for Android device analytics, repairs, technical cases, OneCare™ support contracts, and repair performance. (See below for a quick description of each available report.)

### **12. Will I be able to view information for Fastrack requests in VisibilityIQ OneCare?**

Yes, UK customers can see their Fastrack replacement requests and shipments in the dashboard, just as with other exchange types.

### **13. What is the LifeGuard Analytics Report, and how does this information benefit my business?**

LifeGuard for Android is Zebra's software security solution that extends the lifecycle of Zebra Android enterprise mobile computers. Customers who own Zebra Android mobile computers and have them covered by a valid Zebra OneCare support agreement will receive extended security support, predictable periodic security updates, and legacy operating system (OS) security support when transitioning to a newer OS.

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The LifeGuard Analytics report on VisibilityIQ OneCare details how many of their Zebra Android mobile computers under contract have a recommended security update to install, as well as how many of their devices are up-to-date with the appropriate security software. The report can be downloaded to obtain a complete list of device serial numbers requiring the latest update. Within the report you'll also find a link to the [LifeGuard for Android Updates page](#) where you have access to the most current security updates.

### 14. Why are there only a few devices showing in my LGA report?

In order for Lifeguard data to show in your Lifeguard Analytics report, your devices must be on Android N operating system or higher and the Zebra (ZDS) agent must be version 3.x or higher and enabled.

### 15. Can I get all the repair information available in VisibilityIQ OneCare on the Zebra Repair Order Portal?

No. The Zebra Repair Order Portal is the right place to look when you need up-to-the-minute repair status information about contracted, warranty or T&M repairs. You can also get information about holds and accessories. VisibilityIQ OneCare is the better source for repair data trends, performance-related reports, actionable device information (including the LifeGuard Analytics Report), and analytical insights. VisibilityIQ OneCare does not include warranty or T&M repairs.

### 16. How many reports are available in VisibilityIQ OneCare?

While the previous version of the dashboard provided two reports, VisibilityIQ OneCare presents more information in a total of 8 reports. A detailed listing of the reports is provided below:

Report Name	Description	What's New
<b>Repair Lifecycle Report</b>	Combines previous Repair Queue & Repair Resolutions Reports into one Lifecycle report. Includes visual representation of RMA tracking trends.	Replaces Repair Queue, Repair Resolutions, and Advanced Exchange reports. <i>New Columns:</i> Customer Reference #, Exchange Type, Customer Due Date, Date of Manufacture, Expected Device Serial#, Received Device Serial#, Inbound Airway Bill, Outbound Tracking #, Salesforce Case #, Repeat Repair, Repair Details Page, Search for Repair
<b>Case Lifecycle Report</b>	Reports information related to technical and non-technical cases from the point they were opened, until the time they were closed.	Replaces Case Queue & Case Resolutions reports. <i>New Columns:</i> Repair Number
<b>Contract</b>	Provides contract level details - expiring and to be renewed, as well as contract details related to the customer's "total devices."	Replaces Repair Contracts Report. This report will have <i>two tabs:</i> Contracts and Contracts Details
<b>Lifeguard Analytics</b>	Insight into the BSP/patch levels for Android devices.	<i>New Report.</i> Identifies devices with recommended updates, devices that are currently up to date, and provides a list of all devices.
<b>On Time Delivery</b>	<i>Service performance</i> related reporting showing the month-to-month on time delivery metrics for shipped devices.	<i>New Report</i>

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<b>Repair Repeat Rate</b>	<i>Service performance</i> related reporting on the percent of devices that have been sent in for repair within 30 days of their last repair. This is also referred to as “bounce” rate.	<i>New Report</i>
<b>Repair Return Rate</b>	<i>Service performance</i> related reporting on the return rate of devices coming in for repair including categorizing those repairs into physical damage, NTF and failures.	<i>New Report</i>
<b>Top Repair Metrics</b>	Diagnostics related report that provides an easy way to access Top 10 repair information in a graphical format: i.e. Sites with Repairs, Problems, Faults, Faults on Damage Units, Repeat Repair Problems, Repeat Repair Faults	<i>New Report</i>

### 17. What are User Tags?

User tags are a feature available to all users. It allows a user to select a device or group of devices and assign a user tag to those devices. The user tag can then be utilized for filtering within reports that allow for filtering. All user tags are visible and available to all users of VisibilityIQ OneCare.

### 18. What are Email Notifications and how do they work?

Email notifications allow a user to receive a daily email summarizing the changes in threshold alerting for each applicable report. The notifications can be turned on/off for any report for which a threshold is available up to a maximum of 8 thresholds. By default, Email Notification is disabled. Email Notifications can be enabled by the user in the Administrative section of VisibilityIQ OneCare.

### 19. Will I receive an Email Notification as soon as it is enabled in the Administrative feature?

Once you enable Email Notifications, you will receive an email the first time an alert is triggered when a threshold has been crossed causing the report to change color. This is only applicable for the thresholds you have selected.

### 20. If I utilize the filters in VisibilityIQ OneCare to refine my report, are those filters applied when I export the report to Excel?

Yes, any filters you apply to the report will be carried over to the exported excel version. Additionally, the export title page will display any filters applied.

### 21. Why do I see devices flagged such as ‘Not On Contract’ in the Contracts Details tab of my Contracts Report?

The contracts details tab will show all serial numbers on an onboarded contract. In addition, it will reflect any serial numbers associated to an open repair, open technical case, or customer owned spares pool that may have been on an onboarded contract at the time they were opened but now do not reflect as being on an onboarded contract.

### 22. Can I access VisibilityIQ OneCare in the same way as I did the Support Dashboard?

Customers who have previously been accessing the Support Dashboard will continue to access VisibilityIQ OneCare using the same site address, which is <https://avp.zebra.com>.

### 23. Where can I get more information about VisibilityIQ OneCare?

Additional information about VisibilityIQ OneCare is available for Zebra Partners on the [Partner Gateway](#), for Customers on [Zebra.com](https://www.zebra.com).

### 24. Is my VisibilityIQ OneCare dashboard automatically updated with new contracts?

Yes, to a degree. New contracts will be automatically added to the dashboard as long as the reseller name and customer name on the contract match exactly letter for letter with a contract that has already been onboarded. However, if the contract is created with a unique spelling of the reseller name or customer name, then Dashboard Support team would need to be notified of the new contract and the contract would need to be manually added to the dashboard.

### 25. How often will VisibilityIQ OneCare data be updated?

Data is refreshed nightly and available for viewing the next day.

### 26. If I am a VisibilityIQ Foresight customer, how will my view change?

The VisibilityIQ OneCare experience for VisibilityIQ Foresight customers will change in two primary ways.

- Access VisibilityIQ OneCare and VisibilityIQ Foresight using the same site address, which is <https://avp.zebra.com>. Then simply click the icon for VisibilityIQ OneCare dashboard you wish to view.
- On top of the 8 VisibilityIQ OneCare reports, VisibilityIQ Foresight customers will have access to up to 10 operational reports.

### 27. What browsers are compatible with VisibilityIQ OneCare?

VisibilityIQ OneCare is compatible with Chrome 65.0.3325 and higher, Firefox 59.0.2 and higher, and Internet Explorer 11.0.9600 and higher versions.