Quick Start Guide
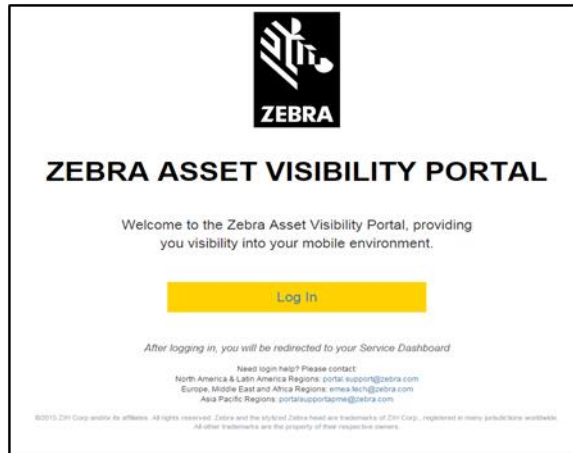
Log into the Dashboard

Accessing the VisibilityIQ™ online dashboard for VisibilityIQ™ Foresight

1. Visit https://avp.zebra.com
2. Logging in
   - First Time User: Enter User ID and Password provided in your Welcome email
   - Existing User: ID and password remain the same

3. Existing users will see the landing page as below -


1. Landing page before May 15

2. Landing page on or after May 15 with VisibilityIQ rebranding

- To access the new dashboard and reports, click on
  - "OVS (New Dashboard) tile (before May 15), or
  - "VisibilityIQ Foresight" tile (on or after May 15)
- For <u>OVS customers</u> who need to access the old OVS reports not available in the new portal, click on
  - "OVS (Legacy Dashboard)" tile (before May 15), or
  - "Operational Visibility Service (OVS)" link under "Legacy Reporting Dashboards" (on or after May 15).
- For <u>Premier customers</u> who need to access the premier reports not available in the new portal, click on
  - "Premier (Legacy Dashboard)" tile (before May 15), or
  - "Premier Visibility Service " link under "Legacy Reporting Dashboards" (on or after May 15).
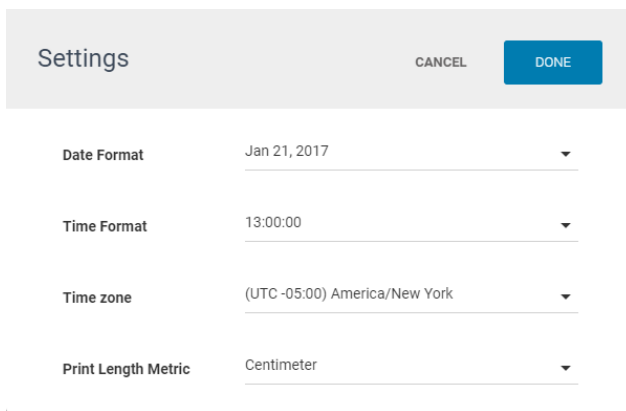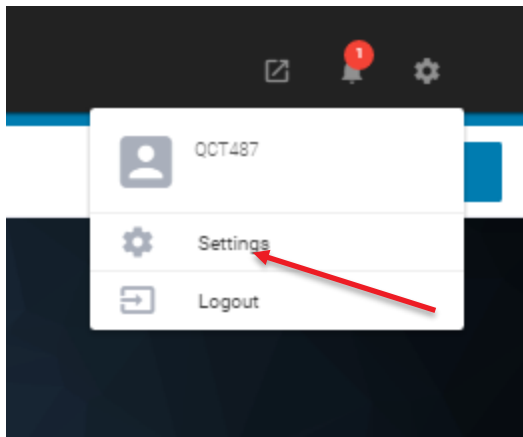
Dashboard Setup - User Settings

After login, you'll get access to your specific VisibilityIQ view for VisibilityIQ Foresight
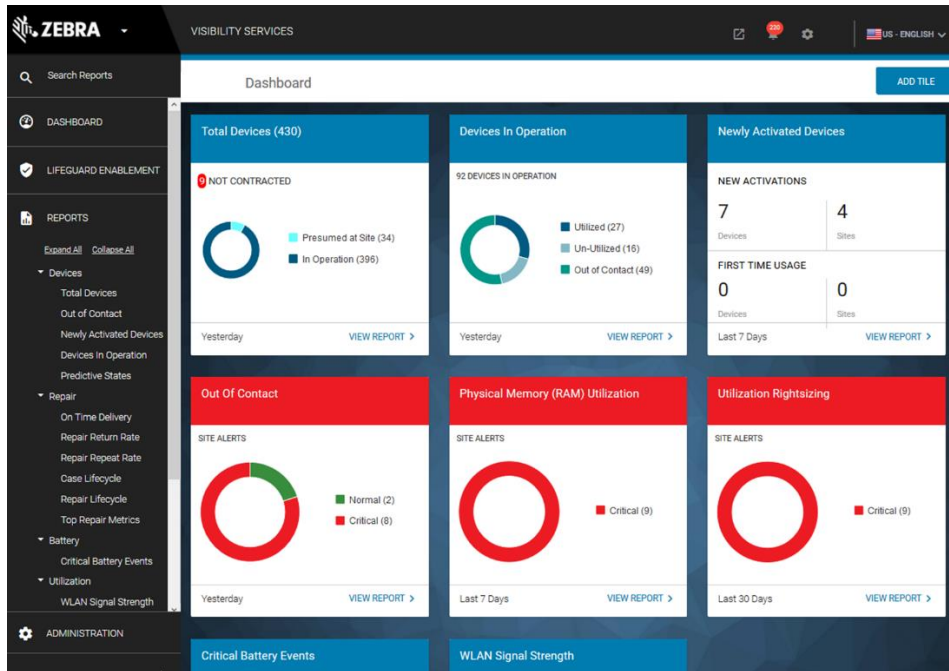
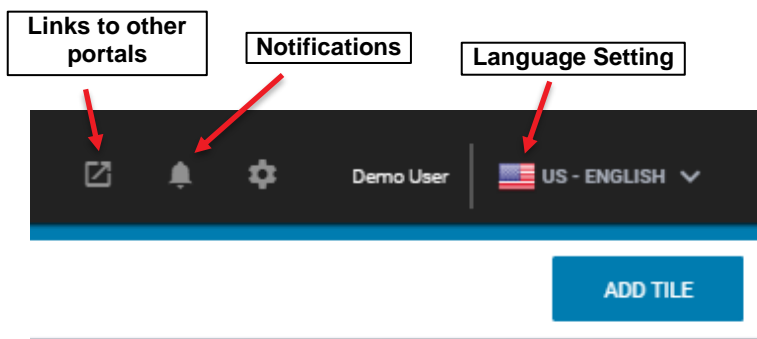1. Click on the gear icon on the Global Navigation Bar in the top right corner
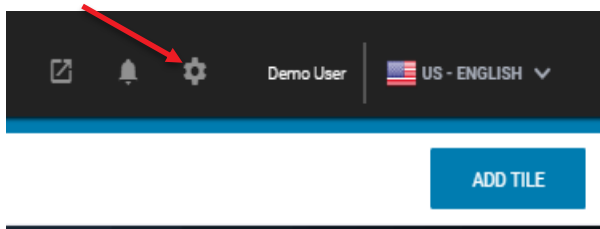
2. Click on 'Settings' to set your user preferences.

3. Select your preferences in the pop-up window above and click 'Done'

Additionally, in the Global Navigation Bar, you can

- Click on the 'Notification' icon to see any current alerts
- Click on the 'External Links' to access other Zebra URLs or MDM console (if applicable)
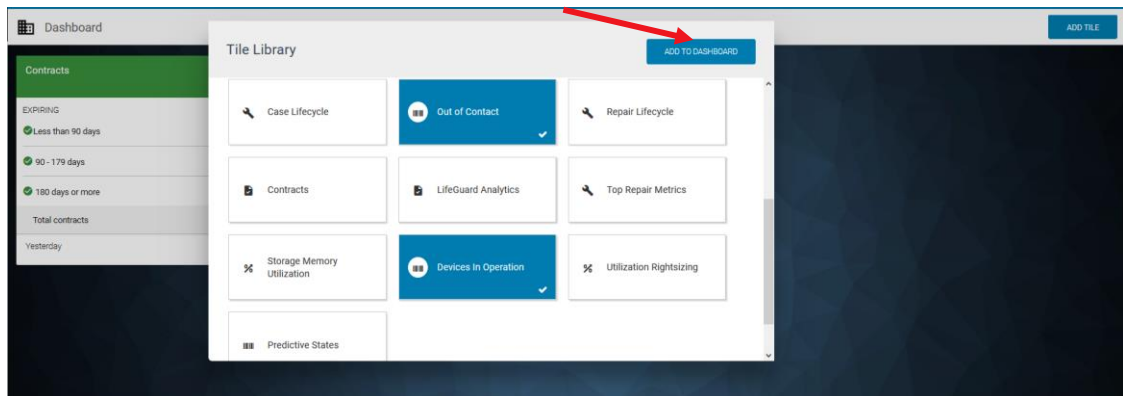- Click on the flag icon to change your 'Language Settings'

Your VisibilityIQ Foresight dashboard is ready to use.

![ZEBRA logo]

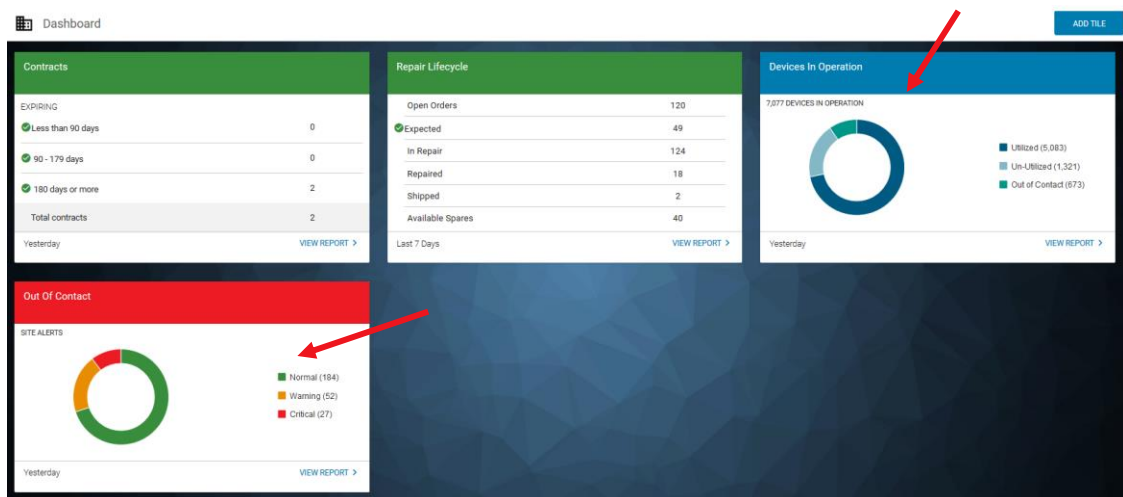## Dashboard Setup - Add Reports to Your Dashboard

1. Add report tiles to your view
   Click on 'Add Tile' in the top right corner on the Global Navigation Bar to access the Tile Library
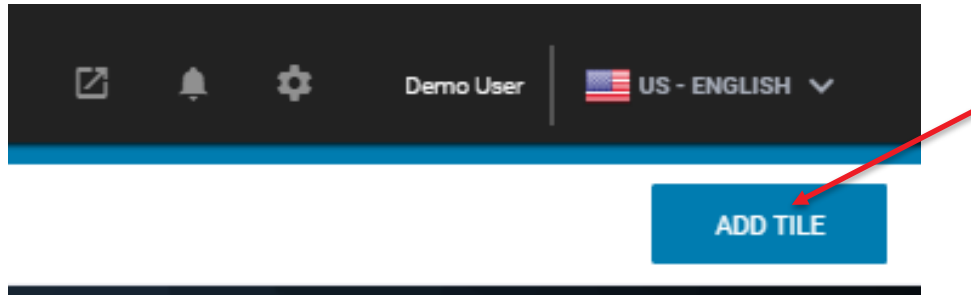
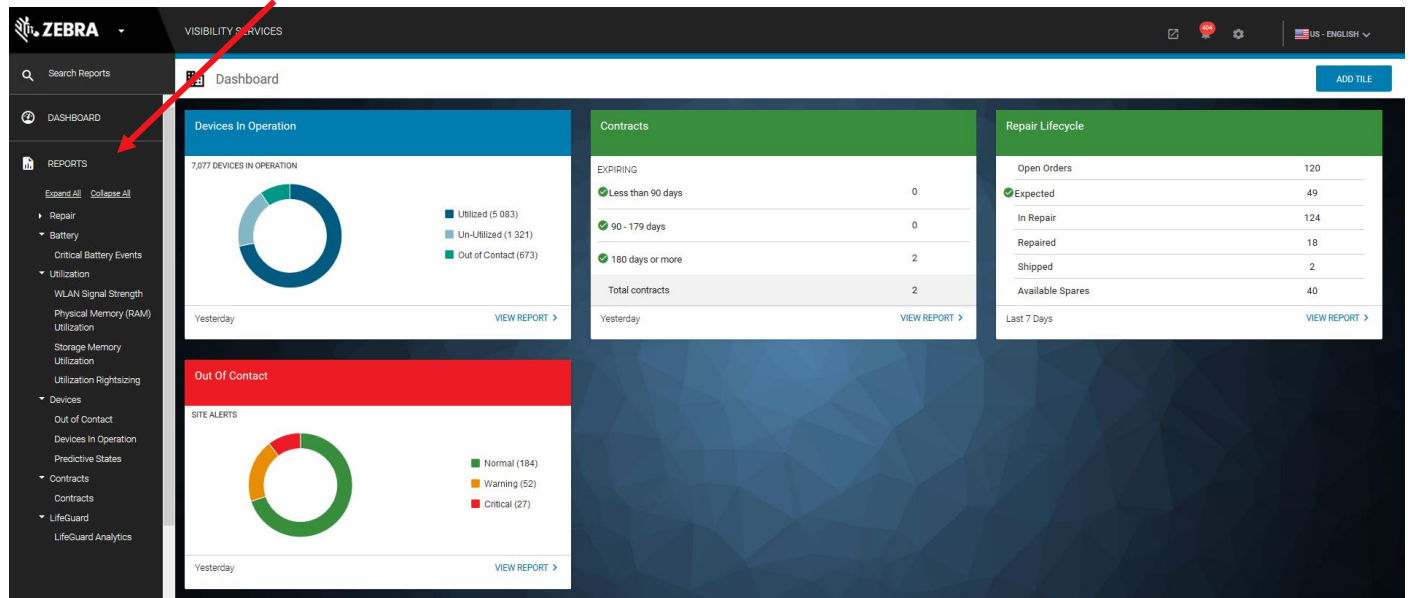2. Select the reports you wish to add, and click 'Add To Dashboard'.

3. The summary view tiles of the reports selected will be displayed on the dashboard

4. User can click on the tile to move it around on the dashboard, or delete it by click on the "X" when hovering over on the tile title.

![ZEBRA logo]

Left-Hand Side Navigation Bar

Reports can also be accessed through the Navigation Bar


- Click on '**Search Reports**' to find a report
- Clicking '**Dashboard**' will always bring you back to the main view page
- Click on '**Expand All**' under '**Reports**' to show all reports available under each report category

![ZEBRA logo]

Report Expanded View

After you click "View Report" on a report tile or click a report from left-hand side navigation bar, you will go to the expanded view of the report as the example below
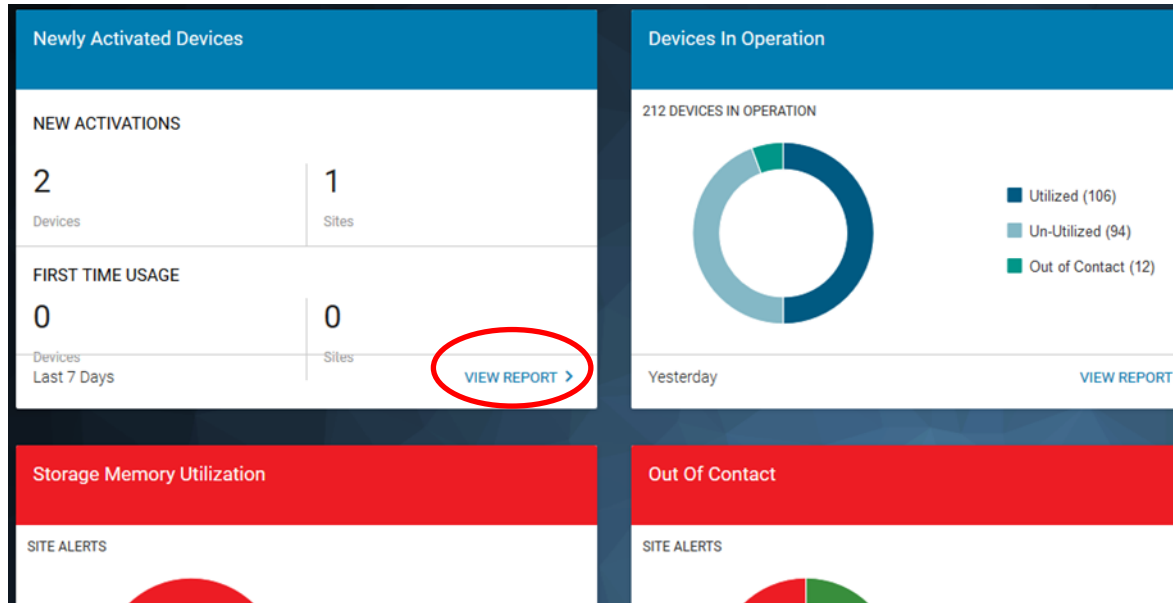
An example of expanded view of the report is shown below –
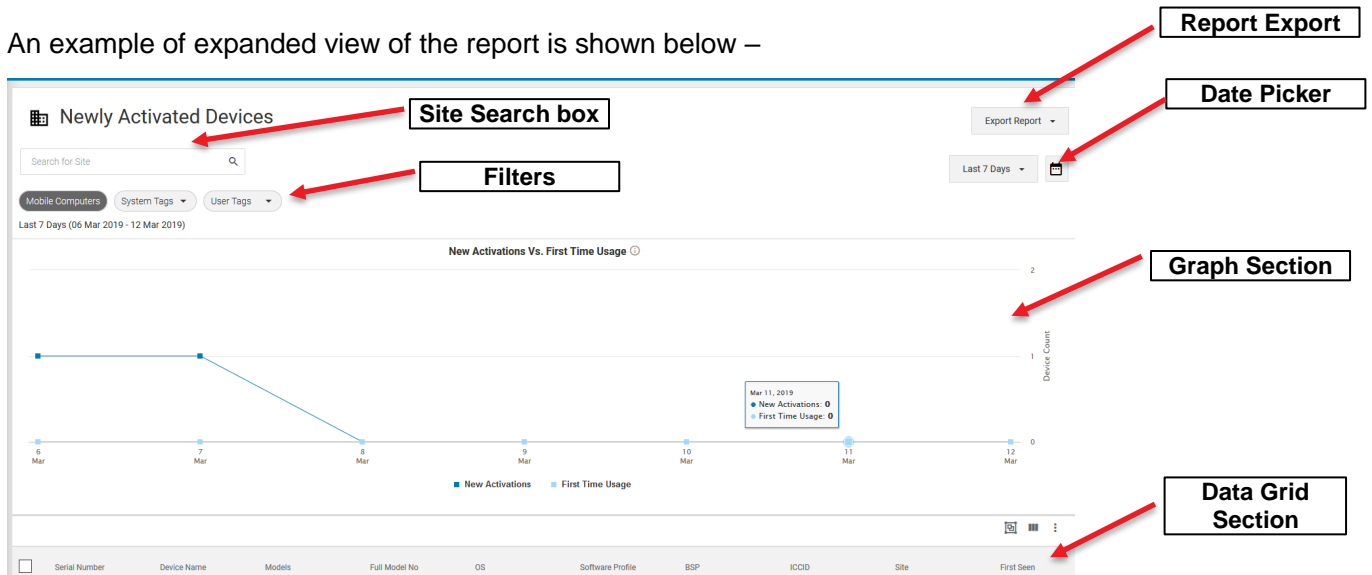
The following components are included in the expanded view of a report

- Graph section: 1 or more graphs show the relevant insight in a report
- Data grid section: info such as devices, site, model, etc. to provide more details of device metrics.
- Site search box: user can search a specific site to view in the report
- Filters: user can select any filter in the dropdown list of filters to view the report.
- Date picker: user can select different time range to view the report
- Report Export: user can export report to Excel (data grid only) and PDF (Graphs only)

Preset Dates and Date Picker

In the report view, you can select different date ranges (if applicable to the report) through the 'Preset Dates' and 'Date Picker' icons located in the upper-right corner of the page
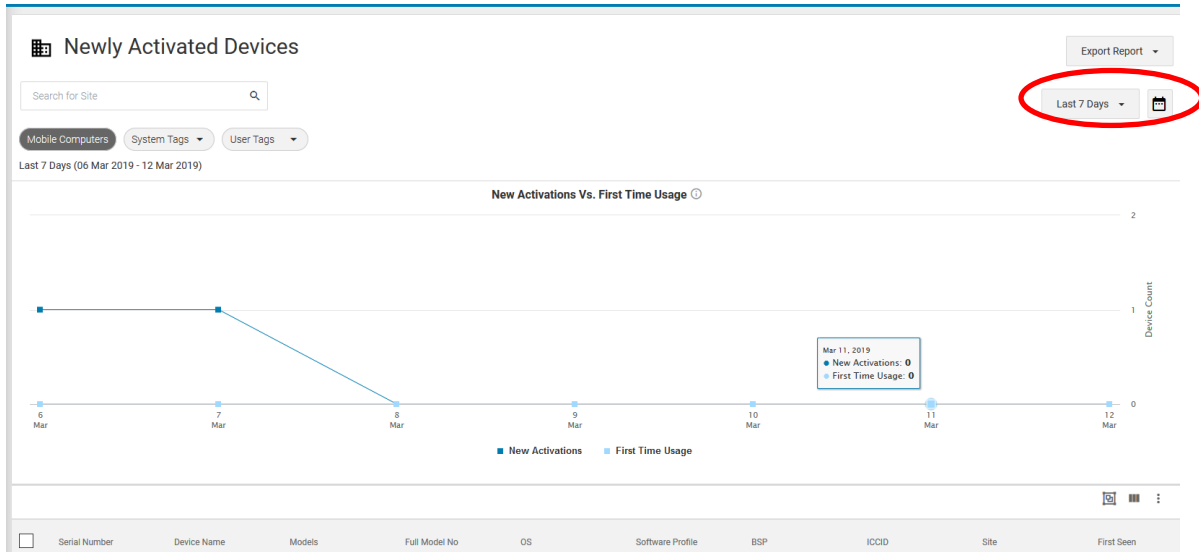
The Preset date range will vary by report

- User can select a pre-set date range from the drop-down list after clicking the "Date Picker" icon.
- User can click "Custom Range" and then select the start date, end date from the pop-up calendar, and click "Apply" to select a custom data range.

-
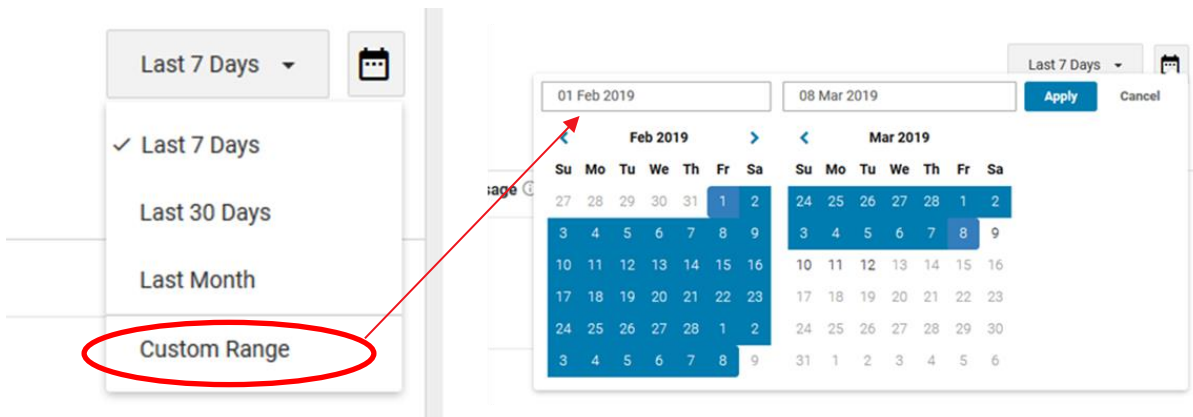
❖ Note: Preset date ranges and date picker are specific to each report. Not all reports have the same preset date ranges available to them.

Data Grid

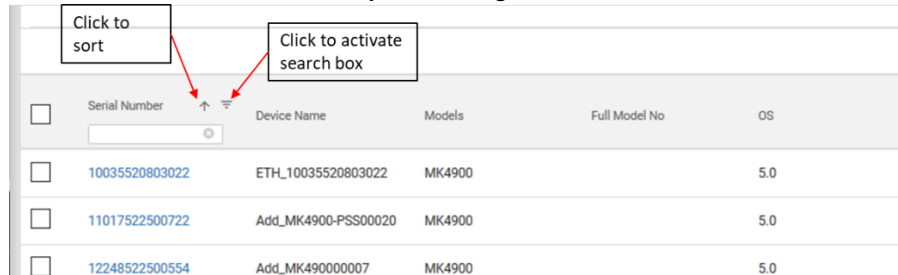Each report will provide a data grid section on the bottom to provide more details to the user regarding the report. The data grid has multiple columns that user can view details such as serial numbers, model, site, etc.

1. Data Grid Columns
   - All columns can sort in descending to ascending order or vice versa
   - All columns are searchable by activating the search box

2. Data Grid functions

   There are 3 functions available in the right-hand corner of the data grid that affect how the data is presented on the data grid
   - Grouping: allows User to aggregate the devices within the data grid by Site Name or Model.
   - Show/Hide columns: allows the user to determine which columns they want visible in the data grid
   - User Tagging: allows user to create, edit and assign tags to "slice and dice" devices per his/her specific needs, and remove tags from the devices when needed. For additional details regarding "User Tagging" tool, please consult the VisibilityIQ Foresight User Guide.
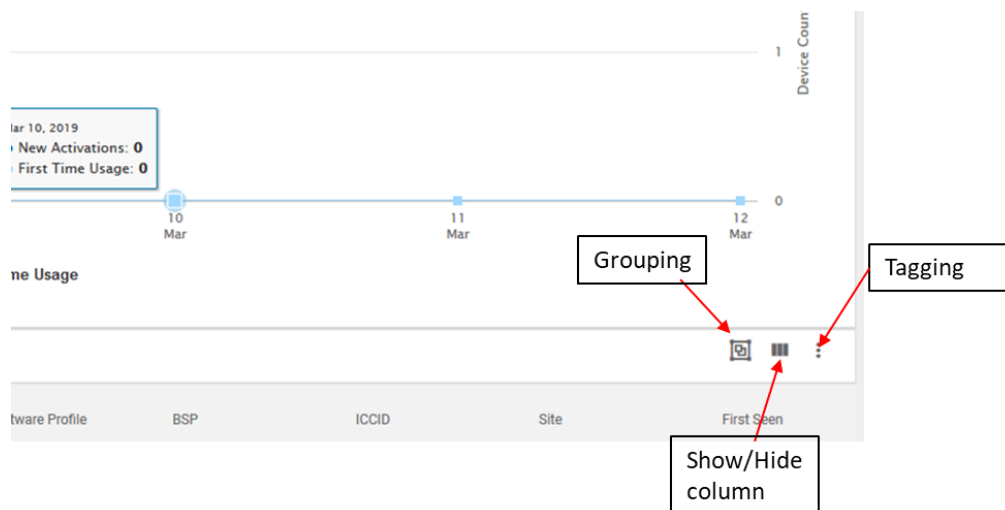
Report Export Function

The 'Export' button is a feature available within each report that allows the User to export page information to a PDF or Excel spreadsheet

1. Click on the drop-down arrow
2. Select 'Excel Spreadsheet (.xls). This will export the data grid in the report to Excel.
3. Select Portable Document Format (.pdf). This will export the graph on the report to PDF.
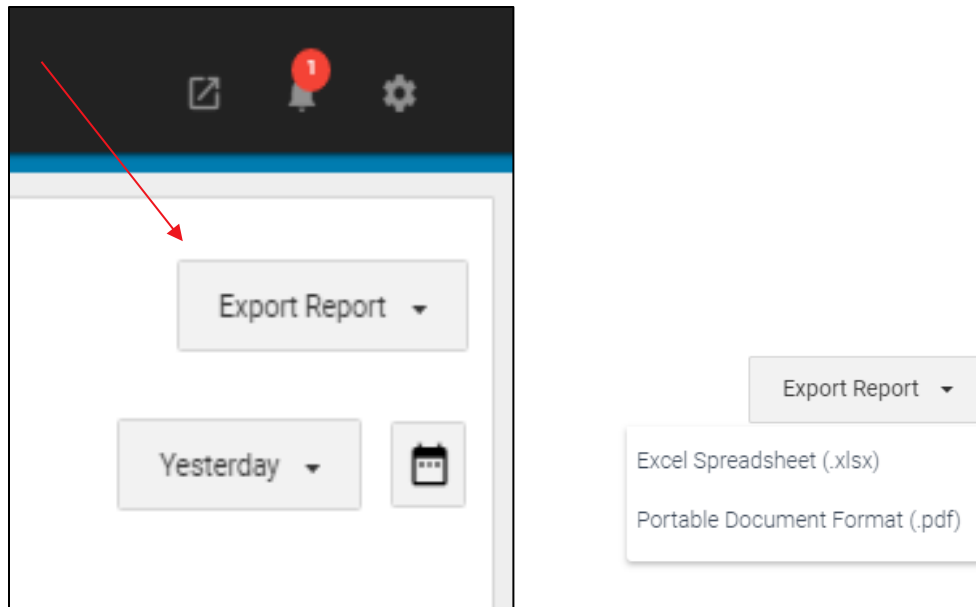
Color Alerts / Indicators

Based on the threshold set by the administrator, the 'Tile' colors let you know for which ones you need to pay attention:

- Red indicates Critical Status
- Amber indicates Warning Status
- Green indicates Normal Status

For additional details regarding threshold settings, please consult the VisibilityIQ Foresight User Guide.

Compatible Browsers

- Chrome 65.0.3325 and higher

- Firefox 59.0.2 and higher

- Internet Explorer 11.0.9600 and higher

List of Reports

The following reports available on the new VisibilityIQ Foresight Dashboard are listed below –

1. Operational reports:
   • Total Devices
   • Devices in Operation
   • Newly Activated Devices
   • Out of Contact
   • Critical Battery Events
   • Physical Memory (RAM) Utilization
   • Storage Memory Utilization
   • Utilization Rightsizing
   • WLAN Signal
   • Predictive States
2. Repair reports:
   • Repair Lifecycle
   • Case Lifecycle
   • Contracts
   • Lifeguard Analytics

Please note the following operational reports are not available on the new portal so users need to go to the old OVS portal if they want to access these reports:

   • *Printer Labels Printed*
   • *Printer Alerts*
   • *Printer Odometer*
   • *Printer Settings*
   • *Mobile Computer Battery Level*
   • *Mobile Computer Critical Battery Events*
   • *Printer Battery Discharge Rate*
   • *Printer Battery Level*
   • *Printer Critical Battery Events*
   • *Mobile Computer Reboots (where applicable)*
   • *Mobile Computer Scans (where applicable)*
   • *Service Desk Calls*
   • *WWAN Call Time*
   • *WWAN Signal*

Portal Assistance / Support

Need help? Please contact Zebra OneCare help desk via the link below:

https://www.zebra.com/us/en/about-zebra/contact-zebra/contact-tech-support.html