

VisibilityIQ[™] Foresight

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



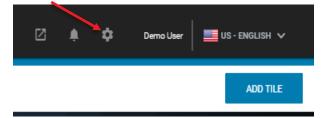
- To access the new dashboard and reports, click on
 - o "OVS (New Dashboard) tile (before May 15), or
 - "VisibilityIQ Foresight" tile (on or after May 15)
- For <u>OVS customers</u> who need to access the old OVS reports not available in the new portal, click on
 - o "OVS (Legacy Dashboard)" tile (before 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
 - o "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.



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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'

Links to other portals	Notifications	Language Setting
Z ↓	🗘 Demo User	US - ENGLISH 🗸
		ADD TILE

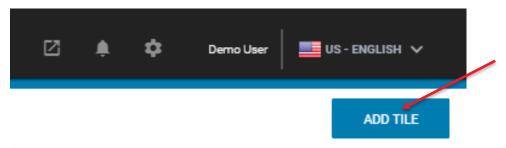
Your VisibilityIQ Foresight dashboard is ready to use.



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'.

Dashboard	Tile Library		
Contracts	The Library	_	ADD TO DASHBOARD
EXPIRING CLess than 90 days	🔾 Case Lifecycle	Out of Contact	 Repair Lifecycle
 90 - 179 days 180 days or more Total contracts 	Contracts	LifeGuard Analytics	Top Repair Metrics
Vesterday	% Storage Memory Utilization	Devices In Operation	% Utilization Rightsizing
	Predictive States		•

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

	Open Orders	120	7,077 DEVICES IN OPERATION	
0	SExpected	49		
0	In Repair	124		Utilized (5,083)
	Repaired	18		 Un-Utilized (1,321) Out of Contact (673)
2	Shipped	2		
2	Available Spares	40		
VIEW REPORT >	Last 7 Days	VIEW REPORT >	Yesterday	VIEW REPORT
Mormal (184)				
Warning (52)				
Critical (27)				
	0 2 2 VIEW REPORT >	0 2 2 2 VIEW REPORT > Last 7 Days I Normal (164)	0 2 2 2 Available Spares 40 VEW REPORT > List 7 Days NEW REPORT >	0 124 1 In Repaired 2 Available Spares 40 2 VEW REPORT > Last 7 Days Flormal (184)

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.



Left-Hand Side Navigation Bar

Reports can also be accessed through the Navigation Bar

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Q Search Reports	Dashboard						ADD TILE
② DASHBOARD	Devices In Operation		Contracts		Repair Lifecycle		
Exports Example 1 Collaser Al Arapair Battery Ortical Battery Events Vuluzation WLAN Signal Strength Physical Memory (RAM)	7,077 DEVICES IN OPERATION	Utilized (5 083) Un-Utilized (1 321) Out of Contact (673) VIEW REPORT >	EXPIRING © Less than 90 days © 90 - 179 days © 180 days or more Total contracts Vesterday	0 0 2 2 VIEW REPORT >	Open Orders Expected In Repair Repaired Shipped Available Spares Last7 Days		120 49 124 18 2 40 VIEW REPORT >
Utilization Storage Memory Utilization Rightsizing Utilization Rightsizing Dut of Contact Devices in Operation Predictive States Contracts Contracts LifeGuard Analytics	Out Of Contact. SITE ALERIS	Normal (184) Warning (52) Critical (27) VIEW REPORT 5					

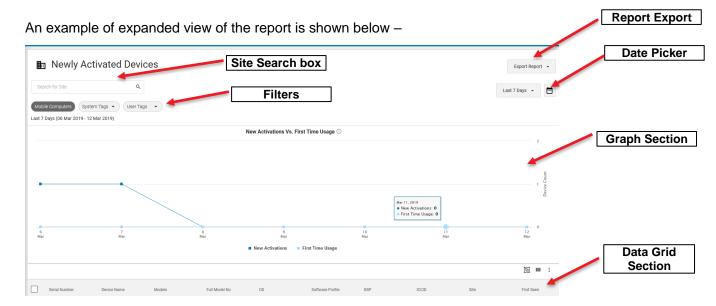
- Click on 'Search Reports' to find a report
- Clicking 'Dashboard' will always bring you back to the main view page
- Click on 'Expand All' under 'Reports' to show all reports available under each report category



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

Newly Activated Devices		Devices In Operation		
NEW ACTIVATIONS		212 DEVICES IN OPERATION		
2 1 Devices Sites			Utilized (106) Un-Utilized (94) Out of Contact (12)	
0 Devices Last 7 Days	0 Sites	Yesterday	VIEW REPORT	
Storage Memory Utilization		Out Of Contact		
SITE ALERTS		SITE ALERTS		



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)



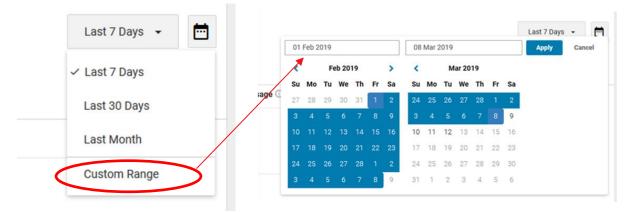
Preset Dates and Date Picker

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

Newly A	ctivated Devic	es							Export Report 👻
Search for Site	٩								Last 7 Days 👻 🛅
Mobile Computers Sys	stem Tags 👻 User Tags 12 Mar 2019)	•							
				New Activations Vs. Fi	rst Time Usage 🛈				2
									*
									ount
-									L Device Count
							Mar 11, 2019 • New Activations: 0 • First Time Usage: 0		
6 Mar	7 Mar		8 Mar	9 Mar		10 Mar	11 Mar		0 12 Mar
				New Activations	First Time Usage				
									© Ⅲ :
Serial Number	Device Name	Models	Full Model No	OS	Software Profile	BSP	ICCID	Site	First Seen

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.

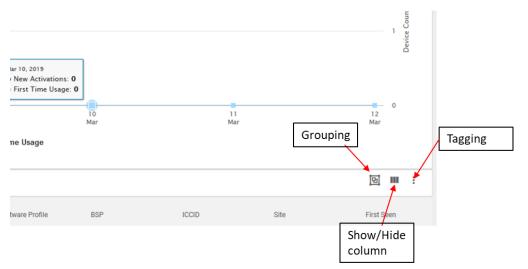
- 1. Data Grid Columns
 - All columns can sort in descending to ascending order or vice versa
 - All columns are searchable by activating the search box

Click to sort	Click to activate search box			
Serial Number 🔨 🗟	Device Name	Models	Full Model No	os
10035520803022	ETH_10035520803022	MK4900		5.0
11017522500722	Add_MK4900-PSS00020	MK4900		5.0
12248522500554	Add_MK490000007	MK4900		5.0

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

- <u>Grouping</u>: allows User to aggregate the devices within the data grid by Site Name or Model.
- <u>Show/Hide columns</u>: allows the user to determine which columns they want visible in the data grid
- <u>User Tagging</u>: 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.

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Export Report 👻	Expert Deport
Yesterday 👻 🛅	Export Report 👻 Excel Spreadsheet (.xlsx) Portable Document Format (.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