

VisibilityIQ™ Foresight Printer FAQ

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VisibilityIQ™ Foresight Service Portfolio

VisibilityIQ™ Foresight service is Zebra's next generation of visibility services, replacing its previous Operational Visibility Service (OVS) and Asset Visibility Service (AVS).

Designed to help streamline operations, VisibilityIQ Foresight service goes beyond what traditional tools, such as Mobile Device Management (MDM), can provide. Powered by Zebra's breakthrough data intelligence platform, Savanna™, VisibilityIQ Foresight is driven by multi-source data aggregation and machine learning analytics. It delivers a color-coded, one-view solution illustrating actionable insights and threshold-based email alerts about mobile device fleets. Focused on health and utilization monitoring, it provides insight into your devices no matter where they're located across the operation.

It combines data from multiple sources such as contracts, repair and case management systems, Zebra's IoT agent from mobile computers or printers, as well as MDM information. VisibilityIQ Foresight transforms this big data into actionable insights via a single, pane-of-glass view. It delivers to operational staff cloud-based visibility that provides the clear intelligence needed to proactively make better business decisions, uncover opportunities, and cut costs by right-sizing inventory and reduce lost or stolen assets.

Storing behavioral and seasonal trends as historical patterns over time, VisibilityIQ Foresight provides predictive, data-driven insights that can anticipate recurring events, including battery incidents and resource allocation shifts during busy seasons—something MDMs alone cannot do.

Replacing reactive with proactive management, VisibilityIQ Foresight empowers operational staff to be more efficient, save money, reinvest it in other areas, and catch potential problems before they affect the bottom line. By focusing on optimizing device availability and maximizing asset utilization, enterprises can increase workforce productivity, operational efficiency and ROI.

VisibilityIQ Foresight is delivered using the Savanna platform, which consists of the service portal and various data connections into Zebra. The following offers are provided to address different use cases from customer:

- **VisibilityIQ Foresight IoT**
For Customers who need visibility to their Zebra Android devices in an MDM-independent environment, the VisibilityIQ Foresight IoT offer leverages the Zebra Data Service (ZDS) agent coming with Zebra Android devices to extract device data to generate operational reports for them to view (Zebra Android Mobile Computers only)
- **VisibilityIQ Foresight Printer**
For Customers who need visibility to their Zebra Link-OS in an MDM-independent environment, the VisibilityIQ Foresight Printer offer leverages the Zebra Printer Connector (ZPC) agent coming with Zebra Link-OS firmware to extract printer data to generate operational reports for them to view (Zebra Link-OS printers only).
- **VisibilityIQ Foresight service bundled with MDM/EMM**
For customers who need MDM/EMM solution as well as device visibility, the VisibilityIQ Foresight/MDM bundled offer includes 42Gears Sure MDM or SOTI MobiControl as the MDM tool and access by authorized users to MDM in the offer (Mobile computers only).
- **VisibilityIQ Foresight "Connect"**

VisibilityIQ Foresight can also connect to customers' existing MDM/EMM tools including 42Gears, SOTI, AirWatch and MobileIron and provide the visibility insight as other offers, referred as the VisibilityIQ Foresight "Connect" offer (Mobile Computers only).

The VisibilityIQ Foresight service offers for mobile computers provides the same level of reporting and user experience if the same level of data is available from supported mobile computers. The VisibilityIQ Foresight printer service provides the same user experience, but reporting might be different for printer specific insights.

Additional information on Savanna can be found online [here](#).

VisibilityIQ™ Foresight Printer

VisibilityIQ Foresight Printer offer is specifically designed for customers who need visibility to operational analytics insight of their Zebra Link-OS printers in an MDM-independent environment.

VisibilityIQ Foresight printer is a new service offer within the VisibilityIQ Foresight family of offerings that provides all the valuable insights of VisibilityIQ Foresight based on device data collected from Zebra Link-OS printers. The service offer draws information through Zebra Printer Connector (ZPC) agent, a utility residing in Zebra Link-OS firmware coming with all current Zebra Link-OS printers, as well as other data sources such as contract.

The VisibilityIQ Foresight printer service offer allows customers to select any MDM/EMM solution that meets their needs for device management, while still having full access to the powerful business intelligence with the same user experience that existing VisibilityIQ Foresight offers provide.

Current OVS/AVS printer customers will be migrated to VisibilityIQ Foresight platform with NO additional charge. Zebra engineering team will perform the migration and ensure all OVS/AVS printer customers have access to the VisibilityIQ Foresight portal before the GA date of VisibilityIQ Foresight printer offer.

OVS/AVS Customer Migration Questions

Question: As VisibilityIQ Foresight printer offer replaces the previous OVS/AVS services, what are the new features and capabilities?

Answer: Compared to AVS or OVS, VisibilityIQ Foresight offers a completely new user interface for faster navigation to your data, enhanced reports, and new features that provide more in-depth, relevant operational insights for smoother operations. By focusing on optimizing device availability and maximizing asset utilization, VisibilityIQ Foresight helps enterprises increase workforce productivity, operational efficiency, and ROI.

Key new features of VisibilityIQ Foresight Printer include:

- New User Interface - Completely revised graphical user interface and navigation experience to view operational data via cloud-based dashboard and reporting
- 7 out of box reports plus printer details view - Reports with graphs and table views provide more relevant, actionable insights for users to take the necessary next steps. Printer specific reports will be available in later releases coming in 2021.
- Email Notification - emails automatically sent to subscribed users when a configurable threshold is crossed over for selected reports
- Dedicated onboarding team to help customers onboard in a timely manner
- Access to Service Level Management (SLM) team for initial training and support

Question: What are the reports available in the VisibilityIQ Foresight dashboard for printers?

Answer: For VisibilityIQ Foresight 4.0 release, the following reports are available for printers:

Category	Report Name	Description	What's New Compared with AVS/OVS
Support Reports	Contract	Provides contract level details - expiring and to be renewed, as well as contract details related to the customer's "total devices."	<ul style="list-style-type: none"> • Replaces Contracts info from the alert banner or "Contracts" option in settings in AVS • OVS does not have contract info
Operational Reports	Total Devices	Provides an inventory view of customer's total devices. The info is derived from all onboarded contracts. The report also indicates the device states in the operational environment.	<ul style="list-style-type: none"> • Replaces the inventory view on AVS/OVS dashboard
	Devices in Operation	Provides information on all devices reported by MDM during the previous 24 hours. The devices are categorized into "Utilized" "Un-Utilized" and "Out of Contact"	<ul style="list-style-type: none"> • Replaces Active/out of contact devices info in the inventory view on AVS dashboard. • Replaces Devices in Operation report in OVS
	Out of Contact	Reports the Out of Contact (OOC) devices and aging info to pin-point potential Lost/Stolen devices. The sites with high number of OOC devices are alerted.	<ul style="list-style-type: none"> • Replaces Out of Contact devices info in AVS dashboard and provides more details. • Replaces Out of Contact report in OVS

	Newly Activated Devices	Reports newly activated devices and the sites at which the devices were newly activated during the time range specified. It also shows the first utilized devices and sites at which the devices were first utilized during the same time range.	<ul style="list-style-type: none"> • New report not available in AVS or OVS.
	Critical Battery Events	Reports number of critical battery events (battery level below 30%) associated with devices over last 30 days on dashboard and over data range as selected by user. The report will provide color-coded alert on the report tile to indicate if there are the sites with too many devices with critical battery per user's settings.	<ul style="list-style-type: none"> • New report not available in AVS • Replaces Critical Battery Events report in OVS.
	Smart Battery Health	Reports Smart battery inventory, health status and predicted remaining useful life of batteries. Also allows user to create a report for battery replenishment based on battery remaining useful life.	<ul style="list-style-type: none"> • Replaces the Smart Battery view on AVS dashboard with more details. • New report not available in OVS.
	Printer Details Page	Printer details page shows the device detailed info, as of day visualization	<ul style="list-style-type: none"> • Replaces the printer details page in AVS/OVS.

Question: Is there any extra fee for AVS/OVS printer customers to access the new user interface and features?

Answer: At Zebra, we are continuously exploring ways of improving our service offers to increase customer value and satisfaction, which is demonstrated in our effort of migrating our AVS/OVS printer customers to the new VisibilityIQ Foresight printer service offer free of charge, although they will have access to more in-depth and additional operational insights compared to AVS or OVS.

Question: Can I use my AVS/OVS credentials to log into the new VisibilityIQ Foresight portal to view printer data?

Answer: If your account is created with Zebra PING system, the answer is Yes. Your user profile information will be migrated to the new VisibilityIQ Foresight view. All logins will remain the same.

However, in some instances when your account is not created with Zebra PING system, you may need to create a new password to access the new portal. If this is required, Zebra will notify all AVS/OVS printer customers by email, with instructions before GA.

Question: Is there any change in the onboarding process?

Answer: Yes, for new purchase orders (PO) or new customers. Existing AVS or OVS printer customers, together with their current contracts and users, will be migrated to the new VisibilityIQ Foresight platform before GA.

However, for new POs coming from existing customers or new customers, Zebra's dedicated onboarding team will perform onboarding activities when POs are received or new users to be added.

Please note if existing AVS/OVS printer customers want to add more devices into the service, they should use the new VisibilityIQ Foresight printer SKUs, which will be available on Jan. 15, 2021, in their PO's.

Question: As an existing AVS/OVS printer customer, do I need to replace the AVS/OVS printer SKUs in my contracts with the new VisibilityIQ Foresight printer SKUs?

Answer: No. Customers do not need to update their current contracts as Zebra team will take care of contract update. However, as mentioned above, existing customers should use the new VisibilityIQ Foresight printer SKUs in their new issued PO's if they want to add more devices in the service.

Question: AVS PO requires the Admin user's email address from partner or Customer (depending on who will manage the portal), is this still required with VisibilityIQ Foresight printer PO?

Answer: No. AVS requires self-onboarding from customers so the admin user info is needed for AVS system to notify the admin users to initiate the onboarding process. As VisibilityIQ Foresight printer will have dedicated onboarding team to perform onboarding, there's no need for the admin user info to be provided in the PO's.

Question: AVS PO requires the serial numbers to be associated with AVS SKU, is this still required with VisibilityIQ Foresight printer POs?

Answer: Yes. The VisibilityIQ Foresight printer POs require the serial numbers of the printers associated with the new VisibilityIQ Foresight printer SKU, therefore the system is able to identify which devices are entitled with VisibilityIQ Foresight printer service.

VisibilityIQ Foresight Printer General Questions

Question: What is included in VisibilityIQ Foresight Printer?

Answer: The following is included in VisibilityIQ Foresight Printer service offer:

1. Access to the VisibilityIQ Foresight portal which includes the personalized operational dashboard and support / operational reports with options to customize thresholds. The portal has visible alerts as well as the ability to switch date ranges for historical and trending data. And users can also subscribe to email alerts for selected reports to get email notifications without logging into the portal every day.
2. Zebra service desk support, coverage hours as per Customer's accompanying Zebra OneCare® Support service contract.
3. Onboarding support with Zebra's dedicated onboarding team
4. Access to Service Level Manager for a duration of 3 months with dedicated support after onboarding, and on-demand support after the 3-month period.

For full details of VisibilityIQ Foresight features, including Zebra provided initial configuration, support, and Customer responsibilities, please refer to the new Service Description Document (SDD) for VisibilityIQ Foresight Printer, available in on The Source for internal Zebras and Partner Gateway. The SDD, along with all associated SKU's, are listed on Solution Pathway and in the Service Marketing Bulletin (SMB).

Question: Can a customer configure the VisibilityIQ online dashboard view?

Answer: Yes, many aspects of the VisibilityIQ Foresight online portal and thresholds are fully configurable by the customer. Additionally, the customer can choose which reports their users can see. VisibilityIQ Foresight can also incorporate customer logos if required.

Question: In which region(s) and/or countries is VisibilityIQ Foresight available?

Answer: All VisibilityIQ Foresight service offers are available as a SKU'd Service Product globally.

Question: Is there a minimum number of devices required to purchase VisibilityIQ Foresight printer?

Answer: Yes, the minimum quantity is 25 devices for the initial order from a customer.

Question: Is there a limited number of users that are provided access to VisibilityIQ Foresight online portal that is standard with the service?

Answer: There is no limitation on the number of users that can have access to the VisibilityIQ Foresight online portal. This can be set up and managed by the customer.

Devices & Data Collection

Question: Which devices are supported by VisibilityIQ Foresight Printer?

Answer: VisibilityIQ Foresight supports Zebra Link-OS networked printers with OS version 4.0 or above. These devices are preloaded with ZPC agent in the Link-OS firmware to provide the data metrics data to VisibilityIQ Foresight.

Question: Can non-Zebra printers be supported by VisibilityIQ Foresight?

Answer: No. The ZPC agent is not available with non-Zebra printers hence these devices are not supported.

Question: What is ZPC?

Answer: Zebra Link-OS v4 or later networked printers will, by default, connect to Zebra's Cloud-based Zebra Printer Connector (ZPC) server to provide printer metrics data that feeds into VisibilityIQ Foresight. The printer feature that controls this capability is called the Asset Visibility Agent. The printer uses an encrypted, certificate authenticated web socket connection to connect to the ZPC. (This is the same connection type that is typically used when you connect to an e-commerce or banking site.) When successfully connected, the printer sends approximately 5 Kbytes of data per day (depending on how many alert events happen per day).

Data printed on any labels, tags or receipts is NOT transmitted by ZPC.

The printers communicate predefined settings on a scheduled basis. The printer sends Discovery Data and Settings and Alerts Data. These are listed below in the form of Set-Get-Do commands which are detailed in the Zebra Programming Guide.

If customer does not allow direct Internet access from the devices, they can whitelist the ZPC server that the devices need to connect to for data transmission within customer's firewall to comply with the security policy of the customer. The server info is:

- **Server address:** <https://avs.zpc.zebra.com>
- **Server Port:** 443

Question: What data is collected by ZPC?

Answer: The following data is collected by ZPC:

1. Discovery Data:
This information is sent when the printer connects to the ZPC. The following printer settings are transmitted:

Discovery Packet Contents*

At Each "Discovery" Event

- | | |
|---|---------------------------|
| 1. device.unique_id | 24. zbi.enabled |
| 2. ip.dns.domain | 25. zbi.state |
| 3. ip.active_network | 26. zbi.revision |
| 4. mac_raw | 27. head.width.in_dots |
| 5. ip.protocol | 28. ip.port_json_config |
| 6. ip.netmask | 29. appl.link_os_version |
| 7. ip.gateway | 30. device.friendly_name |
| 8. ip.port | 31. device.oem.model_name |
| 9. device.pnp_option | 32. appl.name |
| 10. device.languages | 33. device.location |
| 11. device.cpcl_formatting_commands_disable | 34. zpl.system_status |
| 12. head.resolution.in_dpmm | 35. ip.addr |
| 13. zpl.label_length | 36. ip.ftp.enable |
| 14. ezpl.print_width | 37. ip.lpd.enable |
| 15. media.darkness_mode | 38. ip.tcp.enable |
| 16. media.type | 39. ip.udp.enable |
| 17. media.thermal_mode | 40. ip.http.enable |
| 18. media.printmode | 41. ip.smtp.enable |
| 19. odometer.total_label_count | 42. ip.pop3.enable |
| 20. odometer.media_marker_count1 | 43. ip.snmp.enable |
| 21. odometer.media_marker_count2 | 44. ip.telnet.enable |
| 22. label_queue.batch_label_cnt | 45. weblink.enable |
| 23. label_queue.format_counter | |

Bandwidth Use

*Discovery packet data totals 500 bytes

2. Settings and Alerts Data

This information is sent by the printer at the schedule listed in the table below. The following printer settings or alerts are transmitted:

At Connection

1. "weblink.zebra_connector.version"
2. "device.product_name"
3. "print.tone_format"
4. "power.percent_full"
5. "power.serial_number_string"
6. "power.manufacture_date"
7. "power.cycle_count"
8. "power.device_name"
9. "power.full_charge_capacity"
10. "power.date_first_used"
11. "interface.network.active.ip_addr"
12. "wlan.signal_strength"
13. "odometer.total_print_length"
14. "odometer.rfid.valid_resetable"
15. "odometer.rfid.void_resetable"
16. "memory.flash_size"
17. "memory.flash_free"
18. "device.itu_installed"
19. "device.cutter_installed"
20. "device.rewinder_installed"
21. "device.bluetooth_installed"
22. "odometer.media_marker_count"
23. "media.type","ezpl.media_type"
24. "interface.network.active.speed"

Every Hour

25. "power.percent_full"
26. "wlan.signal_strength"
27. "odometer.total_print_length"
28. "interface.network.active.speed"

Every 6 Hours

29. "print.tone"
30. "print.tone_zpl"
31. "media.speed"
32. "zpl.label_length"

Once A Day

33. "power.cycle_count"
34. "power.device_name"
35. "power.full_charge_capacity"
36. "odometer.total_label_count"
37. "odometer.rfid.valid_resetable"
38. "odometer.rfid.void_resetable"
39. "memory.flash_free"
40. "odometer.media_marker_count"
41. "media.type"
42. "ezpl.media_type"

Alerts Being Monitored

43. "PAPER OUT"
44. "RIBBON OUT"
45. "HEAD ELEMENT BAD"
46. "SUPPLY TOO HOT"
47. "HEAD OPEN"
48. "HEAD COLD"
49. "HEAD TOO HOT"
50. "CUTTER JAMMED"
51. "COLD START"

Adaptability

*Items Being Monitored can be changed by Zebra without updating the printers OS.

Bandwidth Use

*Monitored data totals ~ 5Kb per day.

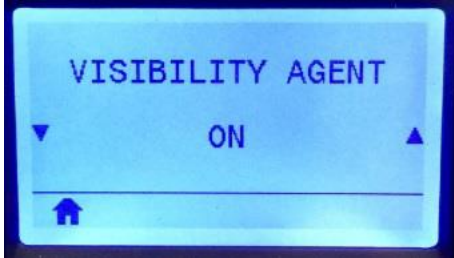
For more detailed information, please refer to the [application note](#).

Question: How can I check if my printer connects to ZPC server for data transmission?

Answer:

Customer should make sure their printers are connected to Internet via Wi-Fi or wired LAN connection. Then they can check if their Link-OS printers are able to connect to ZPC server via the following options:

1. From the front panel of printer (if applicable):
 - 1.1. On printers with an LCD front panel, navigate to the NETWORK menu.
 - 1.2. Scroll to the Visibility Agent setting and the setting should display "ON" as shown below.



2. Using the printer's web pages:
 - 2.1. On printers that support changing settings via their internal web pages, enter the printer's IP address into your browser address bar (e.g., 10.5.6.15) and press Enter.
 - 2.2. Once the printer's home page is displayed, navigate to the Network Settings page.
 - 2.3. Select View and Modify Printer Settings and enter the printer's password.
 - 2.4. Select Network Configuration and Cloud Connect Settings and it shall show as below:



NOTE: For mobile printers that do not support changing the setting from the web page or front panel, use the "Set-Get-Do Command" method detailed below.

3. Using a SET-GET-DO command
Using your preferred software or [Zebra Setup Utilities](#), send the commands below to configure and validate the Asset Visibility Agent settings.

3.1. Set-Get-Do Command Description

Command name: "weblink.zebra_connector.enable"

Purpose: Turns the Asset Visibility Agent on or off.

Values: "on" or "off"

Default: "on"

3.2. To send the command:

Send the following command to verify the setting:

```
! U1 getvar "weblink.zebra_connector.enable"
```

The printer should respond with "on".

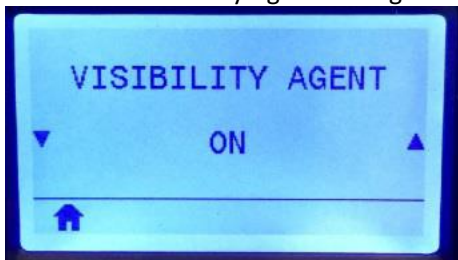
NOTE: Be sure to include a carriage return/line feed after sending the command.

Question: Can I turn off the ZPC data transmission for security consideration?

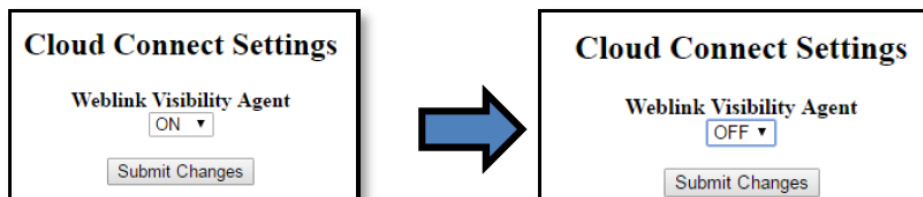
Answer: Yes.

For security consideration, some customers may request to turn off this function via the following options:

1. From the front panel of printer:
 - 1.1. On printers with an LCD front panel, navigate to the NETWORK menu.
 - 1.2. Scroll to the Visibility Agent setting.



- 1.3. Press the up or down keys to change the setting to OFF. If the password system is active, you will need to enter the Front Panel Password to be able to alter this setting.
2. Using the printer's web pages:
 - 2.1. On printers that support changing settings via their internal web pages, enter the printer's IP address into your browser address bar (e.g., 10.5.6.15) and press Enter.
 - 2.2. Once the printer's home page is displayed, navigate to the Network Settings page.
 - 2.3. Select View and Modify Printer Settings and enter the printer's password.
 - 2.4. Select Network Configuration and Cloud Connect Settings.
 - 2.5. On the Cloud Connect Settings page, change the Visibility Agent setting to OFF. Press the Submit Changes button to accept the change.



- 2.6. After submitting your changes, click the View and Modify Printer Settings link. Click the Save Current Configuration button to save your new settings.

NOTE: For mobile printers that do not support changing the setting from the web page or front panel, use the "Set-Get-Do Command" method detailed below.

3. Using a SET-GET-DO command
Using your preferred software or [Zebra Setup Utilities](#), send the commands below to configure and validate the Asset Visibility Agent settings.

3.1. Set-Get-Do Command Description
Command name: "weblink.zebra_connector.enable"
Purpose: Turns the Asset Visibility Agent on or off.
Values: "on" or "off"
Default: "on"

3.2. To send the commands:

Send the following command to Opt Out (disable the connection to ZPC server):

```
! U1 setvar "weblink.zebra_connector.enable" "off"
```

NOTE: Be sure to include a carriage return/line feed after sending the command.

Question: Is there a requirement for ports to be enabled on the customers' network to enable the transmission of data from the device?

Answer: Communication of data to the cloud is via HTTPS port 443 for secure data transmission.

Question: I understand that ZPC cannot provide site information as MDM does, so how can I view site level insight as other VisibilityIQ Foresight offers can provide?

Answer: ZPC cannot provide site information and the association between sites and devices, therefore in VisibilityIQ Foresight printer service, by default all devices will be assigned to ONE default site, i.e. a site with company name per the contract info. However, VisibilityIQ Foresight printer provides the device/site auto relocation feature for devices to be automatically assigned to the sites they belong to per their WLAN IP addresses reported, so users can easily view the site level information of the devices as with other VisibilityIQ Foresight offers.

Customers are required to provide the site information with site name, hierarchy, and IP range for each site. After the site information is loaded to the system, devices will be allocated to the corresponding site if the WLAN IP address reported by the device falls into the IP range of that site. Customers can contact VisibilityIQ Foresight portal team (mscustomeronboarding@zebra.com) to obtain the template to provide the info needed.

Price and Ordering

Question: Where can I find the SKUs and prices for VisibilityIQ Foresight Printer?

Answer: All SKU's and list prices for VisibilityIQ Foresight are available in Solution Pathway and Partner Gateway.

Question: Can all Zebra Partners sell VisibilityIQ Foresight Printer service?

Answer: Yes. All approved Partners and Distributors within Zebra's Partner program can purchase and resell VisibilityIQ Foresight services including VisibilityIQ Foresight Printer. VisibilityIQ Foresight is available as a SKU'd Service Product globally.

Question: What is the ordering process for VisibilityIQ Foresight Printer? Does the Customer pay three years up front or by month or quarter?

Answer: All VisibilityIQ Foresight service offers can be ordered using the SKU's available on Solution Pathway. All Zebra devices must be covered under a Zebra OneCare support contract to order VisibilityIQ Foresight Printer for those devices. In order to initiate VisibilityIQ Foresight onboarding process, the customer must issue Purchase Order with the desired VisibilityIQ Foresight Printer SKU, quantity, and the serial numbers of devices to be enrolled into the service. On receipt of a VisibilityIQ Foresight bookable Purchase Order and the required information, Zebra will provide the associated service delivery to build and configure VisibilityIQ Foresight dashboard and complete customer onboarding. All VisibilityIQ Foresight SKU's provide 36- and 60-Month term lengths as well as 12- and 24-Month renewals aligned to required Zebra support payment terms. Any other payment terms are subjected to surcharge.

Question: As a Zebra Partner, does my customer pay Zebra direct or do they pay me, and I pay Zebra?

Answer: VisibilityIQ Foresight ordering, and payment terms will be as per your Zebra PartnerConnect contractual conditions.

Question: If it takes 3-4 weeks to on-board and deliver VisibilityIQ Foresight to the customer, when does billing start?

Answer: VisibilityIQ Foresight Invoicing is initiated at the point of handover following successful onboarding.

Implementation

Question: We understand there is a defined, SKU'd price for VisibilityIQ Foresight. Who is responsible for creating the VisibilityIQ Foresight environment? Is it included in the price?

Answer: Zebra is responsible for the initial configuration of the MDM tool and VisibilityIQ Foresight online portal and this is included in the VisibilityIQ Foresight price. Refer to the SDD for specific responsibilities. The customer needs to ensure their Zebra printers are directly connected to Internet and ZPC is enabled on their devices. Zebra offers assistance in doing that as an optional service.

Question: If a Customer wants to push their own depot and help desk data into VisibilityIQ Foresight, are there APIs published?

Answer: APIs are currently not available for VisibilityIQ Foresight. Zebra is working to provide this functionality in the near future and will communicate accordingly.

Question: How long does it take to onboard a VisibilityIQ Foresight order?

Answer: Target timeframe is 4 weeks from receipt of the information for VisibilityIQ Foresight order form for the service to be operational. Timeframes are dependent on correct information being available for the VisibilityIQ Foresight onboarding team as well as required network access and availability of designated customer Technical Lead.

Question: How is end user access controlled to VisibilityIQ Foresight?

Answer: Zebra provide administrative access to the customer who ordered the VisibilityIQ Foresight service. Information for the VisibilityIQ Foresight form must be complete prior to the on-boarding process that requires the email and contact information of the customer administrator and technical contact lead that is used to deliver the VisibilityIQ Foresight environment. The VisibilityIQ Foresight administrator can then add and remove users as well as restrict access and views where applicable.

Data Security

Question: Does VisibilityIQ Foresight meet GDPR requirement?

Answer: Yes, VisibilityIQ Foresight meets the GDPR requirement.

Question: Who owns the data captured from the devices under the VisibilityIQ Foresight program?

Answer: Raw data collected from devices will be owned by the customer. Zebra owns the processed data for VisibilityIQ Foresight services.

Question: What happens to the data if a customer cancels or does not extend their VisibilityIQ Foresight agreement?

Answer: Data collected will be handled as customer confidential information per the terms of the agreement and deleted after the duration of the agreement.

Run Phase

Question: What level of support will a customer get from the service desk for VisibilityIQ Foresight?

Answer: The service desk is here to provide technical support for the platform. This includes issues pertaining to the portal. The service desk hours will be aligned to that of the accompanying Zebra OneCare support agreement. Please refer to the Service desk section of the SDD for further detail.

Question: What are the specifics of the Support SLA for VisibilityIQ Foresight?

Severity of VisibilityIQ Foresight issues as captured by Service Desk

Severity	Severity Criteria
1 – Critical	The VisibilityIQ Foresight Cloud or Software thereof is completely unusable
2 – High	The VisibilityIQ Foresight Cloud or Software is significantly impaired.
3 – Medium	One or more features of the VisibilityIQ Foresight Software are not functioning.
4 – Low	Little or no impact on VisibilityIQ Foresight Licensee’s daily business processes.

Escalation and Support Hours / Availability

Region	Support Level 1*	Support Level 2	Support Level 3
NALA	08.00am – 8.00pm EST Mon – Fri (excl. US holiday)	09.00am – 5.30pm EST Mon – Fri (excl. US holiday)	09.00am – 5.30pm EST Mon – Fri (excl. US holiday)
EMEA	08.00am – 7.00pm CET Mon – Fri (excl. CZ holiday)	09.00am – 5.30pm EST Mon – Fri (excl. US holiday)	09.00am – 5.30pm EST Mon – Fri (excl. US holiday)
APAC	09.00am – 6.00pm MYT Mon – Fri (excl. MY holiday)	09.00am – 5.30pm EST Mon – Fri (excl. US holiday)	09.00am – 5.30pm EST Mon – Fri (excl. US holiday)

* Note: For VisibilityIQ Foresight customers who have Zebra OneCare Select support contracts for Zebra devices, Zebra provides 24/7 Telephone Support during non-standard business hours. Zebra will provide live Technical Support by telephone in English (excluding

Zebra-observed holidays). If customer’s support case demands escalation, it will be addressed during normal business hours. For VisibilityIQ Foresight customers with Zebra OneCare Essential support or third-party devices, the SLA in the table above apply.

Expected Response of VisibilityIQ Foresight issues

Severity Level	Support Step 1 Case Opening, Active Resolution	Support Step 2 Active Recovery, Temp Patch or Work-around	Support Step 3 Final Resolution, or Temp Work-around with Impl. Plan
1 – Critical	Four (4) business hours by phone, (Eight (8) business hours by email)	Immediate and continuing effort during standard hours	Within twenty (20) calendar days
2 – High	Four (4) business hours by phone, Eight (8) business hours by email	Within five (5) business days	Within thirty (30) calendar days
3 – Medium	Four (4) business hours by phone, Eight (8) business hours by email	Within ten (10) business days	Next release of software / server update
4 – Low	Four (4) business hours by phone, Eight (8) business hours by email	Time available basis	None

Contract Expiration

Question: What happens to the VisibilityIQ Foresight access when the contract expires?

Answer: VisibilityIQ Foresight online portal access will be maintained for a limited time for access to historical data. However, on contract end date, no new data from the devices will flow to the portal.

In case you need any further details, please contact Zebra regional sales associate.