VIQF IOT for Scanners

Customer requirements

1. Technical form

After the PO is received by Zebra, the customer must fill out the Technical Form that gathers information necessary for service set up.

2. Scanner IOT Connector

Customer must download and install the Scanner IOT connector from the below link and confirm to Onboarding team that Scanner IOT connector is installed on all computers to which the scanners are connected. Customer can also follow the Scanner IOT Connector Guide.

- Software Download link: Windows
- Software Download link: Linux

Available reports for Scanners are the following:

- Total devices
- Devices in operation
- Out of Contact
- Scanner Details Page

Scanner IOT Connector enablement requirements:

The computers to which Scanners are connected:
- Can reach the address https://zebra-prod-prod.apigee.net/v2/data/dcs-publish and Server Port: 443.
- Need to be connected to the Internet directly (without being blocked by firewalls or content-filters).
- Should be installed with a Scanner IoT connector.
- Need to be connected to the Internet all the time.
- All scanners need to be connected to the configured Computer via cord (for corded scanners) or via Bluetooth (for cordless scanners).

3. OneCare contract

To see data in the Contracts report on OneCare Dashboard, the customer needs to purchase a Zebra OneCare contract and provide its number to VIQF Onboarding team.

Onboarding steps

After all requirements are met, **VIQF Onboarding team proceeds with the VIQF dashboard setup.**

Once the service is ready, dashboard **access is provided** to the customer.

After a minimum of 10 % of the devices are actively being used, the **VIQF Onboarding team** proceeds with the **validation of data in selected VIQF reports**. Once completed, Onboarding team closes the onboarding phase by sending a service summary and a contact for technical support in run phase (mscustomeronboarding@zebra.com).

Customer is also registered for a short VIQ Learning Series to help them effectively utilize the VIQF reports and insights.

Let us know what you think

We would love to hear from you about your experience with VIQF via an anonymous **CSAT review**!

If you have any questions, feel free to contact us on onboarding.pm@zebra.com.