ZEBRA

Device Diagnostics

MAXIMIZE THE AVAILABILITY OF ZEBRA MOBILE COMPUTERS

When your users have trouble with their Zebra mobile computers, the issue is often a simple one that can be resolved on the spot — from restoring a lost wireless connection to rebooting to free up needed memory. But without a way to uncover these simple-to-resolve issues, devices are often returned to the Zebra Repair Center, where no trouble is found. While a Zebra OneCare support program may cover the costs of the depot services, your organization still pays a high cost. Productivity is reduced when workers outside in the field and inside your facility are without their Zebra mobile devices, affecting the overall efficiency of your entire operation. And then there is the cost of the time spent packaging, shipping and tracking devices out for repair — and configuring a device from your spares pool.

Now, there's a complimentary tool from Zebra that can help eliminate the high cost of all those needless returns of devices that don't really need repair — Device Diagnostics. With this Mobility DNA utility, administrators and end users alike can test the main systems on Zebra mobile computers with a simple press of a button to reveal whether the issue can be fixed on site — or whether a trip to the Zebra Repair Center is required. The result? Your devices spend more time in the hands of your workers, improving productivity, device uptime, return on investment and total cost of ownership. Keep your Zebra mobile devices right where they are most valuable, in the hands of your workers, with Device Diagnostics — only from Zebra.

Automatically identify and test major systems on your Zebra mobile devices
Device Diagnostics automatically identifies which systems are present on a device — battery, GPS, CPU, memory, storage, WLAN, WWAN and Bluetooth. You can press a button to instantly test them all or select the tests you want to run.

Get at-a-glance easy to read "red light/green light" results
If the device passes the test, the test is highlighted in green, while tests that fail are highlighted in red, making it very easy to determine in seconds whether a device needs a trip to the depot, or the internal service desk.

Instantly pinpoint common system errors
Systems tests reveal CPU usage; available storage to support the system, application, external storage card and cache; whether ample memory is available to run the current application — or if a feature is incorrectly configured or has been accidentally deactivated.

Identify common connectivity errors
Device Diagnostics can test all available connections — Wi-Fi (WLAN), cellular (WWAN), and Bluetooth. WLAN tests allow you to see the signal strength, if the WLAN is active but not configured and whether the IP address is assigned and the SSID is correct. For cellular connections (WWAN), users can see the carrier name, signal strength, whether the modem is powered on and if the SIM card is present or missing. For Bluetooth, users can see if the connection is active and whether a device is paired and discoverable.

Identify common battery and charging errors
You can see if the battery isn't charging, which could potentially be a cradle issue. You can see if there are too few charging cycles left in a smart battery, as well as the battery serial number, which can help you identify the age of the battery — and whether or not it needs to be replaced.

Identify common GPS errors
GPS tests reveal whether satellites are visible and GPS is active; the device location; if the device location latitude, longitude and elevation are accurate; as well as whether an on-board application is dependent on GPS performance.

ELIMINATE NEEDLESS TRIPS TO THE REPAIR CENTER AND KEEP YOUR ZEBRA MOBILE DEVICES IN THE HANDS OF YOUR WORKERS WITH DEVICE DIAGNOSTICS
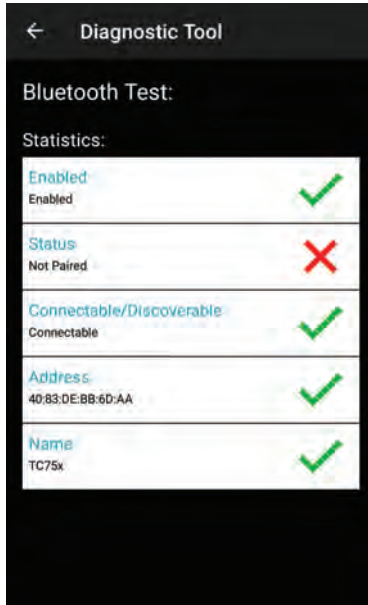
For more information, visit **www.zebra.com/devicediagnostics**
or access our global contact directory at **www.zebra.com/contact**
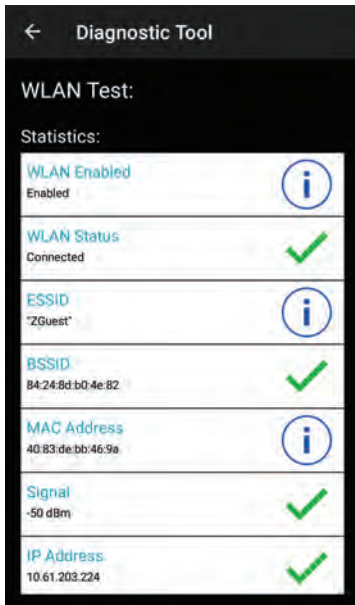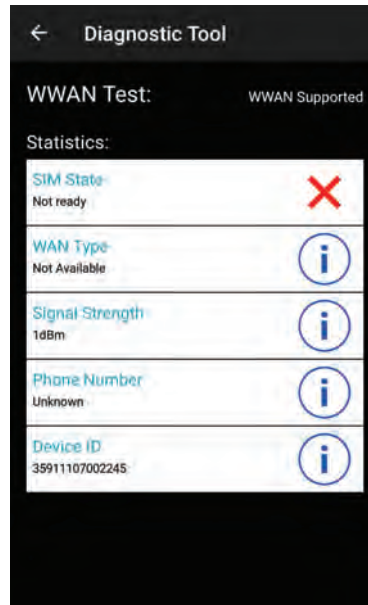
Sample Device Diagnostic Screens

SYSTEM TEST
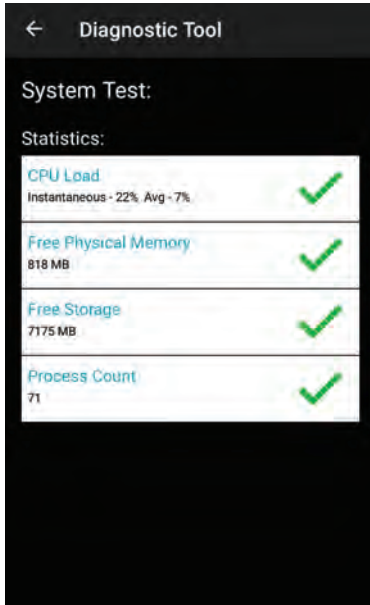
BLUETOOTH TEST

WLAN TEST

WWAN TEST

NA and Corporate Headquarters
+1 800 423 0442
inquiry4@zebra.com

Asia-Pacific Headquarters
+65 6858 0722
contact.apac@zebra.com

EMEA Headquarters
zebra.com/locations
contact.emea@zebra.com

Latin America Headquarters
+1 847 955 2283
la.contactme@zebra.com