

08/10/2024 General

VIQF IOT for Printers

Customer requirements

1. Technical form

After the PO is received Zebra, customer must fill out the [Technical Form](#) that gathers information necessary for service setup.

2. ZPC (Zebra Printer Connector) enablement

By default, Link-OS v4.0 or later networked printers will connect to VIQF via the Cloud-based Zebra Printer Connector (ZPC). The printer feature that controls this capability is called 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.)

Available reports for Printers are the following:

- Contracts
- Total Devices
- Devices in Operation
- Out of Contact
- Newly activated Devices
- Critical Battery Events
- Smart Battery Health
- Printers Alerts
- Printer Setting Changes
- Printer Utilization
- Printer Insights

Customer must familiarize themselves with the [ZPC Guide](#) and check the [VIQF Printers FAQ document](#), then make sure ZPC is enabled on the devices by meeting following requirements:

- Printers must support the Asset Visibility Agent/ZPC. All the Link-OS printers with OS version 4.0 or above come with the Visibility Agent supported.
- Printers need to be connected to the Internet all the time.
- Printers need to be connected to the Internet directly (without being blocked by firewalls or content-filters).
- Printers can reach the address <https://avs.zpc.zebra.com> and Server Port: 443. The communication of data to the cloud via HTTPS/WS port 443 must be allowed.

Onboarding steps

After all requirements have been met, 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 % devices are being actively used, **the Onboarding team** proceeds with the **validation of data in selected VIQF reports**. After the validation is completed, Onboarding team closes the onboarding phase by providing the customer with 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.