ZEBRA
CAPTURE
YOUR EDGE

Remote Diagnostics

Up-to-the-minute insight into every aspect of your scanners

Your Zebra scanners are engineered for split-second, fail-proof scanning across a wide range of applications and environments. Whether you have scanners in one location or around the globe, you want to make sure that every device is configured properly, operating at peak efficiency and utilized as expected. Now you can. Zebra's Remote Diagnostics takes all the guesswork out of the performance, uptime and utilization of your Zebra scanners, such as the MP7000.

With Remote Diagnostics, you have a simple, yet powerful, tool to gain real-time visibility into every aspect of your Zebra scanners — from how they're configured to when they're used and how they're performing. Zebra's Logging Agent automates the recording of asset information, device health, statistics and barcode data. Not only does Remote Diagnostics give you up-to-the-minute data; it makes it easy to understand. You can turn information into action in order to prevent unplanned disruptions, verify events, analyze the ROI of a pilot site, understand fleet-wide patterns and trends — and much more.

Benefits

Maximize device availability and performance

Simplify device diagnostics and troubleshooting

Prevent unexpected workflow interruptions

Optimize scanner maintenance schedules

Understand device utilization and program ROI

**Turn device diagnostics into lower Total Cost of Ownership.
For more information, please visit www.zebra.com/remotediagnostics**

Get remote insight with Zebra's Logging Agent

Want to remotely access asset information, health and statistics, configuration settings and barcode data on a fleet of scanners? We provide you with two options: Zebra's Logging Agent or Zebra's WMI (Windows Management Instrumentation) agent. Now, you'll have the insight needed for event verification, troubleshooting and predictive fleet-wide trend analysis.

Troubleshoot without traveling

There's no need to incur the expense and time to travel onsite to diagnose your multi-plane or other scanners. Remote Diagnostics makes it possible to access diagnostic data, such as the status of your scanner's illumination sensors, camera, scale, boards and more — all from your remote management console. The result? Significantly lower service costs. By troubleshooting remotely, you can cut your onsite service visits from two to one.

Make configuration management easy

With Remote Diagnostics, you don't have to be onsite to check and validate every scanner setting. You can remotely confirm that your fleet of scanners are properly configured with the correct settings and firmware version. Should you need to alter a setting, you can do so remotely in one of two ways: use WMI or our remarkably simpler solution, Scanner Management Service (SMS).

Complex diagnostics made simple

While other remote management solutions may offer some scanner information, we present you with an extensive list of asset information, statistics, parameter values and diagnostic data in an easy-to-understand format that helps you get to the bottom of a problem. 123Scan is simple enough for even first-time users, and is the perfect vehicle to access data in the lab environment. For production environments, you can choose between Zebra's Logging Agent or WMI agent.

Detect patterns

Want to better understand scanner usage patterns, whether at a pilot site or post deployment? With Remote Diagnostics, you can see when a scanner is being used, how many items it has scanned, as well as the breakdown of scanned barcodes by symbology. By automating the collection of targeted attribute information, the Logging Agent can also help troubleshoot problems — even tricky intermittent ones, such as cable connection issues.

Go beyond the barcode

It takes more than hardware to resolve today's toughest enterprise challenges. It requires intelligent software to address the needs of every stakeholder. That's why our data capture devices contain DataCapture DNA, the genetic code that simplifies the entire scanning experience with unrivaled device manageability, innovative-driven performance that maximizes productivity, and faster and easier application development.

Applications

Remote Diagnostics gives you the information needed for:

- Remote diagnostics and troubleshooting
- Event verification
- Blockchain traceability
- Pilot site ROI generation
- Predictive fleet-wide trend analysis
- And more

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