

Zebra OneCare[®] Support Guide

Now that your Zebra devices are covered under a Zebra OneCare[®] service and support agreement, Zebra's rich array of technical and support resources are available to you. With Zebra OneCare Support Services, you get the features you need to maximize uptime and achieve peak performance.

Use the guidance below to help you get the most from your OneCare coverage. For details about the specific OneCare Service that you have purchased, see the Zebra OneCare Service Description document provided with your new/renewal contract Welcome Pack.

1. Visit Zebra's Online Support Resources First for Answers

Questions about your device? The Zebra Support Community (<https://supportcommunity.zebra.com>) should be the first place you look.

- Our comprehensive [Knowledge Center](#) holds thousands of technical support articles covering the most common questions and issues for Zebra devices. Simply type a description of your question, including product model information and a few keywords about the problem you are facing.
- Perform a quick [Warranty Check](#) by entering a serial number to view the status of a device's current status of coverage by hardware and support warranties and OneCare contract.
- You also have easy access from the Support Community to our [Accessories Catalog](#), [Printer Supplies Guide](#) Selector Tool, and [License Reset](#) Request Form (for our popular ZebraDesigner and CardStudio software).
- Looking for [Product Downloads](#)? Visit the Support & Downloads area of Zebra.com for manuals, firmware, drivers, utilities, software, developer tools, and productivity apps for your particular devices.
- Can't find what you're looking for, or need additional help? Submit an inquiry for one of our Technical Support Agents using the convenient [My Cases](#) tool. If you are already logged into Zebra.com, simply click on Create New Case and enter your question and details, and one of our agents will reply with assistance. Need to register? Click on [Sign Up for Full Access Now](#), and complete the easy, one-time registration and email verification process.
- Note: For repair authorization requests, use our easy and powerful [Repair Order Portal](#), described in the "When Your Device Needs to Be Repaired" section below.

2. Using the Device Diagnostic Tool to Resolve Common Issues

Eliminate the time, effort, and operational costs associated with avoidable returns of devices that don't really need repair. In many cases, you can use the Zebra Device Diagnostic Tool (DDT) to **quickly diagnose and restore a malfunctioning device yourself, without it ever leaving your hand.**

- This powerful tool helps Zebra OneCare service contract holders identify and often resolve common hardware configuration issues through a series of [automated and simple-to-conduct manual tests](#). Key features tested include battery, GPS, CPU, memory, storage, WLAN, WWAN and Bluetooth.

- With the press of a single button you can instantly perform all the available tests or select the ones you want to run. Get at-a-glance, easy-to-read “red light/green light” results. We regularly update the tool; visit www.zebra.com/devicediagnostics for the latest information and features.
- The Device Diagnostic Tool is available for use with all compatible Zebra Mobile Computer Products under OneCare contract. The DDT comes pre-loaded on newer Zebra mobile computers with Android M and later operating systems. (For older devices with Android KK through L, the Tool may be downloaded to your device.) Visit the [Device Diagnostic Tool software download page](#) for the appropriate files.

3. When Your Device Needs to Be Repaired

When you need to return a device for repair, **Zebra’s Repair Order Portal makes return requests fast, convenient, and easy**. Requests can be initiated online, anytime of the day or night. For information – including an overview, FAQs, job aids, and training sessions for those who prefer live instruction, visit www.zebra.com/repair.

- The Portal and many help resources are available in 18 languages.
- Use the Repair Order Portal to submit and track repairs for printers, mobile computers, and scanners.
- Receive a quotation and pay for per incident repairs (those not covered by warranty or OneCare). (Credit card option is not currently available in all regions.)
- Use the bulk upload option to speed repair requests for multiple items in a single order.
- One-time registration is required to use the Repair Order Portal, even for users who are set up for other Zebra sites and tools.
 - For Zebra’s PartnerConnect members, access can be provided by your Zebra Partner Administrator.
 - For our end user customers, registering is Easy! Go to www.zebra.com/repair and select your product type and region from the drop-down options. Then select Register under “Need an Account?” Complete the short registration form. Then we’ll validate a few important details and email you a personal ID and temporary password within one business day. Reset your password, and you’re ready to submit and track repairs online.
- NOTE: All repairs must include a unique Repair Authorization / RMA Number, provided by Zebra.

4. Repair Status Options, Including Email Notifications

Zebra provides several easy and convenient options for obtaining information about the status of your device repairs. These options are described briefly below, and more thoroughly at www.zebra.com/repairstatus, including quick guides to assist you.

- **The most convenient option for obtaining repair status is subscribing to automatically receive emails** – when your device is received, repair is completed, your device is shipped, and if your repair is on hold awaiting parts. Follow the instructions at the link above to subscribe using User Preferences in the Repair Order Portal, or contact Zebra Support using one of the methods in the table at the end of this document.

- You can also review repair status within the Repair Order Portal. (See *When Your Device Needs to Be Repaired* above.) Simply search for your repair order and click on the Order Number to view status information. If your repaired device has been shipped, click on the Outbound Tracking Number for in-transit status.
- For customers with a large number of devices, the Support Dashboard's Repair Lifecycle Report displays a lot of helpful repair information updated daily – including open orders, devices Zebra is expecting to receive for repair, and repair status (including problem details) for in-repair, repaired, and shipped devices.

5. Your Zebra OneCare Support Dashboard

As a valuable benefit of Zebra OneCare, **you may request setup of a personalized and configurable Support Dashboard.**

- Use operational information from your web-based dashboard's available report tiles to optimize the protection and availability of your Zebra devices.
- View the status of all your repair and technical support cases.
- Use the LifeGuard Analytics report to identify devices for which operating system and security updates are recommended.
- Monitor your OneCare support contracts to ensure your renewals are on-time, and that you avoid inconvenient and potentially expensive gaps in support coverage.
- Set thresholds on your reports to generate on-screen and email alerts when certain conditions are met.

Visit www.zebra.com/supportdashboard to **request your dashboard by submitting the appropriate online form**. You'll also find information about the Dashboard, and resources to get your started. When your Dashboard is ready for use (usually within a few days), our Support Team will contact you with instructions.

6. Getting Security Updates with LifeGuard™ for Android™

Keep your Zebra Android mobile devices secure every day they are in service with Zebra LifeGuard for Android, the industry's first extended security solution. LifeGuard not only provides the security updates and patches you need, it also makes updating simple. You can **see when updates are available and which devices need the update**.

And with LifeGuard, you're always in charge — if you don't want to update your devices to the next version of Android, we'll continue to provide support on your current version of Android.

Visit www.zebra.com/lifeguard-updates to download operating system updates for your Zebra Android devices, and to subscribe to receive email notifications when future updates become available.

7. If You Have OneCare Device Commissioning Service

Many customers elect to extend their OneCare coverage to include the added convenience associated with Zebra's Device Commissioning Service. If you have ordered OneCare Select or Essential service with the Commissioning option, **you may initiate onboarding by completing the online form** at www.zebra.com/commissioning, where you will also find helpful information about the Commissioning Service and the onboarding process.

After a certain period, if we have not received your online request form, our Global Customer Onboarding Team will be in contact with you to ensure you get the most from your service. Our agent will gather the necessary information and files from you, and they will guide you through the required setup process. If you have a question at any point, do not hesitate to contact the team at global.commissioning@zebra.com.

8. OneCare Select with Advance Exchange*: Your Obligations for Device Return

When a device covered by Zebra OneCare Select Service needs repair, simply submit your authorization request (using the [Zebra Repair Order Portal](#) or another approved method), and we will overnight a replacement device to you – so you are quickly up-and-running again with a functioning device.

As a condition of use of this service, **Zebra requires that you immediately return your non-working product to us**, using the label and instructions provided with your repair authorization. Failure to return your non-working product in a timely manner may impact the service level Zebra can provide, and may require you to submit payment for the unreturned device.

* NOTE: For details about these services – including repair authorization, regional cut-off times for same-day/next-day shipment of replacement devices, and device commissioning, **refer to the appropriate Zebra OneCare Essential or Select Service Description document** provided with your new/renewal contract *Welcome Pack*.

9. Contacting Zebra for Support

Our experienced technical support experts are ready to help you resolve virtually any device issue, providing the swift resolution needed to minimize downtime — and its impact on your business. And since [our experts speak 17 languages](#), we can provide support in your local language during business hours in practically every corner of the world. For unsupported languages and outside of business hours, support is provided in English.

When you call, email or go online for live technical support assistance or to request repair authorization (an RMA number), please be prepared to provide your product serial number, contract number, and account number.

Zebra **OneCare Select customers** are entitled to live agent technical support at any time (24 hours, 7 days a week), and you may access English-only after-hours technical support using your contract number.



Regional Support Contact Information

Our Customer Support Representatives are happy to assist you. Use the convenient list below or visit our Contact Support page (www.zebra.com/support), and choose the best phone number or email for your region and country.

Location	Online	Email	Support Phone
North America			
United States and Canada	Technical Support: www.zebra.com/support https://supportcommunity.zebra.com/s/case-home Repairs: www.zebra.com/repair	OneCare Select: naselect@zebra.com All Others: tsnala@zebra.com	OneCare Select: 800-800-8051 All Others: 877 275 9327 or 800-653-5350
Europe, Middle East, Africa (EMEA)			
France	Technical Support: www.zebra.com/support https://supportcommunity.zebra.com/s/case-home Repairs: www.zebra.com/repair	Mobile Computers & Scanners: emea.tech@zebra.com Printers: TSEmea@zebra.com Repairs (All Products): emea.ccc@zebra.com	+33 171 230 429
Germany			+49 695 007 3865
Italy			+39 (0) 26 963 3565
Netherlands			+31 202 015 081
Spain			+34 914 533 449
UK			0800 328 2424
Other EMEA Countries			www.zebra.com/support-contacts
Asia Pacific (APAC)			
China	Technical Support: www.zebra.com/support https://supportcommunity.zebra.com/s/case-home Repairs: www.zebra.com/repair	TSCN@Zebra.com Mobile Computers & Scanners: apac.ts@zebra.com Printers: TSAPAC@zebra.com	400 645 6456 or +86 21 6108 6109 Northern China: 10 800 713 0885 Southern China: 10 800 130 0867 Hong Kong: 30 027 861 (English)
Australia			1 800 457 439
Japan			00531 13 1127 or +81 357 674 657
New Zealand			0 800 448 472 or +64 099 131 029
South Korea			080 681 0880
Other APAC Countries			www.zebra.com/support-contacts
Latin America (LATAM)			
Brazil	Technical Support: www.zebra.com/support https://supportcommunity.zebra.com/s/case-home Repairs: www.zebra.com/repair	suportebr@zebra.com tsla@zebra.com	0800 891 6123 or +55 114 700 1933
Argentina			0800 666 1793
Mexico			01 800 719 2189 or 01 554 738 7070
Other LATAM Countries			www.zebra.com/support-contacts