



## Zebra OneCare™ Special Value (SV)

### Right-priced protection for Zebra TC2X Mobile Computers and eligible printers

Constant peak performance and device uptime of your Zebra mobile computers and printers are key to your business success. Your durable devices require a service and support plan that helps to ensure maximum device availability to protect your critical business operations while reducing device vulnerabilities with firmware and security software support, and more. Without a service plan, a single repair can cost more than the device — and without defined repair and technical support turnaround times, your devices may be out of service for an extended period of time. That's the upside of protecting your devices with Zebra OneCare SV. Receive enterprise-level service at the right price — at only a fraction of the cost of a single, uncovered repair. Available for Zebra TC2X mobile computers and eligible desktop and mobile printers, this special value service provides two or three years of protection against device functional failure due to manufacturing defects, plus coverage for normal wear and tear; unmatched, direct-from-Zebra live and online technical support; software and security updates; priority repair turnaround times; free return shipping, as well as access to accidental damage repairs for TC2X devices, and more.

Zebra OneCare SV goes well beyond standard warranties. It includes LifeGuard™ for Android™ security<sup>1</sup> updates to extend the lifecycle of Zebra Android mobile computers by protecting your device every day it is in service. It also includes superior visibility to view reports on repairs, support cases, contracts, LifeGuard Analytics reports and more, via Zebra's VisibilityIQ™ OneCare™<sup>2</sup> cloud-based tool. Protect your operational efficiency, workforce productivity and your budget with Zebra OneCare SV — the right level of service at the right price.

**Keep Devices Running with Enterprise-Level Coverage Protecting Normal Wear and Tear, Functional Failures and More**

Zebra OneCare SV gives you the peace of mind that all your components are covered with device functional failure due to manufacturing defects — from the motherboard, memory, wireless radios, camera and imager in the TC2X to worn keypads and platens in printers. The result? Less downtime, no more surprise repair costs, and no unnecessary, new hardware purchases.

**Get LifeGuard for Android Security Updates Throughout Your Entire Device Lifecycle**

Your Zebra Android-based devices have a lifecycle that can run well beyond typical security support. But without continual security support for the version of Android running in your organization, there may be security risks that can be eliminated only by retiring your Zebra devices early — a very costly solution. Instead, save costs and keep your Zebra Android mobile devices running and secure throughout their lifecycle with LifeGuard for Android. 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 them. With LifeGuard, you're always in charge — if you don't want to update your devices to the next Android version, Zebra will continue to provide support on your current version of Android.

**Accidental Damage for Your TC2X Devices Creates the Perfect Support Service for your Business<sup>3</sup>**

Zebra OneCare SV for TC2X devices allows you to either submit repairs on a per incident basis or include it upfront with your Zebra OneCare SV contract to protect up to 10% or 20% of your covered devices. Zebra OneCare SV with Accidental Damage covers all damages associated with cracked displays or broken housings to further protect your device investments. Zebra OneCare SV with Accidental Damage gives you the peace of mind that you have access to an additional level of coverage when accidents happen to device displays or housings for your eligible Zebra TC2X mobile computers.

**Around-the-Clock Support and Repair Status Visibility**

Providing greater value than a stand-alone technical support plan, Zebra OneCare SV connects you to Zebra's live-agent technical support experts during normal business hours in 17 languages, as well as 24x7 access to Zebra's self-help online Support Portal. Consult with Zebra experts to address technical issues, or visit our online Support Portal and search knowledge articles and FAQs to locate answers quickly. Use our portal to find product manuals, configurations, and troubleshooting information; get software updates and valuable utilities; check warranty and contract coverage, and more. If you need to send your Zebra device to the repair depot, turn-around time is half that of Warranty repairs — 5 days instead of 10 — with free return ground shipping. And with VisibilityIQ OneCare and Zebra's online Repair Order Portals and digital tools, it's easy to keep track of all devices throughout the entire repair cycle. You can see where your devices are from the moment you enter a repair ticket to the moment your devices arrive back at your facility.

**Fix Your Mobile Computers on the Spot with Zebra's Unique Device Diagnostics Tool**

Many mobile computer issues can be corrected right on site — if you only had the right device statistics. Now you will with Zebra's Device Diagnostic Tool. Just load the application onto your mobile computer device to access key information, such as wireless connectivity metrics, device memory, battery statistics and much more, including the ability to run additional tests. The data you need to triage and troubleshoot devices can be viewed on the device. The result? More device uptime — your devices remain in the hands of your workers, right where they will best benefit your business and your workforce.

**Put Your Devices Back into Service, Right Out of the Box**

With Zebra's optional Standard Commissioning Service, once your repair is complete, we'll restore all your settings, configurations, OS and LifeGuard versions, and applications before we ship it back. Your device is ready to return to work the moment you take it out of the box. Just turn it on — we take care of the rest.

## FACT SHEET

### ZEBRA ONECARE™ SPECIAL VALUE (SV)



#### **Zebra OneCare SV Customer Case Study: Protecting Sales for a Busy Retailer**

When it comes to device support, timing was everything for this large athletic shoe retailer.

In response to the highly publicized arrival of shoes for multiple star athletes in various sports, long lines of customers looking to purchase shoes were expected early the next morning.

That's when the store manager noticed a major performance issue with their Zebra handheld mobile computers — the devices were very slow to respond to associates scanning barcodes to update inventory and check stock in real time. The resulting inventory inaccuracies and inability to reliably determine if an item was in stock threatened customer satisfaction and sales.

The store manager reached out to Zebra's technical support department for help. The issues were identified nearly instantly: the devices were operating on an older version of software that was not fully compatible with the store's current operating system. All 12 devices were updated with the latest version of the software, as well as a LifeGuard security patch that ensured that the store's sensitive customer data remained safe. The result? Devices were returned to optimal performance, ensuring crucial communications from back of store to front of store remained up to date during one of the busiest selling periods in the retailer's calendar. And the launch of the new shoes was a success.

1. Available for Zebra Android mobile computer devices.

2. Included for all Zebra OneCare contracts for mobile computers and scanners.

3. Available for Zebra TC2X devices. Accidental Damage excludes devices that are beyond economic repair (BER) or have water damage.

Zebra OneCare SV is available in all regions where Zebra OneCare Essential Service is available. Country restrictions apply. Please contact your Zebra Sales Representative or Partner.

**Protect your critical business operations and avoid  
unexpected repair expenses for less with Zebra OneCare SV.  
For more information, please visit [www.zebra.com/zebraonecare](http://www.zebra.com/zebraonecare)**



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