



# Extreme Intuitive Insights Getting Started

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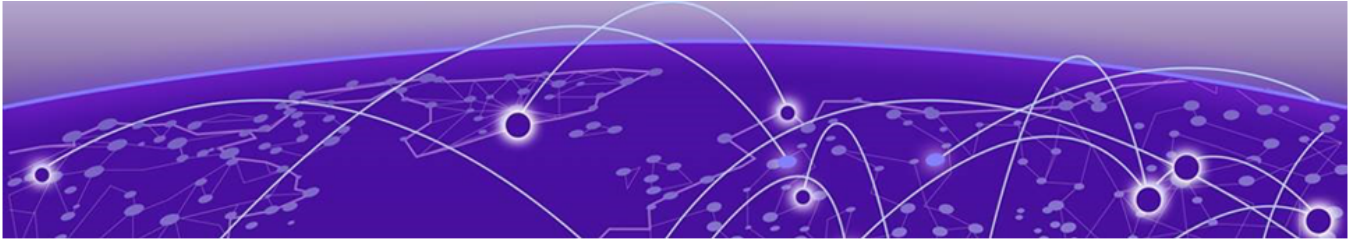
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## About Extreme Intuitive Insights

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Extreme Intuitive Insights supports the following devices running:

- **Android 8 (Orio):** TC51, TC56, TC70x, TC75x, VC80x, MC33, MC33R
- **Android 10 or Android 11:** L10A, TC26, TC57, TC57x, TC77, TC21, TC52, TC52x, TC72, TC8300, VC83, CC610, EC30, MC2200, MC2700, MC3300x, MC3300xR, MC93, PS20

The official Zebra Wireless Insights Support website offers a broad range of resources for you to use. <https://www.zebra.com/us/en/support-downloads/software/productivity-apps/wireless-insights.html>



# Install Extreme Intuitive Insights

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- [Stage the Device](#) on page 5
- [Install Device Agent](#) on page 5
- [Define Users](#) on page 5
- [Manage Licenses](#) on page 6
- [Add Devices](#) on page 6
- [Update Device Software](#) on page 7

Installation consists of the following steps:

1. [Stage the device.](#)
2. [Install the device agent.](#)
3. [Define Users](#) on page 5.
4. [Manage Licenses](#) on page 6.
5. [Add Devices](#) on page 6.

**Firewall Considerations:** You must select Port **TCP443** for the device subnet.

## Stage the Device

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The process of staging the device includes installing the device license and activating the Zebra Wireless Insights stack. To ensure that the Zebra Wireless Insights license is installed correctly on the device, and that Wireless Insights stack is activated, refer to the following Zebra guide:

<https://techdocs.zebra.com/wireless-insights/1-0/guide/about/>

## Install Device Agent

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The Extreme Intuitive Insights agent is an app that runs on your mobile device.

1. To use the agent, download the APK file from the Extreme Support page:  
<https://extremeportal.force.com/ExtrProductDetail?id=01t2T000004lwAQQA>
2. Install the app on your mobile device.

## Define Users

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1. Log in to your ExtremeCloud IQ account.
2. Select the nine-dot menu at the top right corner of the page to access the **ExtremeCloud Apps** page.

3. To ensure that the user is assigned an appropriate role in the system, select **Account Management**.
4. Create or edit the user and their role, by completing the following fields:
  - **User:** Enter the full name of the user.
  - **Email:** Enter the email address of the user.
  - **Application:** Select **Extreme Intuitive Insights** from the drop-down list.
  - **Role:** If the user is the administrator for all cloud apps, select the **Administrator** role. Otherwise you can assign a role that aligns with the permissions required (for example, **Store Manager** or **IT Director**).
5. Select **Save and Send Invite**.
6. Exit the **Account Management** app.

## Manage Licenses

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Link your Extreme Intuitive Insights account to your Extreme Portal account.

1. Select the **License Management** app, and then **Link My Extreme Portal Account**.



### Note

If you choose to evaluate Extreme Intuitive Insights, the evaluation period begins when you launch Extreme Intuitive Insights and is valid for 30 days.

2. Exit the **License Management** app.

Launch Extreme Intuitive Insights.

## Add Devices

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Add your devices to Extreme Intuitive Insights.

1. Select **Extreme Intuitive Insights** from the **ExtremeCloud App Launcher**.
2. On the **Manage Devices** page, select **Add Devices**, and then add the Zebra device serial numbers.



### Note

You can add serial numbers one by one or import them in bulk using a CSV file.

3. After your devices display in Extreme Intuitive Insights, you can see their status within the app.

If a yellow triangle displays next to a device, it indicates that the **Zebra Wireless Insight** license is not installed on a device. If this occurs, refer to the official Zebra documentation at the following URL: <https://techdocs.zebra.com/wireless-insights/1-0/guide/license/>

## Update Device Software

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Extreme Intuitive Insights works best when your Zebra devices run the most recent version of software. Use this task to ensure that your device software is up to date.

1. Navigate to the Zebra Technologies website at the following URL:  
<https://www.zebra.com/us/en/sitesearch.html>
2. Enter your device model number in the Zebra Technologies website search bar, and then begin the search.
3. Select **Touch Computer Support** from the search results.
4. Select the appropriate link in the **Operating Systems** section.
5. Select, download, and install the latest **LifeGuard Update** version available for your device.