

Zebra Communication Central

Version 1.0.24402

Workcloud Communication



ZEBRA

Installation and Configuration

2025/02/28

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About Zebra Communication Central

Zebra Communication Central supports the PTT button functions of Bluetooth headsets for Workcloud Communication PTT Pro for Android and Workcloud Communication Enterprise Voice. Zebra Communication Central is a separate APK that must be installed on Zebra and third-party devices that use a Bluetooth headset with a PTT button.

Zebra Communication Central requires PTT Pro for Android 3.3.10199 or later and Zebra Voice 9.0.22309 or later.

Zebra Communication Central supports the following headsets:

- BluSkye Bluetooth RSM
- BlueParrott B650-XT
- BlueParrott S650-XT
- JABRA Perform 45
- JABRA Perform 75
- JABRA C300-XT
- JABRA C400-XT
- JABRA B350-XT
- JABRA B450-XT
- JABRA B550-XT
- JABRA M300-XT
- VVDN BT Dongle (Model THDC_BTDC_A1)

Install Zebra Communication Central

Installation of the Zebra Communication Central app can be accomplished in multiple ways, and the enterprise should choose the preferred method for its mode of operation.

Table 1 Installation Methods

Method	Description
Mobile Device Management (MDM)	Download the app via MDM if supported by your enterprise. Many enterprises use MDMs to manage the applications and other aspects of their Android devices. Using a file manager, find the APK on the device and click it to install.
Sideload	Install the app without using the Google Play store via one of the many sideloading methods.
App Store	Search for the app and follow the instructions to install the software on the device.

MDM and sideloading are well-known techniques already in widespread use that vary between devices and MDM platforms and are not described in this document.

System Requirements

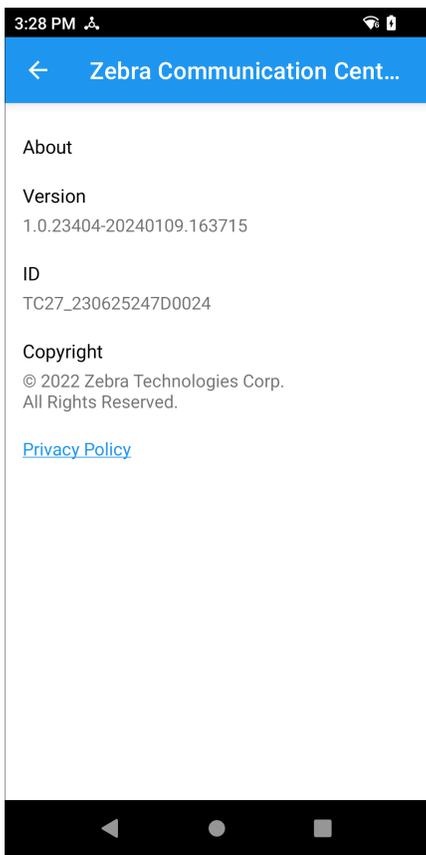
The system requirements for Zebra Communication Central include the following:

- Android versions 8, 10, 11, 12, 13, and 14.

- Accept all permission requests to enable Zebra Communication Central to receive Bluetooth button events.
 - Location Permission (all Android versions)
 - Bluetooth Scan Permission (Android 12 and later)
 - Push Notification Permission (Android 13 and later)
 - Display over other apps (Android 14 and later)

Tap the  to open the Zebra Communication Central **About** screen and verify the version.

Figure 1 Zebra Communication Central About Screen

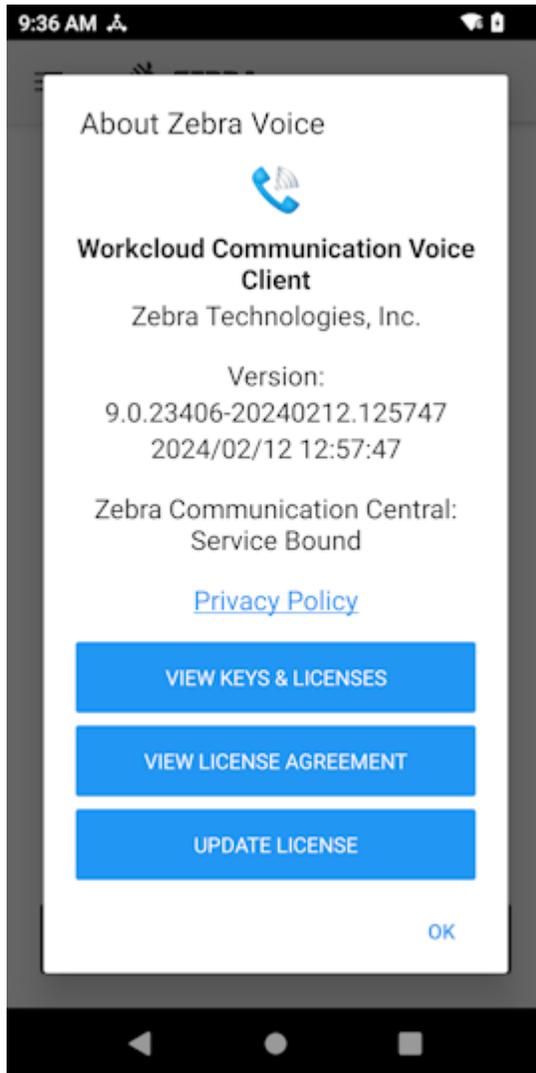


Enabling Zebra Communication Central with Workcloud Communication Enterprise Voice

The Zebra Communication Central app automatically connects to Zebra Voice when it is installed with all of the necessary permissions.

The Zebra Voice **About** screen displays the Zebra Communication Central status.

Figure 2 About Screen for Zebra Voice with Zebra Communication Central



Workcloud Communication Enterprise Voice receives the Bluetooth events onTap, onDoubleTap, and onLongPress. Refer to [PTT Button Behavior for Voice](#) for more information.

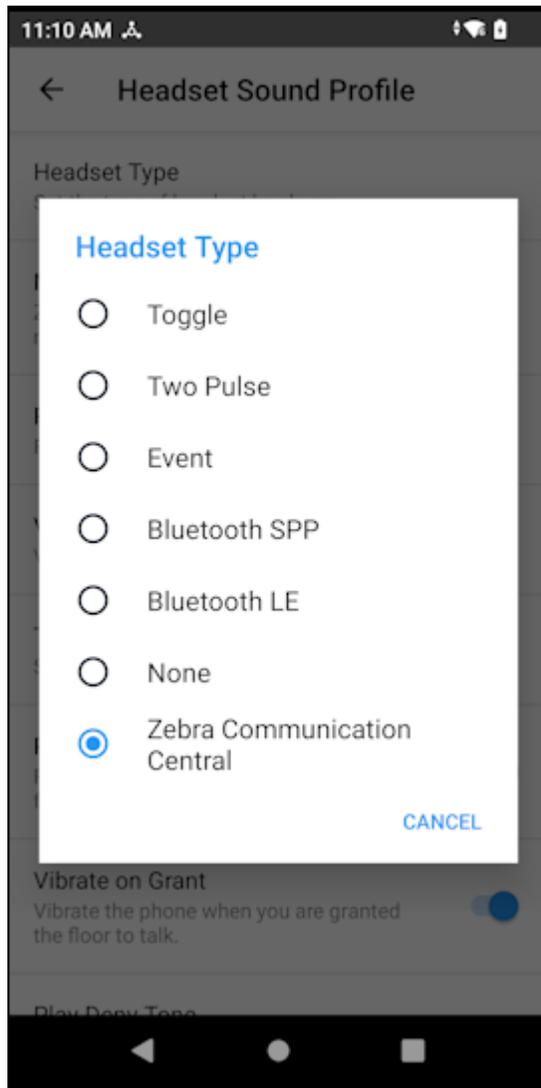
Enabling Zebra Communication Central with Workcloud Communication PTT Pro

PTT Pro for Android requires a configuration change to enable Zebra Communication Central. You can configure PTT Pro for Android through the app settings or use the JSON configuration file. Refer to the Workcloud Communication PTT Pro for Android Configuration Guide for information regarding the headsetType JSON parameter.

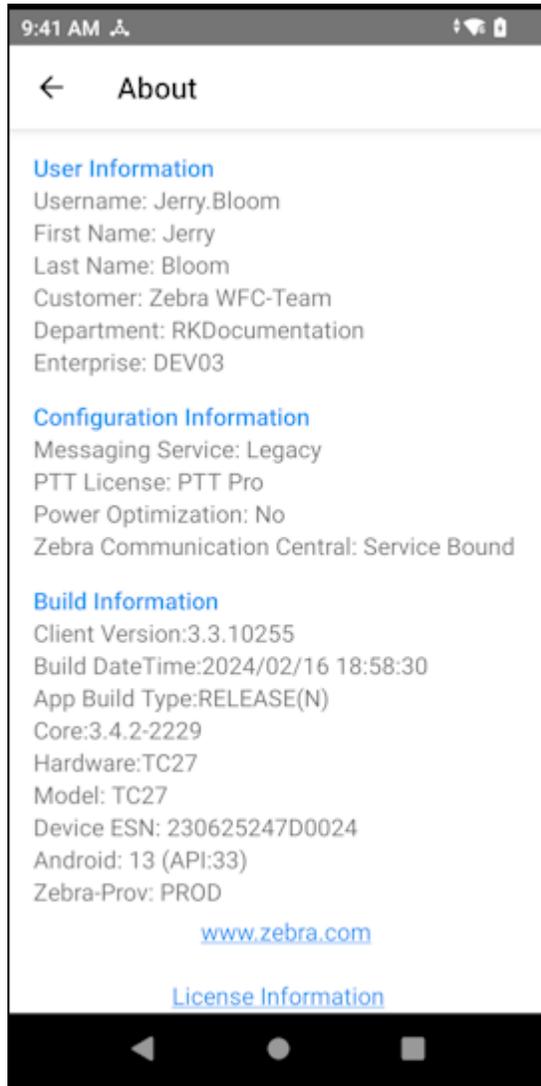
You can enable Zebra Communication Central in the Settings for the PTT Pro app. Zebra Communication Central must be installed.

1. Tap the **Navigation Drawer**  and select **Settings**.
2. Tap **Headset Sound Profile**.
3. Tap **Headset Type**.

4. Select **Zebra Communication Central**.



5. Check the **About** screen to confirm that PTT Pro for Android uses Zebra Communication Central.



PTT Pro for Android receives the PTT Bluetooth events onTap, onDoubleTap, and onLongPress. Refer to [PTT Button Behavior for PTT Pro for Android](#) for information about PTT button events.

Configure Zebra Communication Central

Zebra supports the headset types listed in this guide, based on the SPP protocol and BlueParrot headsets. [Supported headsets](#) are recognized by default and do not require the configuration of Zebra Communication Central. You can configure a new BlueParrot headset using the `blueparrot_headset` configuration in [Table 2](#). The new headset is not officially supported.



NOTE: Bluetooth headsets with SPP profile support can only be configured to detect PTT button press and release events. If the SPP button events are not recognized, apply the SPP-based configuration elements in [Table 2](#).

Table 2 Zebra Communication Central Configuration Parameters

Parameter	Description	Type	Default Value
press_keys	This parameter configures the PTT button press event value of the SPP-based headset.	List	["PTT=P"]
release_keys	This parameter configures the PTT button release event value of the SPP-based headset.	List	["PTT=R"]
emergency_press_keys	This parameter configures the emergency button press event value of the SPP-based headset.	List	["PTTE=P"]
emergency_release_keys	This parameter configures the emergency button release event value of the SPP-based headset.	List	["PTTE=R"]
blueparrot_headset	This parameter configures the BlueParrott headset. You can configure a new BlueParrott headset by specifying its model number.	List	["Perform 45", "M300", "C300", "B550", "B450", "B350", "C400", "Reveal", "S450", "VXi Parrott", "APTT300", "PB", "B650", "S650", Perform 75"]

Example of a configuration in Zebra Communication Central:

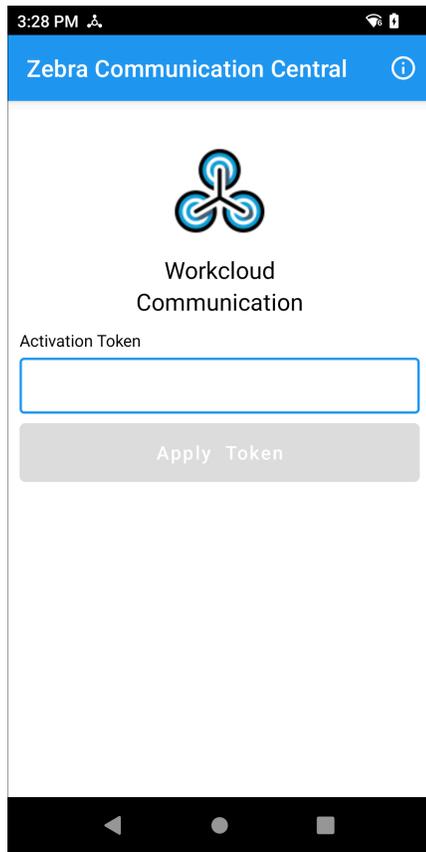
```
{
  "press_keys" : [ "PTT=P" ],
  "release_keys" : [ "PTT=R" ],
  "emergency_press_keys" : [ "PTTE=P" ],
  "emergency_release_keys" : [ "PTTE=R" ],
  "blueparrot_headset" : [ "S650" ]
}
```

Adding a Headset to Zebra Communication Central

If necessary, you can add support for a headset to Zebra Communication Central. Create a token with the headset configuration using Workcloud Communication Provisioning Manager version 3.0.20306 or later. Use the device to scan the token or enter the token manually. Refer to the Workcloud Communication Provisioning Manager Customer Administrator Guide for information about using Provisioning Manager to configure devices.

A new token replaces the previous one but does not affect the default configuration.

1. Tap Zebra Communication Central on the device to display the app.



2. Apply the token with one of the following methods:

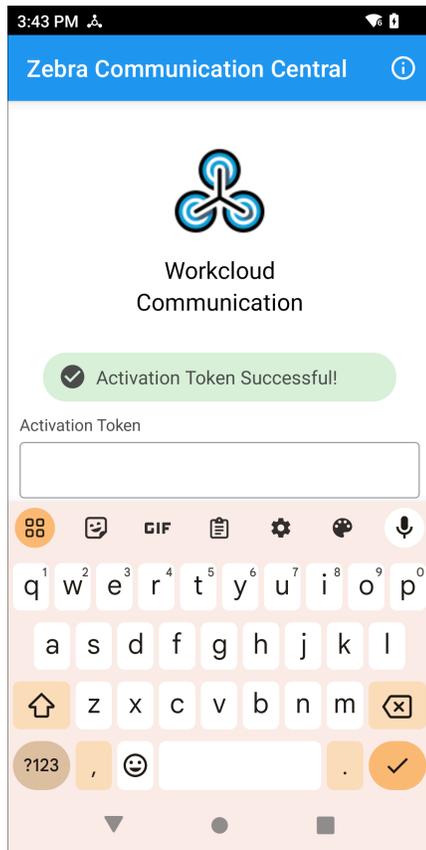
- Use the device to scan the QR code of the token from Workcloud Communication Provisioning Manager.
- Enter the name of the token displayed above the QR code.

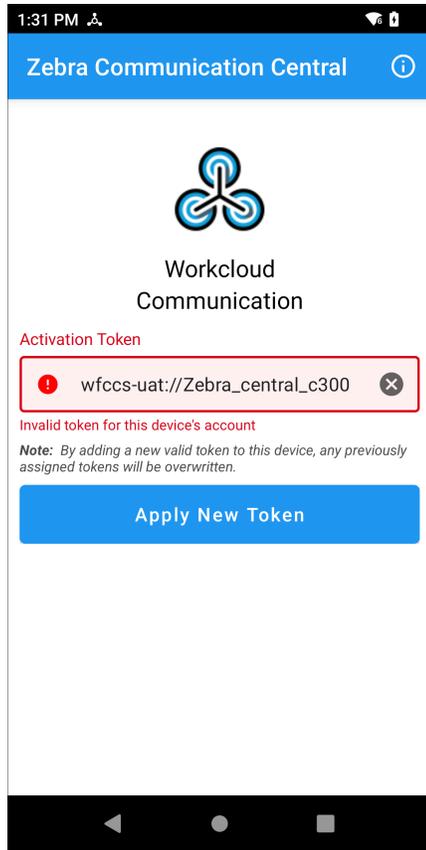


IMPORTANT: [Enable the scanner](#) if it does not work by default.

3. Click **Apply Token**.

4. Zebra Communication Central displays a message if the token is valid or invalid.





Enabling the Scanner in Zebra Communication Central

A device scanner may not work when you try to scan a barcode in the activation token field. You can modify the configuration of Zebra Communication Central using DataWedge and StageNow to resolve this issue. The first step is to modify the DataWedge profile with the configuration change and then create a StageNow barcode that you scan with the device.

1. Launch the DataWedge app on the device.
2. Select a profile.
3. Tap **Associated Apps** under **Applications**.
4. Tap the three vertical dots and select **Add New App/Activity**.
5. Select `com.zebra.wfc.central` for the Zebra Communication Central app.
6. Select **Activity** and set the option to **start** [*].
7. Press the back button twice to return to the DataWedge home screen.
8. Tap the three dots and choose **Settings**.
9. Tap **Export Profile** and select **Export Profile To** WFCconnect.
10. Tap **Export** to export the files.

Create a StageNow Profile

Apply changes from the DataWedge profile to the device with a StageNow profile.

1. Open StageNow on your local computer.
2. Choose the latest MX version.
3. Select the **Xpert Mode** wizard and click **Create**.
4. Enter a profile name and click **Start**.
5. Add **DataWedgeMgr** from **Settings**.
6. Enter the value of the DataWedge configuration file: `/storage/emulated/0/Android/data/com.symbol.datawedge/files/datawedge.db`.
7. Set **Automatic configuration import** to **Turn On**.
8. Click **Continue** and then **Complete Profiles**.
9. Select the **Staging Client** format and click **Test** to generate the StageNow PDF barcode.
10. Scan the PDF barcode from the StageNow app on the device.

PTT Button Behavior

The PTT button provides different capabilities according to the device configuration and if PTT Pro for Android and Workcloud Communication Enterprise Voice are both installed.

PTT Button Behavior for Workcloud Communication Enterprise Voice

The PTT button provides multiple functions in the Zebra Voice client.



NOTE: Zebra Voice recognizes only Single Tap and Long Press events.

Table 3 Zebra Voice PTT Key Press Events

Key Event	Voice Command Enabled (Yes or No)	Incoming Call (Yes or No)	In Active Call (Yes or No)	Result
Single Tap	Yes	No	No	Initiates voice command.
Single Tap	Yes or No	Yes	No	Answer the incoming call.
Single Tap	Yes or No	No	Yes	Mute or unmute call.
Single Tap	No	No	No	No action.
Double Tap	Yes or No	Yes or No	Yes or No	No action.
Long Press	Yes or No	No	No	No action.
Long Press	Yes or No	Yes	No	Reject the incoming call.
Long Press	Yes or No	No	Yes	End voice call.

PTT Button Behavior for PTT Pro for Android

The PTT Button provides multiple functions for the PTT Pro for Android client. The configuration of the client determines available functions.

The following client configuration options affect the behavior of the PTT button.

Voice Commands

When Voice Commands are enabled, a single tap initiates a voice command. This occurs whether PTT Pro runs in the background or is the active application. If PTT Pro for Android is the active app and a contact is selected, a single tap initiates an ad-hoc call.

Default Callee

When Default Callee is enabled, a single tap or a long press initiates a PTT call to the default callee when PTT Pro for Android is in the foreground. When PTT Pro runs in the background a double tap initiates a call to the default callee if the user is not in a call.

Enable Double Key Press Feature

When the Double Key Press Feature is enabled, a double tap leaves the current call.

Table 4 PTT Pro for Android Key Press Events

Key Event	Voice Command Enabled (Y or N)	PTT Pro in Foreground (Y or N)	Contact Selected (Y or N)	Default Callee Configured? (Y or N)	Default Callee Selected? (Y or N)	In Active Call (Y or N)	Result
Y indicates the action is occurring or the feature is enabled.							
N indicates the action does not occur or the feature is not enabled.							
Y or N indicates that the action or status of the feature does not affect the PTT button behavior.							
Single Tap	Y	Y or N	N	Y or N	Y or N	N	Initiates voice command.
Single Tap	Y	N	Y or N	Y or N	Y or N	N	Initiates voice command.
Single Tap	Y	Y	N	Y or N	Y or N	N	Call default callee without taking the floor.
Single Tap	Y	Y	Y	Y or N	Y or N	N	Call the selected contact without taking the floor.
Single Tap	N	N	Y or N	Y or N	Y or N	N	Call default callee without taking the floor.
Single Tap	N	N	Y or N	Y or N	Y or N	N	No action.
Single Tap	Y or N	Y or N	Y or N	Y or N	Y or N	Y	No action.
Double Tap	Y or N	Y or N	Y or N	Y or N	Y or N	N	Call default callee without taking the floor.
Double Tap	Y or N	Y or N	Y or N	Y or N	Y or N	N	No action.
Double Tap	Y or N	Y or N	Y or N	Y or N	Y or N	Y	Leave the PTT Pro call.

Table 4 PTT Pro for Android Key Press Events (Continued)

Key Event	Voice Command Enabled (Y or N)	PTT Pro in Foreground (Y or N)	Contact Selected (Y or N)	Default Callee Configured? (Y or N)	Default Callee Selected? (Y or N)	In Active Call (Y or N)	Result
Long Press	Y	Y or N	N	Y or N	Y or N	N	Initiates voice command.
Long Press	Y	Y	N	Y	Y	N	Call default callee and take the floor.
Long Press	Y	Y	Y	Y or N	Y or N	N	Call the selected contact and take the floor.
Long Press	N	N	Y or N	Y	Y or N	N	Call default callee and take the floor.
Long Press	N	N	Y or N	N	N	N	No action.
Long Press	Y or N	Y	Y or N	Y or N	Y or N	Y	Take the floor or release the floor of an ongoing PTT call.

PTT Button Behavior for PTT Pro and Zebra Voice

The PTT button provides multiple functions when PTT Pro for Android and Zebra Voice are installed on the same device.

Table 5 Key Press Events for PTT Pro for Android and Zebra Voice on the Same Device

Key Event	Voice Command Enabled (Y or N)	Incoming Voice Call (Y or N)	In Voice Call (Y or N)	PTT Pro in Foreground (Y or N)	Default Callee Configured? (Y or N)	Default Callee Selected? (Y or N)	PTT Pro Contact Selected? (Y or N)	In PTT Pro Call (Y or N)	Result
Y indicates the action is occurring or the feature is enabled. N indicates the action does not occur or the feature is not enabled. Y or N indicates that the action or status of the feature does not affect the PTT button behavior.									
Single Tap	Y	N	N	Y or N	Y or N	N	N	N	Initiate voice command.
Single Tap	Y or N	N	N	Y	Y	Y	N	N	Call default callee without taking the floor.
Single Tap	Y or N	N	N	Y	Y	Y or N	Y	N	Call selected contact without taking the floor.
Single Tap	N	N	N	Y	Y	Y	N	N	Call default callee without taking the floor.
Single Tap	Y or No	Y	N	Y or N	Y or N	Y or N	Y or N	N	Accept the incoming call.

Table 5 Key Press Events for PTT Pro for Android and Zebra Voice on the Same Device (Continued)

Key Event	Voice Command Enabled (Y or N)	Incoming Voice Call (Y or N)	In Voice Call (Y or N)	PTT Pro in Foreground (Y or N)	Default Callee Configured? (Y or N)	Default Callee Selected? (Y or N)	PTT Pro Contact Selected? (Y or N)	In PTT Pro Call (Y or N)	Result
Single Tap	Y or N	N	Y	Y or N	Y or N	Y or N	Y or N	N	Mute or unmute the ongoing call.
Single Tap	N	N	N	N	Y	Y or N	Y or N	N	Call default callee without taking the floor.
Single Tap	Y or N	N	N	Y	Y or N	Y or N	Y or N	Y	No action.
Double Tap	Y or N	N	N	Y or N	Y	Y or N	Y or N	N	Call default callee without taking the floor.
Double Tap	Y or N	N	Y	Y or N	Y or N	Y or N	Y or N	N	No action.
Double Tap	Y or N	Y	Y or N	Y or N	Y or N	Y or N	Y or N	N	No action.
Double Tap	Y or N	N	N	Y or N	N	Y or N	Y or N	N	No action.
Double Tap	Y or N	N	N	Y or N	Y or N	Y or N	Y or N	Y	Leave PTT call.
Long Press	Y	N	N	Y or N	Y or N	N	N	N	Initiate voice command.
Long Press	Y or N	N	N	Y	Y	Y	N	N	Call default callee and take the floor.
Long Press	Y or N	N	N	Y	Y	Y or N	Y	N	Call selected contact and take the floor.
Long Press	N	N	N	N	Y	Y or N	Y or N	N	Call default callee and take the floor.
Long Press	N	N	N	N	N	N	Y or N	N	No action.
Long Press	Y or N	N	N	Y	Y or N	Y or N	Y or N	Y	Take or release the floor.
Long Press	Y or N	Y	Y or N	Y or N	Y or N	Y or N	Y or N	N	Reject the incoming voice call.

Revision History

Changes to this guide are listed below.

Change	Date	Description
MN-004659-01EN	January 2023	Initial release.

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Change	Date	Description
MN-004659-02EN	March 2023	Added support for BluSkye Bluetooth RSM and JABRA Perform 45.
MN-004659-03EN	June 2023	Updated to reflect the new version number.
MN-004659-04EN	October 2023	Added support for BlueParrott headsets S650-XT and B650-XT. Updated PTT button action table to align PTT soft button actions with headset PTT button actions.
MN-004659-05EN	January 2024	New UI screens for applying a configuration token.
MN-004659-06EN	March 2024	Rebranding from Workforce Connect to Workcloud Communication.
MN-004659-07EN	May 2024	Updated version to reflect the latest release.
MN-004659-08EN	November 2024	Updated for enabling the scanner and updating headset support list.
MN-004659-09EN	February 2025	Added support for JABRA Perform 75.

