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Publication Date

December 11, 2019
# Revision History

Changes to the original guide are listed below:

<table>
<thead>
<tr>
<th>Change</th>
<th>Date</th>
<th>Description</th>
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<tbody>
<tr>
<td>A</td>
<td>11 December 2019</td>
<td>Initial release</td>
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About This Document

Introduction

This guide describes the procedures for installing and configuring the Zebra Workforce Connect Client (WFC Client).

Intended Audience

This guide is intended for those installing and configuring Zebra WFC Client Applications.

IMPORTANT: If you have a problem with your equipment, contact Zebra Global Customer Support for your region. Contact information is available at: http://www.zebra.com/support.

Notational Conventions

The following conventions are used in this document:

• **Bold** text is used to highlight the following:
  • Dialog box, window and screen names
  • Drop-down list and list box names
  • Check box and radio button names
  • Icons on a screen
  • Key names on a keypad
  • Button names on a screen.

• Bullets (*) indicate:
  • Action items
  • Lists of alternatives
  • Lists of required steps that are not necessarily sequential.

• Sequential lists (e.g., those that describe step-by-step procedures) appear as numbered lists.
Icon Conventions

The reference guide is designed to give the reader more visual clues. The following graphic icons may be used throughout the guide. These icons and their associated meanings are described below.

NOTE: The text here indicates information that is supplemental for the user to know and that is not required to complete a task.

IMPORTANT: The text here indicates information that is important for the user to know.

Related Documents and Software

The following documents provide more information about the Workforce Connect Profile Manager.

• Workforce Connect Profile Manager Administrator’s Guide - MN-003433-01

For the latest version of this guide and all guides, go to http://www.zebra.com/support.

Service Information

If you have a problem with your equipment, contact Zebra Global Customer Support for your region. Contact information is available at http://www.zebra.com/support.

When contacting support, please have the following information available:

• Serial number of the unit
• Model number or product name
• Software/firmware type or version number

Zebra responds to calls by email, telephone or fax within the time limits set forth in support agreements.

If your problem cannot be solved by Zebra Customer Support, you may need to return your equipment for servicing and will be given specific directions. Zebra is not responsible for any damages incurred during shipment if the approved shipping container is not used. Shipping the units improperly can possibly void the warranty.

If you purchased your Zebra business product from a Zebra business partner, contact that business partner for support.

Feedback

If you have comments, questions, or suggestions about this guide, send an email to EVM-Techdocs@zebra.com.
In this Chapter

This chapter is MDM agnostic. This means that this chapter explains on a high level how to install the WFC client applications. This chapter shows adb commands. It is the responsibility of the person installing the applications to transfer the information to the equivalent actions in their MDM tool.

This chapter covers the following topics.

Prerequisites for WFC Client Configuration

Initial Installation Process (with WFC Profile Client Application)

Prerequisites for WFC Client Configuration

The following are prerequisites for WFC client configuration using an MDM.

• Target devices are preconfigured with the necessary MDM agent
• The WFC Profile Client APK file and JSON configuration file are available to the MDM agent
• If there are existing installs for WFC Voice and WFC PTT Pro, you must ensure that these installations have licenses before continuing.

Initial Installation Process (with WFC Profile Client Application)

The initial installation process is as follows.

1. Install the WFC Profile Client application and configure it.
   The other applications will communicate with the WFC Profile Client when they are installed.

2. Install the other client applications in any order.

   • Install the WFC PTT Pro Client application.
     It is not necessary to activate this application. When WFC PTT Pro is installed on a device that already has the WFC Profile Client application installed on it, the device receives its activation information from the WFC Profile Client application. If you intend to use a JSON configuration file, it is still necessary to install the JSON file.
• **Install the WFC Voice Client application.**

  It is not necessary to configure this application. When WFC Voice is installed on a device that already has the WFC Profile Client application installed on it, the device receives its WFC Voice configuration from the WFC Profile Client application.
In this Chapter

This chapter covers the following topics.

Installing the WFC Profile Client and Configuring a WFC Client Application

Installing the WFC Profile Client and Configuring a WFC Client Application

The WFC Profile Client should be the first client application installed. Installation instructions are contained in this section. The instructions include loading a configuration file which provides the connectivity information to the Profile Manager, as well as other configuration information.

A description of all parameters in the configuration file can be found in the Workforce Connect Profile Manager Administrator’s Guide (MN-003433-01).

Loading a configuration file is recommended. If you do not load a configuration file, you will need to manually configure the required Profile Manager connectivity parameters.

IMPORTANT: The sequence of steps in this chapter are considered best practice.

To install the WFC Profile Client and configure one or more WFC Client applications, do the following.

1. If there are existing installs for WFC Voice and WFC PTT Pro, you must ensure that these installations have licenses before continuing.

2. Install WFC Profile Client. The application ID is `com.zebra.dfs`.
   a. Push the WFC Profile Client JSON configuration file to the client device(s).
      - The `adb` command to enter is as follows.
      - `adb push <Filename>.json /sdcard/`
      - Where:
      - `<Filename>.json` is the name of the JSON file for WFC Profile Client
b. Install the WFC Profile Client application with all the permissions required by the application.

**NOTE:** Profile Client requires the following permissions: READ_EXTERNAL_STORAGE, WRITE_EXTERNAL_STORAGE, READ_PHONE_STATE, READ_CONTACTS, and WRITE_CONTACTS

The `adb` command to enter is as follows.

```
adb install -r -g <Filename>.apk
```

Where:

- `-g` accepts all permissions listed in the application manifest
- `-r` reinstall the existing application, keeping its data

`<Filename>.apk` is the name of the `.apk` file for WFC Profile Client

c. Send an intent to the WFC Profile Client to consume the JSON file. This intent is a non-broadcast, implicit intent.

The `adb` command to enter is as follows.

```
adb shell am start -a "com.zebra.dfs.ACTION_NEW_CONFIG" --es profile_uri "/sdcard/<Filename>.json"
```

If the JSON filename is at `/sdcard/WFCDFSconfig.json`, the extra string parameter (`--es...`) is not required.

`<Filename>.json` is the name of the JSON file for WFC Profile Client

3. If applicable to your enterprise, install the WFC PTT Pro application for use with WFC Profile Client.

Because WFC PTT Pro receives its activation instructions from the WFC Profile Client, it is not necessary to send an intent to send activation instructions.

**NOTE:** Using a JSON configuration file is optional, as all parameters have default values. However, if one is used, the JSON configuration file must be pushed to the device as described in the following substeps. A description of the WFC PTT Pro JSON configuration file can be found in the *Workforce Connect PTT Pro 2.0 Client Configuration Guide for Administrators* (MN-003716-01).

a. If a WFC PTT Pro JSON configuration file is being used, push it to the device.

The `adb` command to enter is as follows.

```
adb push <Filename>.json /sdcard/
```

Where:

`<Filename>.json` is the name of the JSON file for WFC PTT Pro
b. Install the WFC PTT Pro application with all the permissions required by the application.

**NOTE:** PTT Pro requires the following permissions: READ_PHONE_STATE, RECORD_AUDIO, ACCESS_FINE_LOCATION, WRITE_EXTERNAL_STORAGE, READ_EXTERNAL_STORAGE, and CALL_PHONE

WFC PTT Pro may be installed using Google Play or sideload.

The adb command to enter is as follows.

```
adb install -r -g <Filename>.apk
```

Where:

- `-g` accepts all permissions listed in the application manifest
- `-r` reinstalls the existing application, keeping its data
- `<Filename>.apk` is the name of the apk file for WFC PTT Pro

c. If you are using a JSON configuration file, the WFC PTT Pro application must be started. Send an intent to the WFC PTT Pro application to start it. This intent is a non-broadcast, explicit intent.

The adb command to enter is as follows.

```
adb shell am start -a android.intent.action.MAIN -n com.symbol.wfc.pttpro/.ActivityRoot
```

d. If you are using a JSON configuration file, send an intent to the WFC PTT Pro application to consume the JSON file. This intent is a broadcast, implicit intent.

The adb command to enter is as follows.

```
adb shell am broadcast -a com.symbol.wfc.pttpro.ACTION_DEFAULT_CONFIG --es "configpath" "/sdcard/<Filename>.json"
```

If the JSON filename is at `/sdcard/WFCPTTProDefault.json`, the extra string parameter (`--es`) is not required.

Where:

- `<Filename>.json` is the name of the JSON file for WFC PTT Pro

If the JSON filename is at `/sdcard/WFCPTTProDefault.json`, the extra string parameter (`--es`) is not required.

4. If applicable to your enterprise, install the WFC Voice application for use with WFC Profile Client.

Because WFC Voice receives its configuration information from the WFC Profile Client, it is not necessary to load a configuration file or send an intent.

A configuration file may still be loaded if desired, however configuration parameters received from the WFC Profile Client overrides configuration information if the same configuration parameters are contained in a WFC Voice application configuration file.
a. Install WFC Voice application with all permissions required by the application.

   **NOTE:** WFC Voice requires the following permissions: READ_PHONE_STATE, RECORD_AUDIO, READ_CONTACTS, WRITE_CONTACTS, GET_ACCOUNTS, CALL_PHONE, WRITE_EXTERNAL_STORAGE, and READ_EXTERNAL_STORAGE

   The adb command to enter is as follows.

   `adb install -r -g <Filename>.apk`

   **Where:**

   - `-g` accepts all permissions listed in the application manifest
   - `-r` reinstall the existing application, keeping its data
   - `<Filename>.apk` is the name of the apk file for WFC Voice

b. Bypass the battery optimization.

   The adb command to enter is as follows.

   `adb shell dumpsys deviceidle whitelist +com.symbol.wfc.voice`

c. Enable overlay permission.

   The adb command to enter is as follows.

   `adb shell appops set com.symbol.wfc.voice SYSTEM_ALERT_WINDOW allow`

d. If you are using an XML configuration file, push the file to the device.

   The adb command to enter is as follows.

   `adb push <Filename>.xml /sdcard/`

   **Where:**

   - `<Filename>.xml` is the name of the XML configuration file for WFC Voice

e. If you are using an XML configuration file, instruct the WFC Voice client to consume the XML file.

   The adb command to enter is as follows.

   `adb shell am start -a wfc.voice.ACTION_NEW_CONFIG --es profile_uri /sdcard/<Filename>.xml`

   **Where:**

   - `<Filename>.xml` is the name of the XML configuration file for WFC Voice.

When all steps in this procedure are successfully completed for all devices, the WFC Profile Client application installation and configuration are complete.
In this Chapter

This chapter covers the following topics.

- Updating the WFC Profile Client Application
- Updating the JSON Configuration File on the WFC Profile Client

Updating the WFC Profile Client Application

Install an updated APK for the WFC Profile Client. It is not necessary to uninstall the current APK. To install the APK, see the WFC Profile Client and WFC Applications chapter in this guide.

Updating the JSON Configuration File on the WFC Profile Client

Send an updated JSON file to the WFC Profile Client. Any time that an updated JSON file is sent to the WFC Profile Client, an intent must be included as described in the WFC Profile Client and WFC Applications chapter in this guide. The intent file instructs the WFC Profile Client application to consume the updated JSON configuration file.