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Publication Date

December 12, 2019
## Revision History

Changes to the original guide are listed below:

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<tr>
<td>Rev B</td>
<td>12 December 2019</td>
<td>Updates for RRR delivery</td>
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<tr>
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<td>June 2019</td>
<td>Initial release</td>
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About This Guide

Introduction

This guide provides information about using the Zebra WFC Profile Client.

**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](http://www.zebra.com/support).

**NOTE:** Screens pictured in this guide are samples and can differ from actual screens. Some screen content may have been obscured for the purposes of this guide.

Chapter Descriptions

Topics covered in this guide are as follows:

- **Getting Started** provides an introduction and description of graphical conventions used on this guide.
- **Using the WFC Profile Client** provides information on elements of the user interface and information on how to use the application.
- **Troubleshooting** provides information on troubleshooting the application.

Notational Conventions

The following conventions are used in this document.

- **Bold** text indicates:
  - 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
About This Guide

- Lists of required steps that are not necessarily sequential
- Numbered lists indicate sequential lists (e.g., those that describe step-by-step procedures).

Icon Conventions

The documentation set is designed to give the reader more visual clues. The following graphic icons appear where applicable in the documentation set.

**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.

**CAUTION—EYE INJURY:** Wear protective eyewear when performing certain tasks.

**CAUTION—PRODUCT DAMAGE:** If the precaution is not taken, the product could be damaged.

**CAUTION:** If the precaution is not heeded, the user could receive minor or moderate injury.

**CAUTION—HOT SURFACE:** Touching this area could result in burns.

**CAUTION—ESD:** Observe proper electrostatic safety precautions.

**CAUTION—ELECTRIC SHOCK:** Disconnect the printer power before performing certain procedures to avoid the risk of electric shock.

**WARNING:** If danger is not avoided, the user CAN be seriously injured or killed.

**NOTE:** This is an icon for wired networking notes.

**NOTE:** This is an icon for wireless networking notes.

Related Documents and Software

The following documents provide more information about Zebra Workforce Connect for device users:

- Workforce Connect Voice Client 9 Quick Start Guide - MN-003562-01

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

This guide provides information about the Workforce Connect Profile Client application (WFC Profile Client) for the Zebra Profile Manager.

Intended Audience

This user guide is intended for but not limited to the following audiences.

• users of mobile devices that have WFC Profile Client software (and other software) installed
• administrators of the applications and systems that manage and control the WFC Profile Client devices, including but not limited to Zebra Profile Manager
• any audience that needs to learn about the WFC Profile Client software.

Supported OS Platforms

• Lollipop
• Marshmallow
• Nougat
• Oreo.

WFC Profile Client Overview

The WFC Profile Client is a platform application service for devices and provides a single sign-on (SSO) interface. Upon login, the WFC Profile Client provides access to configured applications such as WFC Voice and WFC PTT Pro.

NOTE: After the WFC Profile Client is installed on a device, the behavior of WFC Voice and WFC PTT Pro changes. Local configuration files are not used.

The purpose of WFC Profile Client is to:

• Provide multiple role selections for each user, such as manager and cashier, so that the user can perform more than one role at a time
• Communicate with all associated applications at a time, such as sending do not disturb (DND) and logging out of all applications
• Report the presence of all available applications to the Profile Management server.
Examples of when WFC Profile Client interacts with associated applications, such as WFC Voice and WFC PTT Pro, are:

- A user signs in or signs out of WFC Profile Client or the other applications
- A user switches roles
- A user’s status changes, such as from Active to DND
- A user account is added or removed.

Using the Slider Switches

Where they are used in the WFC Profile Client, click the slider switches to enable and disable features or other options.

**Figure 1** Slider Switch - Positions for Disabled and Enabled

<table>
<thead>
<tr>
<th>Disabled</th>
<th>Enabled</th>
</tr>
</thead>
<tbody>
<tr>
<td>🅿️</td>
<td>💬</td>
</tr>
</tbody>
</table>

Installing the Software on Mobile Devices

To install and configure the WFC Profile Client on Mobile Devices, refer to the *Workforce Connect Profile Client Applications Installation and Configuration Guide for Administrators*, MN-003720-01.

When the software is successfully configured, the **Sign in** screen appears.

Signing In to Profile Client

**Prerequisites**

Depending on the site’s configuration, the prerequisites are as follows.

**Table 1** Prerequisites for Sign In Depending on Site Configuration

<table>
<thead>
<tr>
<th>Basic Authentication</th>
<th>OAuth Authentication</th>
</tr>
</thead>
</table>
| In Zebra Profile Manager, the device user must have a user account and role(s) assigned. | • In Active Directory Federation Services (ADFS), the device user must have a user account. For example: username = JoeMechanic  
• In Zebra Profile Manager, the device user must have a corresponding device user account that has the same device username as the device user's user account in ADFS. For example, a device user username = JoeMechanic |

**Enter Credentials**

To enter credentials:

1. Power on the device.
2. Launch the WFC Profile Client.

Depending on the site’s configuration, one of the following Sign in screens appears.

**Figure 2** Sign In Screens Depending on Site Configuration

<table>
<thead>
<tr>
<th>Sign In Screen: Basic Authentication</th>
<th>Sign In Screen: OAuth Authentication</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Basic Authentication" /></td>
<td><img src="image2" alt="OAuth Authentication" /></td>
</tr>
</tbody>
</table>

3. Enter user ID in the **User ID** field.
4. Enter password in the **Password** field.
5. Tap **Login**.
6. If you entered invalid information, the system displays an error message.
   “Bad credentials”
7. If you are already logged in to WFC Profile Client on another device and you do not have permissions for concurrent sessions set in Zebra Profile Manager, the following message appears.
Figure 3  Force Logout Message

Otherwise, the system response checks for other conditions during login. (See Step 9).

8. To be automatically logged out of an active WFC Profile Client session you have on one device and to continue with login on the second device you are logging into, tap “YES”.
   To return to the first session already started on the other device, tap “NO”.

9. If the device you are using to log in is not set up as part of the system, an error message displays.
   “Device not activated”
   If your user account is removed from the system, your user license is expired, or if a user license is not available, the login process does not continue and an error message displays.
   “Bad credentials”

10. After successful login, the Role Selection screen appears.
In this screen, you can select up to four roles.

Selecting Role(s)

Select roles in the WFC Profile Client. The role(s) available depend on profile settings in the Zebra Profile Manager.

In the Role Selection screen in the WFC Profile Client, you can select up to four roles. More than four roles might be shown in the list of available roles, however you can only apply up to four at a time. It is possible to later select other available roles without logging out.

To select role(s):

1. Select roles and tap Apply.

   If you selected more than one role, then the Confirm Roles dialog box appears.
2. Tap **OK**.

The WFC Profile Client screen appears, displaying the available applications for the confirmed roles, such as WFC Voice and WFC PTT Pro.

**WFC Profile Client Screen**

The **WFC Profile Client** screen appears after role selection and displays the following:

- The **Settings menu button** at the upper-right to access settings
- First and last name
- Role(s) selected at log in
• User ID
• Display Status
• DND (do not disturb) toggle button
• Applications available for the role(s) selected and/or the profile(s) configured (such as **WFC Voice** and **WFC PTT Pro**)
• **Switch Roles** button
• **Sign Out** button.

**Automatic Logout Scenarios**

The system automatically logs you out in the following scenarios.

• If you are logged in to WFC Profile Client using one device and you do not have permissions for simultaneous sessions on more than one device, then when you attempt to log in using a second device, the second device will prompt you. If you answer “YES” to the prompt, you will be logged out automatically from the session on the first device and your login attempt using the second device will continue.

• If you are logged in to WFC Profile Client and your user account is deactivated or deleted, you are automatically logged out from WFC Profile Client.

• If you are logged in to WFC Profile Client and the device that you logged in to has been removed from the system, then your WFC Profile Client session ends and you are automatically logged out from the device.
Using the WFC Profile Client

Introduction

This chapter describes how to use WFC Profile Client after login.

Figure 7  WFC Profile Client Screen

Using Settings

The Settings menu button is at the upper-right of the WFC Profile Client screen.
Access WFC Profile Client Settings

Access to WFC Profile Client Settings is dependent on the logged in user's configuration in Zebra Profile Manager.

To access settings:
Tap the Settings menu.

The **WFC Profile Client Settings** screen appears.

**Figure 8**  WFC Profile Client Settings Screen

View or Change General Settings

To view general settings:
Tap the **General** button.

The **General** screen appears.
Figure 9  General Screen

Options available from the General screen:

- **LogCat Level**:
  - LogCat disabled
  - Error
  - Warning
  - Info
  - Debug
  - Verbose

- **Confirm Role Selection**
  - Enabled
  - Disabled

To change LogCat Level settings:

1. Tap **LogCat Level**.
   The LogCat Level dialog box appears.

2. Select an option from the list.
   The dialog box closes and the new setting is saved.
To change the Confirm Role Selection:

1. Tap the **Confirm Role Selection** toggle button.
   The option changes to enabled or disabled.

2. Tap ← to navigate to previous screens.

### View or Change Server Connection Settings

To access server connection settings:

Tap the **Server connection** button.

The **Server connection** screen appears.

**Figure 10** Server Connection Screen

![Server Connection Screen](image)

- **Customer ID**
  - 847

- **Server URL**
  - wss://ptpro.zebra.com

- **Site ID**
  - 1025

- **Device WiFi settings**

Settings on the **Server connection** screen:

- Customer ID
- Server URL
- Site ID
- Device WiFi settings.

1. To view or change a setting, tap the setting's name.
   The applicable dialog box appears.
2. Tap **Cancel** to leave the setting as is and close the dialog box. Otherwise, change the setting and tap **OK**.

The dialog box closes.

3. Repeat for other settings, if needed.

### Enabling or Disabling DND

To change the setting for do not disturb (DND):

1. Tap the DND toggle switch.

The setting is enabled or disabled.

### Switching Among Roles

Without logging out, a device user can change the previously selected role(s) with the **Switch Roles** button, available at the bottom of the main screen.

#### Figure 11  Main Screen

1. Tap **Switch Roles**.
Using the WFC Profile Client

2. From the list that appears, tap previously applied role(s) to remove, if any.

   **NOTE**: If you selected four roles during login, clear at least one to select other role(s).

3. Select roles to add, if any, and select **Apply**.

   If you selected more than one role, then the Confirm Roles dialog box appears.

   ![Confirm Roles Dialog](image)

4. Tap **OK**.

   The roles are applied, and applications appear in the **WFC Profile Client** for the applied roles, such as **WFC Voice** and **WFC PTT Pro**.

**PTT Pro Dynamic Talk Groups and Switching Roles**

The Ptt Pro Dynamic Talk Group functionality is available for device users that use Ptt Pro Client. When a device user selects/switches roles in WFC Profile Client, the device user is dynamically added to and removed from the Ptt Pro Dynamic Talk Group.

The device user must have the "Dynamic" under PttPro group assigned to their device user role in Zebra Profile Manager to be able to use PTT Pro Dynamic talk groups.

For information about PTT Pro and Zebra Profile Manager, see the respective guides for these applications.

**Signing Out**

1. Launch the WFC Profile Client.

   ![WFC Profile Client](image)

   The **WFC Profile Client** screen appears.
2. Tap **Sign Out**.
   A confirmation dialog box appears.

3. Tap **Apply**.
   The **Sign In** screen appears.
Troubleshooting

Introduction

This chapter describes how to troubleshoot errors in the WFC Profile Client. Contact an administrator if an error repeats after trying the suggested solution, or for additional assistance.

Table 2  Errors and Solutions

<table>
<thead>
<tr>
<th>Error Message(s)</th>
<th>Possible Cause(s)</th>
<th>Suggested Solution(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>You will be logged out from the other device. Would you like to continue with</td>
<td>User try to login 2nd device</td>
<td>Click on either Yes/No,(Yes) to continue logging in new device and logout from other</td>
</tr>
<tr>
<td>login?</td>
<td></td>
<td>device or (No) to stay login in other device</td>
</tr>
<tr>
<td>Valid license not available. Please contact your administrator.</td>
<td>Server license expired</td>
<td>Contact your administrator.</td>
</tr>
<tr>
<td>OK but Not enough phone numbers available. Error=209 for &lt; selected role name&gt;</td>
<td>No extension (209)</td>
<td>Click on continue to proceed without extension or try again to select new role</td>
</tr>
<tr>
<td>Parse error: Unexpected character (&quot;&quot; (code 34))</td>
<td>Error in raw sensor data reporting</td>
<td>Contact your administrator.</td>
</tr>
<tr>
<td>Contact List could not be retrieved. Please contact your admin to provide Site</td>
<td>Site id or IP is not configured for</td>
<td>Contact your administrator.</td>
</tr>
<tr>
<td>_id and define IP range in the Extension Manager and Re-Login. Error=210.</td>
<td>getting contacts (210)</td>
<td></td>
</tr>
<tr>
<td>Error Message(s)</td>
<td>Possible Cause(s)</td>
<td>Suggested Solution(s)</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Extensions could not be retrieved. Please contact your admin to provide Site_id and define IP range in the Extension Manager and Re-Login. Error=211 for &lt;selected role name&gt;</td>
<td>Site id or IP is not configured for getting extensions (211)</td>
<td>Contact your administrator.</td>
</tr>
<tr>
<td>The group &lt;selected role name&gt; doesn’t exist in PTT Pro. The user won’t be added to it. Please contact your admin to add the group to PTT Pro and Re-Login.</td>
<td>The selected group is not configured in PTT Pro for user to be added (212)</td>
<td>Contact your administrator.</td>
</tr>
<tr>
<td>Device is not activated. Please contact your administrator.</td>
<td>When the device is not activated (407)</td>
<td>Contact your administrator.</td>
</tr>
<tr>
<td>Site ID to retrieve extension is invalid. Please contact your administrator.</td>
<td>When Invalid site_id/no site_id is provided</td>
<td>Contact your administrator.</td>
</tr>
<tr>
<td>“Please configure server address in the application settings” in dialog.</td>
<td>Server URL* is not entered</td>
<td>Click “settings” on dialog, then on “server connection” and click “server URL” and enter URL* to connect.</td>
</tr>
<tr>
<td>“Phone state permission is mandatory to continue” in snack bar and in red color</td>
<td>Phone state permission is not allowed or denied, which will not allow to proceed further.</td>
<td>Need to allow phone state to proceed, DFS keep asking before configuring the server URL.</td>
</tr>
<tr>
<td>“Customer ID not found. Error= 400” in dialog</td>
<td>Customer ID entered is not recognized by Zebra Profile Manager.</td>
<td>Click, settings in dialog and enter customer ID for Basic is 847, OAuth is 312 and Imprivata is 001.</td>
</tr>
<tr>
<td>“Not connected to the server” in snack bar and in red color</td>
<td>Will occur in 2 cases, when network is lost and when server URL entered is wrong/empty</td>
<td>Check Internet connection is available and check the server URL is proper.</td>
</tr>
<tr>
<td>“Invalid username or password. Error=400” in dialog</td>
<td>When we enter wrong password/username and try to sign in, it pops-up.</td>
<td>Click try/again and Re-enter username/password correctly and sign in.</td>
</tr>
</tbody>
</table>
### Table 2  Errors and Solutions (Continued)

<table>
<thead>
<tr>
<th>Error Message(s)</th>
<th>Possible Cause(s)</th>
<th>Suggested Solution(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Please connect device to network” in dialog</td>
<td>When network connection is lost, and we are trying to perform some action, it displays</td>
<td>Connect to internet and click try again.</td>
</tr>
<tr>
<td>“Cannot reach server. Connection timed out” in dialog</td>
<td>If server connection is not established and entered server URL is wrong, then it comes</td>
<td>Check the entered server URL is proper and internet connection.</td>
</tr>
<tr>
<td>“You cannot select more than 4 roles” in snack bar</td>
<td>If a user tries to select more than 4 roles it displays snack bar</td>
<td>User should select only maximum of 4 roles.</td>
</tr>
<tr>
<td>“User profile response timed out” in dialog</td>
<td>This message comes when we don’t receive response after login is clicked.</td>
<td>Click try again and login again with new user or modify user in server</td>
</tr>
<tr>
<td>“Device profile response timed out” in dialog</td>
<td>This message comes when we don’t receive response for device request, so we can see login page</td>
<td>Click try again and login again.</td>
</tr>
<tr>
<td>“Set role response timed out” in dialog</td>
<td>This message comes when response is not received for set role</td>
<td>Check roles are attached to profiles properly and click on try/again and re-login.</td>
</tr>
<tr>
<td>“Please install Imprivata application or contact administrator for more details” in a dialog</td>
<td>This message comes when Imprivata is not installed and DFS try to get credentials.</td>
<td>Install Imprivata application or click settings and change customer Id.</td>
</tr>
</tbody>
</table>
Table 2  Errors and Solutions (Continued)

<table>
<thead>
<tr>
<th>Error Message(s)</th>
<th>Possible Cause(s)</th>
<th>Suggested Solution(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Invalid access token” in dialog</td>
<td>This message will come when token is expired in Neptune and device is trying to send the new message with expired token or wrong token, then invalid access token is sent back.</td>
<td>Click try/again, which will log out the user and relogin to get valid token.</td>
</tr>
<tr>
<td>“Unauthorized” in dialog</td>
<td>This message is sent by Neptune, when reconnect is sent and user is logged out in Neptune. Unauthorized will be sent back for reconnect_request</td>
<td>Click try/again, which will log out the user and relogin.</td>
</tr>
</tbody>
</table>