

WORKFORCE CONNECT

Voice Client 8.2.x



ZEBRA

Configuration Guide for Rauland

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Introduction

The Workforce Connect Voice Client (WFC Voice Client) version 8.1.726 and later supports a Distinctive Ringtone feature that works with Rauland Borg Responder 5 (RB/R5) ringtone identifiers in the SIP INVITE message **From** header.

The RB/R5 PBX provides a way to set specific ringtone types in response to event inputs. An event input is interpreted within the RB/R5 PBX, which then sends a SIP INVITE to appropriate client targets. The header of the invite contains specific identifiers of the ringtone or urgency.

The Distinctive Ringtone feature is configured in the WFC Voice Client by assigning a ringtone to an event from RB/R5. The WFC Voice Client interprets the **From** header in an incoming SIP call and plays the assigned ringtone. When there are multiple incoming calls, the WFC Voice Client interprets urgency and prioritizes the calls.

The WFC Voice Client configuration must exactly match the RB/R5 configuration to function correctly. If the **From** header of the incoming SIP INVITE does not match the WFC Voice Client identifier, the WFC Voice Client plays a configurable default ringtone.

Requirements

- WFC Voice Client version 8.1.726 or later installed and activated. Refer to the WFC Voice Client Administration Guide for any PBX.
- RB/R5 PBX properly configured. For information, contact Rauland Borg customer support.

Configure the Workforce Connect Voice Client

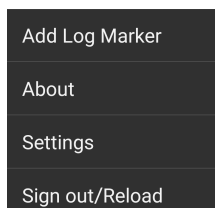
Obtain the following information from the RB/R5 PBX before configuring the WFC Voice Client:

- Server IP address
- Server port
- Server Transport (TCP/UDP)
- User ID
- Password.

To configure the WFC Voice Client:

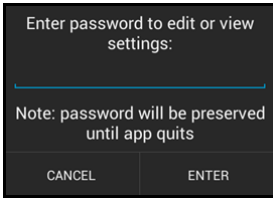
1. Touch the menu button.

Figure 1 WFC Voice Client Menu



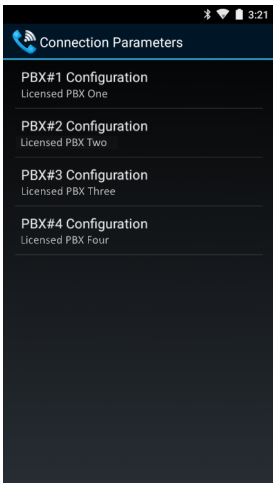
2. Touch **Settings**.

Figure 2 Enter Password Screen



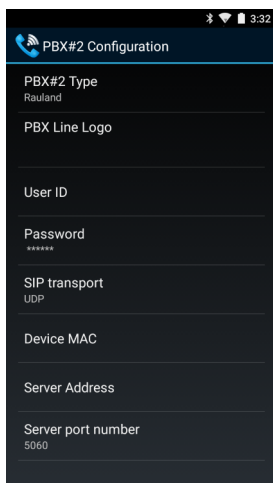
3. Enter the settings password and touch **ENTER**. The default password is: **zamboni**.
4. Touch **Connection Parameters**.

Figure 3 Connection Parameters



5. Select a PBX configuration. The typical configuration for RB/R5 is: **PBX#2 Configuration**.
6. Touch the **PBX Type** field and select **Rauland**.
7. Enter the **User ID**.
8. Enter the **Password**.
9. Enter the **SIP transport**.
10. Enter the **Server address**.
11. Enter the **Server port number**.

Figure 4 Enter Parameters




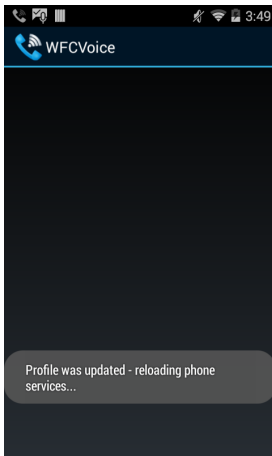
12. Touch  to return to the WFC Voice Client home screen.

Figure 5 Confirmation Message



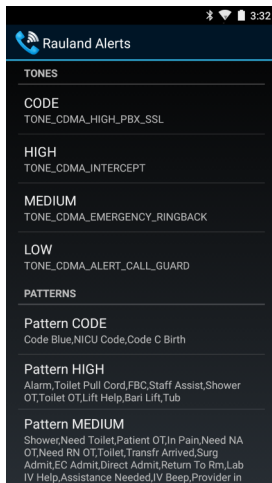
A confirmation that the Configuration has been saved to WFCConnect.xml displays.

Assign a Distinctive Ringtone

To assign a distinctive ringtone:

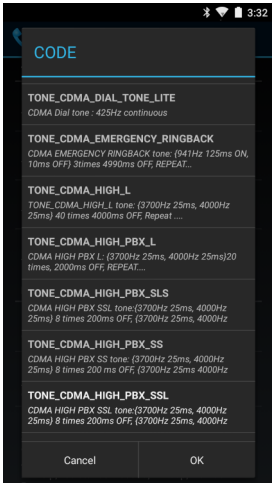
1. From the WFC Voice Client, touch the menu button.
2. Touch **Settings > Advanced Settings > Ringtones > Rauland Alerts.**


Figure 6 Rauland Alerts



3. Touch an alert priority to select it.
4. Select a ringtone.

Figure 7 Select Ringtone



5. Select **OK**.
6. Touch  to return to the WFC Voice Client home screen.

SIP INVITE Messages

This section contains examples of RB/R5 SIP INVITE messages.

Example One

```
INVITE sip:1637@10.198.6.27:44066;ob SIP/2.0
Via: SIP/2.0/UDP 172.25.215.175:5060;branch=z9hG4bK2c9356cb
Max-Forwards: 70
From: "FBC_430_1 Patient"
<sip:499*430*1@172.25.215.175>;tag=as761437ff
To: <sip:1637@10.198.6.27:44066;ob>
Contact: <sip:499*430*1@172.25.215.175:5060>
Call-ID: 5b43f5e2087b044574f9a51725e9f4e9@172.25.215.175:5060
CSeq: 102 INVITE
User-Agent: Asterisk PBX 14.2.1
Date: Fri, 28 Apr 2017 17:07:06 GMT
Allow: INVITE, ACK, CANCEL, OPTIONS, BYE, REFER, SUBSCRIBE, NOTIFY, INFO, PUBLISH, MESSAGE
Supported: replaces, timer
Alert-Info: <ftp://localhost/SloeDingDong.ogg>
Content-Type: application/sdp
Content-Length: 290
```

Example Two

```
INVITE sip:1637@10.198.6.27:44066;ob SIP/2.0
Via: SIP/2.0/UDP 172.25.215.175:5060;branch=z9hG4bK2c9356cb
Max-Forwards: 70
From: "FBC_430_1 WFC_ALERT_TONE_12"
<sip:499*430*1@172.25.215.175>;tag=as761437ff
To: <sip:1637@10.198.6.27:44066;ob>
Contact: <sip:499*430*1@172.25.215.175:5060>
Call-ID: 5b43f5e2087b044574f9a51725e9f4e9@172.25.215.175:5060
CSeq: 102 INVITE
User-Agent: Asterisk PBX 14.2.1
Date: Fri, 28 Apr 2017 17:07:06 GMT
Allow: INVITE, ACK, CANCEL, OPTIONS, BYE, REFER, SUBSCRIBE, NOTIFY, INFO, PUBLISH, MESSAGE
Supported: replaces, timer
Alert-Info: <ftp://localhost/SloeDingDong.ogg>
Content-Type: application/sdp
Content-Length: 290
```

WFC Voice Client Configuration File

Using the Distinctive Ringtone feature requires storing the following as key and value pairs in the WFC Voice Client configuration file. Each key and value pair contains the following:

- WFC Voice Client ringtone priority parameter. The ringtone priorities are: low, medium, high, medium pattern, code pattern, code, low pattern.
- One or more RB/R5 ringtone identifiers. Ringtone identifiers must exactly match the content of the SIP INVITE message From header.

The format is `<ringtone_priority>From Header</ringtone_priority>`.

Configuration File Example

In the example below, the ringtone priority parameters contain headers from the [SIP INVITE Messages on page 7](#).

- The parameter `<rauland_low_pattern>` contains the From header Patient, highlighted in [Example One](#).
- The parameter `<rauland_high_pattern>` contains the From header WFC_ALERT_TONE_12, highlighted in [Example Two](#).

```
<WFCConnect>
  <Profile>
    <profile_type>Rauland</profile_type>
    <rauland_low>TONE_CDMA_ALERT_CALL_GUARD</rauland_low>
    <rauland_medium>TONE_CDMA_EMERGENCY_RINGBACK</rauland_medium>
    <rauland_high>TONE_CDMA_INTERCEPT</rauland_high>
    <rauland_medium_pattern>Shower,Need Toilet,Patient OT,In Pain,Need NA OT,Need RN
    OT,Toilet,Transfr Arrived,Surg Admit,EC Admit,Direct Admit,Return To Rm,Lab IV
    Help,Assistance Needed,IV Beep,Provider in Rm</rauland_medium_pattern>
    <rauland_code_pattern>Code Blue,NICU Code,Code C Birth</rauland_code_pattern>
    <rauland_high_pattern>Alarm,Toilet Pull Cord,FBC,Staff Assist,Shower OT,Toilet OT,Lift
    Help,Bari Lift,Tub, WFC_ALERT_TONE_12</rauland_high_pattern>
    <rauland_code>TONE_CDMA_HIGH_SS</rauland_code>
    <rauland_low_pattern>Alarm 2,Cord Out,Bed Out,Alarm 2,Patient,Water,Turn Q2,PAIN 45 Min,CARE
    Rounds 1 HR,NA 45 Min,NA 30 Min,NA 15 Min,CARE Rounds NA,Nurse 45 Min,Nurse 30 Min,Nurse 15
    Min,CARE Rounds Nurse</rauland_low_pattern>
    ...
  </Profile>
</WFCConnect>
```