

# **WORKFORCE CONNECT**

## Voice Client



**ZEBRA**

# **Configuration Guide**

## for Mobile Device Managers

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## Introduction

This guide describes the procedures for using a Mobile Device Manager (MDM) to configure the Zebra Workforce Connect Voice Client (WFC Voice). This guide is intended for readers that are familiar with the desired MDM and that the target devices are pre-configured with the necessary MDM agent.

✓ **NOTE** Requires WFC Voice version 8.2.729 or later.

WFC Voice supports the following MDMs:

- VMware AirWatch
- SOTI MobiControl.

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## Overview

✓ **NOTE** If using WFC Voice version 9.x with WFC Profile Manager, make sure to install the Device Fabric Service (DFS) APK before installing the WFC Voice APK.

When configuring WFC Voice for the first time using an MDM, install both the WFC Voice APK file and WFC Voice configuration on the device. The configuration file **WFCConnect.xml** stores all WFC Voice configuration parameters as key and value pairs. For information on how to create the configuration file, refer to the Workforce Connect Voice Client 8.x Administrator Guide for the desired PBX type.

When using an MDM to update the configuration file of an existing installation, an updated XML configuration file is sent to the device, and an intent is sent to WFC Voice. When WFC Voice receives the intent from an MDM, it uses the configuration file **WFCConnect.XML** to update WFC Voice configuration parameters.

Both a clean installation and updating an existing installation are described in this guide.

## General Deployment

This section provides general directions for deploying the WFC Voice configuration file using an MDM other than AirWatch or MobiControl. The actual steps may vary depending on the MDM.

✓ **NOTE** The package name and Android application ID for WFC Voice is **com.symbol.wfc.voice**.

1. Create a deployment package containing the WFC Voice configuration file **WFCConnect.xml**.
2. Set the download path in the device to **/sdcard/WFCConnect/**.
3. Assign the appropriate permissions to Ensure that **WFCConnect.xml** so WFC Voice can modify it.
4. Add a broadcast intent to the package with **action=wfc.voice.ACTION\_NEW\_CONFIG** and **profile\_uri=/sdcard/WFCConnect/WFCVoice.xml**.
5. Complete creation of the deployment package.
6. Activate or add a deployment rule to deploy the package to one or more devices.

The MDM pushes the configuration file to the specified devices and sends the intent. When WFC Voice receives the **wfc.voice.ACTION\_NEW\_CONFIG** intent containing the XML configuration file path, it uses the file to update WFC Voice configuration.

## VMware AirWatch

✓ **NOTE** Instructions, screens, and windows shown in this section may be different from what is shown, depending on your version of VMware AirWatch.

### AirWatch - Installing WFC Voice and the XML Configuration File

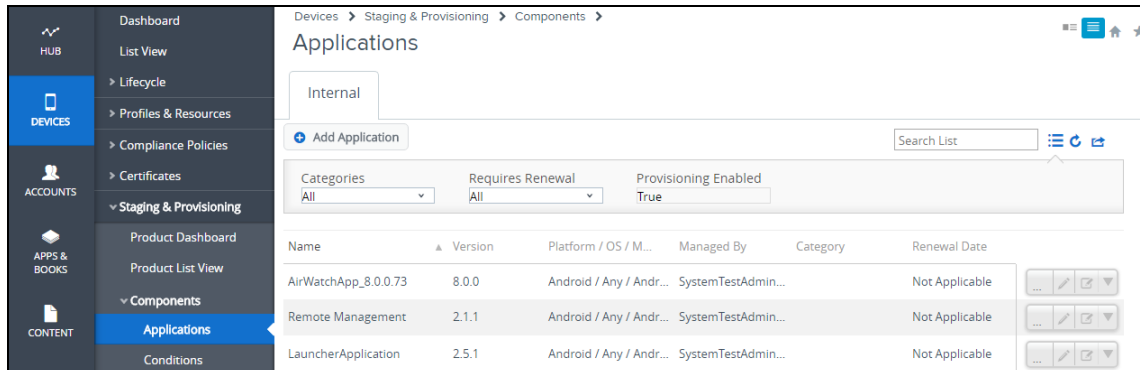
When configuring WFC Voice for the first time, ensure the WFC Voice APK and XML configuration file are available.

#### Uploading the WFC Voice APK

To upload the WFC Voice APK to the AirWatch Console:

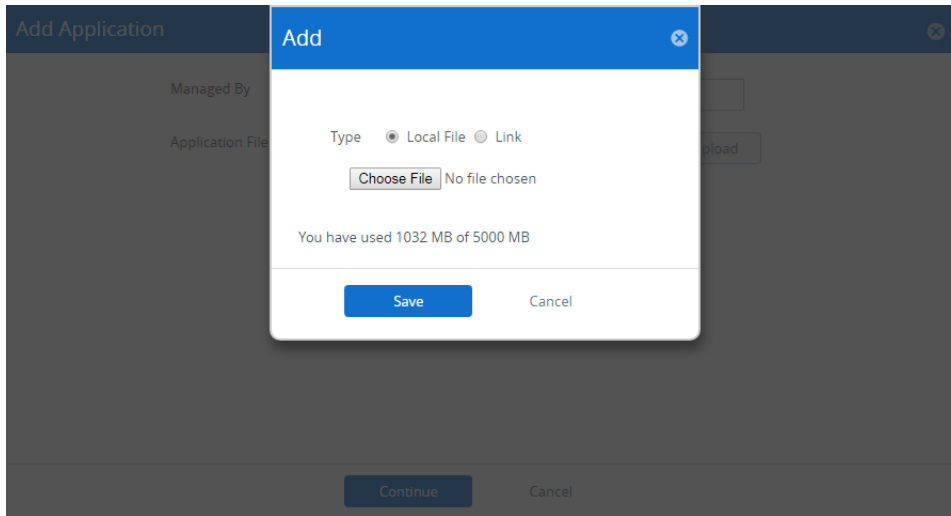
1. Ensure that WFC Voice is running on target device(s).
2. From a web browser, log in to the AirWatch Console.
3. Navigate to **Devices > Staging & Provisioning > Components > Applications**.

**Figure 1** AirWatch - Add Application Screen



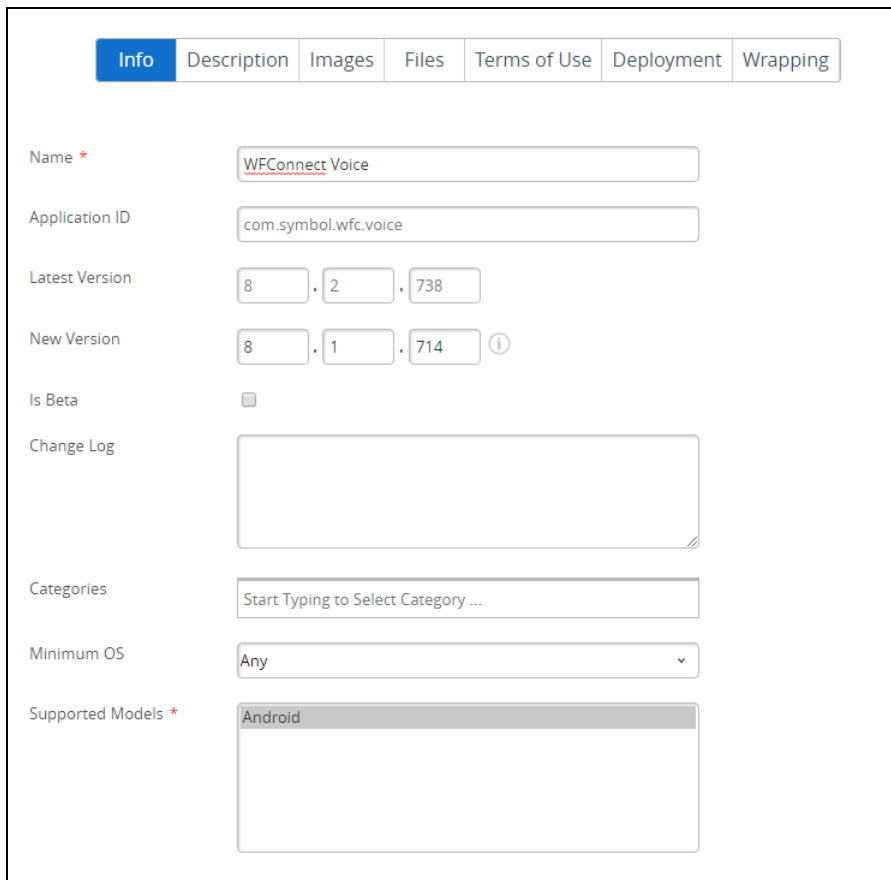
4. Select **Add Application**.
5. In the **Managed By** field, pick an Organization Group to manage the application.
6. Next to the **Application File** field, select the **Upload** button.

**Figure 2** AirWatch - Choose Application Screen



7. Select **Choose File** and navigate to the WFC Voice APK file, or select the **Link** radio button and enter a URL to the APK file.
8. Select **Open**.
9. Select **Save**.
10. Select **Continue**.

**Figure 3** AirWatch - Application Info Screen



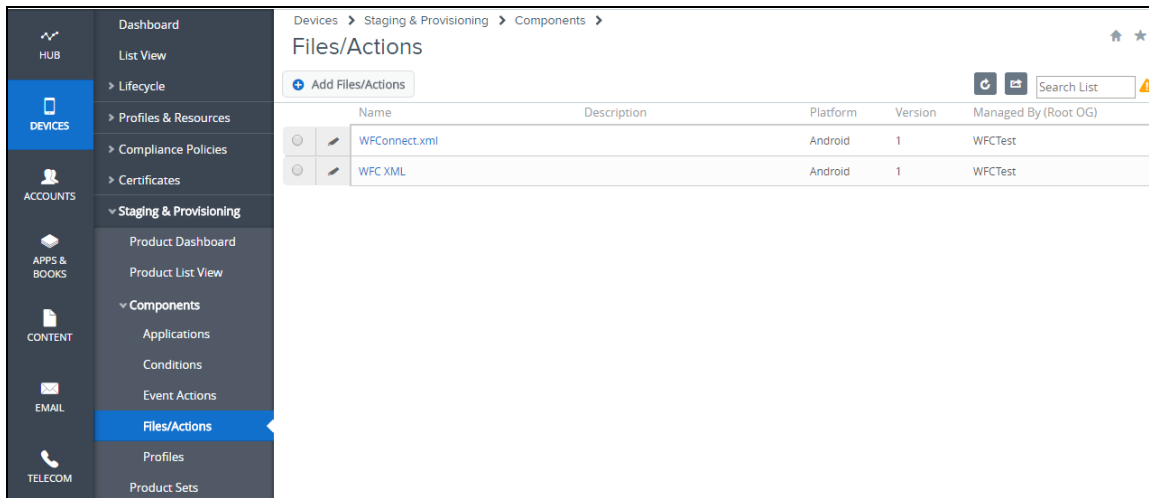
11. In the **Name** field, enter an application name. Write down the application name.
12. In the **Application ID** field, enter the application ID `com.symbol.wfc.voice`.
13. In the **Supported Models** field, select one or more supported models.
14. Select **Save**.

## Uploading the Configuration File

To upload the WFCConnect.xml file to the AirWatch Console:

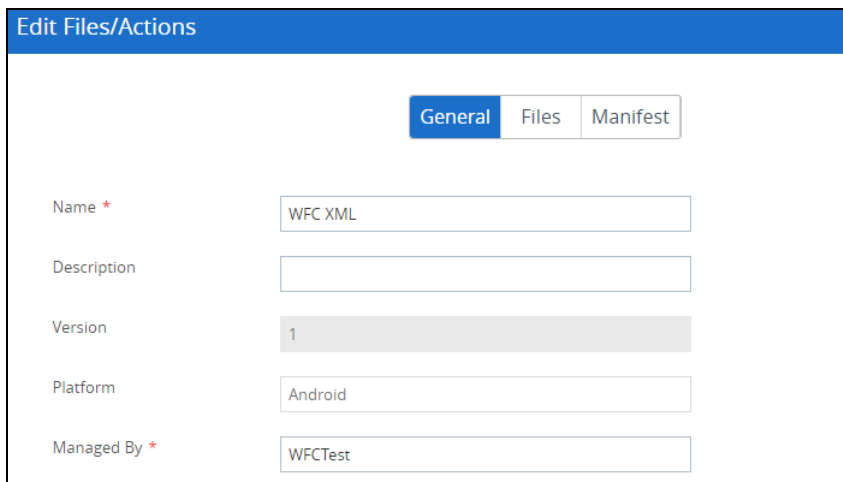
1. Navigate to **Devices > Staging & Provisioning > Components > File/Actions**.

**Figure 4** AirWatch - Files/Actions Screen



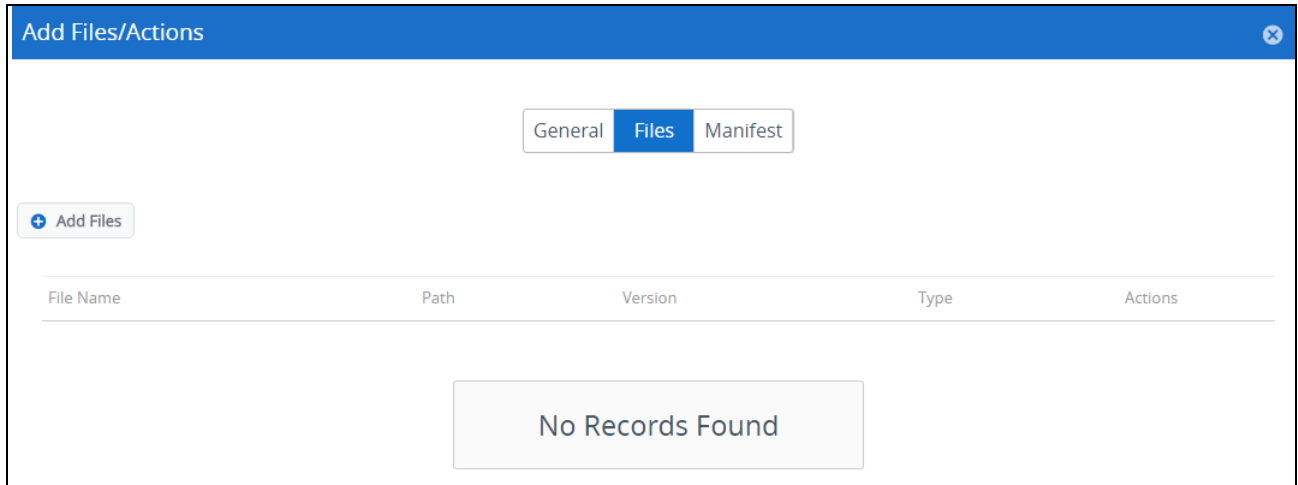
2. Select **Add Files/Action**.
3. Select **Android**.

**Figure 5** AirWatch - Add Files/Actions - General Tab



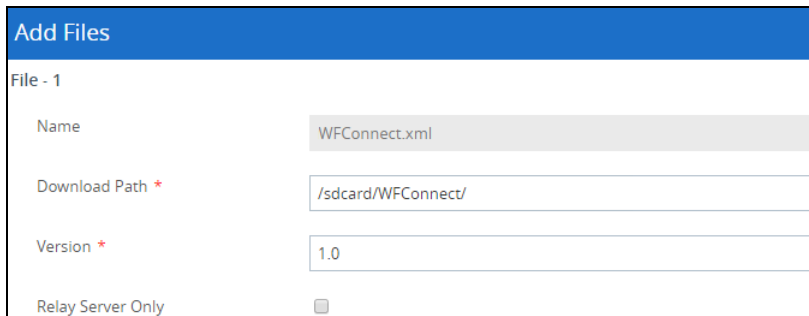
4. In the **Name** field, enter a name for the files/actions. The name cannot be longer than 255 characters.
5. In the **Managed By** field, pick an Organization Group to manage the application.
6. Go to the **Files** tab.

**Figure 6** AirWatch - Add Files/Actions - Files Tab



7. Select **Add Files**.
8. Select **Choose Files** and navigate to the XML configuration file.
9. Select **Open**.
10. Select **Save**.

**Figure 7** AirWatch - Add Files/Actions - Add Files



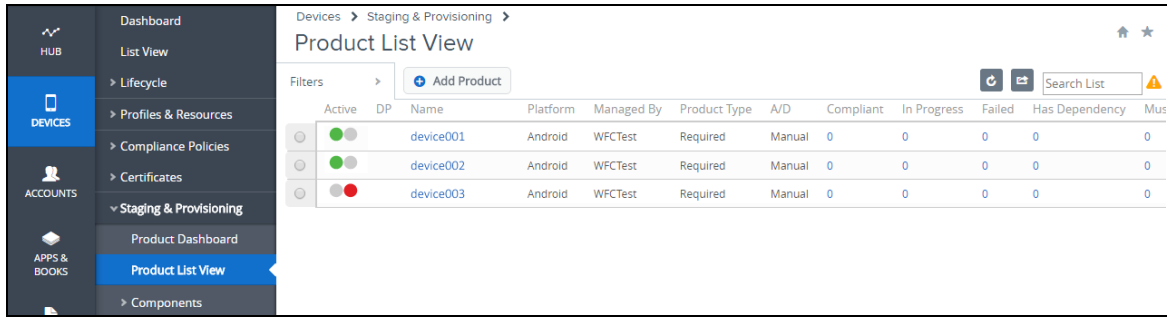
11. In the **Download Path** field, enter `/sdcard/WFConnect/`.
12. Select **Save**.
13. Select **Save**.

## Creating an AirWatch Product

To create an AirWatch Product for installing the APK and configuration file:

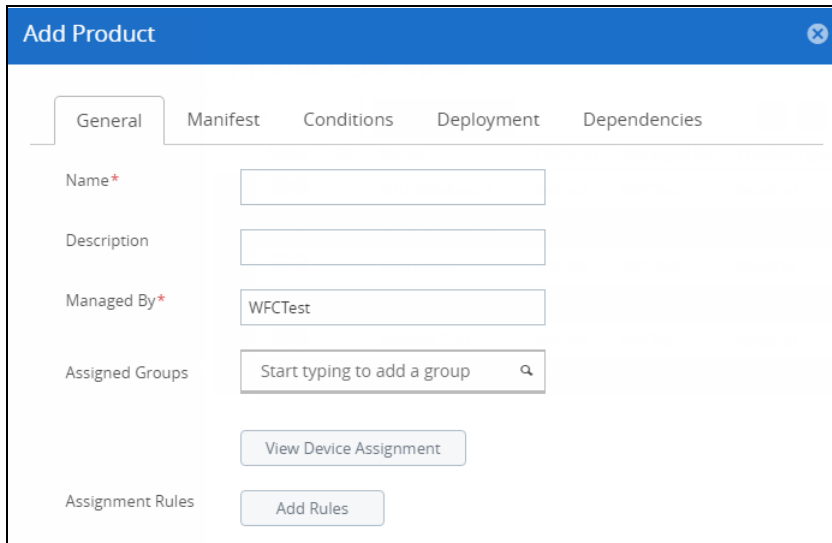
1. Navigate to **Devices > Staging & Provisioning > Product List View**.

**Figure 8** AirWatch - Product List View



2. Select **Add Product**.
3. Select **Android**.

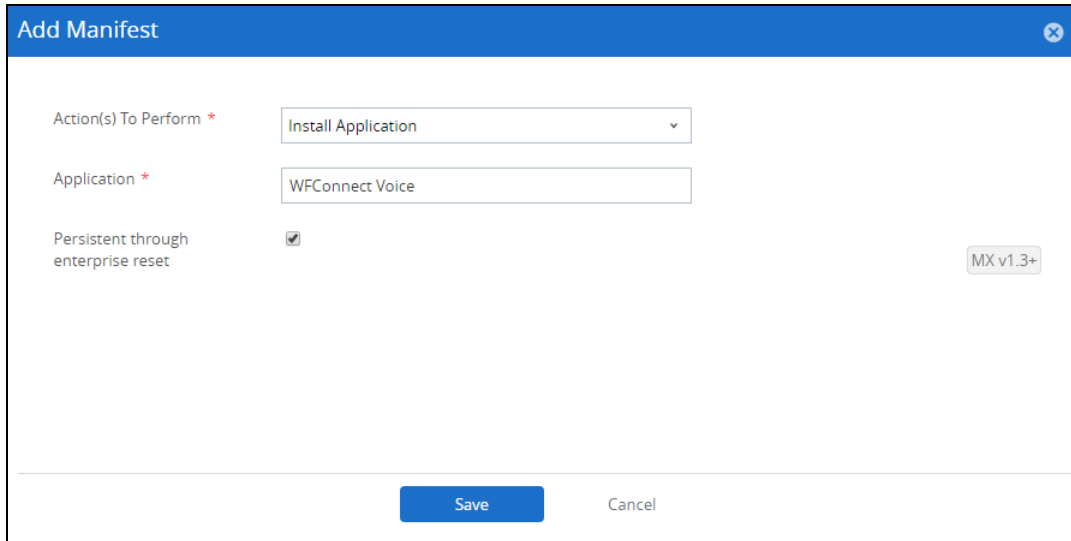
**Figure 9** AirWatch - Product List View - Add Product



4. In the **Name** field, enter a name for the product. The name cannot be longer than 255 characters.
5. In the **Managed By** field, pick an Organization Group to manage the application.
6. In the **Assigned Groups** field, enter one or more device smart groups.
7. Select the **Manifest** tab > **Add**.
8. From the **Action(s) to Perform** drop-down menu, select **Install Application**.



**Figure 10** AirWatch - Product List View - Add Manifest



9. In the **Application** field, select the WFC Voice application name, set on [page 6](#), step 11.
10. Select **Save**.
11. Select **Activate**.
12. Select **Activate** to activate the product.

## AirWatch - Updating the Configuration

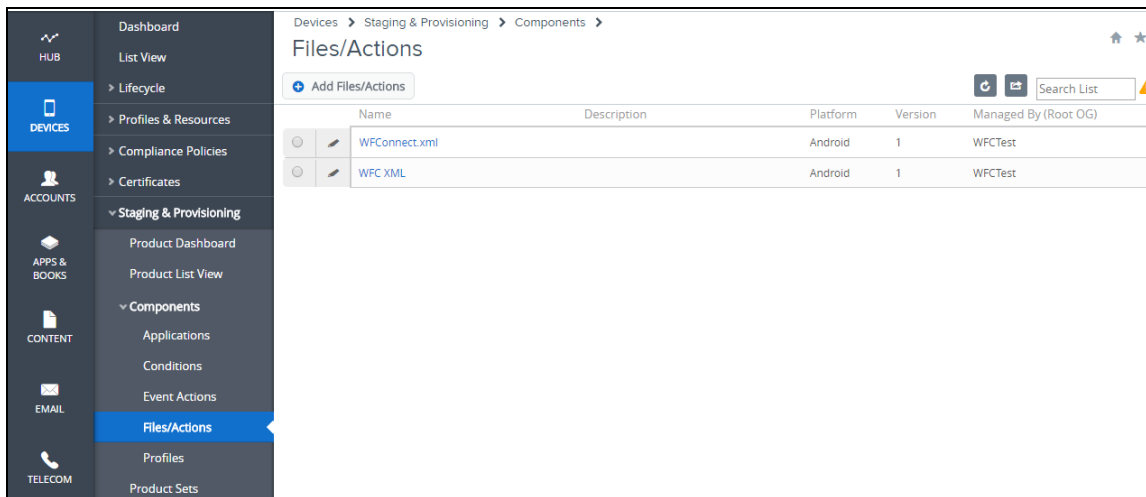
When updating an existing installation, ensure the WFC Voice XML configuration file is available.

### Uploading the Configuration File

To upload the WFCConnect.xml file to the AirWatch console:

1. Ensure that WFC Voice is running on target device(s).
2. From a web browser, log in to the AirWatch Console.
3. Navigate to **Devices > Staging & Provisioning > Components > File/Actions**.

**Figure 11** AirWatch - Files/Actions Screen



4. Select **Add Files/Action**.
5. Select **Android**.

**Figure 12** AirWatch - Add Files/Actions - General Tab

The screenshot shows the 'Edit Files/Actions' interface with the 'General' tab selected. The form contains the following fields:

- Name \***: WFC XML
- Description**: (empty)
- Version**: 1
- Platform**: Android
- Managed By \***: WFCTest

6. In the **Name** field, enter a name for the Files/Actions. The name cannot be longer than 255 characters. Write down the Files/Actions name.
7. In the **Managed By** field, pick an Organization Group to manage the application.
8. Go to the **Files** tab.

**Figure 13** AirWatch - Add Files/Actions - Files Tab

The screenshot shows the 'Add Files/Actions' interface with the 'Files' tab selected. It features an 'Add Files' button and a table with the following structure:

File Name	Path	Version	Type	Actions
No Records Found				

9. Select **Add Files**.
10. Select **Choose Files** and navigate to the XML configuration file.
11. Select **Open**.
12. Select **Save**.

**Figure 14** AirWatch - Add Files/Actions - Add Files

13. In the **Download Path** field, enter `/sdcard/WFConnect/`.

14. Select **Save**.

15. Select **Manifest**.

**Figure 15** AirWatch - Add Files/Actions - Manifest Tab

16. From **Install Manifest**, select **Add Action**.

17. Select **Action Types > Run Intent**.

18. Paste following command line into **Command Line and Arguments to run**:

```
mode=implicit,action=wfc.voice.ACTION_NEW_CONFIG,extraString=profile_uri=/sdcard/WFConnect/WFConnect.xml,broadcast=false
```

**Figure 16** AirWatch - Add Files/Actions - Add Manifest

19. Select **Save** to save the action.
20. Select **Save** to save the manifest.

### Creating an AirWatch Product

To create an AirWatch Product for updating the configuration file:

1. Navigate to **Devices > Staging & Provisioning > Product List View**.

**Figure 17** AirWatch - Product List View

Active	DP	Name	Platform	Managed By	Product Type	A/D	Compliant	In Progress	Failed	Has Dependency	Mus
<span style="color: green;">●</span>		device001	Android	WFCTest	Required	Manual	0	0	0	0	0
<span style="color: green;">●</span>		device002	Android	WFCTest	Required	Manual	0	0	0	0	0
<span style="color: red;">●</span>		device003	Android	WFCTest	Required	Manual	0	0	0	0	0

2. Select **Add Product**.
3. Select **Android**.

**Figure 18** AirWatch - Product List View - Add Product

4. In the **Name** field, enter a name for the product. The name cannot be longer than 255 characters.
5. In the **Managed By** field, pick an Organization Group to manage the application.
6. In the **Assigned Groups** field, enter one or more device smart groups.
7. Select the **Manifest** tab > **Add**.
8. From the **Action(s) to Perform** drop-down menu, select **Install Files / Actions**.

**Figure 19** AirWatch - Product List View - Add Product

9. From the **Files/Actions** field, select configuration file name, set on [page 10](#), step 6.
10. Select **Save**.
11. Select **Activate**.
12. Select **Activate** to activate the product.

## SOTI MobiControl



**NOTE** Requires SOTI MobiControl version 12.2.0.23409 or later.

Instructions, screens, and windows shown in this section may be different from what is shown, depending on your version of SOTI MobiControl.

### MobiControl - Installing WFC Voice and the XML Configuration File

When configuring WFC Voice for the first time, ensure the WFC Voice APK and XML configuration file are available.

1. Ensure that WFC Voice is running on target device(s).
2. Open the MobiControl Package Studio.
3. Select **File > Create New Package Project**.

**Figure 20** MobiControl - Package Information

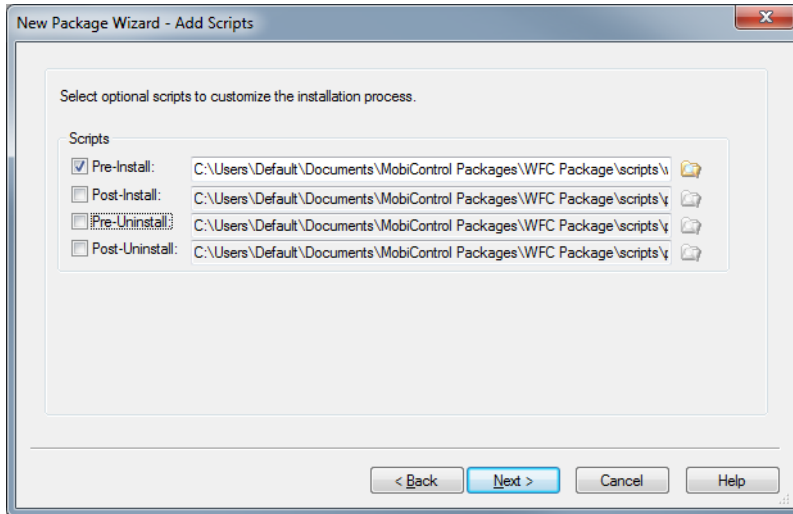
The screenshot shows a 'New Package Wizard - Package Information' dialog box. The fields are filled with the following information:

- Project Name: WFC Package
- Project Location: C:\Users\Default\Documents\MobiControl Packages\WFC Package
- Processor: ALL
- Platform: Android
- OS versions: from: 2.0, to: 10.0
- Version String: 1.0
- Comment: (empty)
- Vendor: (empty)

At the bottom of the dialog box, there are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'.

4. In the **Project Name** field, enter a project name.
5. From the **Platform** drop-down box, select **Android**.
6. Select **Next**.

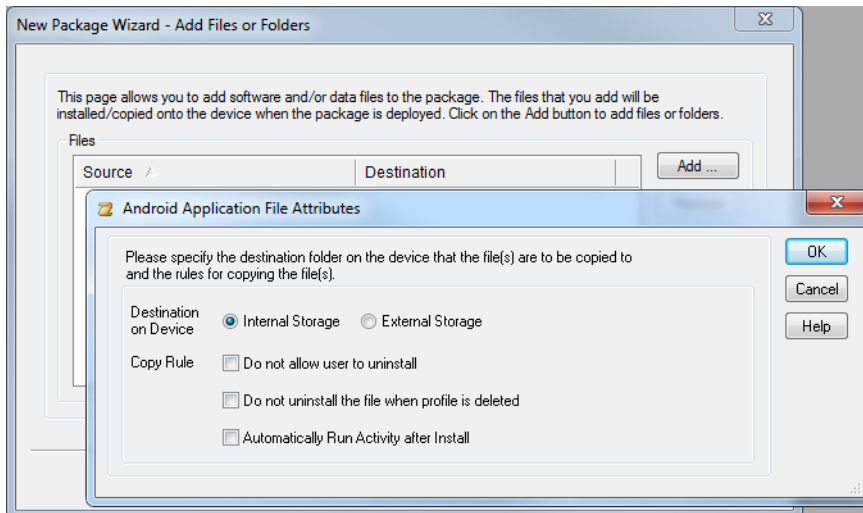
**Figure 21** MobiControl - Add Scripts



7. On the **Add Scripts** screen, select the **Pre-Install** checkbox.
8. Navigate to a CMD file containing the following script:  
`mkdir /sdcard/WFCconnect`
9. Select **Next**.
10. On the **Add Files or Folders** screen, select **Add > Add Android APK**.
11. Navigate to the WFC Voice APK file and select **Open**.

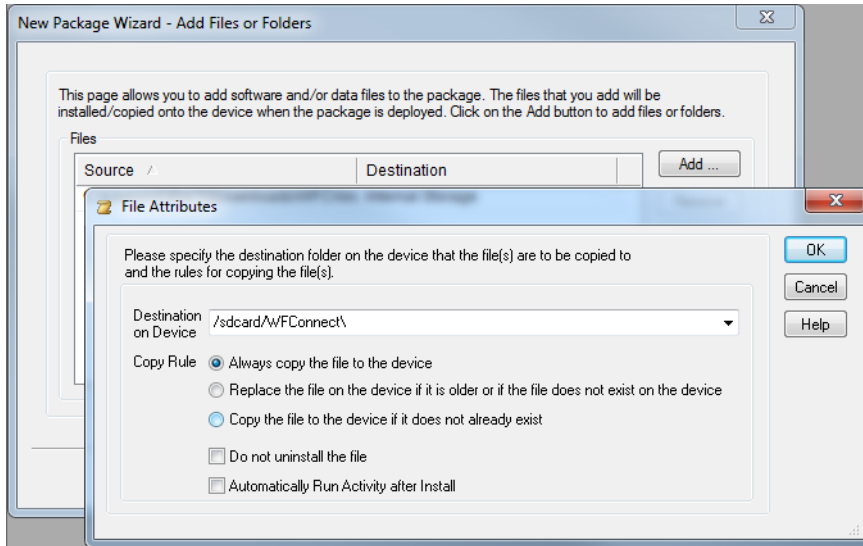
The **Android Application File Attributes** dialog box displays.

**Figure 22** MobiControl - Android Application File Attributes



12. Remove the check mark next to **Automatically Run Activity After Install**.
13. Select **OK**.
14. On the **Add Files or Folders** screen, select **Add > Add Files**.
15. Navigate to the WFC Voice configuration file and select **Open**. The **File Attributes** dialog box displays.

**Figure 23** MobiControl - File Attributes



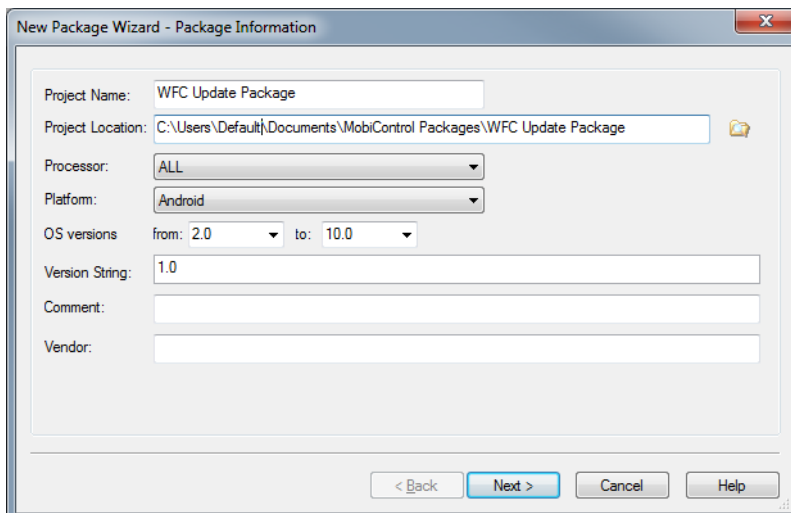
16. In the **Destination on Device** field, enter `/sdcard/WFConnect`.
17. Remove the check mark next to **Automatically Run Activity After Install**.
18. Select **OK**.
19. Select **Next**.
20. On the **Size Settings** screen, select **Finish**.

## MobiControl - Updating the Configuration

When updating an existing installation, ensure the WFC Voice XML configuration file is available.

1. Ensure that WFC Voice is running on target device(s).
2. Log in to the MobiControl console.
3. From the Package Studio **File** menu, select **Create New Package Project**. The **Package Information** dialog box displays.

**Figure 24** MobiControl - Package Information

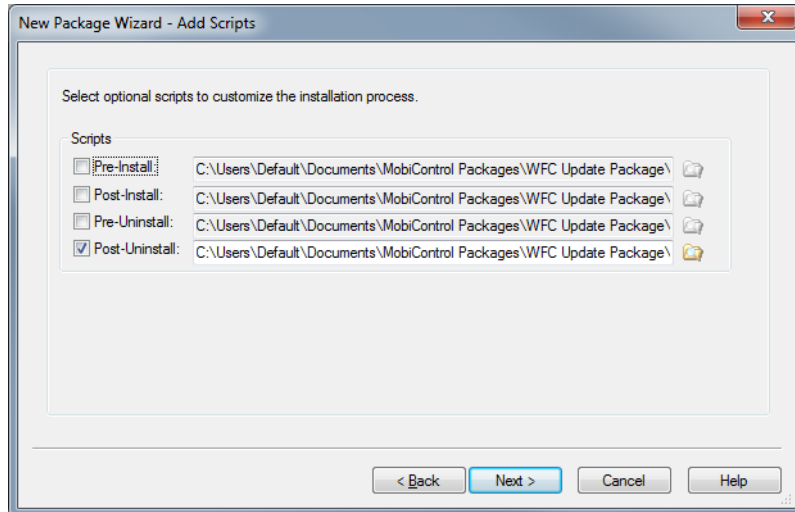


4. In the **Project Name** field, enter a project name.



5. From the **Platform** drop-down box, select **Android**.
6. Select **Next**.

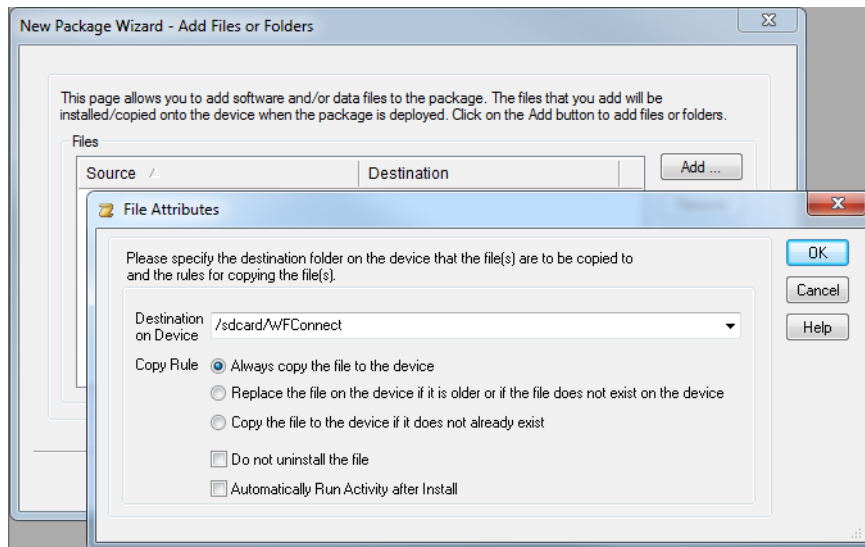
**Figure 25** MobiControl - Package Information Window



7. On the **Add Scripts** screen, select the **Post-Install** checkbox.
8. Navigate to a CMD file containing the following script:  

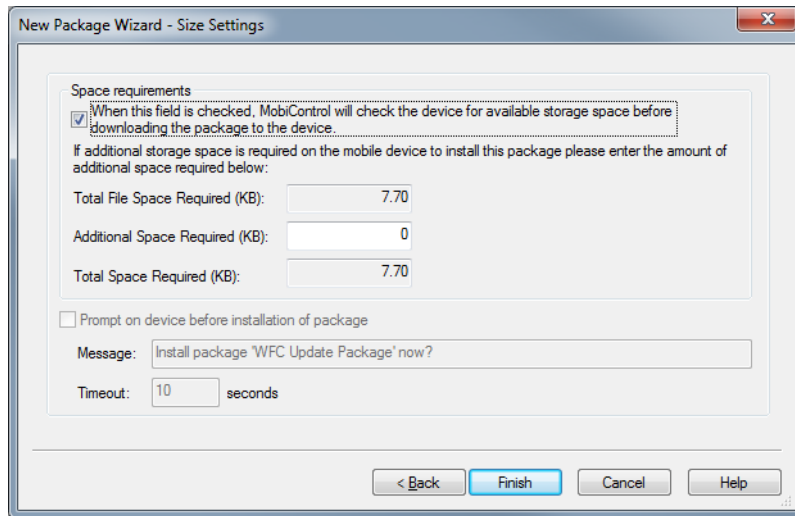
```
sendintent -a "intent:#Intent;action= wfc.voice.ACTION_NEW_CONFIG;S.profile_uri=/sdcard/WFCConnect/WFCConnect.xml;end"
```
9. Select **Next**.
10. On the **Add Files or Folders** screen, select **Add > Add Files**.
11. Navigate to the WFC Voice configuration file and select **Open**. The **File Attributes** dialog box displays.

**Figure 26** MobiControl - File Attributes



12. In the **Destination on Device** field, enter **/sdcard/WFCConnect**.
13. Remove the check mark next to **Automatically Run Activity After Install**.
14. Select **OK**.
15. Select **Next**.

**Figure 27** MobiControl - Size Settings



16. On the **Size Settings** screen, select **Finish**.

