

Zebra Workstation Connect



ZEBRA

User Guide

2024/10/07

ZEBRA and the stylized Zebra head are trademarks of Zebra Technologies Corporation, registered in many jurisdictions worldwide. All other trademarks are the property of their respective owners. ©2024 Zebra Technologies Corporation and/or its affiliates. All rights reserved.

Information in this document is subject to change without notice. The software described in this document is furnished under a license agreement or nondisclosure agreement. The software may be used or copied only in accordance with the terms of those agreements.

For further information regarding legal and proprietary statements, please go to:

SOFTWARE: zebra.com/informationpolicy.

COPYRIGHTS: zebra.com/copyright.

PATENTS: ip.zebra.com.

WARRANTY: zebra.com/warranty.

END USER LICENSE AGREEMENT: zebra.com/eula.

Terms of Use

Proprietary Statement

This manual contains proprietary information of Zebra Technologies Corporation and its subsidiaries ("Zebra Technologies"). It is intended solely for the information and use of parties operating and maintaining the equipment described herein. Such proprietary information may not be used, reproduced, or disclosed to any other parties for any other purpose without the express, written permission of Zebra Technologies.

Product Improvements

Continuous improvement of products is a policy of Zebra Technologies. All specifications and designs are subject to change without notice.

Liability Disclaimer

Zebra Technologies takes steps to ensure that its published Engineering specifications and manuals are correct; however, errors do occur. Zebra Technologies reserves the right to correct any such errors and disclaims liability resulting therefrom.

Limitation of Liability

In no event shall Zebra Technologies or anyone else involved in the creation, production, or delivery of the accompanying product (including hardware and software) be liable for any damages whatsoever (including, without limitation, consequential damages including loss of business profits, business interruption, or loss of business information) arising out of the use of, the results of use of, or inability to use such product, even if Zebra Technologies has been advised of the possibility of such damages. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Contents

About This Guide.....	5
Configurations.....	5
Revision History.....	8
Supported Peripherals.....	10
Icon Conventions.....	10
Notational Conventions.....	11
Service Information.....	11
 Zebra Workstation Connect Features.....	 12
Application Overview.....	12
Using COPE Mode.....	13
Supported Keyboard Commands.....	13
Launching Applications.....	14
Using the All Applications Button.....	15
Using Applications on the External Monitor.....	18
Relaunching and Resetting Applications.....	20
Lock Screen Notification.....	22
Application Notifications.....	24
Using Immersive Mode.....	24
Kiosk Behavior.....	26
Using the Navigation Buttons.....	26
Using the Desktop Home Screen Menu.....	27
Adding a Shortcut for an Application, File, Website, or Intent.....	28
Creating Application Shortcuts.....	29
Creating File Shortcuts.....	30

Creating Website Shortcuts.....	31
Creating Intent Shortcuts.....	33
Customizing Shortcuts.....	35
Creating Shortcut Groups.....	38
Moving Shortcuts Between Groups.....	41
Exporting All Shortcuts.....	42
Removing Shortcuts.....	44
Exporting Managed Configurations.....	45
Configuring Display Settings.....	47
App Launch Orientation (Portrait or Landscape).....	49
Changing the Wallpaper.....	51
Suspend and Lock the Device.....	51
Docking and Undocking Behavior.....	52
Using the Notification Panel.....	54
Using Status Icons.....	55
Battery Status Settings.....	58
Wi-Fi Settings.....	59
Bluetooth Settings.....	60
Using the Audio Settings Icon.....	60
Optimal Available Audio Output Paths.....	61
Soft Input Panel Hover Text.....	62
Screen Capture.....	63
Screen Dimming.....	66
Resetting Configurations.....	66
Version Support.....	68
Using Remote Control and Screen Share.....	68
Troubleshooting.....	69

About This Guide

This guide provides information on using the developer interface to configure Zebra Workstation Connect.

Configurations

This guide covers the following configurations:

Table 1 Compatible Configurations

Configuration	Description	Device Compatibility
CRD-EC5X-1SWS-01	<p>Workstation Docking Cradle Kit with Standard Cup, HDMI, Ethernet, and multiple USB Ports.</p> <p>Included in the kit:</p> <ul style="list-style-type: none">• Cradle (for example, CRD-EC5X-1SWS-02)• Power Supply (for example, PWRBGA12V50W0WW)• DC Cable (for example, CBL-DC-388A1-01) <p>Country-specific AC line cords are sold separately.</p>	EC50 and EC55 Mobile Computers

Table 1 Compatible Configurations (Continued)

Configuration	Description	Device Compatibility
CRD-TC2X-1SNWS-01	<p>The TC21, TC26, TC21-HC, TC26-HC Connect Cradle (Workstation) connects a mobile computer to an external monitor and multiple peripherals, including HDMI, Ethernet, USB-A (4), and a 3.5mm headset jack.</p> <p>Included in the kit:</p> <ul style="list-style-type: none"> • Cradle (for example, CRD-TC2X-1SNWS-01) • Power Supply (for example, PWR-BGA12V50W0WW) • DC Cable (for example, CBL-DC-388A2-01) <p>Country-specific AC line cords are sold separately.</p>	TC21, TC26, TC21-HC, and TC26-HC Mobile Computers
CRD-TC5X-1SWS-01	<p>Workstation Docking Cradle Kit with Standard Cup, HDMI, Ethernet, and multiple USB Ports.</p> <p>Included in the kit:</p> <ul style="list-style-type: none"> • Cradle (for example, (CRD-TC5X-1SWS1-01) • Power Supply (for example, PWRBGA12V50W0WW) • DC Cable (for example, CBL-DC-388A1-01) <p>Country-specific AC line cords are sold separately.</p>	TC52, TC52x, TC57, TC57x, TC52ax, TC52x-HC and TC52ax-HC Mobile Computers
CRD-NTC5X-1SNWS-01	<p>The TC53, TC58 Connect Cradle (Workstation) connects a mobile computer to an external monitor and multiple peripherals, including HDMI, Ethernet, and USB-A (4)</p> <p>Included in the kit:</p> <ul style="list-style-type: none"> • Cradle (for example, CRD-NTC5X-1SNWS-01) • Power Supply (for example, PWR-BGA12V50W0WW) • DC Line Cord (for example, CBL-DC-388A2-01) <p>Country-specific grounded AC Line Cord sold separately.</p>	TC53 and TC58 Mobile Computers

Table 1 Compatible Configurations (Continued)

Configuration	Description	Device Compatibility
CRD-NTC7X-1SNWS-01	<p>The TC73/TC78 Connect Cradle (Workstation) connects a mobile computer to an external monitor and multiple peripherals, including HDMI, Ethernet, and USB-A (4).</p> <p>Included in the kit:</p> <ul style="list-style-type: none"> • Cradle (for example, CRD-NTC7X-1SNWS-01) • Power Supply (for example, PWR-BGA12V50W0WW) • DC Line Cord (for example, CBL-DC-388A2-01) <p>Country-specific AC line cords are sold separately.</p>	TC73 and TC78 Mobile Computers
CRD-ET4X-1SNWS-01	<p>The ET40, ET45, ET40-HC, ET45-HC Connect Cradle (Workstation) connects a 10 or 8 in. tablet to an external monitor and multiple peripherals, including HDMI, Ethernet, USB-A (x4), and a 3.5 mm headset jack.</p> <p>Included in the kit:</p> <ul style="list-style-type: none"> • Cradle (for example, CRD-ET4X-1SNWS-01) • Power Supply (for example, PWR-BGA12V50W0WW) • DC Line Cord (CBL-DC- 388A2-01)) <p>Country-specific grounded AC Line Cord sold separately.</p>	ET40, ET45, ET40-HC, ET45-HC Tablets

Table 1 Compatible Configurations (Continued)

Configuration	Description	Device Compatibility
CRD-ET5X-1SWS-01	<p>Workstation Docking Cradle Kit with Standard Cup, HDMI, Ethernet, and multiple USB Ports.</p> <p>Included in the kit:</p> <ul style="list-style-type: none"> • Cradle with Rugged I/O Adaptor (for example, CRD-ET5X-1SCOM2R) • Cradle (for example, CRD-ET5X-1SCOM1) • Power Supply (for example, PWRBGA12V50W0WW) • DC Cable (for example, CBL-DC-388A1-01) <p>Country-specific AC line cords are sold separately.</p>	ET51 and ET56 Mobile Computers
CRD-L10A-XVEHCOMS21-01	The L10 tablet comes with a Lithium-ion battery and a power supply.	L10 Tablets



NOTE: A Mobility DNA Enterprise license is required to use Zebra Workstation Connect on Zebra Professional series devices.

Revision History

The following table describes the changes made for each revision.

Revision	Date	Description	Zebra Workstation Connect Version
-12 Rev. A	10/24	<p>Updates in this version include:</p> <ul style="list-style-type: none"> • Work profile for mixed-use company-owned devices (previously known as COPE mode, or Corporate Owned, Personally Enabled) • App launch orientation (portrait or landscape) 	4.1
-11 Rev. A	6/24	<p>Updates in this version include:</p> <ul style="list-style-type: none"> • Support for Lock-task Mode 	3.1
-10 Rev. A	3/24	<p>Updates in this version include:</p> <ul style="list-style-type: none"> • Support for Android 13 	3.0
-09 Rev A	10/23	<p>Updates in this version include:</p> <ul style="list-style-type: none"> • Support for additional protocols for use with Weblinks shortcuts 	2.0

About This Guide

Revision	Date	Description	Zebra Workstation Connect Version
		<ul style="list-style-type: none"> Configure Display Settings using the Workstation Connect UI 	
-08 Rev A	4/23	Updates in this version include: <ul style="list-style-type: none"> Create Intent Shortcuts Immersive Mode 	1.7
-07 Rev A	12/22	Updates in this version include: <ul style="list-style-type: none"> Open Shortcuts with Chrome Secondary Lock Screen 	1.6
-06 Rev A	8/22	Updates in this version include: <ul style="list-style-type: none"> Shortcut Folder Grouping Reset ZWC Configurations Customization of Shortcut Icons Ctrl + and Ctrl - to Zoom in or out while using Chrome Lock UI Feedback Troubleshooting 	1.5
-05 Rev A	5/22	Updates in this version include: <ul style="list-style-type: none"> Kiosk Mode Disable Freeform Windows Expanded SIP behavior Application notifications ALT + Tab shortcut to cycle through certain foreground applications on the mobile device 	1.4
-04 Rev A	3/22	Updates in this version include: <ul style="list-style-type: none"> Alt + F4 keyboard shortcut support Application shortcut groups Copy screen capture to clipboard 	1.3
-03 Rev A	12/21	Updates in this version include: <ul style="list-style-type: none"> Relaunch and reset Keyboard commands Screen capture Creating a shortcut for a website or file 	1.2

Revision	Date	Description	Zebra Workstation Connect Version
		<ul style="list-style-type: none"> Audio Path Routing best practices 	
-02 Rev A	10/21	Updates in this version include: <ul style="list-style-type: none"> Advanced application permissions on the desktop home screen. Enable or disable the All Apps button on the desktop taskbar. Enable or disable mobile device running applications icons on the desktop taskbar. Access to device settings from the taskbar status icons. Soft Input Panel (SIP) taskbar icon. Configuration of the external keyboard layout. DS9308 USB scanner support (ET56 Only) 	1.1
-01 Rev A	8/21	Initial Release	1.0

Supported Peripherals

Peripherals supported by the Zebra Workstation Cradle include:

- External touch and non-touch HDMI monitor.
- USB-A Keyboard
- USB-A Mouse
- USB-A Headsets and Headphones
- Zebra External Scanners (connected via USB-A):
 - DS9308, DS9908, DS8108, DS4608, DS2208, DS2278, DS3678-SR, DS3608-SR, DS9308-SR, and MP7000 (scanning available Zebra USB scanners only, scaling available on 6490 platform devices running Android 11). For additional information on Zebra platform devices, go to supportcommunity.zebra.com/s/article/000022440.



NOTE: For ET5X tablets, headsets can be connected via the USB-C port on the tablet. USB-A headsets or headphones connected to the USB-A ports of the communication cradle are not supported.

Icon Conventions

The documentation set is designed to give the reader more visual clues. The following visual indicators are used throughout 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: If the precaution is not heeded, the user could receive a minor or moderate injury.



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



DANGER: If danger is not avoided, the user WILL be seriously injured or killed.

Notational Conventions

The following notational conventions make the content of this document easy to navigate.

- **Bold** text is used to highlight the following:
 - Dialog box, window, and screen names
 - Dropdown list and list box names
 - Checkbox and radio button names
 - Icons on a screen
 - Key names on a keypad
 - Button names on a screen
- Bullets (•) indicate:
 - Action items
 - List of alternatives
 - Lists of required steps that are not necessarily sequential.
- Sequential lists (for example, those that describe step-by-step procedures) appear as numbered lists.

Service Information

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

When contacting support, please have the following information available:

- Serial number of the unit
- Model number or product name
- Software type and version number

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

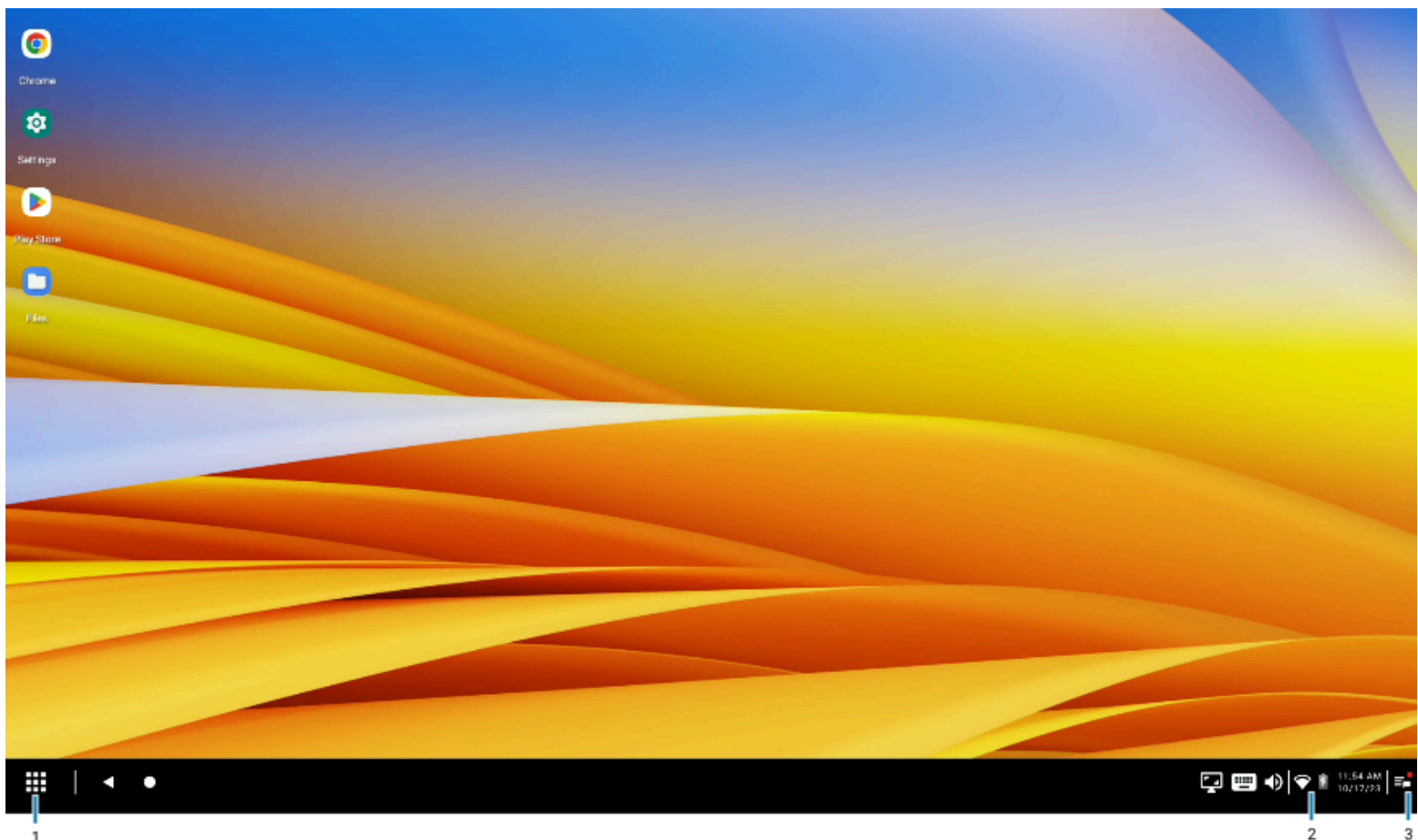
If your problem cannot be solved by Zebra Customer Support, you may need to return your equipment for servicing and will be given specific directions. Zebra is not responsible for any damages incurred during shipment if the approved shipping container is not used. Shipping the units improperly can possibly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

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

Zebra Workstation Connect Features

Application Overview

Zebra Workstation Connect provides interface options on a desktop home screen presented on an external monitor that allows users to carry out various tasks, including creating shortcuts, changing the wallpaper of the desktop home screen, interacting with running applications, controlling audio output, and managing application notifications.



1	All Applications
---	------------------

2	Status Icons
3	Notification Icon

Using COPE Mode

COPE mode (Work profile for mixed-use company-owned devices) refers to applications on the mobile device categorized into work, personal, or global.

While in COPE mode, work applications are accessible when using Workstation Connect, while applications categorized as personal are not. Global applications (for example, Settings) are also available for use in COPE mode.



NOTE: COPE mode is supported for Zebra Workstation Connect only on 6490 and 5430 platforms on Android 13 devices.

The following Workstation Connect features are not supported while in COPE mode:

- The Reset Configuration option, which allows resetting managed configuration to an out-of-box state.
- SIP (Soft Input Panel), which enables configuration on a secondary display (via administrator configuration).
- Enabling Persistence over ER, an administrative feature that determines whether Workstation Connect administrator configurations remain on the device following an Enterprise reset.
- Shortcuts to local files.
- Developer interface support.

Supported Keyboard Commands

Workstation Connect supports keyboard shortcuts when using an external keyboard to carry out specific tasks when enabled by the administrator configuration.

Table 2 Workstation Connect Supported Keyboard Shortcuts

Command	Action
Print Screen	This function initiates screen capture of the secondary display contents only. A screen capture of the primary display contents can also be captured using a separate mechanism invoked from the device UI. Refer to the User Guide for additional information about the device used with Workstation Connect.
Windows + L	Suspends the mobile device, causing both the primary and secondary displays to be shut off. When the device is active, it may or may not be locked, depending on the lock settings configured by the administrator.
Ctrl + and Ctrl -	Zooms in or out while using Chrome.
Spacebar (twice)	Wakes up the device from suspend mode and automatically presents the lock screen to enter the PIN or password without touching the device, mouse, or monitor touch panel.

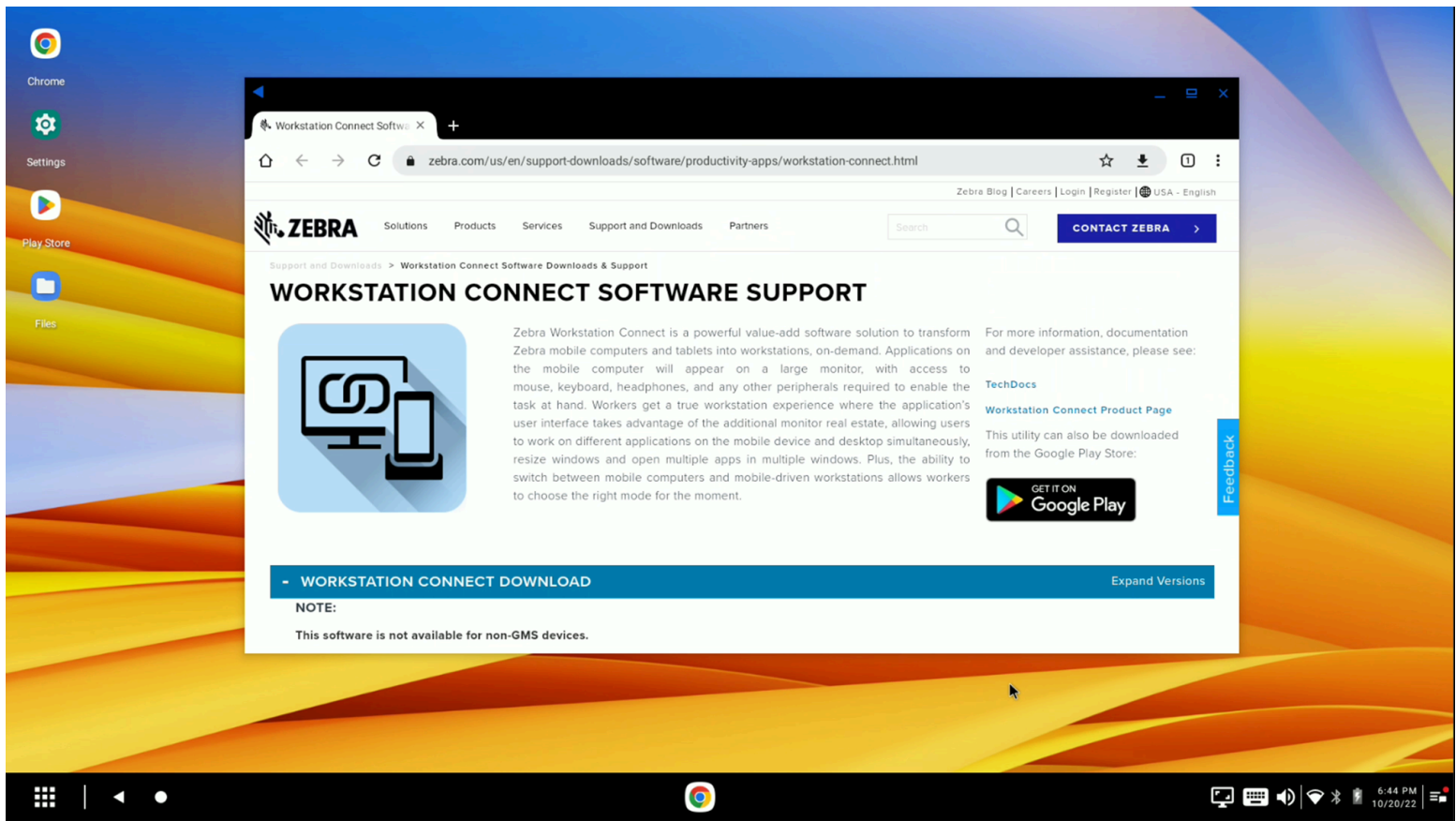
Table 2 Workstation Connect Supported Keyboard Shortcuts (Continued)

Command	Action
Esc	It acts as a back button on the desktop screen for an application in focus mode.

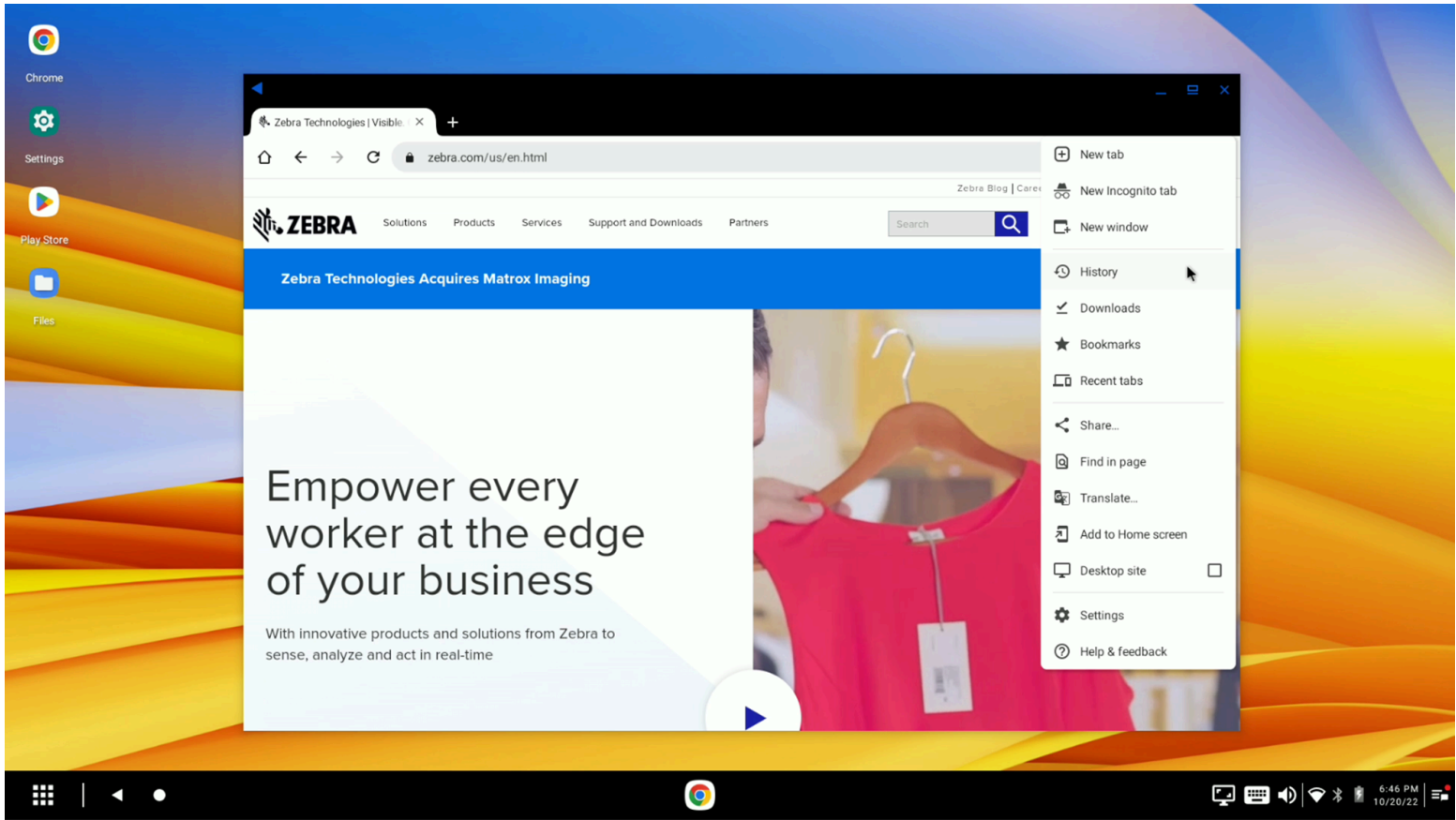
Launching Applications

When an application launches on the desktop home screen for the first time, it displays on an independent and resizable window.

The top icons on the right side of the window allow the user to view the application in full screen or close the application. Clicking/tapping and dragging any of the side or bottom edges of the application window resizes the window.



If you are viewing the application using Chrome, the three dots on the top right side of the browser window open a menu that presents the Desktop Site view. This view displays the web page or web-based application with a desktop UI, causing Chrome to identify itself as a desktop client instead of a mobile client. As a result, the browser produces a different result only if the web page or web-based application defines additional content for mobile or desktop clients.

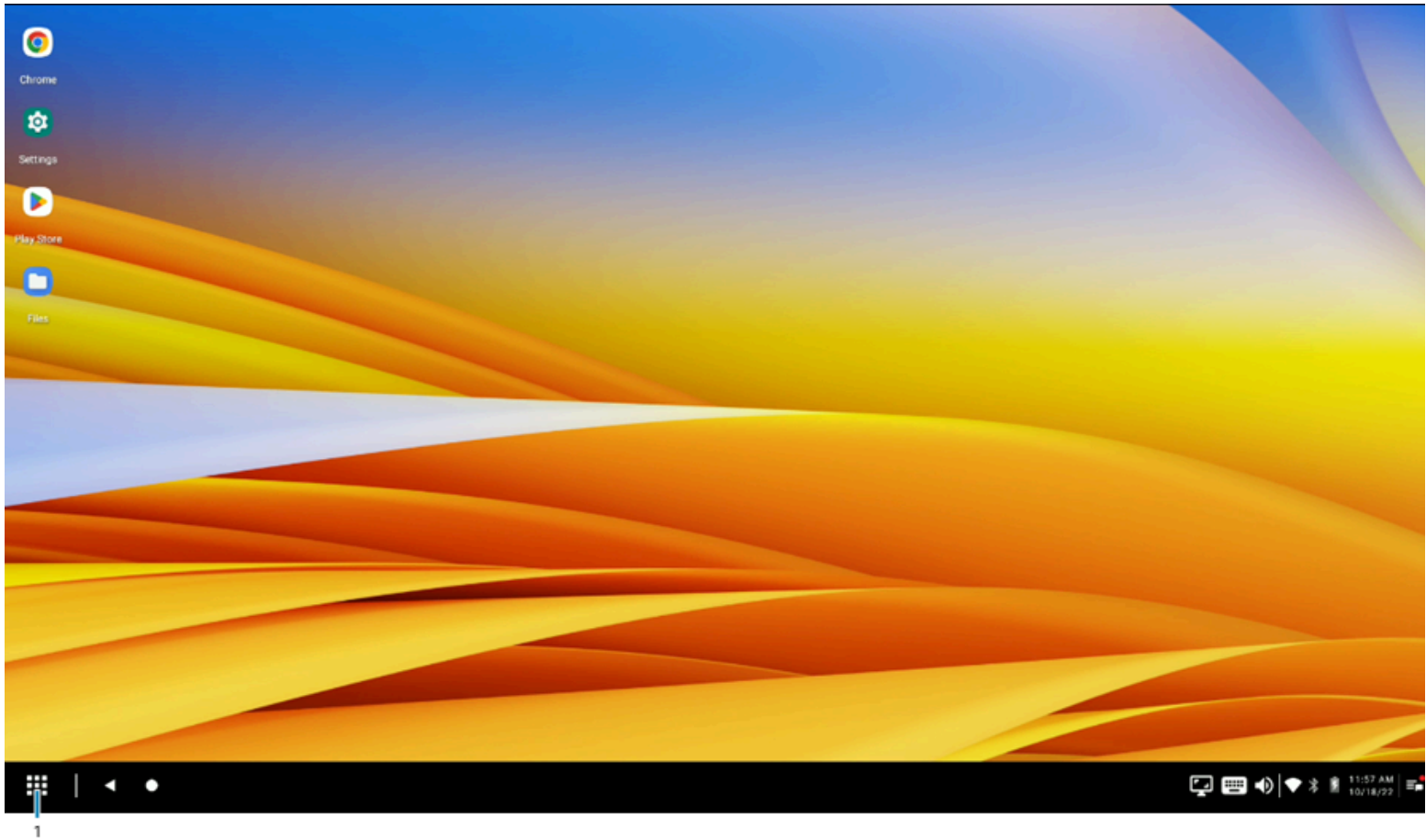


Using the All Applications Button

The following displays on the external monitor when the mobile computer is docked in the Zebra Workstation Connect Cradle. View the taskbar at the bottom of the screen with the All Applications button on the left.

Use the All Applications button to access applications on the device for use on the external monitor.

Zebra Workstation Connect Features

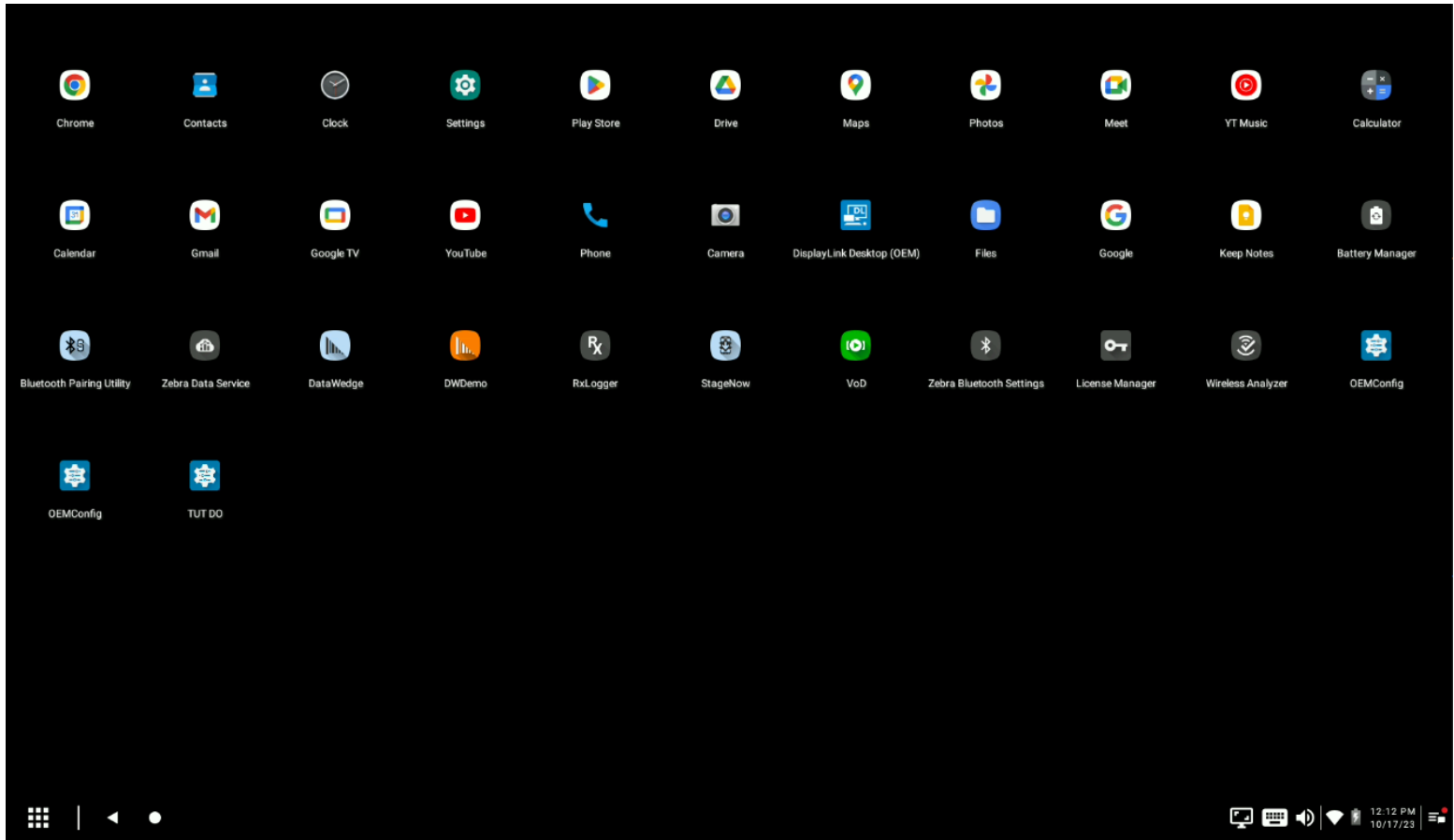


1

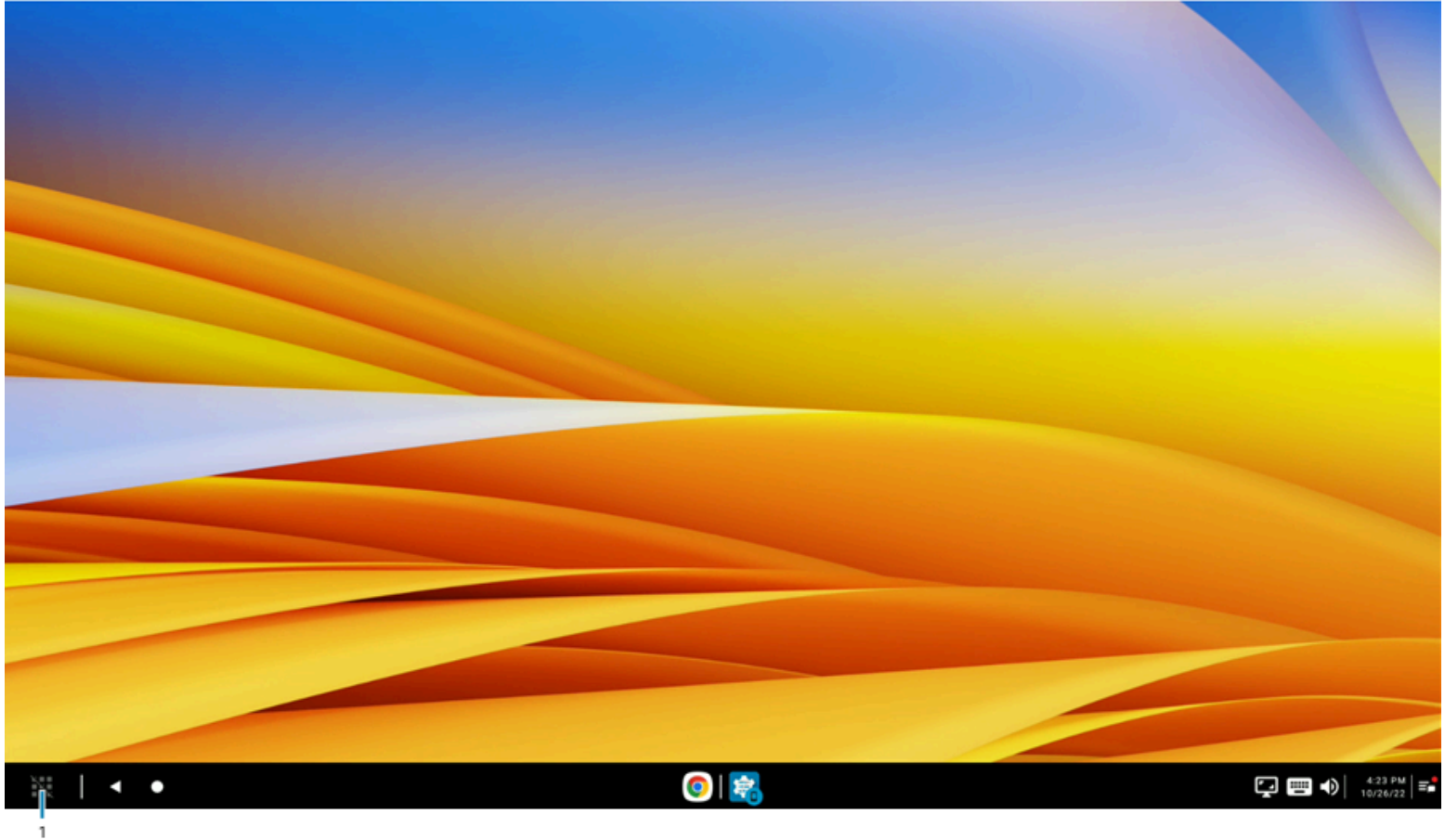
All Applications Button

After an application icon is clicked (a single mouse click or a single tap if using a touch monitor), the application launches on the desktop. An application icon appears on the taskbar to indicate the application is running on the desktop home screen. If the administrator configures advanced application permissions, only applications can launch on the desktop home screen display on the All Applications panel. Click or tap the All Applications button to dismiss the All Applications panel if it is currently displayed.

Zebra Workstation Connect Features



When the administrator disables the All Applications button, the icon is unavailable.



1

Disabled All Applications Button

Using Applications on the External Monitor

When an application runs on the desktop home screen, an associated icon is on the taskbar for that application.

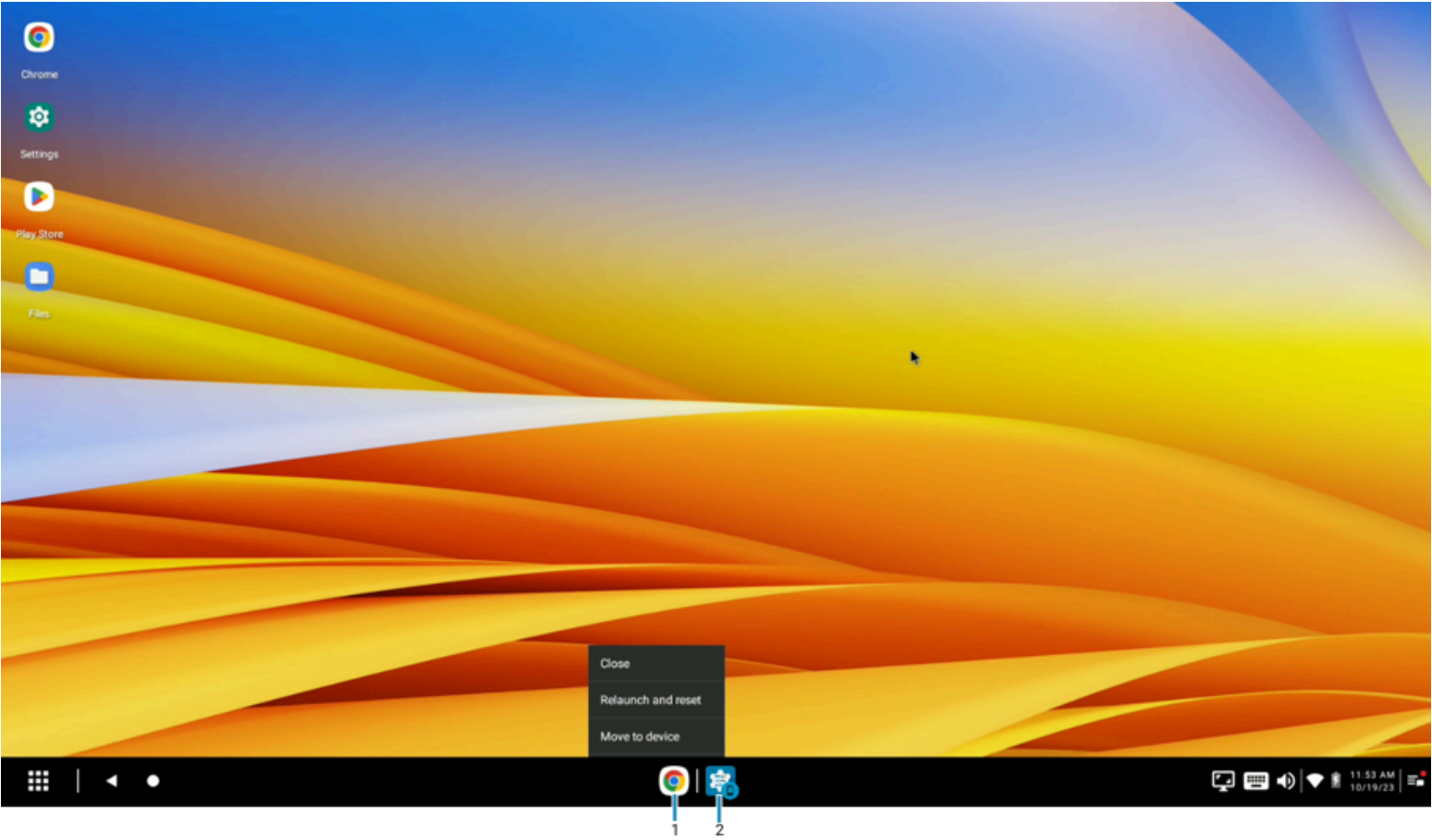
Any application running on the desktop is in one of three states at any given time:

- Minimized (not showing)
- Maximized (showing at maximum window size)
- Restored (showing at selected size)

Clicking the application icon on the taskbar toggles between showing (either maximized or restored, depending on its last state) and not showing.

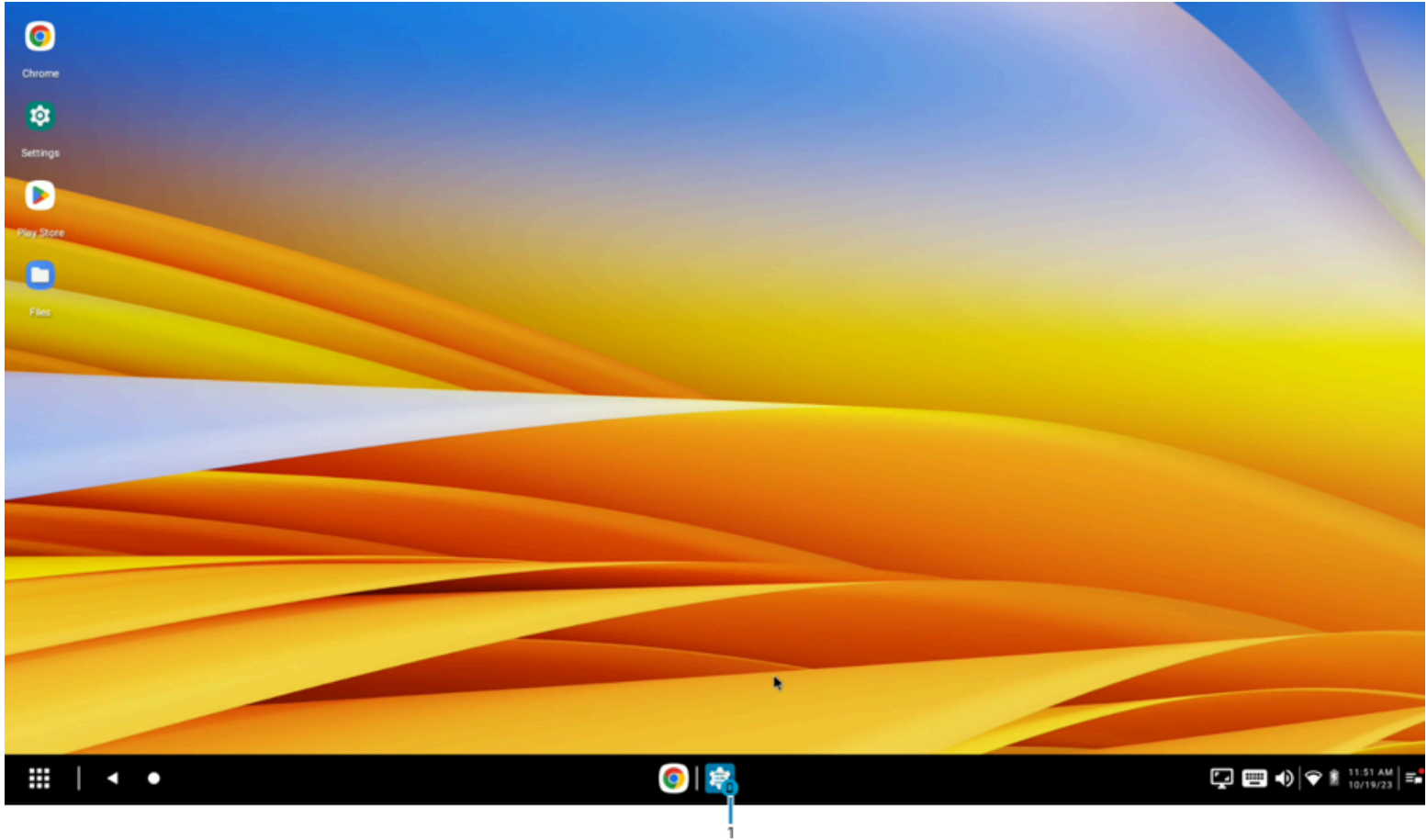
Clicking on an application icon that is currently showing minimizes the application. When the application is minimized, an additional click (or tap) on the taskbar icon of the same application is required to return the application to its prior window size on the desktop home screen.

Zebra Workstation Connect Features



1	Desktop Applications
2	Mobile Applications

A vertical line separates desktop and mobile application icons on the taskbar. Desktop applications display on the left side of the line, and mobile applications are on the right side with a blue mobile badge on the application icon.



1	Blue Mobile Badge
---	-------------------

A right-click using the mouse (or a tap and hold if using a touch monitor) on any taskbar icon brings up a menu for the corresponding application. The menu options can be used to relaunch and reset an application, move it to the mobile device screen or the external monitor, or close the application if the administrator has configured advanced application permissions. Only applications that are permitted to move between the mobile computer screen and the desktop home screen display this option as enabled on the home screen menu from the taskbar icon.

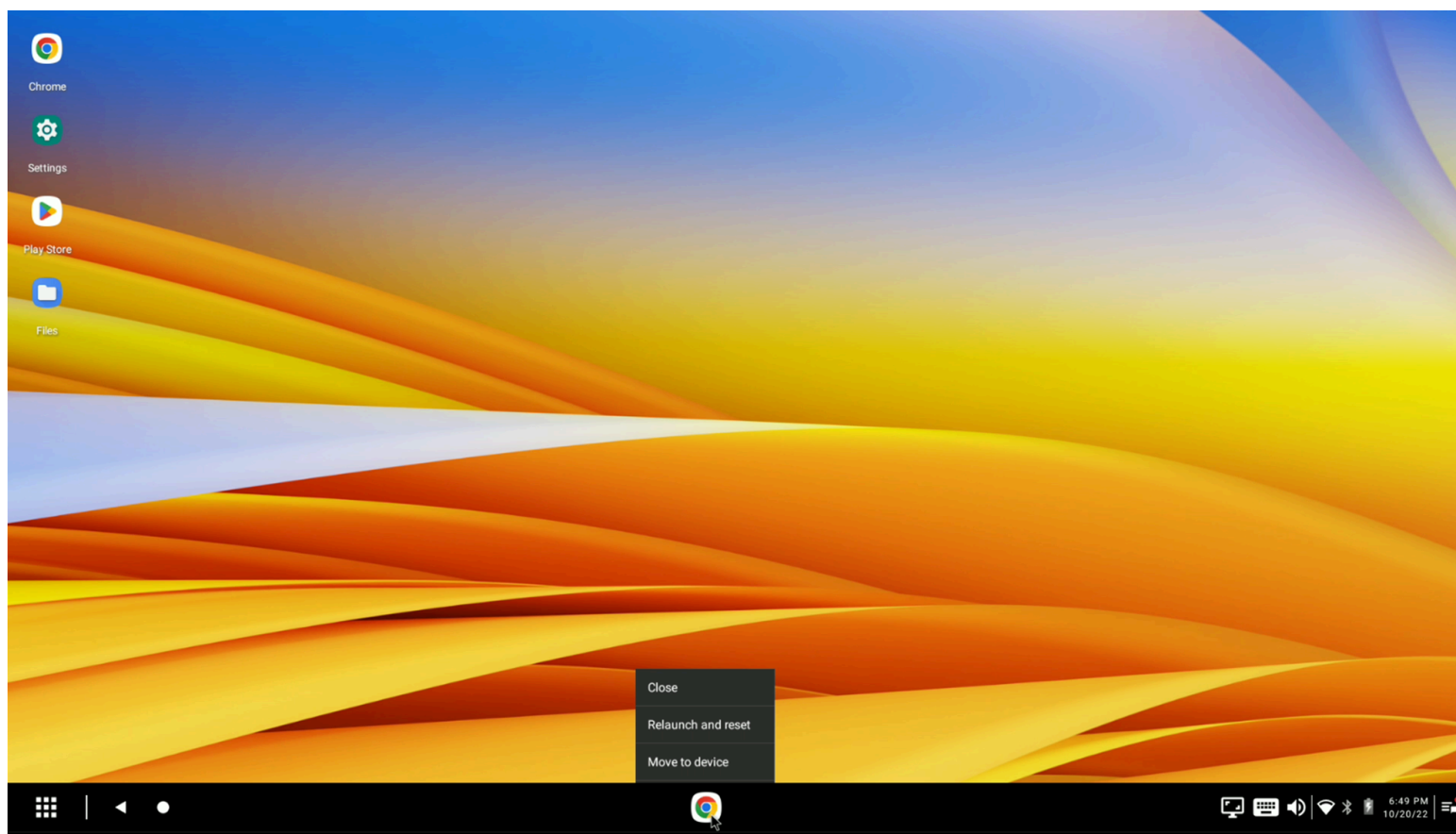
If the administrator disables the user's ability to view mobile application icons on the desktop taskbar, these icons are not visible on the right side of the taskbar. This prevents the user from moving applications from the mobile device screen to the desktop home screen from the taskbar, closing an application running on the mobile device screen, and resetting the application window size on the mobile device screen.

Relaunching and Resetting Applications

To relaunch or reset an application, right-click on the application icon on the taskbar to access its context menu.

When this option is selected, the currently running application closes and reopens in its default size and position. All application data left unsaved before selecting the Relaunch and Reset option is lost.

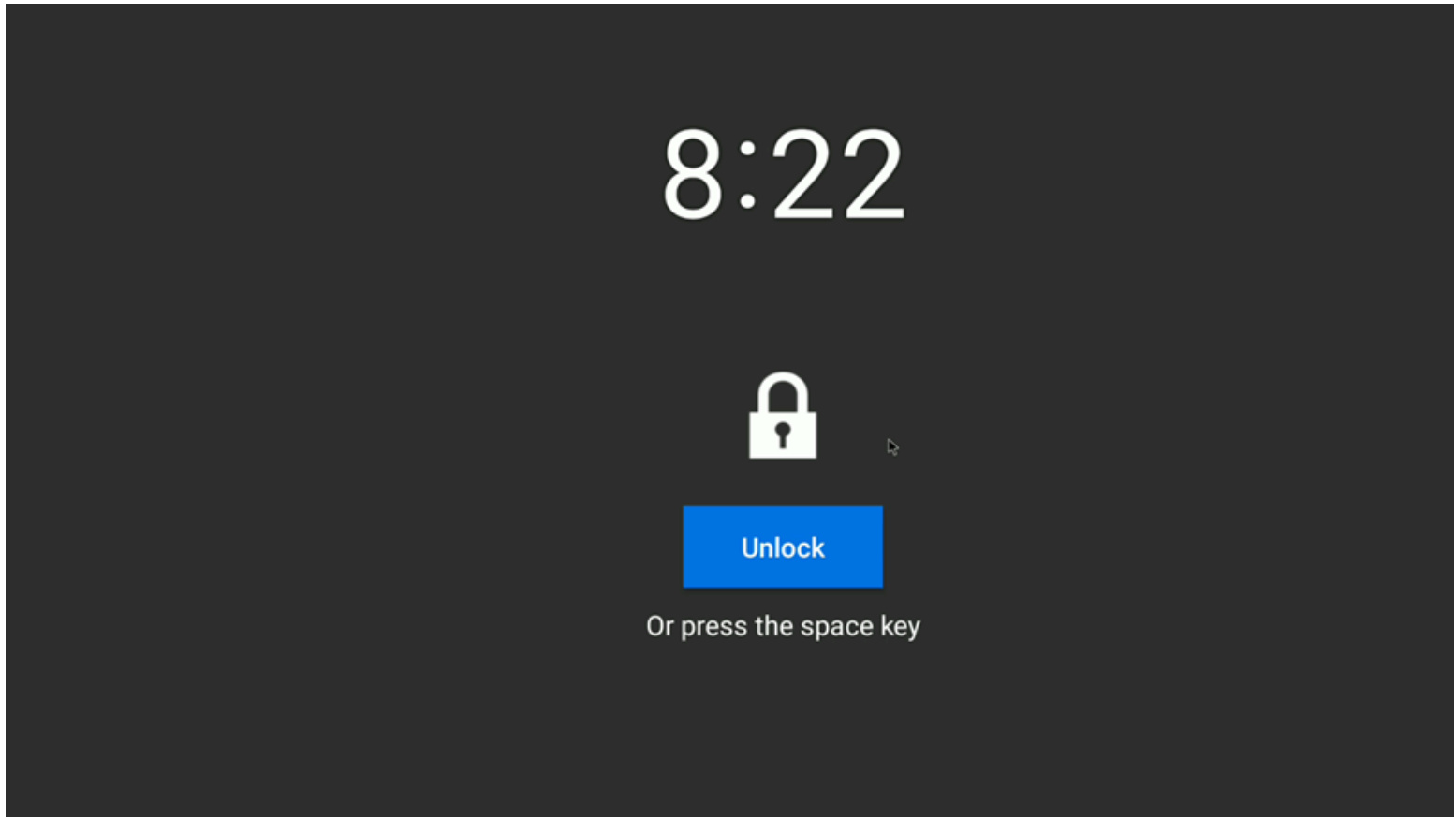
Zebra Workstation Connect Features



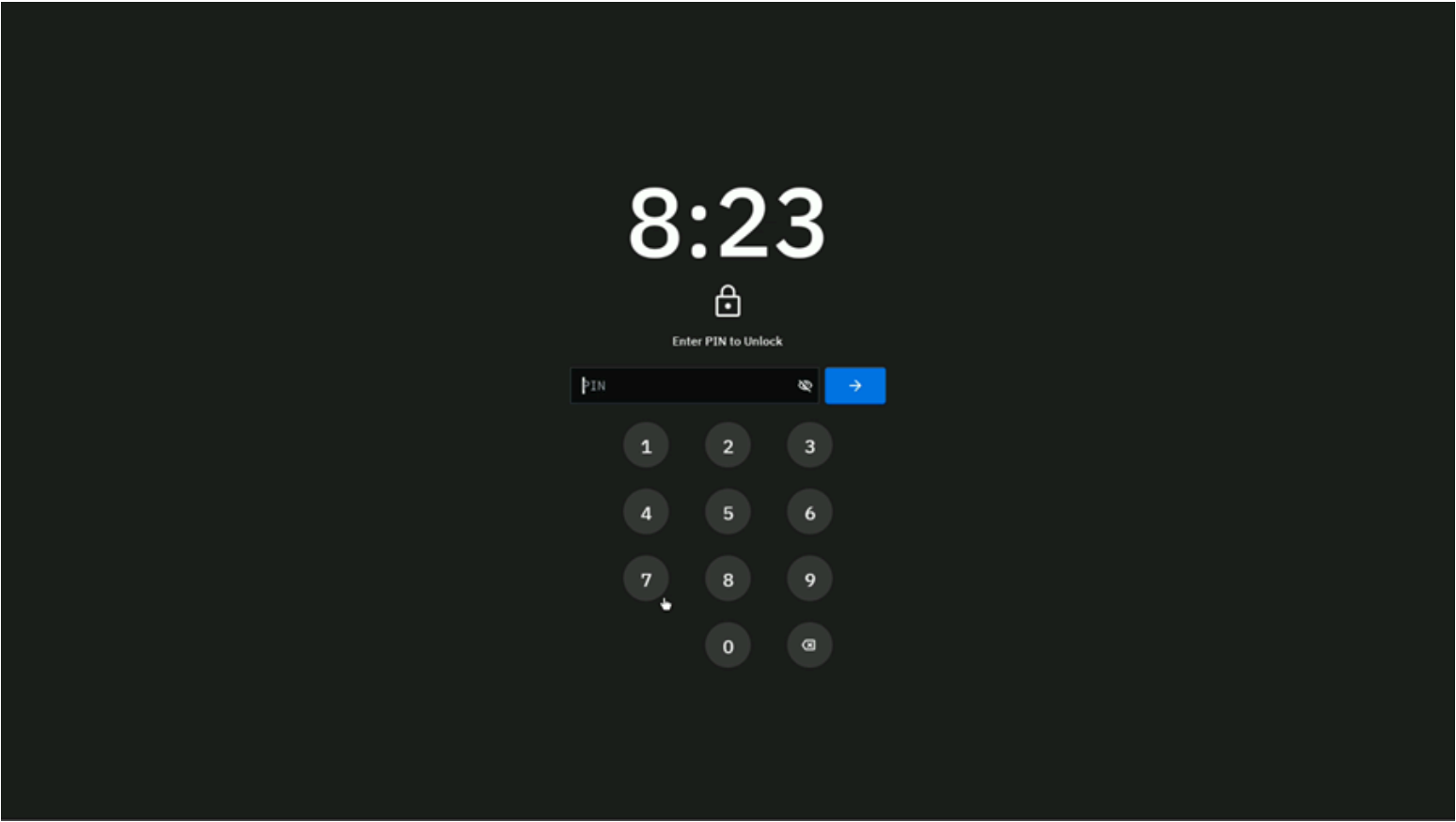
NOTE: If the administrator has disabled the ability to resize applications, each application window is opened in full screen and remains in that state until it is minimized or closed. Windows are not resizable if free-form window functionality is disabled.

Lock Screen Notification

When the device is docked and locked, the external monitor displays a message on the lock screen directing the user to unlock the device.

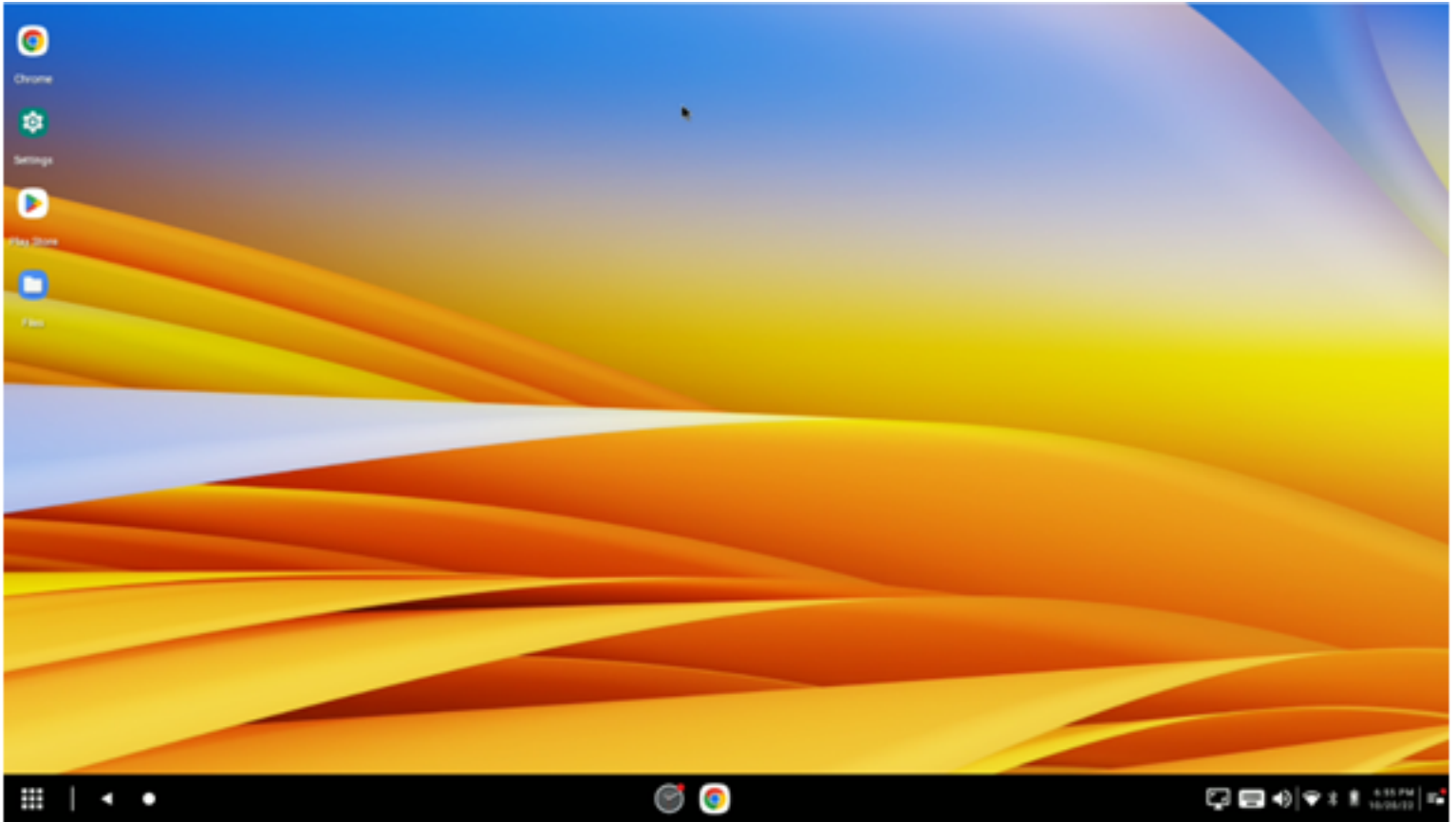


Depending on the administrator configuration, you might be prompted to enter a pin or password to unlock the device.



Application Notifications

When an application running on the desktop generates a notification, a solid red dot displays on top of the taskbar icon for the application.



Using Immersive Mode

Depending on the managed configuration, Immersive Mode displays specific applications in full screen and hides certain UI elements as configured by the administrator.

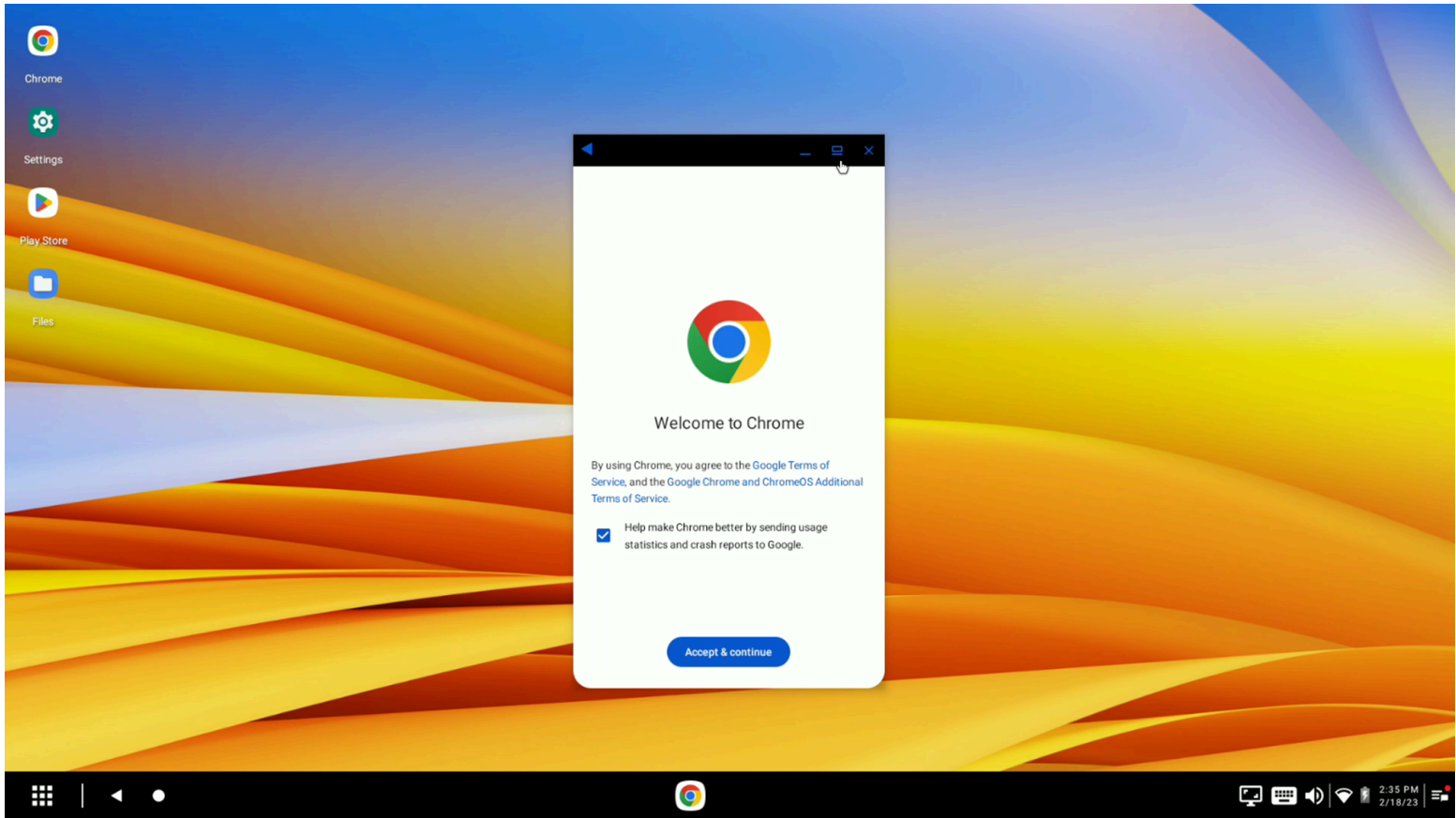
While in Immersive Mode, the ALT+F4 keyboard shortcut closes the focused application, and the taskbar becomes visible.



NOTE: All applications do not support immersive Mode, and some applications enter and exit Immersive Mode differently.

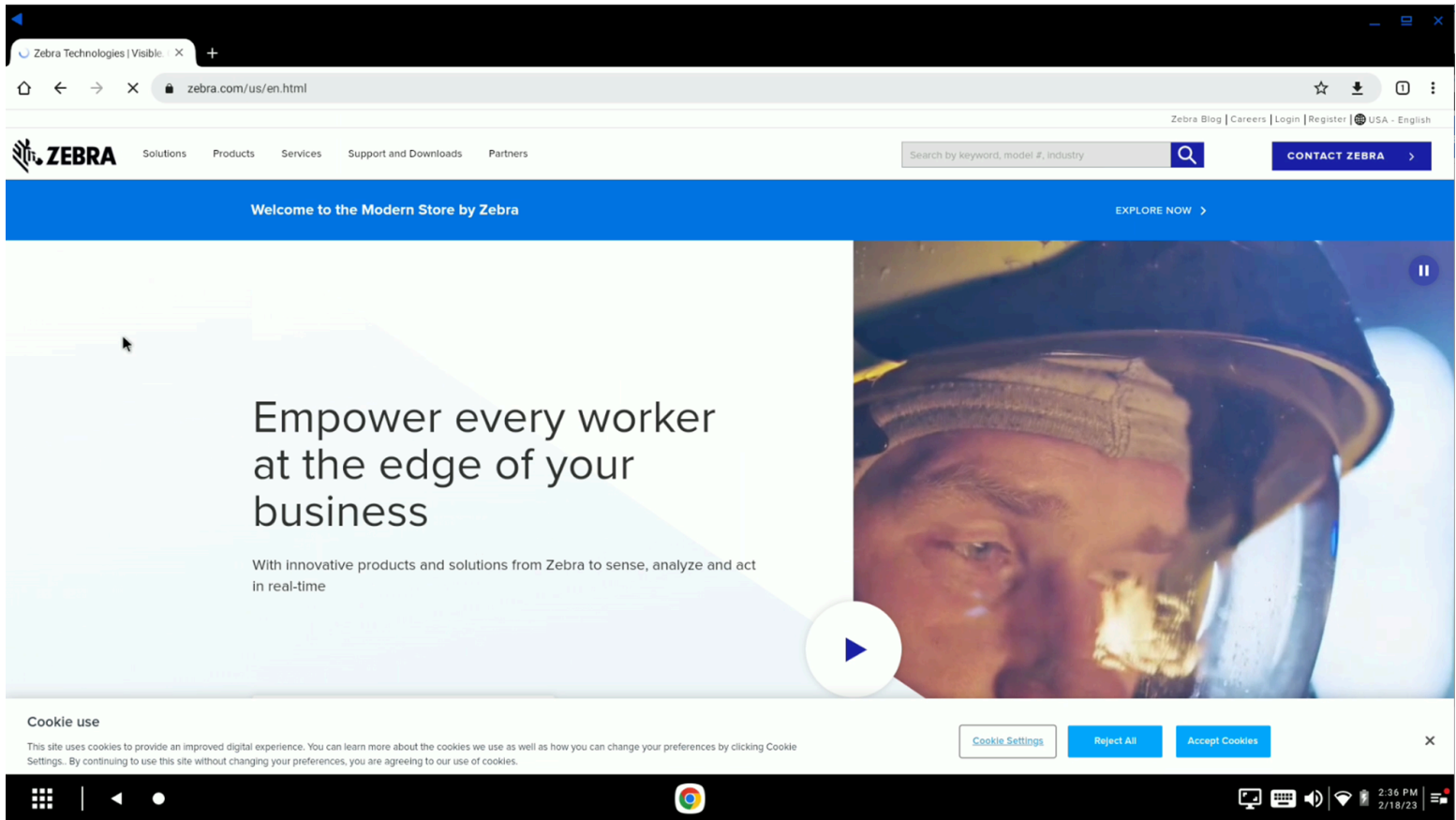
To use Immersive Mode, open an application and observe the window resize options.

Zebra Workstation Connect Features



Click or tap the expand option to use the application in Immersive Mode.

Zebra Workstation Connect Features



Kiosk Behavior

For use cases that require Workstation Connect to operate as a kiosk that runs a non-transactional application, such as a loyalty reward program, specific application components can be turned off to meet this requirement.

In this state, UI elements such as freeform windows, application shortcuts, or toolbar icons are disabled to allow a steady-state application or sleep screen to run without interaction with the desktop experience.



NOTE: The PrintScreen keyboard shortcut can capture a screenshot; however, no toast notification displays.



NOTE: When applications run with this specific behavior, users can still bring up the contextual menu by right-clicking the desktop shortcuts or the applications running on the taskbar.

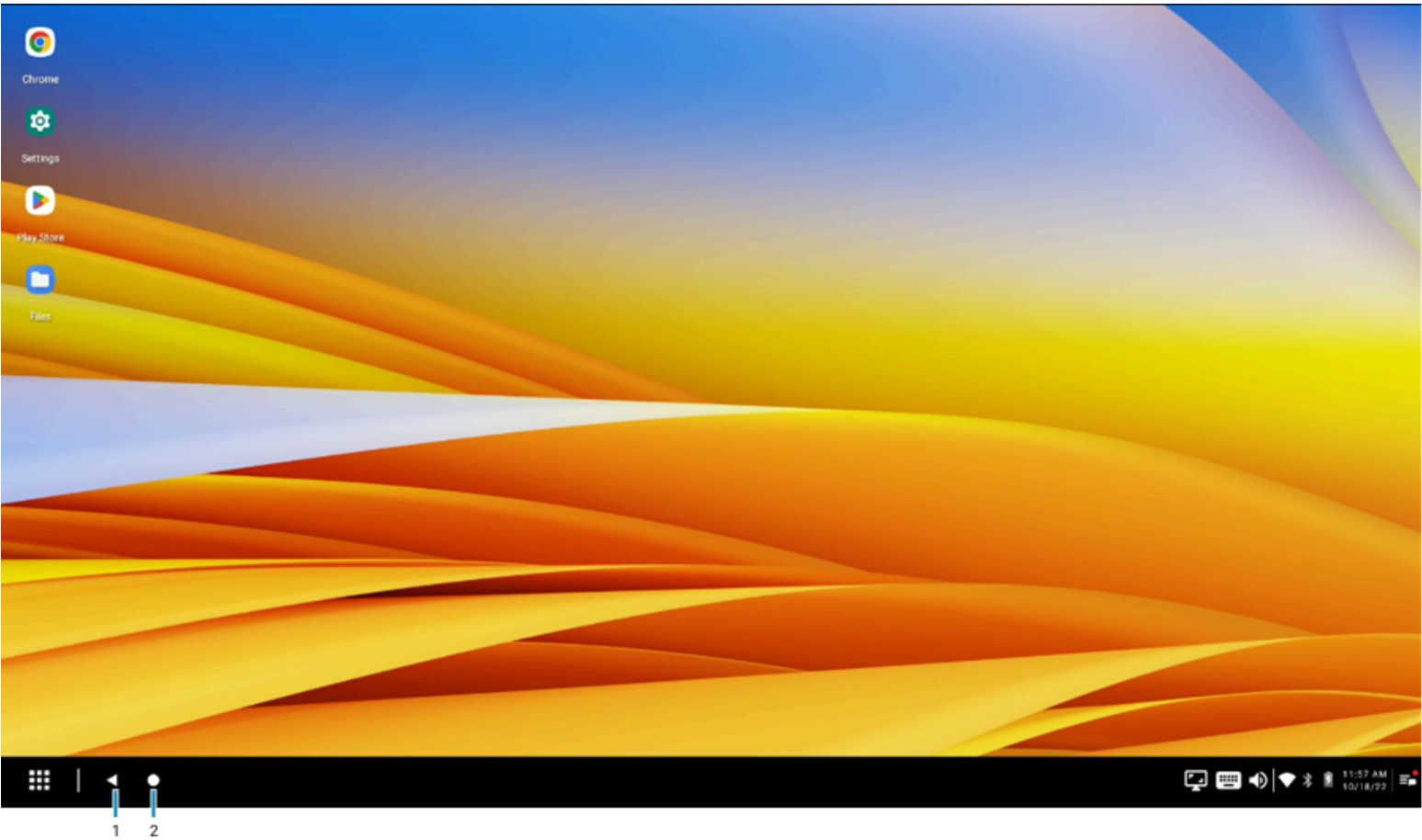
For additional information, refer to the Workstation Connect Administrator's Guide.

Using the Navigation Buttons

The Back and Home navigation buttons are located on the left side of the taskbar. The Home button brings the desktop home screen to the foreground, which minimizes all applications currently running on the desktop that are not minimized.

Click the icon on the taskbar to restore the application to its previous state. Relaunching an application running in a minimized state on the desktop also restores the application. The behavior of the Back button

is specific to the application in use, located on the title bar of an application running on the desktop. It behaves similarly to the taskbar Back button and the escape shortcut key. For additional information on the contextual behavior of the Back button, refer to techdocs.zebra.com/zwc/usage/.



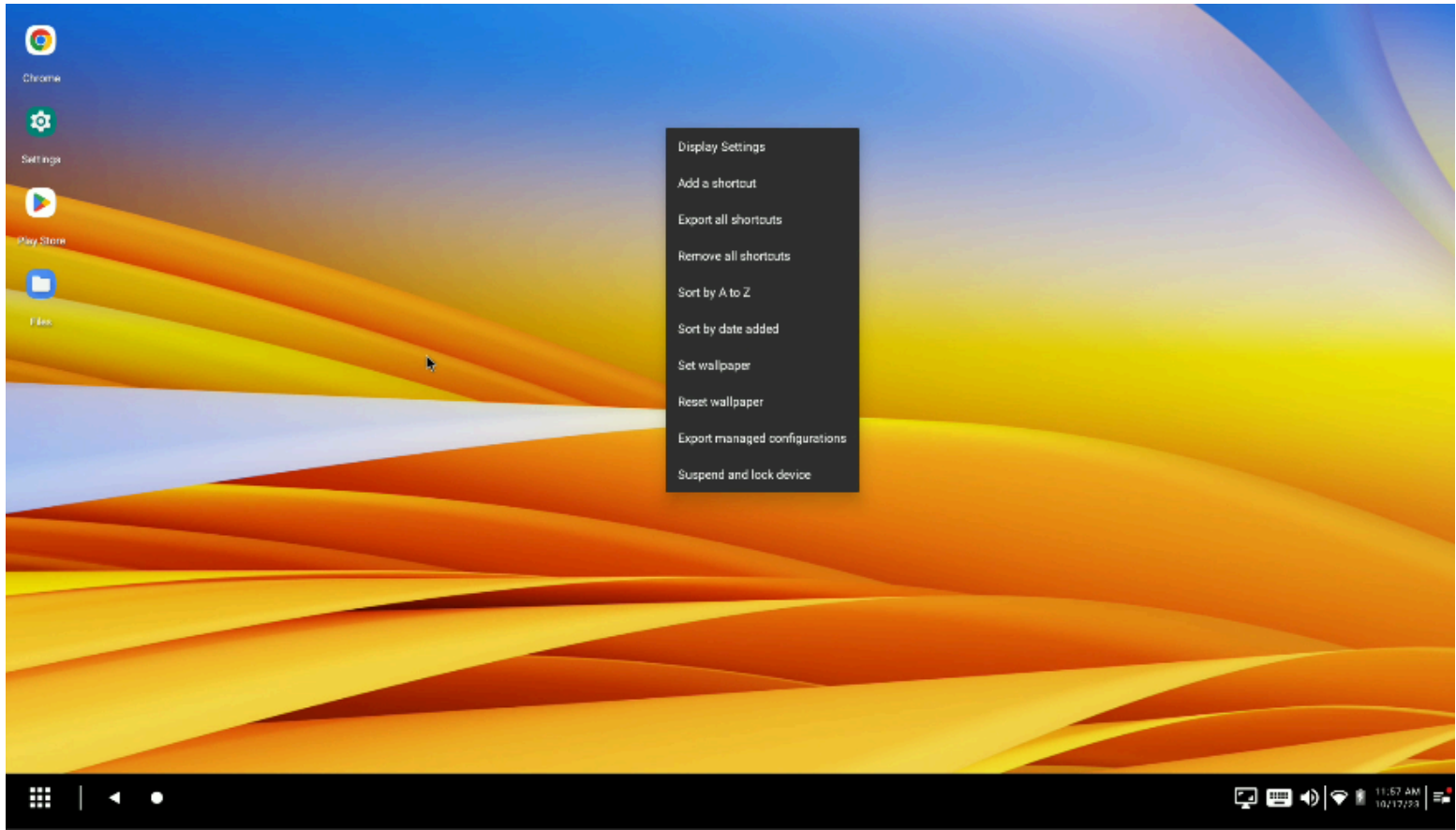
1	Back
2	Home

Using the Desktop Home Screen Menu

Depending on the configuration, you may be unable to change the settings. If you do have the ability to configure settings, they remain in place if the administrator has not set any configuration. Right-clicking anywhere on the desktop home screen (or a long press if using a mobile computer) presents a home screen menu that allows:

- Adding an application, website, file, or intent shortcut to the home screen for quick access.
- Exporting all shortcuts.
- Removing all shortcuts.
- Sorting shortcuts by alphabetical order or by the date the shortcut was added.
- Setting or modifying the wallpaper.

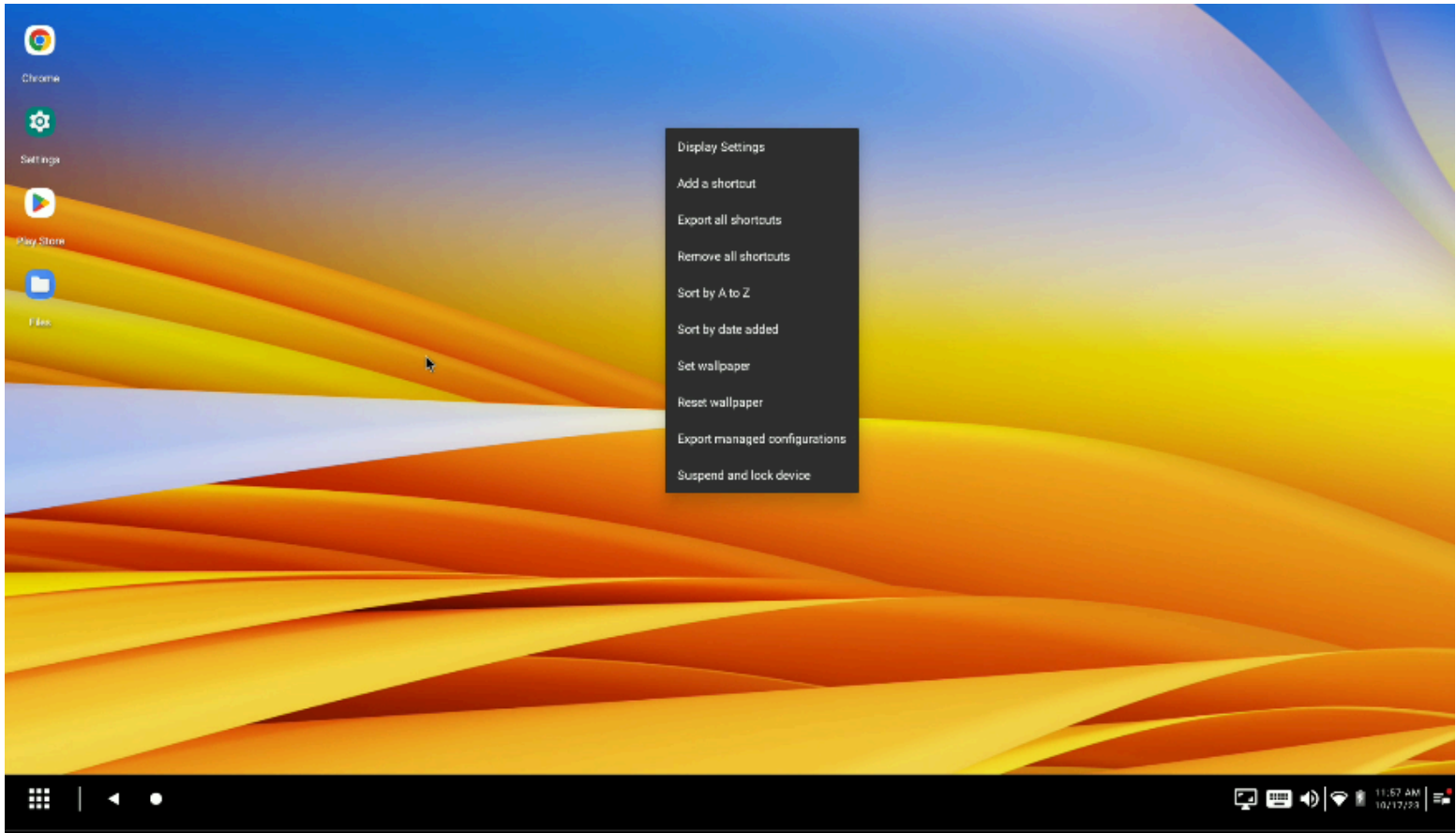
- Configuring Display Settings.
- Suspending and locking the device.



Adding a Shortcut for an Application, File, Website, or Intent

Add a shortcut for an application, website, local file, or intent using the home screen menu.

To add a shortcut to the desktop, select **Add a shortcut** and select the application from the home screen menu to add to the desktop.

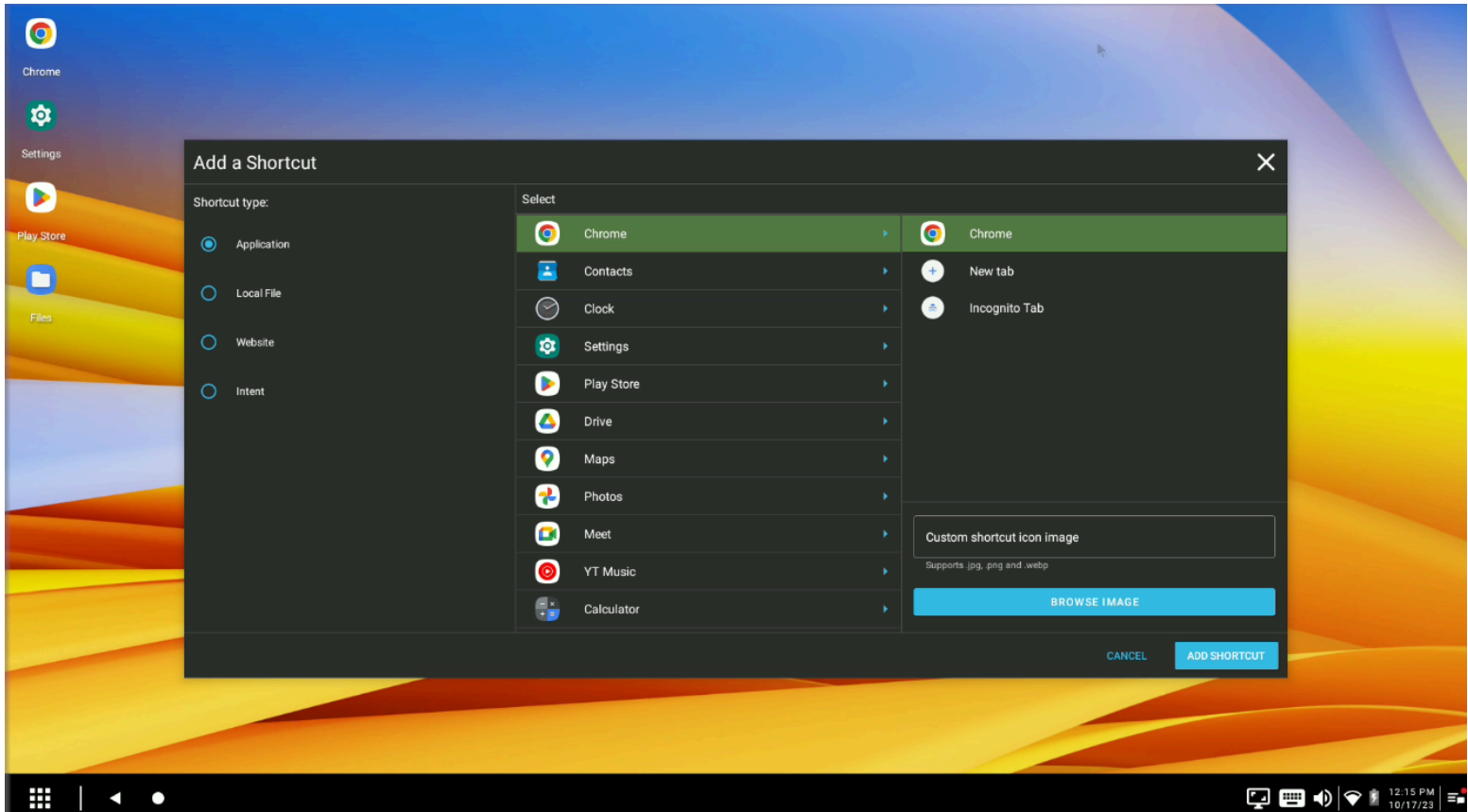


Creating Application Shortcuts

If the administrator implements advanced application permissions, only applications permitted by the administrator to become shortcuts are available as options.

To create an application shortcut:

1. Select **Application** from the shortcut types list.
2. Select an application and configure its behavior. For example, Chrome allows opening a new window in a new tab or an incognito tab.
3. Click **Browse Image** and navigate to an image file to use as the custom shortcut icon.
4. Click **Add Shortcut** and observe the new shortcut icon on the desktop home screen.



Creating File Shortcuts

To create a shortcut to a local file:

1. Select the Local File radio button as the shortcut type.
2. Click **Browse File** and navigate to the local file.
3. Provide a **Shortcut name**.
4. Click **Browse Image** and navigate to an image file to set it as the shortcut icon.

5. Click **Add Shortcut** and observe the new shortcut icon on the desktop home screen.

When adding a shortcut to a media file, the media file must be physically located at any of the following paths:

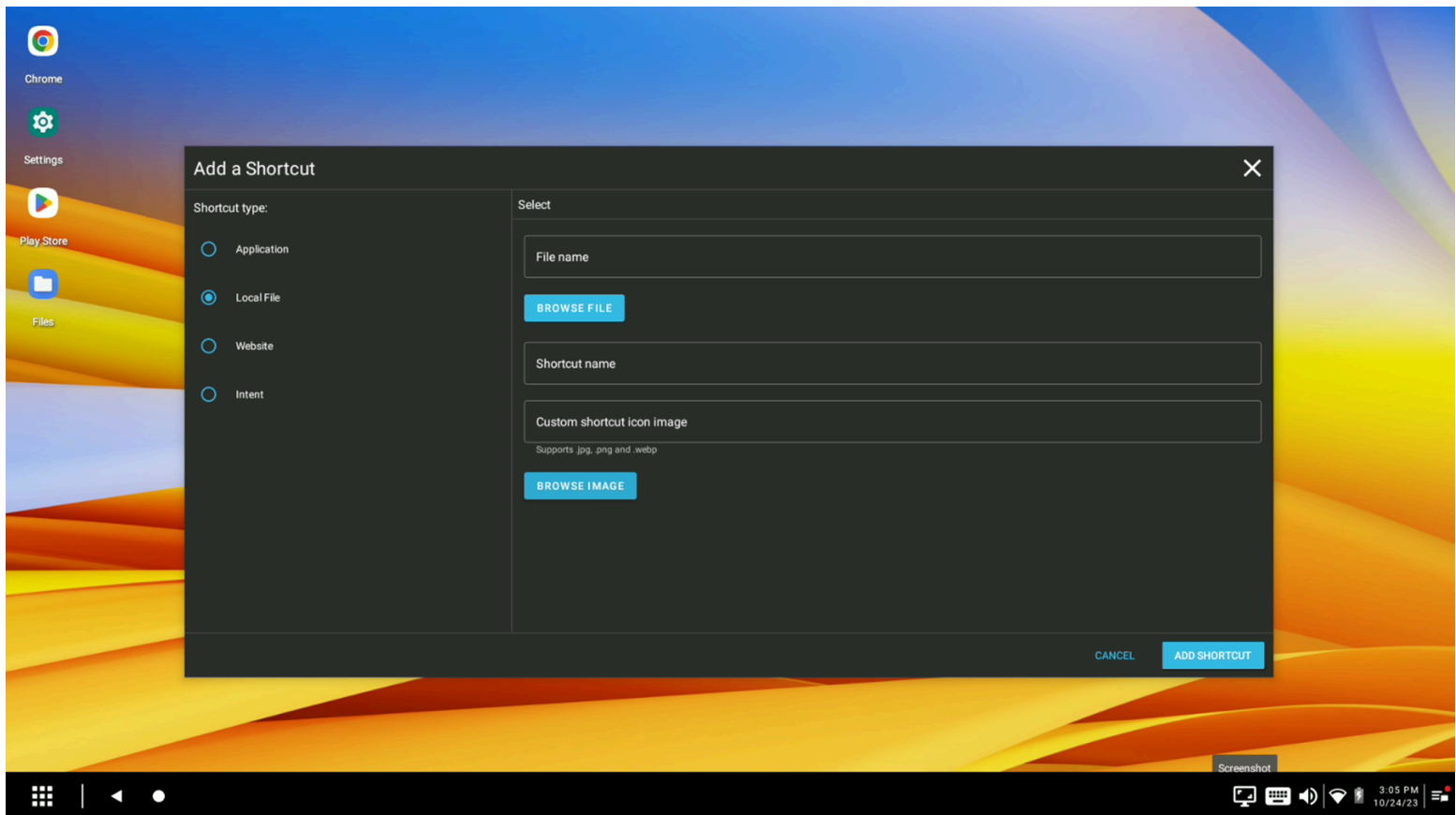
- Internal SD card - any location (/storage/emulated/0 – root, documents, download, pictures, DCIM)
- /enterprise/usr
- /data/tmp/public

To add a shortcut to a non-media file, the non-media file should be physically located at any of the following paths:

- /enterprise/usr
- /data/tmp/public



NOTE: When in Work Profile mode, Workstation Connect supports only /enterprise/usr and data/tmp/public folders for reading media or non-media files.



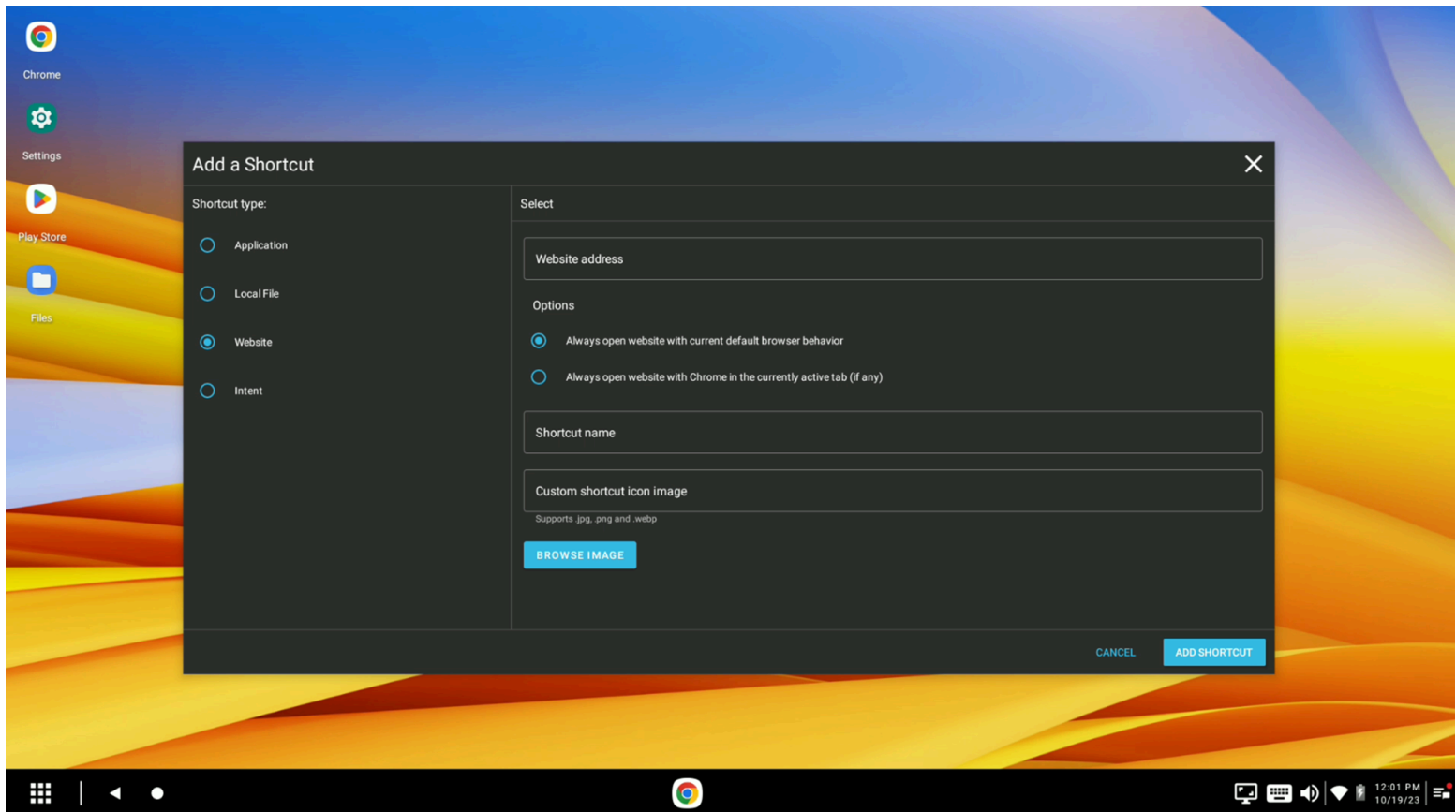
Creating Website Shortcuts

To create a new shortcut for a website, enter its address and shortcut name in the associated form fields. Next, a web shortcut opens in the current default browser.

Zebra Workstation Connect Features

Depending on how many browsers are installed on the device, Workstation Connect presents the following options:

- If only one browser is present, the web shortcut opens in that browser.
- If multiple browsers are installed, and one is set to be the default, the web shortcut opens in the default browser.
- If multiple browsers are installed, and none are set to be the default, the device user is prompted to choose the browser to open the web shortcut.



NOTE: When adding a website address, provide the protocol specification in lowercase (for example, surf://, http:// or https://). The website shortcut does not function properly if the protocol is provided in upper case.



NOTE: When using Chrome-specific shortcuts in COPE Mode, add Chrome to the Work profile.

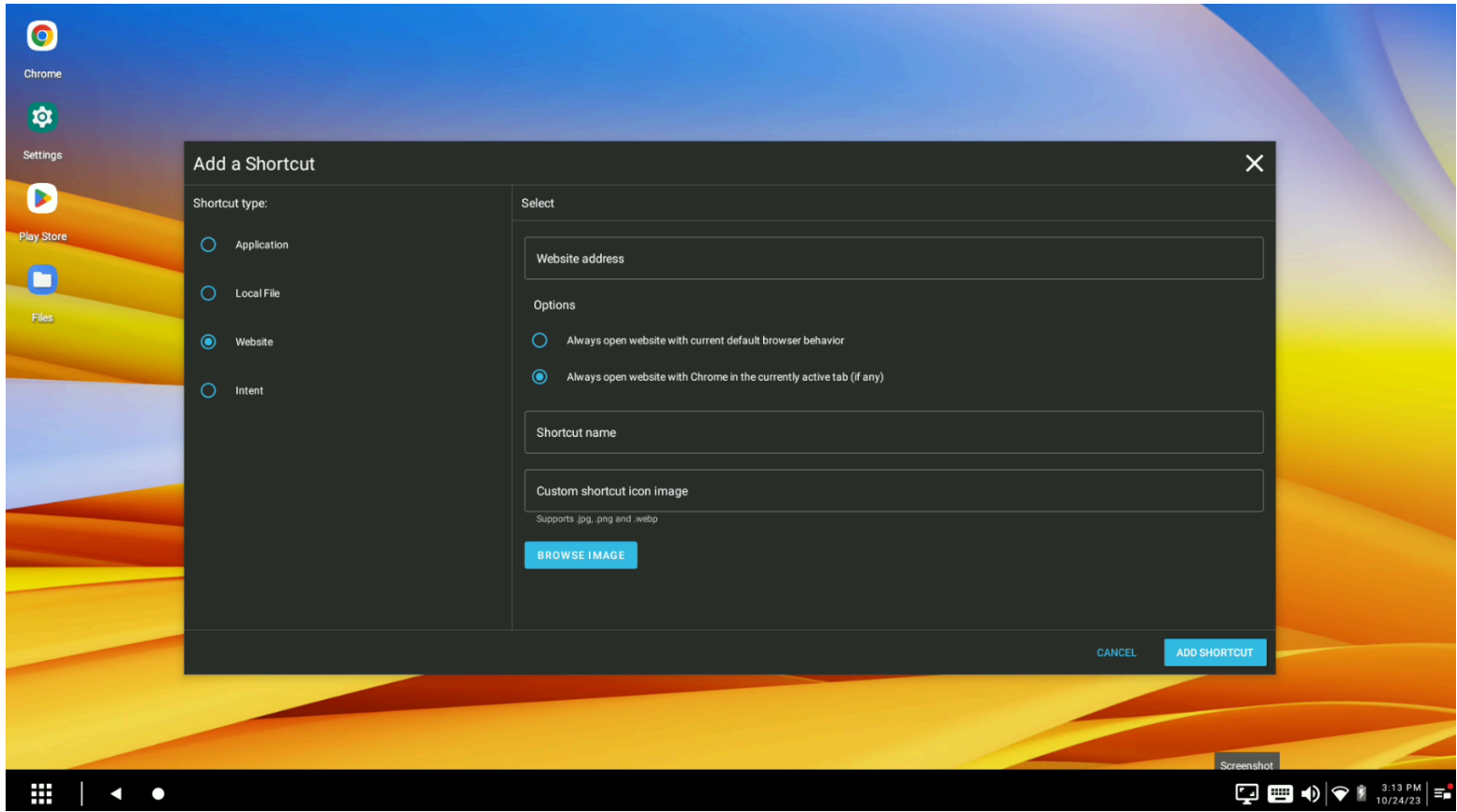


NOTE: Shortcuts are saved in /enterprise/usr/zwc/ after export.

Creating Chrome Shortcuts

If Chrome is installed on the device, select the radio button to open the website with Chrome as the currently active tab.

If this option is not selected, close browser tabs that are not in use.



Creating Intent Shortcuts

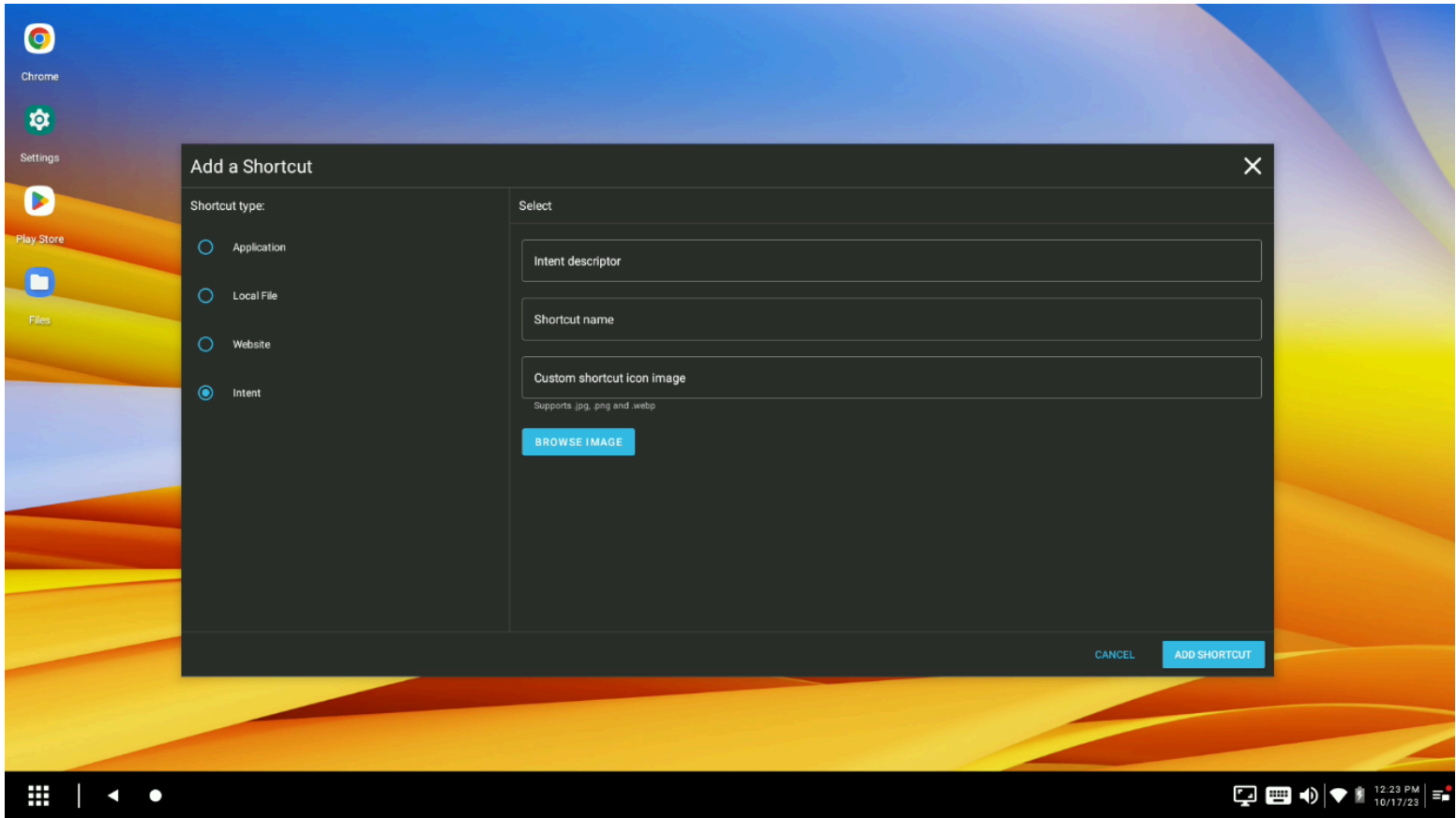
Intents allow administrators to employ Android-supported actions that enable intra- and inter-application communications.

Intents are used to play media, take screenshots, call, or email. Create an intent shortcut icon on the desktop that can be deployed similarly to an application shortcut to directly deploy an action.

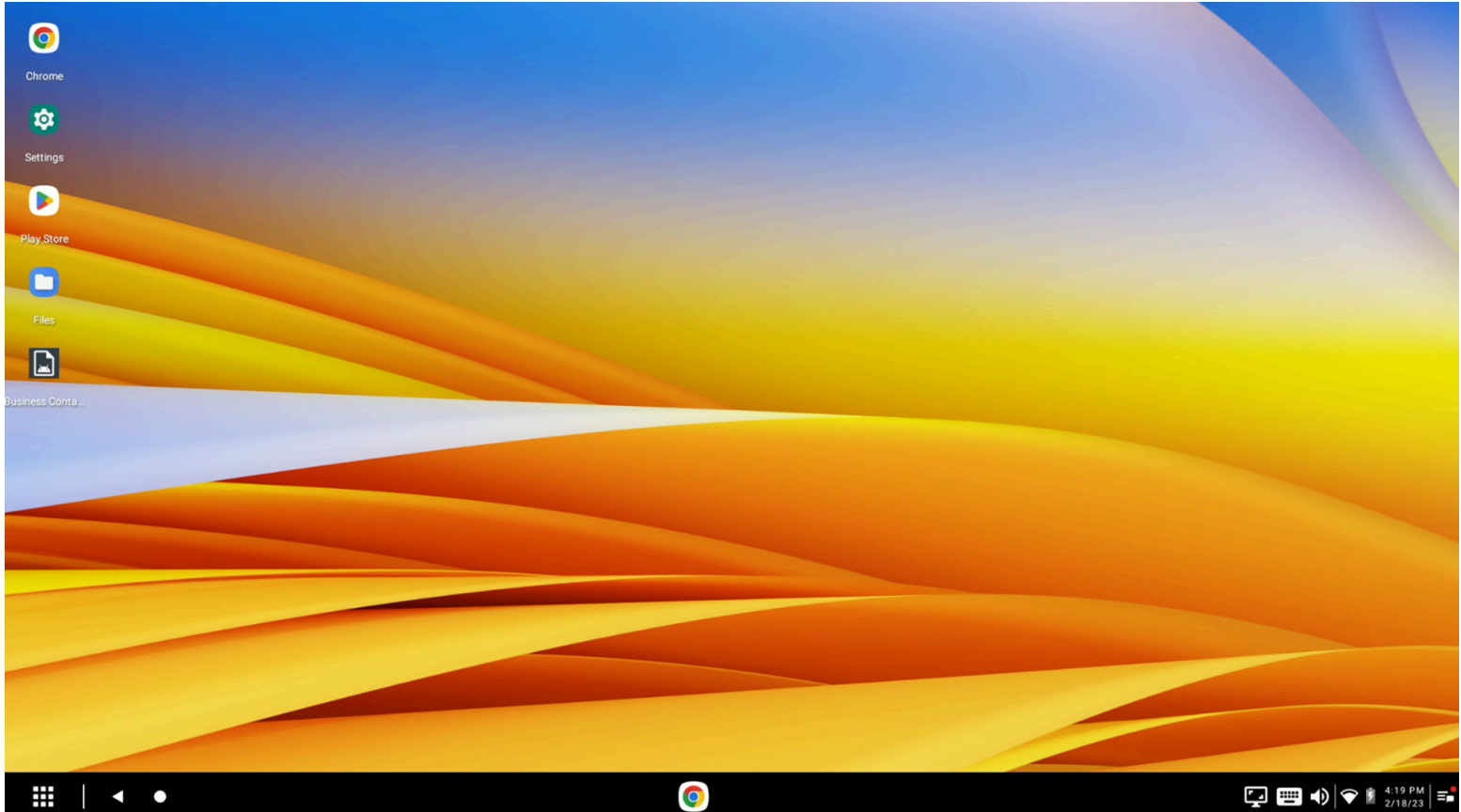
Create an Intent shortcut by selecting **Create a Shortcut** from the context menu.

Next, provide an **Intent Descriptor**, a **Shortcut Name**, and select a shortcut image by clicking **Browse Image**.

Zebra Workstation Connect Features



After the form fields are complete, click **Add Shortcut** and observe the new intent shortcut on the desktop home screen.



NOTE: Intents are processed differently depending on the application or Android version. Because intents are processed by applications, a change in the version of an application or the Android version could impact whether a given intent works as intended. When using Generic Intents, It is recommended to validate the intent address before creating the intent shortcut by using the Feedback Channel and observing the results of pushing a new configuration with the intent shortcut.

Customizing Shortcuts

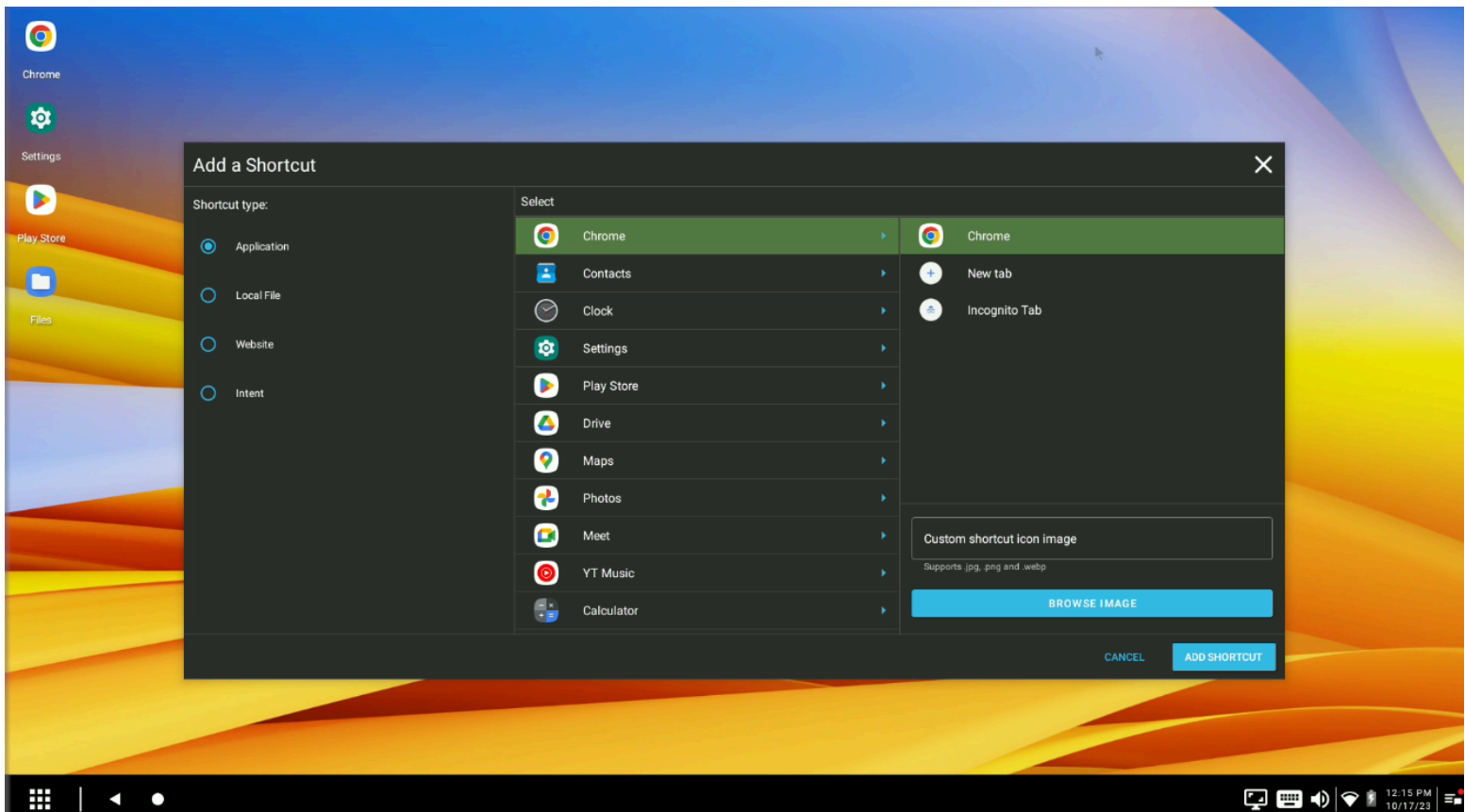
Zebra Workstation Connect allows users to assign an image file as the shortcut icon for a specific application.



NOTE: Images must be less than or equal to 512 x 512 pixels. Supported file formats include jpg, png, and webp. If the selected image file does not meet the criteria above, the custom image is not set as the shortcut icon.

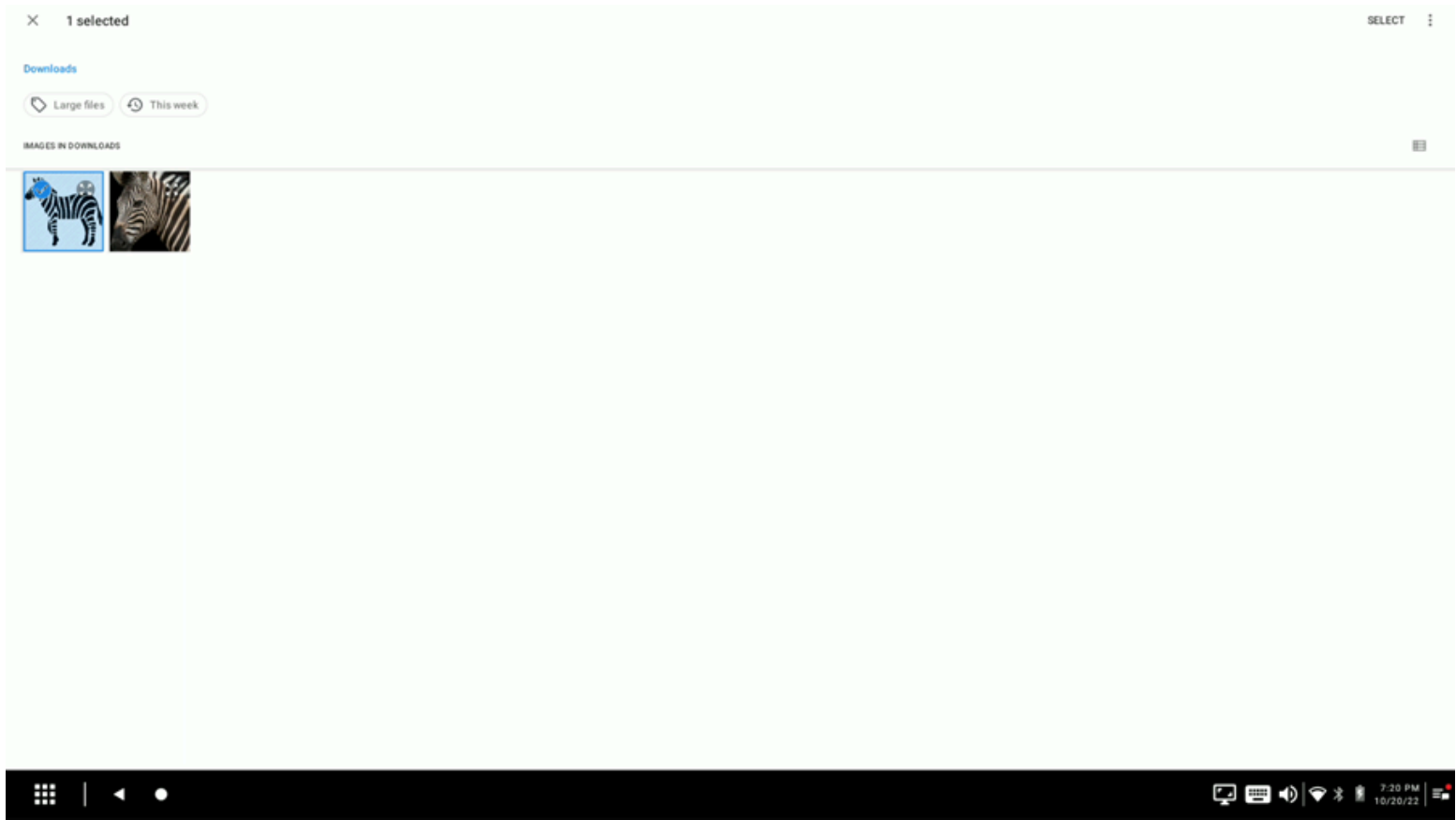
Zebra Workstation Connect Features

1. To create a custom icon, select the shortcut type and application.

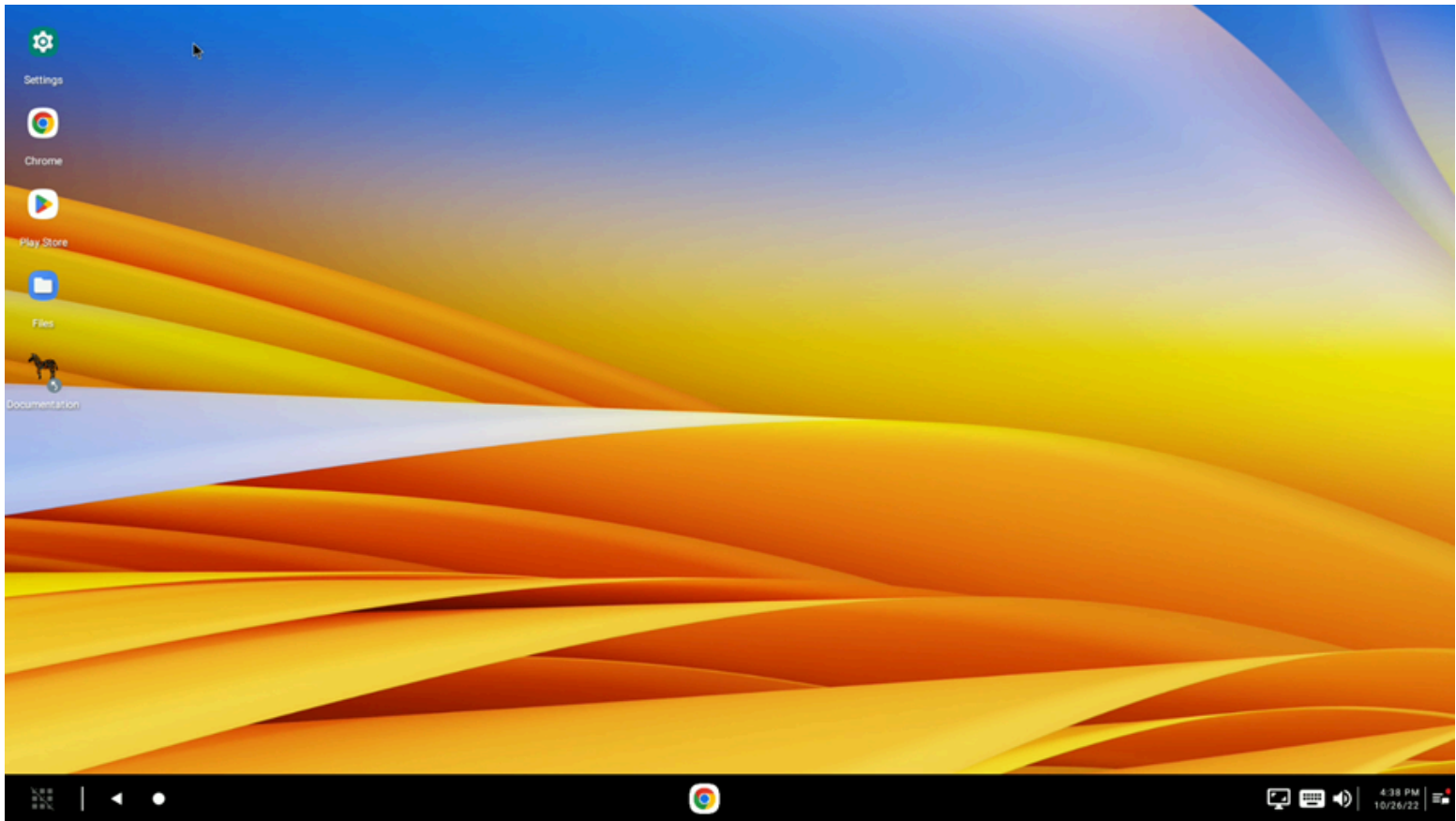


Zebra Workstation Connect Features

2. Click **Browse Image** to launch the file explorer and navigate to the image file to be utilized as the shortcut icon.



3. Click **Add Shortcut** and observe the new icon shortcut on the desktop home screen.



Creating Shortcut Groups

Create a group of application shortcuts by selecting an existing shortcut icon and dragging the icon onto another icon to create a folder.

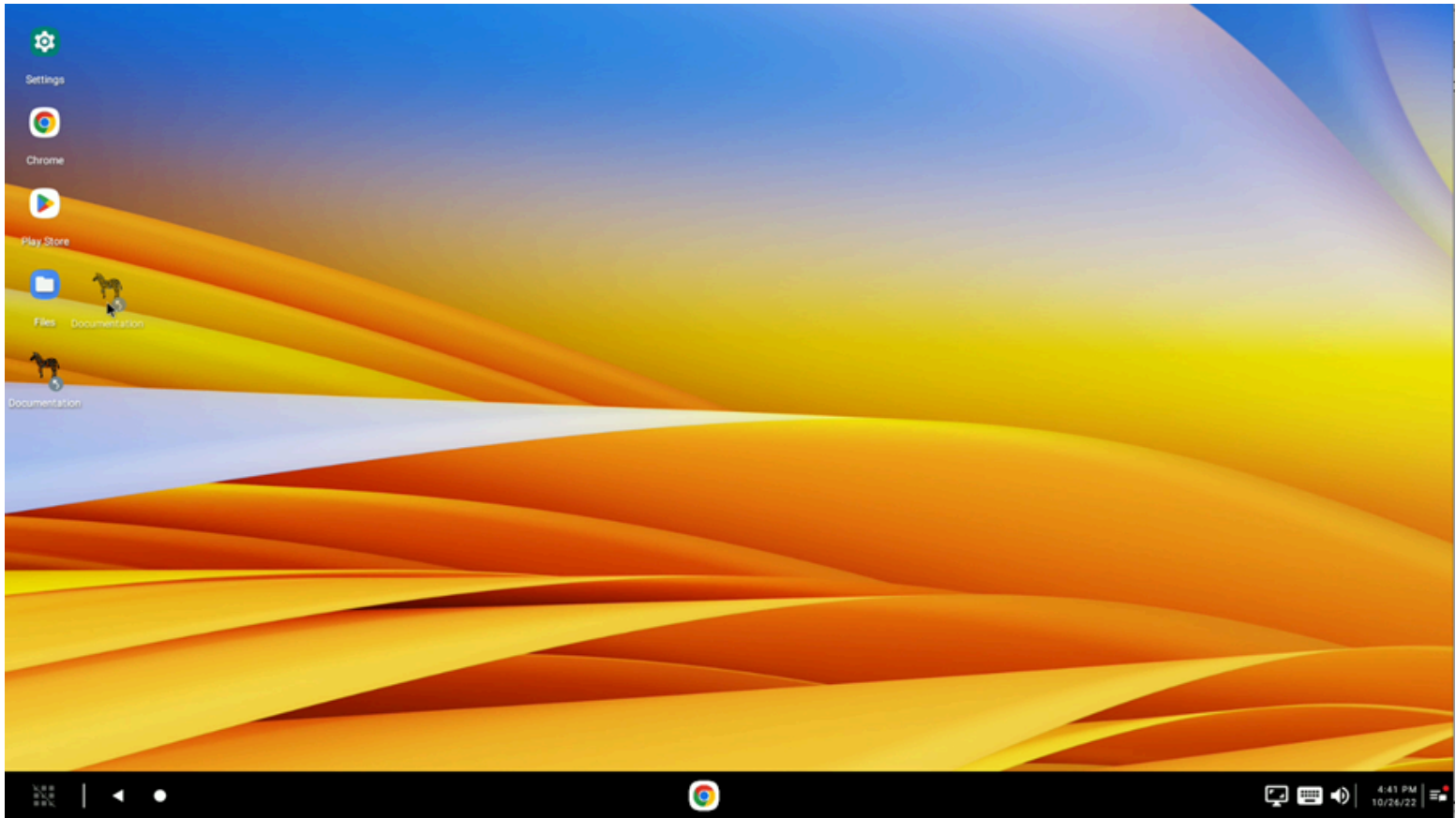
When creating folders, consider creating shortcut groups based on a common use case, such as productivity tools or communication applications. Shortcuts cannot be dragged from a group onto another icon to create a new group; multiple shortcuts cannot be selected and dragged simultaneously to create a new group. The shortcut group is not visible if the administrator disables shortcuts within a group. If only some of the applications are disabled, the folder is visible, but the user cannot see the disabled applications.



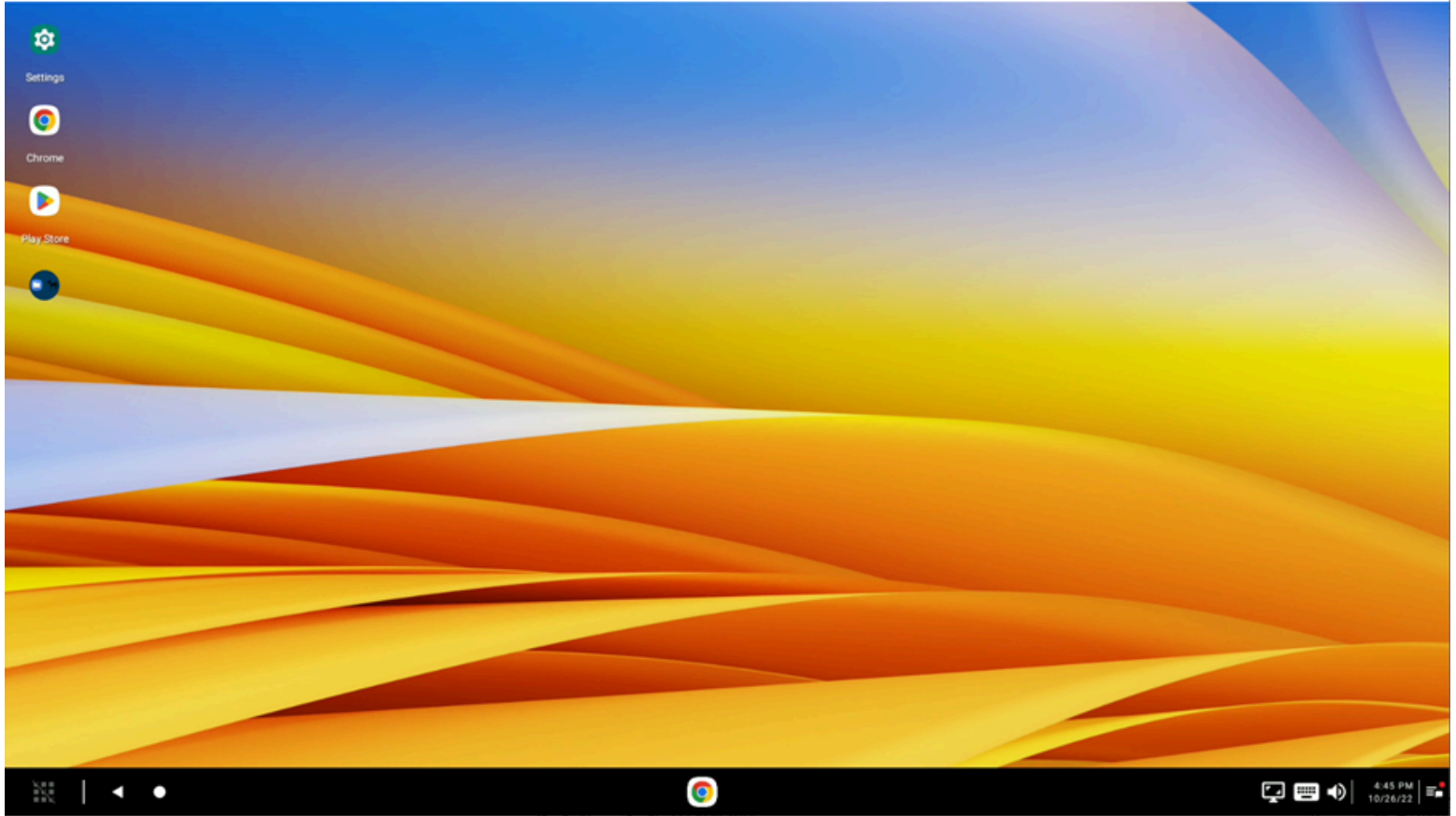
NOTE: The device operator cannot drag a shortcut from a group onto another icon to create a new group.

Select a shortcut icon and drag it onto another icon.

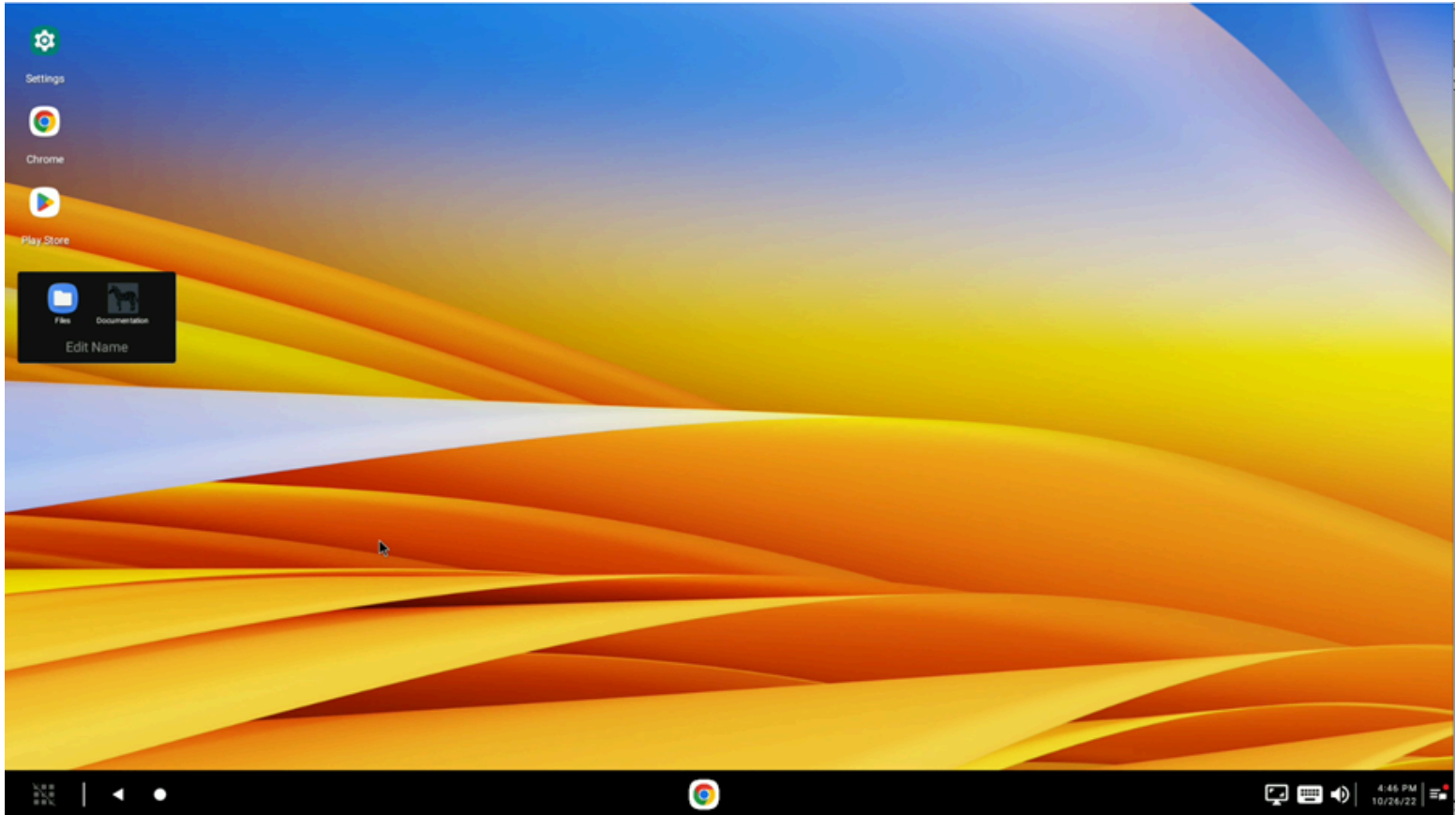
Zebra Workstation Connect Features



Zebra Workstation Connect Features



Next, name the shortcut group.



NOTE: Sub-groups (groups within groups) are not supported.

Application shortcuts are accessed from inside the Group Window. To dissolve a group, drag the shortcuts from the folder onto the desktop until only one application is in the folder. In this case, the folder is dismissed automatically because the minimum number of shortcuts inside a folder is two if the administrator disables no hidden applications. The icons can then be deleted individually from the desktop if necessary.

The shortcut group dissolves when the second to last application shortcut is removed from the sub-group. Both shortcuts move to the desktop based on the order specified in the administrator configuration. If the user drags a shortcut onto the desktop where that same icon is already present, two shortcut icons display.

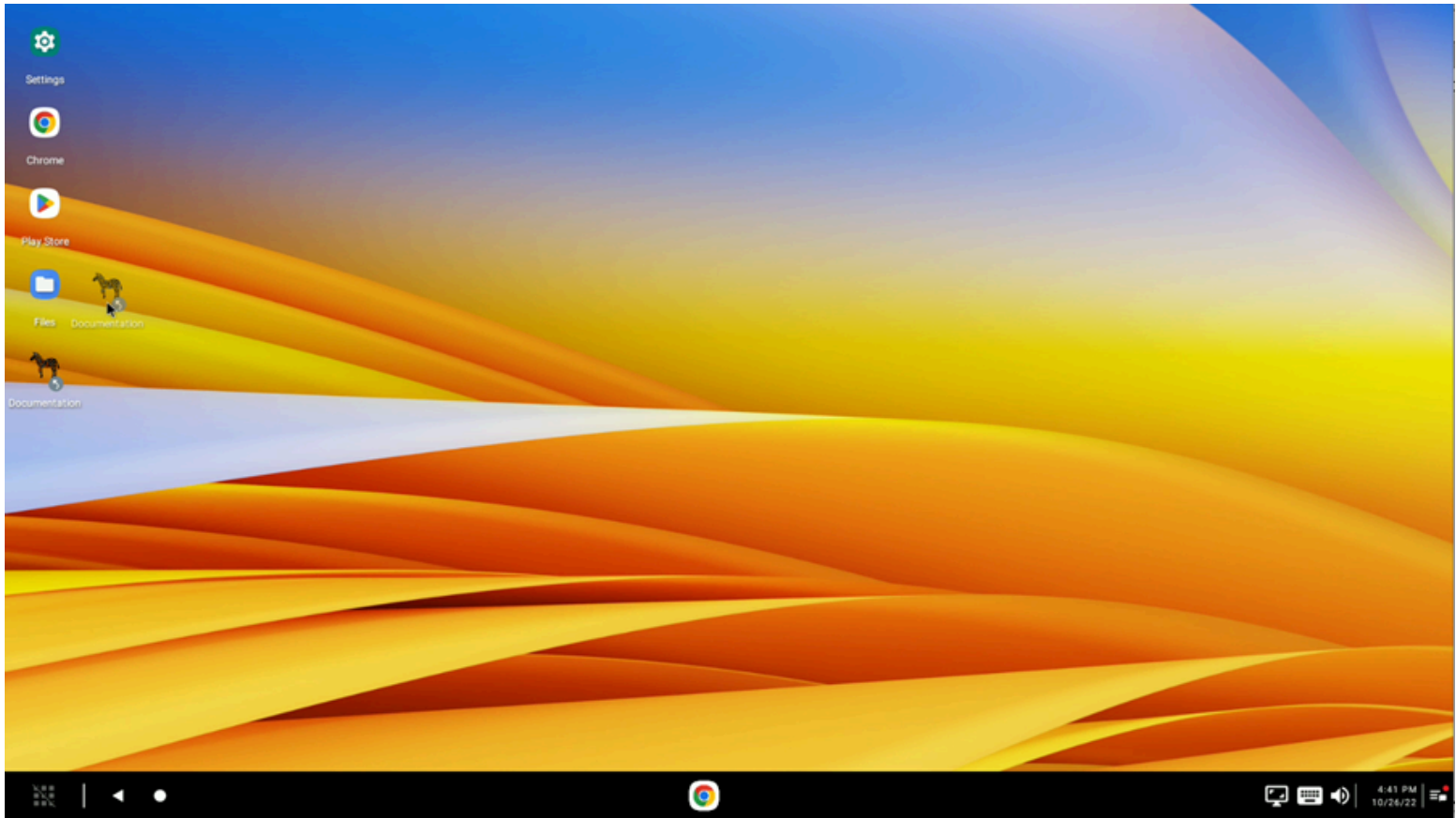
When one or more application shortcuts in a group are disabled, the icons for the disabled applications are not shown. The group is visible because it exists and is non-empty, although it appears empty or has only one visible icon.

Moving Shortcuts Between Groups

Zebra Workstation Connect allows users to drag a shortcut directly from one folder to another by clicking on a shortcut group. Drag the shortcut from the open window to any group in the dialog box window.



NOTE: The view of the application shortcuts becomes scrollable when there are more than ten applications in a shortcut group.



Exporting All Shortcuts

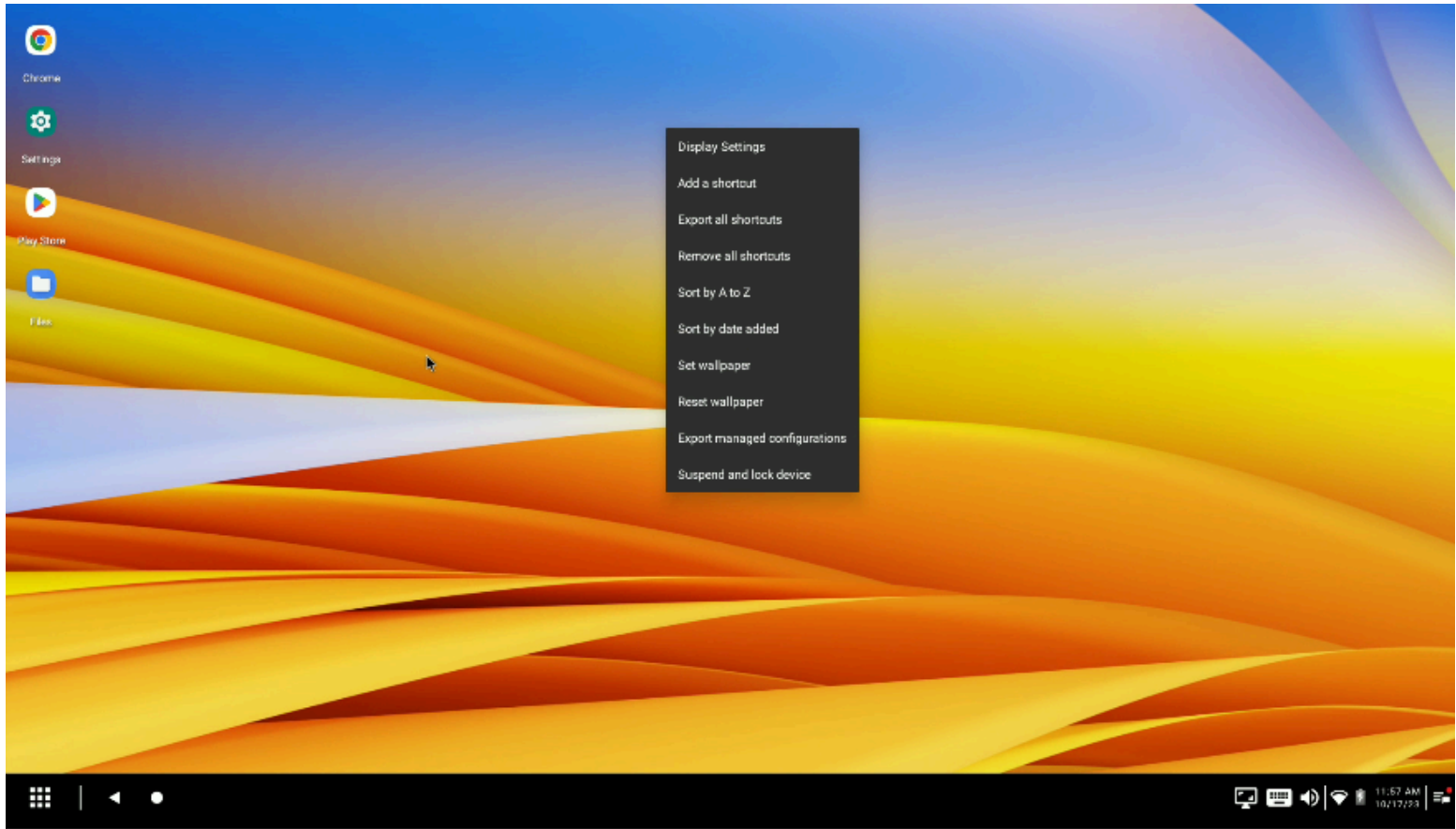
Export a set of shortcuts across multiple devices to ensure consistency in user experience. The exported set of shortcuts can then be deployed across multiple devices. The same process is used to define and export multiple groups of shortcuts, such as to define different sets of shortcuts on various collections of devices. However, only one set of exported shortcuts can be deployed to a device at any given time because deploying an exported set of shortcuts to a device replaces the shortcuts previously defined on that device.

Select **Export All Shortcuts** from the desktop home screen menu to download a .csv file of the names of the shortcuts currently defined on the home screen.



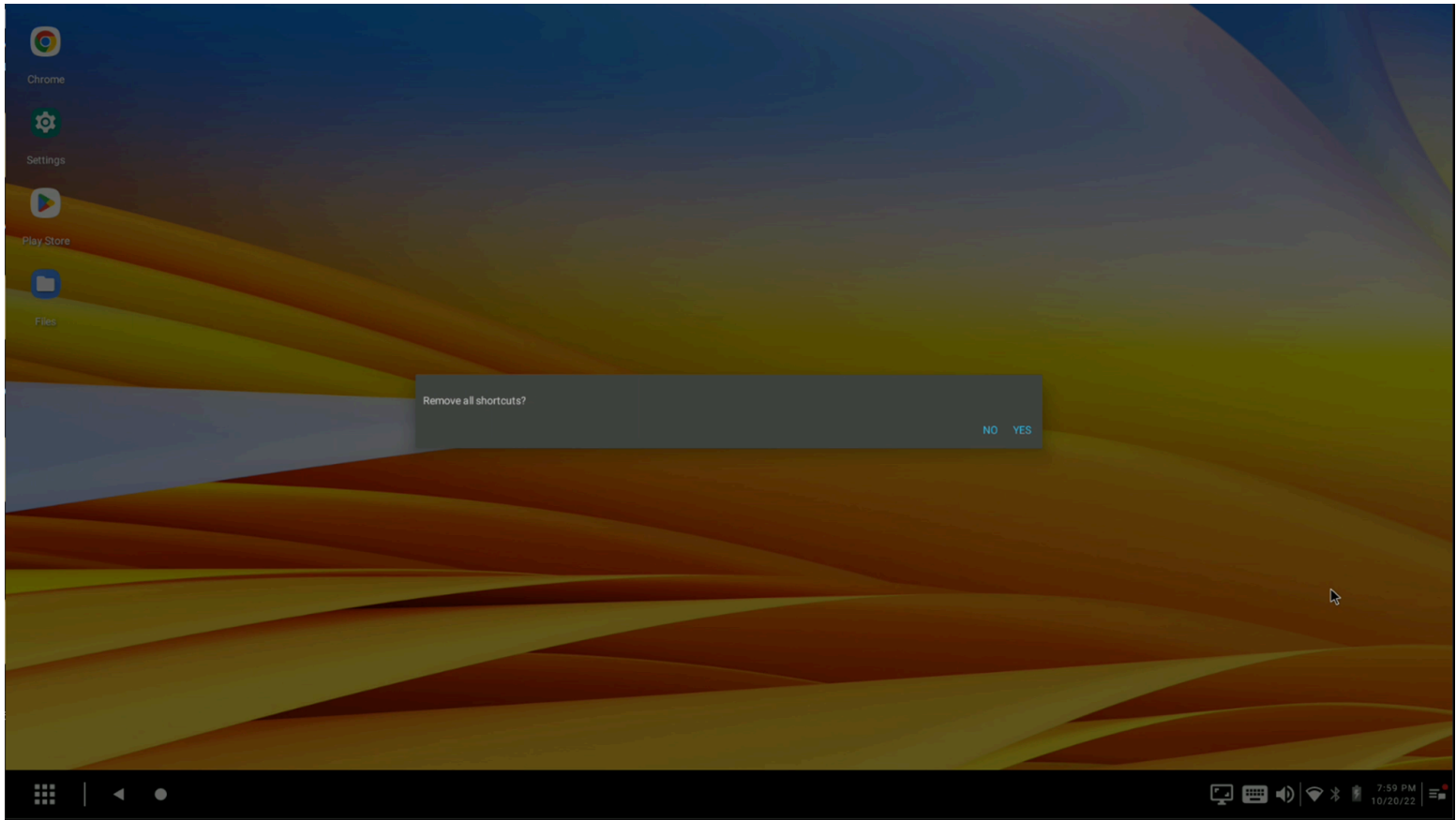
NOTE: Shortcuts are saved in /enterprise/usr/zwc/.

Zebra Workstation Connect Features

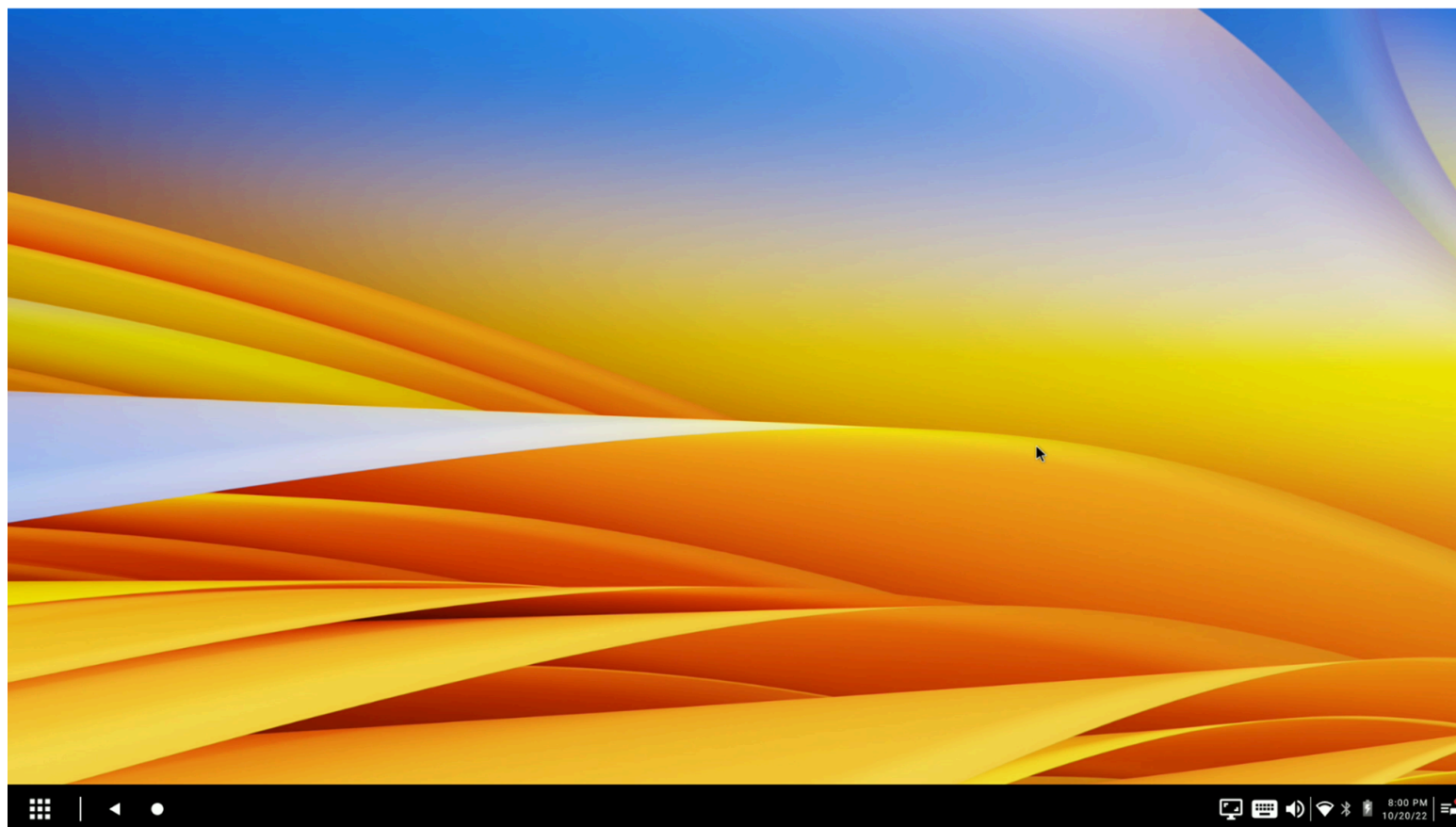


Removing Shortcuts

Select **Remove All Shortcuts** from the desktop home screen menu to remove all currently defined shortcuts from the desktop home screen.



When the administrator disables all shortcuts, there are no shortcuts on the desktop home screen.



Exporting Managed Configurations

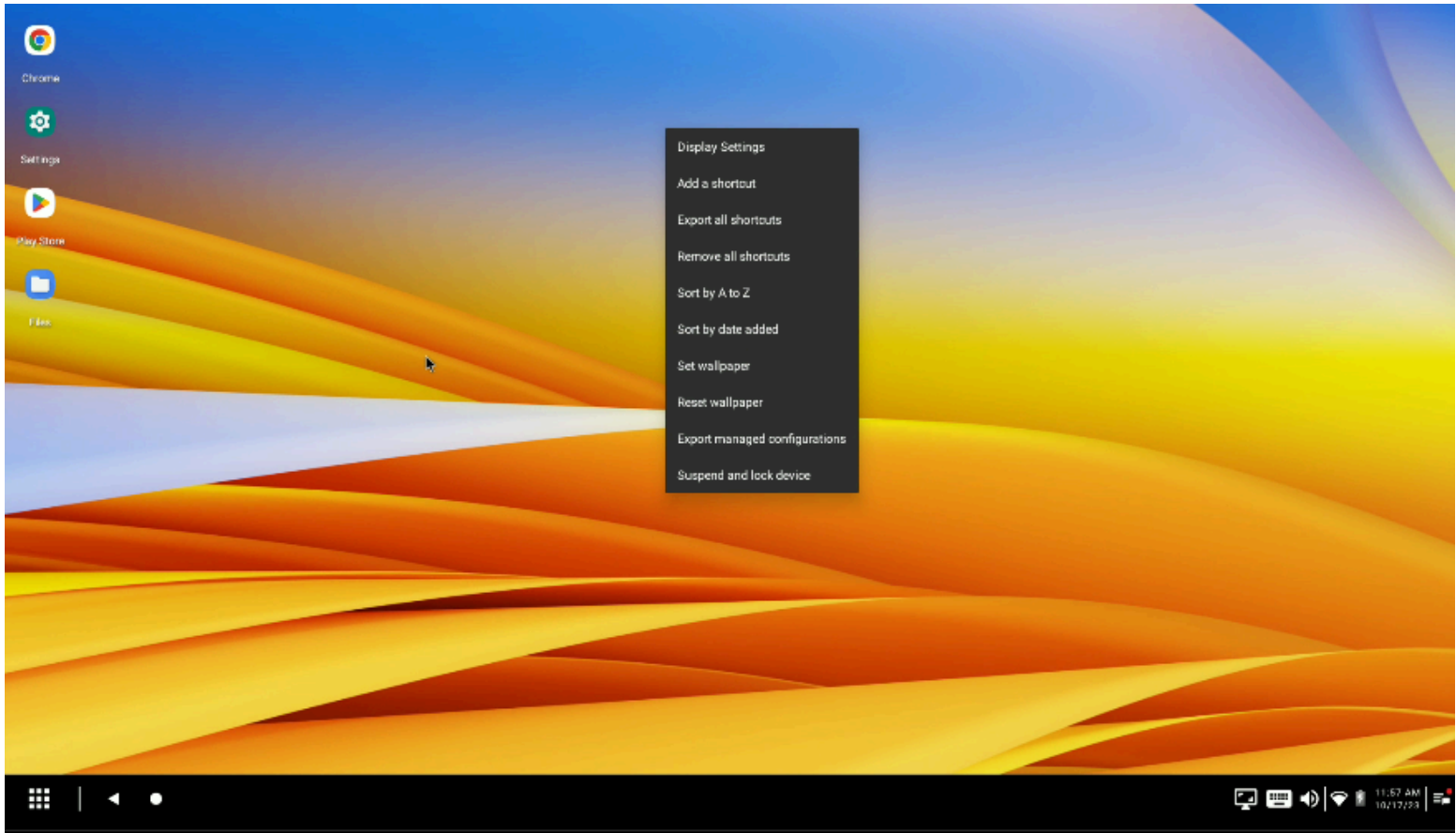
Export the current configuration for deployment to multiple devices.



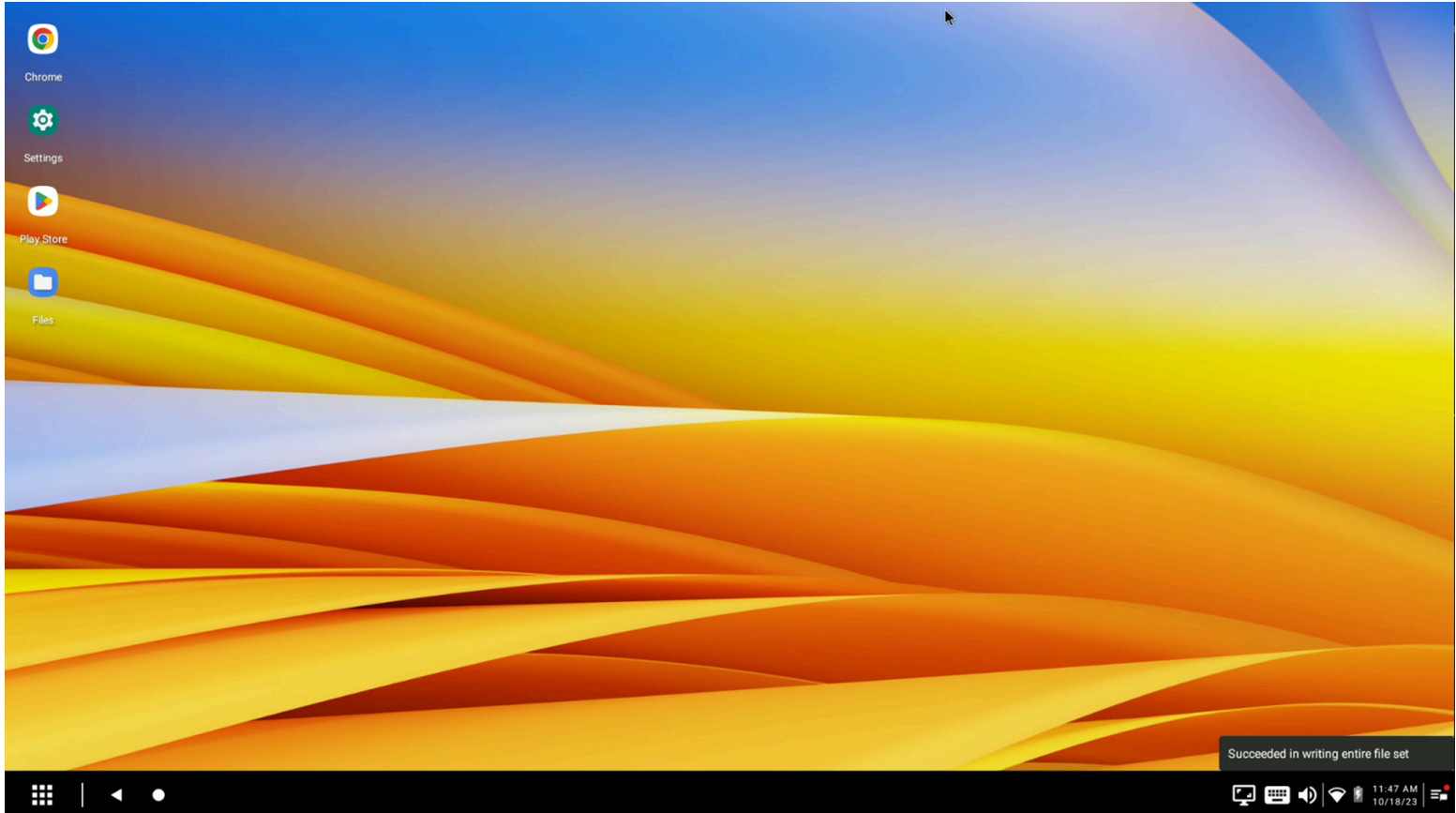
NOTE: Use the reset function to enter a known default device state before configuring Zebra Workstation Connect as an administrator or developer.

Select **Export Managed Configurations** from the menu on the Home screen to export the current Zebra Workstation Connect managed configuration set to a file for mass deployment.

Zebra Workstation Connect Features



Observe the **Succeeded in writing the entire file set** notification to confirm that the configuration file was exported successfully.

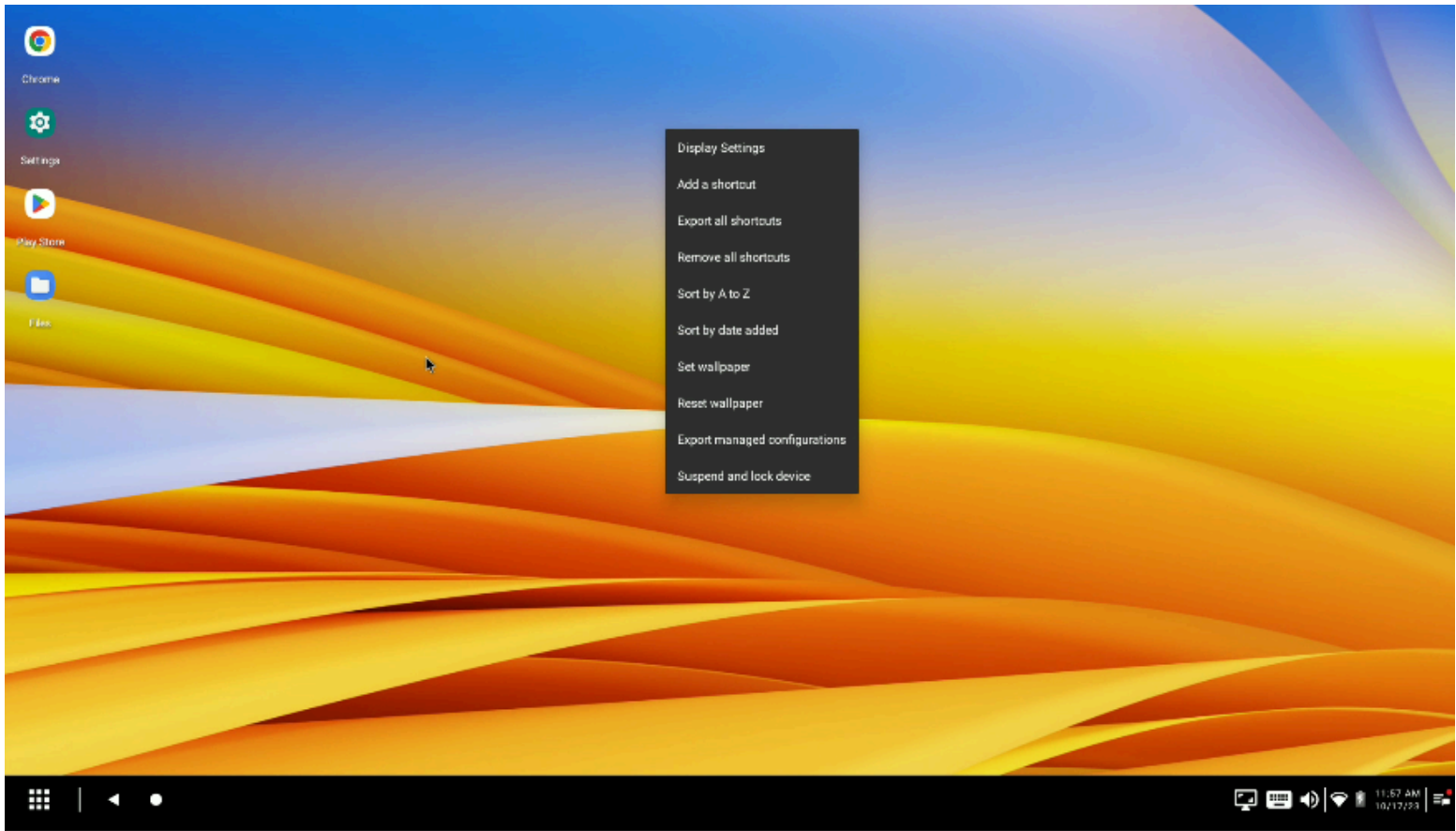


Configuring Display Settings

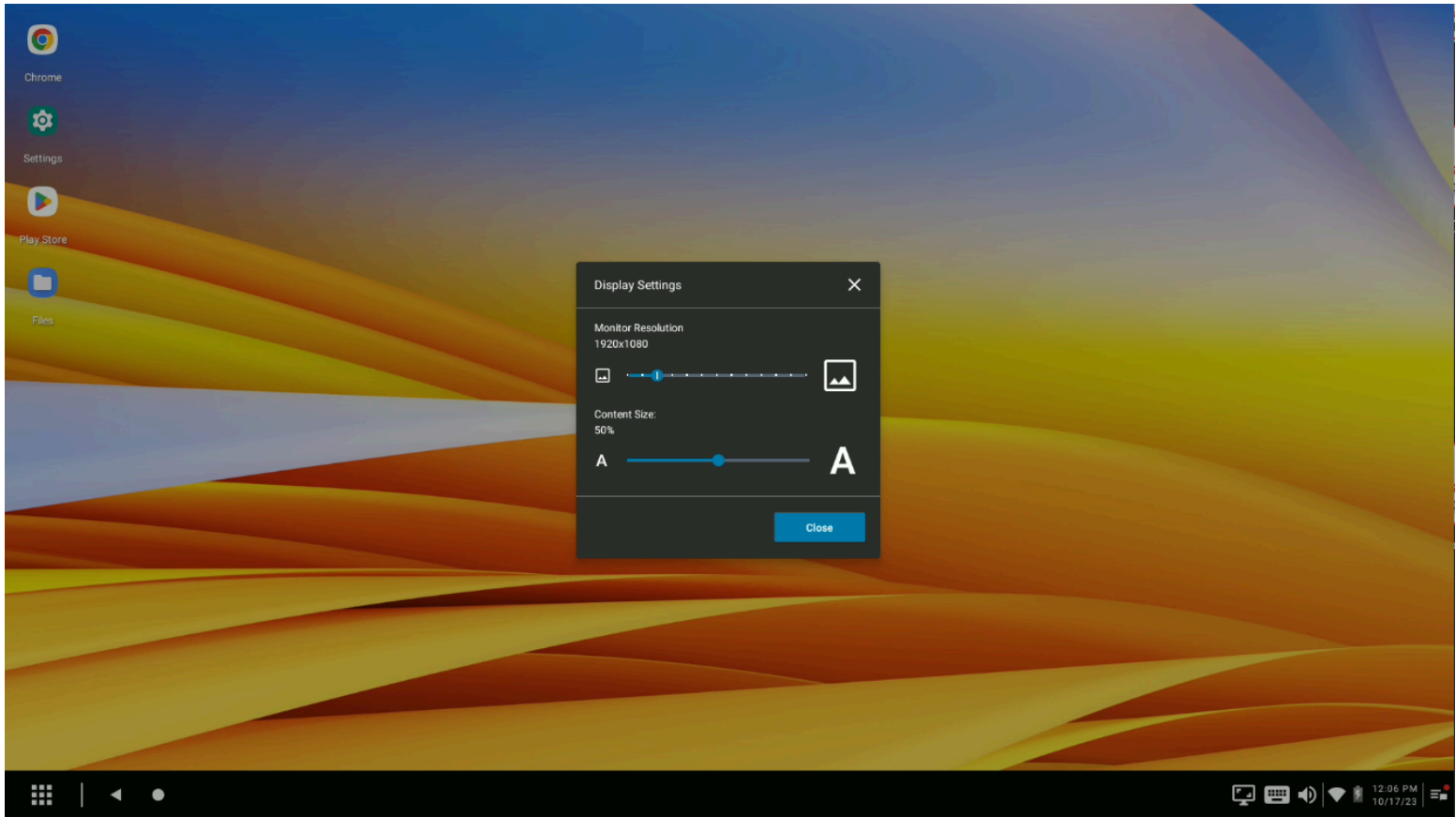
Configure the applicable display settings based on the specifications of the external monitor.

Configure the **Monitor Resolution** and **Content Size** by right-clicking on the desktop home screen to access the context menu.

1. Select **Display Settings** from the context menu.



2. Use the sliders to alter the resolution on the external monitor or content size on the **Display Setting** screen.
 - a. Moving the top **Monitor Resolution** slider changes the total number of pixels displayed on the secondary monitor.
 - b. Moving the bottom **Content Size** slider impacts the number of pixels used when rendering certain content drawn using a variable number of pixels. Changing the content size is based on the number of pixels and the physical space they are displayed on.



NOTE: While the resolution and content can be changed during an individual session, this setting can revert to the administrator-configured settings upon docking or undocking the device. Setting a density value over 300 from a managed configuration sets the content size slider to 100%.

When configuring **Display Settings** it is helpful to adjust the bottom slider first and observe the content size to determine its readability. Next, adjust the top slider, confirm the change, and finalize the bottom slider settings.

App Launch Orientation (Portrait or Landscape)

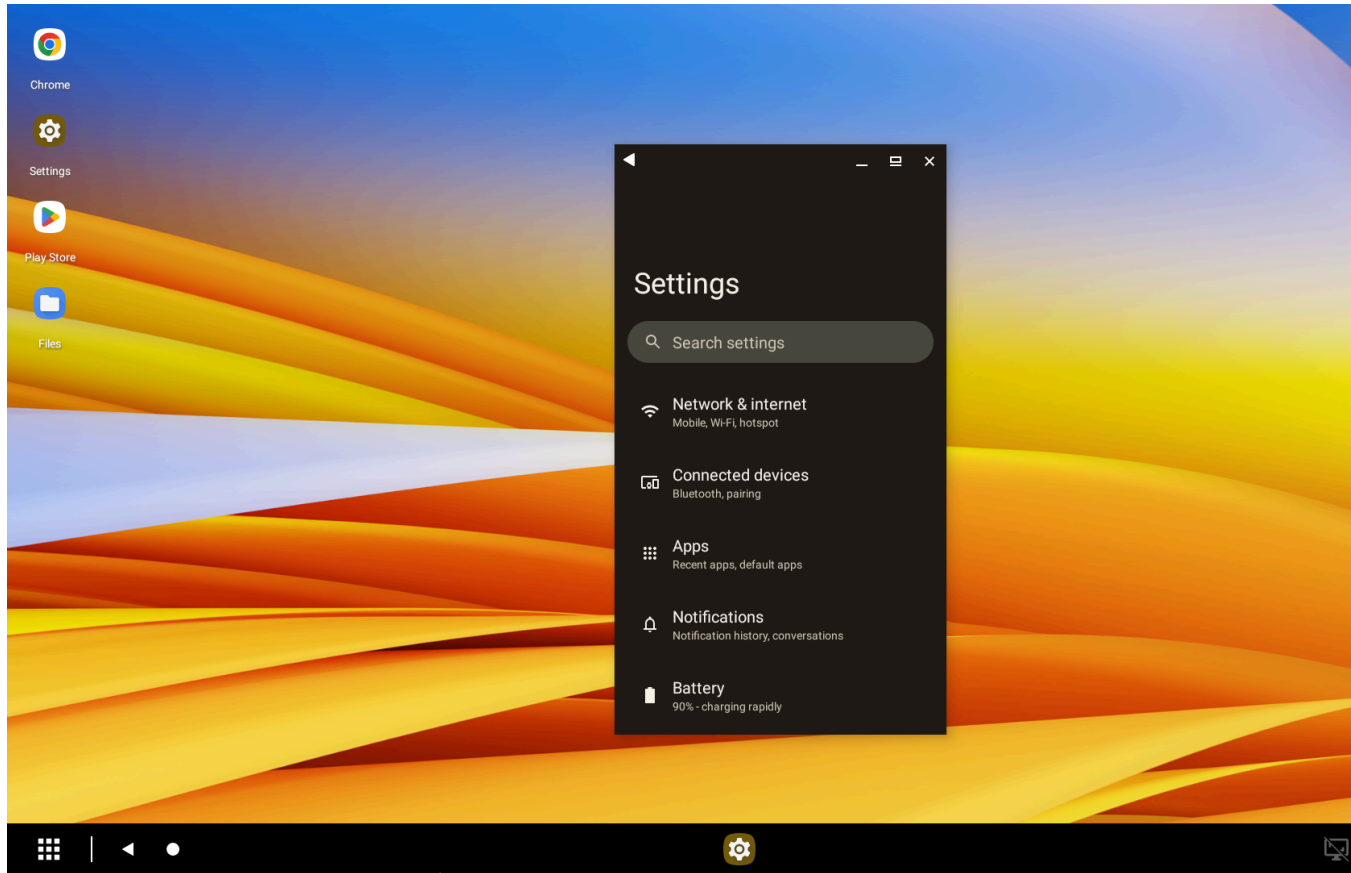
Configure a global setting to open applications in Portrait or Landscape mode upon initial launch and after resetting/relaunching the application from the taskbar.



NOTE: This overwrites the default (Portrait).

- **Portrait:** Sized to pixel portrait mode
- **Landscape:** Sized to tablet landscape mode

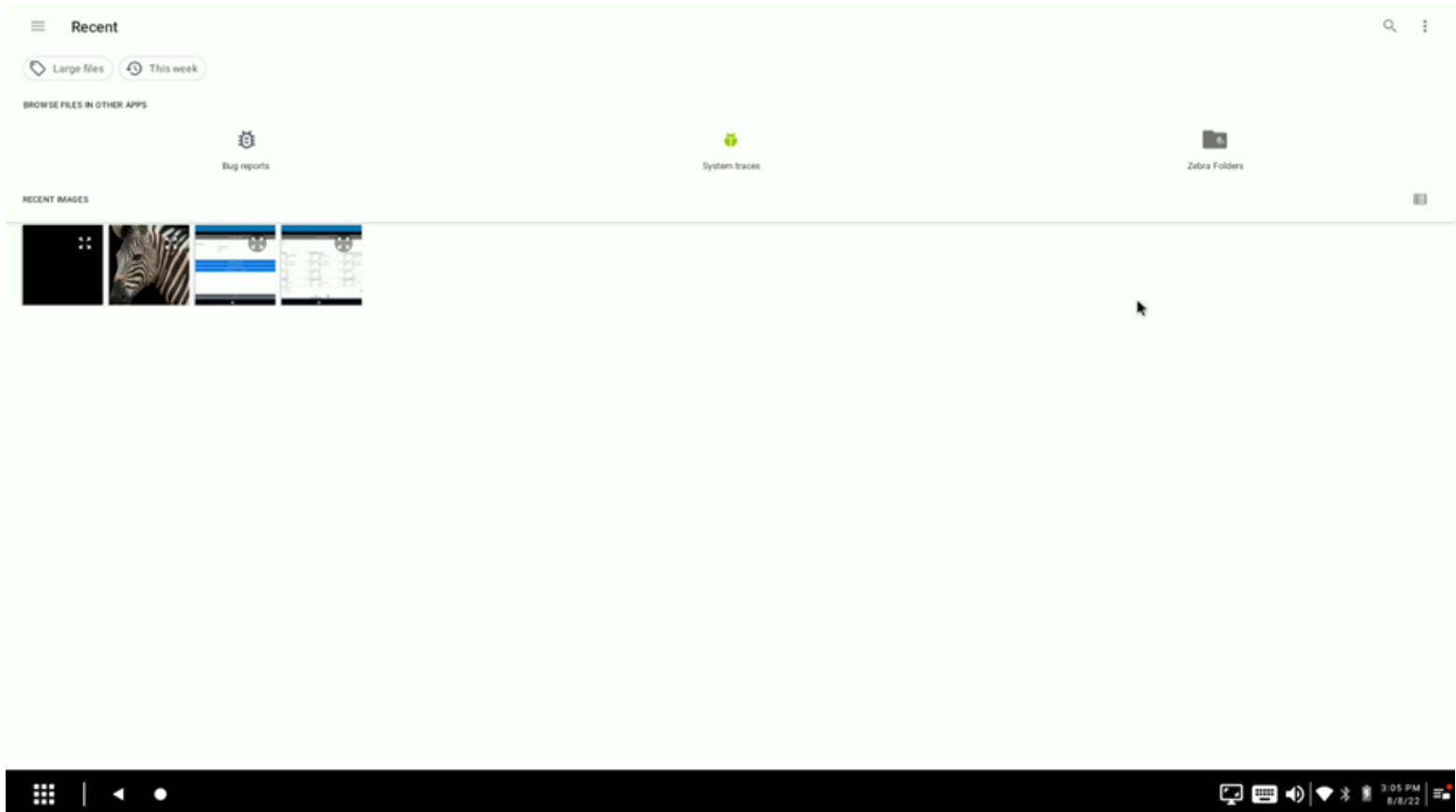
Zebra Workstation Connect Features



NOTE: This setting does not apply if the application window is resized by the user.

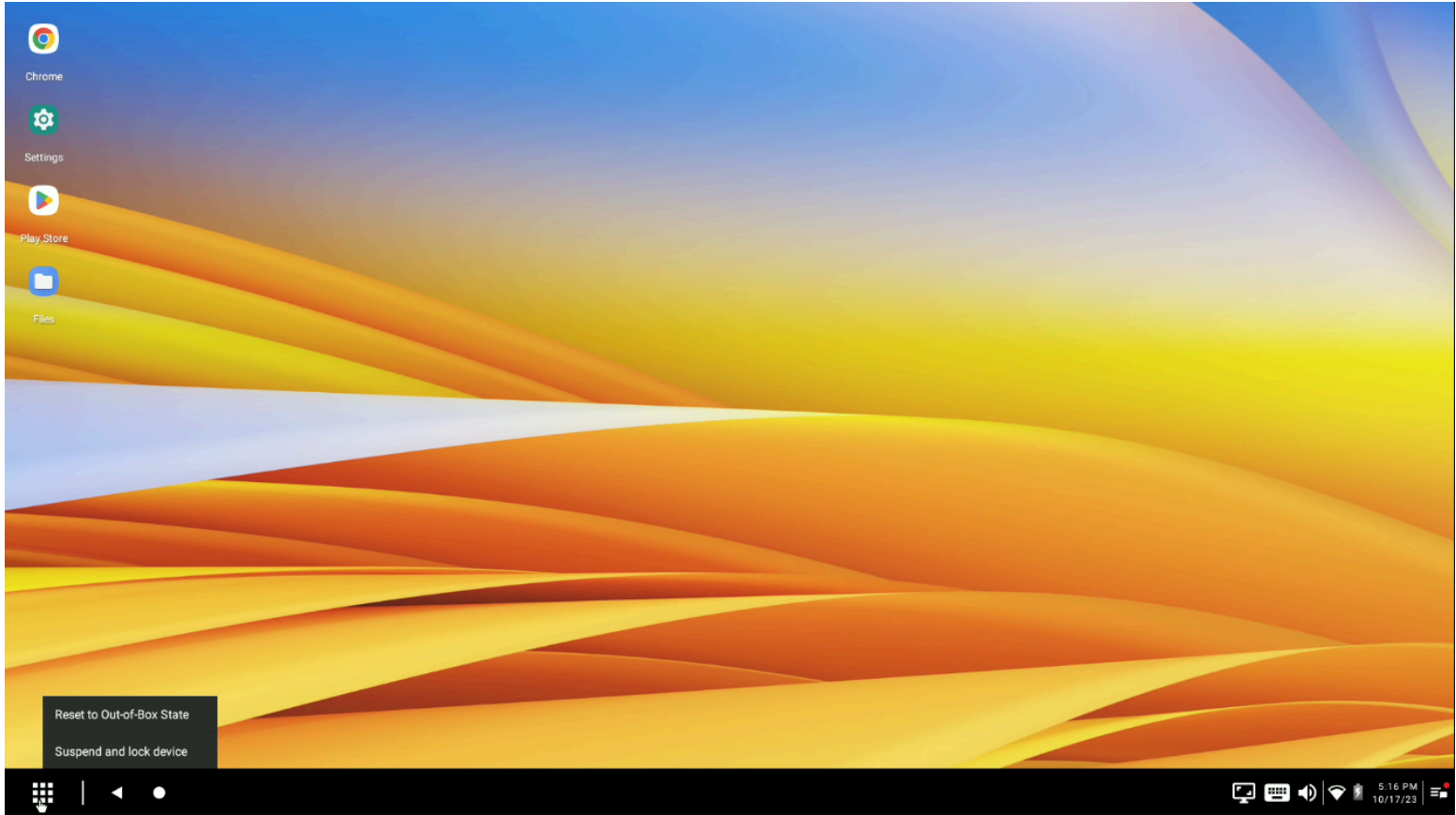
Changing the Wallpaper

To change the home screen wallpaper, select **Set Wallpaper** from the desktop home screen menu and navigate to the image gallery or any image folder available on the device. This action does not impact the home screen of the mobile device.



Suspend and Lock the Device

When **Suspend and lock the device** is selected from the desktop home screen menu, the mobile device enters suspend mode. In suspend mode, both the device and the desktop screen on the external monitor are off. Press the spacebar twice to wake the device and enter the PIN or password (if applicable) to use the mobile computer.



NOTE: Depending on the lock screen configuration, the unlocking action required to wake the device from a suspended state differs. Possible settings are PIN, password, or disabled (no security).

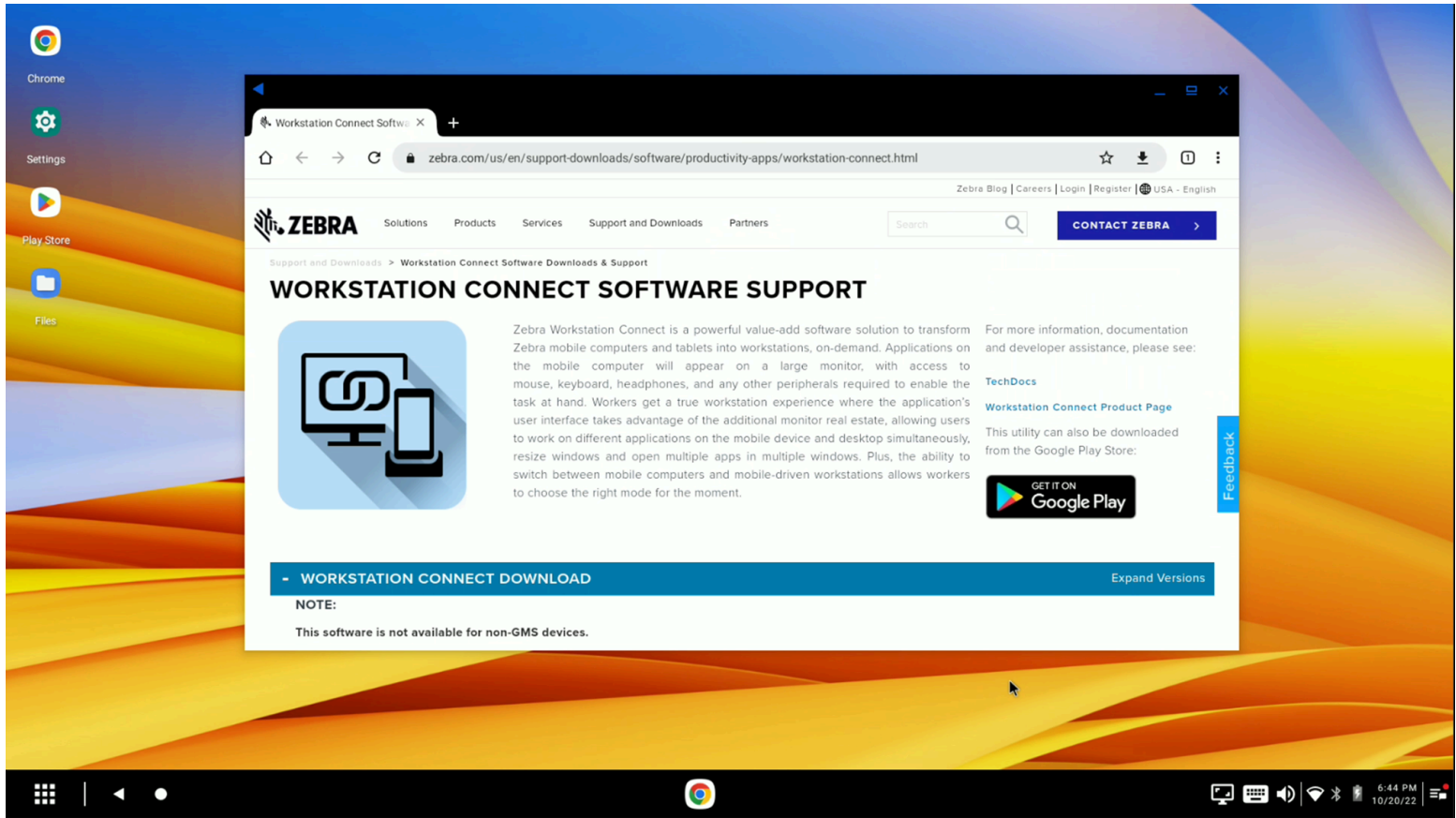
Docking and Undocking Behavior

The application behavior that results when a mobile device is docked into the Zebra Workstation Connect cradle is dependent upon the configuration deployed by the administrator.

This behavior is observable when the administrator configures running mobile applications to display on the taskbar. In the following example, all the applications shown on the taskbar ran on the device before docking. This behavior can be overridden by re-configuring the settings using Administrator Managed Configurations.

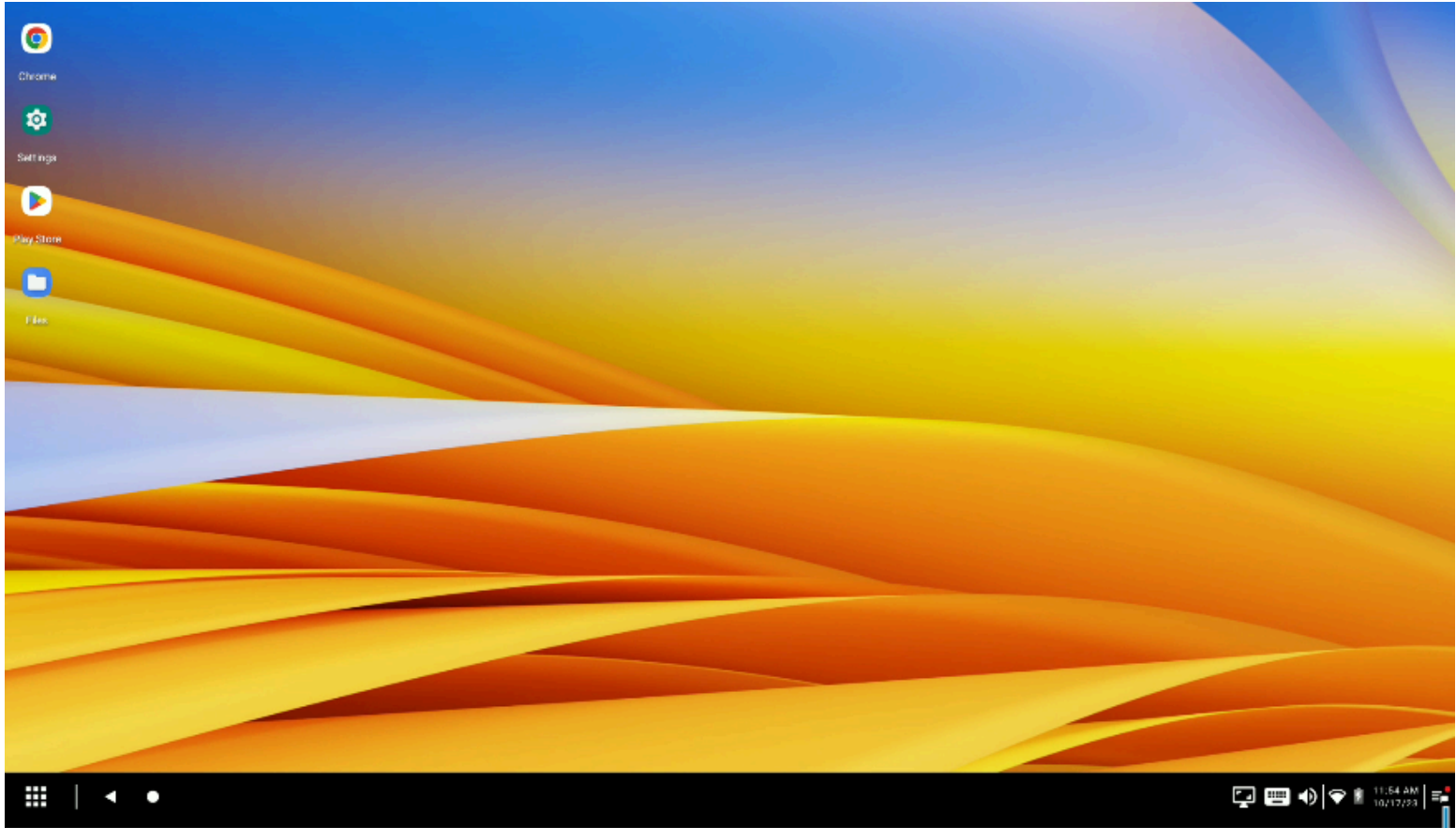
The default behavior of applications while undocking is that an application running on the desktop of the external monitor transitions to the mobile device and runs in the background. This behavior is overridden by re-configuring the settings using Administrator Managed Configurations. In the following example, the Chrome application transitions from the desktop home screen to the mobile device screen and runs in the background when the device is undocked. Applications running in the background on the mobile device can be viewed and restored from the Recents Panel on the mobile device.

Zebra Workstation Connect Features



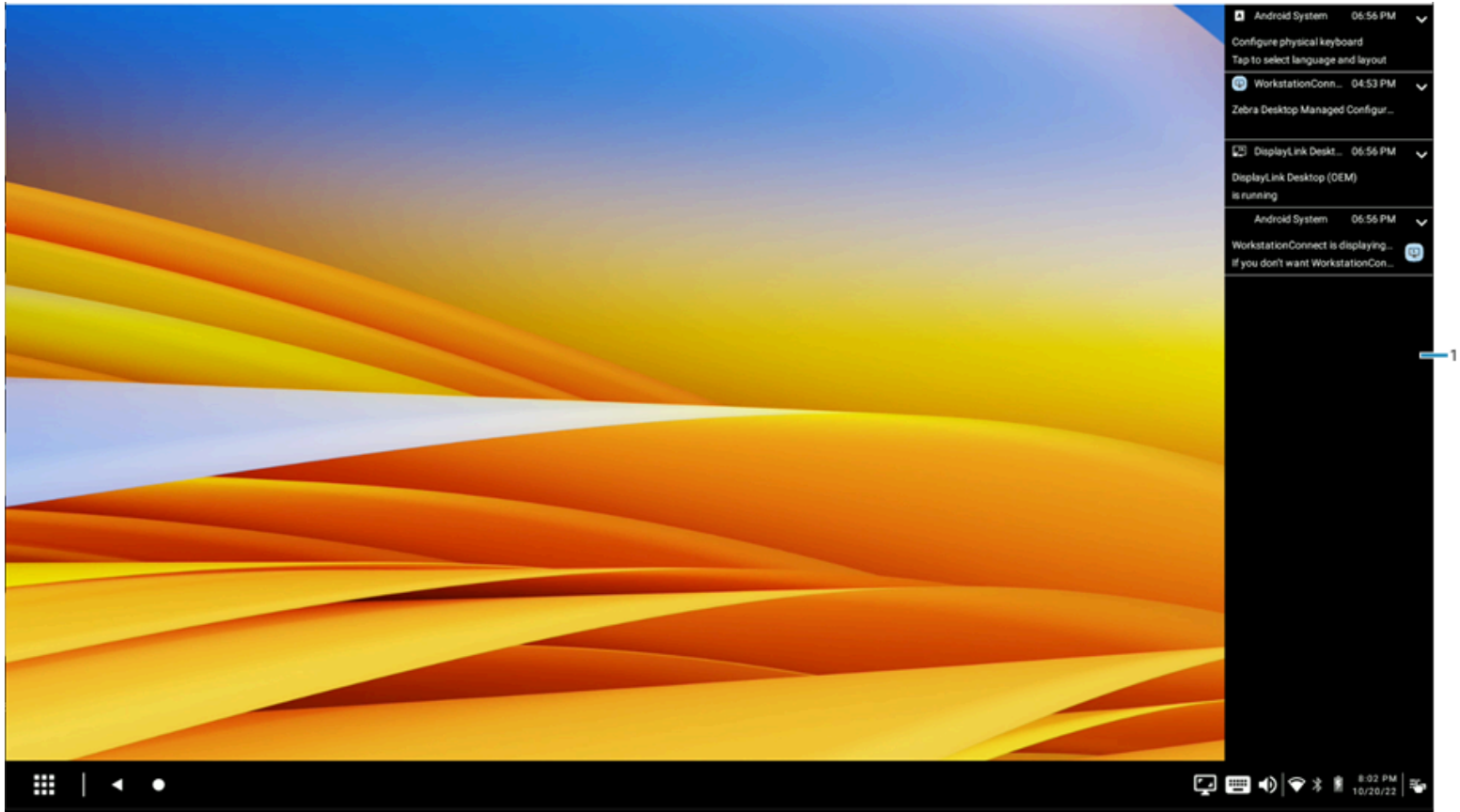
Using the Notification Panel

The notification icon is located on the far right of the taskbar and displays a red notification badge on the icon if there are any active notifications.



1	Notification Icon
---	-------------------

The notification panel displays all active notifications for mobile and desktop applications. Open a specific notification by clicking on the notification to expand the panel or click the **Dismiss** button to remove the notification from the panel.



1

Notification Panel



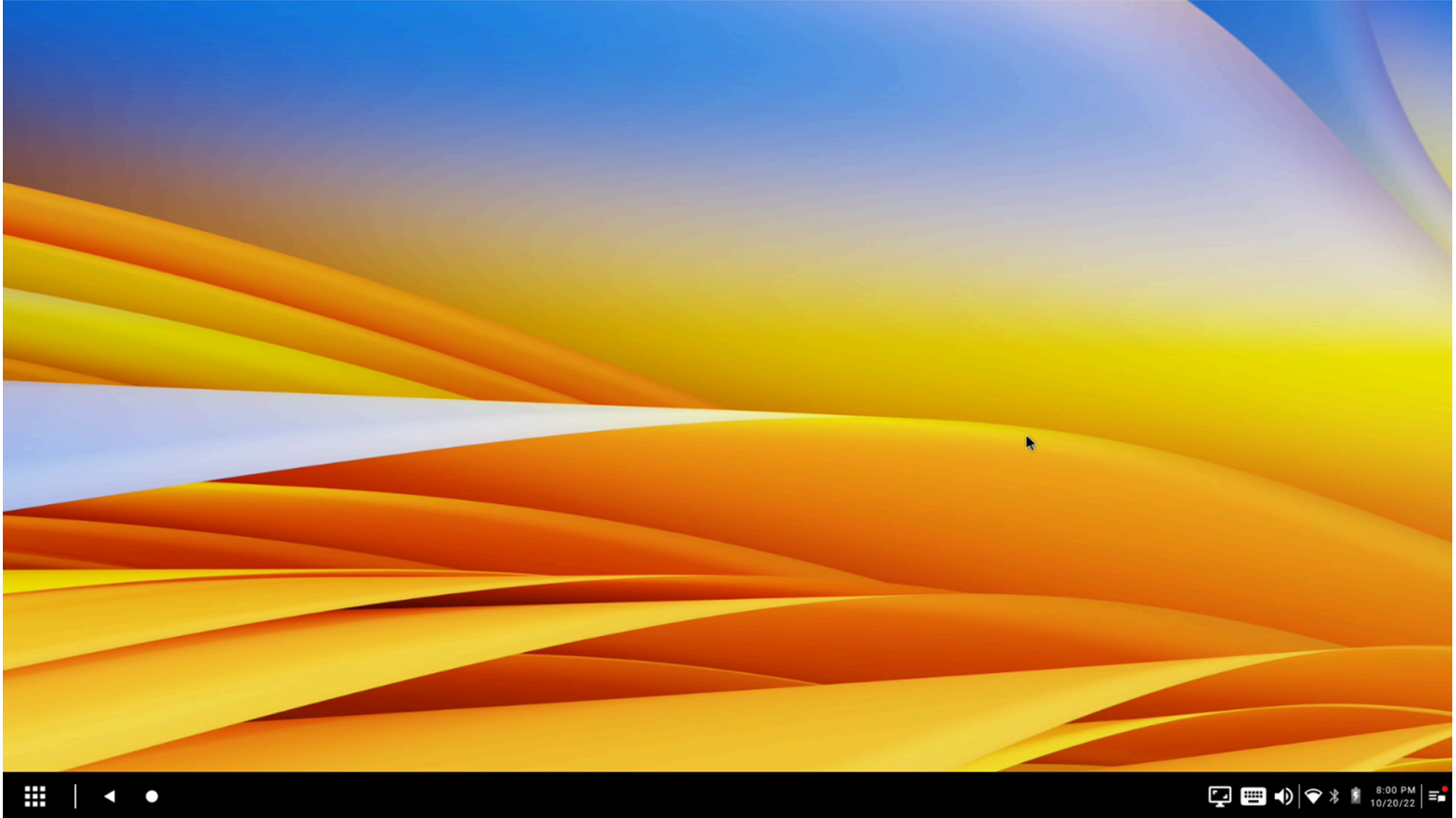
NOTE: If the administrator configures advanced application permissions, only applications permitted to launch from the notification panel are opened when the notification is clicked a second time after the notification is expanded.

Using Status Icons

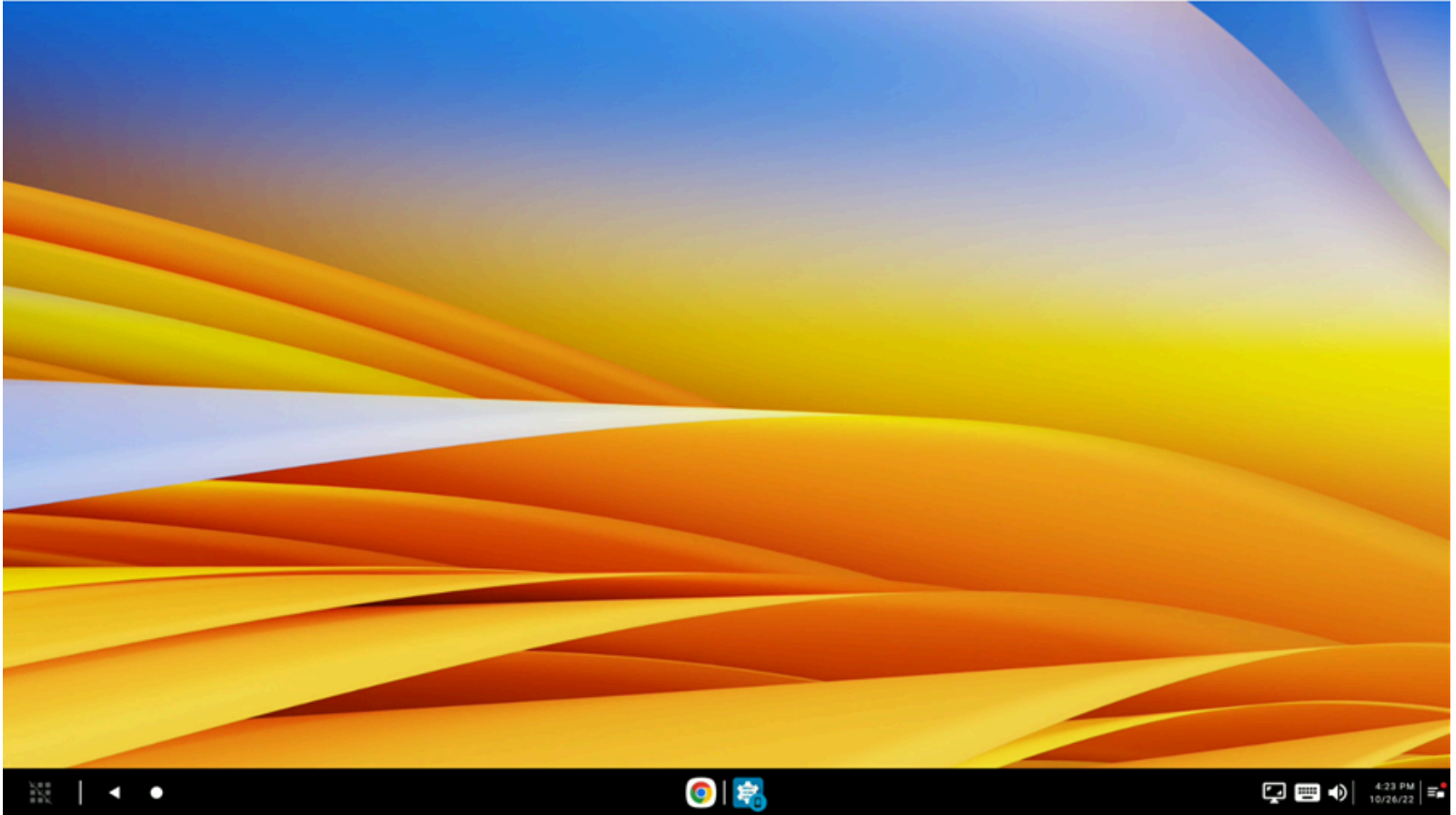
Status icons are displayed on the right section of the taskbar and provide additional information when the user hovers over an icon. When a user hovers over a specific status icon, its status displays as hover text. When the user clicks on a specific status icon, its corresponding settings fragment displays.

The default icons are:

- Battery - displays the device battery life and statistics, including the last full charge on its associated settings fragment.
- Wi-Fi - displays the current networks available to the device on its associated settings fragment.
- Bluetooth - displays its connection state, the number of currently connected devices, and allows users to pair a new device-associated settings fragment.
- Volume Control - displays media volume, media output, call volume, and notification volume associated settings fragment.
- Soft Input Panel (SIP) - enabled when a user clicks into a form field without a keyboard connected to the docking station.

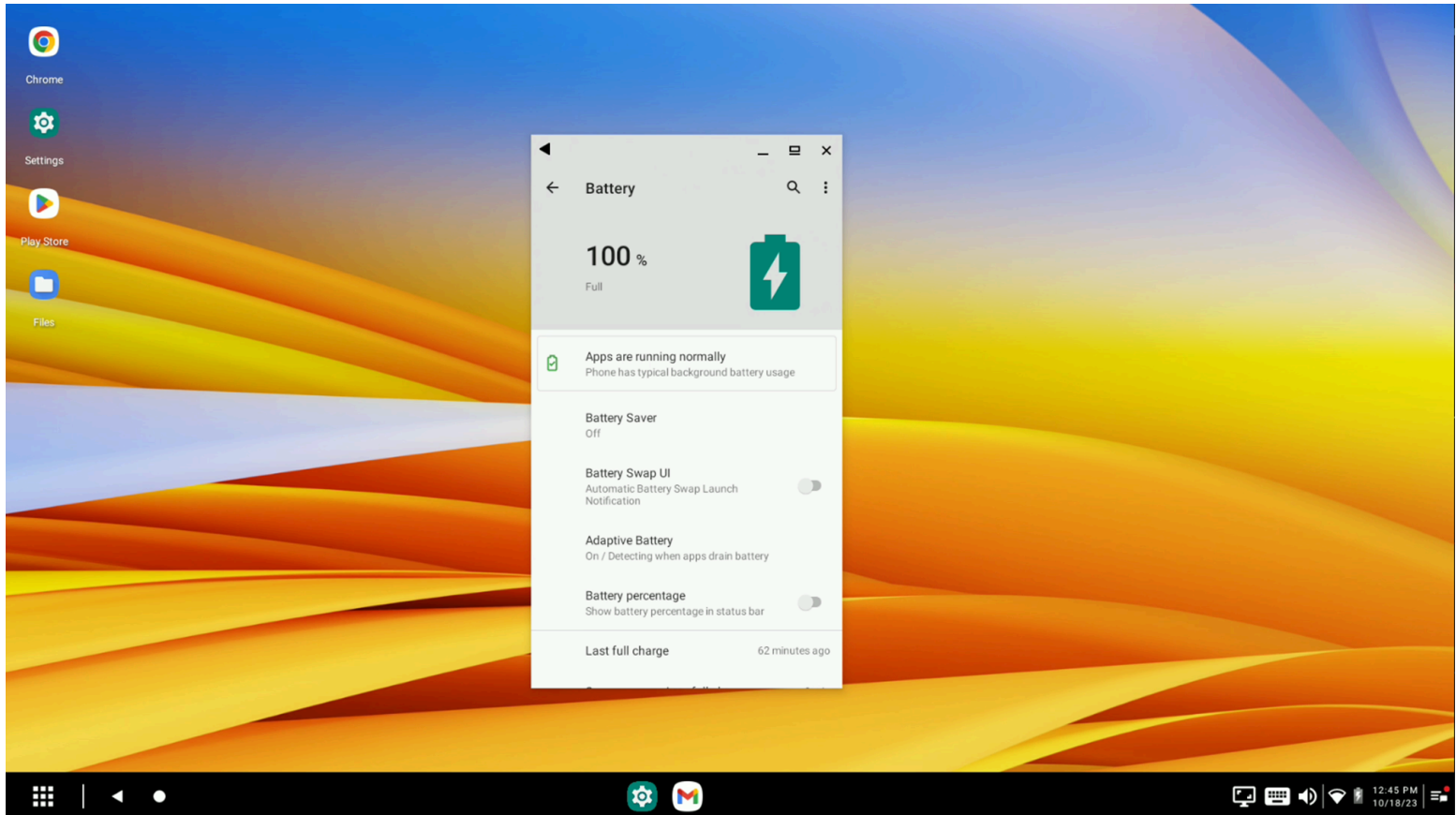


NOTE: Settings icons do not display on the taskbar when the administrator disables them.



Battery Status Settings

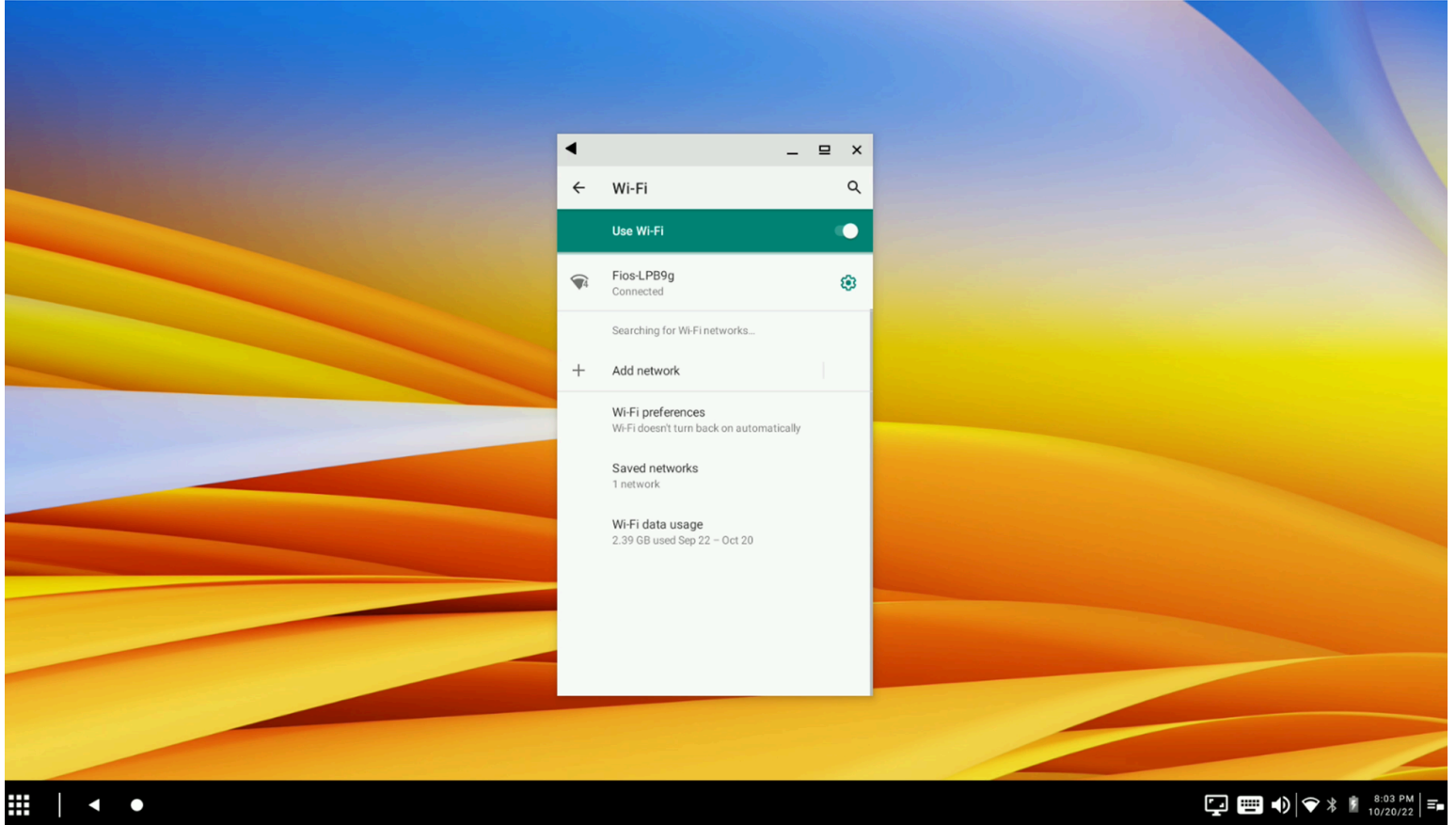
When the battery icon is clicked or tapped, the battery settings fragment displays on the desktop home screen. Users can view the current charge state and the last time the battery was fully charged.



NOTE: If the administrator has configured advanced application permissions to restrict access to the settings fragment from the taskbar icons, the battery settings fragment does not display if a user clicks or taps the battery icon.

Wi-Fi Settings

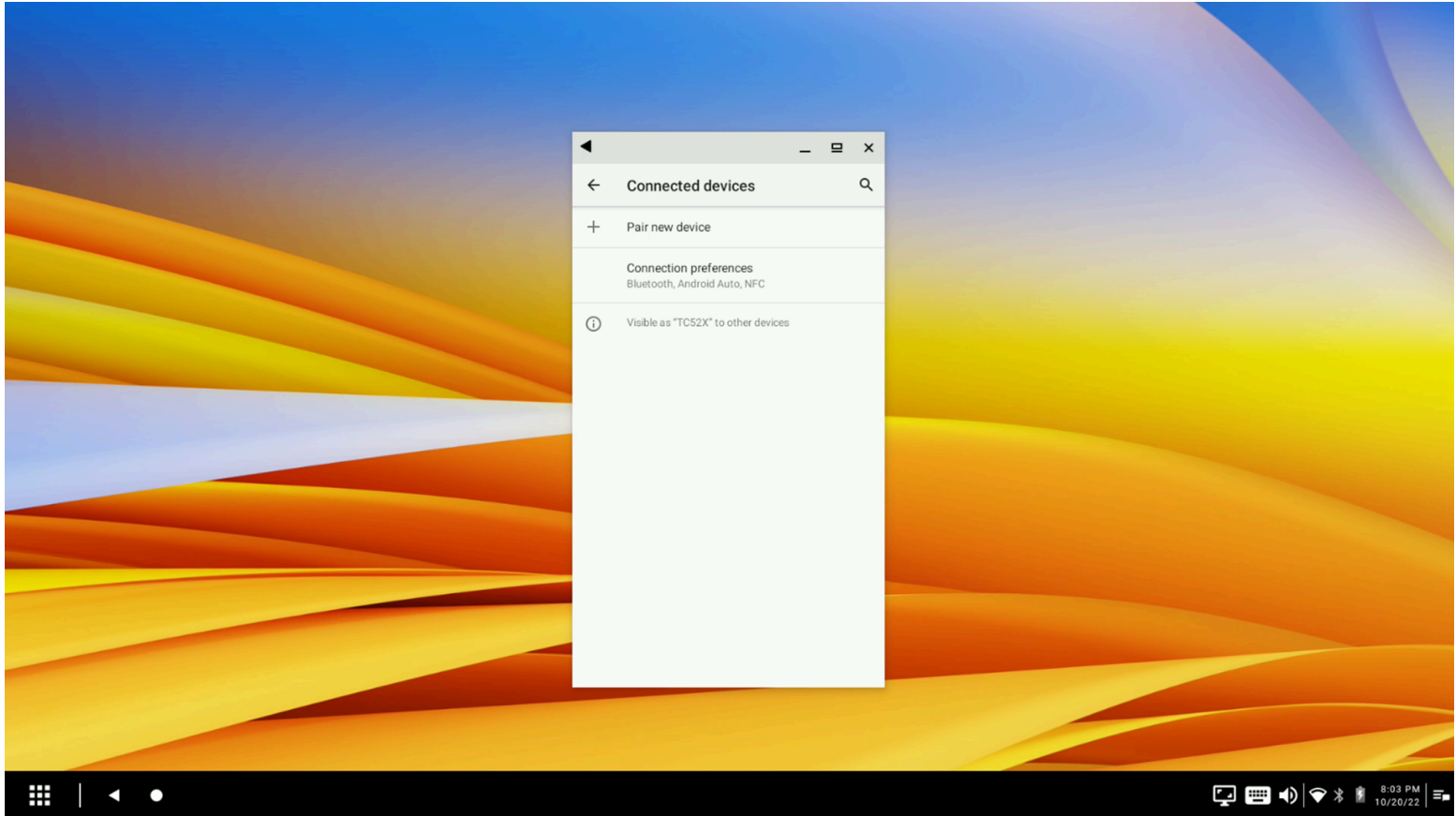
View the currently available connections and Wi-Fi preferences for the device by accessing the Wi-Fi settings. The Wi-Fi settings fragment displays on the desktop home screen when the Wi-Fi icon is clicked or tapped.



NOTE: If the administrator has configured advanced application permissions and restricted access to the settings fragment from the taskbar icons, the Wi-Fi settings fragment does not display if a user clicks on the Wi-Fi icon.

Bluetooth Settings

When the Bluetooth icon is clicked or tapped, the Bluetooth settings fragment displays on the desktop home screen. Users can pair with a new device or view the current connection preferences for the device.

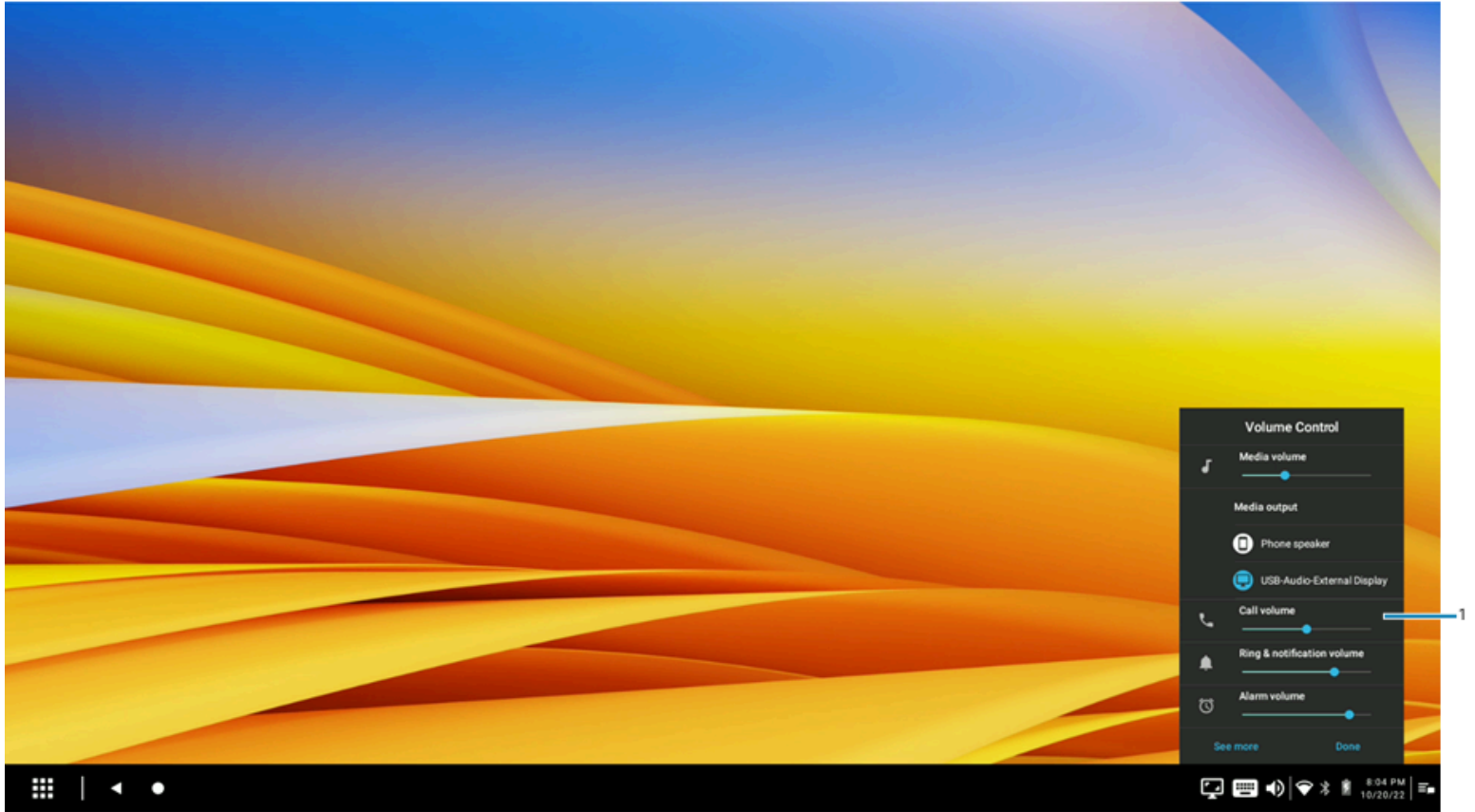


NOTE: If the administrator has configured advanced application permissions and restricted access to the settings fragment from the taskbar icons, the Bluetooth settings fragment does not display when a user clicks on the Bluetooth icon.

Using the Audio Settings Icon

The audio control panel is located on the left side of the status icon area. When the audio settings icon is clicked or tapped, the following options are available:

- Control the sliders to adjust the current volume of all available audio streams.
- Display the audio output path currently selected for media streams.
- Display all of the alternative audio output paths available for media streams.
- Select a new audio output path to replace the current path selected for media stream.
- Done dismisses the volume control menu.
- See more accesses Sound and Vibration in Settings.



1

Audio Settings

Optimal Available Audio Output Paths

Suppose there are specific audio paths that the administrator does not intend to use. Configure the optimal audio path to ensure that specific paths are unavailable to the user. Selecting a specific audio path can reduce frustration for users who might have to override an incorrect choice repeatedly.

The user can change the audio path from the Desktop Audio Panel. However, depending on the administrator's configuration, the user's choice may be overridden upon a dock or undock event.



NOTE: Preventing an audio path from being chosen as optimal does not restrict the user from overriding that path. Instead, it prevents the system from selecting it automatically.



NOTE: Each time the set of audio devices changes (including docking and undocking), the optimal path routing recalibrates and overrides any previous setting implemented by the user.

Android has a specific methodology for optimal path routing that is automatically applied if the administrator does not change the default configuration.

1. Cradle/Dock (USB is unavailable upon docking the device)
 - a) Headset
 - b) Headphones/speaker

2. Mobile Device Analog (3.5mm - treated as a USB headset)
 - a) Headset
 - b) Headphones
3. Bluetooth Connected Device
 - a) Headset
 - b) Headphones/speaker
4. Monitor (HDMI is unavailable upon docking)
 - a) Headphones/speaker (USB or 3.5mm)
 - b) Integrated Speaker
5. Mobile Device Headset (Unavailable upon docking)
 - a) Integrated Microphone
 - b) Integrated Speaker
6. Mobile Device Speakerphone

Soft Input Panel Hover Text

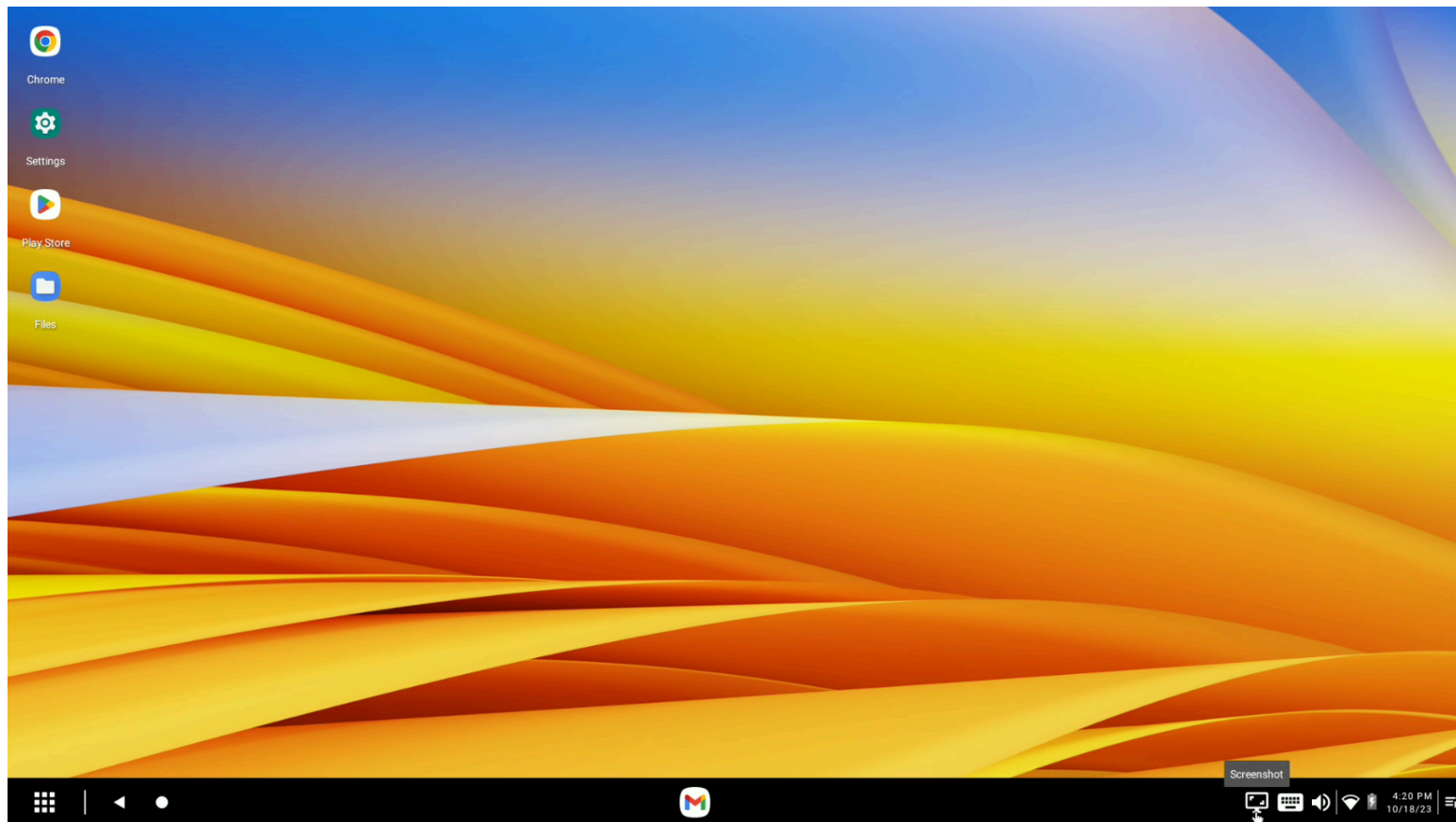
When a user hovers over the SIP icon, hover text is visible that informs the user that the specified SIP settings are available.



NOTE: . The user can also select a new SIP. However, the SIP configuration resets to the default upon a dock/undock event.

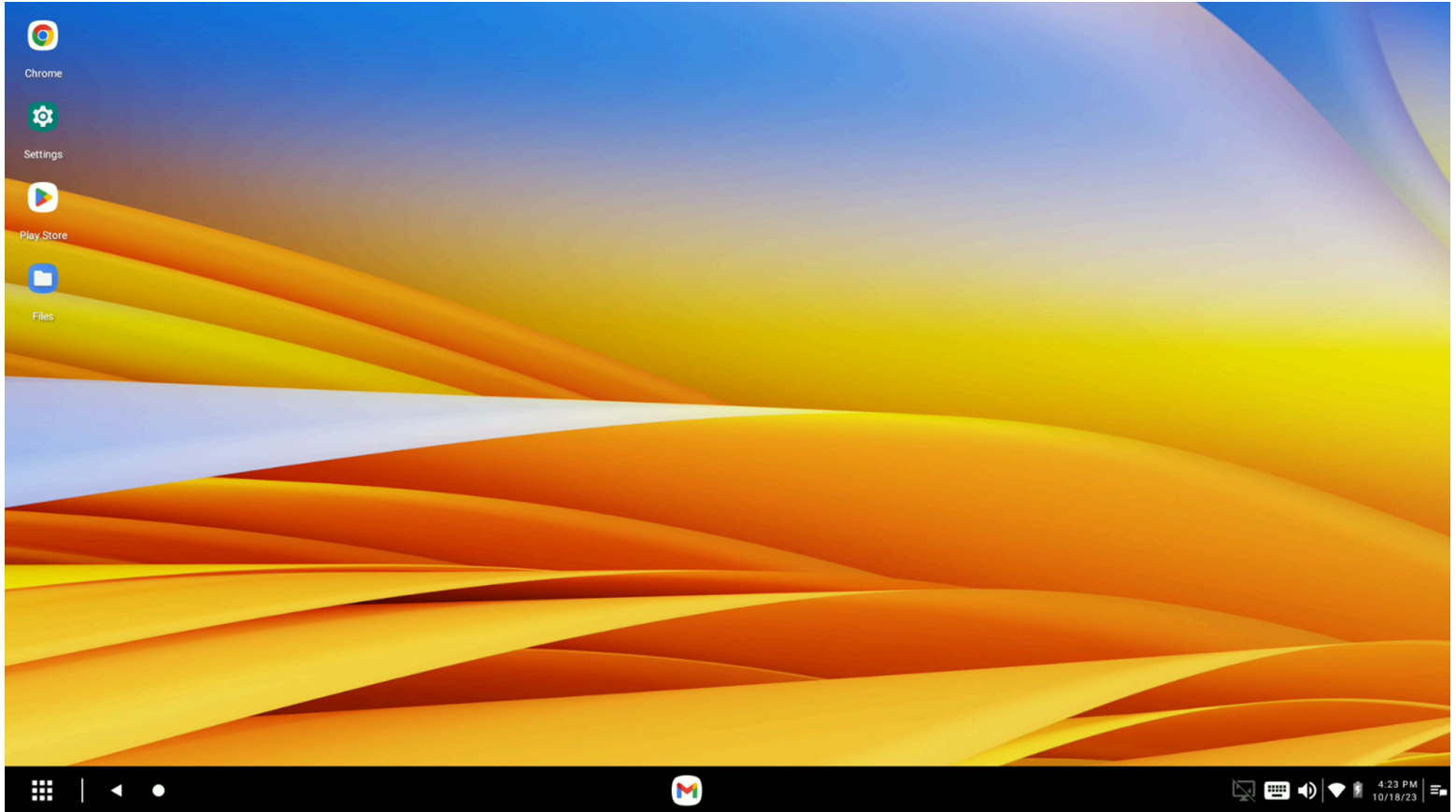
Screen Capture

When enabled by the administrator, use the print screen command on the external keyboard or click the **Screen Capture** icon on the status tray of the desktop home screen to initiate a screen capture of the content displayed on the external monitor.



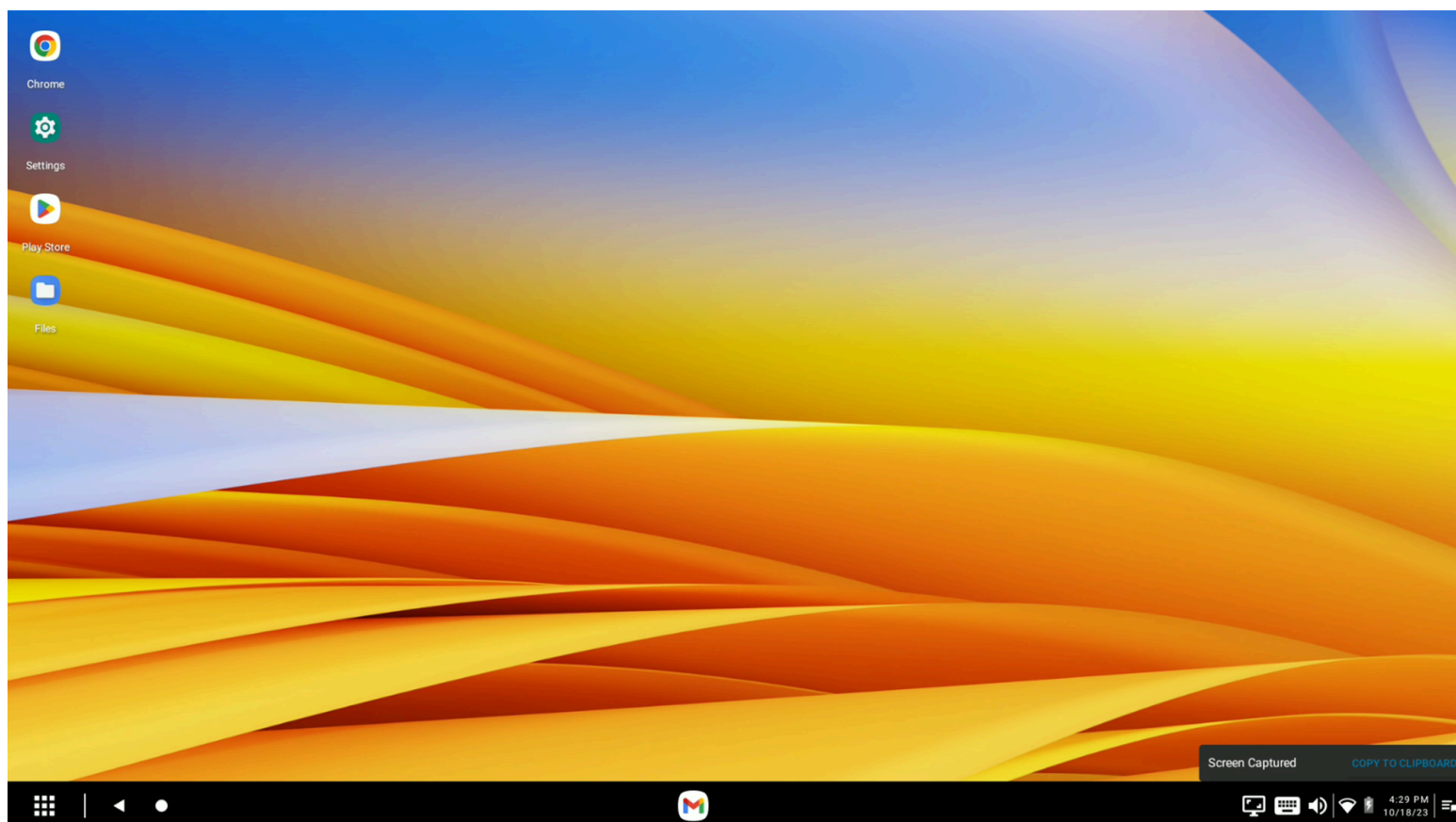
When the screen capture is in progress, the screen capture icon is disabled.

Zebra Workstation Connect Features



A notification displays when a screen is successfully captured.

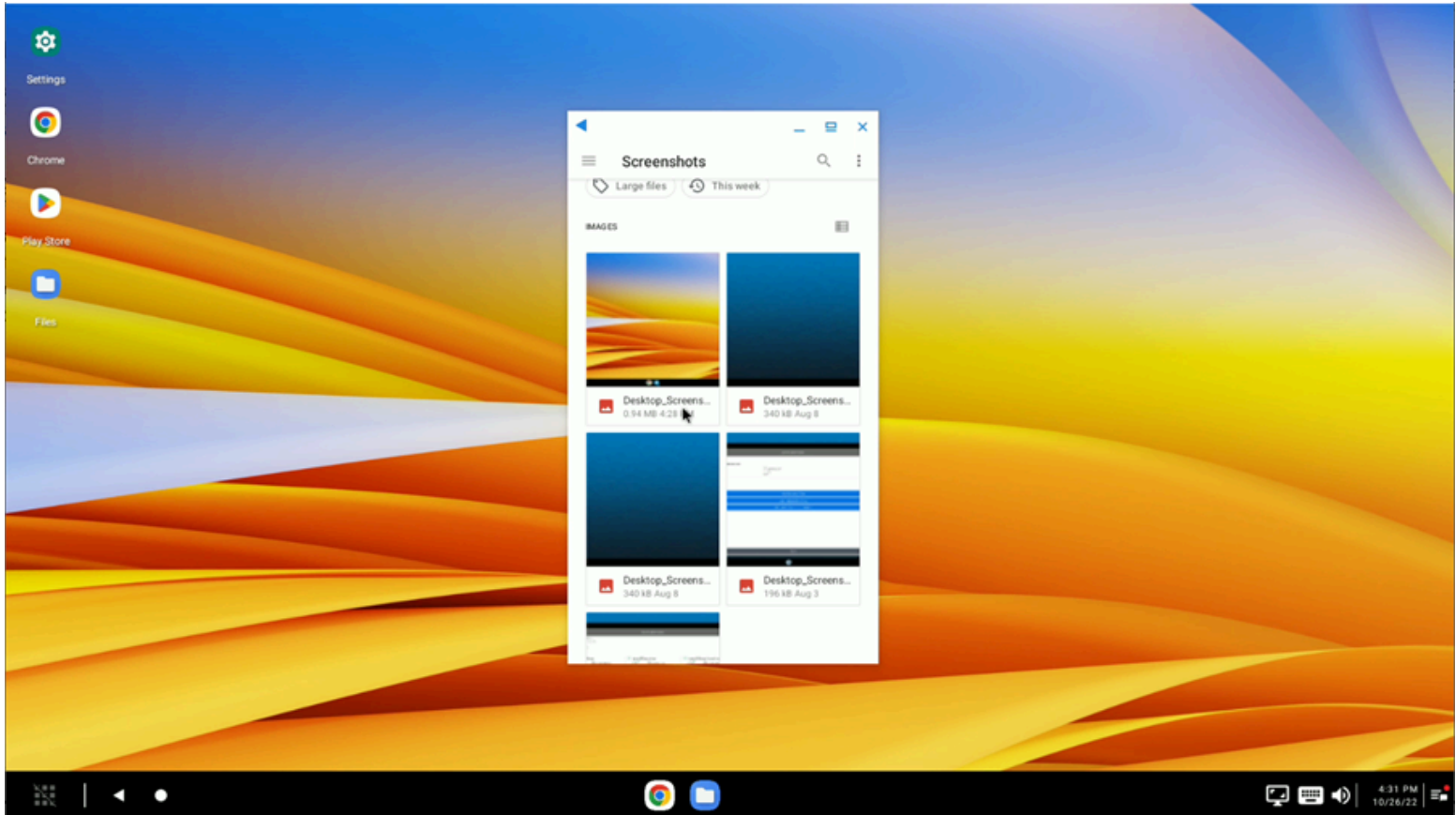
Zebra Workstation Connect Features



After capturing the screen, copy the image to the clipboard by clicking the **Copy to Clipboard** notification. This screenshot can then be pasted into any mobile or desktop application that supports pasting from the clipboard, such as an email or document.



NOTE: Screenshots are saved in **Folders > Screenshots** and automatically named with timestamp and location.



Screen Dimming

Administrators can configure whether the mobile device screen is dimmed upon docking.

This setting is helpful to protect potentially sensitive data from being displayed on the device screen when work is done exclusively on the external monitor. Users can wake the device from the dim by pressing the power button. Upon waking up, the device from dim, remains in this state until the device is undocked and docked again.

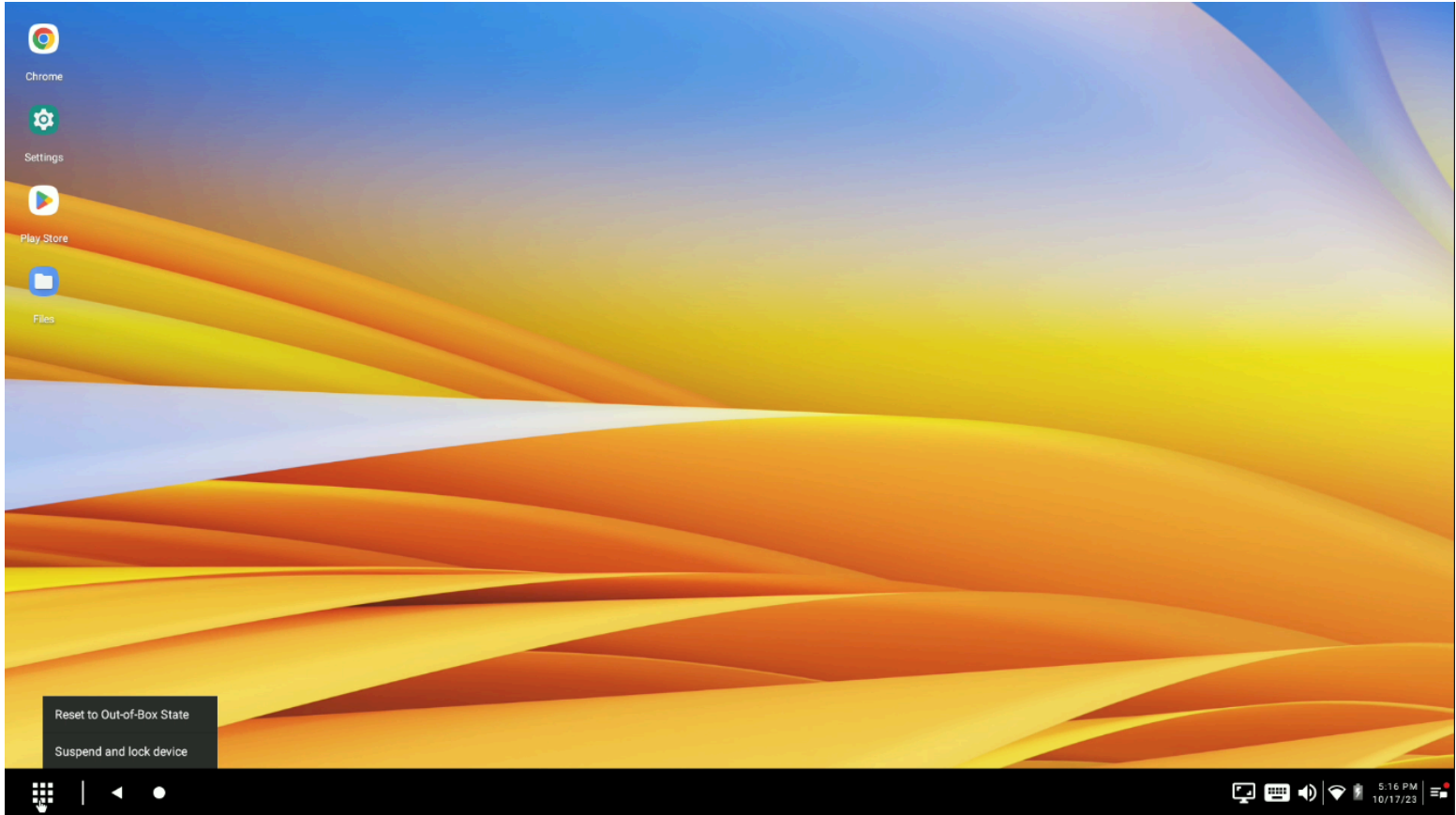
Resetting Configurations

Zebra Workstation Connect supports configuration by an administrator to enable the UI option to reset the managed configurations. This feature allows the administrator to demo different configurations and clear them before setting a final configuration to deploy to a device ecosystem.



NOTE: By default, the **Reset to Out-of-Box State** UI option is disabled and hidden from the user.

To reset the configuration of Zebra Workstation Connect, right-click on the All Applications icon and select **Reset to Out-of-Box State**.



NOTE: After selecting the reset option, undock and dock the device to apply the default configuration to Zebra Workstation Connect.



NOTE: The ability to **Reset to Out-of-Box State** is disabled for most users. When enabled, this feature is helpful to clear out prior configurations when developing, testing, or troubleshooting configurations.

Resetting the configuration enables the following settings:

Table 3 Default Configurations

Setting	Value
Resolution	1920 x 1080
Density	160 dpi
Orientation	Landscape
Freeform Windows	Enabled



NOTE: GMS-restricted applications remain disabled after a reset is performed.



NOTE: Applications that are disabled using MXMF/StageNow remain disabled after a reset is performed.



NOTE: Existing notifications remain visible after a reset is performed.

Version Support

A device-initiated feature incompatible with the Zebra Workstation Connect version that you are using might still present the UI. If you attempt to use a feature that is present in the UI but not supported in the version of the application that you are using, a dialog box displays, informing you that your version of Workstation Connect does not support the feature you are trying to use.

Using Remote Control and Screen Share

Workstation Connect supports Remote Control and Screen Sharing to determine which screen is used to view standard collaboration tools. This feature is helpful for use cases where the user seeks to share information on the external monitor with a colleague or customer. Some Remote Control and collaboration tools may offer an integrated facility to select which screen to view or control or even the ability to view/control both screens simultaneously.



NOTE: Currently, Remote Control does not support right-clicking. To achieve right-click behavior while using Remote Control, use a long click on the desktop home screen to access context menus.

Troubleshooting

This section describes potential issues that could arise while using Zebra Workstation Connect and solutions that could correct the problem, such as undocking and docking the device or performing a reboot.

Table 4 Troubleshooting

Source	Problem	Cause	Solution
Device (Workstation Cradle with Mobile Computer or Tablet)	External Monitor not detected.	The device is powered off when placed in the cradle and then turns on.	Remove the device from the cradle and re-insert it. The device will then detect the monitor.
	The display does not change orientation quickly.	It takes a little time for the device to recognize the monitor.	Wait for the screen to re-orientate.
		Device not detecting the monitor.	Remove the device from the cradle and re-insert it.
	Peripheral not detected.	Bad cable connection.	Remove the cable and re-connect.
	Licensing deactivated.	After using Workstation Connect in Work Profile mode, an Enterprise reset deactivates licensing.	Re-activate licensing after an Enterprise reset.
External Monitor	The external Monitor does not power on.	Bad cable connection.	Check the cable connection to the power source or from the Workstation Cradle (HDMI).

