



# WFC Voice Client Version 9.0.20207

## Release Notes - August 2020

### Highlights

Release 9.0.20207 offers

1. Configurable Sign Out Option
2. User friendly department name display with Profile Manager
3. Ability to download ringtones, contact pictures from Extension Manager
4. Integration with WFC Provisioning Service
5. Maintenance Updates

### Device Support

No new devices are supported with this release. The complete device list is below. Note that the WFC Voice client may only be used on supported Zebra VoIP approved devices.

EC30	TC26 <sup>1</sup>	TC57x	TC77
MC33	TC51	TC70	TC8000
MC33x	TC52	TC70x	TC8300
MC40	TC52x	TC72	WT6000
MC93	TC56	TC75	
TC21 <sup>1</sup>	TC57	TC75x	

Note:

1. Zebra Value Tier Devices requires Zebra Mobility DNA (MDNA) license in order to run WFC Voice client (in addition of WFC Voice License). For more information on Zebra MDNA Licensing, click [here](#).

### New in WFC Voice Client v9.0.20207

#### Configurable Sign Out Option

The Sign Out option in the WFC Voice client menu can now be disabled via configuration.

#### User friendly department name display with Profile Manager

Department names will be displayed in a format more friendly to the user, replacing underscores with spaces and capitalizing each word.

#### Ability to download ringtones, contact pictures from Extension Manager

The WFC Voice client can now download ringtones and contact pictures from the Extension Manager.

## Resolved Issues

- None

## Usage Notes

- Licensing: Starting with version 8.2.x, WFC-Voice client requires License Activation Codes to enable base software features and PBX types. The WFC-Voice client version 9.x requires new License Activation IDs (AIDs) and will not activate with 8.2.x AIDs.

In 8.2, premium PBXs require 2 AIDs. However, in 9.x, premium PBXs may require 1 OR 2 licenses, depending on the entitlement. If two licenses are received, both must be used to enable premium services.

Note that licenses for the WFC Voice Client 9.x may include a 30-day grace period. The client will display the expiration date including the 30-day grace period, but any renewals will be based off the actual expiration date. Refer to your entitlement email from Zebra Software Licensing for your actual expiration date.

Refer to the following documents for more information on licensing:

- Workforce Connect Voice Client 9.x Administration Guide for Licensing (p/n MN-003137-01)  
*READING RECOMMENDED: Provides details pertaining to licensing as it relates to configuration of client, network connectivity and AIDs.*
- License installation (manual, MDM, and configuration file) are located in the Administration guide for the selected PBX type.

## Known Issues

- None

## Important Links

- The WFC Voice client APK can be found on the Zebra Software Licensing Portal. The portal also displays your AIDs, and any devices using those AIDs. The link to the Zebra Software Licensing portal as well as registration instructions can be found in your entitlement email.
- The following guides can be found at <https://www.zebra.com/us/en/support-downloads/software/productivity-apps/voice-client.html>:
  - Workforce Connect Voice Client 9.x Administrator Guides for each PBX type  
*Administrator guides contain configuration for PBXs and the WFC client, as well as installation instructions.*
  - WFC Voice Licensing v9 Guide
  - WFC Voice Client Configuration Guide for StageNow
  - WFC Voice Client Configuration Guide for Mobile Device Managers
  - Workforce Connect Voice Client Quick Start Guide
  - Workforce Connect Voice Client Programmer's Guide
  - Best Practices guides for wireless networks

## About WFC Voice Client

Workforce Connect Voice (WFC-Voice) client is an installable software package that operates on Zebra mobile computing platforms (refer to device compatibility list). WFC-Voice client increases the value and return on investment of the Zebra mobile computer by providing high performing, fully customize-able telephony experience when connected to supported IP SIP Call Managers (PBXs). PBX features normally only found on wired desksets are now provided to wireless mobile computer users dramatically increasing both user experience and business value. WFC-Voice client naturally becomes part of the user's everyday workflow while integrating seamlessly on the Zebra mobile computer.

WFC-Voice client is simple to deploy, configure and customize through Mobile Device Management (MDMs), semi-automated, and direct manual strategies. WFC-Voice offers ability to customize the user experience from client home screen, call initiation/reception, and during calls - providing users single-button access to key PBX features allowing maximum efficiency, natural screen layouts and visualizations (design, color, icons, etc). Customers have the ability to manage the "look and feel" of every screen.

The WFC-Voice client v9.0 provides a new UI and additional features, such as Voice Dialing and Music on Hold. In addition, it contains client-side support for profile management.

## WFC Voice Client v9 Release History

### Release 9.0.20103 offers

6. Enhancements to Voice Command handling
7. Enhancements to Transfer On Hook handling
8. Enhancements to Group View Mode for contacts
9. Display of user information from Extension Manager
10. Android 10 support
11. Maintenance Updates

### Release 9.0.19409 offers

12. Voice Client toggle to Profile Client log-in
13. WFC Voice and PTT Pro Nav Bar client toggle
14. OPUS Codec support
15. Blind Transfer Hang-up/End Call support
16. Security Enhancements
17. Maintenance Updates

### Release 9.0.19307 offers

18. Support for Zebra EC30, TC8300, MC93 devices

- 19. Contact list features
- 20. Configurable bottom navigation bar (tab order)
- 21. CUCM feature additions
- 22. Headless mode support for Profile Client
- 23. International Language Support
- 24. Security Enhancements
- 25. Maintenance Updates

**Release 9.0.19108 offers**

- 26. Integration with Asterisk, Avaya Aura, Avaya IP Office, Cisco CUCM, Cisco CME, Mitel PBXs
- 27. Rauland Responder 5 integration
- 28. Advanced PBX calling features such as call park, calling forwarding, and call hold
- 29. Client side support for profile management
- 30. Configurable home screen and buttons
- 31. Configuration via GUI, MDM, StageNow, and WFC Voice intents
- 32. Features new for 9.0, such as Voice Dialing, Music on Hold, Application State Change notifications
- 33. Zebra Licensing control
- 34. Maintenance Updates