



# WFC Voice Client Version 9.0.20407

## Release Notes - March 2021

### Highlights

Release 9.0.20407 offers

- BlueParrott Headset Button support
- Alcatel PBX Support
- Voice command Support for French Canadian - BETA
- 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	MC40	TC56	TC75x
EC50	MC93	TC57	TC77
EC55	TC21 <sup>1</sup>	TC57x	TC8000
MC2200 <sup>1</sup>	TC26 <sup>1</sup>	TC70	TC8300
MC2700 <sup>1</sup>	TC51	TC70x	WT6000
MC3300	TC52	TC72	
MC3300x	TC52x	TC75	

Note:

1. Zebra Professional Series Devices require Zebra Mobility DNA (MDNA) license to run WFC Voice client (in addition to the WFC Voice License). For more information on Zebra MDNA Licensing, click [here](#).

### New in WFC Voice Client v9.0.20407

#### BlueParrott Headset Button support

The WFC Voice client now supports the BlueParrott Bluetooth Headset button for accepting, rejecting, ending calls as well as triggering voice commands.

#### Alcatel PBX support

WFC Voice Client now supports Alcatel OmniPCX Enterprise Communication Server PBX. WFC Voice Client supports Alcatel PBX telephony features as 3<sup>rd</sup> party SIP End point.

#### Voice Command Support for French Canadian - BETA

French Canadian voice commands are now supported as a Beta feature.

Beta Features provides early availability to upcoming features scheduled for future General Production Releases. Beta features successfully undergo Zebra validation processes prior to consideration for external availability. Beta releases are intended to allow customers an opportunity to provide feedback prior to final productization. Enablement and access to Beta features are managed through mutual agreement and project planning. Beta features are made available for purposes of Pilot/Proof-of-Concept – availability for wider deployments can be considered.

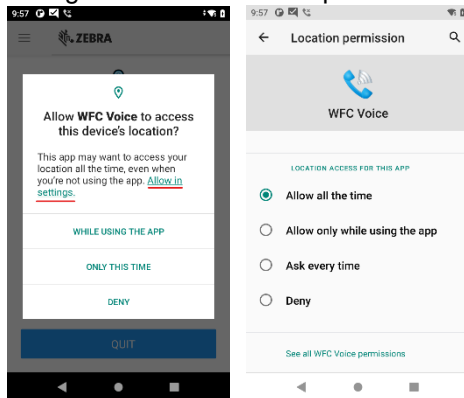
Voice Command Support for French Canadian is enabled when French Canadian is enabled via the device.

## Resolved Issues

- None

## Usage Notes

- The WFC Voice client APK can be found on the Zebra Software Licensing Portal. Refer to your Zebra Welcome email for details on access to the portal.
- Note that existing customers may not see the APKs for 9.0.20306 or later when accessing the portal. Existing 9.x customers upgrading to 9.0.20306 or later from a previous version must contact Zebra to enable the migration of their current licenses to AID-free licensing.
- When installing WFC Voice client on Android 11, Grant "Allow all the time" permission by clicking on 'Allow in settings' link when location permission is asked. See attached screenshot.



- The latest version of the WorkForce Connect – Voice Client application, comes with a Video on Device version “5.3.0.1020” which can be downloaded via the licensing portal, and pushed to devices replacing the existing version of VOD. Video on Device can be used straight after installation.
- Starting with version 9.0.20306, WFC Voice clients are licensed with Feature-based licensing. For customers with the Profile Manager/Extension Manager, licensing will happen automatically. For other customers, licensing requires the use of a token, which is communicated to the customer after purchase in the Zebra Welcome email. The token must then be enabled in the WFC Voice client, which can be achieved via multiple methods:
  - Send an intent with the token
  - Include the token in the <license\_key> XML attribute in the WFCConnect.xml file
  - Scan a QR code provided by Zebra

Licensing notes:

- Existing 9.x customers upgrading to 9.0.20306 or later from a previous version must contact Zebra to enable the migration of their current licenses to AID-free licensing.
- 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 Zebra Welcome email for your actual expiration date.
- **IMPORTANT:** The WFC Voice Client no longer accesses the Flexera licensing system. Instead, a Zebra provisioning server is accessed by the client for AID-free licenses. The customer firewall must allow access to this server at “wfc-provisioning1.pttpro.zebra.com”, port 443.
- The WFC Voice Client 9.x for Android supports the following languages:
  - English
  - German
  - Spanish (Spain)
  - French (Canada)
  - French (France)
  - Italian
  - Dutch
  - Russian

## Known Issues

- None

## Important Links

- 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 Guide for 9.0.20306 and Later
  - 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 9.0.20306 offers**

- Mitel MiVoice 5000 support
- Feature-based licensing

### **Release 9.0.20207 offers**

- Configurable Sign Out Option
- User friendly department name display with Profile Manager
- Ability to download ringtones, contact pictures from Extension Manager
- Integration with WFC Provisioning Service
- Maintenance Updates

### **Release 9.0.20103 offers**

- Enhancements to Voice Command handling
- Enhancements to Transfer On Hook handling
- Enhancements to Group View Mode for contacts
- Display of user information from Extension Manager
- Android 10 support
- Maintenance Updates

### **Release 9.0.19409 offers**

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

### **Release 9.0.19307 offers**

- Support for Zebra EC30, TC8300, MC93 devices
- Contact list features
- Configurable bottom navigation bar (tab order)
- CUCM feature additions
- Headless mode support for Profile Client
- International Language Support
- Security Enhancements

- Maintenance Updates

**Release 9.0.19108 offers**

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