Manuals+ — User Manuals Simplified.

ZEBRA

MN-003224-03
Workcloud
Communication
Voice Client for
Mobile Device
Managers

ZEBRA MN-003224-03 Workcloud Communication Voice Client for Mobile Device Managers User Guide
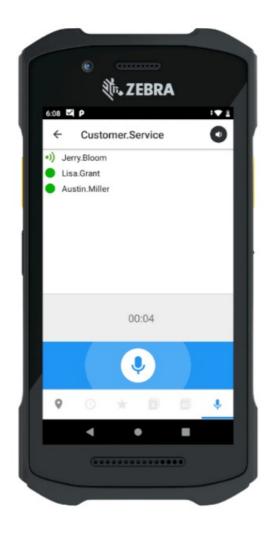
Contents

ZEBRA

ZEBRA MN-003224-03 Workcloud Communication Voice Client for Mobile Device Managers

Product Information

Specifications:

- **Product Name:** Workcloud Communication Voice Client
- **Version:** MN-003224-04EN
- **Minimum Zebra Voice Version Required:** 8.2.729

Product Usage Instructions

Introduction
This guide provides instructions for configuring the Zebra Workcloud Communication Voice Client using a Mobile Device Manager (MDM). It assumes familiarity with the MDM and pre-configuration of target devices with the MDM agent.

Overview
For Zebra Voice version 9.x with Profile Manager, install the Device Fabric Service (DFS) APK before the Zebra Voice APK.

General Deployment

1. Create a deployment package with WFConnect.xml configuration file.
2. Set download path to /sdcard/WFConnect/ on the device.
3. Assign permissions to WFConnect.xml for Zebra Voice modifications.

4. Add a broadcast intent to the package with action=wfc.voice.ACTION_NEW_CONFIG and profile_uri=/sdcard/WFConnect/WFCVoice.xml.

5. Complete package creation and deploy it to devices via MDM.

6. Zebra Voice will update its configuration upon receiving the intent and XML file.

VMware AirWatch

Instructions may vary depending on the AirWatch version. Ensure availability of Zebra Voice APK and XML configuration file when configuring Zebra Voice for the first time.

FAQ

- **Q: What is the minimum Zebra Voice version required for configuration?**

  A: Zebra Voice version 8.2.729 or later is required for configuration.

- **Q: What should be done before installing Zebra Voice version 9.x with Profile Manager?**

  A: Install the Device Fabric Service (DFS) APK before installing the Zebra Voice APK.

Introduction

This guide describes the procedures for using a Mobile Device Manager (MDM) to configure the Zebra Workcloud Communication Voice Client (Zebra 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 Zebra Voice version 8.2.729 or later.

Zebra Voice supports the following MDMs:

- VMware AirWatch
- SOTI MobiControl.

Overview

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

When configuring Zebra Voice for the first time using an MDM, install both the Zebra Voice APK file and Zebra Voice configuration on the device. The configuration file WFConnect.xml stores all Zebra Voice configuration parameters as key and value pairs. For information on how to create the configuration file, refer to the Workcloud Communication 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 Zebra Voice. When Zebra Voice receives the intent from an MDM, it uses the configuration file WFConnect.XML to update Zebra 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 Zebra 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 Zebra Voice is com.symbol.wfc.voice.

1. Create a deployment package containing the Zebra Voice configuration file WFConnect.xml.
2. Set the download path in the device to /sdcard/WFConnect/.
3. Assign the appropriate permissions to Ensure that WFConnect.xml so Zebra Voice can modify it.
4. Add a broadcast intent to the package with action=wfc.voice.ACTION_NEW_CONFIG and profile_uri=/sdcard/WFConnect/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 Zebra Voice receives the wfc.voice.ACTION_NEW_CONFIG intent containing the XML configuration file path, it uses the file to update

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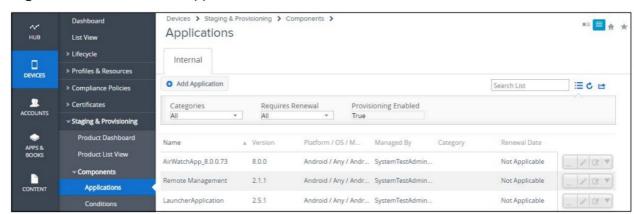
When configuring Zebra Voice for the first time, ensure the Zebra Voice APK and XML configuration file are available.

- **Uploading the Zebra Voice APK**
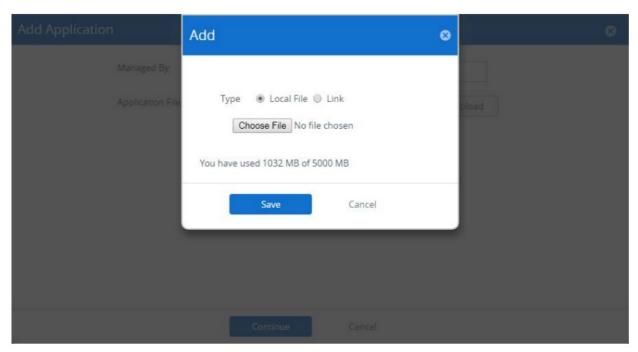
  To upload the Zebra Voice APK to the AirWatch Console:

  1. Ensure that Zebra 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.
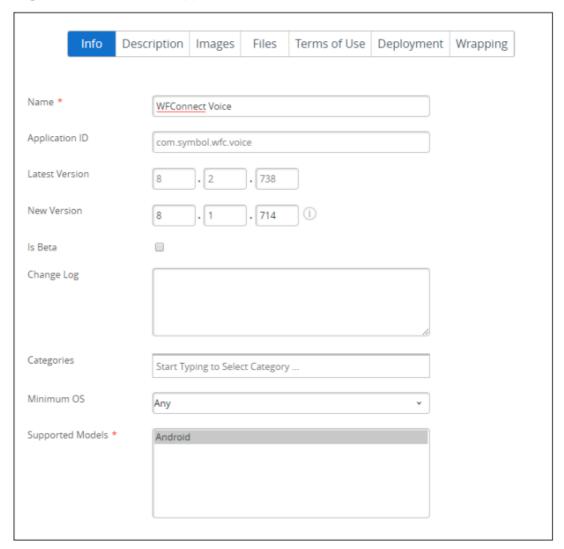

Figure 1 AirWatch - Add Application Screen

  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 Zebra 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
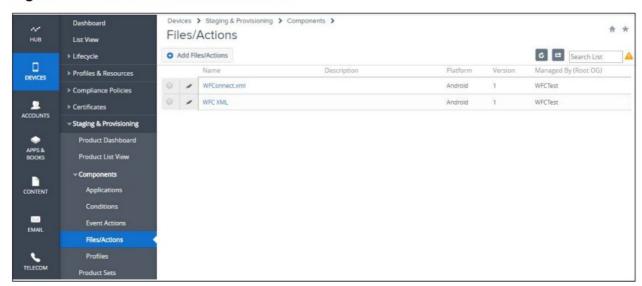
11. In the Name field, enter an application name. Write down the application name.

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 WFConnect.xml file to the AirWatch Console:
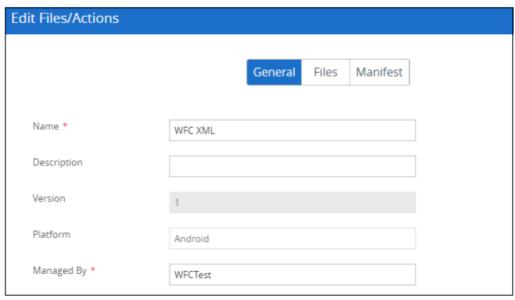
  1. Navigate to Devices > Staging & Provisioning > Components > File/Actions.

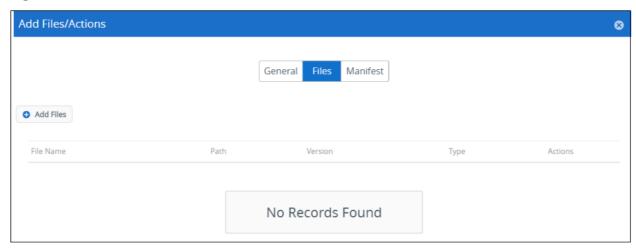**Figure 4** AirWatch - Files/Actions Screen

2. Select Add Files/Action.

3. Select Android.

Figure 5 AirWatch - Add Files/Actions - General Tab
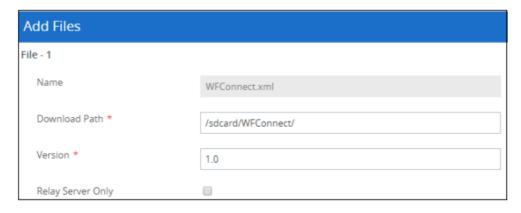

4. In the Name field, enter a name for the files/actions. The name cannot be longer than 255 characters.

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.

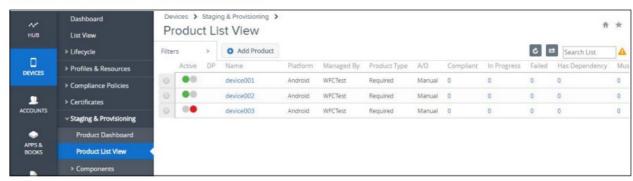**Figure 7** AirWatch - Add Files/Actions - Add Files

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:
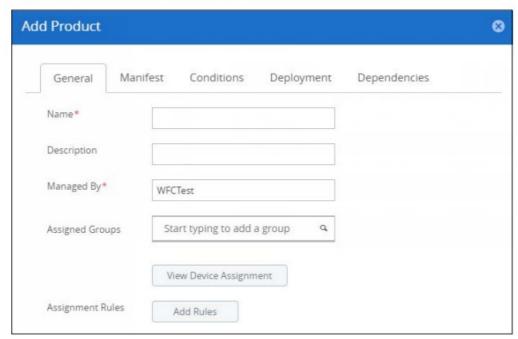
1. Navigate to Devices > Staging & Provisioning > Product List View.
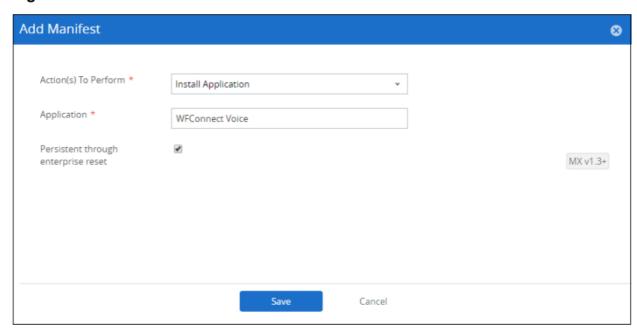
Figure 8 AirWatch - Product List View

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 Zebra Voice application name, set on page 6, step 11.

10. Select Save.

11. Select Activate.

12. Select Activate to activate the product.

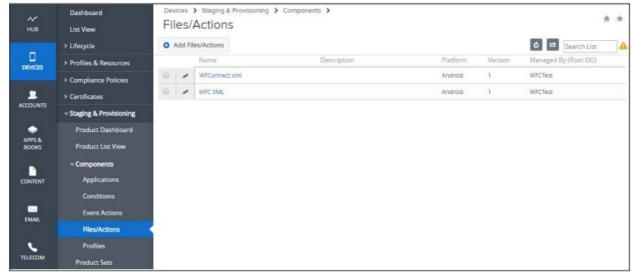**AirWatch – Updating the Configuration**

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

- **Uploading the Configuration File**

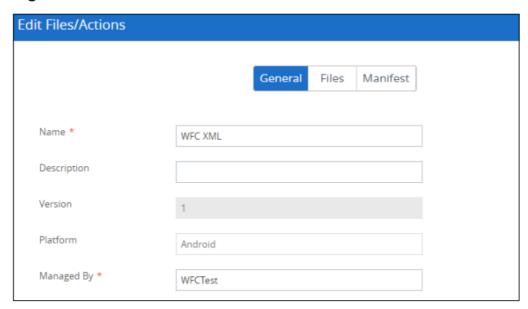   To upload the WFConnect.xml file to the AirWatch console:

    1. Ensure that Zebra 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.

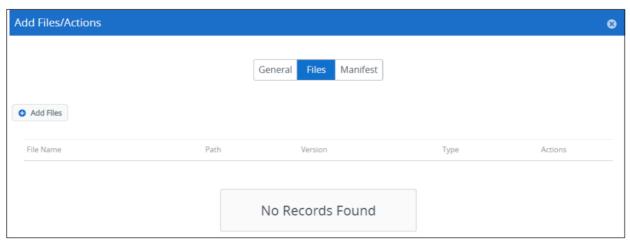**Figure 11 AirWatch - Files/Actions Screen**

4. Select Add Files/Action.

5. Select Android.
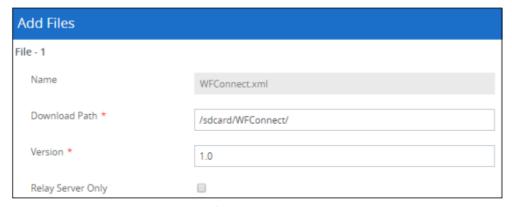
Figure 12   AirWatch - Add Files/Actions - General Tab

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

9. Select Add Files.

10. Select Choose Files and navigate to the XML configuration file.
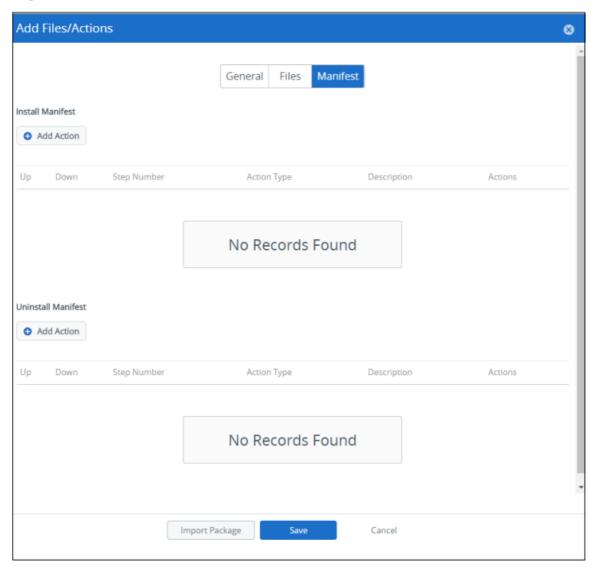
11. Select Open.

12. Select Save.

Figure 14   AirWatch - Add Files/Actions - Add Files

13. In the Download Path field, enter /sdcard/WFConnect/.
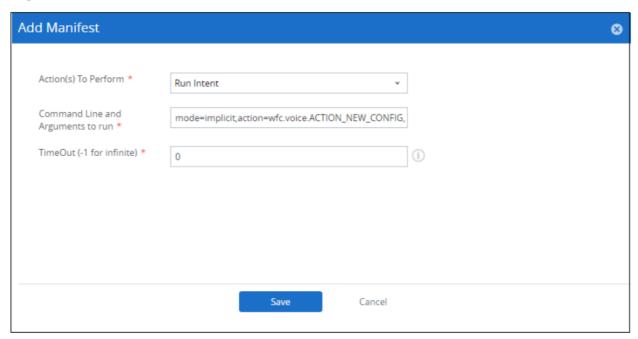
14. Select Save.

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:
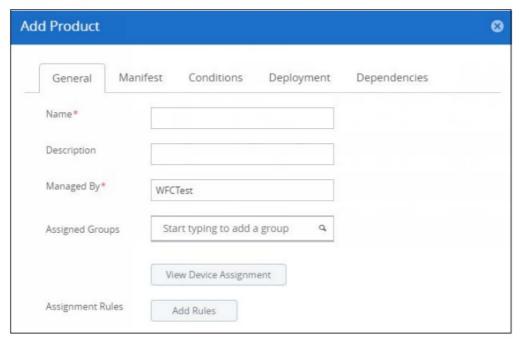
  1. Navigate to Devices > Staging & Provisioning > Product List View.
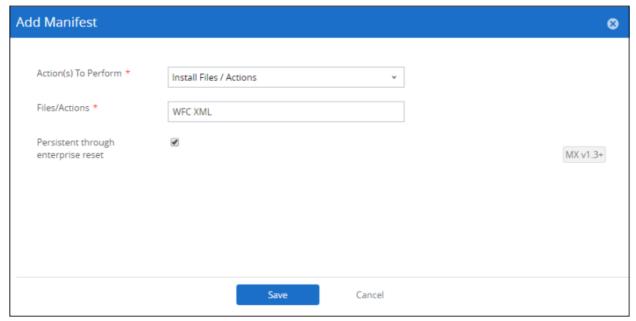
  Figure 17 AirWatch - Product List View

  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.
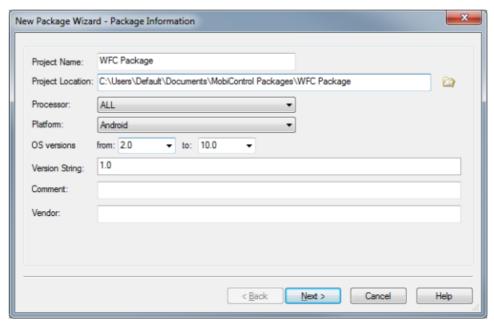
SOTI MobiControl

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 Zebra Voice and the XML Configuration File
When configuring Zebra Voice for the first time, ensure the Zebra Voice APK and XML configuration file are available.
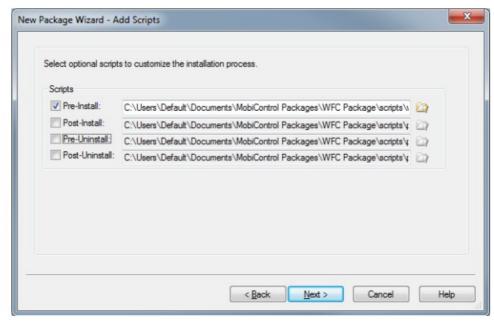
1. Ensure that Zebra Voice is running on target device(s).
2. Open the MobiControl Package Studio.
3. Select File > Create New Package Project.

Figure 20   MobiControl - Package Information

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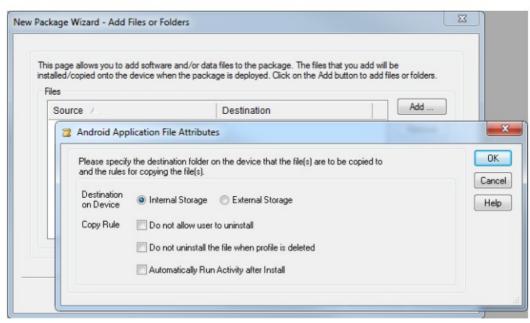5. From the Platform drop-down box, select Android.
6. Select Next.

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/WFConnect
9. Select Next.
10. On the Add Files or Folders screen, select Add > Add Android APK.
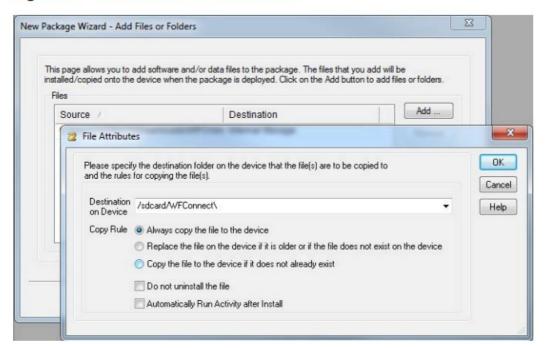11. Navigate to the Zebra Voice APK file and select Open. The Android Application File Attributes dialog box

displays.

Figure 22 MobiControl - Android Application File Atrributes

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 Zebra Voice configuration file and select Open. The File Attributes dialog box displays.
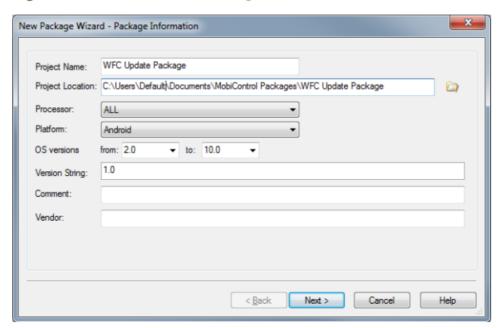
Figure 23 MobiControl - File Attributes

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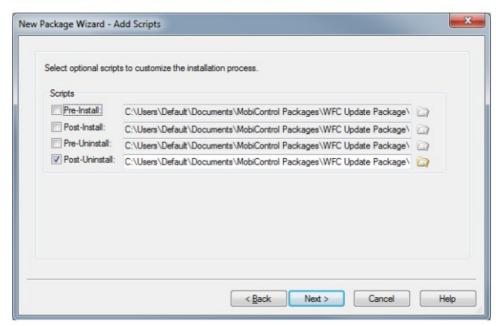When updating an existing installation, ensure the Zebra Voice XML configuration file is available.

1. Ensure that Zebra 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
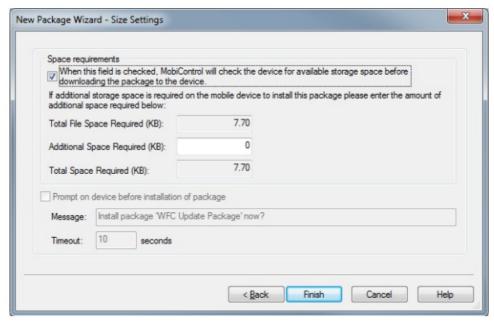

7. On the Add Scripts screen, select the Post-Install checkbox.
8. Navigate to a CMD file containing the following script: sendintent -a "intent:#Intent;action= wfc.voice.ACTION_NEW_CONFIG;S. profile_uri=/sdcard/WFConnect/WFConnect.xml;end"
9. Select Next.
10. On the Add Files or Folders screen, select Add > Add Files.
11. Navigate to the Zebra 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/WFConnect.

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.

Documents / Resources

ZEBRA MN-003224-03 Workcloud Communication Voice Client for Mobile Device Managers [pdf] User Guide
MN-003224-03, MN-003224-03 Workcloud Communication Voice Client for Mobile Device Managers, Workcloud Communication Voice Client for Mobile Device Managers, Communication Voice Client for Mobile Device Managers, Voice Client for Mobile Device Managers, Mobile Device Managers, Device Managers, Managers

References

- **User Manual**