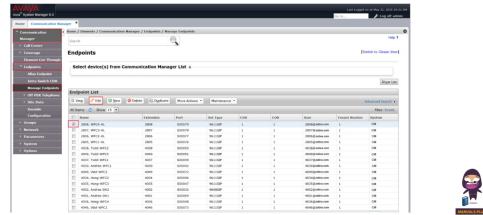


**ZEBRA Voice Client 9. x Workcloud Communication Software**



# ZEBRA Voice Client 9.x Workcloud Communication Software User Guide

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**ZEBRA Voice Client 9. x Workcloud Communication Software**

AVAYA  
Aura System Manager 6.3

Last Logged on at May 21, 2015 10:21 AM  
Go to... Log off admin

Home Communication Manager

Communication Manager  
 Call Center  
 Coverage  
 Element Cut-Through  
 Endpoints  
 Alias Endpoint  
 Intra Switch CDR  
 Manage Endpoints  
 Off PBX Telephone  
 Site Data  
 Xmobile  
 Configuration  
 Groups  
 Network  
 Parameters  
 System  
 Options

Home / Elements / Communication Manager / Endpoints / Manage Endpoints

Search

Endpoints [Switch to Classic View]

Select device(s) from Communication Manager List

Show List

Endpoint List

View Edit New Delete Duplicate More Actions Maintenance

40 Items Show 15 Filter: Enable

	Name	Extension	Port	Set Type	COS	COR	User	Tenant Number	System
<input checked="" type="checkbox"/>	2808, WFC4-AL	2808	S00079	9611SIP	1	1	2808@zebra.com	1	CM
<input type="checkbox"/>	2807, WFC3-AL	2807	S00078	9611SIP	1	1	2807@zebra.com	1	CM
<input type="checkbox"/>	2806, WFC2-AL	2806	S00077	9611SIP	1	1	2806@zebra.com	1	CM
<input type="checkbox"/>	2805, WFC1-AL	2805	S00076	9611SIP	1	1	2805@zebra.com	1	CM
<input type="checkbox"/>	4038, Todd-WFC2	4038	S00050	9611SIP	1	1	4038@zebra.com	1	CM
<input type="checkbox"/>	4040, Todd-WFC3	4040	S00051	9611SIP	1	1	4040@zebra.com	1	CM
<input type="checkbox"/>	4037, Todd-WFC1	4037	S00049	9611SIP	1	1	4037@zebra.com	1	CM
<input type="checkbox"/>	4030, Andres-WFC1	4030	S00042	9611SIP	1	1	4030@zebra.com	1	CM
<input type="checkbox"/>	4049, Vlad-WFC2	4049	S00072	9611SIP	1	1	4049@zebra.com	1	CM
<input type="checkbox"/>	4034, Hong-WFC2	4034	S00046	9611SIP	1	1	4034@zebra.com	1	CM
<input type="checkbox"/>	4035, Hong-WFC3	4035	S00047	9611SIP	1	1	4035@zebra.com	1	CM
<input type="checkbox"/>	4002, Andres-DK2	4002	S00032	9608SIP	1	1	4002@zebra.com	1	CM
<input type="checkbox"/>	4001, Andres-DK1	4001	S00069	9611SIP	1	1	4001@zebra.com	1	CM
<input type="checkbox"/>	4036, Hong-WFC4	4036	S00048	9611SIP	1	1	4036@zebra.com	1	CM
<input type="checkbox"/>	4046, Vlad-WFC1	4046	S00073	9611SIP	1	1	4046@zebra.com	1	CM

## Product Information

### Specifications

- **Product Name:** Voice Client 9. x
- **Brand:** Zebra Technologies
- **Communication:** Workcloud Communication
- **Configuration Guide:** Rauland MN-003603-03EN Rev A
- **Publication Date:** April 26, 2024

## Product Usage Instructions

### Configuring the Zebra Voice Client

1. Touch > Settings.
2. Enter the settings password. The default password is Zamboni.
3. Touch Connection Parameters.
4. Select a PBX configuration. The typical configuration for RB/R5 is PBX#2 Configuration.
5. Touch the PBX Type field and select Rauland.
6. Enter the User ID.
7. Enter the Password.
8. Enter the SIP transport.
9. Enter the Server address.
10. Enter the Server port number.
11. Touch the back button three times to return to the Zebra Voice home screen. A confirmation that the Configuration has been saved to WFCConnect.xml displays.

### Assign a Distinctive Ringtone

1. From the Zebra Voice, touch the Menu button.
2. Touch Settings > Advanced Settings > Ringtones > Rauland Alerts.
3. Touch an alert priority to select it.
4. Select a ringtone.
5. Select OK.
6. Touch the back button three times to return to the Zebra Voice home screen.

### **Configuring Client from Extension Manager**

- When configuring a Rauland PBX as a second extension configure for each extension from the Extensions tab.
- The Second PBX Params field needs to be in JSON format. Below is an example JSON with the required fields populated: { profile2\_type: Rauland, sip2\_remhost: 18.211.19.155, sip2\_sipid: 1000, sip2\_userpass: password }

### **FAQ**

#### **Q: What is the default settings password for Zebra Voice Client?**

**A:** The default settings password is Zamboni.

#### **Q: How can I assign a distinctive ringtone in Zebra Voice Client?**

**A:** To assign a distinctive ringtone, navigate to Menu > Settings > Advanced Settings > Ringtones > Rauland Alerts and follow the instructions provided in the manual.

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**Publication Date**

April 26, 2024

**Revision History**

Change	Date	Revision
MN-003603-01 Rev A	05/2019	First version
MN-003603-02EN Rev A	03/2023	Updated with Extension Manager configuration.
MN-003603-03EN Rev A	04/2024	Rebranded to Workcloud Communication

**Introduction**

- The Workcloud Communication Voice Client (Zebra Voice) version 9.x supports a Distinctive Ringtone feature that works with Rauland Borg Responder 5 (RB/R5) ringtone identifiers in the SIP INVITE message From header.
- The RB/R5 PBX provides a way to set specific ringtone types in response to event inputs. An event input is interpreted within the RB/R5 PBX, which then sends a SIP INVITE to appropriate client targets. The header of the invite contains specific identifiers of the ringtone or urgency.
- The Distinctive Ringtone feature is configured in the Zebra Voice by assigning a ringtone to an event from RB/R5. The Zebra Voice interprets the From header in an incoming SIP call and plays the assigned ringtone. When there are multiple incoming calls, the Zebra Voice interprets urgency and prioritizes the calls.
- The Zebra Voice configuration must exactly match the RB/R5 configuration to function correctly. If the From header of the incoming SIP INVITE does not match the Zebra Voice identifier, the Zebra Voice plays a configurable default ringtone.
- Zebra Voice supports Rauland PBX configuration as a secondary configuration only. Administrator is required to configure primary PBX configuration to support SIP calling features. Rauland configuration shall not be used for SIP calling features.

**Requirements**


- Zebra Voice version 9.x installed and activated. Refer to the Zebra Voice Client 9.x Administration Guide for any PBX.
- RB/R5 PBX properly configured. For information, contact Rauland-Borg customer support.

## Configure the Workcloud Communication Voice Client

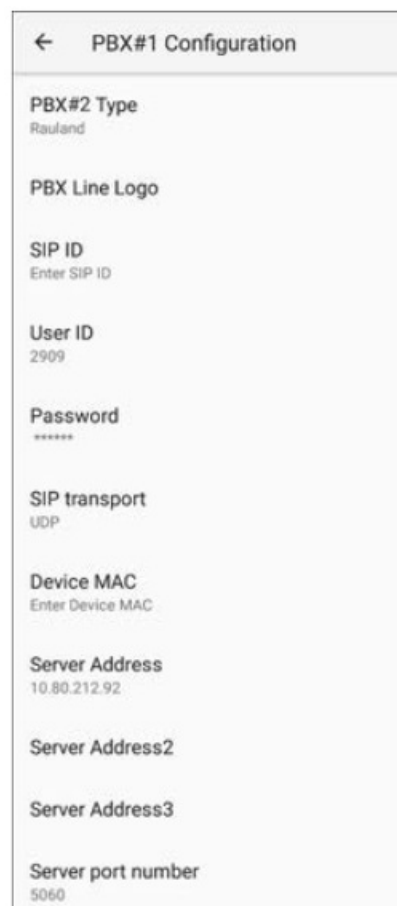
Obtain the following information from the RB/R5 PBX before configuring the Zebra Voice:

- Server IP address
- Server port
- Server Transport (TCP/UDP)
- User ID
- Password.

To configure the Zebra Voice:

1. Touch  > Settings.
2. Enter the settings password. The default password is: zamboni.
3. Touch Connection Parameters.
4. Select a PBX configuration. The typical configuration for RB/R5 is: PBX#2 Configuration.
5. Touch the PBX Type field and select Rauland.
6. Enter the User ID.
7. Enter the Password.
8. Enter the SIP transport.
9. Enter the Server address.
10. Enter the Server port number.

- **Figure 1 Enter Parameters**



← PBX#1 Configuration

PBX#2 Type  
Rauland

PBX Line Logo

SIP ID  
Enter SIP ID

User ID  
2909

Password  
\*\*\*\*\*

SIP transport  
UDP

Device MAC  
Enter Device MAC

Server Address  
10.80.212.92

Server Address2

Server Address3

Server port number  
5060

11. Touch the back button three times to return to Zebra Voice home screen.

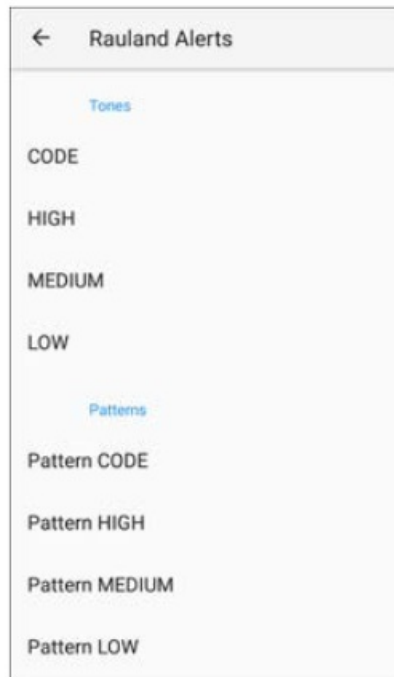
- A confirmation that the Configuration has been saved to WFCConnect.xml displays.

## Assign a Distinctive Ringtone

To assign a distinctive ringtone:

1. From the Zebra Voice, touch the Menu button.
2. Touch Settings > Advanced Settings > Ringtones > Rauland Alerts.

**Figure 2** Rauland Alerts



3. Touch an alert priority to select it.
4. Select a ringtone.

**Figure 3** Select Ringtone



5. Select OK.
6. Touch the back button three times to return to Zebra Voice home screen.

## Configuring Client from Extension Manager

When configuring a Rauland PBX as a second extension configure for each individual extension from the Extensions tab.

**Figure 4** Extensions Tab

The screenshot shows a web interface for configuring extensions. It has a dark header with the word 'Update' in white. Below the header, there are two columns of form fields. The left column includes: 'Extension Name' (1002), 'Reserved to User ID (optional)' (empty), 'SIP ID' (1002), 'SIP User Password' (password), 'Site/Department' (0001:Hardware), and 'Voice Configuration Parameters (optional)' (empty). The right column includes: 'Extension Description' (1002), 'Phone Number (optional)' (empty), 'SIP User ID' (1002), 'SIP MAC Address' (empty), 'PBX Configuration' (Asterisk18.211.19.155), and 'Second PBX Params (optional)' (a JSON object: { "profile2\_type": "Rauland", "sip2\_rehost": "18.211.19.155", "sip2\_sipid": "1000", "sip2\_userpass": "password" }). At the bottom left, there is a 'Force Reload' button.

The Second PBX Params field needs to be in JSON format. Below is an example JSON with the required fields populated.

```
{ "profile2_type" : "Rauland", "sip2_rehost": "18.211.19.155" , "sip2_sipid" : "1000",  
  "sip2_userpass" : "password" }
```

**Table 1**

Field Name	Description
profile2_type	This is the type of PBX being configured and is set to Rauland.
sip2_rehost	<IP Address/FQDN of the PBX>
sip2_sipid	The SIP user ID (as configured within pbx)
sip2_userpass	The SIP user password (as configured within pbx).

## SIP INVITE Messages

This section contains examples of RB/R5 SIP INVITE messages.

### Example One

```
INVITE sip:1637@10.198.6.27:44066;ob SIP/2.0
Via: SIP/2.0/UDP 172.25.215.175:5060;branch=z9hG4bK2c9356cb
Max-Forwards: 70
From: "FBC_430_1 Patient"
<sip:499*430*1@172.25.215.175>;tag=as761437ff
To: <sip:1637@10.198.6.27:44066;ob>
Contact: <sip:499*430*1@172.25.215.175:5060>
Call-ID: 5b43f5e2087b044574f9a51725e9f4e9@172.25.215.175:5060
CSeq: 102 INVITE
User-Agent: Asterisk PBX 14.2.1
Date: Fri, 28 Apr 2017 17:07:06 GMT
Allow: INVITE, ACK, CANCEL, OPTIONS, BYE, REFER, SUBSCRIBE, NOTIFY, INFO, PUBLISH, MESSAGE
Supported: replaces, timer
Alert-Info: <ftp://localhost/SloeDingDong.ogg>
Content-Type: application/sdp
Content-Length: 290
```

### Example Two

```
INVITE sip:1637@10.198.6.27:44066;ob SIP/2.0
Via: SIP/2.0/UDP 172.25.215.175:5060;branch=z9hG4bK2c9356cb
Max-Forwards: 70
From: "FBC_430_1 WFC_ALERT_TONE_12"
<sip:499*430*1@172.25.215.175>;tag=as761437ff
To: <sip:1637@10.198.6.27:44066;ob>
Contact: <sip:499*430*1@172.25.215.175:5060>
Call-ID: 5b43f5e2087b044574f9a51725e9f4e9@172.25.215.175:5060
CSeq: 102 INVITE
User-Agent: Asterisk PBX 14.2.1
Date: Fri, 28 Apr 2017 17:07:06 GMT
Allow: INVITE, ACK, CANCEL, OPTIONS, BYE, REFER, SUBSCRIBE, NOTIFY, INFO, PUBLISH, MESSAGE
Supported: replaces, timer
Alert-Info: <ftp://localhost/SloeDingDong.ogg>
Content-Type: application/sdp
Content-Length: 290
```

### Zebra Voice Configuration File

- Using the Distinctive Ringtone feature requires storing the following key and value pairs in the Zebra Voice configuration file.
- Each key and value pair contains the following, a Rauland ringtone and a Rauland ringtone pattern identifier:

#### Rauland ringtones for the different alert priorities are:

- <rauland\_low>
- <rauland\_medium>
- <rauland\_high>
- <rauland\_code>
- Rauland ringtone pattern identifier used to identify the correct alert priority:
- <rauland\_low\_pattern>
- <rauland\_medium\_pattern>



- <rauland\_high\_pattern>
- <rauland\_code\_pattern>
- Ringtone identifiers must exactly match the content of the SIP INVITE message from header.
- The format is <ringtone\_priority>From Header</ringtone\_priority>

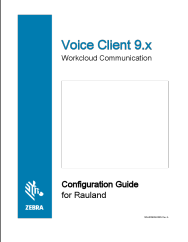
## Configuration File Example

- In the example below, the ringtone priority parameters contain headers from the SIP INVITE Messages on.
- The parameter <rauland\_low\_pattern> contains the From header Patient, highlighted in Example One.
- The parameter <rauland\_high\_pattern> contains the From header WFC\_ALERT\_TONE\_12, highlighted in Example Two.

```
<WfConnect>
<Profile>
<profile_type>Rauland</profile_type>
<rauland_low>TONE_CDMA_ALERT_CALL_GUARD</rauland_low>
<rauland_medium>TONE_CDMA_EMERGENCY_RINGBACK</rauland_medium>
<rauland_high>TONE_CDMA_INTERCEPT</rauland_high>
<rauland_medium_pattern>Shower,Need Toilet,Patient OT,In Pain,Need NA OT,Need RN
OT,Toilet,Transfr Arrived,Surg Admit,EC Admit,Direct Admit,Return To Rm,Lab IV
Help,Assistance Needed,IV Beep,Provider in Rm</rauland_medium_pattern>
<rauland_code_pattern>Code Blue,NICU Code,Code C Birth</rauland_code_pattern>
<rauland_high_pattern>Alarm,Toilet Pull Cord,FBC,Staff Assist,Shower OT,Toilet OT,Lift
Help,Bari Lift,Tub, WFC_ALERT_TONE_12</rauland_high_pattern>
<rauland_code>TONE_CDMA_HIGH_SS</rauland_code>
<rauland_low_pattern>Alarm 2,Cord Out,Bed Out,Alarm 2,Patient,Water,Turn Q2,PAIN 45
Min,CARE Rounds 1 HR,NA 45 Min,NA 30 Min,NA 15 Min,CARE Rounds NA,Nurse 45 Min,Nurse 30
Min,Nurse 15 Min,CARE Rounds Nurse</rauland_low_pattern>
...
</Profile>
</WfConnect>
```

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## Documents / Resources

	<p><b><a href="#">ZEBRA Voice Client 9.x Workcloud Communication Software</a></b> [pdf] User Guide</p> <p>Voice Client 9.x Workcloud Communication Software, Client 9.x Workcloud Communication Software, Workcloud Communication Software, Communication Software, Software</p>
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References

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