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ZEBRA Voice Client Software

ZEBRA Voice Client Software User Guide

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ZEBRA Voice Client Software

Product Specifications

- Product Name: Zebra Voice Client
- Version: 9.0.23407
- Device Support: Zebra Android devices running Android 10, Android 11, and Android 13

Product Usage Instructions

Installation and Setup
Before using the Zebra Voice Client, ensure that you have the compatible Zebra Android device running one of the supported Android versions (10, 11, or 13).

Permissions
During installation, the user must grant extra permissions such as POST_NOTIFICATIONS, READ_MEDIA_AUDIO, and READ_MEDIA_IMAGES. The Zebra Voice Client will prompt the user for these permissions.

Licensing
Licensing for the Zebra Voice Client requires the use of a token provided to the customer after purchase in the Zebra Welcome email. Follow the instructions in the licensing notes to enable the token in the Zebra Voice client.

Important Links

- Workcloud Communication Voice Client 9.x Administrator Guides for each PBX type
- Zebra Voice Licensing Guide for 9.0.20306 and Later
- Zebra Voice Client Configuration Guide for StageNow
- Zebra Voice Client Configuration Guide for Mobile Device Managers
- Workcloud Communication Voice Client Quick Start Guide
- Workcloud Communication Voice Client Programmer's Guide
- Best Practices guides for wireless networks

Additional Information
For more details on configuration, installation, and best practices, refer to the provided guides and resources listed under Important Links.

Frequently Asked Questions (FAQ)

- **Q: What do I do if I encounter issues with permissions?**

  A: If you encounter issues with permissions, make sure to review the Usage Notes section in the user manual and grant the required permissions accordingly.
- **Q: How can I obtain the licensing token for the Zebra Voice Client?**

  A: The licensing token is provided to you after purchase in the Zebra Welcome email. Follow the instructions in the Licensing section of the user manual to enable the token.

Zebra Voice Client Version 9.0.23407
Release Notes – 24th April 2024

Highlights

Release 9.0.23407 offers.

- Converted "Privacy Policy" hyperlink to a static text.

Device Support
Zebra Voice client has been validated on the following Zebra Android devices running Android 10, Android 11, and Android 13.

- EC30
- ET40 / ET45
- EC50 / EC55
- ET51 / ET56
- MC20
- MC2200 / MC27001
- MC3300 / MC3300x / MC3300ax
- MC9300
- TC21 / TC261
- TC22 / TC27
- TC52 / TC57
- TC52x / TC57x / TC52ax
- TC53 / TC58
- TC70x / TC75x
- TC72 / TC77
- TC73 / TC78
- MC94

OS Support

- Zebra Voice client 9.0.23306 onwards supported on non-Zebra devices running Android 10, Android 11, Android 12, Android 13, and Android 14 OS.
- Zebra Voice client 9.0.23107 onwards is supported on devices running Android 10, Android 11, Android 12, and Android 13 OS.
- Zebra Voice client 9.0.22408 is supported on supported on devices running Android 8.1, Android 9, Android 10, Android 11, Android 12, and Android 13 OS.
- Note: For Devices running Android 5 (Lollipop), 6 (Marshmallow), and 7 (Nougat), use version 9.0.21112.

New in Zebra Voice Client v9.0.23407

- Added static text as "View the Zebra Privacy Policy online at **zebra.com**" in About page in place of clickable Privacy Policy

Resolved Issues
Google Chrome opens when you click on the Privacy Policy link on the About page. Converted it to static, non-clickable text as a result.

Usage Notes

- **WARNING**: The Zebra Voice supports the use of both secure protocols, such as HTTPS, and cleartext network traffic, such as cleartext HTTP. Zebra strongly recommends customers use secure protocols such as HTTPS to access their data. Zebra always uses the secure protocol HTTPS to communicate with the Zebra Extension Manager or the Zebra Provisioning Manager. If customers elect to use cleartext network traffic, the customer assumes the risk of exposing data on the network.
- All the features related to the enterprise partition will not be supported on non-Zebra devices running on A11 & above.
- Manual or Standalone configuration of Zebra Voice Client will not be supported on non-Zebra devices as enterprise partition is supported only on Zebra devices. Please use Zebra Provisioning Manager or Extension Manager for configuration on the non-Zebra devices.
- Jabra BlueParrott Bluetooth Headsets require installation of Zebra Communication Central component.
- On devices with Android 12 and above, the user must grant extra permissions such as BLUETOOTH_CONNECT.
- On devices with Android 13 and above,
  - User must grant extra permissions such as POST_NOTIFICATIONS, READ_MEDIA_AUDIO, READ_MEDIA_IMAGES.
  - Zebra Voice Client will show dialog for READ_MEDIA_AUDIO and READ_MEDIA_IMAGES permissions instead of READ_EXTERNAL_STORAGE and WRITE_EXTERNAL_STORAGE permissions.
- The Zebra 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.
- The latest version of the Zebra 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, Zebra 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 Zebra 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 WFConnect.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 Zebra 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 Zebra Voice Client no longer accesses the Flexera licensing system. Instead, a Zebra provisioning server is accessed by the client for AID-free licensing. The customer firewall must allow access to this server at "**wfc-provisioning1.pttpro.zebra.com**", port 443.
- The Zebra Voice Client 9.x for Android supports the following languages:
    - English
    - Czech
    - Dutch
    - German
    - Hungarian
    - Italian
    - French (Canada)
    - French (France)
    - Polish
    - Russian
    - Spanish (Spain)
    - Slovak
    - Swedish

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**:
    - Workcloud Communication Voice Client 9.x Administrator Guides for each PBX type.
    - Administrator guides contain configuration for PBXs and the Zebra client, as well as installation instructions.
    - Zebra Voice Licensing Guide for 9.0.20306 and Later
    - Zebra Voice Client Configuration Guide for StageNow
    - Zebra Voice Client Configuration Guide for Mobile Device Managers
    - Workcloud Communication Voice Client Quick Start Guide
    - Workcloud Communication Voice Client Programmer's Guide
    - Best Practices guides for wireless networks.

About Zebra Voice Client
Workcloud Communication Voice (Zebra Voice) client is an installable software package that operates on Zebra mobile computing platforms (refer to device compatibility list). Zebra-Voice client increases the value and return on investment of the Zebra mobile computer by providing a high-performing, fully customize-able telephony experience when connected to supported IP SIP Call Managers (PBXs). PBX features normally only found on wired desk sets are now provided to wireless mobile computer users dramatically increasing both user experience and business value. Zebra Voice client naturally becomes part of the user's everyday workflow while integrating seamlessly on the Zebra mobile computer.
Zebra Voice client is simple to deploy, configure, and customize through Mobile Device Management (MDMs), semi-automated, and direct manual strategies. Zebra-Voice offers the ability to customize the user experience from the 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 can manage the "look and feel" of every screen.
The Zebra-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.

Zebra Voice Client v9 Release History

Release 9.0.23406 offers.

- Workcloud Communication UI Updates
- New Configuration Option to Show Group or Contact
- Support WebEx PBX

Release 9.0.23306 offers.

- Support Call Park with Avaya IPO
- WFC – Pinboard Integration – Intent/APIs to share missed call data.
- Zebra Voice Call History clear filter after logout
- Android 14 Support for Consumer Devices
- Juggernaut Device Support
- Cellular Support for Zebra Voice

Release 9.0.23207 offers.

- Version supports from Android 10 and above dessert
- New configuration option for Update License button
- New configuration option for Default Screen
- Mute Incoming Call Ringer
- CUCM 12.5 U6 Multiline Registration Support
- Support Zoom PBX

Release 9.0.23107 offers.

- Remove MDNA license check
- Imprivata override
- Secure RTP
- Configurable VPN tunnel detection
- Audio Focus enhancement

Release 9.0.22408 offers

- Presence Icon Update to Meet ADA Compliance Guidelines
- Allow Zebra Profile Client to launch Zebra Voice in a minimized state
- In-Call Button Configuration
- Bottom Navigation Bar Consistency

- Support Stone Mountain BluSkye Bluetooth RSM with WFC Central Service

Release 9.0.22309 offers

- Ability to clear recent call history on sign out
- Support for non-Zebra devices
- Support for Android 13 Platform
- Support for Zebra WFC Central for additional Bluetooth PTT Button accessory usage
- Security and performance improvements

Release 9.0.22207 offers

- Ability to hide the "Reload" menu option
- Ability to add Prefix Dial String
- Removed the option for Ringtone "None"
- Security and performance improvements

Release 9.0.21414 offers

- Look and Feel Improvements
- Support for Zebra Workstation Connect
- Filter for Voice Contacts
- License Transfer for Premium Licenses
- Support for incoming call notifications
- Support for custom color theme
- Support for Subscribe and Notify feature for Asterisk PBX
- Support for portrait or landscape mode on tablets
- Fix for SPR 46184
- Disable sign out on reboot when connected with Extension Manager

Release 9.0.21305 offers

- Android A11 Full support
- Improved License Handling
- Additional language support for Visual Strings/phrases & Voice Commands (Beta)
- Improved coexistence when receiving Cellular Call
- Landscape mode support on ET5X
- Launch Emergency Dialer from Lock Screen
- Display incoming Caller ID in multiple lines
- Allow Sign Out option to be removed when Profile Client is used

Release 9.0.21112 offers

- Hunt Group feature support for Cisco Unified Communications Manager (CUCM) PBX

- Improved integration with Imprivata Mobile Device Access (MDA) client
- BlueParrott M300-XT Headset Button support
- Google Background Location Policy Support
- Android 11 OS Support

Release 9.0.20407 offers

- BlueParrott Headset Button support
- Alcatel PBX Support
- Voice command Support for French Canadian – BETA
- Maintenance Updates

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

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

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

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

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

ZEBRA TECHNOLOGIES

Documents / Resources

Zebra Voice Client Version 9.0.23407 Release Notes	**ZEBRA Voice Client Software** [pdf] User Guide Android 10, Android 11, Android 13, Voice Client Software, Client Software, Software

References

- **User Manual**