

ZEBRA Workcloud Communication Voice Client 9



ZEBRA Workcloud Communication Voice Client 9 User Guide

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ZEBRA Workcloud Communication Voice Client 9



Product Information

Specifications

- Product Name: WORKCLOUD COMMUNICATION VOICE CLIENT 9
- Features: Voice calling, Call history, Contacts management, Voicemail integration
- Compatibility: Zebra Voice Client Administrator Guide

Product Usage Instructions

Making a Call


Touch the Call button to initiate a call to a preset number. For more information, refer to the Zebra Voice Client Administrator Guide.

Q: How can I view recent calls in the Call History?

A: Simply touch the History button to display a list of previous calls. You can then select a number and touch the Call button to make a call.


WORKCLOUD COMMUNICATION VOICE CLIENT 9 QUICK START GUIDE

Making a Call

Touch the Call button  to initiate a call to a preset number. See the Zebra Voice Client Administrator Guide.

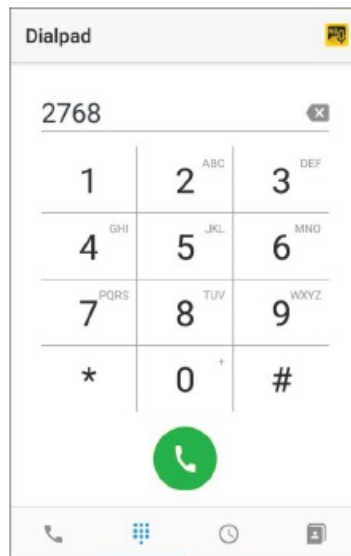
Dialer

Dialer

Touch the Dial button  to dial a number and initiate a call.

Call History

Touch the History button  to display a list of previous calls.




Contacts

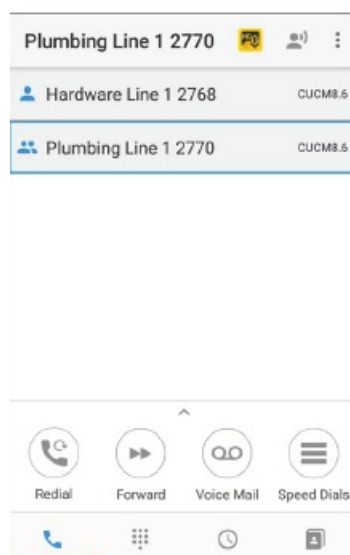
Touch the Contacts button  to display a list of saved contacts.

Calling the Voicemail System

Touch the Voicemail button to dial the voicemail number. The Voicemail] list displays. Voicemail messages appear for each line/extension next to the extension number.

Redialing

Touch the Redial button  to initiate a call to the most recently dialed location.



Receiving a Call

There are various call accept styles on the incoming call screen. The style is determined by the operating system.

Accept-Reject Buttons

Touch one of two buttons to accept or reject an incoming call.

Sliding Tab

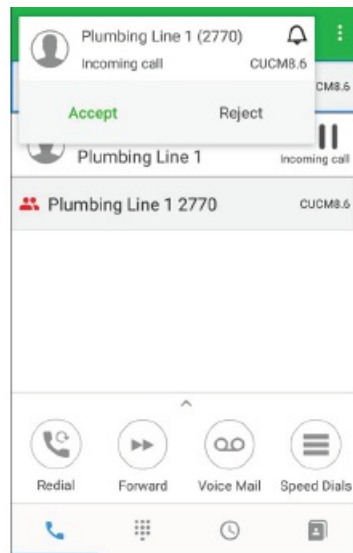
The user swipes one of two buttons across the screen to accept or reject an incoming call.

Glow Pad Buttons

The user touches a handset symbol to accept or reject an incoming call.

Pop-Up Window

During an active call, a pop-up window appears when an incoming call is received. Touch one of two buttons to accept or reject an incoming call.




Ending a Call

The End Call feature ends a call in any state.

Touch the End Call icon  to end any call.

Placing the End Call button on the incall dashboard replaces the default red End Call button.


Adding a Call

Touch the Add Call button  during an active call to display the dial pad.


Dialing the new number offers the options to transfer, conference, or end the second call and resume the first call.



Transferring a Call


1. Touch the Transfer button to  display the Transfer options.
2. Select a Transfer option. The screen displays the transfer occurring.
3. Touch the Complete Transfer button to complete the transfer.

Creating a Conference Call

1. Touch the Conference  button to dial the conference number.
2. Enter a number to display the Conference screen.
3. Touch the Complete Conference button to complete the conference call.



Putting a Call on Hold


Touch the Hold button  to display the Hold screen.
Touch Resume to resume the call.

Forwarding a Call

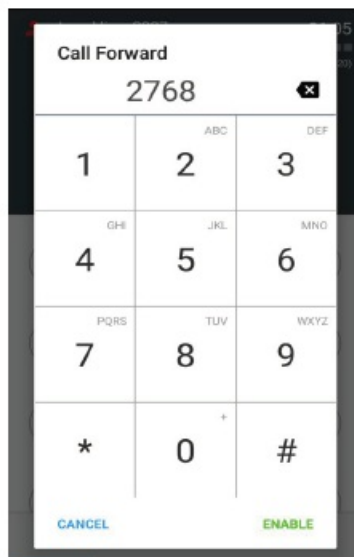
Touch the Forward button to display the following screen.

Touch **ENABLE** to display the forward location or touch **CHANGE** to change the forward location.

Contacts

The **Contacts** button  dials a new number by selecting an existing contact. Add and store contacts locally on the device.

Touch the default **Contacts** button  to display a list of saved contacts.




Call History

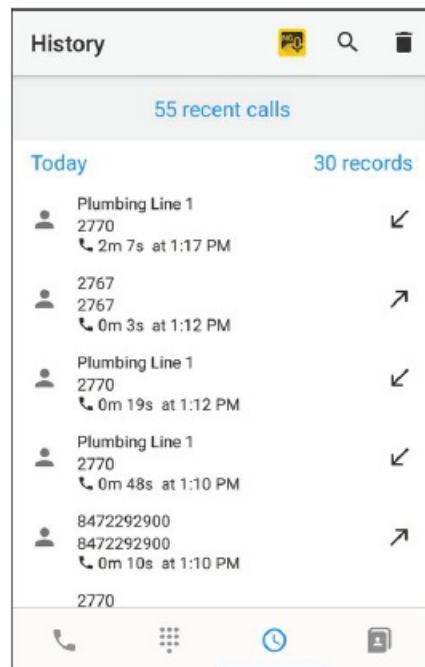
Viewing Recent Calls

The **Call History** screen displays a list of recently called numbers, incoming calls, missed calls and shortcut tabs to the dialer and contacts.

Making a Call from Call History

Touching the **History** button  displays a list of previous calls.

Touch the **Call**  button next to a number to make a call.



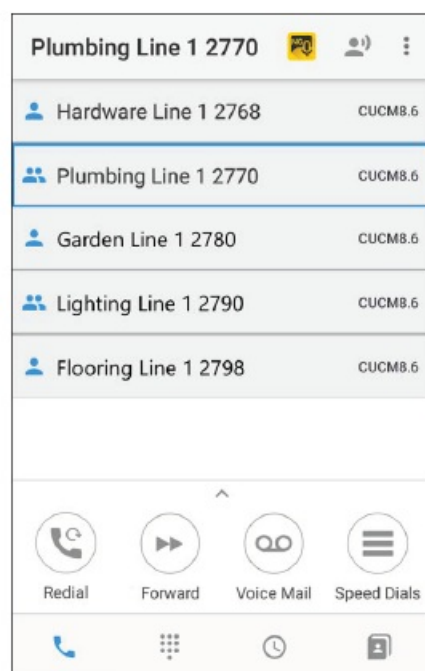
Deleting Call History

Touch the Menu button, then Clear all recent calls

Multiple Extensions

The shape, color and animation of an extension will indicate its type and status:

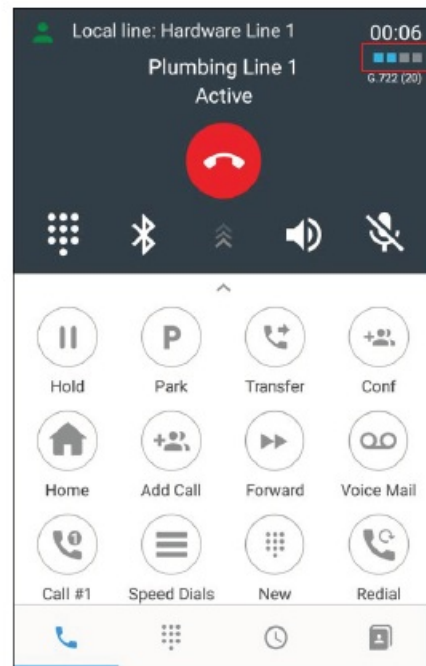
- Dedicated line, circle
- Shared line, square
- Registered and idle line, black
- Active line, green
- Busy line, red
- Busy in a call, blinking red
- Call on hold, blinking green
- Registering, red (status text next to the extension).






















Signal Quality

During an active call, the signal quality indicator displays in the upper right portion of the screen. This is a visual indication of voice traffic errors on the network.

- 4 blue squares, excellent
- 3 blue squares, good
- 2 blue squares, acceptable
- 1 blue square, bad



Icon	Description	Icon	Description
	Call		Forward Call
	Dial		Call Hold
	Contacts		Speed Dial
	History		Do Not Disturb
	End Call		HTTP Request
	Add Call		Directory
	Transfer Call		Speed Dial
	Conference Call		Home
	Voice Mail		Park
	Redial		

Setting Speed Dial Numbers

Touch the Speed Dial button  to display the following screen. A call is made using the preset destination.

Do Not Disturb

Touch the default DND button  to enable Do Not Disturb on the selected line.

HTTP Request

The default HTTP Request button displays Hunt groups.

Directory

Touch the default Directory button to list contact directories.

Speed Dial

Touch the default List button  to display the speed dial list.

Follow Me

Follow me allows sending all calls from one extension to another destination.

Home

Touch the Home button  to display the Dashboard.

Parking a Call (Basic)

Touch the Park button  to display the Park screen.

Complete

Touch the Complete Transfer button to end a conference or transfer call.


Log Marker

Log Marker creates a time stamp in the logs.

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Documents / Resources



[ZEBRA Workcloud Communication Voice Client 9](#) [pdf] User Guide
MN-003562-02EN Rev. A, Workcloud Communication Voice Client 9, Communication Voice Client 9, Voice Client 9, Client 9

References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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