WORKCLOUD COMMUNICATION Voice Client



Configuration Guide for Mobile Device Managers

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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.
- 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

~∕~ Н∪В	Dashboard List View	Devices > Staging & Applications	Provisioning > C	Components 🕻					=
-	> Lifecycle	Internal							
DEVICES	> Profiles & Resources								
	> Compliance Policies	Add Application						Search List	i≣ ¢ 🖻
2	> Certificates	Categories	Requires	Renewal	Provisio	oning Enabled			
ACCOUNTS	v Staging & Provisioning	All	All	v	True				
<u>م</u>	Product Dashboard	Name	▲ Version	Platform / OS	5 / M	Managed By	Category	Renewal Date	
BOOKS	Product List View	AirWatchApp 8.0.0.73	8.0.0	Android / An	v / Andr	SystemTestAdmin		Not Applicable	
	~ Components		244						
CONTENT	Applications	Remote Management	2.1.1	Android / An	y / Andr	System lestAdmin		Not Applicable	
	Conditions	LauncherApplication	2.5.1	Android / Ang	y / Andr	SystemTestAdmin		Not Applicable	

- 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.



Add Application	Add	⊗	
Managed By			
Application File	Type		
	Save Cancel		
	Continue Cancel		

- 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

Info	Description Im	arras Filos	Terms of Use	Deployment	Wrapping
	Description	ages Thes	161113 01 036	Deployment	mapping
Name *	WFConnect	Voice			
Application ID	com.symbol	.wfc.voice			
Latest Version	8	2 . 738			
New Version	8	1.714	i		
ls Beta					
Change Log					
				17	
Categories	Start Typing	to Select Categor	у		
Minimum OS	Any			*	
Supported Models *	Android				

- 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

	Dashboard	Dev	rices	Staging & Provision	oning > Components >				+
HUB	List View	Fi	es/	Actions				п	~
	> Lifecycle		Add Fil	es/Actions				ර 🖻 Search List	4
DEVICES	Profiles & Resources			Name	Description	Platform	Version	Managed By (Root OG)	
	> Compliance Policies	0	1	WFConnect.xml		Android	1	WFCTest	
2	Certificates	0	1	WFC XML		Android	1	WFCTest	
ACCOUNTS	v Staging & Provisioning								
۲	Product Dashboard								
APPS & BOOKS	Product List View								
	✓ Components								
CONTENT	Applications								
	Conditions								
EMAIL	Event Actions								
LIMAL	Files/Actions								
\$	Profiles								
TELECOM	Product Sets								

- 2. Select Add Files/Action.
- 3. Select Android.

Figure 5 AirWatch - Add Files/Actions - General Tab

dit Files/Actions				
		General	Files	Manifest
Name *	WFC XML			
Description				
Version	1			
Platform	Android			
Managed By *	WFCTest			

- 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

Add Files/Actions				8
		General Files Manifest		
Add Files				
File Name	Path	Version	Туре	Actions
		No Records Found		

- 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

Add Files		
File - 1		
Name	WFConnect.xml	
Download Path *	/sdcard/WFConnect/	
Version *	1.0	
Relay Server Only		

- 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

нив	Dashboard List View	Pr	vices >	Stagin	g & Provisioning > st View								Ĥ	*
	> Lifecycle	Filter	rs	>	Add Product							C E	Search List	4
DEMCES	Profiles & Resources		Active	DP	Name	Platform	Managed By	Product Type	A/D	Compliant	In Progress	Failed	Has Dependency	Mus
DEVICES	Compliance Policies	0	••		device001	Android	WFCTest	Required	Manual	0	0	0	0	0
	> Certificates	0			device002	Android	WFCTest	Required	Manual	0	0	0	0	0
ACCOUNTS	v Staging & Provisioning	0	••		device003	Android	WFCTest	Required	Manual	0	0	0	0	0
۲	Product Dashboard													
APPS & BOOKS	Product List View													
	Components													

- 2. Select Add Product.
- 3. Select Android.



General Mai	nifest Conditions Deployment Dependencie	5
Name*		
Description		
Managed By*	WFCTest	
Assigned Groups	Start typing to add a group ۹	
	View Device Assignment	

- 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

Add Manifest		8
Action(s) To Perform *	Install Application ~	
Application *	WFConnect Voice	
Persistent through enterprise reset		MX v1.3+
	Save Cancel	

- 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

~	Dashboard	Dev	/ices	> Staging & Provisionir	ng > Components >				+
HUB	List View	Fi	les/	Actions					
	> Lifecycle	0	Add Fi	les/Actions				🖒 🛤 Search List	4
DEVICES	Profiles & Resources			Name	Description	Platform	Version	Managed By (Root OG)	 _
	Compliance Policies	0	1	WFConnect.xml		Android	1	WFCTest	
<u>.</u>	Certificates	0	1	WFC XML		Android	1	WFCTest	
ACCOUNTS	v Staging & Provisioning								
٢	Product Dashboard								
APPS & BOOKS	Product List View								
	✓ Components								
CONTENT	Applications								
	Conditions								
EMAII	Event Actions								
LIVIAL	Files/Actions	4							
N	Profiles								
TELECOM	Product Sets								

- 4. Select Add Files/Action.
- 5. Select Android.

it Files/Actions				
	Genera	I Files	Manifest	
Name *	WFC XML]
Description]
Version	1			
Platform	Android			
Managed By *	WFCTest]

- 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

Add Files/Actions				(
		General Files Manifest		
Add Files File Name	Path	Version	Туре	Actions
		No Records Found		

- 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

Add Files	
File - 1	
Name	WFConnect.xml
Download Path *	/sdcard/WFConnect/
Version *	1.0
Relay Server Only	

- 13. In the **Download Path** field, enter /sdcard/WFConnect/.
- 14. Select Save.
- 15. Select Manifest.

Figure 15 AirWatch - Add Files/Actions - Manifest Tab

Add	Files/Actio	ons			8
			General Files Manif	est	
Install	Manifest				
Up	Down	Step Number	Action Type	Description	Actions
			No Records Four	nd	
Uninst	all Manifest				
Up	Down	Step Number	Action Type	Description	Actions
			No Records Four	nd	
			mport Package Save	Cancel	

- 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/WFConne
ct/WFConnect.xml,broadcast=false
```



Add Manifest		8
Action(s) To Perform *	Run Intent v	
Command Line and Arguments to run *	mode=implicit,action=wfc.voice.ACTION_NEW_CONFIG,	
TimeOut (-1 for infinite) *	0	()
	Save Cancel	

- 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

~∽ HUB	Dashboard List View	Pr	vices >	Stagir t Li	st View								*	*
	> Lifecycle	Filter	'S	>	Add Product							C E	Search List	4
DEVICES	Profiles & Resources		Active	DP	Name	Platform	Managed By	Product Type	A/D	Compliant	In Progress	Failed	Has Dependency	Mus
DEVICES	Compliance Policies	0	••		device001	Android	WFCTest	Required	Manual	0	0	0	0	0
2	* Cortificator	\odot			device002	Android	WFCTest	Required	Manual	0	0	0	0	0
ACCOUNTS	 Certificates 	0			device003	Android	WFCTest	Required	Manual	0	0	0	0	0
	 Staging & Provisioning 													
	Product Dashboard													
APPS & BOOKS	Product List View													
	> Components													

- 2. Select Add Product.
- 3. Select Android.



l Product		
General Mar	nifest Conditions Deployment De	pendencies
Name*		
Description		
Managed By*	WFCTest	
Assigned Groups	Start typing to add a group ۹	
	View Device Assignment	
Assignment Rules	Add Rules	

- 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

Add Manifest		8
Action(s) To Perform *	Install Files / Actions v	
Files/Actions *	WFC XML	
Persistent through enterprise reset		MX v1.3+
	Save Cancel	

- 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

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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

New Package Wizar	d - Package Information	×
Project Name:	WFC Package	
Project Location:	C:\Users\Default\Documents\MobiControl Packages\WFC Package	
Processor:	ALL 👻	
Platform:	Android	
OS versions	from: 2.0 🔹 to: 10.0 💌	
Version String:	1.0	
Comment:		
Vendor:		
	< <u>Back</u> <u>N</u> ext > Cancel	lelp

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



w Package Wizard - A	dd Scripts	
Select optional script	s to customize the installation process.	
Scripts		
✓ Pre-Install:	C:\Users\Default\Documents\MobiControl Packages\WFC Package\scripts\w	
Post-Install:	C:\Users\Default\Documents\MobiControl Packages\WFC Package\scripts\c	6
Pre-Uninstall:	$\verb C:Users\Default\Documents\MobiControl\Packages\WFC\Package\scripts\up in the second secon$	6
Post-Uninstall:	$\verb C:Users\Default\Documents\MobiControl Packages\WFC Package\scripts\cal{generative} \label{eq:C:Users} \l$	
	< <u>B</u> ack <u>N</u> ext > Cancel	Help

- 7. On the Add Scripts screen, select the Pre-Install checkbox.
- 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 Attributes

page allows you to a led/copied onto the	.dd software and/or data files to the package. The files that you add will be device when the package is deployed. Click on the Add button to add files or folders.	
s Source A	Destination Add	
🔁 Android App	lication File Attributes	
Please specify and the rules	y the destination folder on the device that the file(s) are to be copied to for copying the file(s).	
Destination on Device	Internal Storage	
Copy Rule	Do not allow user to uninstall	
	De vet minstellijke Gerudeen ee Gelie deleted	

- 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.





- 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

Project Name:	WFC Update F	Package						
Project Location:	C:\Users\Defa	::\Users\Default\Documents\MobiControl Packages\WFC Update Package						
Processor:	ALL			,	•			
Platform:	Android				•			
OS versions	from: 2.0		10.0	•				
Version String:	1.0							
Comment:								
Vendor:								

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.
- 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

New Package Wizard - Add	Files or Folders		l		
This page allows you to installed/copied onto the Files	add software and/or data e device when the packa	a files to the package. The files that you add v ge is deployed. Click on the Add button to ad	vill be d files or folders.		
Source A		Destination	Add	/	
🔁 File Attribut	es				x
Please speci and the rules Destination	fy the destination folder or for copying the file(s). /sdcard/WFConnect	n the device that the file(s) are to be copied to	•		OK ancel Help
Copy Rule	Always copy the file I	to the device			
	Replace the file on the fil	he device if it is older or if the file does not exis	t on the device		
	🔘 Copy the file to the d	evice if it does not already exist			
	🔲 Do not uninstall the f	ile			
	Automatically Run Ac	ctivity after Install			

- 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.



When this field is checked, MobiCo	ntrol will check the device for a vice.	vailable storage space before
f additional storage space is required o additional space required below:	n the mobile device to install th	is package please enter the amount of
Total File Space Required (KB):	7.70	
Additional Space Required (KB):	0	
Total Space Required (KB):	7.70	
Prompt on device before installation o	fpackage	
Message: Install package "WFC Up	date Package' now?	
Timeout: 10 seconds		

16. On the Size Settings screen, select Finish.



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