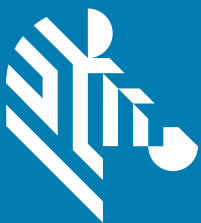


WORKCLOUD COMMUNICATION

Voice Client



ZEBRA

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.
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

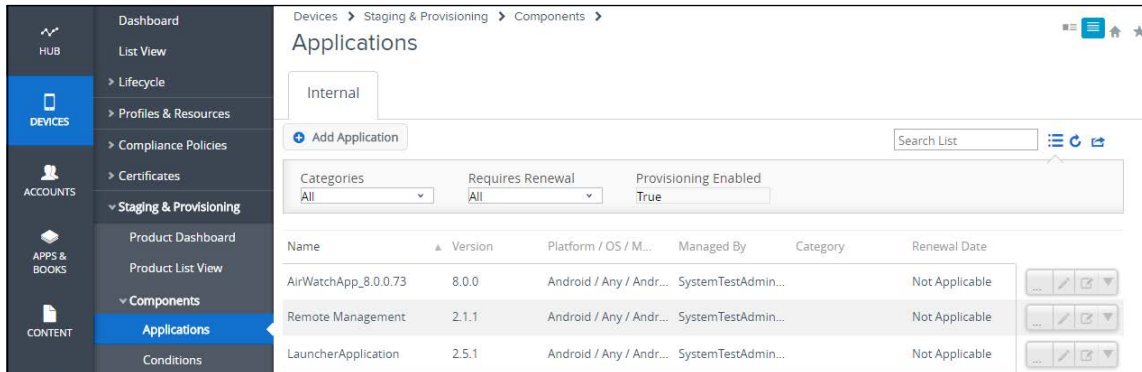
When configuring Zebra Voice for the first time, ensure the Zebra Voice APK and XML configuration file are available.

Uploading the Zebra Voice APK

To upload the Zebra Voice APK to the AirWatch Console:

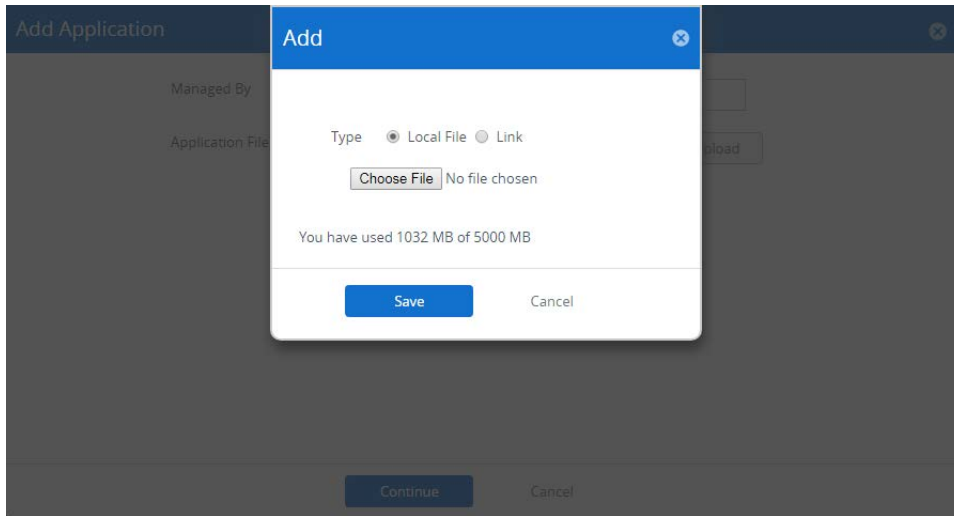
1. Ensure that Zebra Voice is running on target device(s).
2. From a web browser, log in to the AirWatch Console.
3. Navigate to **Devices > Staging & Provisioning > Components > Applications**.

Figure 1 AirWatch - Add Application Screen



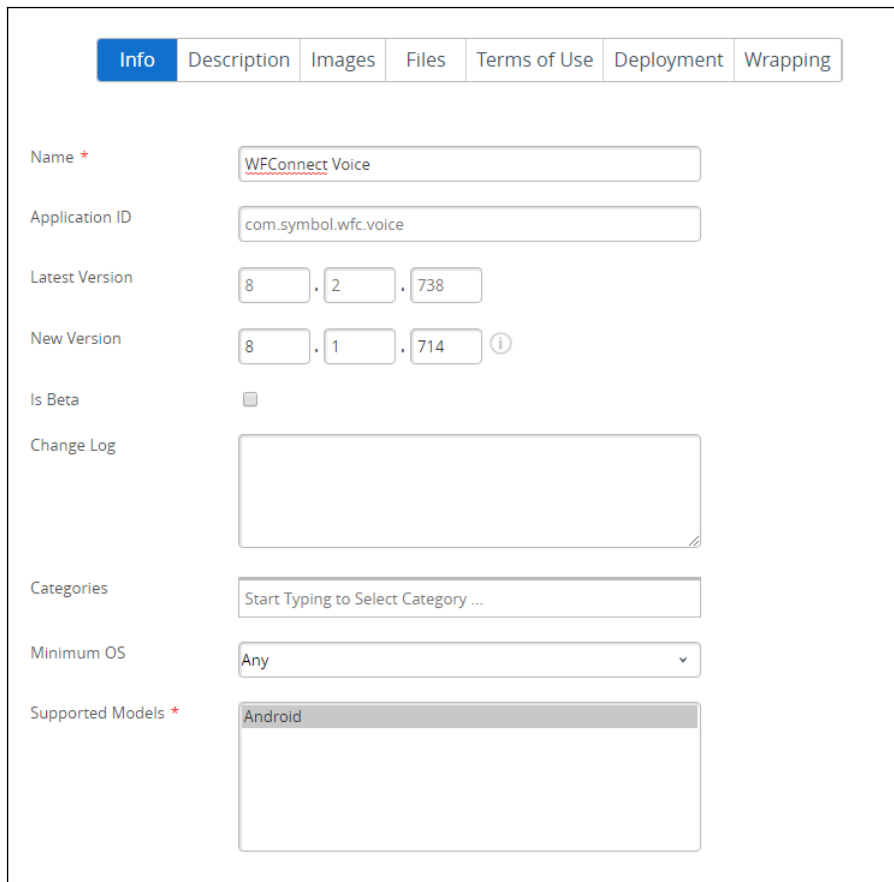
4. Select **Add Application**.
5. In the **Managed By** field, pick an Organization Group to manage the application.
6. Next to the **Application File** field, select the **Upload** button.

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



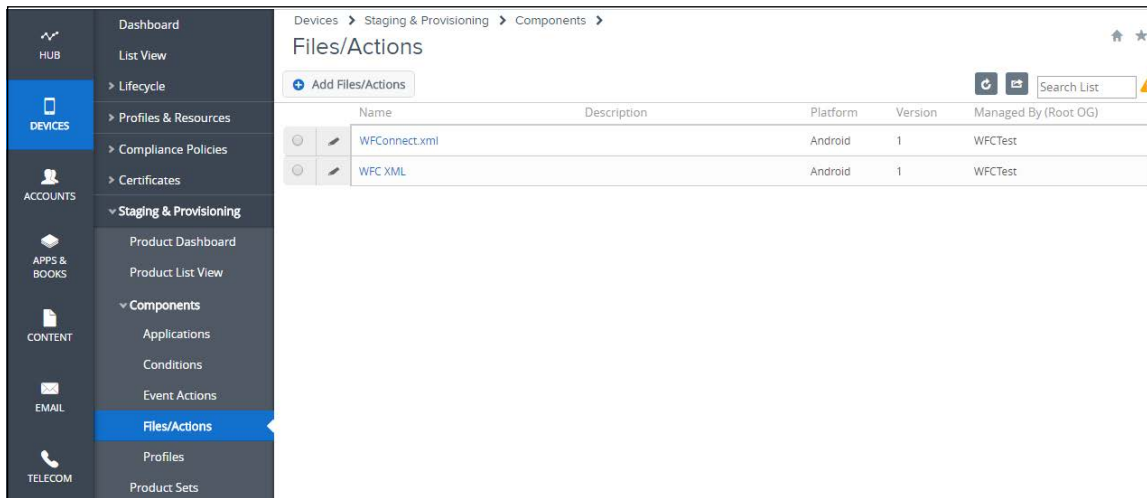
- 11. In the **Name** field, enter an application name. Write down the application name.
- 12. In the **Application ID** field, enter the application ID `com.symbol.wfc.voice`.
- 13. In the **Supported Models** field, select one or more supported models.
- 14. Select **Save**.

Uploading the Configuration File

To upload the WFCConnect.xml file to the AirWatch Console:

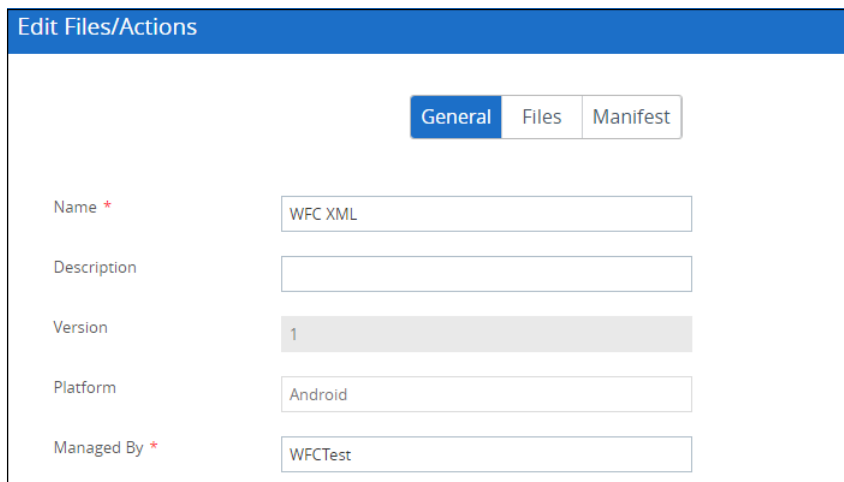
- 1. Navigate to **Devices > Staging & Provisioning > Components > File/Actions**.

Figure 4 AirWatch - Files/Actions Screen



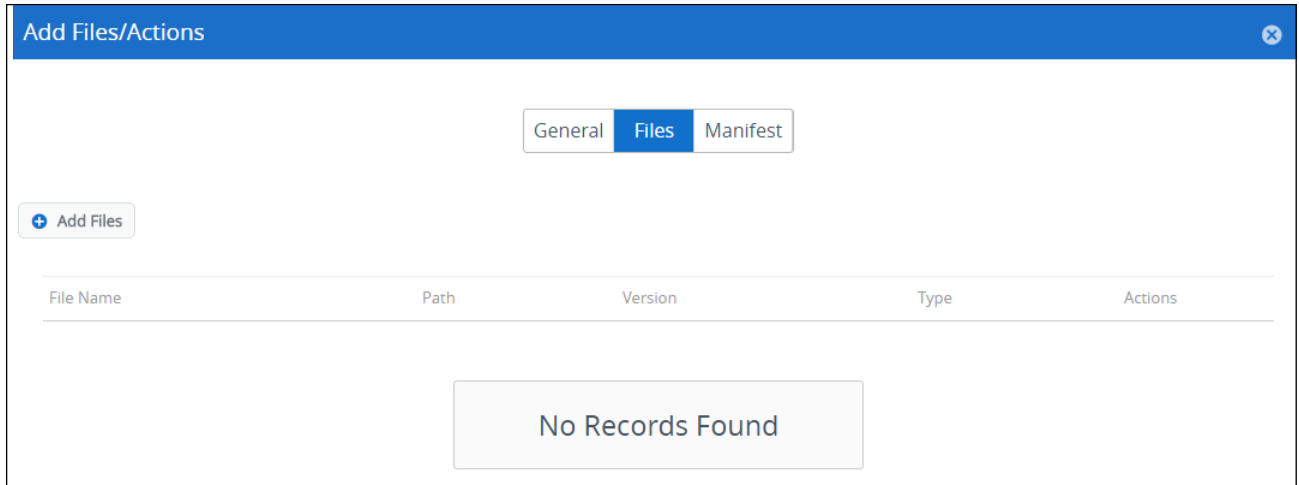
- 2. Select **Add Files/Action**.
- 3. Select **Android**.

Figure 5 AirWatch - Add Files/Actions - General Tab



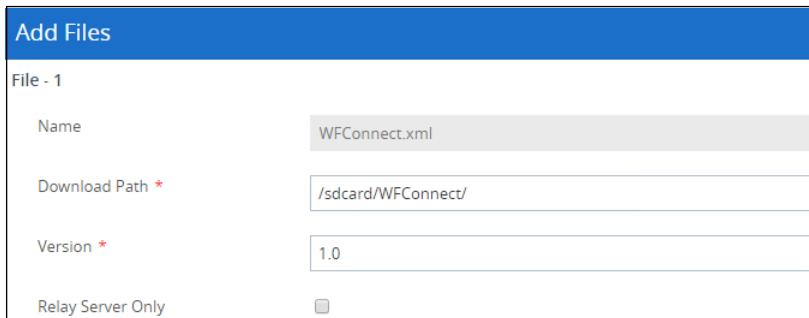
- 4. In the **Name** field, enter a name for the files/actions. The name cannot be longer than 255 characters.
- 5. In the **Managed By** field, pick an Organization Group to manage the application.
- 6. Go to the **Files** tab.

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



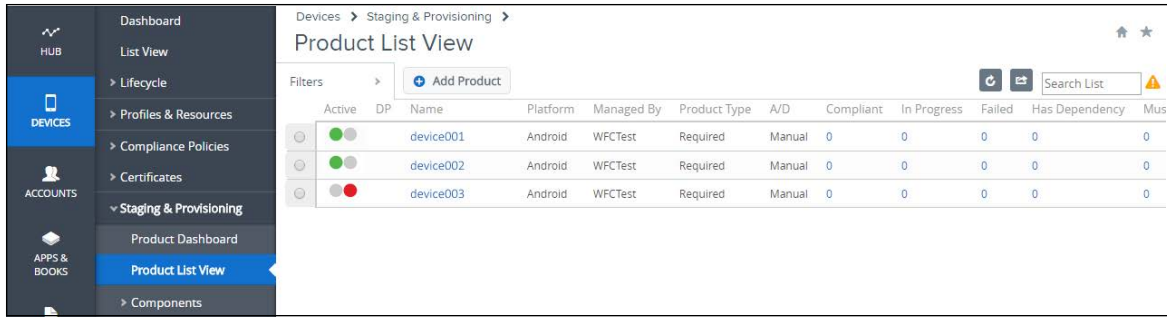
11. In the **Download Path** field, enter `/sdcard/WFCConnect/`.
12. Select **Save**.
13. Select **Save**.

Creating an AirWatch Product

To create an AirWatch Product for installing the APK and configuration file:

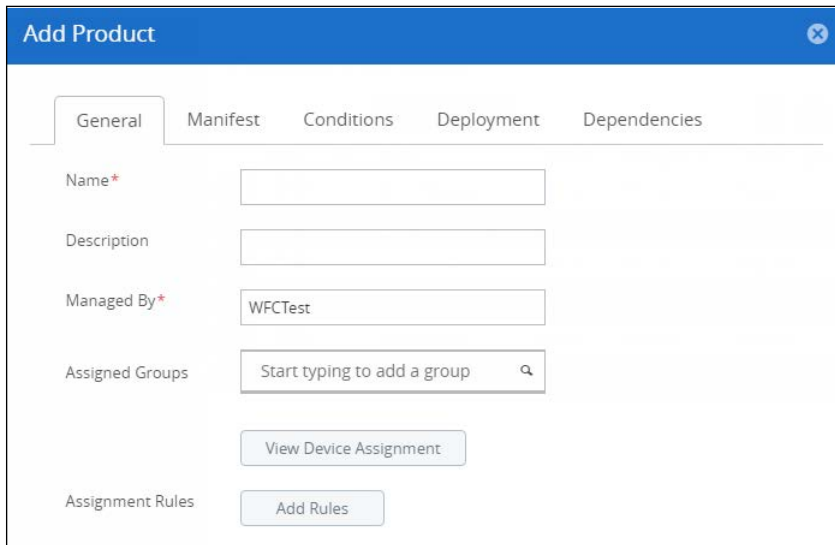
1. Navigate to **Devices > Staging & Provisioning > Product List View**.

Figure 8 AirWatch - Product List View



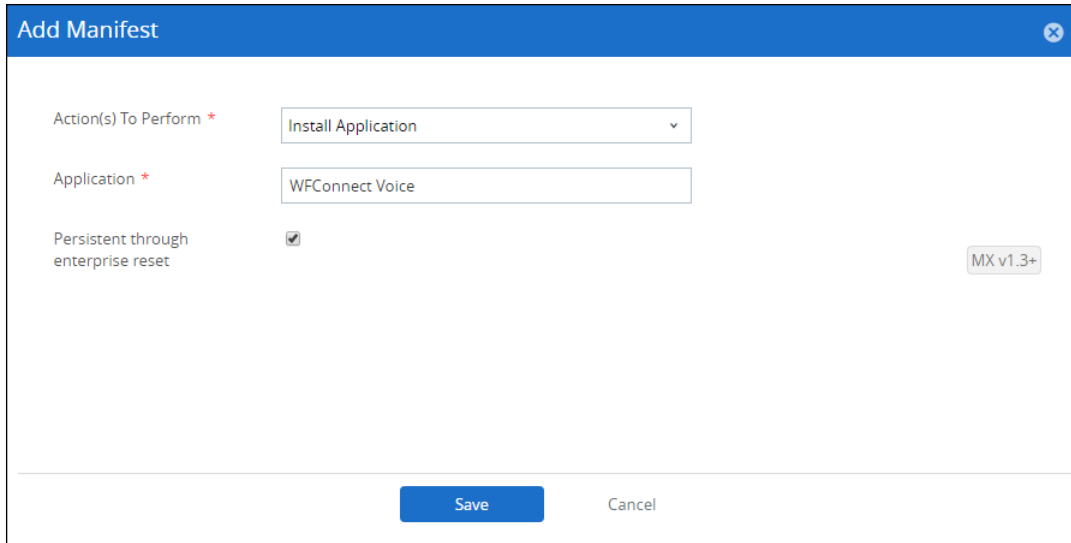
2. Select **Add Product**.
3. Select **Android**.

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

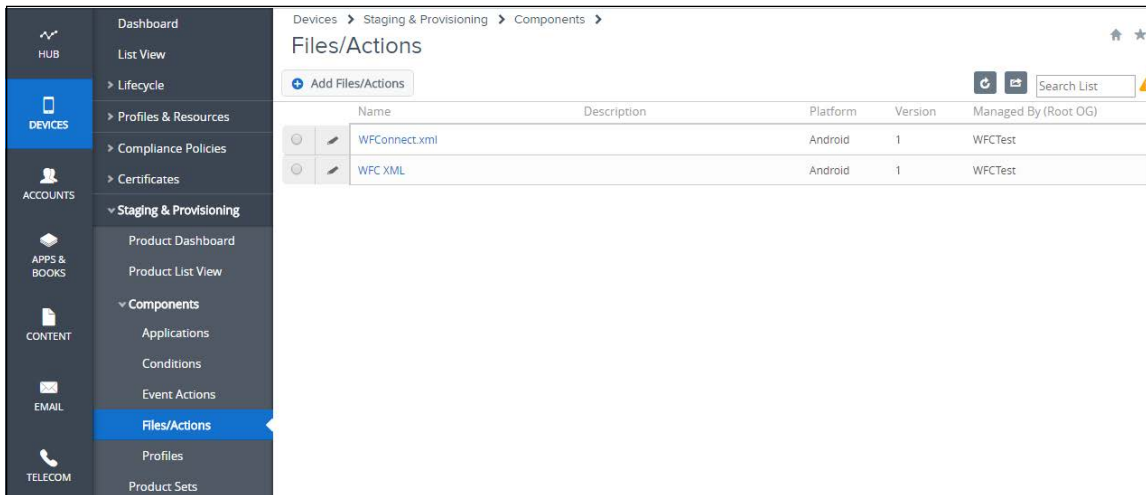
When updating an existing installation, ensure the Zebra Voice XML configuration file is available.

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

The screenshot shows a web form titled "Edit Files/Actions" with a blue header. Below the header are three tabs: "General" (selected), "Files", and "Manifest". The form contains the following fields:

- Name ***: A text input field containing "WFC XML".
- Description**: An empty text input field.
- Version**: A text input field containing "1".
- Platform**: A text input field containing "Android".
- Managed By ***: A text input field containing "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

The screenshot shows a web form titled "Add Files/Actions" with a blue header and a close button (X) in the top right. Below the header are three tabs: "General", "Files" (selected), and "Manifest". On the left side, there is a button labeled "Add Files" with a plus icon. Below this is a table with the following columns: "File Name", "Path", "Version", "Type", and "Actions". The table is currently empty, and a large grey box with the text "No Records Found" is centered below the table.

- 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/Actions

General Files **Manifest**

Install Manifest

+ Add Action

Up	Down	Step Number	Action Type	Description	Actions
No Records Found					

Uninstall Manifest

+ Add Action

Up	Down	Step Number	Action Type	Description	Actions
No Records Found					

Import 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/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

Active	DP	Name	Platform	Managed By	Product Type	A/D	Compliant	In Progress	Failed	Has Dependency	Mus
		device001	Android	WFCTest	Required	Manual	0	0	0	0	0
		device002	Android	WFCTest	Required	Manual	0	0	0	0	0
		device003	Android	WFCTest	Required	Manual	0	0	0	0	0

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.

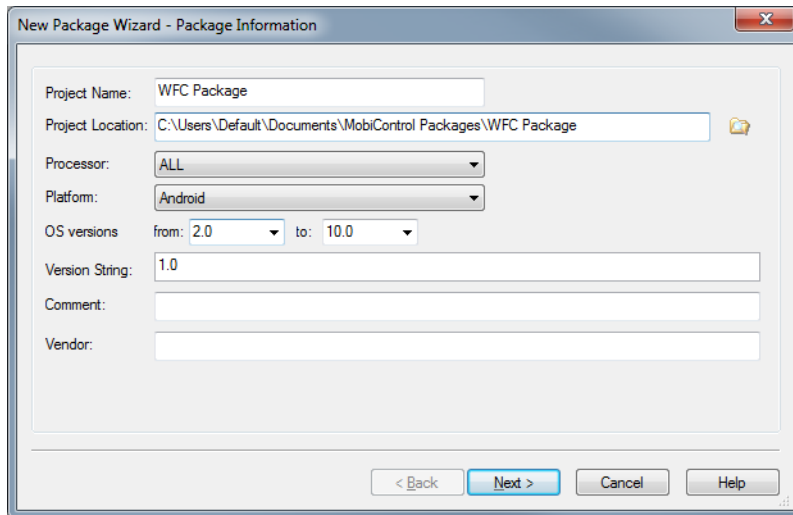
Instructions, screens, and windows shown in this section may be different from what is shown, depending on your version of SOTI MobiControl.

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.

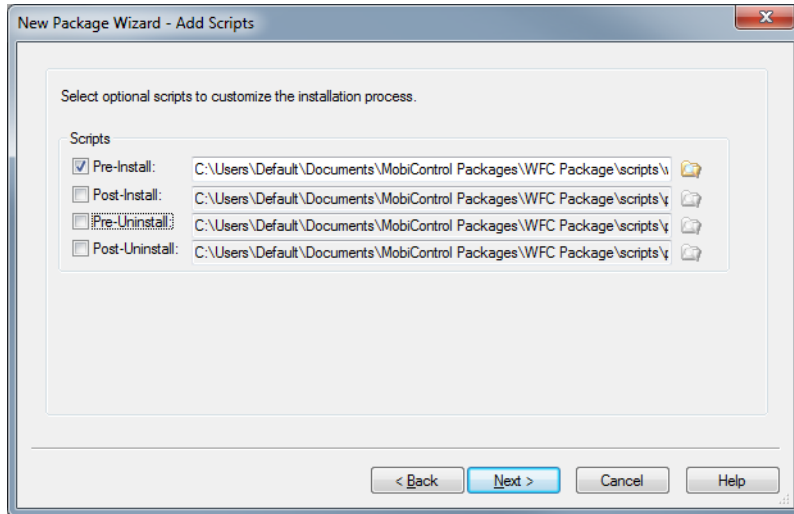
1. Ensure that Zebra Voice is running on target device(s).
2. Open the MobiControl Package Studio.
3. Select **File > Create New Package Project**.

Figure 20 MobiControl - Package Information



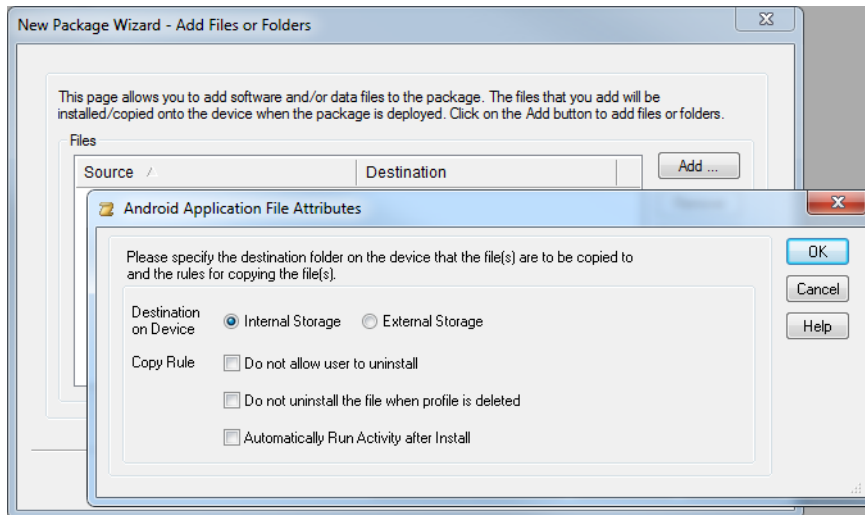
4. In the **Project Name** field, enter a project name.
5. From the **Platform** drop-down box, select **Android**.
6. Select **Next**.

Figure 21 MobiControl - Add Scripts



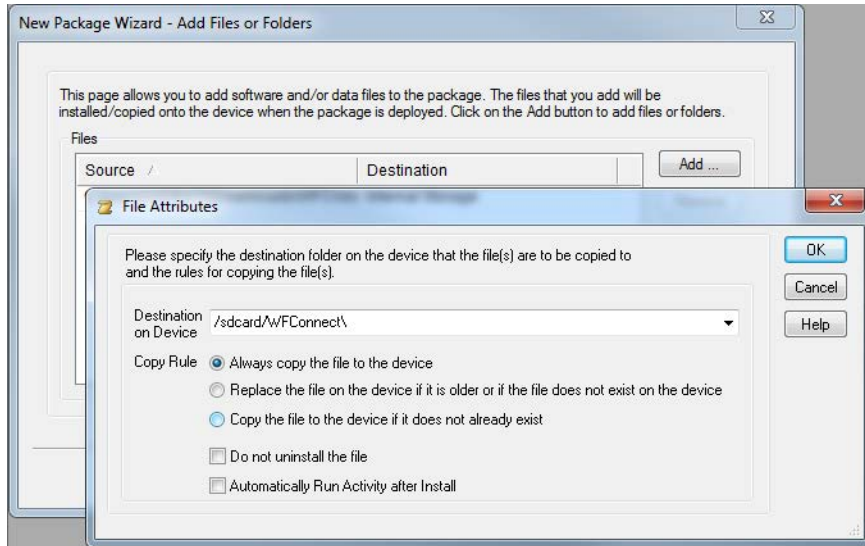
7. On the **Add Scripts** screen, select the **Pre-Install** checkbox.
8. Navigate to a CMD file containing the following script:
`mkdir /sdcard/WFCconnect`
9. Select **Next**.
10. On the **Add Files or Folders** screen, select **Add > Add Android APK**.
11. Navigate to the Zebra Voice APK file and select **Open**.
 The **Android Application File Attributes** dialog box displays.

Figure 22 MobiControl - Android Application File Attributes



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



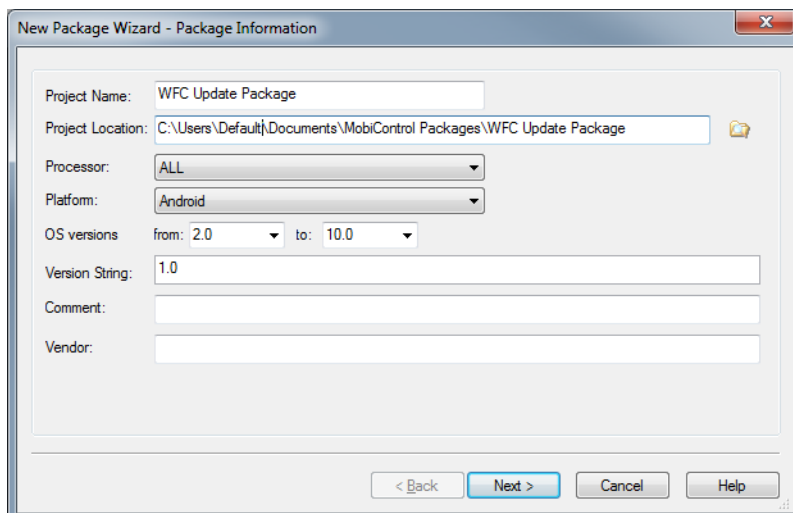
16. In the **Destination on Device** field, enter `/sdcard/WFConnect`.
17. Remove the check mark next to **Automatically Run Activity After Install**.
18. Select **OK**.
19. Select **Next**.
20. On the **Size Settings** screen, select **Finish**.

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.

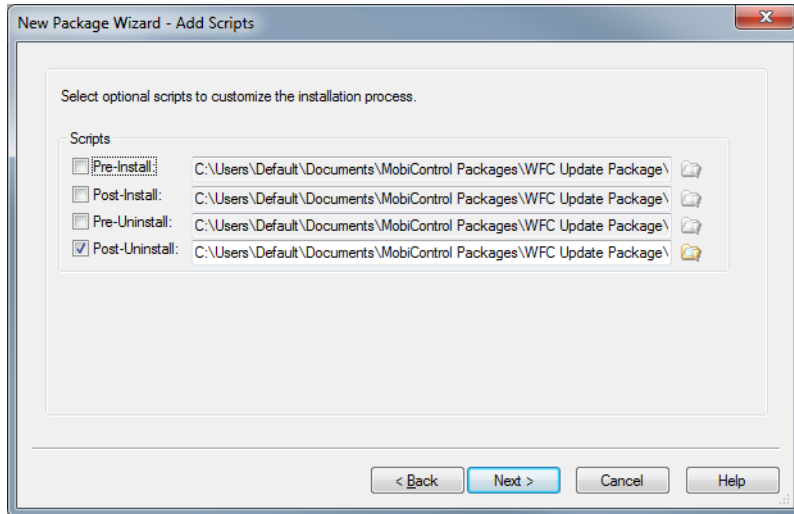
Figure 24 MobiControl - Package Information



4. In the **Project Name** field, enter a project name.

5. From the **Platform** drop-down box, select **Android**.
6. Select **Next**.

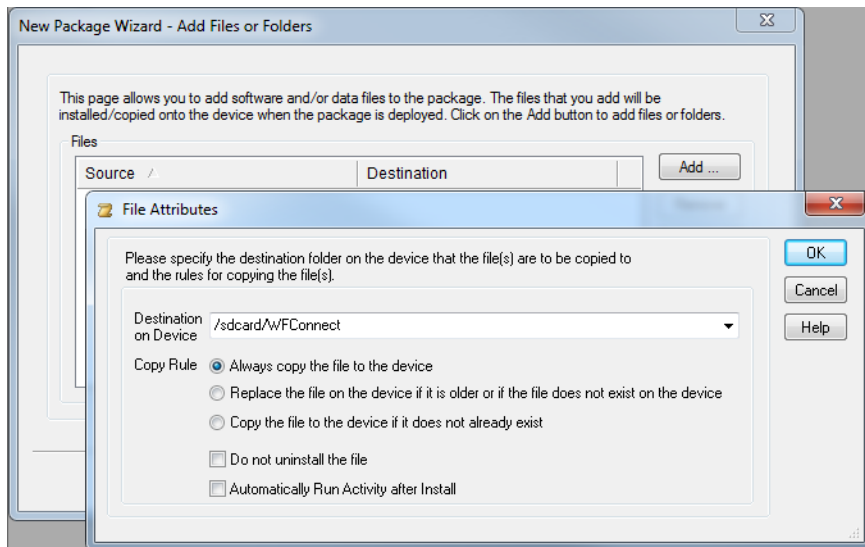
Figure 25 MobiControl - Package Information Window



7. On the **Add Scripts** screen, select the **Post-Install** checkbox.
8. Navigate to a CMD file containing the following script:

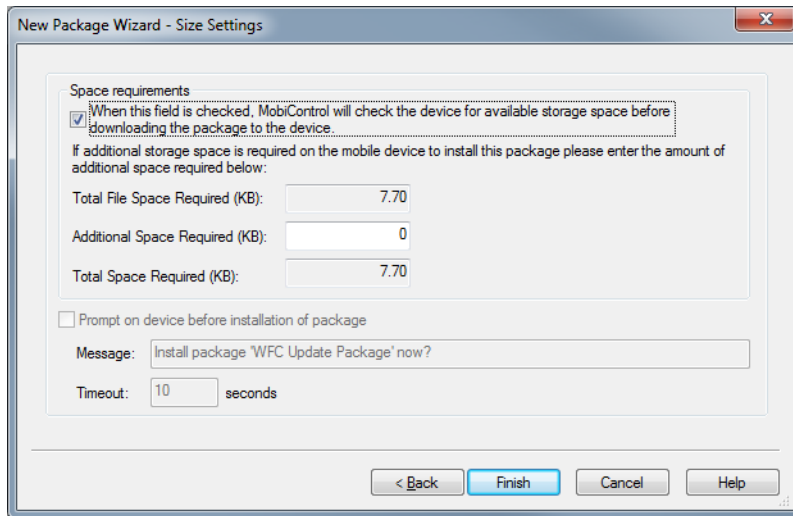
```
sendintent -a "intent:#Intent;action= wfc.voice.ACTION_NEW_CONFIG;S.
profile_uri=/sdcard/WFCConnect/WFCConnect.xml;end"
```
9. Select **Next**.
10. On the **Add Files or Folders** screen, select **Add > Add Files**.
11. Navigate to the Zebra Voice configuration file and select **Open**. The **File Attributes** dialog box displays.

Figure 26 MobiControl - File Attributes



12. In the **Destination on Device** field, enter **/sdcard/WFCConnect**.
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**.

