WFC Voice Client Version 9.0.23306
Release Notes – 4th January 2024

Highlights

Release 9.0.23306 offers.

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

Device Support

WFC 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 / MC2700[1]
- MC3300 / MC3300x / MC3300ax
- MC9300

- TC21 / TC26[1]
- TC22 / TC27
- TC52 / TC57
- TC52x / TC57x / TC52ax
- TC53 / TC58
- TC70x / TC75x
- TC72 / TC77
- TC73 / TC78
- MC94

OS Support

WFC Voice client 9.0.23306 is supported on Zebra devices running Android 10, Android 11, Android 12, and Android 13 OS.

WFC Voice client 9.0.23306 is supported on non-Zebra devices running Android 10, Android 11, Android 12, Android 13 and Android 14 OS.

WFC Voice client 9.0.23107 is 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.

232New in WFC Voice Client v9.0.23306

Support Call Park with Avaya IPO: This feature allows users to configure the feature access code for the Avaya IPO Park and Unpark button instead of having hardcoded values of previous releases.

WFC – Pinboard Integration – Intent/APIs to share missed call data.: This feature exposed new Intent action using that any third-party application can consume the call data generated inside the Voice G2 Client for their business usage.

WFC Voice Call History clear filter after logout: This feature will return the floating call status menu filter within the History fragment to its initial value of "ALL" upon each sign out or logout event trigger.

Android 14 Support for Consumer Devices: WFC Voice can be installed and used on Consumer Devices/3rd party devices running on Android 14 desert.

Juggernaut Device Support: This release added support for Zebra Juggernaut (MC94) device.

Cellular Support for WFC Voice: WFC Voice can operate on a cellular data connection (in an environment in which no Wi-Fi is available).

Resolved Issues

- If two calls arrive at the same time to a line-group, we only see the notification for the second. When users respond, they are answering the first call.
- When a user rejects a call from a line-group, the notification bar remains visible and shows answer/reject.
- The Caller ID of the responded station is not displayed in the Line Group call.
- After an incoming call, the device is not locked in Imprivata
- We only notice the second call's notification when two calls arrive at the same time to a line group. In reality, the user answers the second call, which is the most recent, if they drag down the notification screen and respond to the first call.
- If there are two lines assigned to the device, Extension Mobility will not function.
- Users are unable to accept another incoming call while the Imprivata lock screen is on.
- When the voice role is registered in Profile Client, WFC is stuck in waiting for external storage permission.
- In some scenarios, Voice application may not recover from a network outage and remain unregistered until the client is reloaded or rebooted.

Usage Notes

- WARNING: The WFC 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 WFC Extension Manager or the WFC 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 WFC 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 requires installation of Zebra WFC Central component.

- On devices with Android 12 and above, user must grant extra permissions such as BLUETOOTH_CONNECT.

- On devices with Android 13 and above,

    o User must grant extra permissions such as POST_NOTIFICATIONS, READ_MEDIA_AUDIO, READ_MEDIA_IMAGES.

    o WFC 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 WFC 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 WFC 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, WFC 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 WFC 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 WFC 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 WFC 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 WFC 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:
  - o Workforce Connect Voice Client 9.x Administrator Guides for each PBX type

    Administrator guides contain configuration for PBXs and the WFC client, as well as installation instructions.
  - o WFC Voice Licensing Guide for 9.0.20306 and Later
  - o WFC Voice Client Configuration Guide for StageNow
  - o WFC Voice Client Configuration Guide for Mobile Device Managers
  - o Workforce Connect Voice Client Quick Start Guide
  - o Workforce Connect Voice Client Programmer's Guide
  - o Best Practices guides for wireless networks

About WFC Voice Client

Workforce Connect Voice (WFC-Voice) client is an installable software package that operates on Zebra mobile computing platforms (refer to device compatibility list). WFC-Voice client increases the value and return on investment of the Zebra mobile computer by providing high performing, fully customize-able telephony experience when connected to supported IP SIP Call Managers (PBXs). PBX features normally only found on wired desksets

are now provided to wireless mobile computer users dramatically increasing both user experience and business value. WFC-Voice client naturally becomes part of the user's everyday workflow while integrating seamlessly on the Zebra mobile computer.

WFC-Voice client is simple to deploy, configure and customize through Mobile Device Management (MDMs), semi-automated, and direct manual strategies. WFC-Voice offers ability to customize the user experience from 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 have the ability to manage the "look and feel" of every screen.

The WFC-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.

WFC Voice Client v9 Release History

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 WFC Profile Client to launch WFC 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 9.0.22110 offers
- Ability to disable Favorites feature
- Ability to disable scrolling of contact name in contact list
- Ability to hide the footer from the dashboard screen
- Support for Android notifications when new voicemail arrives
- Added support for DTMF Payload Type configuration
- Ability to see Privacy policy link added to About page
- Added Prominent disclosure and consent for Android Read Contacts and Record Audio permissions

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