



# Workforce Connect Voice

Turn Zebra Technologies' mobile computers into fully featured deskphones



SEE MORE. DO MORE.

Your workers depend on their Zebra Technologies' mobile computers to access the information they need to do their jobs as efficiently as possible. But when it comes to the many phone calls routed through the PBX to and from co-workers, managers and customers throughout the day, your workers are still dependent on their deskphone. Now, you can give your workforce single device simplicity with the Workforce Connect Voice from Zebra. This fully-featured voice client empowers qualified Zebra mobile computers with comprehensive deskphone functionality. So no matter where your workers are inside your facility, they can access crucial business data as well as place and receive important phone calls. The result? The multi-device functionality that drives capital and operational costs down — and unified device simplicity that drives workforce productivity up.

## **Get more out of your mobile computers**

The Workforce Connect Voice compatible Zebra mobile computers you already own can double as PBX-enabled handsets, increasing value and the return on investment.

## **Easy to deploy**

With the Workforce Connect Voice, you get comprehensive functionality and simple deployment. Support for leading PBXs and most of the wired deskphone features and functions that your business uses today deliver a fit-for-purpose voice experience, without compromise. You can allow the PBX to automatically create buttons for specific PBX features, which you can place wherever you want. You can also create new buttons and place in the columns and rows you specify in the flexible user interface. And PBX speed dial and corporate directories can be automatically adopted.

## **Unparalleled customization**

The Workforce Connect Voice gives you the control you need to create the best voice experience for your users. You decide which features appear where — on the home screen, when calls are initiated and during a call — allowing you to provide your users with single button access to the features they use most. Buttons can perform whatever action is required to maximize worker efficiency — from executing a PBX function to opening a line of business application. And with control over screen design, colors and more, you're also in charge of the look and feel of every screen.

## **Reduce training**

Complete control over interface design allows you to achieve maximum user interface simplicity for different roles and user experience levels, virtually eliminating user training — ideal in industries with high turnover, such as retail.

## **Unsurpassed interface simplicity**

When it comes to making or receiving calls with a mobile device, users often need to search for features. Now, all the features your users need are just a button press away.

## **Simplify complex telephony functions**

Many Zebra-only features bring unprecedented simplicity and functionality to more complex PBX features. For example, you can enable users to see and graphically manage up to six different extensions. And when it comes to hunt groups, users can join or drop a hunt group on-the-fly, allowing retailers, healthcare and other organizations to ensure that calls are always answered promptly.

## **Superior integration with Zebra push-to-talk (PTT) solutions**

If your workers are using Workforce Connect Push-to-Talk (PTT) Express, workers on a PTT call will never miss a phone call — a real-time visual alert allows users to see who is calling and determine whether they need to answer, and a missed call notification reminds users to return the call. PTT calls can be answered by pressing an on-screen button or the dedicated PTT buttons on the side of the mobile computer.

Easily empower your qualified Zebra mobile computers with unsurpassed PBX functionality.

For more information, visit [www.zebra.com/workforceconnect](http://www.zebra.com/workforceconnect) or access our global contact directory at [www.zebra.com/contactus](http://www.zebra.com/contactus)

# SPECIFICATIONS CHART

**WORKFORCE  
CONNECT VOICE  
IS AT HOME IN...**

Retail  
Healthcare  
Hospitality  
Manufacturing  
Warehousing  
Transportation & Logistics



FEATURE	CISCO CUCM 8.6	CISCO CME 9.1	AVAYA IP OFFICE 9.0	AVAYA AURA 6.2
<b>STANDARD FEATURES</b>				
Basic Call (Start and End, Make and Receive)	•	•	•	
Call Forwarding (Busy)	•	•	•	
Call Forwarding (No answer)	•	•	•	
Call Transfer Attended	•	•	•	
Call Transfer Blind	•	•	•	
Call Waiting	•	•	•	
Caller ID	•	•	•	
Hold/Resume	•	•	•	
Message Waiting Indication (MWI)	•	•	•	
Multiple Call Appearances (up to 4)	•	•	•	
Do Not Disturb (DND) PBX side	•	•	•	
Call Park and Retrieve Directed — Transfer Call to Specific Slot	•	•	•	
Feature Access Codes Enablement	•	•	•	
<b>ENHANCED FEATURES</b>				
Ad hoc conferencing: Merging 2 calls	•	•	X	
Call Forwarding (unconditional)	•	•	X	
Call Park and Retrieve — Park to Orbit	•	•	X	
Distinctive Ring for Call Park	•	•	X	
Distinctive Ring for Call Hold	•	•	X	
Shared/Multi-Line Appearances — (up to 6)	•	•	X	
Speed Dial list download from PBX	•	•	X	
PBX failover list up to 3 Hosts	•	•	X	
Dashboard of Parked Calls	X	•	X	
<b>CLIENT EXPERIENCE FEATURES</b>				
Call Log available (missed calls, incoming and outgoing calls)	•	•	•	
Dial from Phone Contact List	•	•	•	

FEATURE	CISCO CUCM 8.6	CISCO CME 9.1	AVAYA IP OFFICE 9.0	AVAYA AURA 6.2
<b>CLIENT EXPERIENCE FEATURES (CONTINUED)</b>				
Ring Volume Adjustment	•	•	•	
Multiple Line support	•	•	X	
User Definable Speed Dial List	•	•	•	
# of Voicemail messages displayed — set dependent	•	•	X	
Vibrate tone and/or Ring tone	•	•	•	
Keep Voice Client Alive when device goes to sleep	•	•	•	
Phone ID/Name on banner display	•	•	•	
Device Locked — Place Call, Answer Call, Night Answer and Emergency Call	•	•	•	
Unique Ringtone per line appearance	•	•	•	
Contact List: Local Add, Edit, Delete or via LDAP	•	•	•	
Support Wired Headset with Call Control Button	•	•	•	
Bluetooth Headset support — only audio, does not include button actions	•	•	•	
Speakerphone	•	•	•	
Support Ring Volume adjustment	•	•	•	
Support Unique Ringtones per contact	•	•	X	
Corporate Directory accessed from PBX or other source	•	•	X	
Feature Buttons that can launch Android applications	•	•	X	
Customizable User Interface: through UI or XML file download	•	•	•	
Call Accept types (3 choices)	•	•	•	
Accept call (short message)	•	•	•	
Speed Dialing	•	•	•	
<b>CLIENT OPERATIONAL FEATURES</b>				
Direct IP to IP Media (Media Shuffling)	•	•	•	
Coexistence with Native PTT Application	•	•	•	
Configuration support via MDM	•	•	•	
Lock phone configuration features (ringer type/volume, accepting calls, etc.)	•	•	•	
<b>SUPPORTED STANDARDS</b>				
E.164 Dialing	•	•	•	•
Over Dial / DTMF (RFC 2833)	•	•	•	•
Vocoder Support (G.729,G.711, GSM, G.722)	•	•	•	•
Emergency Calling (911) on WLAN	•	•	•	•
VOIP/QOS (over Wi-Fi) — Tagging	•	•	•	•
DHCP (option 150)	•	•	•	•

**X = Not supported by PBX**



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