

Zebra Enterprising Messaging Service (ZEMS)

ZEMS Server Version 3.0.23202 with Web Client Version v2.1.23202

Release Notes - Oct 2023

Highlights

Zebra is proud to announce general availability of the Zebra Enterprise Messaging Service (ZEMS) version 3.0.23202 which provides the following features:

- Sending prioritized message
- Infobip WhatsApp Support
- Maintenance updates

Device Support

- ZEMS server v3.0.23202 or later works with following PTT Pro Clients:
 - PTT Pro for Android version 3.3.10199 or later
 - PTT Pro for iOS version 1.0.11088 or later
 - ZEMS Web Client version 2.1.23202 or later
- **IMPORTANT:** Earlier versions of PTT Pro Android are not compatible with this version of the ZEMS server.

Features in ZEMS v3.0.23202

Sending prioritized message

PTT Pro customers can now set the priority to the message while sending. Priority can be assigned to messages to contacts and messages to groups. If you are a manager, you assign a priority to broadcast messages. Sending priority messages requires PTT Pro for Android version 3.3.10235 and ZEMS Web Client version 2.1.23202 or later.

Infobip WhatsApp Support

PTT Pro customers can now communicate with external devices using WhatsApp by integrating Infobip into their ecosystem. Infobip in combination with ZEMS v3.0.23202 allows enterprises to communicate with their customers by providing them a phone number. For example, a customer picking up their purchases at curbside sends an WhatsApp message to the store's Infobip number. Infobip forwards the communication to ZEMS and the appropriate group or individual who brings the customer's purchases to the curbside.

Usage Notes

- ZEMS is only available to PTT Pro customers. ZEMS is an alternative to PTT Pro messaging. A PTT Pro client may use ZEMS or PTT Pro messaging but may not use both at the same time.

- Zebra must configure the customer for ZEMS before ZEMS can be used. Contact Zebra Support to be configured for ZEMS.
- In order for the PTT Pro client to use ZEMS, the client must be configured with ZEMS parameters including the ZEMS Server URL and a customer-specific API key. These parameters are provided by Zebra.
- Messages sent using ZEMS will not reach PTT Pro clients using PTT Pro messaging and vice versa. This includes the Windows PTT Pro Desktop client users who need to communicate with ZEMS users must use the ZEMS Web client.
- ZEMS Web Client users are required to be OAuth enabled. Android and iOS users may be OAuth enabled but are not required to be.
- ZEMS Webhooks have been validated with Microsoft Teams version 1.5.00.2164.
- Twilio interoperability has been validated with SMS and WhatsApp.
- Infobip interoperability has been validated with SMS and WhatsApp. Attachments are not supported in SMS and some of the attachment types are not supported in WhatsApp.
- Existing IWG customers will be migrated to the ZEMS IWG by Zebra. Contact Zebra Support if you have questions.

Known Issues

- None

Documentation

- ZEMS documentation is available on the Zebra PTT Pro support site at <https://www.zebra.com/us/en/support-downloads/software/productivity-apps/push-to-talk-pro.html>. Documentation at this location includes the following:
 - MN-004513-03EN: ZEMS Customer Administration Guide
 - MN-004512-07EN: ZEMS Client User Guide

About WFC ZEMS

The Zebra Enterprise Messaging Service provides advanced messaging services to PTT Pro users, including sending messages to regions or corporate-wide, scheduling messages, seeing how many users have read the messages, integration with SMS, and other state-of-the-art messaging features.

Release History

Release 3.0.23106 offers the following features:

- Infobip SMS support

Release 3.0.22406 offers the following features:

- Interworking Gateway (IWG) Integration

Release 2.1.22307 of ZEMS offered the following features:

- Twilio support
- Improved security between client and server

Release 1.0.21 of ZEMS offered the following features:

- Messaging to PTT Pro individual and group contacts
- Seamless integration with PTT Pro clients
- Attachments such as images, video, and audio
- Broadcast messages to regions that span the enterprise
- Teams messaging integration
- Automatic sync of groups, users, and sites between PTT Pro and ZEMS