

Zebra Enterprising Messaging Service (ZEMS)

ZEMS Server Version 3.0.24101 with Web Client Version v2.1.24101

Release Notes - May 2024

Highlights

Zebra is proud to announce general availability of the Zebra Enterprise Messaging Service (ZEMS) version 3.0.24101 which provides the following features:

- Support for the Message of the Day feature using the GCP publisher/subscriber model.
- Implementation of a New API Endpoint to Retrieve the Most Recent User Messages
- Enabling Customer Admin to Sync Users and Groups from Pttpro to Zems
- Maintenance updates

Device Support

- ZEMS server v3.0.24101 or later works with following PTT Pro Clients:
 - PTT Pro for Android version 3.3.10258 or later
 - PTT Pro for iOS version 1.0.11103 or later
 - ZEMS Web Client version 2.1.24101 or later
- **IMPORTANT:** Earlier versions of PTT Pro Android are not compatible with this version of the ZEMS server.

Features in ZEMS v3.0.24101

Support for the Message of the Day feature using the GCP publisher/subscriber model.

When the ZEMS is integrated with the Frontline Service system, users can receive notifications through the GCP pub/sub model. Subsequently, the Frontline system can retrieve the latest messages via the API and transmit them to the device.

Refer customer administrator guide for more details.

Implementation of a New API Endpoint to Retrieve the Most Recent User Messages

A new REST API is implemented to return the most recent N messages that were targeted to the user.

Enabling Customer Admin to Sync Users and Groups from Pttpro to Zems

When a customer admin logs in, they will find an option in the user interface (UI) to synchronize users and groups from the Pttpro system to Zems.

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 3.0.23305 offers the following features:

- Improvement in message sending.

- Support for Manager association using Profile Manager user import.
- Maintenance updates

Release 3.0.23202 offers the following features:

- Sending prioritized message
- Infobip WhatsApp Support

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